



## FOR IMMEDIATE RELEASE

### Asia Pacific Customer Service Consortium Announces Winners of the 16<sup>th</sup> International Customer Relationship Excellence Awards ~ The Most Important International Awards of its Kind ~

Hong Kong, China – June 15th, 2018 – At the **2018 International CRE Awards Dinner Ceremony**, Asia Pacific Customer Service Consortium (APCSC) has announced the list of **Winners** for the **2017 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 reaching the finals of the **CRE World Cup**. Tonight, at the **16th International CRE Awards Ceremony**, we have reached yet another new awards record of 87 distinguished individual awards and 65 CRE Corporate Awards for the most valuable players and outstanding teams.” Mr. Chu further emphasized, “**CRE Leadership is a Journey of Innovation!** CRE Leaders experiment and take agile approach to create convenience, satisfaction and promoters. CRE Innovators actively identify opportunities to improve personalized customer experience journey through big data, omnichannel, AI enhanced services to create superior CRE brand and advocates in different customer segments.

**Mr. Chu** concluded, “**CRE Leadership is a Journey of Teamwork!** CRE Leaders build teamwork and partnership, develop cross functional integration. They work as one with trust to fulfil the visions and promises to our customers and employees. The international CRE Community work together and exchange service innovations, best practices through the International CRE & CSQS Roundtables and CXO Forums to accelerate the digital transformation, empower creative thinking, and envision future strategies. The International CRE Awards program has accelerated the advancement of world class benchmark, corporate governance, sustainability, and CSR leadership. **CRE Leadership is a Journey of Celebration!** CRE Leaders celebrate our employees and customers’ successes to create win-win-win continuously, invest in development of our workplace, local community and families with employee and customer engagement to attain outstanding achievement. Tonight, we celebrate the **20th Anniversary of APCSC** and the 16th International CRE Awards together as one big family of the CRE World Cup athletes, coaches and innovators. We share the same CRE World Vision for better omnichannel customer experience in the sharing & experience economy. On behalf of APCSC and the CRE Awards organizing committee, congratulations to all of you, innovators and champions of Customer Relationship Excellence!”

**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 **16 consecutive years**, and we are pleased to be awarded ‘Customer Relationship Marketing Service of the Year (Property Management)’ & ‘Corporate Environmental Leadership of the Year (Property Management)’ by the APCSC. ‘Henderson Land Group Property Management Department (Hang Yick, Well Born & H-Privilege)’ has been achieving 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 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 will be upholding its management philosophy – ‘Interactive Services for Quality Management’ in the future. APCSC keeps up the market by launching different categories of CRE Awards to motivate the corporates to develop in different aspects should be esteemed.”

**Mr. Raymond Choi, General Manager (Customer Services) of HK Electric** said, “Congratulations to Asia Pacific Customer Service Consortium (APCSC) on its 20th Anniversary! For decades, APCSC keeps driving the service industry for better customer service with an invaluable platform for insights and experience sharing. Over the years, HK Electric has supported the CRE Awards of APCSC. This year, we are honored to have won the “Public Service of the Year (Public Utility)” Award again for **ten consecutive years**, in addition to the “Mission Critical Support Service of the Year (Public Utility)” Award and seven individual awards. We believe that while we journey on in our pursuit for excellence, APCSC will continue making important contributions to the industry with even higher standards.”

**Mr. Philip Chen, Chief Executive Officer of Hang Lung Properties Limited** said, “We are extremely honored to be conferred 8 awards in the category of Property Management this year, including Corporate Employer of the Year, Best Social Media Program of the Year, Best Use of Knowledge Management of the Year, Best Use of Technology of the Year,

Corporate Social Responsibility Leadership of the Year, Customer Satisfaction Quality System of the Year, Employee Engagement Program of the Year & People Development Program of the Year. The awards reaffirm the success of Hang Lung's holistic human resource management strategy and further recognize Hang Lung's corporate culture of pursuing excellent service and striving to become the Employer of Choice in the market. The pursuit of excellent service is integral to Hang Lung's corporate culture. We hold our employees to the highest standards, and we formulate appropriate measures and strategies for all facets of employees' life. These range from recruitment, training and development to remuneration and recognition, and also employees' physical and mental well-being. We strongly believe that bringing employees together is the best way to keep the Company moving forward."

**Mr. Etienne Bouas-Laurent, Chief Executive Officer of AXA Hong Kong** said, "It is our great honour to receive 19 CRE Awards from APCSC this year. These awards are a strong testament of our vision of empowering people to live better lives. At AXA Hong Kong, we always put meeting customers' needs as our primary focus. We are committed to transforming ourselves from being a payer to a partner for our customers and enhancing end-to-end customer experience, making insurance simpler and more personal."

**Mr. Herbert Vongpusanachai, Senior Vice President and Managing Director of DHL Express Hong Kong and Macau** said, "It is a distinct honor to receive the Contact Center of the Year award for the 8th consecutive year, in addition to the other seven corporate and individual awards. Being Insanely Customer Centric is an integral part of DHL's culture and the coveted awards reaffirm our earnest efforts in upholding service excellence. We shall continue to deliver best-in-class customer experiences and strive to become our customers' brand of choice."

**Mr. Ng Jit Seng, Chief Customer Experience Officer of AIA Bhd.** said, "It is a great honour for AIA Bhd. to yet again be recognized by the APCSC for our customer experience excellence. These 6 awards are a testament of our leaders' strong and unwavering customer focus, our organization's constant emphasis on staff development and empowerment, our culture of continuously seeking out new and innovative ways to create memorable experiences for our customers, and most importantly; our wonderful crew led by our amazing management team, who have embraced the customer centric mindset whole heartedly. Thank you APCSC for acknowledging us, and providing a platform where we can all share and showcase our passion for customers."

