

## COMMENDATIONS AND COMPLIMENTS

### 嘉許與感謝

The Council is grateful to receive hundreds of messages of support from CHOICE Magazine readers, followers of its social media channels and other sources each year, expressing thanks for the Council's consumer advice or efforts in complaints resolution. Awards from authoritative bodies also give recognition to the Council's achievements in various operational dimensions, such as governance and talent development. Apart from providing assurance that the Council is meeting public expectations, these commendations and compliments are an invaluable boost for staff's morale and pride in their mission of protecting and empowering consumers in Hong Kong.

本會每年均收到數以百計來自市民、《選擇》月刊讀者和社交平台追隨者的嘉許與感謝函、感謝卡與電郵，表揚本會為消費者提供實用的建議或協助調停投訴。同時，各個行內權威機構所頒發的獎項，亦對本會各範疇的成績予以肯定，包括良好企業管治、人才發展等等。本會對大眾的嘉許與感謝珍而重之，每一字讚許及每一個獎項均反映和肯定本會工作的重要性，同時有助鼓勵士氣，使員工對參與維護消費權益及提升全港消費者自我保護能力的使命倍感自豪。

### Directors of the Year Awards 2022

The Board of Consumer Council is greatly honoured to receive the Directors of the Year Awards by the Hong Kong Institute of Directors. The prestigious award is profound recognition of the Council's longstanding commitment to strong corporate governance and dedication to consumer protection. It also celebrates the effort of all former members of the Council over the years. To uphold high standards for corporate governance, the Council Members play a critical and active role in the strategic planning, policy development, decision making, risk management, compliance and internal control of the Council.

### 2022 年度傑出董事獎

消委會非常榮幸獲頒「2022 年度傑出董事獎」，這項殊榮充分肯定本會一直以來對嚴謹的機構管治及致力保障消費者權益的工作。同時，這項殊榮也充分肯定歷屆委員多年來的努力。委員會就機構的策略規劃、政策制定、重要決策、風險管理、合規和內部監察工作，擔任一個重要及主動的角色，以維持本會高水平的機構管治。



### HKIoD 25th Anniversary Dinner cum Presentation of Directors Of The Year Awards Wednesday 23 November 2022



## The Ombudsman's Awards 2022

The Council was delighted for 2 of its staff to receive the Ombudsman's Awards in 2022, for the tenth consecutive year. Mr CHAN Tsz-on, Senior Complaints & Advice Officer, and Ms Katy HA Hiu-tung, Complaints & Advice Officer, were presented with the Award this year in recognition of their exceptional performance in customer service and handling consumer complaints.

## 2022年申訴專員嘉許獎

年內，本會再次有職員獲得申訴專員嘉許獎。高級投訴及諮詢主任陳子安先生及投訴及諮詢主任夏曉彤女士獲頒此獎項，以表揚其處理客戶服務及消費投訴的卓越表現。能連續 10 年有員工獲頒此獎，本會與有榮焉。

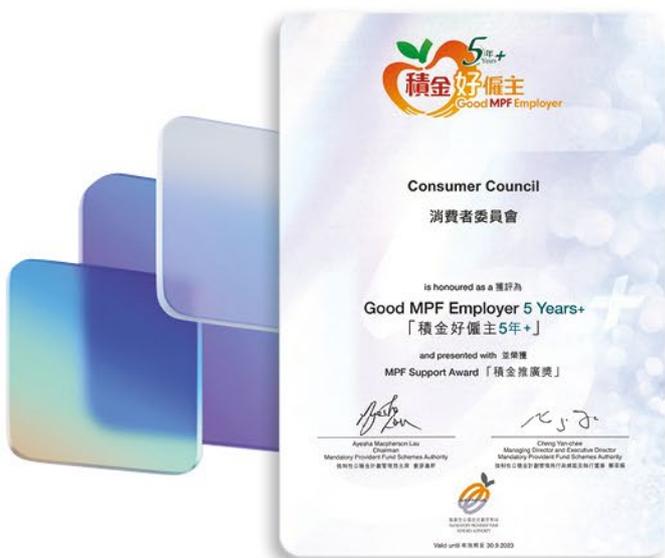


## Good MPF Employer Award 2021-22

The Council was presented with the Good MPF Employer 5 Years+ and MPF Support Award under the captioned scheme, organised annually by the Mandatory Provident Fund Schemes Authority to give recognition to employers who strive to enhance retirement protection for their employees.

## 「積金好僱主」嘉許計劃 2021-22

由積金局每年舉辦的「積金好僱主」嘉許計劃，旨在表揚重視僱員退休保障的好僱主。本會榮幸於 2021-22 年度獲評為「積金好僱主 5 年+」，同時榮獲「積金推廣獎」。



## Best Annual Reports Awards 2022

The Council's Annual Report 2020-21 was awarded the "Excellence Award for Small Size Entries" of the Hong Kong Management Association's Best Annual Reports Awards. This annual competition aims to encourage the publication of timely, accurate, informative and well-presented annual reports and to recognise and honour the organisations for their exemplary achievement in producing such reports.

