

**FOR IMMEDIATE RELEASE**

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

Hong Kong, China – June 21st, 2019 – At the **2019 International CRE Awards Dinner Ceremony**, Asia Pacific Customer Service Consortium (APCSC) has announced the list of **Winners** for the **2019 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, congratulations for reaching the **CRE World Cup** final week. Tonight, at the **17th International CRE Awards Ceremony**, we have another new record for the individual awards with 102 winners. Congratulations to their successes and the companies’ support through coaching, mentoring and professional development.” Mr. Chu further emphasized, “**CRE Leaders are Game Changers!** Despite the trade war, we have witnessed great CRE Leaders who develop AI, chatbot, smart mobile, CRE Index with data fusion and Loyalty Ecosystem to exceed customer expectations. **CRE Leaders are Transformers!** They transform the organizational culture, decision making process with startup mentality to solve customer problems with innovative solutions. **CRE Leaders are Disrupters!** They think out of the box, reinvent and revolutionize the business model with integrated platform and persist to succeed. Disrupters adopt the DNA of a start-up, act like a start-up, not afraid to fail and keep trying.

Mr. Chu concluded, “**CRE Leaders are Innovation Thinkers!** We work as one with future visions to accelerate digital transformation, empower creative thinking, and envision future strategies. The International CRE Awards, Leadership Summit & Roundtables have accelerated the advancement of world class benchmark, corporate governance, sustainability, and CSR leadership. Tonight, we celebrate the **17th International CRE Awards** together as one big CRE World Cup Community, coaches and innovators. We share the same CRE Vision in the experience and sharing economy. On behalf of APCSC and the CRE Awards organizing committee, congratulations to all of you, innovators and game changers, disrupters for Customer Relationship Excellence! **WE ARE Game Changers! WE ARE Disrupters! WE ARE Innovation Thinkers! WE ARE the CRE Leaders!**”

**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 17 consecutive years, and we are pleased to be awarded ‘Best Corporate Brand of the Year (Property Management)’ & ‘Best Use of Knowledge Management of the Year (Property Management)’ by the APCSC. ‘Henderson Land Group Property Management Department (Hang Yick & Well Born)’ 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, “Lighting up Hong Kong since 1890, HK Electric has established a proud heritage of providing a safe and highly reliable electricity supply at a reasonable price to customers on Hong Kong and Lamma islands. We strive to surpass our customers’ expectations through continuous improvements in our services. Since 1997, our supply reliability rating has been maintained at over 99.999% – one of the best records in the world. This year, we are honoured to have won the “Public Service of the Year (Public Utility)” Award for 11 consecutive years and nine individual awards in the APCSC CRE Awards. These awards recognise our efforts in pursuit of excellence, while driving us to serve our customers even 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 the 10th 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’ and the new award ‘Online Customer Service of the Year’! These awards strongly provided evidences that DHL brand and service excellence is widely recognized in overall service quality, best practice compliance and the performance of the customer service operation! We also have two Superstars nominated from China CS team that won CRE

individual awards. We are truly proud of having such excellent employees who put the hearts on customer experience and voice. DHL Sinotrans will continue to seek the opportunities to add value for customers, embrace the change in the future and move forward.”

**Ms. Jaiporn Srisakul, Managing Director of Advanced Contact Center Co., Ltd.** said, “We sincerely thank the APCSC Chairman and Awards Committee for honoring us with ‘Customer Relationship Excellence – Outstanding Achievement’ and also other three ultimate accolades ‘Contact Center of the Year 2019 (Telecommunications – Under 3000 Seats)’, ‘Best Use of Technology of the Year 2019 (Telecommunications)’, ‘Best Social Media Program of the Year 2019 (Telecommunications)’. Indeed, I am so grateful for all dedication from our 3,000 staff in delivering the excellent and wonderful services with continuous enhancement for these achievements. We are moving forward with Customer Relationship Excellence as core business value throughout the organization to serve as recognition of a company’s outstanding performance and achieving customer relationship excellence through the use of best practices in People, Process, and Technology with TQM. These awards will always have a place of honor on our Hall of Fame. Thank you again.”

**Mr. Etienne Bouas-Laurent, Chief Executive Officer of AXA Hong Kong and Macau** said, “It is our great honour to receive 17 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 and Macau meeting customer needs is our core focus. We are committed to transforming ourselves from being a payer to a partner for our customers and enhancing the end-to-end customer experience, making insurance simpler and more personal.”

**Mr. Bruce Lam, Chief Marketing Office 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 unswerving determination to succeed.”

**Mr. Herbert Vongpusanachai, Senior Vice President and Managing Director of DHL Express Hong Kong and Macau** said, “We are gratified to win seven individual and group awards in this year’s Customer Relationship Excellence Awards program. The recognition is a testimony of DHL’s unrelenting focus on customer satisfaction. Great service quality has always been one of the building blocks that help DHL sustain the leadership position and hence we have devoted substantial resources into training and skills development for our employees, which creates a deeper sense of engagement and leads to a better customer experience. Our dedicated employees are empowered to go extra miles to exceed the customers’ expectations and contribute to our goal of becoming the customers’ brand of choice.”

