

我們細意聆聽... We are here to listen...

滙豐一向致力為您提供優質的產品和服務，務求令您享受到世界級的服務體驗。

At HSBC we are committed to providing you with a world-class customer experience by delivering excellent products and services.

無論您想向我們提供任何意見，表揚為您提供卓越服務的職員，或是投訴，您的建議都會助我們提升產品和服務的質素。請透過以下途徑聯絡我們：

Whether you are giving us feedback, paying a compliment or making a complaint, your input is the key to inspiring our products and services. Please contact us through the following channels:

電郵 Email : pfs@hsbc.com.mo

熱線 : (853) 8599 2256 (為確保服務質素，談話內容可能會被錄音。)

Telephone hotline – (853) 8599 2256 (Please note that calls may be recorded to ensure service quality.)

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。

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

書信/傳真 : 請填妥表格內頁，並交回澳門任何分行。您亦可致函香港上海滙豐銀行有限公司服務及營業部，地址為澳門郵政信箱476號或澳門南灣大馬路639號或傳真至(853) 2832 2132。

Mail/Fax – Use the form overleaf and return it to the nearest branches or write to The Hongkong and Shanghai Banking Corporation Limited, Services and Sales Department. Please send to PO Box 476 or 639 Avenida Da Praia Grande, Macau or fax to (853) 2832 2132.

處理建議的程序 Feedback Handling

我們收到您的意見 / 投訴後，會於兩個工作天內確認收訖，並爭取於七個工作天內解決有關事宜，但個別個案可能需時較長。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。如仍有不滿，您可要求將個案交由更高級的管理人員覆核。

我們致力確保所有投訴均能圓滿解決，但如我們的建議方案未能令您滿意，您有權將個案轉交澳門金融管理局（金管局）（澳門東望洋斜巷24—26號）處理，我們會全力與金管局合作。我們已設立完善的投訴管理制度，包括定期審查及由管理層監管，確保有效處理投訴。

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。

We will acknowledge receipt of your feedback/complaint within two working days and aim to resolve most issues within seven working days but some with complexity may require a lead time. 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. You can ask for your case to be reviewed by management at a higher level within the Bank if you are not satisfied.

Our aim is to resolve all complaints internally. However, if despite our best efforts you are not entirely satisfied with our suggested resolution, you have the right to refer the matter to the Monetary Authority of Macau (AMCM) at the Calçada do Gaio, No. 24 – 26, Macau. HSBC fully co-operates with AMCM in the handling of complaints. Please be assured that our Bank has effective measures in place to monitor complaints, including regular audits and management review.

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



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