



螞蟻銀行非常樂意處理閣下對本行之意見，而為您提供最合適的服務。

Ant Bank is delighted to address your feedback and provide you with the most suitable service.

螞蟻銀行是一家以客戶為先的銀行，我們重視每位客戶的意見。因此，我們提供以下方式接收閣下意見
Ant Bank is a customer-centric bank and we value the feedback of each and every customer.
Therefore, we provide the following channels for you to submit your feedback:

聯絡螞蟻銀行客戶服務:

Contact Ant Bank Customer Service:

由我們客戶服務團隊了解閣下的經歷

Let our Customer Service Team understand your experience.

1. 專線: (852) 2245 3208

服務時間: 星期一至五, 上午 9 時至下午 6 時 (公眾假期除外)

Hotline: (852) 2245 3208

Service hours: Monday to Friday, 9:00 AM to 6:00 PM (excluding public holidays)

2. 螞蟻銀行應用程式, 成功登入後, 再按「我的」選擇「客戶意見」

Ant Bank Mobile Application: After successfully logging in, tap on "My" and select "Customer Feedback."

3. 電郵: customeropinion@antbank.hk

Email: customeropinion@antbank.hk

4. 致函: 香港銅鑼灣勿地臣街 1 號時代廣場 1 座 23 樓 2301室, 客戶服務 - 客戶意見 收

Written Correspondence: Please send your feedback to the following address:

[Unit 2301, 23/F, Tower 1, Times Square, 1 Matheson Street, Causeway Bay, Hong Kong.](#)

Attention: Customer Service Department - Customer Feedback.



跟進閣下的個案

Case Following

收到您的個案後，我們會在 5 個工作日內向您發出確認通知，並通知閣下負責處理有關個案的職員姓名和職銜。

如 7 個曆日內未能對相關個案與負責職員取得共識，我們會在不超過 30 個曆日的時間作出答覆；或通知閣下本行將延遲回覆，並解釋延遲回覆原因，並在不超過 60 個曆日的時間給予閣下最終回覆。

Upon receiving your case, we will send you an acknowledgement within 5 business days, informing you of the responsible staff member's name and position in handling your case.

If you are unable to reach a consensus on the case with the relevant staff member within 7 calendar days, we will provide a written response within a maximum of 30 calendar days. Alternatively, we may inform you that the Bank will provide you with the response later and explain the reasons for the delay, and provide a final response within a maximum of 60 calendar days.

為閣下再展開調查

Investigations

如閣下對處理您的經歷或對於我們的最終回覆有任何疑問，您可以由上述方式聯絡我們。我們會檢視處理閣下個案的整個過程和結果是否合適，並盡快致函閣下銀行的回應。

If you have any questions regarding the handling of your case or any concerns about our final response, you can contact us using the aforementioned methods. We will review the entire process and outcome of handling your case to ensure appropriateness, and we will promptly correspond with you regarding the bank's response.



客戶需知

Customer Information

客戶權益和保障 (Customer Rights and Protection)

1. 匿名投訴：如一般投訴，經調查證實的任何問題，本行會同樣正視。
 2. 處理原則：以公平及一致的方式處理客戶投訴，並從中鑒別和糾正。如客戶在提出投訴時有任何特殊需要，請與本行聯絡，本行會提供適切協助予客戶。
 3. 保障客戶：所有與投訴有關的資料均視為機密。
 4. 金融糾紛調解中心：經本行回覆後，就有關金錢糾紛之投訴，投訴人有權利將糾紛轉介到香港本地調解中心。在不牴觸顧客保密原則及已取得投訴人的同意的情況下，本行會向前述機構提供有關的通訊函件及文件，以及解釋處理投訴內涉及的問題的政策、為解決投訴所採取的行動及作出的補償（如適用）。
-
1. Anonymous Complaints: Any issues that are substantiated through investigation, whether they are general complaints or otherwise, will be taken seriously by the bank.
 2. Handling Principles: Customer complaints will be addressed in a fair and consistent manner, and efforts will be made to identify and rectify any issues. In case of any special circumstances encountered during the course of raising complaints, please contact us and we will render assistance.
 3. Customer Protection: All information related to complaints will be treated as confidential.
 4. Financial Dispute Resolution Centre: After the Bank provides a response, regarding complaints in relation to monetary dispute, the complainant has the right to refer the dispute to the local mediation center in Hong Kong. With the complainant's consent and without violating customer confidentiality principles, the bank will provide relevant correspondence, documents, explanations of policies related to the issues raised in the complaint, actions taken to resolve the complaint, and any compensatory measures (if applicable) to the aforementioned organization.

免責聲明

Disclaimer

此處理意見小冊子為中文版本。如中、英文兩個版本有任何抵觸或不相符之處，應以中文版本為準。
This feedback booklet is provided in Chinese version. In case of any discrepancies or conflicts between the Chinese and English versions, the Chinese version shall prevail.