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密件 CONFIDENTIAL

進展不忘穩健 • 服務必盡忠誠
Progress with prudence • Service with sincerity

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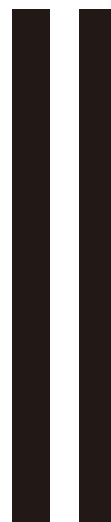
香港 中環
德輔道中四十五號
招商永隆銀行大廈
招商永隆銀行有限公司
優質服務管理

BUSINESS REPLY SERVICE
LICENCE NO. 442

CMB WING LUNG BANK LIMITED
CUSTOMER SERVICE QUALITY
CMB WING LUNG BANK BUILDING
45 DES VOEUX ROAD CENTRAL
HONG KONG

NO POSTAGE
STAMP
NECESSARY
IF POSTED IN
HONG KONG

如在本港投寄
毋須貼上郵票



客戶意見 CUSTOMER SUGGESTIONS

招商永隆銀行有限公司一向竭誠為客戶提供優質服務。我們非常重視您的寶貴意見，力求讓服務更臻完善。我們亦十分珍惜客戶對本行服務的認同及嘉許。客戶的建議及表揚，是鼓勵我們進一步提升服務質素的動力，我們定必珍而重之。歡迎您透過以下途徑向我們表達：

CMB Wing Lung Bank Limited is dedicated to provide quality services. We certainly find opinions from our customers valuable and beneficial for achieving service excellence. Meanwhile, we also treasure recognitions and commendations from you. Suggestions and positive feedback from customers are cherished and served as motivators for us to further enhance our service. Please feel free to share with us your feedback through the following channels :

填妥此表格並郵寄、傳真至 2384 9369 或交回本行各分行。
Complete and return this form by mail, fax 2384 9369 or to any of our branches.

我們承諾會盡快跟進您的意見，在三十天內以書面回覆。所有客戶提供的資料將絕對保密。
Your concerns will be addressed promptly and a written response will be given within 30 days upon receipt. Information provided by the customers is strictly confidential.

多謝閣下的寶貴意見 THANK YOU FOR YOUR OPINION

www.cmbwinglungbank.com · 優質服務管理專線 Customer Service Quality Hotline 2384 0257

致：招商永隆銀行有限公司 優質服務管理
To：Customer Service Quality, CMB Wing Lung Bank Limited

We listen... We value...
Your Opinions

我們聆聽...
我們重視...
您的意見

本人希望表達...

I would like to express my ...

讚揚 Compliment 意見 Comment 建議 Suggestion

有關分行 / 部門 / 職員資料

Branch / Department / Staff Name Information

分行 Branch	部門 Department	職員姓名 Staff Name

本人希望讚揚上述職員 / 分行 / 部門，因為...

My commendation to the above staff / branch / department for...

- | | |
|---|--|
| <input type="checkbox"/> 誠懇有禮，服務熱誠 Courteous and Enthusiastic | <input type="checkbox"/> 了解我的需要 Good Understanding of My Needs |
| <input type="checkbox"/> 服務準確及有效率 Accurate and Efficient | <input type="checkbox"/> 專業知識豐富 Professional and Knowledgeable |
| <input type="checkbox"/> 靈活變通，提供選擇 Flexible with Alternatives | <input type="checkbox"/> 其他 Others..... |

詳情 Details :

本人現提供下列個人資料，以便貴行跟進上述事宜及聯絡本人。(可以不記名方式提供意見)

Please find my personal particulars for your follow up in relation to my concern. (Anonymous suggestions are welcomed)

- 請回覆我 Please contact me 不用回覆我 Not necessary to contact me

姓名
Name:

賬戶號碼 (如適用)
Account Number (if applicable):

日間聯絡電話號碼
Daytime Contact Number:

通訊地址
Correspondence Address:

電郵地址
Email Address:

.....

簽署
Signature:

日期
Date:

招商永隆銀行有限公司
CMB Wing Lung Bank Limited

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