

Commendations and Compliments

嘉許與感謝



The Council is extremely 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, communications, public education 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、傳訊溝通、公眾教育、人才發展等等。本會對大眾的嘉許與感謝珍而重之，每一字的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。

8th Media Convergence Awards

CHOICE Magazine was honoured to receive 2 accolades at the captioned Awards, including the "Media Convergence Award — Magazines (ESG) — Gold Award" and the "Media Convergence Award — Magazines (Social Media) — Bronze Award". Organised by the Hong Kong Association of Interactive Marketing, the Awards aim to recognise the outstanding performance of local media in the fields of television, radio, newspapers and magazines in the past year, commending their efforts in utilising technology to disseminate news and information.

《選擇》月刊於第8屆「傳媒轉型大獎」榮獲兩個獎項，包括「傳媒轉型大獎 雜誌類別 (ESG) 金獎」及「傳媒轉型大獎 雜誌類別 (社交媒體) 銅獎」。此大獎由香港互動市務商會舉辦，旨在表揚過去一年在運用科技轉型、以創新方式傳遞新聞和資訊上表現出色的本地媒體機構。

*The 8th Media Convergence Awards
cum AIM 15th Anniversary Dinner
16 January 2024*



The Ombudsman's Awards 2023

The Council was delighted for one of its staff members to receive the Ombudsman's Awards in 2023, for the eleventh consecutive year. Mr Danny LO Den-wai, Acting Senior Complaints & Advice Officer, was presented with the Award this year in recognition of his exceptional performance in customer service and handling consumer complaints.

2023 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。署理高級投訴及諮詢主任盧典璋先生獲頒此獎項，以表揚其處理客戶服務及消費投訴的卓越表現。能連續 11 年有員工獲頒此獎，本會與有榮焉。



Investor and Financial Education Award (IFEA) 2023

Using the case of the Council's Support Programme for Persons with Special Needs (commonly known as the "MH Programme"), the IFEA (Public / Professional Body and NGO) Gold Award was conferred to the Council on 13 March 2024. Organised by the Investor and Financial Education Council (IFEC), IFEA is a territory-wide award to acknowledge the enthusiasm and efforts of parties who committed to improving financial literacy in Hong Kong. The MH programme is highly praised for its contribution in advancing investor and financial education for people in Hong Kong.

投資者及理財教育獎 2023

本會「特殊需要人士支援計劃」（下稱「MH 計劃」）榮獲投資者及理財教育獎 2023（公共／專業機構及非政府機構）金獎，並於 2024 年 3 月 13 日獲頒發獎項。此全港性獎項由投資者及理財教育委員會（投委會）設立，旨在嘉許在香港致力提升市民大眾的理財能力的團體。MH 計劃獲此殊榮，充分肯定其於推動投資者以及理財教育方面的重大貢獻。



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)

Case Highlight 個案重點

The complainant's credit card was used for unauthorised transactions in February 2023, involving a total of HK\$14,382. He reported the matter to the credit card centre but was requested to pay the bill in May 2023 despite his objection. He thus lodged a complaint with the Council in the same month and the case was handled by the Council's Complaints Officer Mr Fu. Upon rounds of conciliation by Mr Fu, the bank agreed that the complainant did not need to pay for the unauthorised transaction. The complainant sent an email to the Council to express his gratitude to Mr Fu's unfailing effort in the past few months to resolve the dispute and to seek redress for him.

投訴人發現他的信用卡於 2023 年 2 月被盜簽港幣 14,382 元，隨即向信用卡中心報失，但至同年 5 月，他被要求支付該筆簽賬，故向本會投訴。經本會投訴主任傅先生多番跟進後，銀行同意投訴人毋須支付該筆款項。投訴人電郵本會，感謝傅先生數個月來努力不懈，成功為他取回公道。

致謝電郵

致尊敬的傅先生：■■銀行早前經私人郵件向本人表示，已就本人投訴的事件再獨立作出調查及跟進，並提出了願意進一步讓步的方案，本人亦已回函表示接受了，令事件終於得以圓滿解決。感謝閣下與 貴機構於事件中一直作出的幫忙、跟進以及建議，為小市民發聲，令銀行願意還本人一個公道，十分感激。





Case Highlight 個案重點

The complainant was informed in October 2022 that his 285,000 mileage would expire in February 2023. To extend the mileage, an option was to place a fixed deposit at a designated bank by end of December 2022, so the complainant registered in mid-November and called the bank in early December to confirm the purpose of the fixed deposit was to extend the soon-to-expire mileage, on top of 45,000 extra mileage earned for the fixed deposit. However, the fixed deposit receipt he received a week later only mentioned the extra mileage but not existing mileage. The complainant called the membership hotline and was told that his mileage could not be extended as he had already enjoyed extra mileage due to the scheme.

Considering the reply unacceptable, he sought help from the Council and the case was assigned to Complaints Officer Mr Wong. Upon Mr Wong's conciliation, the trader resumed the expired mileage within a month. The complainant sent a letter to the Council to show his gratitude to Mr Wong who handled the case wholeheartedly and promptly, and to 2 Council staff, Ms Lee and Ms Pak, who helped in the initial stages. The complainant commended the professionalism and efficiency of the Council's teamwork in protecting the interests of consumers.