**Mr. Patrick Teow, Chief Executive Officer of AIA Singapore** said, “AIA Singapore is delighted to be awarded Customer Service Center of the Year 2019. This is indeed a wonderful recognition of our commitment in serving our valuable customers. In addition, we are also extremely proud that four of our frontline staff have been recognised for their outstanding performance, professionalism and dedication in doing their best every day for our customers. Well-deserved congratulations goes out to Lee Sai Kit for winning Customer Service Team Leader of the Year 2019; Lim Jiawei Jeremy for attaining Customer Service Professional of the Year 2019; as well as Cheryl Tok Shi Ling and Chee Jun Hao for achieving Merit for Customer Service Team Leader of the Year 2019 and Customer Service Professional of the Year 2019 respectively. AIA Singapore will continue to put our customers at the heart of everything we do and leveraging on digital technologies to better serve our customers and to provide them with an excellent experience.”

**Mr. Robert Elliott, CEO & General Manager, Manulife Cambodia** said, “The awards that we are receiving today represent two important things -- The efforts that Manulife team in Cambodia has put into helping build a healthier and better financial future for Cambodian families, and the trust from over 90,000 of our customers. The awards will further encourage us to continue to be a customer-centric organization and to invest in programmes that address broader social needs in Cambodia. I also would like to thank the Ministry of Economy and Finance of Cambodia for their support since 2012 which allows Manulife Cambodia and the life insurance industry to grow.”

**Ms. Zhang Ping, Vice President, Marketing of China Telecom Global Ltd** said, “We are honored and privileged to receive the ‘Customer Relationship Excellence’ Awards for 7 consecutive years. We would like to thank Asia Pacific Customer Service Consortium for granting us the highest honor which recognizes our continual efforts and improvement in customer services over the years. I should also take this opportunity to thank every single employee of CTG for their outstanding work and contributions to the achievement. Last but not least, we are grateful for our customer’s support and we will continue to provide premier services to all our customers with a mission ‘Customer First, Service Foremost’. This award has acted as a catalyst and will continue to be one of our major driving forces in providing the best customer experience at ‘China Telecom Global’.”

**Dr. Khoo Kah Siang, President & CEO, Manulife Singapore** said, “We are honoured to be recognised for our customer service excellence efforts by the Asia Pacific Customer Service Consortium (APCSC) for the sixth year running. This is a testament to our ongoing efforts at being a customer-centric organisation providing top-notch customer service to our

customers. Congratulations to Anna, Shi Ying and Kon on their awards, and for embodying and personifying Manulife's mission of 'Decisions made easier, lives made better'."

**Mr. Li Shutao, General Manager, Department of Customer Service Management of Shenzhen Gas Corporation Ltd.** said, "It is a great honor for Shenzhen Gas to win the Customer Relationship Excellence Award. I would like to express my gratitude to our customers and the Asia Pacific Customer Service Consortium here. The award represents the recognition and encouragement to our quality service. For the past few years, Shenzhen Gas has been committed to expanding smart gas service through Internet technology, and continuously improving the efficient and convenient service experience through various innovative information methods. In the future, we will continue striving and engaging in innovation, to provide our customers with more cordial, professional and quality service."

**Mr. William Pan, Head of e-Commerce, CRM and New Channel of Maserati China** said, "Maserati is very pleased to receive the two awards for Innovative Technology and Best Customer Experience Management. This is an honor and a recognition. On behalf of Maserati, I would like to express my heartfelt gratitude to the Asia Pacific Customer Service Consortium. Maserati has always attached great importance to CRM, and through continuous optimization, we have formed a very experienced CRM team. The award is a joint effort. Maserati will continue to work hard to introduce more innovative products. In the future, Maserati will continue to adhere to the customer-oriented belief and work together with APCSC."

**Mr. Shao Yang, Director, Global Customer Service Center of China Telecom Shanghai Network Operation and Maintenance Center** said, "China Telecom Global Ltd. is honored to receive the award of 'Integrated Support Team of the Year (Telecommunications)' for five consecutive years. These achievements are definitely a strong recognition of our continual pursuit in offering the highest level of service quality. As one of the world's leading integrated information service providers, we always uphold our service principle and are committed to our motto – Customer First, Service Foremost. CTG is committed to offering the best integrated communication solutions to satisfy customer's global communication needs and will continue to excel in our customer services in order to fulfill and exceed our customers' expectations. The award not only recognizes the quality service of our frontline professionals, it also acknowledges CTG's commitment in customer service, staff training and development. As a leader in the telecommunication market, we will continue to strive for better customer service, and actively promote professionalism in telecom industry. Finally, I would like to take this opportunity to thank the CTG CS team and all employees. You give us a strong dedication to uplift our customer service quality."

