

客戶意見調查 Customer Feedback Survey

親愛的客戶：

大眾財務有限公司（「本公司」）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，並以此為本公司經營業務的準則。

為了推廣本公司的優質服務文化，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。如您對本公司的服務有任何意見，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71號
永安集團大廈11樓
大眾財務有限公司
客戶關顧經理
2. 傳真: (852) 2530 5199
3. 電郵地址: customerservice@publicfinance.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 Finance Limited (the “Company”), 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 Company’s corporate values of Caring, Discipline, Ethics & Integrity, Excellence, Prudence and Trust. We ensure that our employees continuously practice and adhere to various policies, guidelines and codes of conduct as guiding principles of how our Company conducts its day-to-day business.

To promote the Company’s service excellence culture, we would like to hear from you on your satisfaction of our service through our survey. Please help us by completing this survey and return to us through the following channels:

1. mail : Public Finance Limited
Customer Relations Manager
11/F, Wing On House
71 Des Voeux Road Central
Hong Kong
2. fax : (852) 2530 5199
3. email: customerservice@publicfinance.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

主動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

處理您的查詢或貸款申請時展現關懷的態度

showed a caring attitude in handling your enquiries or loan 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

如有需要，您會否再次使用本公司的產品及服務？

Would you come back again for our 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

本公司專用 For our Company Use Only

問卷調查日期 Date of Survey :