

# We value & welcome your feedback!

Whether it's a compliment, suggestion or complaint we are here for you. Our Customer Advocate will listen and provide an impartial review of your complaint and will revert to you as soon as possible.

You can provide your feedback to a HFC Bank Customer Service Representative or you can directly contact our Customer Advocate.

## How to give Feedback

1. Talk to our Customer Advocate: Mrs Laisani Uluilakeba
2. Call direct on mobile number: + 679 9985979
3. Email on [customeradvocate@hfc.com.fj](mailto:customeradvocate@hfc.com.fj)
4. Use Online Feedback Form
5. Write to us at PO Box 161, Suva
6. Visit your nearest HFC Bank Branch

## Complaint Resolution Process

We follow a 3 stage process for resolving your complaint:

**Stage 1:** The Bank Officer receiving your feedback will investigate your concern/s and respond within 24 hours. However, for more complex concern/s, more time may be required - in such case, the Customer Advocate will investigate and respond within 3 working days.

**Stage 2:** If unresolved, your concern/s will be escalated to a Senior Manager in consultation with the Customer Advocate who will investigate further and respond within the next 24 hours.

**Stage 3:** If still unresolved, your concern/s will then be escalated to the Customer Advocate or the relevant Business Unit Head who will investigate further and respond to you with a solution.

At each stage your concerns are reviewed however if you remain unsatisfied with the outcome then you can contact our Chief Executive Officer on **Email: [ramr@hfc.com.fj](mailto:ramr@hfc.com.fj)** OR **Call: +679 3316102**

If you are still unsatisfied with the outcome then you may send an email to the Chief Manager, Financial Systems Development & Compliance Group, Reserve Bank of Fiji on **Complaints@rbf.gov.fj**

### OFFICIAL USE

Received by: \_\_\_\_\_

Branch: \_\_\_\_\_

Date received: \_\_\_\_\_  CC'd to Customer Advocate

Print date: January 2021



# Customer Feedback Form

(Compliments, Suggestions, Complaints)

Let's aspire and prosper together!

[www.hfc.com.fj](http://www.hfc.com.fj)

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

## Help us serve you better!

### What is the purpose of your visit?

\_\_\_\_\_  
\_\_\_\_\_

### Which 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

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### 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.