**Mr. Kalidas Ghose, Vice Chairman & CEO of VPBank Finance Company Limited (FE Credit)** said, "I and the entire FE CREDIT team feel extremely honoured and proud to receive this award from the Asia Pacific Customer Service Consortium. FE CREDIT has always been in the forefront of providing best quality customer service in Vietnam. Customer service has been the core philosophy of our business model. The credit for this award goes to the entire FE CREDIT team who is extremely dedicated, committed and more importantly highly futuristic. Our digital roadmap for further enhancement of customer experience is well laid and we as a team will continue to be the market leaders in innovation. We believe that with the help of our dedicated team and their skills, expertise and output, we will continue to provide top quality customer service and continue to grow our business in the future."

**Mr. Tao Zhang, Director of Overseas Mobility Business Department of China Telecom Global Ltd** said, "We are honored to be awarded the 'Contact Center of the Year' and two individual awards for in the 'Customer Relationship Excellence' competition organized by the APCSC this year. This is the great recognition of our unremitting efforts from the experts and judges in our industrial, which inspired the morale of our team as well as highlighted our high reputation and competitiveness in the very competitive international market environment. We focus on our customers, providing our best service for them. And we are people-oriented, focusing on the combination of the company development and our employees' development. In the future, we will continue to improve the quality of customer service, enhance customer service capabilities and strive to achieve the goal that costumers always choose our service confirmedly."

**Ms. Gina Wong, Founder-CEO of Make The Right Call** said, "It is with great honor that Make The Right Call has been awarded the Corporate Employer of the Year 2019 (Outsourcing Service) & Outsourcing Service of the Year 2019 (Contact Center - Hong Kong) by Asia Pacific Customer Service Consortium (APCSC). With a history of 15 years since its inception in Hong Kong, Make The Right Call continue to be fully committed to strive for Customer Excellence led by APCSC's excellent guidance and coaching. Having been awarded 4 Individual Awards, this gives us the biggest breakthrough to our assets, our People. They can now proudly and truly believe in themselves that Customer Service is not just a routine or robotic job, but a respectable profession that creates not only job satisfaction, career advancement but also social skills that will have an impact on their personality. Thank you APCSC for all the great values you have created for the Customer Service Industry."

**Mr Shen Bo, Deputy General Manager, BEST TONE Information Service of Center China Telecom Corporation Limited Guangzhou Branch** said, "China Telecom GZ Branch has been committed to establishing first-class professional outsourcing call centers 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 have 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.”

**Ms. Yvonne Tang, Director, Sales & Marketing of The Dairy Farm Company, Limited - Mannings** said, “We are honored to receive the CRE Award - Customer Loyalty Program of the Year 2019 (Retail) by APCSC. It is not only a testament of our customers’ recognition. It also serves as a strong motivation for us to continuously improve our loyalty programme by delivering better experiences and always putting our customers first.”

**Mr. Cai Zhaohui, Vice President of Infinitus (China) Company Ltd.** said, “Through unremitting efforts, Infinitus (China) won three awards from the Asia Pacific Customer Service Consortium, including the ‘Best Contact Center of the Year’, ‘Best Internet+ of the Year’ and ‘Best Customer Service Center of the Year’, which shows that our comprehensive service capabilities have been recognized by customers and international authorities. May I take this opportunity to express my gratitude to APCSC for the recognitions and encouragements. In this era of uncertainty, customers are looking forward to have a higher quality, more humanized and personalized service experience. For enterprises, whether they can continuously grasp the market demand and create value for customers are both opportunities and challenges. Adhering to the core values of ‘Si Li Ji Ren’, we will continuously make development and innovation so as to provide customers with more convenient, rapid and efficient service experience and operation support.”

**Dr. Patrick Liew Executive Chairman of GEX Ventures** said, “GEX Ventures is grateful to be have achieved customer relationship excellence in the following categories at the 17th International Customer Excellence Awards 2019: Customer Satisfaction Quality System of the Year 2019 (Financial Investment) and Best Customer Experience Management of the Year 2019 (Financial Investment). GEX Ventures is arguably the first company of its kind to offer a unique and distinctive mentorship programme for entrepreneurs and investors to help them strengthen their profits, advantages and growth. Winning the hearts and minds of our valued customers and earning their trust, respect, affection and loyalty is at the heart of our company. In return, we believe that our valued customers have helped us to be one of the most successful companies in our industry. We welcome these awards as a testament to our considerable efforts and the dedication of our excellent team, and will continue to challenge ourselves to innovate and improve to deliver extraordinary results for our valued customers.”

**Mr. Joseph Wai, CEO of Teleperformance In China** said, “Teleperformance is honored to be recognized by the prestigious CRE Awards and awarded “Contact center of the Year”. This is high recognition of our continued focus 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 customer experience management, we will continue to invest, innovate and enhance the customer experience of our clients and business outcomes achieved.”

