

客戶意見書

Customer Feedback Form

尊貴的客戶：

為致力提供優質服務以配合您的需要，並提高我們的服務質素，我們樂於聽取您的意見。如您對我們的服務有任何意見，或希望表揚為您提供卓越服務的職員，歡迎透過以下途徑聯絡我們：

分行—請向分行主管表達您的意見：

客戶意見書—請填妥本客戶意見書，然後郵寄或傳真(852)2815 3333 至本行，您亦可交回任何一間分行：

電郵—nanyang@ncb.com.hk；或

客戶意見熱線—(852)3982 9960(為確保服務質素，有關談話內容可能會被錄音)。

我們收到您的意見後，會於7天內確認收訖，並於30天內就您的意見作出回覆。經由第三者轉達的意見，除非已提供有效的授權文件，否則我們會直接聯絡有關客戶，以保障客戶的私隱。

在此感謝您的寶貴意見。

南洋商業銀行有限公司謹致

Dear Valued Customer,

We are dedicated to providing quality service that suits your needs and to enhancing our service level, and we value your opinions. If you have any feedback or would like to recognize any of our staff for their excellent service, you are welcome to share your views through the following channels:

Branch: Please share your opinions with our Branch Head;

Customer Feedback Form: Please complete this form and return it by mail, by fax (852) 2815 3333 or to any of our branches;

E-mail: nanyang@ncb.com.hk; or

Customer Opinion Hotline: (852) 3982 9960 (To ensure our quality of service, your calls may be recorded).

Your feedback will be followed up and acknowledged within 7 days upon receipt. In case we need to investigate further, our staff will endeavour to advise you the result within 30 days. If the feedback is lodged by a third party, we will contact the concerned customer directly in order to protect our customer's privacy unless a proper written authorization is obtained.

Thank you in advance for sharing your valuable comments.

Nanyang Commercial Bank, Limited



NCB 南洋商業銀行

中國信達全資附屬公司 Wholly owned subsidiary of China Cinda

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