

FOR IMMEDIATE RELEASE

**Asia Pacific Customer Service Consortium Announces Winners of the
2016 Customer Relationship Excellence Awards
~ The Most Important International Awards of its Kind ~**

Hong Kong, China – June 16th, 2017 – At the **2017 International CRE Awards Dinner Ceremony**, Asia Pacific Customer Service Consortium (APCSC) has announced the list of **Winners** for the **2016 International Customer Relationship Excellence Awards (CRE Awards)**. They are selected through a comprehensive balanced score card of self-assessment benchmarking, business case presentations, mystery calls, CSQS site assessment by the judging panel based on the **International Customer Service Quality Standard (CSQS)**, public webvoting and a final round of judging by a panel of customer relationship excellence experts. **The goal of the CRE Awards** is to promote service quality and Customer Relationship Excellence in international cities across regions and to recognize governments, companies, business units, teams, and individuals that have contributed to the success of both their customers and the organizations that they serve.

Mr. Jason Chu, Chairman of APCSC said, “On behalf of APCSC and the international supporting organizations, I congratulate you for making to the finals of the CRE World Cup. Tonight, at the 15th International CRE Awards Ceremony, we have hit another new record number of 69 CRE Corporate Awards and 60 distinguished individual awards to be presented to our most professional and outstanding winners.” Mr. Chu further emphasized, “**CRE Leadership is a Customer Centric Journey!** CRE Entrepreneurs aggressively identify customer pain points and remove them through innovative solutions. CRE Leaders invest in innovative ideas and technologies and achieve supreme customer experience loyalty. CRE Leaders passionately improve customer experience journey, and transform ourselves to think, live and breathe customer centric culture. The CRE Community is dedicated to sharing customer centric best practices through the International CRE & CSQS Roundtables and CXO Forums to engage and inspire future leaders and promote our CRE brands.”

Mr. Chu concluded, “**CRE Leadership is a Relationship Journey!** CRE Leaders build trust, fulfil the promises, foster teamwork, and build a profound and deepening trusting relationship with our customers and employees. CRE Leaders spearhead on environmental and socially responsible actions to positively impact the society and the underprivileged. The International CRE Awards program has helped inspire industry best practices of customer relationship excellence, communicate the different Asian cultural values and innovations, advocate digital social mobile O2O engagement and big data analytics cross regions persistently. **CRE Leadership is an Everlasting Journey!** CRE Leaders listen, understand and advocate for customers relentlessly, continuously invest in sustainable development of professionals, employee empowerment and customer engagement to attain outstanding achievement. Tonight, we witness together the success of our dedication and achievements, celebrate together and build stronger momentum impetus into the future CRE vision and aspirations in this competitive and disruptive customer experience economy. On behalf of APCSC and the CRE Awards organizing committee, congratulations to all of you, customer advocate champions of Customer Relationship Excellence Awards!”

Mr. Suen Kwok Lam, BBS, MH, JP, Executive Director of Henderson Land Development Co. Ltd. said, “It’s a distinct honor to receive the CRE Awards for 15 consecutive years and we are pleased to be awarded ‘Best Clubhouse of the Year (Property Management)’ & ‘Best Use of Technology of the Year (Property Management-Facility Management)’ by the APCSC. ‘Henderson Land Group Property Management Department (Hang Yick, Well Born & H-Privilege)’ had been achieved numerous ‘CRE Awards’ in Customer Services and other achievements over the years. These achievements have fully manifested our continuous commitment to strive for excellence in premium property management services. It is not only served as a proof of customer’s recognition, but also a great encouragement to motivate us to attain even better performance. Henderson Land Group Property Management Department has been upholding its management philosophy – ‘Interactive Services for Quality Management’ and steps forward to make commitment to corporate social responsibility, customer relationship and social leadership.”

Mr. Stuart Harrison, Chief Executive Officer of AXA Hong Kong said, “It is our great honour to receive 9 Corporate CRE Awards from APCSC this year. These awards are a strong testament of our earnest effort in upholding our belief that protection is our calling. At AXA, we always put meeting our customers’ needs as our primary focus. We are committed to continuously develop and enhance our range of products in order to satisfy different and changing needs of both individual and corporate clients. We also believe that it is our inherent responsibility to support the community we operate in, hence creating a sustainable business via constant and considerable contribution in the dimensions of health, environment and the community.”

Ms. Yvonne Li, President of Far EasTone Telecommunications said, “We are honored and privileged to receive the ‘Customer Relationship Excellence’ Awards. This year we are awarded ‘Best Customer Experience Management of the Year’, ‘Customer Experience Center of the Year’, ‘Customer Satisfaction Quality System of the Year’, ‘Contact Center of

the Year', 'Online Customer Service of the Year', 'Customer Relationship Marketing Service of the Year' and most of all, the highest honor 'Customer Relationship Excellence – Outstanding Achievement' by the APCSC. These awards recognized our achievements in customer services and the devotion of our service personnel, a drive for us to continuously pursue superior customer experience and to innovate beyond ourselves to fulfill FET's brand commitment: Closing the Distance. As a telecommunication company we understand what we provide is more than technology but people-oriented service---to communicate and connect people's heart and passion via just-in-time service. We would like to take this opportunity to express our sincere gratitude to APCSC for such a professional platform to share global operators' best-in-class practices, developments and aspirations. We will keep on providing, innovative and dedicated services to customers in every aspect."