**Ms. Christine Zee, General Manager of Customer Services, CITIC Telecom CPC** said, “We are very pleased that three outstanding members have won the ‘Customer Service Manager of the Year (Service Center)’, ‘Customer Service Professional of the Year (Service Center)’ and ‘Project Manager of the Year’ award. We are delighted to continue our momentum of winning recognition from APCSC for 12 years. Being recognized with the awards of offering excellent services throughout these years is a great encouragement towards our team. Supported by the company’s long-term motto of service excellence and customer-oriented strategies, we will continue to excel in the industry as the role model of world-class service and technology innovation. As a leading global local ICT solution provider, ‘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, Business Development & Customer Service Center of HKT Limited - Customer Service Center** said, “This year, we are bestowed to receive another 13 prestigious awards from APCSC. Also gratifying is the fact this is the third consecutive year HKT Customer Service Center is being honored with Customer Relationship Excellent (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. Chris Fung, Vice President of Engineering & Services, China Enterprise ICT Solutions Limited (CEC)** said, “We are much honored that three members of our team have won ‘CRM Manager of the Year’, ‘Customer Service Team Leader of the Year (Contact Center)’ and ‘Customer Service Analyst 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.”

**Mr. Frank Lai, Chief Executive Officer of Dah Chong Hong Holdings** said, “With a tradition of embracing a caring culture, Dah Chong Hong Holdings (DCH) is devoted to providing quality product and services to our customers. This year we celebrate our 70th anniversary marking decades of success built on putting the customer first and leveraging new technologies to remain dynamic in the face of evolving customer preferences. It is a great honour for DCH to receive the ‘Customer Relationship Excellence Awards’ and we congratulate the Asia Pacific Customer Service Consortium for their commitment to celebrating customer dedication and encouraging the industry to rise to new levels of service.”

**The 2019 International CRE Awards winners for different categories are:**

**Corporate Categories**

**Customer Relationship Excellence - Outstanding Achievement 2019**

ADVANCED CONTACT CENTER CO., LTD.

**Employee Engagement Program of the Year 2019 (Logistics)**

DHL-SINOTRANS INTERNATIONAL AIR COURIER LTD.

**Employee Engagement Program of the Year 2019 (Property Management)**

HANG LUNG PROPERTIES LIMITED

**Best Corporate Brand of the Year 2019 (Property Management)**

HENDERSON LAND GROUP PROPERTY MANAGEMENT DEPARTMENT (HANG YICK AND WELL BORN)

**Best Corporate Brand of the Year 2019 (Insurance)**

MANULIFE (CAMBODIA) PLC

**Public Service of the Year 2019 (Public Utility)**

THE HONGKONG ELECTRIC CO., LTD.

**Corporate Social Responsibility Leadership of the Year 2019 (Insurance)**

MANULIFE (CAMBODIA) PLC

**Corporate Employer of the Year 2019 (Mobile)**

CSL MOBILE LIMITED

**Corporate Employer of the Year 2019 (Outsourcing Service)**

MAKE THE RIGHT CALL

**Customer Engagement Program of the Year 2019 (Insurance – North Asia)**

AXA HONG KONG AND MACAU

**Customer Engagement Program of the Year 2019 (Insurance – Southeast Asia)**

MANULIFE (CAMBODIA) PLC

**Global Support Services of the Year 2019 (Logistics)**

DHL EXPRESS (HONG KONG) LIMITED

**Global Support Services of the Year 2019 (Telecommunications)**

CHINA TELECOM GLOBAL LTD

**Best Customer Experience Management of the Year 2019 (Automobile China)**

MASERATI (CHINA) TRADING CO., LTD

**Best Customer Experience Management of the Year 2019 (Banking – Southeast Asia)**

VPBANK FINANCE COMPANY LIMITED (FE CREDIT)

**Best Customer Experience Management of the Year 2019 (Financial Investment)**

GEX VENTURES PTE LTD

**Best Customer Experience Management of the Year 2019 (Insurance)**

AXA HONG KONG AND MACAU

**Best Customer Experience Management of the Year 2019 (Logistics)**

DHL EXPRESS (HONG KONG) LIMITED

**Best Customer Experience Management of the Year 2019 (Mobile)**

CSL MOBILE LIMITED

**Best Shopping Experience of the Year 2019 (Insurance)**

AXA HONG KONG AND MACAU

**Contact Center of the Year 2019 (Outsourcing Service China – Above 3000 Seats)**

TELEPERFORMANCE IN CHINA

**Contact Center of the Year 2019 (Telecommunications – Under 3000 Seats)**

ADVANCED CONTACT CENTER CO., LTD.

**Contact Center of the Year 2019 (Logistics – Under 1000 Seats)**

DHL-SINOTRANS INTERNATIONAL AIR COURIER LTD.

**Contact Center of the Year 2019 (Direct Marketing - Under 500 Seats)**

INFINITUS (CHINA) COMPANY LTD.

