



大眾財務
大眾首選

顧客意見書
CUSTOMER SUGGESTION FORM

親愛的顧客:

大眾財務有限公司致力提供優質的理財服務，為使我們的服務更臻完善，我們樂於聽取閣下的意見或建議。如閣下對我們的服務及產品有任何意見或建議，歡迎填寫本意見書，並透過以下途徑將意見書交回給我們:

1. 郵寄地址: 大眾財務有限公司
香港德輔道中71號
永安集團大廈11樓
客戶關顧經理
2. 傳真: (852) 2530 5199
3. 電郵地址: customerservice@publicfinance.com.hk
4. 親自遞交本行

我們收到閣下的意見或建議後，會於七天內確認收訖，如需作進一步調查，我們會於三十天內通知你有關事宜之處理進度或作出回覆。如客戶的意見或建議由第三者轉達，為保障客戶私隱，我們會直接回覆有關客戶。

大眾財務有限公司

Dear Valued Customer,

At Public Finance Limited, we are committed to providing our customer with superior financial services. Your opinion or suggestion on our products and services will enable us to serve you better. To share your opinion or suggestion, you may contact us through the following channels:

1. Mail: Customer Relations Manager
Public Finance Limited
11/F, Wing On House
71 Des Voeux Road Central
Hong Kong
2. Fax: (852) 2530 5199
3. Email: customerservice@publicfinance.com.hk
4. Drop off at any of our branches

We will acknowledge your opinion or suggestion within 7 days upon receipt. In case we need to investigate further, we shall update you the progress or respond to you within 30 days. Please note that if customer opinion or suggestion is lodged by a third party, we shall only contact the respective customer rather than the third party in order to protect our customer's privacy.

Public Finance Limited

本公司專用 For the Company Use Only

存檔編號

Reference No.: _____

收到日期

Branch/Department Receiving Date: _____

顧客意見書交至

Receiving Branch/Department: _____

請敘述閣下的愉快經驗，助我們表揚有關同事。
To help us recognise employee(s) who have provided excellent services to you, please describe the service you have experienced by completing this form.

我的嘉許:
My commendations for the following staff:

職員姓名
Employee Name _____

所屬分行 / 部門
Branch / Department _____

因她 / 他
Because she / he

- 親切友善及有禮
is friendly and polite
- 耐心地了解和尊重我的需要
understands with patience and respects my need
- 靈活變通
is flexible
- 辦事有效率及準確
is efficient and accurate
- 有豐富的產品知識
is knowledgeable and professional
- 能全面地跟進我的要求
follow up my request thoroughly

其他 (請註明):
Others (Please specify):

我對大眾財務產品 / 服務的意見或建議:
My opinion or suggestion on Public Finance products / services:

請閣下填妥以下資料以便聯絡及跟進。
Please provide us with the following information so that we can contact you to follow up on the case.

姓名 _____ 先生 Mr.
Name: _____ 女士 Ms.

賬戶號碼 (如適用)
Account No. (if applicable): _____

日間聯絡電話
Daytime Contact Phone No: _____

日期
Date: _____

多謝閣下的寶貴意見
Thank you for your valuable feedback