Mr. Frank-Uwe Ungerer, Senior Vice President & Managing Director of DHL Express Singapore said, "In this age of-demand economy, delighting customers is all about speed and convenience. While automation and artificial intelligence is set to disrupt customer service further, a warm, helpful person offering assistance will become increasingly prized. Being recognized as High Speed Customer Service of the Year, in addition to the other six awards, is a strong affirmation of our focus in delivering top-of-class customer relationship excellence. We will continue to improve efficiency and effectiveness of our customer service support by striking a good balance between use of technology and talent development."

Mr. Philip N.L. Chen, Managing Director, Hang Lung Properties Limited said, "We are extremely honored to be conferred the awards this year, including the Corporate Employer of the Year (Property Management), the People Development Program of the Year (Property Management), the Employee Engagement Program of the Year (Property Management), Best Use of Knowledge Management of the Year (Property Management), Best Use of Technology of the Year (Property Management – eLearning), Corporate Social Responsibility Leadership of the Year (Property Management). Those awards represent public recognition of our efforts made to bond the team through various engagement programs, our aspirations on achieving outstanding and sustainable outcomes, our commitments in the pursuit of providing "Go the extra miles" customer services and our passions on devoting more resources to high technology which apply to all aspects of the shopping malls, car parks. We have constantly maintained our commitment to the "We Do it Right" principle in choosing the right locations, architectural design, customer services and people development for all our projects. We dedicate ourselves to ensuring that rigorous attention is paid to attentive detail in our work, thereby enabling our stakeholders to fully understand the outstanding advantages that Hang Lung Properties enjoys. In the coming years, we will continue to live up to this principle. Finally, we would like to take this opportunity to thank APCSC for providing such professional platform for organizations like us to share best practices and marketing trend. We will continue to devote our best efforts and fulfill our profound commitment to exceed expectations of our customers."

Mr. Herbert Vongpusanachai, Senior Vice President & Managing Director, Hong Kong and Macau of DHL Express said, "We are truly honored to receive four CRE Awards this year, as it validates DHL's commitment in providing great service quality. Deeply rooted in Hong Kong for the past 45 years, our reputation as the Provider of Choice rests on our team of Certified International Specialists that embraces our Insanely Customer Centric culture, and is wholeheartedly committed to service excellence and customer satisfaction. We will continue to drive highest service quality and work towards our goal – 'Excellence. Simply delivered'."

Mr. Cliff Woo, Executive Director and Chief Executive Officer of HTHKH said, "Scooping the International Customer Relationship Excellence Awards with the 'Contact Centre of the Year' title for another year, and the 'Best Customer Experience Management of the Year' and 'Online Customer Service of the Year' titles for the first time, is a recognition of 3 Hong Kong and HGC's exemplary customer service. These accolades, rewarding our teams' efforts in moving with the times, are great encouragement to the company which puts customers first and is dedicated to providing customers with convenient and caring services both online and offline via a diverse and innovative digital customer service platform. We will continue to enhance network quality and service standards to deliver an unparalleled customer experience."

Mr. Raymond Choi, General Manager (Customer Services) of HK Electric said, "For more than 125 years, we have powered Hong Kong's economic growth, while investing in the most appropriate technologies and fuels to provide a safe, reliable, clean and affordable supply of electricity to both businesses and residential communities. Since 1997, we have maintained a world-class supply reliability of more than 99.999%. as well as a high standard of customer service. We are honored to have won the "Public Service of the Year (Public Utility)" for nine consecutive years and eight individual awards in the APCSC CRE Awards this year. The awards recognize our efforts in the pursuit of excellence, while driving us to make continuous improvements in serving our customers better."

Ms. Gwen Wang, Vice President, National Customer Service of DHL – Sinotrans International Air Courier Ltd. said, "It's a great honor for DHL Sinotrans to receive the CRE Awards for 9th consecutive year! We are pleased to be awarded 'Contact Center of the year', 'Customer Satisfaction Quality System of the Year', 'Employee Engagement Program of the Year' & 'Best Use of Technology of the Year'! These awards are a strong evidence that DHL brand and service excellence is widely recognized, this is because we do have great people who make DHL successful on the journey from good to great! We also have three Superstars nominated from China CS team who won CRE individual awards at the 3 category. Their touching stories of putting customers on the top, passion for delighting customer and taking responsibility to fix a problem for customers are quite impressive to all the consortium assessors. They are our role models & we are truly proud of them! We believe that the essence of engagement is to drive service excellence by building an insanely customer centric organization. We will continue to embrace the change and seek opportunities to add more value for our customers."

Mr. Li Qing, Vice President of China Telecom Global Ltd said, “This is the fifth consecutive year for China Telecom Global to receive the Customer Relationship Excellence Awards. We feel deeply honored in winning the Global Support Services of the Year (Telecommunications) - a great recognition for our efforts in the pursuit of excellence in customer services, while motivating us to make continuous improvements and introduce new service initiatives. We would like to take this opportunity to thank our customers and APCSC to give this opportunity to us to share the best practices and development of customer services with industrial professionals. Going forward, we will continue to strive to provide excellent service to our customers.”

Mr. Li Pan, Vice President & Overseas Market GM of Haier Overseas Electric Appliances Corp. LTD, “It is a great honor for us to be recognized again the very prestigious CRE Awards as ‘Online Customer Service of the Year’ and ‘Best Use of knowledge Management of the Year’ in the year 2016 by APCSC. It is the recognition to Haier company’s concept as ‘Customer is always right’ and ‘Sincere forever’, it is also the recognition for that Chinese Intelligent Manufacturing companies are going abroad to meet demands of global customers. Haier has set up perfect localized after-sales service network with more than ten years development in overseas market, and can offer quick service to customers in shortest time. Customer service is the beginning of repeat consumption, also for the whole process of customer satisfaction and experience management. Differentiated service is the magic weapon leading to victories for competition among enterprises in the era of product homogeneity; we will provide excellent customer service to consolidate the leading position in Global white goods industry. And we will continue to focus on customer’s requirement and make customers well-content by providing differentiated products & service.”