**Mr. Robert Elliott, CEO and General Manager of Manulife Cambodia** said, "At Manulife, our mission is to help people make their decisions easier and lives better. We have set out a clear commitment to help build a better financial future for Cambodian families and at the same time uplifting the community that we are in. We are honored to receive 3 international awards. The '*Customer Engagement Programme*' represents the tireless efforts of our staff and sales force to help provide much needed financial protection products and services to our customers. The '*CSR Leadership*' represents our continuous commitment to support the local communities through our sponsorship and CSR programmes. The '*Best Corporate Brand*' reflects a great milestone that we have achieved in building our brand as well as the public awareness towards life insurance industry in Cambodia. The awards will further encourage us to continue to be a customer-centric organization and to invest in programmes that address broader social needs. I personally also would like to thank APCSC for awarding me '*CEO of the Year*' in the Insurance Category. I am very pleased, honored and humbled to accept this award. I also want to thank my team for their commitment in building the business in the new market and making it one of the most successful ones today in Cambodia."

**Mr. Li Shutao, General Manager of Customer Service Management Department of Shenzhen Gas Group Co., Ltd.** said, "It is a great honour for Shenzhen Gas to win the Outstanding Customer Relationship Excellence Award. We would like to thank our customers and the Asia Pacific Customer Service Consortium for their recognition and encouragement of our quality service. In recent years, Shenzhen Gas has been committed to using internet technology to create smart gas services. Through various information and innovation methods, we have continuously improved the efficient and convenient service experience. In the future, we will continue to work hard, blaze new trails, and provide users with a more intimate, Professional and quality service."

**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 the 9th consecutive year! We are pleased to be awarded 'Contact Center of the Year', 'Customer Satisfaction Quality System of the Year', and 'Employee Engagement Program of the Year'! These awards are providing strong evidence that DHL brand and service excellence is widely recognized! DHL Sinotrans will continue to put our focus on customers, seek to add value for customers, embrace the change in the future and moving forward. We also have three Superstars nominated from China CS team who won CRE individual awards; they are the 'Project Manager of the Year', 'Customer Service Team Leader of the Year' and 'Customer Service Professional of the Year'. They put the Model for us with their professionalism and one-stop service attitudes. We are truly proud of having such excellent SUPERSTARTS!"

**Ms. Jaiporn Srisakul, Managing Director of Advanced Contact Center Co., Ltd.** said, "Clearly everyone at Advanced Contact Center (ACC) Thailand is thrilled to be awarded this important accolade which recognizes the hard work and dedication from our staff in delivering the excellent and wonderful services to achieve 'Contact Center of the Year (Telecommunications)' and also to myself indeed 'CEO of the Year'. Working toward these awards has been a challenging but very rewarding experience for ACC. We have learned a lot by working with Asia Pacific Customer Service Consortium and especially the Chairman, Mr. Jason Chu. We have shared so much useful information and indispensable experiences

together. In short, ACC aims to provide customers with a world class experience that is beyond their expectations and believe everyone can do as well. We are incredibly grateful to the Awards Committee and the panel of experts for recognizing our efforts. Thank you.”

**Ms. Angie Hung, Senior Director, Customer Service of DHL Express Taiwan** said, “DHL Express Taiwan is honored by APCSC for the 9th 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 the exclusive 24/7 human response service hotline within local logistic industry. Thanks for our CS colleagues’ and cross function teams’ outstanding contribution, ‘As One’ satisfying customers’ need and maintaining DHL’s leading position in logistic industry. DHL Express Taiwan will continually to make DHL the Provider of Choice.”

**Mr. Mike Chan, Country Head / Chief Executive Officer of RHB Bank Singapore** said, “At RHB, upholding excellence in employee engagement is essential as we believe that our people are the most important assets. We are honoured to be conferred the ‘Employee Engagement Programme of the Year’ for our internal customer excellence journey through Workplace by Facebook. This achievement reflects our efforts in creating a cohesive work environment that engenders greater productivity. It has been a whole new and exciting experience for myself and colleagues at RHB with Workplace since 2017 and will continue the momentum in years to come. Lastly, we appreciate Asia Pacific Customer Service Consortium (APCSC) for recognising our best practises in using Workplace by Facebook for employee engagement.”

**Ms. Yvonne Li, President of Far Eastone** said, “We are very honored to be nominated for three consecutive years and receive the "Best Customer Experience Center" award from APCSC! This is also a reaffirmation of Far Eastone's implementation of the "Serve With Heart, Think More About You" service. We believe with thorough acknowledgment to each customer's needs will be answered with a warm and satisfied smile. In the future, FET will continue to provide customers with amazing, high-quality services and think more about customers. At the same time congratulations on the 20th anniversary of the APCSC!”

**Ms. Ren Hai Bo, General Manager, Consumers and SME Online Service of Lenovo Services** said, “We are very grateful to our users for their continued support and confirmation of Lenovo Services. This leads us to win this awards again. Because of your support and trust, we are able to do better. In the future, we will continue to adhere to the customer as the core, establish an omnichannel intelligent contact center, implement intelligent services, and provide users with a professional and warm user experience; establish the industry's top intelligent service system, and become a service benchmark in the Asia Pacific region.”