**Contact Center of the Year 2019 (Logistics – Under 300 Seats)**

DHL EXPRESS (HONG KONG) LIMITED

**Contact Center of the Year 2019 (Mobile – Under 300 Seats)**

CSL MOBILE LIMITED

**Contact Center of the Year 2019 (Insurance – Under 200 Seats)**

AXA HONG KONG AND MACAU

**Contact Center of the Year 2019 (Insurance Singapore – Under 50 Seats)**

MANULIFE (SINGAPORE) PTE LTD

**Contact Center of the Year 2019 (Telecommunications – Under 50 Seats)**

CHINA TELECOM GLOBAL LTD (CTEXCEL)

**Customer Service Center of the Year 2019 (Insurance)**

AIA SINGAPORE PTE LTD

**Customer Service Center of the Year 2019 (Direct Marketing)**

INFINITUS (CHINA) COMPANY LTD.  
**Customer Satisfaction Quality System of the Year 2019 (Financial Investment)**  
 GEX VENTURES PTE LTD  
**Customer Satisfaction Quality System of the Year 2019 (Insurance)**  
 AXA HONG KONG AND MACAU  
**Customer Satisfaction Quality System of the Year 2019 (Logistics)**  
 DHL-SINOTRANS INTERNATIONAL AIR COURIER LTD.  
**Customer Loyalty Program of the Year 2019 (Retail)**  
 THE DAIRY FARM COMPANY, LIMITED - MANNINGS  
**People Development Program of the Year 2019 (Property Management)**  
 HANG LUNG PROPERTIES LIMITED  
**Online Customer Service of the Year 2019 (Logistics)**  
 DHL-SINOTRANS INTERNATIONAL AIR COURIER LTD.  
**Online Customer Service of the Year 2019 (Public Utility)**  
 SHENZHEN GAS CORPORATION LTD.  
**Outsourcing Service of the Year 2019 (Contact Center – China)**  
 CHINA TELECOM CORPORATION LIMITED GUANGZHOU BRANCH  
**Outsourcing Service of the Year 2019 (Contact Center – Hong Kong)**  
 MAKE THE RIGHT CALL  
**Best Internet+ of the Year 2019 (Direct Marketing)**  
 INFINITUS (CHINA) COMPANY LTD.  
**Best Use of Technology of the Year 2019 (Telecommunications)**  
 ADVANCED CONTACT CENTER CO., LTD.  
**Innovative Technology of the Year 2019 (Automobile)**  
 MASERATI (CHINA) TRADING CO., LTD  
**Innovative Technology of the Year 2019 (Insurance)**  
 AXA HONG KONG AND MACAU  
**Integrated Support of the Year 2019 (Telecommunications)**  
 CHINA TELECOM GLOBAL CUSTOMER SERVICE CENTER  
**Best Use of Knowledge Management of the Year 2019 (Insurance)**  
 AXA HONG KONG AND MACAU  
**Best Use of Knowledge Management of the Year 2019 (Property Management)**  
 HENDERSON LAND GROUP PROPERTY MANAGEMENT DEPARTMENT (HANG YICK AND WELL BORN)  
**Best Social Media Program of the Year 2019 (Telecommunications)**  
 ADVANCED CONTACT CENTER CO., LTD.

**Individual Categories**

**CEO of the Year 2019 (Banking)**  
 KALIDAS GHOSE, VPBANK FINANCE COMPANY LIMITED (FE CREDIT)  
**CEO of the Year 2019 (Outsourcing Service)**  
 MA XIAO LIANG, CHINA TELECOM CORPORATION LIMITED GUANGZHOU BRANCH  
**CRM Director of the Year 2019 (Banking)**  
 BASKER RANGACHARI, VPBANK FINANCE COMPANY LIMITED (FE CREDIT)  
**CRM Director of the Year 2019 (Insurance)**  
 NARA KANN, MANULIFE (CAMBODIA) PLC  
**CRM Manager of the Year 2019 (Network Communications)**  
 CLOUDY LI YUN WEI, CHINA ENTERPRISE ICT SOLUTIONS LIMITED  
**Project Manager of the Year 2019 (Logistics)**  
 HU XIN YUE, DHL-SINOTRANS INTERNATIONAL AIR COURIER LTD.  
**Project Manager of the Year 2019 (Network Communications)**  
 GILBERT LAM WAI KI, CITIC TELECOM INTERNATIONAL CPC LIMITED  
**Project Manager of the Year 2019 (Outsourcing Service)**  
 LAN LAN, CHINA TELECOM CORPORATION LIMITED GUANGZHOU BRANCH  
**Customer Service Manager of the Year 2019 (Insurance – Contact Center)**  
 STEPHEN MATTHEWS, AXA HONG KONG AND MACAU  
**Customer Service Manager of the Year 2019 (IoT Smart Home – Contact Center)**  
 LARRY KOO KUI LAP, HKT LIMITED - CUSTOMER SERVICE CENTER  
**Customer Service Manager of the Year 2019 (Mobile – Contact Center)**  
 BENSON LAM CHUN WAI, CSL MOBILE LIMITED  
**Customer Service Manager of the Year 2019 (Outsourcing Service – Contact Center)**  
 CHANNING LEE CHUN NING, MAKE THE RIGHT CALL  
**Customer Service Manager of the Year 2019 (Insurance – Service Center)**  
 DICK CHAN KWAN WING, AXA HONG KONG AND MACAU  
**Customer Service Manager of the Year 2019 (IoT Smart Home – Service Center)**  
 CHI YAO LUNG, HKT LIMITED - CUSTOMER SERVICE CENTER  
**Customer Service Manager of the Year 2019 (Mobile – Service Center)**  
 DEBBIE CHENG PUI YAN, CHINA TELECOM GLOBAL LTD (CTEXCEL)  
**Customer Service Manager of the Year 2019 (Network Communications – Service Center)**  
 VENUS WONG NGA HUNG, CITIC TELECOM INTERNATIONAL CPC LIMITED  
**Customer Service Manager of the Year 2019 (Insurance – Technical Center)**  
 BOBO PO WING HA, AXA HONG KONG AND MACAU  
**Customer Service Manager of the Year 2019 (IoT Smart Home – T & D Center)**  
 JESSE HOO SZE, HKT LIMITED - CUSTOMER SERVICE CENTER