Ms. Angie Hung, Senior Director, Customer Service of DHL Express Taiwan said, “DHL Express Taiwan is honored by APCSC for the 8th consecutive year, thanks to all colleagues in Customer Service Department. DHL Express Taiwan has been continually implementing the Insanely Customer Centric Culture (ICCC) and offering 24/7 human response service hotline within local logistic industry. Thanks for our CS colleagues’ outstanding contribution, satisfying customers’ need and maintaining DHL’s leading position in logistic industry. We believe that the source of our success is motivated people and so we invest heavily in training our CS colleagues. The future is still full of challenges. DHL Express Taiwan will continually to make DHL the Provider of Choice and the Employer of Choice.”

Mr. Wang Kai, Consumer and SME Online Services General Manager of Lenovo Services said, “It is a privilege to receive these awards. Many thanks to APCSC as well as our clients for their constant encouragement and recognition. We are currently promoting the new service model combined with interaction to win the public trust. We are committed to transforming each individual to be Customer-Oriented, boosting hardware sales to improve product differentiation. To build a leading brand, we strive to be customer centric to create top-notch service system in the era of Internet in the future.”

Mr. Fisher Zhang, CEO of AIA China Home Office said, “It is such a great honor and an exciting moment that we received ‘Customer Experience Center of the Year (Insurance)’ Award. This award recognizes AIA China’s strong commitment of improving customer experience overall by achieving the strategic objectives of transforming to the ‘Customer Centric’ enterprise and positive innovations. We believe in Customer-Centric and Service-Driven. Combining insight of customer needs and foresight of market changes, as well as providing customers with highly competitive and superior value experience is every AIA China staff’s mission. Here I would like to thank all our customers for their long-term love and trust. Thank you Asia Pacific Customer Service Consortium for your professional guidance and high evaluation. Last but not least I would also like to take this opportunity to express my sincere gratitude to everyone who believed and supported AIA China at all times. Thank you!”

Mr. Patrick Cheng, Head of Telebet Services Department of The Hong Kong Jockey Club said, “We would like to thank Asia Pacific Customer Service Consortium for the huge honour and recognition for our efforts in pursuing customer services excellence over the years. I shall also take this opportunity to thank all of the talents at the Telebet Services Department, for their outstanding work and remarkable contributions. Last but not least, we are grateful for our customers’ support and will excel in our premier services so as to provide them with the most professional, efficient and the best service experience.”

Mr. Shao Yang, Director of Global Customer Service Center of China Telecom Shanghai Network Operation and Maintenance Center said, “China Telecom Shanghai Network Operation and Maintenance Center (Global Customer Service Center) is honored to receive the award of Integrated Support Team of the Year (Telecommunications) for three consecutive years. In addition, our team has received a total of four individual awards. These awards recognize our continual efforts and improvements in customer services over the years. The achievements well demonstrate the dedicated efforts of our frontline team in delivering premier services. All these prestigious accolades provide further impetus for us to work and serve customers better. At China Telecom Shanghai Network Operation and Maintenance Center, we will continue to enhance our services to meet or even to exceed our customers’ expectations.”

Ms. Zhouli, General Manager of China Post Insurance Jiangsu Branch said, “China Post Life Insurance Company Limited Jiangsu Branch is honored to receive the ‘Customer Service Center of the Year’ and ‘Corporate Service of the Year’ Awards, which represent the highest honor in the election of 2017 China Outstanding Customer Relationship Service Summit. Since the opening, Jiangsu Branch has always been adhering to the service concept ‘Treat our customer as loved ones’, insisting on ‘Serve the grass roots and serve the agriculture, rural areas and farmers’ as our mission, brave to take

social responsibility, and actively exploring the application of innovative technology to provide customers with high quality service. We would like to express our sincere gratitude to the Asia Pacific Customer Service Association for providing us with a specialized international platform for providing us with a professional international platform, so that the various industries have the opportunity to share service concept and innovative management. In the future, we will be committed to improving the quality of customer service continuously, striving to create a "government satisfaction, supervision assured, popular welcome" new and efficient Business insurance company with unremitting struggle!"

Mr. John Lucas, Managing Director of DHL Express South Africa said, "We are extremely honoured to receive awards in two major 2016 Customer Relationship Excellence Awards categories as well as three individual categories. This achievement is an acknowledgement of the organization's strong focus on customer service and recognizes the hard work and commitment of DHL in driving business and service excellence in South Africa and around the world. The company is consistently able to unlock human capital potential, and marry these talents with innovative industry solutions which ultimately improve the level of customer service. We truly value external recognition and believe that it affirms our position as International Specialists in the logistics industry."

Mr. Troy Barnes, Chief Customer Experience Officer of AIA Bhd. said, "It is a great honor for AIA Bhd. to receive 4 CRE Awards from Asia Pacific Customer Service Consortium. The awards signify our commitment in driving excellent customer experience in the market place. The achievement is not only a recognition to a well-executed strategic plans but also an acknowledgment to our engaged and passionate staffs and the management team who are the backbone of our success. The awards will inspire AIA Bhd to continue scaling to a greater heights and be at the frontier of the industry with its innovative products and service propositions. Thank you APCSC for giving us the opportunity to showcase our stories and celebrate this success."

