

親愛的顧客:

感謝抽空填寫這份意見卡，讓我們更明瞭你的需要和對我們的期望。請把填妥的意見卡投入本處客戶服務中心/查冊中心的客戶意見箱，或以簡便回郵（只適用於本港投寄）或傳真（號碼：2523 0065）交給我們。

香港土地註冊處

Dear Customer,

Thank you for your time in filling out this comment card which enables us to better understand your needs and expectations. Please put the completed comment card into the suggestion box at our Customer Centre/Search Offices, or return it to us by freepost (for local mail only) or by fax (Fax no.: 2523 0065).

The Land Registry

Hong Kong

到訪日期 Date of visit : ___/日 d ___/月 m ___/年 y

時間 Time : _____

到訪辦事處 Name of office visited :

金鐘 QGO 荃灣 Tsuen Wan

大埔 Tai Po 元朗 Yuen Long

提供服務職員的姓名 (如適用):

Name of staff providing the service (if applicable):

使用服務類別 Type of service acquired :

- | | |
|-----------------------------------|---|
| <input type="checkbox"/> 查冊服務 | <input type="checkbox"/> Search Services |
| <input type="checkbox"/> 櫃位查冊 | <input type="checkbox"/> Counter Search |
| <input type="checkbox"/> 自助查冊 | <input type="checkbox"/> Self-service Search |
| <input type="checkbox"/> 網上查冊 | <input type="checkbox"/> On-line Search |
| <input type="checkbox"/> 遞交契約 | <input type="checkbox"/> Lodgement of Deeds |
| <input type="checkbox"/> 客戶查詢櫃位 | <input type="checkbox"/> Customer Information Counter |
| <input type="checkbox"/> 其他 (請說明) | <input type="checkbox"/> Others (please specify) |

請在適當空格內加 ✓ 號。
Please tick the appropriate boxes

你對本處服務的意見：
Your comments on our service:



非常滿意 滿意 一般 不滿意 非常不滿意
Very Satisfied Satisfied Average Dissatisfied Very Dissatisfied

	非常滿意 Very Satisfied	滿意 Satisfied	一般 Average	不滿意 Dissatisfied	非常不滿意 Very Dissatisfied
服務環境和設施 Service environment and facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
處理服務的時間 Processing time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
服務態度 Service manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
服務的效率 Service efficiency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
等候服務時間 Waiting time for service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
整體滿意程度 Overall satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

整體意見 General Comments :

建議改善的地方 Suggestions for Improvement :

為方便我們跟進你的意見，請提供聯絡資料。

To assist us to follow up your comments, please provide your contact details.

姓名 Name _____

通訊地址 Correspondence Address _____

電話 Telephone No. _____

電郵地址 E-mail Address _____

傳真 Fax _____

多謝你的寶貴意見

Thank you for your valuable comments

意見卡內所有資料均予絕對保密。你的個人資料只會用作本處跟進你的意見或與調查有關的用途。

你有權根據《個人資料(私隱)條例》第18和第22條及附表1第6原則查閱及要求更正該等資料。

如對本處的服務或就本意見卡收集的個人資料有任何查詢，包括查閱及更正資料，請致電3105 0000

與本處的客戶服務經理聯絡，或以簡便回郵致信寄買地址（只適用於本港投寄）提出。

All the information provided in this comment card will be treated in strict confidence. Your personal data

will only be used for our follow-up actions on your comments and for investigation-related purposes

within the Land Registry. You have a right of access to and correction of your personal data as provided

for in Sections 18 & 22 and Principle 6 of Schedule 1 of the Personal Data (Privacy) Ordinance. Should

you have any enquiries on our services or on the personal data collected in this comment card, including

the making of access and corrections, you may contact our Customer Service Manager at 3105 0000, or

write to us by freepost (for local mail only) at the address printed overleaf.

如在本港郵寄
毋須貼上郵票
NO POSTAGE STAMP
NECESSARY
IF POSTED IN
HONG KONG

土地註冊處
客戶服務經理
香港簡便回郵 10 號

Customer Service Manager
The Land Registry
Freepost No. 10
Hong Kong

郵費由持牌人支付
POSTAGE WILL BE
PAID BY LICENSEE

L.R. 166 (Rev. 6/2009)

意見卡

Comment Card

服務市民

Serving the Community



香港土地註冊處

The Land Registry
Hong Kong

保障市民財產
支持開放市場

Securing Your Property,
Supporting an Open Market