

## Customer Suggestions

Quality service comes with your suggestions

## 客戶意見

全賴您的意見 服務更臻完善

### Dear Customer:

At The Bank of East Asia Group, we believe in the importance of the best possible standard of customer service. We are dedicated to providing quality service that suits your needs, and wish to hear your opinions in order to enhance our service standard.

You are most welcome to share your opinions or suggestions with us through the following channels:

- **By letter:** please complete this form and return to us by post, by fax on **(852) 3608 6228**, or through any of our branches or business offices;
- **By e-mail:** please send your e-mail to **info@hkbea.com**; or
- **By telephone:** please call our Customer Opinion Hotline on **(852) 2211 1388**.

To promptly address your concerns, we will take the follow-up actions and will provide you with:

- a **written acknowledgement within 7 days** upon receipt of your opinions or suggestions; and
- a **written response** to your opinions or suggestions **within 30 days** upon receipt of the same.

Thank you for your kind support.

Yours sincerely,

**The Bank of East Asia Group**

#### Remarks:

1. Written acknowledgement will only be applied to the opinions or suggestions sent by letter or by e-mail.
2. No written acknowledgement will be provided if a written response is provided directly to customers or relevant persons within 7 days upon receipt of the opinions or suggestions.
3. No written acknowledgement or written response will be provided if the opinions or suggestions, upon receipt, have been duly resolved by close of business on the following business day.

### 親愛的客戶：

東亞銀行集團一直秉持「以客為尊」的信念，為客戶提供最優質的服務。本著精益求精的精神，我們不斷提升服務素質，致力瞭解和滿足您的需要，並希望聽取您的寶貴意見，務求令服務更臻完善。

倘若您對我們的服務有任何意見，歡迎隨時循以下途徑向我們提出：

- 請填妥本表格，以信函形式寄予我們，或傳真至 **(852) 3608 6228**，又或將表格交回東亞銀行任何一間分行，或本集團屬下的其他任何一個營業地點；
- 請將意見以電子郵件方式直接傳送到本集團的郵址 **info@hkbea.com**；或
- 致電我們的客戶意見熱線 **(852) 2211 1388** 直接反映您的意見。

我們承諾會於收到您的意見後，立即跟進，並將儘速通知您有關事項的處理進度：

- 在收到意見的7天內，我們將向您發出書面確認通知函，
- 在收到意見的30天內，我們將會就您的意見作出書面回覆。

在此感謝您對我們的支持。

**東亞銀行集團 謹啟**

#### 註：

1. 發送書面確認函只適用於以信函及電子郵件方式向我們反映意見的客戶或人士。
2. 若我們在7天內已書面回覆客戶或有關人士的意見，將不另行發出書面確認函。
3. 若我們在收到意見的下一個工作天內已作回覆，將不會發出上述任何一項書面信函。