Mr. Robert Elliott, Chief Executive Officer and General Manager of Manulife Cambodia said, "Manulife sets out to help people achieve their dreams and aspirations, which is why we believe we have an important role to play in supporting and uplifting the communities that we are in. As the first international life insurance company to enter Cambodia, just five years ago, we're proud to be part of such a meaningful awards programme. We're honoured and humbled to have received two Awards. The first award (Customer Engagement Programme of the Year) represents the tireless efforts of our staff and sales force to help build a better financial future for Cambodian families through our world-class financial protection products and services. The second award (Corporate Social Responsibility Leadership of the Year) represents our continuous commitment to support the local communities through our sponsorship and Corporate Social Responsibility programmes, which has been running since 2012. The awards will further encourage us to continue providing financial security to many more Cambodian families; and to invest in the programmes that address broader social needs."

Mr. Naveed Irshad, President and CEO of Manulife Singapore said, "I am very happy that the good work of our Contact Centre team, Daniel, Jeremy, and Sok Hwee has been recognised at this year's CRE Awards. They are well-deserved winners. At Manulife Singapore, understanding our customers' needs and providing the best possible customer experience are what we do on a daily basis. We constantly try to improve the way we do things by placing our customers at the core of our business and ensuring we have the best people looking at helping and solving customer issues."

Mr. Alfred Tang, Director of Service of Celki VitalAire said, "Celki VitalAire is delighted to receive 'People Site Certification', 'CSQS Level 2 Certification' and 'CRE Awards for Best Customer Experience Management of the Year (Healthcare)' from Asia Pacific Customer Service Consortium. As a new comer, the whole process had been a challenging one but rewarding. The CSQS has given us a solid structure to assess our service organization and enable us to prioritize our effort to excel in our service level in this dynamic market. These awards have reassured our commitment in delivering customer centric service and recognition of the effort from our colleagues in order to achieve the ultimate goal - improving the 'Quality of Life' of our customers."

Ms. April Pan, Director of Country Corporate Affairs of Citibank Taiwan Ltd. said, "Citi is the Best Foreign Bank in Taiwan which has taken root in Taiwan for more than five decades. In addition to pursue excellence, Citi Taiwan has been actively contributed to society and long fulfilled its corporate social responsibility with real actions including promoting environmental protection, community care and support, financial education, and hope education. We feel honored to receive the award of Corporate Social Responsibility Leadership of the Year from CRE and will keep demonstrating Citi's commitment to the community and pursuing the continuous progress of environmental, social and corporate governance."

Ms. Gina Wong, Chief Executive Officer of Make The Right Call said, "We are deeply honored to be awarded the "Outsourcing Team of the Year" as part of the 2016 Customer Relationship Excellence Rewards organized by Asia Pacific Customer Service Consortium. We would like to extend our sincere appreciation to APCSC for setting up the standards and providing us with guideline in achieving Customer Relationship Excellence this year. As an Outsourcing Organization based in Hong Kong, we are faced with many challenges especially the high operational cost. We truly believe that having a guided benchmarking system in the industry helped us maintained our operations and Clients under such operational challenge. As a service provider to our Global Clients, we strongly believe in "People Initiatives". We acknowledge the power of people management and its power to help any organization for good results. The commitments and effort made by each member of our teams provided one of the best solutions to our Clients. With this synergy, we work as an integrated extension of our clients. We value teamwork and know that high performance environments demand for success. Outsourcing their tedious operational procedure will leave them more time to focus on their business development. This

Award served a Testimonial of the good work we have done for our clients, and we pledge to continue our beliefs in Our Mission: You will never get a 2nd chance to make the 1st good impression, Our Policies: Happy Staffs = Happy Customers, Our Goal/Values: Customer Satisfaction & Service Innovation from Good to Great”

Mr. Derek Yung, Chief Executive Officer of Prudential Hong Kong Limited said, “On behalf of Prudential, I offer my sincere congratulations to our customer service professionals Jason Man Wai Yu, Gloria Woo Hoi Yi and Karen Chan Ka Ian for their recognition in the 2016 Customer Relationship Excellence (CRE) awards. As a leading financial institution in Hong Kong, service excellence is woven deeply into our culture. Prudential staff and financial consultants appreciate that every action, no matter how small, can have a big impact on our customers’ lives. The outstanding achievements of our three CRE Awards winners reflect Prudential’s commitment to service excellence in our daily lives as well as through long-term industry leadership and innovation. I would like to thank the Asia Pacific Customer Service Consortium for creating this platform for companies such as Prudential to share best practices across the region.”

Mr. Nimish Panchmatia, Managing Director and Head of Technology & Operations, Hong Kong & Mainland China of DBS Bank (Hong Kong) Limited said, “It is a distinct honour to receive Customer Relationship Excellence Awards for third consecutive year. This is truly the best recognition given to our team - the belief that we can create impact beyond banking and change lives for the better. With continual improvements in services and re-architecting technology infrastructure, we have been fully manifested our commitment to ‘making banking joyful’. Last but not least, I would like to thank APCSC for providing such a platform for the recognition.”

Mr. Raymond Leung, General Manager of Carboy of Watsons Water said, “Watsons Water is honored to once again be recognized for our excellent customer service in the Asia Pacific region, accredited with ‘Customer Service Team Leader of the Year (Contact Center)’ and ‘Customer Service Professional of the Year (Contact Center)’ as part of the CRE Awards organized by APCSC for the third year in a row. Watsons Water has delivered the utmost in quality products and services with our ‘We Care’ customer service mission. The awards are strong recognition and motivation for us to continuously listen to our customers and to deliver excellent customer service in the coming future.”

