

顧客滿意度調查 Customer Satisfaction Survey

親愛的客戶：

大眾銀行(香港)有限公司(「本行」)其中一項承諾是卓越表現，無論任何時候，我們皆致力保持服務質素，提供優質產品及服務以全面照顧客戶的理財需要。

我們建構優質服務文化，向員工灌輸本行的企業價值觀，包括互相關顧、嚴守紀律、維護道德及提倡廉正、追求卓越、審慎而行和彼此信賴。我們確保員工不斷地實踐及緊守各項政策、工作指引和專業操守，並以此為本行經營業務的準則。

為了推廣本行的優質服務文化，我們非常樂意聽取您的意見，以不斷改善和提升我們的服務。如您對本行的服務有任何意見，歡迎填寫本問卷調查，並透過以下途徑將已填妥之問卷交回：

1. 郵寄地址：
香港德輔道中120號
大眾銀行中心14/F
大眾銀行(香港)有限公司
培訓及發展部
2. 傳真: (852) 2815 7362
3. 電郵地址: training@publicbank.com.hk
4. 親臨分行遞交問卷

感謝您回應本問卷調查。

Dear Valued Customer,

At Public Bank (Hong Kong) Limited (the “Bank”), excellence is one of our commitments. We are committed to upholding our service excellence in our dealings with customers at every point of contact. We seek to deliver excellent products and services to all our customers to meet their financial needs.

We instill in our employees a service culture based on our Bank’s corporate values of Caring, Discipline, Ethics & Integrity, Excellence, Prudence and Trust. We ensure that our employees continuously practise and adhere to the various policies, guidelines and codes of conduct as guiding principles of how the Bank conducts its day-to-day business.

To promote the Bank’s service excellence culture, we would like to hear from you through our survey for continuous service enhancement and improvements. You may complete this survey and return it to us through the following channels:

1. mail : Public Bank (Hong Kong) Limited
Training & Development Department
14/F, Public Bank Centre
120 Des Voeux Road Central
Hong Kong
2. fax : (852) 2815 7362
3. email : training@publicbank.com.hk
4. drop off at any of our branches

Your assistance in completing this survey is greatly appreciated.

追求符合本行企業價值觀的卓越服務 Upholding Corporate Values for Customer Service

分行 Branch

到訪分行日期 Date of Visit

請就以下各項給予評分☐。
Please indicate☐ your view below.

我們的分行職員：
Our Branch Staff:

了解您的需要

understood your needs

5	4	3	2	1	N/A
滿意				不滿意	不適用
Excellent				Poor	Not applicable

解釋清楚以確保您明白

explained clearly to ensure that you understand

5	4	3	2	1	N/A
滿意				不滿意	不適用
Excellent				Poor	Not applicable

向您提供有用的建議和方法

provided useful suggestions and guides to you

5	4	3	2	1	N/A
滿意				不滿意	不適用
Excellent				Poor	Not applicable

有效率地跟進您的查詢

responded to your enquiries in a timely manner

5	4	3	2	1	N/A
滿意				不滿意	不適用
Excellent				Poor	Not applicable

處理您的查詢或申請時展現關懷的態度

showed a caring attitude in handling your enquiries or applications

5	4	3	2	1	N/A
滿意				不滿意	不適用
Excellent				Poor	Not applicable

提供可靠及有效率的服務

provided reliable and efficient service

5	4	3	2	1	N/A
滿意				不滿意	不適用
Excellent				Poor	Not applicable

謙恭有禮

were courteous and polite

5	4	3	2	1	N/A
滿意				不滿意	不適用
Excellent				Poor	Not applicable

公正及公平對待您

treated you equitably and fairly

5	4	3	2	1	N/A
滿意				不滿意	不適用
Excellent				Poor	Not applicable

提供符合或超越您期望的優質服務

provided quality service that meets or exceeds your expectation

5	4	3	2	1	N/A
滿意				不滿意	不適用
Excellent				Poor	Not applicable

整體 Overall

您會否繼續使用本行的產品及服務？

Would you continue to use our Bank's products and services?

會 Yes ☐ 否 No ☐

如您的家人及朋友需要銀行產品及服務，您會否向他們推薦本行？

Would you recommend our Bank to your family and friends if they need banking products and services?

會 Yes ☐ 否 No ☐

其他（請註明） Others (Please specify)

我們可能會與您聯繫以跟進您提供的反饋意見。您的資料只會作優化服務之用，並不涉及其他用途。

We may contact you to follow up on the feedback provided by you. The feedback that you have provided to us will only be used for improvement of our customer service quality and not for any other purposes.

聯絡資料 Your Contact Information

姓名 Name

日間聯絡電話 Daytime Contact Phone No.

電郵地址 Email Address

多謝您的寶貴意見

Thank you for your valuable feedback

分行專用 For Branch Use Only

收表日期 Date of Receiving the Survey:

收表分行 Receiving Branch:

處理問卷的分行職員姓名

Name of Branch Staff Handling the Survey:

參考編號 Reference No.:

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