

# 您的心聲 誠意細聽

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滙豐工商金融一向致力為您提供各種不同的產品和服務，務求令您享受到優質的服務體驗。如欲表揚為您提供卓越服務的職員，或對我們的服務有任何意見／投訴，請透過以下途徑聯絡我們：

**電郵：** [commercialbanking@hsbc.com.hk](mailto:commercialbanking@hsbc.com.hk)

**熱線：** 2748 8288 (為確保服務質素，談話內容可能會被錄音。)

**分行：** 請向分行經理或客戶服務經理表達您的意見、投訴或讚許。

**函件：** 請填妥客戶意見書或致函本行，郵寄往中環郵政總局信箱 64 號，香港上海滙豐銀行有限公司客戶關係部。

我們收到您的意見／投訴後，會於下兩個工作天內確認收訖，並務求二十天內解決有關事宜。投訴資料將絕對保密，並交由具有合適經驗和職權，但與投訴事項並無直接關連的職員處理。至於經第三者轉來的投訴，我們只會直接回覆有關客戶，以保障客戶私隱。如投訴成立，我們會作出適當補救，但補救不一定涉及金錢賠償。

我們致力確保所有投訴能圓滿解決，但如我們的回覆未能令您滿意，您有權將個案轉交香港金融管理局（「金管局」）法規部投訴處理中心（香港中環金融街 8 號國際金融中心 2 期 55 樓）處理。有關金錢糾紛，獨資經營商號亦可將個案轉交金融糾紛調解中心（香港灣仔皇后大道東 248 號陽光中心 37 樓 3701-04 室）處理。我們會全力與金管局及金融糾紛調解中心合作。

如有查詢或需要任何特別協助，請與我們聯絡，我們樂意為您服務。

HSBC Commercial Banking is committed to providing you with excellent customer experience by delivering a variety of products and services. If you would like to recognise any of our employees who have provided excellent service or have any feedback/complaint, please contact us through the following channels:

**Email** – [commercialbanking@hsbc.com.hk](mailto:commercialbanking@hsbc.com.hk)

**Telephone hotline** – 2748 8288 (Please note that calls may be recorded to ensure service quality.)

**Branches** – Share your feedback, complaint or commendation with our branch managers or branch service managers.

**Mail** – Use the Customer Feedback Form or write to The Hongkong and Shanghai Banking Corporation Limited, G.P.O. Box No. 64, Hong Kong.

We will acknowledge receipt of your feedback/complaint within next 2 working days and aim to resolve most issues within twenty days. Your complaint will be handled in total confidence by employees who are not directly involved with the matter but have the right experience and authority. If a complaint is lodged by a third party, we will only contact the customer to protect his/her privacy. Appropriate redress will be offered if the complaint is upheld but may not involve a financial element.

Our aim is to resolve all complaints internally. However, if despite our best efforts you are not entirely satisfied with our handling of your case, you have the right to refer the matter to the Complaint Processing Centre Enforcement Department of the Hong Kong Monetary Authority (“HKMA”) on the 55/F, Two International Finance Centre, 8 Finance Street, Central, Hong Kong. For sole proprietor, you may also refer your case related to monetary dispute to the Financial Dispute Resolution Centre (FDRC) on the Unit 3701-4, 37/F, Sunlight Tower, 248 Queen’s Road East, Wan Chai, Hong Kong. HSBC fully co-operates with the HKMA and the FDRC in the handling of complaints.

Please let us know if you have a question or require any special assistance. We would be happy to help.



ISO 10002 : 2004  
Certificate No.: CC 5182  
Customer Relations



ISO 9001 : 2008  
Certificate No.: CC 5183  
Sales Quality Assurance Service

# HSBC 滙豐