

寬頻服務終止表格 (只供住宅客戶使用)
Home Broadband Service Termination Form
(Only Applicable to Residential Customer)

編號 Serial No. RBS2023E072123

表格發出日期 Form Sent Out Date 01-Aug-2023

重要事項 Important Notice

- 請以正楷填寫表格，並傳真至3544 1879或電郵至form@hgc.com.hk或郵寄至香港荃灣郵政局郵箱33號及註明“環球全域電訊有限公司 - 終止服務跟進組收”。請自行備份以作日後查詢參考之用。
Please complete this form in BLOCK letters and return it by fax to 3544 1879, or by email to form@hgc.com.hk, or by post to "HGC Global Communications Limited - Service Termination Follow-Up Team" at P.O. Box 33, Tsuen Wan Post Office, Hong Kong. Please keep a copy for future reference.
- 為確保終止服務申請得到妥善處理，請緊記填寫你的“登記客戶資料及終止服務資料”。
To facilitate the processing of your service termination request, please ensure that your "Registered Customer Information and Service Termination Information" are filled in.
- 客戶須提供最少一個月但不多於兩個月的終止服務通知期。
Service termination notification period should be at least one month but not more than 2 months.

登記客戶資料 (請以正楷填寫) Registered Customer Information (in block letters)

客戶姓名 Customer Name: _____
香港身份證/護照號碼 HKID Card/Passport No.: _____
聯絡電話號碼 - 手提 Contact Tel. No. - Mobile: _____
其他聯絡電話號碼 Other Contact Tel. No.: _____
聯絡電郵地址 Correspondence E-mail Address: _____
賬戶號碼 Account No.: _____
服務安裝地址 Service Installation Address: _____

終止服務資料 (請以正楷填寫) Service Termination Information (in block letters)

要求終止之服務 Service Requested For Termination:	服務號碼 Service/ Circuit No.(s):	終止服務日期 Service Termination Date:
<input type="checkbox"/> 家居寬頻服務 Home Broadband Service	_____	_____
<input type="checkbox"/> 電聯寬頻服務 PowerCom Broadband Service	_____	_____
<input type="checkbox"/> 家居寬頻及家居電話服務組合 Home Broadband And Residential Telephone Line Service Bundle	_____	_____

客戶簽署 Customer Signature

日期 Date

提防偽冒HGC環電寬頻來電核實來電者身份

Be vigilant against fraudulent HGC Broadband calls and verify caller's identity

近日，本港接連發生多宗電話騙案，而冒充HGC環電寬頻職員致電客戶的個案亦時有發生。偽冒者大多藉續約為名，提供錯誤的續約資料，甚至以粗言穢語滋擾或恐嚇客戶，誤導他們轉用其他網絡商的服務，嚴重影響本公司之聲譽。本公司對事件十分關注，並已交由警方處理。
本公司特此呼籲客戶提高對偽冒HGC環電寬頻職員來電的防範意識，慎防受騙。所有獲HGC環電寬頻授權，以電話銷售渠道所撥出的電話均有來電顯示；而本公司職員在致電客戶時，亦會應客戶要求提供其姓名、員工編號或聯絡電話號碼。如有懷疑，請先記下來電號碼及來電者姓名，再致電HGC環電寬頻客戶熱線1223，核實來電者的身份，保障利益。
如客戶接獲可疑電話，請聯絡警方。

Amid the recent spate of phone scams in Hong Kong, cases of fraudulent practice where individuals pretended to be staff of HGC Broadband, called customers and aimed to spur them to other telecoms operators, are not uncommon. Those individuals are alleged to have provided wrong information on service renewal, and harassed or threatened users with strong language. All this has caused adverse impacts on the reputation of HGC Broadband. We take the fraudulent cases very seriously and have reported them to the police.
HGC Broadband hereby urges customers to guard against deception and be vigilant against fraudulent calls claiming to be made by or on behalf of HGC Broadband's staff. All sales calls made via our authorised telesales channels feature a caller display. Staff of HGC Broadband are also happy to provide full names, staff IDs or contact telephone numbers as identification codes upon a customer's request. When in doubt, please jot down names and phone numbers of suspicious callers and verify their identities by calling HGC Customer Services Hotline on 1223.
For any suspicious call, please report to the police.

如有任何查詢，請致電HGC環電寬頻客戶熱線1223。For enquiry, please call our HGC Customer Services Hotline 1223.