**Mr. Leo Zhang, COO of AIA China** said, “It is such a great honor and an exciting moment that we received ‘Customer Experience Center of the Year (Insurance)’ Award. 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. Nizam Md Agil, Vice President of Customer Service of DHL Express (Singapore)** said, “Firstly, congratulations to APCSC for celebrating its 20th Anniversary – this is 20 years of providing one of the best platforms for industry leaders to share knowledge and to recognize excellence in customer service. We are extremely honoured to have received the awards this year as we believe that this is a strong affirmation that we are delivering best-in-class customer relationship excellence. Digitalization is the current buzzword on everyone’s minds; and we are no exception as we are finding new ways to ‘wow’ our customers by providing convenient yet innovative services while maintaining our Insanely Customer Centric Culture. Our Customers and our People remain at the heart of our business as we work towards our goal of being the Provider of Choice and the Employer of Choice.”

**Mr. Thomas Chou, President of Far Eastern International Bank** said, “We are deeply honored to receive the awards of ‘Contact Center of The Year’ and ‘High Speed Customer Service of The Year’ from APCSC, especially it is the first time FEIB had participated the International CRE Awards nomination. FEIB, partnering with other service companies in Far Eastern Group, such as telecommunication / department stores / transportation / e-commerce co., offers full-fledge financial services to the public. Providing excellent service to meet customers’ satisfaction is always the responsibility of FEIB. These two awards not only represent FEIB’s world-class service commitment to customers, but also heart-warm recognition to employees’ devotion to work. We all learned and grew by participating and preparing the award application. Therefore, we’d like to thank APCSC for their recognition and thank our customers for their inspiration. FEIB will continue providing full range of financial services, innovating, and advancing in the era of digital banking.”

**Mr. Li Qing, Vice President, Marketing of China Telecom Global Ltd** said, “This is the 7th 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. Joseph Wai, CEO of Teleperformance China** said, “Teleperformance is honored to be recognized by the prestigious CRE Awards and awarded ‘Outsourcing Service of the Year.’ This is a high recognition of our continued focus on delivering customer centric solutions and experiences which ultimately benefit our client brands. For over 40 years we have managed outsource solutions and would like to recognize our people who continue to deliver service excellence daily on our client’s behalf. Thank you to APCSC for recognizing this effort and the value this creates. As the global leader in outsourcing customer management services, we will continue to invest, innovate and enhance the customer experience of our clients and business outcomes achieved.”

**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 fourth 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.”

**Dr. Khoo Kah Siang, President and CEO, Manulife Singapore** said, “We are honored that our Contact Centre team has been commended by the Asia Pacific Customer Service Consortium (APCSC) for the fifth consecutive year. At Manulife Singapore, we are always looking for new ways to enhance the experience for our customers, and this award is a strong affirmation of our efforts to delight our customers in all their interactions with us. I also wish to offer my heartiest congratulations to our team members Zenith, Kai and Christine for their well-deserved individual awards, which recognise their passion and dedication in serving our customers with distinction.”

**Mr. William Pan, Senior CRM Manager of Maserati China** said, “Maserati is very honored to win the award, which is an honor and also an incentive. On behalf of Maserati, I wish to express our heartfelt gratefulness to the Asia Pacific Customer Service Consortium. Maserati has always attached great importance to CRM, through continuous optimization, we have formed a very experienced CRM team. This award was a joint effort. On the occasion of the 20th anniversary of the Asia Pacific Customer Service Consortium, we would also like to extend our warmest congratulations. In the future, Maserati will always adhere to the customer-oriented faith and work together with the APCSC.”

**Mr. Shen Bo, Deputy General Manager, BEST TONE Information Service Center China Telecom Corporation Limited Guangzhou Branch** said, “China Telecom GZ Branch has been committed to establishing first-class professional outsourcing call center nationwide, which have more than 6500 seats and some supporting facilities. At present, GZ Branch has provided professional outsourcing service to over 120 domestic and oversea companies, multinational corporations, and government agencies, including government, finance, insurance, FMCG, and automobile, hotel. Many Fortune 500 and government sectors has been in cooperation with GZ call center for more than 10 years. The CRE Awards is renowned for its comprehensive, scientific and international assessment. Thank you for the recognition from APCSC. Joining the competition has expanded our international vision. I would like to avail myself of this opportunity to exchange with other business units to promote the standardization and sound development of the telecommunication industry.”

**Mr. LIM Him Chuan, General Manager of DBS Bank (Taiwan)** said, “It is our honour to receive the Customer Service Centre of the Year award from Asia Pacific Customer Service Consortium this year. This award is a testament of our commitment to the pursuit of service excellence. DBS Bank is a well-recognized leader in digital transformation and innovation. As we continue to reimagine banking, we commit to make banking joyful for our customers. In this connection, our DBS Bank (Taiwan) Customer Centre colleagues are our frontline ambassadors providing services to our customers in way that is respectful, easy to deal with and dependable. And our goal is clear - we simply want to help our customers Live more, Bank less.”

**Mr. Tao Zhang, Director of Overseas Mobility Business Department of China Telecom Global Limited** said, “It gives the Overseas Mobility Business Department of China Telecom Global Limited great honor to receive the ‘Customer Services Center of the Year’ from APCSC. Additionally, our team has received a total of two individual awards. All these awards demonstrated our sustained efforts in the past few years to promote best practices in customer services. A quality service culture is essential in sustaining and driving the continuous growth of our business which has become increasingly service-oriented. We believe that our service quality will be continuously enhanced to fulfill the higher expectations.”

**Mr. LIU Junchun, Vice Chairman of the Board of HKICIM Group** said, “We would like to express our heartfelt thanks to Asia Pacific Customer Service Consortium (APCSC) for choosing our company as the recipient of the Customer Relationship Excellent (CRE) Awards and giving us the honor of ‘People Development Program of the Year’. We have committed ourselves to providing excellent service based on people-oriented philosophy, and devoted ourselves to developing advanced techniques and facilitating staff development. This award represents public recognition of the HKICIM Group. It will definitely motivate us to continue to improve our skills and techniques, staff development and

training, service and social responsibilities, etc. Going forward, we will pursue a higher quality service standard and continue to work for the sustainable development of the community in the future.”

