

請在此處封口 Please fold and seal here

NO POSTAGE
STAMP
NECESSARY
IF POSTED
IN HONG KONG
如在本港投寄
毋須貼上郵票

Business Reply Service
Licence No. 6975

INDUSTRIAL AND COMMERCIAL BANK OF CHINA (ASIA) LIMITED
G.P.O. BOX 872
HONG KONG

POSTAGE
WILL BE
PAID BY
LICENSEE
郵費由持
牌人支付

請在此處封口 Please fold and seal here



客戶意見書

Customer Feedback Form

一份寶貴意見
萬分進步動力



ICBC  工銀亞洲

Customer Feedback Form

客戶意見書

To continuously enhance our service standard, we value your suggestions and feedback.

Please take a few minutes to complete this form. Thank you very much for your kind support.

工銀亞洲不斷為您提升服務質素，請撥冗數分鐘填下寶貴意見，讓我們為您做得更好，衷心感謝您的支持。

Date日期 Branch分行

Name / Contact Person of Company 姓名 / 公司聯絡人

Contact Tel / Email 聯絡電話 / 電郵 (If applicable 如適用)

Account No. / ATM Card No. / Credit Card No.
戶口號碼 / 提款卡號碼 / 信用卡號碼

Personal Information Collection and Privacy Policy Statements on www.icbcasia.com
個人資料收集及私隱政策聲明可於www.icbcasia.com參閱

Staff Name 職員姓名 (If applicable 如適用)

- ☐ Polite & Sincere 態度親切有禮、熱情主動
- ☐ Patient & Accurate 耐心聆聽、準確了解客戶所需
- ☐ Efficient & Flexibility 高效率、靈活處理工作
- ☐ Responsible & Meticulous 盡心盡責、不搪塞敷衍
- ☐ Reliable & Knowledgeable 顯示出豐富的专业知識

Other Comments / Opinions 其他意見 / 想法

In case of compliment, may you need any response? ☐ Yes
如屬表揚意見，閣下是否需要回覆？ ☐ 需要

Please complete and return this form to us by post, by fax, or through our collection box located at any of our branches.

請填妥此意見書，以郵寄、傳真或將表格投入任何一間分行的收集箱。

Mailing Address郵寄：

ICBC (Asia), G.P.O. Box 872, Hong Kong. 香港郵政總局信箱872號

Email電郵: enquiry@icbcasia.com Phone電話: (852) 2189 5588

Fax傳真: (852) 2758 1340

For Bank Use 供銀行專用

Receiving Branch/Department 收表分行 / 部門

Receiving Date 收表日期

Staff ID 職員編號

我們在接獲閣下的反饋意見後會盡快回應。若閣下以書面形式向我們反映意見，我們將於收到意見後的7天內向閣下發出書面確認函。如需時跟進，我們將會在30天內給予回覆。若有關事宜涉及金錢爭議及在60天內仍未能解決，閣下可考慮通過電話(3199 5199)，傳真(2565 8662)或電郵(fdrc@fdrc.org.hk)向金融糾紛調解中心查詢調解程序，客戶及本行將分擔調解及仲裁費用。

We will respond to your feedback, comments and opinions as soon as possible. But in any event, we will send you a written acknowledgement within 7 days upon our receipt of your written complaints. In case we need more time to look into the matter, we will give you a reply within 30 days. If the relevant matter involves financial dispute and is not resolved within 60 days, you may contact the Financial Dispute Resolution Centre Limited (FDRC) by telephone (3199 5199), fax (2565 8662) or email (fdrc@fdrc.org.hk) for mediation process with cost of mediation and arbitration shared between the customer and our Bank.