151 DES VOEUX ROAD CENTRAL NANYANG COMMERCIAL BANK, LIMITED 港 洋商 德輔道中151號

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行有限公

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HONG KONG

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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。

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



Please seal here

我們盼望聽取您的意見 We Welcome Your Opinions and Comments

姓名 □先生 Mr.
Name: 口女士 Ms
通訊地址
Correspondence Address:
賬戶號碼
Account No.:
電話號碼
Telephone No.:
人地加州家 中文日

多謝您旳賈貢怠見。

Thank you for sharing your opinions with us.

收集個人資料聲明 - 客戶意見及投訴處理

Personal Information Collection Statement -Customer Feedback and Complaint Handling

在向南洋商業銀行有限公司(「本行」)提供任何個人資料作題述用途前,請 先閱讀此聲明。

Please read this statement carefully prior to supplying personal data to Nanyang Commercial Bank, Limited ("the Bank") for subject purpose.

您所提供的所有個案及個人資料,將被用作與處理及/調查您的意見/投

All your information and personal data supplied will be used for purposes related to the handling and/or investigation of your feedback or complaint.

為與(i)處理及/調查您的意見/投訴相關的目的;以及(ii)在法律許可及規定 下,本行可將您提供的個案及個人資料向第三方披露或轉移,包括本行 參與調查工作的職員及其他相關監管機構、當局及執法機關。

The Bank may disclose or transfer the information and personal data provided by you to third parties (i) for purposes related to the handling and/or investigation of your feedback or complaint, including the Bank's staff who will be involved in investigation of the case and other relevant regulators, authorities and law enforcement agencies; and (ii) where permitted by law.

如您並非以您的個人資料向本行反映意見/作出投訴,您必須提供賬戶 持有人簽妥之書面授權文件,有關內容需包括賬戶持有人及被授權人之 全名及被授權人的通訊方式。

If you are not using your own personal data for feedback/complaint to the Bank, you have to provide the written authorization duly signed by the account holder. The content of this authorization shall include the name of both the account holder and the authorized person and the contact information of the authorized person.

您有權要求查閱或更改本行所持有您的個人資料。查閱或更改該等資料 需以書面向資料保障主任提出,地址為香港德輔道中151號。

You have the right to request access to and correction of your personal data held by the Bank. Request for access or correction of personal data should be made in writing to the Data Protection Officer at the address: 151 Des Voeux Road Central Hong Kong.

您在本意見/投訴個案所提供的個人資料屬自願性質。不過,如果您未 能提供資料,我們未必能處理您的意見/投訴。

It is voluntary for you to supply your personal data regarding your feedback or complaint. However, if you fail to do so, we may not be able to process your feedback or complaint.

本人已閱讀及接受所有詳列於《收集個人資料聲明—客戶意見及投訴處 理》內之條款。

I have read and accepted all terms specified on the "Personal Information Collection Statement - Customer Feedback and Complaint Handling".

客戶簽署

Customer Signature: _