**Mr. Henry Leung, Director and General Manager of The Great Eagle Properties Management Company, Ltd.** said “We are privileged to receive the ‘Best Customer Experience Management of the Year (Property Management) of the Customer Relationship Excellence (CRE) Award and would like to extend our special appreciation to APCSC for the award presentation. For Three Garden Road, we pay strong focus on customer service. All members of our team are committed to continuously provide high quality service and care to our tenants. Receiving the CRE Award is a great encouragement to our Company and would not have been possible without the support from our tenants, our Landlord (The Champion REIT) and The Great Eagle Group. This achievement will continue to be one of our major driving forces in providing the best customer experience at Three Garden Road.”

**Mr. Bruce Lam, Chief Marketing Officer of CSL Mobile Limited** said, “On behalf of CSL Mobile Limited, I wish to thank the Asia Pacific Customer Service Consortium for recognizing our efforts in constantly striving for customer service excellence. I would also like to thank each member of our team for his/her outstanding work and remarkable contribution. We are hugely grateful to our customers for their appreciation of CSL’s commitment to service excellence, while recognizing our industry leadership and reputation for innovation. We will continue to focus sharply on earning loyalty by seizing every opportunity to improve the overall customer experience and upholding an unwavering determination to succeed.”

**Mr. Harvey Wong, Vice President, Business Development & Customer Service Center of HKT Limited** said, “This year, we are bestowed to receive another 9 prestigious awards from APCSC. Also gratifying is the fact this is the second consecutive year HKT Customer Service Center is being honored with Customer Relationship Excellence (CRE) Awards in recognition of our distinguished efforts not only to serve the community of Hong Kong, but also to enhance the overall user experience of customers embracing technology in their daily lives by adopting HKT Smart Living services. Congratulations to the teams responsible for bringing this honor to HKT and last but not least, I would like to extend my gratitude towards their excellent and dedicated services delivered wholeheartedly in every aspect in order to consistently manifest our service motto – ‘Here To Serve’.”

**Mr Patrick Teow, Chief Executive Officer of AIA Singapore** said, “We are extremely proud that two of our frontline staff have been recognised for their outstanding performance. Cheryl Tok Shi Ling for Customer Service Professional of the Year (Service Center) award and Jeremy Lim Jia Wei for achieving the Merit Customer Service Professional of the Year (Service Center), which is truly a testament of their professionalism in servicing customers and their dedication to service excellence. They are indeed deserving winners. As a company, we believe in putting our customers at the heart of everything we do, constantly improving and transforming ourselves to provide the best possible experience and solutions for our customers. These awards signify our steadfast commitment to our customers and we look forward to being an integral part of our customers’ life journeys, helping them live healthier, longer, better lives.”

**Ms. Amy Zhao, Senior Director, Customer Service Center of Rkylin Group** said, “I am very grateful to Asia Pacific Customer Service Consortium for granting me the honor. At the same time, I also want to express my gratitude to the company I have ever worked for. This benefited me a lot in cognitive learning. I am lucky to meet our excellent team as I was given the opportunity and challenge. We have been fighting all the way regardless of difficulty and challenge ahead and we are adhering to the professional innovative spirit to overcome obstacles in the challenge again and again to achieve the mission - Improve in details, Innovation in products.”

**Ms. Christine Zee, General Manager of Customer Services & Support of CITIC Telecom CPC** said, “We are very pleased that our outstanding members have won the “Customer Service Manager of the Year (Service Center)”, “Customer Service Team Leader of the Year (Service Center)” and “Project Manager of the Year” award. It is a distinct honour to continue our momentum of winning recognition from APCSC for 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. Gan Juay Kiat, CEO of SBS Transit Ltd** said, “As a leading public transport operator, we put commuters at the heart of our service. In line with this, we equip our people to deliver caring, reliable, safe and secure (CARES) customer service. We are therefore very delighted that three of our employees are being recognised by the Asia Pacific Customer Service Consortium for delivering exemplary customer service. This is an affirmation of our commitment and efforts in our service excellence journey.”

**Mr. Raymond Leung, General Manager of Watsons Water** said, “Watsons Water is honored to once again 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 fourth year. I’m pleased that with our dedicated and committed team, Watsons Water’s customer service has been recognized as world-class standard with our ‘We Care’

customer service mission. The awards are definitely recognition and motivation for us to continuously contribute with strategic values to our customers and be a customer centric loyalty brand in the coming future.”

**Mr. Chris Fung, Vice President of Engineering & Services 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 (Technical Center)’ and ‘Customer Service Professional of the Year (Contact Center)’ this year again. Winning CRE Awards for years is a strong testament of our commitment to service excellence and outstanding performance of front-line staff. As a service-driven 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. Wendy Li, Facilities Services Manager of The Hong Kong Jockey Club** said, “We are extremely honoured to be recognised by the Asia Pacific Customer Service Consortium this year for these two distinguished awards, namely Winner Customer Service Professional of the Year (Service Desk – Contact Center) and Merit Customer Service Professional of the Year (Contact Center). These awards truly recognise the customer-centric culture embraced by The Hong Kong Jockey Club (Property Facilities Services Hotline) and such affirmation from APCSC is absolutely a great encouragement to us and it surely motivates us to improve continuously.”

**The 2017 International CRE Awards winners for different categories are:**

**Corporate Categories**

**Customer Relationship Excellence - Outstanding Achievement China 2017**

SHENZHEN GAS CORPORATION LTD.

