

檔案編號 080127
Our Reference No

日期 BY:.....
Date: 8-10-2008

致 公民黨
To:

敬啓者
Dear Sir / Madam

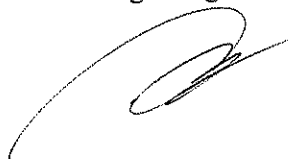
茲確認於 2008 年 10 月 2 日收到貴黨轉來之投訴，本行現正調查有關事件，將於不遲於該日起計三十天內以書面回覆。若調查需時致令本行未能於指定時間回覆，本行將另行通知。

所有投訴個案均由本行投訴主任處理。為改善服務質素，本行歡迎客戶提供寶貴意見。如對投訴程序有任何意見或問題，請聯絡本行投訴主任潘德球先生，電話：2826 8336。

This is to acknowledge receipt of your letter on 2 October 2008. We are now investigating the matter and shall reply to you in writing within 30 days from the said date. Notification will be sent to you if we are unable to give you a reply by the specified date due to longer investigation process.

All complaints will be handled by our Complaint Officer. We welcome your valuable comments to help us improve our service. If you have any suggestions or questions about our complaint procedure, please contact our Complaint Officer Mr Patrick Poon at 2826 8336.

永隆銀行有限公司
Wing Lung Bank Ltd



投訴主任
Complaint Officer