

讓我們為你不斷提升服務質素 A valuable source for our continuous improvement

安信一向致力為客戶提供優質的服務，並不斷提升服務水平。如你對我們的服務有任何意見，歡迎透過以下途徑聯絡我們，我們會於七天內確認收妥有關意見，並於三十天內回覆。經由第三者轉達的意見，我們會直接與有關客戶聯絡，以保障客戶私隱。

PrimeCredit endeavors to provide quality services and improve our service standard. If you have any comments on our services, we sincerely welcome you to share them with us through any of the following channels. We will acknowledge receipt of your feedback within 7 days and will reply to you within 30 days. For any feedback referred to us by a third party, we will contact the respective customer directly in order to protect our customer's privacy.



分行 Branch

請向各安信分行的客戶服務代表表達你的意見，我們將樂意聽取並會儘快作出回覆。

Please visit our branches and share your feedback with our Customer Service Representatives who are always ready to listen and answer your concerns.



客戶意見表格 Customer Feedback Form

請填妥客戶意見表格，然後傳真至2864 6524，郵寄至香港灣仔郵政信箱23207號（請於信封面註明「客戶意見」）或親身交回安信任何一間分行。

Please complete the Customer Feedback Form and fax it to 2864 6524, mail it to P.O. Box No. 23207, Wanchai Post Office, Hong Kong (Indicating "Customer Feedback") or submit in person at any of our branches.



客戶意見熱線 Customer Feedback Hotline

請於辦公時間內（星期一至五：上午九時至下午六時）致電客戶意見熱線2269 8877。為確保服務質素，談話內容可能會被錄音。

Please call our Customer Feedback Hotline at 2269 8877 during office hours: Mon – Fri 9:00a.m. to 6:00p.m. Please note that calls may be recorded to ensure service quality.



電郵 Email

請將意見及聯絡電話電郵至feedback@primecredit.com。
Please email your feedback and contact number to feedback@primecredit.com.



客戶意見表格 Customer Feedback Form

請填妥下列資料，以便我們聯絡及跟進你的意見。你亦可選擇以不記名方式提供意見，所有資料絕對保密及只供內部參考之用。經由第三者轉達的意見，我們會直接與有關客戶聯絡，以保障客戶私隱。

Please complete the form below so that we can contact you and follow up your feedback upon receipt. You may choose to give your suggestions anonymously. All information provided will be kept confidentially and for internal use only. For any feedback referred to us by a third party, we will contact the respective customer directly in order to protect our customer's privacy.

客戶資料 Customer Information

姓名 Name:

聯絡號碼 Contact Number:

貸款協議書編號(如適用) Loan Agreement Number (If Applicable):

涉及之分行/部門資料 Branch/Department Concerned

分行/部門 Branch/Department:

職員姓名 Staff Name:

意見 Comments

事件發生日期及時間 Date & Time of the Incident:

詳情 Details:

表揚(如適用) Recognition of Outstanding Service (If Applicable)

如你希望嘉許我們表現出色的職員，請填寫下列表格。
Please complete the form below if you would like to recognize the outstanding service of our staff.

請選擇 Please tick

- ☐ 擁有豐富的專業經驗
Possesses professional knowledge
- ☐ 服務態度誠懇有禮
Has a good service attitude and etiquette
- ☐ 積極提供有效的建議方案
Offers value-adding suggestions proactively
- ☐ 其他(請註明)
Others (Please specify) _____

客戶簽署 Customer Signature

日期 Date

多謝你對我們的支持，我們期待收到你的寶貴意見。
Thank you for your continuous support and we look forward to hearing your valuable feedback.