**Customer Service Manager of the Year 2019 (Mobile – T & D Center)**  
 REX CHOI CHUNG HO, CSL MOBILE LIMITED

**Customer Service Analyst of the Year 2019 (Insurance – Contact Center)**  
 ANNA OH, MANULIFE (SINGAPORE) PTE LTD

**Customer Service Analyst of the Year 2019 (Network Communications – Contact Center)**  
 EMILY YUAN JIAN, CHINA ENTERPRISE ICT SOLUTIONS LIMITED

**Customer Service Analyst of the Year 2019 (Outsourcing Service – Contact Center)**  
 LIANG YU LIN, CHINA TELECOM CORPORATION LIMITED GUANGZHOU BRANCH

**Customer Service Analyst of the Year 2019 (IoT Smart Home – Service Center)**  
 SHIRLEY SO HING YU, HKT LIMITED - CUSTOMER SERVICE CENTER

**Customer Service Analyst of the Year 2019 (IoT Smart Home – T & D Center)**  
 JAMES FAN KA MING, HKT LIMITED - CUSTOMER SERVICE CENTER

**Customer Service Analyst of the Year 2019 (Mobile – T & D Center)**  
 REX CHOI CHUNG HO, CSL MOBILE LIMITED

**Customer Service Supervisor of the Year 2019 (Insurance – Contact Center)**  
 CANDY CHAN LAI HAR, AXA HONG KONG AND MACAU

**Customer Service Supervisor of the Year 2019 (IoT Smart Home – Contact Center)**  
 GERMAINE LUEN KI KI, HKT LIMITED - CUSTOMER SERVICE CENTER

**Customer Service Supervisor of the Year 2019 (Mobile – Contact Center)**  
 ERIC KWOK SIU HONG, CSL MOBILE LIMITED

**Customer Service Supervisor of the Year 2019 (Outsourcing Service – Contact Center)**  
 HUANG LIANG PENG, CHINA TELECOM CORPORATION LIMITED GUANGZHOU BRANCH

**Customer Service Supervisor of the Year 2019 (Insurance – Service Center)**  
 STELLA YUEN KWAN, AXA HONG KONG AND MACAU

**Customer Service Supervisor of the Year 2019 (IoT Smart Home – Service Center)**  
 MAK HO MING, HKT LIMITED - CUSTOMER SERVICE CENTER

**Customer Service Supervisor of the Year 2019 (IoT Smart Home – T & D Center)**  
 GLORIA FUNG KA PO, HKT LIMITED - CUSTOMER SERVICE CENTER

**Customer Service Supervisor of the Year 2019 (Mobile – T & D Center)**  
 JIU WING PONG, CSL MOBILE LIMITED

**Customer Service Team Leader of the Year 2019 (Insurance – Contact Center)**  
 CARMEN MAI JIA WEN, AXA HONG KONG AND MACAU

**Customer Service Team Leader of the Year 2019 (Logistics – Contact Center)**  
 JO LEUNG HO YAN, DHL EXPRESS (HONG KONG) LIMITED

**Customer Service Team Leader of the Year 2019 (Mobile – Contact Center)**  
 KENNIS CHAN WAN KAM, CSL MOBILE LIMITED

**Customer Service Team Leader of the Year 2019 (Motor Services – Contact Center)**  
 DANNY YU CHI HONG, DAH CHONG HONG HOLDINGS LIMITED

**Customer Service Team Leader of the Year 2019 (Network Communications – Contact Center)**  
 WILSON XU GUO LIN, CHINA ENTERPRISE ICT SOLUTIONS LIMITED

**Customer Service Team Leader of the Year 2019 (Outsourcing Service – Contact Center)**  
 CANDICE WU CHING CHI, MAKE THE RIGHT CALL

**Customer Service Team Leader of the Year 2019 (Public Utilities – Contact Center)**  
 EMILY TAN HOI MAN, THE HONGKONG ELECTRIC CO., LTD.

