

Dear Customer:

At the CASH Financial Services Group Limited, we believe in the importance of the best possible standard of customer service. We devote ourselves to anticipating and satisfying your needs, and wish to hear your opinions and suggestions to further enhance the service quality.

You are most welcomed to share your views and grievances with us. Simply complete the attached form and return it to our Customers Suggestion and Complaint Section by mail, or directly drop into the "Suggestion Box" located in our Head Office, or by fax at **2186 8036**. Your information provided would be treated in strict confidence.

Thanks for your support. We pledge to deliver the best service to you.

Yours faithfully,

**CASH Financial Services Group Limited**

親愛的客戶：

時富金融服務集團深明以優質服務竭誠待客的重要。本著精益求精的精神，我們不斷提升服務的質素，致力瞭解和滿足閣下的需要，更希望聽取閣下的意見，務求令服務更臻完善。

如閣下對本公司服務有任何意見或投訴，歡迎隨時向我們提出。請填妥此表格，並寄回予本公司之客戶意見及投訴組，或親身交回設於本集團總行之意見箱，或傳真至 **2186 8036**。閣下之所有資料將絕對保密處理。

謹此多謝閣下對本公司的支持。

**時富金融服務集團有限公司**

謹啟

Please tick in  as appropriate.

請在適當方格加上  號

<input type="checkbox"/> Suggestion 意見		<input type="checkbox"/> Complaint 投訴	
To: 致:	<input type="checkbox"/> Celestial Securities Limited 時富證券有限公司	<input type="checkbox"/> Celestial Commodities Limited 時富商品有限公司	<input type="checkbox"/> CASH Asset Management Limited 時富資產管理有限公司
	<input type="checkbox"/> CASH Wealth Management Limited 時富財富管理有限公司	<input type="checkbox"/> Others 其他: Please Specify 請註明	
Please give us your personal particulars so that we can follow up the case with you. 請填寫閣下的個人資料以便跟進。			
Name: 姓名:		Contact Tel. No.: 聯絡電話:	
Contact Address: 聯絡地址:			
Email Address: 電郵地址:			
Account No. (if applicable): 客戶號碼 (如適用):		Date 日期:	

Details 詳情: (Please continue in separate sheets if necessary) (如有需要, 請於附加頁繼續)	
Customer's Signature 客戶簽署: (same as account opening documents 與開戶文件相同)	
For internal use only 此欄只供本處填寫:	
Received by:	Date:
Acknowledgment issued by: (if applicable)	Date:

**Personal Data Collection Statement:**

1. For processing your suggestion/complaint, please provide all the information requested. The information provided will be used for processing the suggestion/complaint or other related purposes.
2. The Customers Suggestion and Complaint Section may provide the information received to any relevant party for processing the suggestion/complaint or any other party authorized by law to receive it.
3. Subject to exemptions under the Personal Data (Privacy) Ordinance, you have a right of access and correction of personal data provided on this form.
4. Such request for personal data access/ correction should be addressed to the Personal Data Officer of CASH Financial Services Group at 9/F, Low Block, Grand Millennium Plaza, 181 Queen's Road Central, Hong Kong. You may be charged a fee for any such request.

**個人資料收集聲明:**

1. 請提供所需資料以便處理閣下之投訴或意見。閣下所提供之資料將用作處理閣下之投訴、意見或有關事宜。
2. 客戶意見及投訴組可能把所提供之資料交給有關人士或法例授權可接收之其他人士以便進行跟進。
3. 除《個人資料私隱條例》所訂明的豁免外，閣下有權查閱和改正填報於本表格內的個人資料。
4. 查閱／改正個人資料的要求應以書面向本集團之個人資料主任提出，地址為香港中環皇后大道中 181 號新紀元廣場低座 9 樓。本集團有權就任何該等要求收取費用。

**Attn: Customers Suggestion and Complaint Section**

**CASH Financial Services Group Limited  
9/F, Low Block,  
Grand Millennium Plaza,  
181 Queen's Road Central  
Hong Kong**

Please affix  
stamp here  
請貼上郵票



**CUSTOMERS  
SUGGESTION  
FORM**

**客戶意見書**