Ms. Micty Wong, Senior Vice President of Marketing of China Enterprise ICT Solutions Limited (CEC) said, “We are much honored that two members of our team have won ‘Customer Service Team Leader of the Year (Contact Center)’ and ‘Customer Service Professional of the Year (Technical Center)’ this year again. Winning CRE Awards for the five consecutive years is a strong testament of our commitment to service excellence and outstanding performance of front-line staff. As a leading ICT service provider, CEC is renowned for high standard of professional service in the industry and always striving to offer a comprehensive range of innovative solutions to customers through advanced technologies, internationally and domestically certified operations processes and well-established network infrastructure. We would also like to take this opportunity to thank APCSC for their long-term dedication in promoting customer relationship excellence. Moving forward, we will continue to devote our best efforts in providing high quality and extensive services to customers to exceed their expectations.”

Ms. Christine Zee, General Manager of Customer Services & Support, CITIC Telecom CPC said, “We are very pleased that our outstanding member has won the ‘Customer Service Manager of the Year (Technical Center)’ award. It is a distinct honour to continue our momentum of winning recognition from APCSC for ten consecutive years. “Being recognized with the awards of offering excellent services throughout this decade is a great encouragement towards our team. Supported by the company’s long-term motto of service excellence and customer-oriented strategies, we have built up a dedicated team of service professionals which keeps on supporting the company’s innovative products and services all the time. ‘Innovation Never Stops’ is always our key value to attain elevating standards in our service level and solution offerings. We will keep on mobilizing every staff of the company to deliver the excellent and dedicated services in every aspect.”

Mr. Harvey Wong, Vice President, Smart Living and Service Center of HKT Limited said, “It is with great honour that HKT Limited - Customer Service Center has been awarded 3 prestigious individual awards from APCSC in the very first year of participation. This encouraging result not only affirmed our service motto ‘Here To Serve’, but also manifested the service commitment we uphold along the years are aligned with international standard. Providing seamless yet personalized service is always our first step of building long-lasting customer relationship, as well as an integral part for us to develop sustainable customer experience.”

The 2016 International CRE Awards winners for different categories are:

Corporate Categories

Customer Relationship Excellence - Outstanding Achievement 2016

FAR EASTONE TELECOMMUNICATIONS CO., LTD.

Corporate Social Responsibility Leadership of the Year 2016 (Property Management)

HANG LUNG PROPERTIES LIMITED

Corporate Social Responsibility Leadership of the Year 2016 (Insurance – ASEAN)

MANULIFE (CAMBODIA) PLC

Corporate Social Responsibility Leadership of the Year 2016 (Insurance – North Asia)
AXA HONG KONG

Corporate Social Responsibility Leadership of the Year 2016 (Banking)
CITIBANK TAIWAN LTD.

Corporate Employer of the Year 2016 (Property Management)
HANG LUNG PROPERTIES LIMITED

Corporate Employer of the Year 2016 (Insurance)
AXA HONG KONG

Best Clubhouse of the Year 2016 (Property Management)
HENDERSON LAND GROUP PROPERTY MANAGEMENT DEPARTMENT (HANG YICK, WELL BORN AND H-PRIVILEGE)

Best Internet+ of the Year 2016 (Segmented Customer Service)
LENOVO SERVICES

Best Internet+ of the Year 2016 (Insurance)
AXA HONG KONG

Customer Engagement Program of the Year 2016 (Insurance)
MANULIFE (CAMBODIA) PLC

Employee Engagement Program of the Year 2016 (Insurance)
AIA BHD.

Employee Engagement Program of the Year 2016 (Logistics – North Asia)
DHL-SINOTRANS INTERNATIONAL AIR COURIER LTD.

Employee Engagement Program of the Year 2016 (Logistics – South Asia)
DHL EXPRESS (SINGAPORE) PTE LTD.

Employee Engagement Program of the Year 2016 (Property Management)
HANG LUNG PROPERTIES LIMITED

Employee Engagement Program of the Year 2016 (Entertainment)
THE HONG KONG JOCKEY CLUB

Public Service of the Year 2016 (Public Utility)
THE HONGKONG ELECTRIC CO., LTD.

Global Support Services of the Year 2016 (Telecommunications)
CHINA TELECOM GLOBAL LTD

Global Support Services of the Year 2016 (Logistics – North Asia)
DHL EXPRESS (HONG KONG) LIMITED

Global Support Services of the Year 2016 (Logistics – South Asia)
DHL EXPRESS (SINGAPORE) PTE LTD.

Best Customer Experience Management of the Year 2016 (Logistics)
DHL EXPRESS (HONG KONG) LIMITED

Best Customer Experience Management of the Year 2016 (Insurance – North Asia)
AXA HONG KONG

Best Customer Experience Management of the Year 2016 (Insurance – South Asia)
AIA BHD.

Best Customer Experience Management of the Year 2016 (Healthcare)
CELKI VITALAIRE

Best Customer Experience Management of the Year 2016 (Telecommunications – Service Center)
FAR EASTONE TELECOMMUNICATIONS CO., LTD.

Best Customer Experience Management of the Year 2016 (Telecommunications – Contact Center)
HUTCHISON TELECOMMUNICATIONS HONG KONG HOLDINGS LIMITED

Customer Experience Center of the Year 2016 (Telecommunications)
FAR EASTONE TELECOMMUNICATIONS CO., LTD.

Customer Experience Center of the Year 2016 (Insurance)
AIA CHINA CONTACT CENTER

Contact Center of the Year 2016 (Telecommunications – Above 1000 Seats)
FAR EASTONE TELECOMMUNICATIONS CO., LTD.