**Customer Service Team Leader of the Year 2019 (Insurance – Service Center)**  
 LEE SAI KIT, AIA SINGAPORE PTE LTD

**Customer Service Team Leader of the Year 2019 (IoT Smart Home – Service Center)**  
 VANESSA NG WING YU, HKT LIMITED - CUSTOMER SERVICE CENTER

**Customer Service Team Leader of the Year 2019 (Network Communications – Technical Center)**  
 FREDDIE XU ZHE FU, CHINA TELECOM GLOBAL CUSTOMER SERVICE CENTER

**Customer Service Team Leader of the Year 2019 (IoT Smart Home – T & D Center)**  
 FRANKIE WOO MAN FAI, HKT LIMITED - CUSTOMER SERVICE CENTER

**Customer Service Professional of the Year 2019 (Insurance – Contact Center)**  
 YAP SHI YING, MANULIFE (SINGAPORE) PTE LTD

**Customer Service Professional of the Year 2019 (IoT Smart Home – Contact Center)**  
 RINGO LEE CHI FAI, HKT LIMITED - CUSTOMER SERVICE CENTER

**Customer Service Professional of the Year 2019 (Logistics – Contact Center)**  
 BRENDA LEUNG SUET TING, DHL EXPRESS (HONG KONG) LIMITED

**Customer Service Professional of the Year 2019 (Mobile – Contact Center)**  
 KARENA FONG SIN YEE, CSL MOBILE LIMITED

**Customer Service Professional of the Year 2019 (Motor Services – Contact Center)**  
 TERRY CHING HO YEUNG, DAH CHONG HONG HOLDINGS LIMITED

**Customer Service Professional of the Year 2019 (Network Communications – Contact Center)**  
 CATHERINE QIU YU XUAN, CHINA TELECOM GLOBAL LTD

**Customer Service Professional of the Year 2019 (Outsourcing Service – Contact Center)**  
 FIONA CHENG KWUN FONG, MAKE THE RIGHT CALL

**Customer Service Professional of the Year 2019 (Public Utilities – Contact Center)**  
 HAYES CHUNG HOK LAM, THE HONGKONG ELECTRIC CO., LTD.

**Customer Service Professional of the Year 2019 (Insurance – Service Center)**  
 JEREMY LIM JIAWEI, AIA SINGAPORE PTE LTD

**Customer Service Professional of the Year 2019 (IoT Smart Home – Service Center)**  
 BILL LEE KAM CHAM, HKT LIMITED - CUSTOMER SERVICE CENTER

**Customer Service Professional of the Year 2019 (Logistics – Service Center)**  
 QI XIN, DHL-SINOTRANS INTERNATIONAL AIR COURIER LTD.

**Customer Service Professional of the Year 2019 (Network Communications – Service Center)**  
 PERCY CHENG PUI YU, CITIC TELECOM INTERNATIONAL CPC LIMITED

**Customer Service Professional of the Year 2019 (Public Utilities – Service Center)**  
 PEGGY AU-YEUNG WING SUM, THE HONGKONG ELECTRIC CO., LTD.

**Customer Service Professional of the Year 2019 (Insurance – Technical Center)**  
 CLIFF CHEUNG CHI KIT, AXA HONG KONG AND MACAU

**Customer Service Professional of the Year 2019 (Network Communications – Technical Center)**  
 CAMINO LI JI HENG, CHINA TELECOM GLOBAL LTD

**Customer Service Professional of the Year 2019 (Public Utilities – Technical Center)**  
 LEE YEE LOI, THE HONGKONG ELECTRIC CO., LTD.

**Customer Service Professional of the Year 2019 (IoT Smart Home – T & D Center)**  
 JOE CHAN KA LEUNG, HKT LIMITED - CUSTOMER SERVICE CENTER

**Customer Service Professional of the Year 2019 (Mobile – T & D Center)**  
 RICKY WONG CHI KEUNG, CSL MOBILE LIMITED

**Merit Certificate Project Manager of the Year 2019**  
 QIN LI XUAN, CHINA TELECOM GLOBAL LTD

**Merit Certificate Project Manager of the Year 2019**  
 WAN LIK PING, CHINA TELECOM GLOBAL LTD

**Merit Certificate Customer Service Manager of the Year 2019 (Contact Center)**  
 WANG TING, CHINA TELECOM GLOBAL LTD (CTEXCEL)

**Merit Certificate Customer Service Manager of the Year 2019 (Contact Center)**  
 HENRY MA KING HANG, CSL MOBILE LIMITED

**Merit Certificate Customer Service Manager of the Year 2019 (Contact Center)**  
 TENNY LEE YUEN YEE, CSL MOBILE LIMITED

**Merit Certificate Customer Service Manager of the Year 2019 (Contact Center)**  
 ROY HON CHUN HUNG, CSL MOBILE LIMITED

**Merit Certificate Customer Service Manager of the Year 2019 (Contact Center)**  
 EDMOND KWAN KA MING, CSL MOBILE LIMITED

**Merit Certificate Customer Service Supervisor of the Year 2019 (Contact Center)**  
 IAN WONG YIK HANG, CSL MOBILE LIMITED

**Merit Certificate Customer Service Supervisor of the Year 2019 (Contact Center)**  
 LAM MAN HO, CSL MOBILE LIMITED

**Merit Certificate Customer Service Supervisor of the Year 2019 (Contact Center)**  
 RAY BUT KA WAI, CSL MOBILE LIMITED

