
Customer Services Policy

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1. Policy Statement

- 1.1 We are committed to excellent customer services.
- 1.2 We aim to exceed customers' expectations and achieve total customer satisfaction by continually enhancing our services.

2. Approach

To accomplish this, we will:

- Serve our customers with sincerity and courtesy;
- Earn the trust of our customers by providing professional services with integrity;
- Respond promptly to customers' requests and pledge to protect customers' personal data;
- Value and leverage customers' views and suggestions for increasing customer satisfaction;
- Improve services and engage stakeholders in our continuous pursuit of excellence;
- Care for the community and provide customised services;
- Establish and deliver service pledges;
- Secure the best customer experience by aligning our business processes with best practices and adopting innovative technology.

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