**Corporate Environmental Leadership of the Year 2017 (Property Management)**

HENDERSON LAND GROUP PROPERTY MANAGEMENT DEPARTMENT (HANG YICK, WELL BORN AND H-PRIVILEGE)

**Public Service of the Year 2017 (Public Utility)**

THE HONGKONG ELECTRIC CO., LTD.

**Corporate Social Responsibility Leadership of the Year 2017**

MANULIFE (CAMBODIA) PLC

**Corporate Social Responsibility Leadership of the Year 2017 (Property Management)**

HANG LUNG PROPERTIES LIMITED

**Corporate Social Responsibility Leadership of the Year 2017 (Insurance)**

AXA HONG KONG

**Best Corporate Brand of the Year 2017 (Insurance)**

MANULIFE (CAMBODIA) PLC

**Corporate Employer of the Year 2017 (Property Management)**

HANG LUNG PROPERTIES LIMITED

**Best Internet+ of the Year 2017 (A.I. Social Support App)**

LENOVO SERVICES

**Best Internet+ of the Year 2017 (Insurance)**

AXA HONG KONG

**Best Internet+ of the Year 2017 (Automobile – China)**

MASERATI (CHINA) TRADING CO., LTD

**Customer Engagement Program of the Year 2017 (Insurance)**

MANULIFE (CAMBODIA) PLC

**Employee Engagement Program of the Year 2017 (Banking)**

RHB BANK SINGAPORE

**Employee Engagement Program of the Year 2017 (Logistics – North Asia)**

DHL-SINOTRANS INTERNATIONAL AIR COURIER LTD.

**Employee Engagement Program of the Year 2017 (Logistics – South Asia)**

DHL EXPRESS (SINGAPORE) PTE LTD.

**Employee Engagement Program of the Year 2017 (Property Management)**

HANG LUNG PROPERTIES LIMITED

**Global Support Services of the Year 2017 (Telecommunications)**

CHINA TELECOM GLOBAL LTD

**Global Support Services of the Year 2017 (Logistics)**

DHL EXPRESS (HONG KONG) LIMITED

**Best Customer Experience Management of the Year 2017 (Logistics)**

DHL EXPRESS (HONG KONG) LIMITED

**Best Customer Experience Management of the Year 2017 (Insurance – North Asia)**

AXA HONG KONG

**Best Customer Experience Management of the Year 2017 (Insurance – South Asia)**

AIA BHD.

**Best Customer Experience Management of the Year 2017 (Property Management – Hong Kong)**

THE GREAT EAGLE PROPERTIES MANAGEMENT COMPANY LIMITED - THREE GARDEN ROAD

**Customer Experience Center of the Year 2017 (Telecommunications)**  
FAR EASTONE TELECOMMUNICATIONS CO., LTD.

**Customer Experience Center of the Year 2017 (Customer Experience)**  
LENOVO SERVICES

**Customer Experience Center of the Year 2017 (Insurance – Contact Center)**  
AIA CHINA CONTACT CENTER

**Customer Experience Center of the Year 2017 (Insurance – Service Center)**  
AXA HONG KONG

**Contact Center of the Year 2017 (Outsourcing Service – Above 3000 Seats)**  
CHINA TELECOM CORPORATION LIMITED GUANGZHOU BRANCH

**Contact Center of the Year 2017 (Telecommunications – Under 3000 Seats)**  
ADVANCED CONTACT CENTER CO., LTD.

**Contact Center of the Year 2017 (Logistics – Under 1000 Seats)**  
DHL-SINOTRANS INTERNATIONAL AIR COURIER LTD.

**Contact Center of the Year 2017 (Logistics – Under 300 Seats)**  
DHL EXPRESS (HONG KONG) LIMITED

**Contact Center of the Year 2017 (Insurance North Asia – Under 200 Seats)**  
AXA HONG KONG

**Contact Center of the Year 2017 (Insurance South Asia – Under 200 Seats)**  
AIA BHD.

**Contact Center of the Year 2017 (Logistics – Under 200 Seats)**  
DHL EXPRESS (TAIWAN) CORP.

**Contact Center of the Year 2017 (Logistics – Under 100 Seats)**  
DHL EXPRESS (SINGAPORE) PTE LTD.

**Contact Center of the Year 2017 (Public Utility – Under 100 Seats)**  
SHENZHEN GAS CORPORATION LTD.

**Contact Center of the Year 2017 (Banking Taiwan – Under 100 Seats)**  
FAR EASTERN INT'L BANK

**Contact Center of the Year 2017 (Insurance Singapore – Under 50 Seats)**  
MANULIFE (S) PTE LTD

**Customer Service Center of the Year 2017 (Banking)**  
DBS BANK (TAIWAN)

**Customer Service Center of the Year 2017 (Insurance)**  
AIA BHD.

**Customer Service Center of the Year 2017 (Telecommunications – China)**  
CHINA TELECOM CTEXCEL

**Customer Service Center of the Year 2017 (Public Utility – China)**  
SHENZHEN GAS CORPORATION LTD.

**Customer Relationship Marketing Service of the Year 2017 (Property Management)**  
HENDERSON LAND GROUP PROPERTY MANAGEMENT DEPARTMENT (HANG YICK, WELL BORN AND H-PRIVILEGE)

**Customer Satisfaction Quality System of the Year 2017**  
DHL EXPRESS (TAIWAN) CORP.

**Customer Satisfaction Quality System of the Year 2017 (Logistics – North Asia)**  
DHL EXPRESS (HONG KONG) LIMITED

**Customer Satisfaction Quality System of the Year 2017 (Logistics – ASEAN)**  
DHL EXPRESS (SINGAPORE) PTE LTD.

**Customer Satisfaction Quality System of the Year 2017 (Logistics – China)**  
DHL-SINOTRANS INTERNATIONAL AIR COURIER LTD.

