

以您為先 力臻完善 You inspire us to strive for excellence

客戶意見表格 Customer feedback form



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The Hongkong and Shanghai Banking Corporation Limited
Customer Relations Department
P.O. Box No. 71169
Kowloon Central Post Office

滙豐一向致力為您提供優質產品和服務，務求令您享受到殷切貼心的服務體驗。如欲表揚為您提供優質服務的職員，或對我們的服務有任何意見／投訴，請透過以下途徑聯絡我們：

電郵： feedback@hsbc.com.hk (請勿附加檔案於電郵內，以免收件被延誤或受阻。)

熱線： 2233 3000 (為確保服務質素，談話內容可能會被錄音。)

分行： 請向分行經理或客戶服務經理表達您的意見、投訴或讚許。

函件： 請填妥表格內頁或致函本行，郵寄往九龍中央郵政局郵政信箱71169號，香港上海滙豐銀行有限公司客戶關係部。

傳真： 3418 4739

我們收到您的意見／投訴後，會於下一個工作天內確認收訖，並務求在五個工作天內解決有關事宜。我們偶爾需要更多時間處理，但我們定當給予您回覆。投訴資料將絕對保密，並交由具有合適經驗和職權，但與投訴事項並無直接相關的職員處理。至於經第三者轉來的投訴，我們只會直接回覆有關客戶，以保障客戶私隱。如投訴成立，我們會作出適當補救，但補救不一定涉及金錢賠償。如仍有不滿，您可要求將個案交由更高級的管理人員複核。

我們致力確保所有投訴能圓滿解決，但如我們的回覆未能令您滿意，您有權將個案轉交香港金融管理局（金管局）投訴處理中心（香港中環金融街8號國際金融中心2期55樓）處理。有關金錢糾紛，您亦可將個案交予金融糾紛調解中心處理（香港中環雪廠街11號律政中心西座4樓408-409室；電話：(852) 3199 5199；網頁：www.fdr.org.hk）。我們會全力與金管局及金融糾紛調解中心合作。

如有查詢或需要任何特別協助，請與我們聯絡，我們樂意為您服務。

由香港上海滙豐銀行有限公司刊發

We at HSBC are committed to providing you with a delightful customer experience by delivering excellent products and services. If you would like to recognise any of our employees who have provided excellent service or have any feedback/complaint, please contact us through the following channels:

Email : feedback@hsbc.com.hk (To avoid delay or failure of delivery, please avoid inserting any attachment in the email.)

Telephone hotline : 2233 3000 (Please note that calls may be recorded to ensure service quality.)

Branches : Share your feedback, complaint or commendation with our branch managers or branch service managers.

Mail : Use the form overleaf or write to The Hongkong and Shanghai Banking Corporation Limited, Customer Relations Department, P.O. Box No. 71169, Kowloon Central Post Office.

Fax : 3418 4739

We will acknowledge receipt of your feedback/complaint within the next working day and aim to resolve most issues in five working days. Occasionally, we may need more time but we will keep you informed. Your complaint will be handled in total confidence by employees who are not directly involved in the matter but have the right experience and authority. If a complaint is lodged by a third party, we will only contact the customer to protect his/her privacy. Appropriate redress will be offered if the complaint is upheld but may not involve a financial element. You can ask for your case to be reviewed by management at a higher level within the Bank if you are not satisfied.

Our aim is to resolve all complaints internally. However, if you are not entirely satisfied with our handling of your case, you have the right to refer the matter to the Complaint Processing Centre of the Hong Kong Monetary Authority (HKMA) on the 55/F, Two International Finance Centre, 8 Finance Street, Central, Hong Kong. For monetary disputes, you may also refer your case to the Financial Dispute Resolution Centre (FDRC), Room 408-409, 4/F, West Wing, Justice Place, 11 Ice House Street, Central, Hong Kong (hotline: (852) 3199 5199; website: www.fdr.org.hk). HSBC fully co-operates with the HKMA and the FDRC in the handling of complaints.

Please let us know if you have a question or require any special assistance. We would be happy to help.

Issued by The Hongkong and Shanghai Banking Corporation Limited