## 2022年最佳年報獎

香港管理專業協會一年一度的最佳年報獎，旨在表揚機構出版適時、準確、資訊豐富及表達出色的年報。本會 2020-21 年度的年報首度獲頒當中的「優秀小型機構參賽年報獎」。



## Words of Thanks

The Council deeply appreciates the positive feedback from consumers and readers of CHOICE Magazine in recognition of the professionalism of our staff. Positive sentiment from the audience of the Council's various social media channels is also highly appreciated. Selected examples are shown below:

(Note: The following messages from complainants have been edited to enhance readability and comprehension)

## 嘉許函

本會感謝消費者及《選擇》月刊讀者對本會員工的專業服務作出正面回應，以及大眾在各個社交媒體平台上對本會製作的資訊予以支持。嘉許函節錄如下：

(注意：以下訊息均來自向本會求助的投訴人，文字經過編纂以方便閱讀和理解)

### 致謝函

妳好，在我投訴後的兩天後，■■公司終於有回覆，說會找人上門看看及回收，再找日送回新機，最終在5月21日送回給我，相信是陳小姐及夏小姐在幕後的幫忙，■■公司才有回覆。在此多謝消委會同事的幫助，十分感謝。亦在此通知一聲此投訴應該亦已完結。謝謝 🙏🙏🙏

## Case Highlight 個案重點

The complainant purchased a foldable treadmill from an online shop and received the damaged machine on 25 April 2022. As no contact number for the online shop was available, the complainant paid a visit to the shop's office 2 days later, during which his phone number was recorded, and the shop promised to arrange a replacement.

However, the complainant was unsuccessful in obtaining a replacement and called the Council's hotline on 5 May 2022 to lodge a complaint. He spoke with Advice Assistant Ms Chan, who was concerned about potential delays from the shop and assured the complainant that the case would be handled promptly. The case was then assigned to Complaints Officer Ms Ha, and after her conciliation, the complainant received a new machine on 21 May 2022. The complainant expressed his appreciation to the Council via email for the prompt assistance provided by Ms Chan and Ms Ha in resolving the matter.

投訴人在網站訂購一部可摺式跑步機，於2022年4月25日收到貨品時發現跑步機損壞。由於上述網站並沒有聯絡電話，投訴人兩天後親臨該公司辦公室，職員承諾安排換貨，投訴人遂留下其電話號碼。

然而投訴人一直未能換貨，故於2022年5月5日與本會諮詢助理陳小姐聯絡，陳小姐亦對投訴人換貨延誤的情況深表關注，並向投訴人表示本會會密切跟進個案。此個案經投訴主任夏小姐調停後，投訴人於2022年5月21日收到新貨品。其後，投訴人電郵本會，感謝本會陳小姐及夏小姐的及時協助，為他解決事件。





## 「為消費者 取回公道 迅速解決 市民之福」

### Case Highlight 個案重點

The complainant, a retiree, called the telecom company to terminate his fixed line contract, which was due to end in August 2022 and sent the required termination form to the company in July to comply with the 1-month notice period. However, in September, he received a bill of \$238 from the company, which he paid, believing it to be the final bill. When the complainant contacted the company to inquire about the issue, he was told that no termination form had been received. Despite submitting the termination form again in October, the complainant continued to receive bills, including a new one for \$446 in November. As a result, he lodged a complaint with the Council on 7 November 2022. After conciliation by the Council's Complaints Officer Ms Yip, the telecom company agreed to waive the disputed sum of \$446.

The complainant sent a thank you card to express gratitude to Ms Yip for her efficient assistance and care for consumers.



投訴人為退休人士，他的固網電話服務合約將於 2022 年 8 月下旬完結，故於 2022 年 7 月致電電訊公司及郵寄合約終止表格，以符合一個月終止合約通知期的要求。惟投訴人於 2022 年 9 月仍收到電訊公司之賬單，賬目為 \$238。由於他相信是最後一期賬單，故如常繳付費用，並於 2022 年 10 月再次遞交終止合約表格。但投訴人於 2022 年 11 月仍收到電訊公司 \$446 之新賬單，故於 11 月 7 日向本會投訴。經本會投訴主任葉小姐調停後，電訊公司同意免除 \$446 之收費。

其後投訴人寄來感謝卡，就葉小姐迅速提供協助及對他的關懷表示謝意。

### Case Highlight 個案重點

The complainant, a Mainland tourist, ordered around HK\$20,000 worth of eye cream and face cream from a Korean brand when visiting Hong Kong in November 2021. The shop promised to send the products to her in the Mainland. However, when she received the products, the packaging was different from what was shown during the purchase. Questioning the products' authenticity, the complainant requested a full refund from the shop, who agreed to it after negotiations. Due to the pandemic, the complainant could not visit Hong Kong again to receive the refund. In January 2022, the complainant approached the Guangdong Consumer Council for assistance, which referred the case to the Council. Complaints Officer Ms Chiu handled the case initially and managed to reach a resolution, but due to disruptions in courier services caused by the pandemic, the products return and refund process was delayed for several months. In June 2022, Complaints Officer Ms Tsang took over the case and liaised with both parties to arrange the return and refund, which the complainant confirmed to have received later that month.