Contact Center of the Year 2016 (Logistics – Under 1000 Seats)
DHL-SINOTRANS INTERNATIONAL AIR COURIER LTD.

Contact Center of the Year 2016 (Telecommunications – Under 500 Seats)
HUTCHISON TELECOMMUNICATIONS HONG KONG HOLDINGS LIMITED

Contact Center of the Year 2016 (Logistics – Under 300 Seats)
DHL EXPRESS (HONG KONG) LIMITED

Contact Center of the Year 2016 (Logistics – Under 200 Seats)
DHL EXPRESS (TAIWAN) CORP.

Contact Center of the Year 2016 (Insurance – Under 200 Seats)
AIA BHD.

Contact Center of the Year 2016 (Logistics – Under 100 Seats)
DHL EXPRESS (SINGAPORE) PTE LTD.

Contact Center of the Year 2016 (Insurance – Under 50 Seats)
MANULIFE (SINGAPORE) PTE. LTD

Customer Service Center of the Year 2016 (Insurance)
AIA BHD.

Customer Service Center of the Year 2016 (Logistics)
DHL EXPRESS SOUTH AFRICA

Customer Service Center of the Year 2016 (Insurance – China)
CHINA POST LIFE INSURANCE COMPANY LIMITED JIANGSU BRANCH

Customer Relationship Marketing Service of the Year 2016 (Insurance)
AXA HONG KONG

Customer Relationship Marketing Service of the Year 2016 (Telecommunications)
FAR EASTONE TELECOMMUNICATIONS CO., LTD.

Customer Satisfaction Quality System of the Year 2016 (Logistics – China)
DHL-SINOTRANS INTERNATIONAL AIR COURIER LTD.

Customer Satisfaction Quality System of the Year 2016 (Logistics – ASEAN)
DHL EXPRESS (SINGAPORE) PTE LTD.

Customer Satisfaction Quality System of the Year 2016 (Logistics – North Asia)
DHL EXPRESS (HONG KONG) LIMITED

Customer Satisfaction Quality System of the Year 2016 (Telecommunications)
FAR EASTONE TELECOMMUNICATIONS CO., LTD.

Customer Satisfaction Quality System of the Year 2016 (Insurance)
AXA HONG KONG

Customer Loyalty Program of the Year 2016 (Logistics)
DHL EXPRESS (SINGAPORE) PTE LTD.

Online Customer Service of the Year 2016
HUTCHISON TELECOMMUNICATIONS HONG KONG HOLDINGS LIMITED

Online Customer Service of the Year 2016 (IT)
LENOVO SERVICES

Online Customer Service of the Year 2016 (Telecommunications)
FAR EASTONE TELECOMMUNICATIONS CO., LTD.

Online Customer Service of the Year 2016 (Consumer Electronics)
HAIER OVERSEAS ELECTRIC APPLIANCES CORP. LTD

High Speed Customer Service of the Year 2016 (Entertainment)
THE HONG KONG JOCKEY CLUB

High Speed Customer Service of the Year 2016 (Logistics)
DHL EXPRESS (SINGAPORE) PTE LTD.

Best Use of Technology of the Year 2016 (Insurance)
AXA HONG KONG

Best Use of Technology of the Year 2016 (Logistics)
DHL-SINOTRANS INTERNATIONAL AIR COURIER LTD.

Best Use of Technology of the Year 2016 (Property Management – Facility Management)
HENDERSON LAND GROUP PROPERTY MANAGEMENT DEPARTMENT (HANG YICK, WELL BORN AND H-PRIVILEGE)

Best Use of Technology of the Year 2016 (Property Management – eLearning)
HANG LUNG PROPERTIES LIMITED

Best Use of Knowledge Management of the Year 2016 (Consumer Electronics)
HAIER OVERSEAS ELECTRIC APPLIANCES CORP. LTD

Best Use of Knowledge Management of the Year 2016 (Logistics)
DHL EXPRESS SOUTH AFRICA

Best Use of Knowledge Management of the Year 2016 (Property Management)
HANG LUNG PROPERTIES LIMITED

Corporate Service of the Year 2016 (Insurance – China)
CHINA POST LIFE INSURANCE COMPANY LIMITED JIANGSU BRANCH

Innovative Technology of the Year 2016 (Insurance)
AXA HONG KONG

Integrated Support of the Year 2016 (Telecommunications)
CHINA TELECOM GLOBAL CUSTOMER SERVICE CENTER

Mission Critical Support Service of the Year 2016 (Entertainment)
THE HONG KONG JOCKEY CLUB

Outsourcing Service of the Year 2016 (Contact Center)
MAKE THE RIGHT CALL

People Development Program of the Year 2016 (Logistics – North Asia)
DHL EXPRESS (TAIWAN) CORP.

People Development Program of the Year 2016 (Logistics – South Asia)
DHL EXPRESS (SINGAPORE) PTE LTD.

People Development Program of the Year 2016 (Property Management)
HANG LUNG PROPERTIES LIMITED

Best Social Media Program of the Year 2016 (Insurance)
AXA HONG KONG

Individual Categories

CEO of the Year 2016 (Insurance)
STUART HARRISON, AXA HONG KONG

CRM Director of the Year 2016 (Insurance)
SUDESH THEVASENABATHY, AXA HONG KONG

CRM Manager of the Year 2016 (Logistics)
ANDY LAI CHIH HUNG, DHL EXPRESS (TAIWAN) CORP.

