

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 No. _____

收集個人資料聲明

意見卡內所有個人資料均予絕對保密。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（只適用於本港投寄，地址見背頁）提出。

Personal Information Collection Statement

All the personal data 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 or for investigation-related purposes within the Land Registry. You have a right of access to and correction of your personal data under Sections 18 and 22 of the Personal Data (Privacy) Ordinance ("the Ordinance") and Principle 6 of Schedule 1 to the Ordinance. Should you have any enquiries on our services or on the personal data collected in this comment card, including access to and correction of the data, you may contact our Customer Service Manager at 3105 0000, or write to us by freepost (for local mail only, see the address overleaf).

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

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

L.R.166 (Rev. 03/2015)

意見卡 Comment Card



土地註冊處

THE LAND REGISTRY

保障市民財產，支持公開市場
Securing Your Property, Supporting an Open Market





親愛的顧客：

感謝你填寫這份意見卡，讓我們更了解你對本處服務的需要和期望。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，地址見背頁）或傳真（號碼：2523 0065）交回本處。

土地註冊處

Dear Customer,

Thank you for filling out this comment card which enables us to better understand your needs and expectations of our services. 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, see the address overleaf) or by fax (Fax no.: 2523 0065).

The Land Registry

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

時間 Time: _____

到訪客戶服務中心 / 查冊中心

Customer Centre/Search Offices visited:

- 金鐘 Admiralty 荃灣 Tsuen Wan
 大埔 Tai Po 元朗 Yuen Long

提供服務的職員姓名（如適用）：

Name of staff providing the service (if applicable):

使用服務類別 Type of service requested:

- 查冊服務 Search Services
 櫃位查冊 Counter Search
 自助查冊 Self-service Search
 網上查冊 On-line Search
 遞交契約 Lodgement of Deeds
 客戶查詢櫃位 Customer Information Counter
 其他（請說明） 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 services:

	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"/>
提供服務所需時間 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:

