

親愛的客戶：

中銀信用卡(國際)有限公司秉持專業、務實的服務理念，致力為客戶提供最優質的信用卡產品及服務。如您有任何意見或希望就卡公司職員之卓越表現作出表揚，歡迎填寫這份「客戶意見便箋」並退回我司，或透過以下途徑聯絡我們：

- ◆ 24小時客戶服務熱線：(852) 2853 8828
- ◆ 傳真專線：(852) 2296 7478
- ◆ 郵寄：香港上環干諾道西68號中銀信用卡中心20樓客戶服務部收
- ◆ 電郵意見：inquiry@bochk.com 或 customer.relations@bochk.com
- ◆ 中銀分行網絡：客戶可將書面意見交回中國銀行(香港)任何一家分行
- ◆ 親身到訪：香港上環干諾道西68號中銀信用卡中心20樓客戶服務部

辦公時間：
星期一至五：上午九時至下午五時五十分
星期六、日及公眾假期除外

Dear Customer,

BOC Credit Card (International) Ltd. is committed to providing our customers with quality card products and services. If you have any comments or would like to show appreciation for our staff's exceptional performance, you may complete this "Customer Opinion Leaflet" and return it to us, or contact us in the way most convenient to you:

- ◆ **24-hour Customer Service Hotline:** (852) 2853 8828
- ◆ **Fax:** (852) 2296 7478
- ◆ **By mail:** Customer Services Department, 20/F, BOC Credit Card Centre, 68 Connaught Road West, Sheung Wan, Hong Kong
- ◆ **Email:** inquiry@bochk.com or customer.relations@bochk.com
- ◆ Send your written feedback to any branch of Bank of China (Hong Kong)
- ◆ **In Person:** Customer Services Department, 20/F, BOC Credit Card Centre, 68 Connaught Road West, Sheung Wan, Hong Kong

Office Hours:
9:00 a.m. - 5:50 p.m. (Mondays to Fridays)
Except Saturdays, Sundays & Public Holidays



客戶意見便箋 Customer Opinion Leaflet

類別 Nature:

- 建議 Suggestion 嘉許 Compliment 其他 Other

為方便我們聯絡，請填寫您的個人資料，您亦可選擇以不記名方式提供意見。

Please provide us with your personal particulars to facilitate our further action. Alternatively, you may choose to give your suggestions anonymously.

客戶資料 Customer Information (適隨尊便 Optional)

姓名 Name: _____ 聯絡電話 Contact No.: _____

中銀信用卡號碼 BOC Credit Card No.: _____

地址 Address: _____

客戶簽署 Signature: _____ 日期 Date: _____

我們的承諾

我們會於收到您的查詢或意見後兩個工作天內回應，若需跟進我們會告知調查有關事件的所需時間，一般會於三十天內回覆。



ISO 10002 : 2014
證書編號：CC 3680

中銀信用卡(國際)有限公司謹啟

Our Pledge

On receipt of your opinions we will acknowledge receipt within 2 working days. If follow-up action is required, we will give you a reply within 30 days.



ISO 10002 : 2014
Certificate No.: CC 3680

BOC Credit Card (International) Ltd.

客戶意見

CUSTOMER OPINION

我的意見

建議

嘉許

Compliment

Suggestion



客戶意見便箋

Customer Opinion Leaflet

 中銀信用卡(國際)有限公司
BOC Credit Card (International) Ltd.

中銀香港集團成員
A member of BOCHK Group



ISO 10002 : 2014
證書編號 : CC 3680

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BOC CREDIT CARD (INT'L) LTD
20/F BOC CREDIT CARD CENTRE
68 CONNAUGHT ROAD WEST
HONG KONG

香港干諾道西六十八號
中銀信用卡中心20字樓
中銀信用卡(國際)有限公司



中銀信用卡(國際)有限公司
BOC Credit Card (International) Ltd.