**Customer Satisfaction Quality System of the Year 2017 (Insurance – North Asia)**  
AXA HONG KONG

**Customer Satisfaction Quality System of the Year 2017 (Insurance – South Asia)**  
AIA BHD.

**Customer Satisfaction Quality System of the Year 2017 (Property Management)**  
HANG LUNG PROPERTIES LIMITED

**Customer Loyalty Program of the Year 2017 (Automobile – China)**  
MASERATI (CHINA) TRADING CO., LTD

**People Development Program of the Year 2017 (Logistics)**  
DHL EXPRESS (TAIWAN) CORP.

**People Development Program of the Year 2017 (Property Management)**  
HANG LUNG PROPERTIES LIMITED

**People Development Program of the Year 2017 (Insurance)**  
AIA BHD.

**People Development Program of the Year 2017 (Construction – Hong Kong)**  
HONG KONG INTERNATIONAL CONSTRUCTION INVESTMENT MANAGEMENT GROUP CO., LIMITED

**Online Customer Service of the Year 2017 (Public Utility)**  
SHENZHEN GAS CORPORATION LTD.

**Outsourcing Service of the Year 2017 (Contact Center – China)**  
TELEPERFORMANCE CHINA

**High Speed Customer Service of the Year 2017 (Banking)**  
FAR EASTERN INT'L BANK

**Best Use of Technology of the Year 2017 (Property Management)**  
HANG LUNG PROPERTIES LIMITED

**Innovative Technology of the Year 2017 (Insurance)**

AIA BHD.

**Integrated Support of the Year 2017 (Telecommunications)**

CHINA TELECOM GLOBAL CUSTOMER SERVICE CENTER

**Best Use of Knowledge Management of the Year 2017 (Property Management)**

HANG LUNG PROPERTIES LIMITED

**Mission Critical Support Service of the Year 2017 (Public Utility)**

THE HONGKONG ELECTRIC CO., LTD.

**Best Social Media Program of the Year 2017 (Insurance)**

AXA HONG KONG

**Best Social Media Program of the Year 2017 (Property Management)**

HANG LUNG PROPERTIES LIMITED

**Individual Categories**

**CEO of the Year 2017 (Telecommunications Contact Center)**

JAIPORN SRISAKUL, ADVANCED CONTACT CENTER CO., LTD.

**CEO of the Year 2017 (Insurance)**

ROBERT J. ELLIOTT, MANULIFE (CAMBODIA) PLC

**CRM Director of the Year 2017 (Telecommunications Contact Center)**

SHEN BO, CHINA TELECOM CORPORATION LIMITED GUANGZHOU BRANCH

**CRM Director of the Year 2017 (Insurance)**

SUDESH THEVASENABATHY, AXA HONG KONG

**CRM Director of the Year 2017 (Outsourcing)**

AMY ZHAO RU, RKYLIN NETWORK TECHNOLOGY & SERVICE (BEIJING) CO., LTD

**CRM Director of the Year 2017 (Network Communications)**

CLOTHO NG SIU CHING, CHINA TELECOM GLOBAL LTD

**CRM Manager of the Year 2017 (Logistics)**

VIVIAN CHU RUI HSUAN, DHL EXPRESS (TAIWAN) CORP.

**CRM Manager of the Year 2017 (Mobile)**

JANICE WONG SUI CHI, CHINA TELECOM CTEXCEL

**Project Manager of the Year 2017 (Network Communications)**

BOSCO HO CHING HEI, CITIC TELECOM INTERNATIONAL CPC LIMITED

**Project Manager of the Year 2017 (Logistics)**

KITTY XU RAN, DHL-SINOTRANS INTERNATIONAL AIR COURIER LTD.

**Customer Service Manager of the Year 2017 (Entertainment – Contact Center)**

ANTHONY KWONG KAM WAI, THE HONG KONG JOCKEY CLUB

**Customer Service Manager of the Year 2017 (Insurance – Contact Center)**

NATALIA D'CRUZ, AXA HONG KONG

**Customer Service Manager of the Year 2017 (IoT Smart Home – Contact Center)**

CALEB LAI, HKT LIMITED - CUSTOMER SERVICE CENTER

**Customer Service Manager of the Year 2017 (Logistics – Contact Center)**

ANDY LAI CHIH HUNG, DHL EXPRESS (TAIWAN) CORP.