The complainant sent a plaque to the Council in August to express her gratitude for the Council's assistance in resolving the matter amicably.

投訴人於 2021 年 11 月來港旅遊期間，在一間售賣韓國品牌護膚品的商店訂購約港幣 20,000 元的眼霜及面霜，商店承諾將所有貨品寄往內地。當她收到貨品時，發現其包裝與她在店舖所見不同，故懷疑該些貨品之真偽，並要求商店退貨退款，商店亦同意安排退款予投訴人。其後因疫情影響，投訴人未能來港辦理退款。至 2022 年 1 月，投訴人向廣東省消委會求助，個案經轉介至本會投訴主任趙小姐跟進並達成和解，惟因速遞服務受疫情影響，導致退貨延誤數月，其後於 2022 年 6 月，個案交由另一位投訴主任曾小姐繼續與雙方溝通及安排，投訴人終於同月下旬收到退款。

投訴人於 8 月寄來一幅印有「百姓貼心人 消費者之家」的牌匾，對本會協助圓滿解決事件表達心意。



Dear Ms Ng,  
 Very pleased to inform you that the refund was successfully transferred to my bank account. Without your professional help, I do expect that the refund process would take an unreasonable time. Your effort is highly appreciated. Please accept my heartfelt thanks to you and your division members.

感謝信

本人與■■■公司因其未能提供合理維修電視機服務而產生爭端事宜，經透過 貴會梁小姐及個案主任韓小姐分別迅速接收投訴及相關個案跟進及作出協調，爭端事宜已於 2022 年 5 月 17 日獲得解決。

本人萬分感謝 貴會在此個案扮演著重要的協調角色，本人深信若沒有 貴會的協助，一個消費者實在難於與大企業抗衡並爭取合理權益！承蒙 貴會協力調解，雙方爭端事宜才得以圓滿解決。本人再次在此感謝參與此個案的梁小姐及個案主任韓小姐的幫忙。

順祝 貴會各全人身體健康，工作愉快。

關先生，  
 真的非常感謝你的幫忙，也多謝消費者委員會保障了我的權益，今午終於收到貨件，投訴事件終 圓滿解決了！最終的國際運費是 3,450 日元，比原先 58,040 日元費用差距是 16 倍。

傅先生：  
 感謝閣下積極協助調解本人與■■■公司之間的糾紛。本人於六月二十二日向消委會投訴該公司不良經營手法，要求取回按金，至九月九日雙方簽署和解協議。期間多次書信往來，閣下均即時以電話及電郵快速跟進，協調溝通，盡顯專業精神。消委會目前只有調解角色，若能賦予搜證權力，令不良營商者無法狡辯，則對消費者有更大保障。再次感謝閣下迅速協調，令事件在短時間內解決。

Compliments on Social Media 社交媒體上的正評

真係唔講都唔知原來呢d售票平台有咁多魔鬼細節ga! 而且仲有唔少real case, 大家睇完都要小心d!  
 Like Reply 26 w

一定要買👍👍  
 Like Reply 15 h

嘩!! COLLAR👍👍👍👍👍 即刻落街買本!!  
 Like Reply 10 m

係啊~大家要睇真d!  
 Like Reply 26 w

好彩消委會時不時就要有寵物權測試 唔係既話都唔知係邊至知道人面既成份到底好定唔好  
 Like Reply 22 w

Must buy a copy!  
 Like Reply 14 h

浴室暖風機既測試做得好詳細啊 仲分埋窗口、天花、移動式, so good!  
 Like Reply 27 w

免仔都要食得健康㗎!  
 Like Reply 22 w

有埋4款獲5星總評產品圖片可以認住唔會買錯，讚!  
 Like Reply 27 w

史上最好睇嘅選擇!  
 讚好 回覆 1小時

〈選擇〉真係跟到個Trend嗎!  
 Like Reply 27 w

謝謝消委會選擇collar👍 作今期封面人物~ 我會買返本除咗睇佢哋嘅觀感👍之外，一定會詳閱編輯們建議的重要資訊，做個精明消費者👍 謝謝!  
 Like Reply 36 w

都幾有趣呀, 對學生好有用! 報告仲有提及一啲安全問題, 家長同學生都應該要留意吓  
 Like Reply 12 w

選擇月刊個比較都幾清晰 同埋好客觀, 產地用料function咩都齊 我覺得幾好~  
 Like Reply 18 w