

We value & welcome your feedback.



How to lodge your feedback/complaint

- Verbally (in person or over the phone) by speaking to any of our Customer Service Officers or the Customer Advocate;
- Or you may write to us using any of the following modes:
 - Email us **customeradvocate@hfc.com.fj**;
 - Visit our website **www.hfc.com.fj**;
 - Message us via **facebook.com/hfc bank**;
 - Mail or deliver a written letter addressed to “The Customer Advocate, HFC Bank, PO Box 161, Suva”; or
 - Filling this Customer Feedback Form and mailing or dropping it at your nearest HFC Bank branch.

HFC Bank's Complaint Procedure

All concerns to be raised with the branches or the Customer Advocate and we will contact you within the next 24 hours. We are committed to resolving the issue as soon as possible. Customer Advocate provides an impartial review of your complaint and will revert to you as early as possible.

Concerns can be raised directly to our Chief Executive Officer for his immediate attention.

Customers may lodge a complaint for external dispute resolution with the Reserve Bank of Fiji if they remain dissatisfied with the outcome.



Customer Feedback Form

(Compliments, Suggestions, Complaints)

OFFICIAL USE

Received by: _____

Date received: _____ CC'd to Customer Advocate

We're committed to ensuring our Products & Services meet your expectations.

Help us serve you better!

What is the purpose of your visit?

What branch did you visit?

Suva Ganilau House Nakasi
 Nadi Lautoka Labasa

Is your feedback a

Compliment Suggestion Complaint

Do you have an account with us?

Yes No

Please enter your personal details

Name: _____

Account no: _____
Contact: _____
Email: _____
Postal Address: _____

What would you like to tell us

Please rate us on how we served you today

	Poor	Average	Excellent
Customer Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Product Knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understanding Your Needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee Appearance & Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Branch Appearance (environment, cleanliness)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall HFC Bank Rating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Would you recommend us to a friend? Yes No

Date: _____

Thank you for taking the time to share your experience with us!

Your feedback is very important. All information will be kept confidential and used for the sole purpose of improving our products & services.