



中国农业银行

AGRICULTURAL BANK OF CHINA

香港分行

HONG KONG BRANCH

Customer Suggestion Form (客戶意見書)

Dear Customer,

At Agricultural Bank of China Limited, we are committed to providing quality services to our customers. Your feedback and suggestions are valuable for us to serve you better. If you have any comments, suggestions or complaint on our service and products, please complete this form and return it to us by mail, fax (2866 0133), in person to our office, or call our complaint hotline at 2863 1901.

敬愛的客戶：

中國農業銀行股份有限公司致力為客戶提供優質服務，閣下的反饋及意見將令我們的服務更臻完善。假如閣下對本行的服務和產品有任何意見或投訴，請填妥本表格並寄回 傳真(2866 0133)，親身交回本行辦事處，或致電我行投訴熱線 2863 1901。

To: Agricultural Bank of China Limited, Hong Kong Branch

致：中國農業銀行股份有限公司，香港分行

Comments/suggestions on your service and products:

對貴行的服務及產品之意見/建議：

Please provide us with the following information so that we could contact you to follow up on the issue. You however are also welcome to give us your comments or suggestions anonymously.

請填寫下列資料以便聯絡和跟進，閣下亦可以不記名方式提供意見/建議。

姓名 Name: _____	戶口號碼〔如適用〕 Account No. (if applicable): _____
日間聯絡電話號碼 Daytime Contact Tel No.: _____	電郵地址 e-mail address: _____
簽署 Signature: _____	日期 Date: _____

Please rest assured that all customer complaints are handled confidentially and according to our internal Complaint Handling Procedure which complies with the guidelines issued by the Hong Kong Monetary Authority. All complaints are logged and will be investigated by our independent Complaint Handling Officer. Where issues are identified, we shall take all necessary steps to address them.

本行會對客戶投訴保密，並根據內部投訴處理程式跟進所有的客戶投訴。該程式符合香港金融管理局發出的指引。所有客戶投訴均會妥善紀錄及由本行獨立處理投訴主任進行調查。本行將採取一切必要措施來解決這些被發現的問題，並作出改善。

Upon receipt of your feedback or opinion, we will follow up and endeavor to respond before the close of the next business day. If we need more time to look into the matter, we will send you:

- an acknowledgement of receipt advising you of the contact details of the person following up on your case within 7 days; and
- a written response within 30 days to your feedback or suggestions.

收到閣下的反饋或意見後，本行將立即作出跟進，並盡可能於下一個營業日或之前回覆。如需時跟進，本行將：

- 在收到反饋或意見的 7 天內，致函通知閣下有關職員的聯絡資料，並
- 於三十日內對閣下的反饋或意見給予書面回覆。