**Customer Service Manager of the Year 2017 (Mobile – Contact Center)**

ERIC WU YU MAN, CSL MOBILE LIMITED

**Customer Service Manager of the Year 2017 (Insurance – Service Center)**

SYLVIA CHENG WAI SZE, AXA HONG KONG

**Customer Service Manager of the Year 2017 (IoT Smart Home – Service Center)**

RAYMOND NG WAI MAN, HKT LIMITED - CUSTOMER SERVICE CENTER

**Customer Service Manager of the Year 2017 (Network Communications – Service Center)**

SOLA CHOI WING YAN, CITIC TELECOM INTERNATIONAL CPC LIMITED

**Customer Service Manager of the Year 2017 (Entertainment – Technical Center)**

SHIRLEY CHONG YUET SHAN, THE HONG KONG JOCKEY CLUB

**Customer Service Manager of the Year 2017 (Network Communications – Technical Center)**

DANIEL TSANG CHUNG LEUNG, CHINA TELECOM GLOBAL LTD

**Customer Service Manager of the Year 2017 (IoT Smart Home – T & D Center)**

JAMES FAN KA MING, HKT LIMITED - CUSTOMER SERVICE CENTER

**Customer Service Manager of the Year 2017 (Mobile – T & D Center)**

REX CHOI CHUNG HO, CSL MOBILE LIMITED

**Customer Service Analyst of the Year 2017 (Insurance – Contact Center)**

EDWIN LAM CHAK KAM, AXA HONG KONG

**Customer Service Analyst of the Year 2017 (Mobile – T & D Center)**

REX CHOI CHUNG HO, CSL MOBILE LIMITED

**Customer Service Team Leader of the Year 2017 (Entertainment – Contact Center)**

HENRY HO CHUN KAI, THE HONG KONG JOCKEY CLUB

**Customer Service Team Leader of the Year 2017 (Insurance – Contact Center)**

MANDY WONG CHUNG MAN, AXA HONG KONG

**Customer Service Team Leader of the Year 2017 (IoT Smart Home – Contact Center)**

GERMAINE LUEN KI KI, HKT LIMITED - CUSTOMER SERVICE CENTER

**Customer Service Team Leader of the Year 2017 (Logistics – Contact Center)**

CATHERINE TAM WING SZE, DHL EXPRESS (HONG KONG) LIMITED

**Customer Service Team Leader of the Year 2017 (Mobile - Contact Center)**

WANG TING, CHINA TELECOM CTEXCEL

**Customer Service Team Leader of the Year 2017 (Network Communications – Contact Center)**



CARMEN LI HUI, CHINA ENTERPRISE ICT SOLUTIONS LIMITED  
**Customer Service Team Leader of the Year 2017 (Retail Service - Contact Center)**  
 ANNIE CHAN SAU FONG, WATSONS WATER

**Customer Service Team Leader of the Year 2017 (Insurance – Service Center)**  
 FANNY NG SAU FONG, AXA HONG KONG

**Customer Service Team Leader of the Year 2017 (IoT Smart Home – Service Center)**  
 LIU MING HONG, HKT LIMITED - CUSTOMER SERVICE CENTER

**Customer Service Team Leader of the Year 2017 (Logistics – Service Center)**  
 SHI WEI JIA, DHL-SINOTRANS INTERNATIONAL AIR COURIER LTD.

**Customer Service Team Leader of the Year 2017 (Network Communications – Service Center)**  
 THERESA WU YEE MAN, CITIC TELECOM INTERNATIONAL CPC LIMITED

**Customer Service Team Leader of the Year 2017 (Transportation – Service Center)**  
 GOH SOON HUAT, SBS TRANSIT LTD

**Customer Service Team Leader of the Year 2017 (Entertainment – Technical Center)**  
 LEO HO CHING YIN, THE HONG KONG JOCKEY CLUB

**Customer Service Team Leader of the Year 2017 (Insurance – Technical Center)**  
 TOM HUI KIN KONG, AXA HONG KONG

**Customer Service Team Leader of the Year 2017 (Network Communications – Technical Center)**  
 ERIC NI CHEN HUI, CHINA TELECOM GLOBAL CUSTOMER SERVICE CENTER

**Customer Service Team Leader of the Year 2017 (IoT Smart Home – T & D Center)**  
 GLORIA FUNG KA PO, HKT LIMITED - CUSTOMER SERVICE CENTER

**Customer Service Team Leader of the Year 2017 (Mobile - T & D Center)**  
 JACKY LEUNG YAT MING, CSL MOBILE LIMITED

**Customer Service Professional of the Year 2017 (Entertainment – Contact Center)**  
 DENNIS POON LAI SHING, THE HONG KONG JOCKEY CLUB

**Customer Service Professional of the Year 2017 (Insurance – Contact Center)**  
 ZENITH LOH, MANULIFE (S) PTE LTD

**Customer Service Professional of the Year 2017 (IoT Smart Home – Contact Center)**  
 JUSTINE LEUNG HOI LAM, HKT LIMITED - CUSTOMER SERVICE CENTER

**Customer Service Professional of the Year 2017 (Logistics – Contact Center)**  
 RACHEL LEUNG YIK MAN, DHL EXPRESS (HONG KONG) LIMITED

**Customer Service Professional of the Year 2017 (Mobile – Contact Center)**  
 ALEX LEE KING HONG, CSL MOBILE LIMITED

**Customer Service Professional of the Year 2017 (Network Communications – Contact Center)**  
 MANDY WEI MAN LING, CHINA TELECOM GLOBAL CUSTOMER SERVICE CENTER

**Customer Service Professional of the Year 2017 (Public Utilities – Contact Center)**  
 VICKY LI WING KI, THE HONGKONG ELECTRIC CO., LTD.

**Customer Service Professional of the Year 2017 (Retail Service – Contact Center)**  
 ZOIE WONG SHUK YEE, WATSONS WATER

**Customer Service Professional of the Year 2017 (Service Desk – Contact Center)**  
 SARAH TANG PO WA, THE HONG KONG JOCKEY CLUB

**Customer Service Professional of the Year 2017 (Insurance – Service Center)**  
 CHERYL TOK SHI LING, AIA SINGAPORE PTE LTD

**Customer Service Professional of the Year 2017 (IoT Smart Home – Service Center)**  
 CANDY WONG HOI LAM, HKT LIMITED - CUSTOMER SERVICE CENTER

**Customer Service Professional of the Year 2017 (Logistics – Service Center)**  
 KATE LIAO YING MIAO, DHL EXPRESS (TAIWAN) CORP.

