

# 附錄

## Appendices

### 附錄一 Appendix I

#### 客戶諮詢中心

#### CUSTOMER ENQUIRY CENTRES

##### 香港區

##### Hong Kong

##### 灣仔客戶諮詢中心

灣仔告士打道7號入境事務大樓1樓

##### Wan Chai Customer Enquiry Centre

1/F, Immigration Tower, 7 Gloucester Road, Wan Chai

##### 九龍區

##### Kowloon

##### 大角咀客戶諮詢中心

大角咀鐵樹街41號地下

##### Tai Kok Tsui Customer Enquiry Centre

G/F, 41 Tit Shu Street, Tai Kok Tsui

##### 新界區

##### New Territories

##### 大埔客戶諮詢中心

大埔汀角路1號大埔政府合署4樓

##### Tai Po Customer Enquiry Centre

4/F, Tai Po Government Offices, 1 Ting Kok Road, Tai Po

##### 沙田客戶諮詢中心

沙田上禾輦路1號沙田政府合署3樓

##### Sha Tin Customer Enquiry Centre

3/F, Sha Tin Government Offices, 1 Sheung Wo Che Road, Sha Tin

##### 屯門客戶諮詢中心

屯門屯喜路1號屯門政府合署7樓

##### Tuen Mun Customer Enquiry Centre

7/F, Tuen Mun Government Offices, 1 Tuen Hi Road, Tuen Mun

## 附錄二 Appendix II

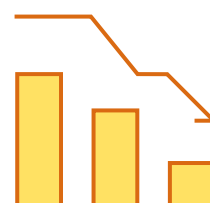


### 客戶查詢及申請服務的統計數字 Statistics on Customer Enquiries and Requests for Service

個案數目 Number of Enquiries and Requests	年份 Year				
	2015	2016	2017	2018	2019
書面、傳真及電郵 Letter, Fax and Email	215 428	225 097	247 665	259 039	<b>266 624</b>
電話 Telephone	833 284	842 414	847 330	860 650	<b>836 767</b>
親身 Counter	253 698	290 368	335 271	329 551	<b>317 921</b>
<b>總數 Total</b>	<b>1 302 410</b>	<b>1 357 879</b>	<b>1 430 266</b>	<b>1 449 240</b>	<b>1 421 312</b>

## 附錄三 Appendix III

### 客戶投訴的統計數字 Statistics on Customer Complaints



投訴數目 Number of Complaints	年份 Year				
	2015	2016	2017	2018	2019
與帳戶有關的投訴# Account-Related#	140	142	145	138	<b>94</b>
與帳戶無關的投訴 Non-Account-Related	7 787	7 767	7 498	6 454	<b>5 828</b>
<b>總數 Total</b>	<b>7 927</b>	<b>7 909</b>	<b>7 643</b>	<b>6 592</b>	<b>5 922</b>

# 由區議會、立法會及申訴專員轉介與帳戶有關的投訴。  
Account-related complaints from District Councils, Legislative Council and The Ombudsman.



## 附錄四 Appendix IV

### 二零一九至二零年度繳費方式的統計數字 Statistics on Mode of Payment 2019/20

繳費方式 Mode of Payment	交易數目 No. of Cases	百分比 Percentage (%)
親身繳費 In person	3 784 000	46.3
郵寄 By post	58 000	0.7
自動轉帳 Autopay	878 000	10.8
繳費靈 Payment by Phone Service (PPS)	693 000	8.5
自動櫃員機 ATM	320 000	3.9
網上繳費 Internet	2 438 000	29.8
<b>總數 Total</b>	<b>8 171 000</b>	<b>100.0</b>

財政年度：由每年四月一日起至翌年三月三十一日止

Financial Year: 1 April to 31 March

年份：由每年一月一日起至十二月三十一日止

Year (Calendar Year): 1 January to 31 December

### 匯率

除另有說明外，本年報所用「元」均指港元。自一九八三年十月十七日起，政府透過一項有關發行紙幣的措施，將港元與美元聯繫，以7.8港元兌1美元為固定匯率。

### Exchange Rates

When dollars are quoted in this report, they are, unless otherwise stated, Hong Kong dollars. Since 17 October 1983, the Hong Kong dollar has been linked to the US dollar, through an arrangement in the note-issue mechanism, at a fixed rate of HK\$7.80 = US\$1.