



## 處理客戶投訴程序細則 Complaint Handling Guideline

1. 本分行對任何客戶投訴，均會認真處理，並按「香港金融管理局」的指引設有一套有效的處理投訴程序，以確保所有投訴個案均得到公平、公正及迅速的處理。  
Any customer complaints made to the Branch will be handled carefully. An effective complaint handling procedure is put in place in accordance with the guidelines of the Hong Kong Monetary Authority to ensure that all complaints are handled fairly, impartially and promptly.
2. 客戶可透過書面來函、電子郵件、傳真、電話或親臨本分行反映意見。  
Customers may reflect their views in writing, by e-mail, facsimile, telephone or in person at our Branch.
3. 任何職員在接獲客戶投訴後，必須盡快通知客訴主任，以確保調查工作能第一時間展開。客訴主任在接獲書面投訴起計**7天內會發出確認信**，信上列明負責處理有關個案的職員之姓名或職銜、聯絡資料，以及向投訴人確認已接納有關個案並正進行調查。在調查過程中，本分行專設的客訴主任會確保每個個案均能得到公平及公正的處理。  
Any staff member who receives a complaint from a customer must notify the Complaint Officer as soon as possible to ensure that the investigation can be conducted in a prompt manner. **Within seven days** of receiving a written complaint, the Complaint Officer will issue an acknowledgement letter with the name or title of the staff member responsible for handling the case, the contact information and the confirmation to the complainant that the case has been accepted and is under investigation. In the course of the investigation, the Complaint Officer will ensure that each case is dealt with fairly and impartially.
4. 無論口頭或書面投訴，本分行均會於接獲投訴起計**30天內發出最後答覆**。若事件仍未獲解決，本分行會向投訴人解釋延遲答覆的原因及指明預期可提供最後答覆的時間，任何情況下均不能超過接獲投訴日起計60天內發出。  
Regardless of oral or written complaint, the Branch will issue a final reply **within 30 days of receipt** of the complaint. If the circumstances are such that more time is required for the investigation or remedy, the Complaint Officer should give a written explanation to the complainant, setting out the reasons for the delay in reply and specify the time when a final reply is expected to be available, in no case it would be more than 60 days from the date of receipt of the complaint.



國泰世華商業銀行股份有限公司 香港分行  
CATHAY UNITED BANK COMPANY, LIMITED, HONG KONG BRANCH

香港銅鑼灣新寧道 1 號利園 3 期 10 樓 (10/F, Lee Garden Three, 1 Sunning Road, Causeway Bay, Hong Kong)  
電話 Tel : (852) 2877 5488 傳真 Fax : (852) 2527 0966

5. 閣下如對本分行服務有任何投訴，歡迎透過書面來函(香港銅鑼灣新寧道 1 號利園 3 期 10 樓)、電子郵件([complaint@hk.cathaybk.com](mailto:complaint@hk.cathaybk.com))、傳真(852) 2527 0966、電話(852) 3921 7317 或親臨本分行反映意見。

If you have any complaints about the services of the Branch, you are welcome to submit your comments by written letter (10<sup>th</sup> floor, Lee Garden Three, 1 Sunning Road, Causeway Bay, Hong Kong), by e-mail ([complaint@hk.cathaybk.com](mailto:complaint@hk.cathaybk.com)), by fax (852) 2527 0966, by telephone (852) 3921 7317 or by visiting our Branch.

6. 若閣下已收到本分行就投訴發出的最後書面答覆但尚未滿意；或由閣下提出書面投訴日期起計已超過 60 天而仍未收到本分行的最後書面答覆時，閣下可以透過以下途徑聯絡「金融糾紛調解中心」進一步解決相關之金融爭議(其涉及之金額以港幣或等值外幣 100 萬元 (包括有關利息) 為上限及/或在合資格申索人首次知悉其損失之日起的 24 個月申索時效期限內提出的)。

If you are not satisfied with the final written response to your complaint, or if you have not received your final written reply from the Branch more than 60 days after the date of your written complaint, you may contact the Financial Dispute Resolution Centre to further resolve the financial dispute (the amount involved is capped at HK\$1 million in Hong Kong dollars or foreign currency equivalent (including interest) and/or within the 24 months limitation period from the date on which the claimant first had knowledge of his/her loss).

聯絡電話 Tel : (852) 3199 5199

電郵地址 Email : [fdrc@fdrc.org.hk](mailto:fdrc@fdrc.org.hk)

辦事處地址 Address : 香港中環雪廠街 11 號律政中心西座 4 樓 408-09 室  
Room 408-409, 4/F, West Wing, Justice Place, 11  
Ice House Street, Central, Hong Kong

國泰世華商業銀行股份有限公司  
香港分行  
CATHAY UNITED BANK COMPANY, LIMITED,  
HONG KONG BRANCH

[ 日期 ]

[ Date ]



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### 投訴表格 **Complaint Form**

#### 投訴人資料 **Information about Complainant:**

投訴人姓名: Complainant Name:	
帳戶名稱: Account Name:	
帳 號: Account No.:	
聯絡電話/電郵: Tel / Email:	

#### 被投訴者資料 **Party being accused:**

部 門: Section:	
姓 名: Name:	

#### 投訴詳情 **Substance of the complaints:**

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投訴人簽署 (signature by complainant)

日期 (date) :