CRM Manager of the Year 2016 (Network Communications)
DON WONG CHUI WA, CHINA TELECOM GLOBAL LIMITED

Customer Service Manager of the Year 2016 (Banking – Contact Center)
FRANKIE LIN TING HEI, DBS BANK (HONG KONG) LIMITED

Customer Service Manager of the Year 2016 (Entertainment – Contact Center)
SPHERE TO HOI LAM, THE HONG KONG JOCKEY CLUB

Customer Service Manager of the Year 2016 (Insurance – Contact Center)
JASON MAN WAI YU, PRUDENTIAL HONG KONG LIMITED

Customer Service Manager of the Year 2016 (Logistics – Contact Center)
WELLS HOU QING WEI, DHL-SINOTRANS INTERNATIONAL AIR COURIER LTD.

Customer Service Manager of the Year 2016 (IoT Smart Home – Service Center)
NOAH LAM WING HO, HKT LIMITED - CUSTOMER SERVICE CENTER

Customer Service Manager of the Year 2016 (Network Communications – Technical Center)
DAMON TSANG MAN KIN, CITIC TELECOM INTERNATIONAL CPC LIMITED

Customer Service Analyst of the Year 2016 (Logistics – Contact Center)
RITA CHENG WAI TING, DHL EXPRESS (HONG KONG) LIMITED

Customer Service Analyst of the Year 2016 (Insurance – Service Center)
IVY SHU TING SHAN, AXA HONG KONG

Customer Service Team Leader of the Year 2016 (Banking – Contact Center)
STEVEN KWOK CHI FUNG, DBS BANK (HONG KONG) LIMITED

Customer Service Team Leader of the Year 2016 (Entertainment – Contact Center)
JESSICA SIU SHAN SHAN, THE HONG KONG JOCKEY CLUB

Customer Service Team Leader of the Year 2016 (Logistics – Contact Center)
ROSE CHANG CHIA YU, DHL EXPRESS (TAIWAN) CORP.

Customer Service Team Leader of the Year 2016 (Network Communications – Contact Center)
CAN CHEN YU XIANG, CHINA ENTERPRISE ICT SOLUTIONS LIMITED

Customer Service Team Leader of the Year 2016 (Public Utilities – Contact Center)
ALICE CHOY YUEN YING, THE HONGKONG ELECTRIC CO., LTD.

Customer Service Team Leader of the Year 2016 (Retail Service – Contact Center)
BONNIE WONG KA PO, WATSONS WATER

Customer Service Team Leader of the Year 2016 (Insurance – Service Center)
MARTIN TSEUNG HIU LEUNG, AXA HONG KONG

Customer Service Team Leader of the Year 2016 (Entertainment – Technical Center)
SUNNY WAN KWOK HO, THE HONG KONG JOCKEY CLUB

Customer Service Team Leader of the Year 2016 (Network Communications – Technical Center)
GRACE XU HUI, CHINA TELECOM GLOBAL CUSTOMER SERVICE CENTER

Customer Service Professional of the Year 2016 (Banking – Contact Center)
TRACY CHAN WING KA, DBS BANK (HONG KONG) LIMITED

Customer Service Professional of the Year 2016 (Healthcare – Contact Center)
NIK KAN LAI KEI, CELKI VITALAIRE

Customer Service Professional of the Year 2016 (Insurance – Contact Center)
DANIEL LIM, MANULIFE (SINGAPORE) PTE LTD

Customer Service Professional of the Year 2016 (IoT Smart Home – Contact Center)
GERMAINE LUEN KI KI, HKT LIMITED - CUSTOMER SERVICE CENTER

Customer Service Professional of the Year 2016 (Logistics – Contact Center)
SIRBESTIAN NZULA, DHL EXPRESS SOUTH AFRICA

Customer Service Professional of the Year 2016 (Network Communications – Contact Center)
JAMES WANG QIAO, CHINA TELECOM GLOBAL LIMITED

Customer Service Professional of the Year 2016 (Public Utilities – Contact Center)
EMILY TAN HOI MAN, THE HONGKONG ELECTRIC CO., LTD.

Customer Service Professional of the Year 2016 (Retail Service – Contact Center)
CARLOS LEUNG CHIT HEI, WATSONS WATER

Customer Service Professional of the Year 2016 (Healthcare – Service Center)
FU KONG SANG, CELKI VITALAIRE

Customer Service Professional of the Year 2016 (Insurance – Service Center)
GLORIA WOO HOI YI, PRUDENTIAL HONG KONG LIMITED

Customer Service Professional of the Year 2016 (IoT Smart Home – Service Center)
WINNIE LO IUN KWAN, HKT LIMITED - CUSTOMER SERVICE CENTER

Customer Service Professional of the Year 2016 (Insurance – Technical Center)
BRENDA CHOI MEI FUNG, AXA HONG KONG

Customer Service Professional of the Year 2016 (Network Communications – Technical Center)
YUMIKO ZHONG YAN PING, CHINA ENTERPRISE ICT SOLUTIONS LIMITED

Customer Service Professional of the Year 2016 (Public Utilities – Technical Center)
LEE YEE LOI, THE HONGKONG ELECTRIC CO., LTD.

