

## Customer Feedback Survey

Dear Valued Customer,

At Public Bank (Hong Kong) Limited (the “Bank”), 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 Bank’s corporate values of Caring, Discipline, Ethics & Integrity, Excellence, Prudence and Trust. We ensure that our employees continuously practice and adhere to the various policies, guidelines and codes of conduct as guiding principles of how the Bank conducts its day-to-day business.

To promote the Bank’s service excellence culture, we would like to hear from you for our continuous service enhancement and improvements. Please complete the survey below.

Your assistance in completing this survey is greatly appreciated.

### Upholding Corporate Values for Customer Service

\* Mandatory fields

\* Branch visited most recently

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\* Date of branch visit

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Name of branch staff who served you

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The service(s) you received during your branch visit. (Please tick the appropriate box(es). You may choose more than one service):

- 櫃位服務 Counter Service
- 開立戶口 Account Opening
- 貸款 Loan
- 保險 Insurance
- 一般查詢 General Enquiry
- 其他 Others, 請註明 please specify: \_\_\_\_\_

請就以下各項選擇合適的分數。

Please choose the appropriate score for each item below.

我們的分行職員：

Our Branch Staff:

1. understood your banking needs

<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> N/A
Excellent	Good	Satisfactory	Needs	Poor	Not applicable
improvement					

2. explained the products, processes and services clearly

<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> N/A
Excellent	Good	Satisfactory	Needs	Poor	Not applicable
improvement					

3. provided useful suggestions and guides to you

<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> N/A
Excellent	Good	Satisfactory	Needs	Poor	Not applicable
improvement					

4. responded to your enquiries/ transactions/ applications in a timely manner

5       4       3       2       1       N/A  
Excellent    Good    Satisfactory    Needs    Poor    Not applicable  
improvement

5. showed a caring attitude in handling your enquiries/ transactions/ applications

5       4       3       2       1       N/A  
Excellent    Good    Satisfactory    Needs    Poor    Not applicable  
improvement

6. provided reliable and efficient services

5       4       3       2       1       N/A  
Excellent    Good    Satisfactory    Needs    Poor    Not applicable  
improvement

7. was/were courteous and polite

5       4       3       2       1       N/A  
Excellent    Good    Satisfactory    Needs    Poor    Not applicable  
improvement

8. treated you equitably and fairly

5       4       3       2       1       N/A  
Excellent    Good    Satisfactory    Needs    Poor    Not applicable  
improvement

9. provided quality service that meets or exceeds your expectation

5       4       3       2       1       N/A  
Excellent    Good    Satisfactory    Needs    Poor    Not applicable  
improvement

## Other Feedback

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## Overall

Would you continue to use our Bank's products and services?

Yes  No

Would you recommend our Bank to your family and friends if they need banking products and services?

Yes  No

Please provide your contact information below. We may contact you to follow up on the feedback provided by you. The information you provided to us in this survey will only be used for improvement of our customer service quality and not for any other purposes.

## 聯絡資料 Contact Information

\* Mandatory fields

\* Name

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\* Daytime Contact Phone No.

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Email Address

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I/We confirm that I/we have read and understood the Notice to Customers and Others relating to the Personal Data (Privacy) Ordinance and Public Bank (Hong Kong) Limited's Data Policy etc.

I/We agree and understand that the personal information provided above will be used by Public Bank (Hong Kong) Limited solely for the purpose of handling my/our feedback.

**Thank you for your valuable feedback**