

客戶重要通知

Important Notice to Customers



有關「未經授權」推廣電話之通告

就近日有建行(亞洲)客戶及公眾市民，接獲以本行名義推廣貸款產品的銷售電話，本行對此亦深表關注。為保障閣下的個人利益及私隱，本行現提醒客戶，如對來電者的身份有懷疑，應拒絕透露個人資料，以策安全。

本行現藉此聲明：

- 本行一向嚴格執行「人對人直接促銷電話自願營運守則」，該守則乃由香港銀行公會及存款公司公會發出並獲電訊管理局之認可。
- 本行之授權銷售電話均設有來電顯示，並只會於上午 9 時至下午 10 時期間或客戶指定的時間打出/撥打。
- 本行之電話銷售只會聯絡建行(亞洲)的現有客戶。當聯絡客戶時，授權銷售的職員皆能稱呼客戶全名。同時，有關職員樂意按客戶要求提供職員姓名及辦公室的聯絡電話。

如客戶有任何查詢或對來電者之身份有懷疑，歡迎致電本行 24 小時客戶服務熱線 317 95533 與本行職員聯絡。

Notice to Customers about Unauthorized Marketing Calls

It has been brought to our attention that some of our customers and members of general public have received marketing calls claiming to represent CCB (Asia) and promoting its loan products. To protect your interest and privacy, please be reminded not to disclose your personal information if you have doubt about the caller's identity.

CCB (Asia) would like to reiterate:

- The bank has adopted the "Code of Practice ("CoP") on Person-to-Person Marketing Calls" jointly issued by Hong Kong Association of Banks and the DTC Association and endorsed by the Office of the Telecommunications Authority.
- Our authorized marketing calls will only be made during 9:00 a.m. to 10:00 p.m. or the time requested by the customer with a Caller ID displayed.
- Our telemarketers will only contact existing CCB (Asia)'s customers. When contacting our customers, authorized telemarketers are able to address customers by their full name. Also, they will always provide you their staff name and office contact number upon request.

For enquiry or should you have any doubt regarding the caller's identity, please feel free to contact our 24 Hour Customer Service Hotline at 317 95533 for assistance.