Merit - CRM Manager of the Year 2016
BENJAMIN LEE YIN BUN, CHINA TELECOM GLOBAL LIMITED

Merit - Customer Service Manager of the Year 2016 (Contact Center)
CELIA TO SZE MAN, AXA HONG KONG

Merit - Customer Service Manager of the Year 2016 (Contact Center)
YURI ZAGER, DHL EXPRESS SOUTH AFRICA

Merit - Customer Service Team Leader of the Year 2016 (Contact Center)
LUNGILE MORETLO, DHL EXPRESS SOUTH AFRICA

Merit - Customer Service Team Leader of the Year 2016 (Contact Center)
CHERRY PENG YING, DHL-SINOTRANS INTERNATIONAL AIR COURIER LTD

Merit - Customer Service Team Leader of the Year 2016 (Contact Center)
KELVIN LI HEUNG WING, DHL EXPRESS (HONG KONG) LIMITED

Merit - Customer Service Professional of the Year 2016 (Contact Center)
TERRY TSANG SIU WAH, CELKI VITALAIRE

Merit - Customer Service Professional of the Year 2016 (Contact Center)
ANDY ZHANG LE, DHL-SINOTRANS INTERNATIONAL AIR COURIER LTD

Merit - Customer Service Professional of the Year 2016 (Contact Center)
EUGENE CHUNG WING HONG, DHL EXPRESS (HONG KONG) LIMITED

Merit - Customer Service Professional of the Year 2016 (Contact Center)
KENJI YUEN NOK HANG, DHL EXPRESS (HONG KONG) LIMITED

Merit - Customer Service Professional of the Year 2016 (Contact Center)
KATE CHEN WAN YI, DHL EXPRESS (TAIWAN) CORP.

Merit - Customer Service Professional of the Year 2016 (Contact Center)
SOH SOK HWEE, MANULIFE (SINGAPORE) PTE LTD

Merit - Customer Service Professional of the Year 2016 (Contact Center)
JEREMY CHUA, MANULIFE (SINGAPORE) PTE LTD

Merit - Customer Service Professional of the Year 2016 (Contact Center)
KAREN CHAN KA IAN, PRUDENTIAL HONG KONG LIMITED

Merit - Customer Service Professional of the Year 2016 (Contact Center)
CECILIA LING WOON KIU, THE HONGKONG ELECTRIC CO., LTD.

Merit - Customer Service Professional of the Year 2016 (Contact Center)
KATY NG WING YAN, THE HONGKONG ELECTRIC CO., LTD.

Merit - Customer Service Professional of the Year 2016 (Contact Center)
JOSEPHINE WONG SI WAH, THE HONGKONG ELECTRIC CO., LTD.

Merit - Customer Service Professional of the Year 2016 (Service Center)
STEPHEN TSOI WAI FUNG, AXA HONG KONG

Merit - Customer Service Professional of the Year 2016 (Service Center)
ANGELA SIU PUI SHAN, AXA HONG KONG

Merit - Customer Service Professional of the Year 2016 (Service Center)
ALEX WONG CHUN WING, CELKI VITALAIRE

Merit - Customer Service Professional of the Year 2016 (Technical Center)
KING JIN XIAO PING, CHINA TELECOM GLOBAL CUSTOMER SERVICE CENTER

Merit - Customer Service Professional of the Year 2016 (Technical Center)
ACE ZHANG HAO, CHINA TELECOM GLOBAL CUSTOMER SERVICE CENTER

Merit - Customer Service Professional of the Year 2016 (Technical Center)
VICKY TANG WEI, CHINA TELECOM GLOBAL CUSTOMER SERVICE CENTER

Merit - Customer Service Professional of the Year 2016 (Technical Center)
LI SIU TAN, THE HONGKONG ELECTRIC CO., LTD.

Merit - Customer Service Professional of the Year 2016 (Technical Center)
WONG WING KAN, THE HONGKONG ELECTRIC CO., LTD.

Past CRE Awards winners, market leaders are invited to speak at the **APCSC International CRE & CSQS Leadership Summit with CEO Luncheon and CXO Forums** on June 15-16, 2017. The Leadership Summit is an International Conference for leading companies to exhibit and showcase CRE, CEM, CSQS, Innovation, KM and CRM best practices, business cases keynote by industry authorities and CXO's from the Customer Relationship Excellence Leadership Community.

International CRE Awards Organizer:

About Asia Pacific Customer Service Consortium (APCSC) www.apcsc.com

APCSC is founded with the belief of "*Excellent Customer Relationship Is the Only Way to Sharpen Your Competitive Edge!*" The goal of the Consortium is to promote service quality and customer relationship excellence in international cities across Regions and to recognize and reward governments, companies, business units, teams, and individuals that have contributed to the success of both their customers and the organizations that they serve.

Customer Service Quality Standard (CSQS)

The International Customer Service Quality Standard, **CSQS** is developed by the Asia Pacific Customer Service Consortium **APCSC**, jointly with the Hong Kong University, **HKU** Research Team. It has integrated the Balanced Scorecard Management System, customer experience and lifecycle management, employee engagement, and best practices of CRE Awards winners; so as to ensure CSQS set the world class benchmark. CSQS helps firms enhance operation efficiency, brand loyalty, and move ahead of the competition. As the assessment criteria of the **International CRE Awards**, CSQS has established a world-class management framework to innovate and transform, strengthen CRE strategies with clearer guidelines for cross function and industry deployment.

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For Press interviews, **APCSC CRE & CSQS Leadership Summit, CRE Awards promotion and sponsorship, International Customer Relationship Excellence & Innovation Expo**, please contact Ms. Lau via tel: (852) 2174 1428. enquiry@apcsc.com. You can also obtain more information through Sina Weibo: weibo.com/apcsc, Youtube/Google+/Facebook: Asia Pacific Customer Service Consortium, Twitter: CREAwards, LinkedIn: Jason Chu APCSC, QQ: 2303712688, WeChat: APCSC\_CRE.