

Your Voices are Our Motivation 您的意見就是我們的原動力

At Fubon Bank, we are all committed to providing you with various excellent quality banking services. For our continuous improvement, your valuable suggestions and feedback are always welcomed and treasured! Meanwhile, if you feel that our staff have rendered remarkable services, please help us recognize our staff by filling out the section of "My Appreciation".

Thank you very much for your kind support and we look forward to hearing your voices.

富邦銀行一向致力為客戶提供多元化及優質的銀行服務。為讓本行能不斷改善及提升服務質素，歡迎閣下提供有關的寶貴意見予本行。同時，如閣下認同本行職員有值得表揚之處，歡迎於內頁之「我的嘉許」一欄中填寫有關資料，以示鼓勵。

多謝閣下對本行之愛戴及支持，並期待閣下之寶貴意見。

Other than this suggestion form, you may also share your voices with us via the following channels:

此外，閣下亦可透過下列途徑向本行反映意見：

- | | |
|--|--|
|  In Person : 親身反映 | Visit any of our branches 親臨任何富邦銀行分行 |
|  By Mail : 郵寄 | Service Quality Management* Fubon Bank Building 38 Des Voeux Road Central Hong Kong 香港中環德輔道中38號 富邦銀行大廈 服務品質管理部 收 |
|  By Facsimile : 傳真 | (852) 2801 6483 |
|  Email Address : 電郵 | fb.csa.fbhk@fubon.com |
|  Customer Opinion Hotline : 客戶意見專線 | (852) 2842 7937 |

*Remarks: Service Quality Management is a designated unit of handling customer feedback and complaint. We will respond to you within 7 days upon receipt of this suggestion form. In case we need to commence investigation, we will advise you of the contact details of the responsible staff. Please note that if customer opinions are lodged by third parties, we will only contact the respective customers rather than the third parties in order to protect our customer's privacy. If you are not satisfied with our final response about the complaint handling result, you may raise further enquiries and/or provide us with new objective information for a further appeal. We will review your enquires and provide further response to you within reasonable time.

*備註：服務品質管理部乃專責處理客戶對本行產品和服務的意見及投訴。本行將會於接獲此意見書七天內回應閣下。如本行需要展開有關事宜的調查，本行將會通知閣下有關負責職員的聯絡資料。至於經第三者轉達的意見，為保障客戶私隱，本行會直接回覆有關客戶。如投訴人就投訴處理結果不滿，可作進一步查詢及/或提供新的客觀信息，以便進一步上訴。我們將審查您的查詢並在合理的時間內向您提供進一步的答覆。

Fubon Bank Customer Suggestion Form 富邦銀行客戶意見書

My Appreciation 我的嘉許

I would like to praise the following staff who provide quality services to me 本人希望表揚以下職員向本人提供優質服務：

- C – Customer-oriented 客戶至上
- H – Hospitality 慇懃有禮
- E – Expertise 專業可靠
- E – Enthusiasm 熱誠可嘉
- R – Responsiveness 回應迅速

Staff Name

職員姓名： _____

Branch / Department

分行 / 部門： _____

Please briefly describe your compliment(s) in the below section of “My Suggestion”.

歡迎於以下「我的意見」一欄中簡述有關表揚事項。

My Suggestion 我的意見

Please briefly describe the matter supporting the compliment / suggestion(s) 請簡述欲表揚 / 反映之事項：
(Please attach supplementary sheets if necessary 可按需要另加紙填寫)

My Information 客戶資料 (This section is optional 可選擇填寫部份)

Please find my personal particulars for your follow up relating to my case. (Anonymous suggestions are welcomed)

本人現提供下列個人資料，以便貴行職員跟進本人之個案及相關事宜。(可以不記名方式提供意見)

Customer Name

客戶姓名： _____

Contact No.

聯絡電話： _____

Bank Account / Credit Card No. (if applicable)

銀行 / 信用卡戶口號碼 (如適用)： _____

Mailing Address

通訊地址： _____

Declaration 聲明

I acknowledge that I have read and understood, and agree to be bound by the “Personal Data Collection Statement” stated on this Customer Suggestion Form.

本人確認本人已閱讀及完全明白富邦銀行於本客戶意見書上所列的《收集個人資料聲明》，並同意及接受其約束。

Signature

客戶簽署： _____

Date

日期： _____

Personal Data Collection Statement 收集個人資料聲明

Please be advised that it is voluntary for you to supply to Fubon Bank (“the Bank”) your personal data. All personal data submitted by you will only be used for purposes which are directly related to your case, and may be transferred to parties who will be involved in the processing of the case, or to such persons who are authorized to receive such information. The Bank may disclose the information provided by you and/or your personal data to the relevant supervisory or regulatory authorities if it is required to do so under the applicable law or regulations binding on the Bank or any of its group.

You have right to request access to and correction of your personal data held by the Bank. Request for access to or correction of personal data or for information regarding policies and practices on personal data and kinds of personal data held should be addressed to:

Data Protection Officer | Fubon Bank (Hong Kong) Limited | Address: 38 Des Voeux Road Central, Hong Kong

請注意，閣下可自願向富邦銀行(「本行」)提供閣下的個人資料。閣下所提交的個人資料只會用於處理閣下之個案直接有關的用途時使用。閣下所提供的個人資料可能被轉移到與處理本案有關之人士，或其他被授權接收有關資料的人士。同時，本行或其集團須遵守的法例而須作出披露的情況下，本行會將閣下提供之資料及/或閣下之個人資料，向有關監督或監管機構披露。

閣下有權要求查閱及改正本行所持有閣下的個人資料。任何關於個人資料查閱或更正、或索取關於個人資料政策及實務或所持有個人資料種類的要求，應向下列人士提出：

資料保護主任 | 富邦銀行(香港)有限公司 | 地址：香港德輔道中三十八號

Thank you for your valuable comments 感謝 閣下之寶貴意見