**Customer Service Professional of the Year 2017 (Transportation – Service Center)**  
 YONG WEE SENG, SBS TRANSIT LTD

**Customer Service Professional of the Year 2017 (Insurance – Technical Center)**  
 MICHELLE CHEUNG HUNG YEUNG, AXA HONG KONG

**Customer Service Professional of the Year 2017 (Network Communications – Technical Center)**  
 RAY WU LEI, CHINA ENTERPRISE ICT SOLUTIONS LIMITED

**Customer Service Professional of the Year 2017 (Public Utilities – Technical Center)**  
 WONG WING KAN, THE HONGKONG ELECTRIC CO., LTD.

**Customer Service Professional of the Year 2017 (Entertainment – T & D Center)**  
 NELSON MAK WING SHING, THE HONG KONG JOCKEY CLUB

**Customer Service Professional of the Year 2017 (IoT Smart Home – T & D Center)**  
 GOSE LEUNG YUK MING, HKT LIMITED - CUSTOMER SERVICE CENTER

**Customer Service Professional of the Year 2017 (Mobile – T & D Center)**  
 FRANKIE FU WAI MING, CSL MOBILE LIMITED

**Merit - Project Manager of the Year 2017**  
 JAY LIANG JIA QIANG, CHINA TELECOM GLOBAL LTD

**Merit - Customer Service Manager of the Year 2017 (Technical Center)**  
 CHOI PAK YU, CHINA TELECOM GLOBAL LTD

**Merit - Customer Service Team Leader of the Year 2017 (Contact Center)**  
 MING YEUNG CHEUK MING, CSL MOBILE LIMITED

**Merit - Customer Service Team Leader of the Year 2017 (Contact Center)**  
 DEREK HO CHI YUNG, CSL MOBILE LIMITED

**Merit - Customer Service Team Leader of the Year 2017 (Service Center)**  
 MAGGIE LIN WEI CHI, DHL EXPRESS (TAIWAN) CORP.

**Merit - Customer Service Professional of the Year 2017 (Contact Center)**  
 JOAN LAU KA TUNG, AXA HONG KONG

**Merit - Customer Service Professional of the Year 2017 (Contact Center)**  
KATHY TSE WAI KIU, AXA HONG KONG

**Merit - Customer Service Professional of the Year 2017 (Contact Center)**  
HINDUJA JHANVI VINOD, AXA HONG KONG

**Merit - Customer Service Professional of the Year 2017 (Contact Center)**  
CERES HO TUNG MEI, CSL MOBILE LIMITED

**Merit - Customer Service Professional of the Year 2017 (Contact Center)**  
RICKY KUNG WAI KI, DHL EXPRESS (HONG KONG) LIMITED

**Merit - Customer Service Professional of the Year 2017 (Contact Center)**  
MIKE CHENG HUNG FAI, DHL EXPRESS (HONG KONG) LIMITED

**Merit - Customer Service Professional of the Year 2017 (Contact Center)**  
KAI TAN, MANULIFE (S) PTE LTD

**Merit - Customer Service Professional of the Year 2017 (Contact Center)**  
CHRISTINE LOO, MANULIFE (S) PTE LTD

**Merit - Customer Service Professional of the Year 2017 (Contact Center)**  
KEVIN LAU CHUN YUE, THE HONG KONG JOCKEY CLUB

**Merit - Customer Service Professional of the Year 2017 (Contact Center)**  
SANDY HUNG SIN, THE HONG KONG JOCKEY CLUB

**Merit - Customer Service Professional of the Year 2017 (Contact Center)**  
CELIA YIK MAN LEE, THE HONGKONG ELECTRIC CO., LTD.

**Merit - Customer Service Professional of the Year 2017 (Contact Center)**  
STACY KO WAI YIN, THE HONGKONG ELECTRIC CO., LTD.

**Merit - Customer Service Professional of the Year 2017 (Contact Center)**  
BILLY HO WING KWONG, THE HONGKONG ELECTRIC CO., LTD.

**Merit - Customer Service Professional of the Year 2017 (Service Center)**  
TIN CHAN MAN TIN, AXA HONG KONG

**Merit - Customer Service Professional of the Year 2017 (Service Center)**  
JEREMY LIM JIA WEI, AIA SINGAPORE PTE LTD

**Merit - Customer Service Professional of the Year 2017 (Service Center)**  
TAKY CHEN TIAN QI, DHL-SINOTRANS INTERNATIONAL AIR COURIER LTD.

**Merit - Customer Service Professional of the Year 2017 (Service Center)**  
ROY ONG TIN CHEOW, SBS TRANSIT LTD

**Merit - Customer Service Professional of the Year 2017 (Technical Center)**  
WAVER WANG CHAO, CHINA TELECOM GLOBAL CUSTOMER SERVICE CENTER

**Merit - Customer Service Professional of the Year 2017 (Technical Center)**  
DORA DONG LING YUAN, CHINA TELECOM GLOBAL CUSTOMER SERVICE CENTER

**Merit - Customer Service Professional of the Year 2017 (Technical Center)**  
LULU YOU LU, CHINA TELECOM GLOBAL CUSTOMER SERVICE CENTER

**Merit - Customer Service Professional of the Year 2017 (Technical Center)**  
LI SIU TAN, THE HONGKONG ELECTRIC CO., LTD.

**Merit - Customer Service Professional of the Year 2017 (Technical Center)**  
LEE YEE LOI, 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 14-15, 2018. The Leadership Summit is an International Conference for leading companies to exhibit and showcase CRE, CEM, CSQS, Innovation, AI, Big Data, Innovative Technology 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](http://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. 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. 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 corporate governance, efficiency, brand loyalty, and move ahead of the competition.

~~~~~  
For Press interviews, **APCSC CRE & CSQS Leadership Summit, CRE Awards promotion and sponsorship, International Customer Relationship Excellence & Innovation Expo Awards**, 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.