**Merit Certificate Customer Service Supervisor of the Year 2019 (Contact Center)**  
 BENJAMIN LAM KIN BUN, CSL MOBILE LIMITED

**Merit Certificate Customer Service Supervisor of the Year 2019 (Contact Center)**  
 DECO AU YEUNG YUEN TING, CSL MOBILE LIMITED

**Merit Certificate Customer Service Team Leader of the Year 2019 (Contact Center)**  
 YIU KIN WAI, CSL MOBILE LIMITED

**Merit Certificate Customer Service Team Leader of the Year 2019 (Contact Center)**  
 FRANKIE FONG YI LOK, CSL MOBILE LIMITED

**Merit Certificate Customer Service Team Leader of the Year 2019 (Contact Center)**  
 YANNIS CHAM HONG YI, CSL MOBILE LIMITED

**Merit Certificate Customer Service Team Leader of the Year 2019 (Service Center)**  
 CHERYL TOK SHI LING, AIA SINGAPORE PTE LTD

**Merit Certificate Customer Service Team Leader of the Year 2019 (Service Center)**  
 CLARA LO PUI SZE, AXA HONG KONG AND MACAU

**Merit Certificate Customer Service Team Leader of the Year 2019 (Technical Center)**  
 WILLIAM JIANG CHUAN Q, CHINA TELECOM GLOBAL CUSTOMER SERVICE CENTER

**Merit Certificate Customer Service Team Leader of the Year 2019 (Technical Center)**  
 LI WEI, CHINA TELECOM GLOBAL CUSTOMER SERVICE CENTER

**Merit Certificate Customer Service Team Leader of the Year 2019 (Technical Center)**  
 FRANK XU XIAO FENG, CHINA TELECOM GLOBAL CUSTOMER SERVICE CENTER

**Merit Certificate Customer Service Professional of the Year 2019 (Contact Center)**  
 MAY WONG WAI MEI, AXA HONG KONG AND MACAU

**Merit Certificate Customer Service Professional of the Year 2019 (Contact Center)**  
 BRYAN CHEUNG YAT YUNG, CSL MOBILE LIMITED

**Merit Certificate Customer Service Professional of the Year 2019 (Contact Center)**  
 RAYMOND TONG MAN HOU, CSL MOBILE LIMITED

**Merit Certificate Customer Service Professional of the Year 2019 (Contact Center)**  
 SUNG MAN FEI, CSL MOBILE LIMITED

**Merit Certificate Customer Service Professional of the Year 2019 (Contact Center)**  
 LEE TSZ CHING, CSL MOBILE LIMITED

**Merit Certificate Customer Service Professional of the Year 2019 (Contact Center)**  
 JAYDEN SIU WAI LOK, CSL MOBILE LIMITED

**Merit Certificate Customer Service Professional of the Year 2019 (Contact Center)**  
 LOWELL CHEUNG WING YIN, CSL MOBILE LIMITED

**Merit Certificate Customer Service Professional of the Year 2019 (Contact Center)**  
 CARMEN CHUNG KA MAN, CSL MOBILE LIMITED



**Merit Certificate Customer Service Professional of the Year 2019 (Contact Center)**  
PAZU CHEUNG YIP WAI, DHL EXPRESS (HONG KONG) LIMITED

**Merit Certificate Customer Service Professional of the Year 2019 (Contact Center)**  
ADA LAM HOI SHAN, DHL EXPRESS (HONG KONG) LIMITED

**Merit Certificate Customer Service Professional of the Year 2019 (Contact Center)**  
GINNY KWOK WUN YI, MAKE THE RIGHT CALL

**Merit Certificate Customer Service Professional of the Year 2019 (Contact Center)**  
KON SHI WANG, MANULIFE (SINGAPORE) PTE LTD

**Merit Certificate Customer Service Professional of the Year 2019 (Contact Center)**  
CAROLE HUI SUK PING, THE HONGKONG ELECTRIC CO., LTD.

**Merit Certificate Customer Service Professional of the Year 2019 (Contact Center)**  
CALVIN CHEUNG TAK KEI, THE HONGKONG ELECTRIC CO., LTD.

**Merit Certificate Customer Service Professional of the Year 2019 (Service Center)**  
CHEE JUN HAO, AIA SINGAPORE PTE LTD

**Merit Certificate Customer Service Professional of the Year 2019 (Service Center)**  
SAM KONG FONG CHING, AXA HONG KONG AND MACAU

**Merit Certificate Customer Service Professional of the Year 2019 (Technical Center)**  
JIM CHEN XIAO JUN, CHINA TELECOM GLOBAL LTD

**Merit Certificate Customer Service Professional of the Year 2019 (Technical Center)**  
HENRY CHEUNG KIN CHO, THE HONGKONG ELECTRIC CO., LTD.

**Merit Certificate Customer Service Professional of the Year 2019 (Technical Center)**  
WONG WING KAN, THE HONGKONG ELECTRIC CO., LTD.

**Merit Certificate Customer Service Professional of the Year 2019 (Technical Center)**  
LI SIU TAN, 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 20-21, 2019. 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:**

**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.

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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.