感謝函
本人因■■不合理處理及取消「免費延續里數有效期優惠」事宜，首先感謝個案主任黃先生盡心盡力跟進投訴，本人同樣分別感謝接聽我的電話投訴及接見我遞交個案資料的兩位同事（李小姐及白小姐）。她們非常細心聆聽我的投訴及清楚解答本人的疑難。本人喜見 貴會提供的適切協助和快速處理問題的態度，足見 貴會團隊之專業和效率。

投訴人於 2022 年 10 月獲告知他的 285,000 飛行里數將於 2023 年 2 月到期，但可於 2022 年 12 月底前，於指定銀行作定期存款，以延長現有飛行里數的使用期限。投訴人遂於 11 月中旬在該指定銀行作定期存款，並於 12 月上旬致電該銀行，表明是為了延長飛行里數而作定期存款。其後，他收到定期存款通知書，只顯示額外贈送的 45,000 飛行里數，卻沒有提及延長現有之 285,000 飛行里數。投訴人致電航空公司熱線，獲告知因他的定期存款已獲享額外飛行里數，故未能延長現有飛行里數。

投訴人不接受商戶的解釋，故向本會投訴。經投訴主任黃先生跟進後，商戶於 1 個月內為投訴人延長其飛行里數。投訴人致函本會，為黃先生全心全意及適時跟進他的投訴表達謝意，以及感謝本會兩位職員李小姐及白小姐在他向本會投訴初期提供協助。投訴人認為本會專業及有效率的團隊工作，能保障消費者的權益。

Case Highlight 個案重點

The complainant purchased a ventilator in July 2018 but learnt from news reports in June 2020 that the model was on the recall list due to safety concerns. Despite his effort in negotiating with the supplier for more than 3 years, no arrangement was made and thus he sought the Council's assistance in August 2023. Ms Lee received the call and assured him that the case would be handled by the Council. The case was handled by Complaints Officer Mr Wong, and upon his conciliation, the supplier arranged to replace the ventilator with an advanced model for the complainant in October 2023. The complainant sent an email to Ms Lee and Mr Wong to show appreciation for their assistance.

投訴人於 2018 年 7 月購買一套呼吸機，惟於 2020 年 6 月獲悉該呼吸機因安全隱患而須作回收。雖然投訴人與商戶交涉 3 年之久，仍未獲任何回收安排，故於 2023 年 8 月向本會求助。本會李小姐接聽投訴人來電，並向投訴人確認本會將跟進他的投訴。經投訴主任黃先生跟進後，商戶於 2023 年 10 月為投訴人更換新型號之呼吸機。投訴人同月電郵本會，為李小姐及黃先生之協助表達謝意。

致謝電郵

尊敬的李小姐及黃先生：本人終於昨天下午取得■■給予本人替換一個已改進的同型號的全新呼吸機回家使用。若沒有 貴會的介入，此事未必得以圓滿解決。本人特意來函，對貴會給予本人的協助，不勝感激，亦會銘記於心。





致謝函

溫小姐：你好，十分感激你的幫忙，■■■已作出跟進，我也放下心頭大石，開懷大笑了。日前收到你的來信說■■■因我的要求作出調整，亦有職員和我聯絡，應承終止合約，所以特別向你說一聲感激。多謝幫忙！

郭小姐，您好
感謝消費者委員會的介入，我已於2月14日收到■■■的退款。有您們的存在，讓我們一群弱勢消費者不至於單打獨鬥。再次感激！！

Dear Ms. Gilly Wong Fung-han,
I would like to highly compliment the services of the Consumer Council of Hong Kong. The efficiency, speed, and service of the Council is impressive. Out of all my years living in Hong Kong, I never had to file complaints against any company - but unfortunately, in the last month I have had to file two complaints against the same company. Filing the complaints (via the website) was easy, fast, and comprehensive. The English on the website is excellent, your staff response time is excellent, and the overall concern shown by your staff is appreciated. Again, thank you for the excellent work you, and your staff, do at the Consumer Council. I do hope the HKSAR community expresses their appreciation for your hard work, from time-to-time.

Dear Ms Wong,
I would like to express my gratitude to your staff members, namely Ms Leung, Mr Lo, Mr Fu and the Council for helping me in getting reasonable compensations from ■■■ & ■■■. Thank you for the excellent work your Council has done for all customers in need. Those profit-making company could have totally ignored us. And again, without the help of your staff members, I would never get a reasonable compensation.

李先生，你好！
我已經收了500元的賠償。謝謝你過去的跟進工作，保護消費者的權益。作為一名消費者，我對你們確保消費者得到公平和尊重的堅定承諾而讚賞！無論如何，你的工作真正證明了堅持正義的重要性。

盧先生：
感謝閣下的跟進！雖然由始至終都沒有收到■■■的回覆或回應，但從信用卡的帳單已經確認退款事宜。相信若然不是消委會的介入，事情絕對不會如此順利解決！

尊敬的王女士：
对 贵消委会的帮助，由衷的表示感谢。对您的积极跟进和电联深感宽慰。值此新年之际，衷心的祝愿您身体健康，阖家幸福，也祝愿香港消协新的一年更加得民所爱，更祝愿香港繁荣发展。

Compliments on Social Media 社交媒體上的正評

消委會一直守護着港人的健康！有為機構！

起碼知道了，不會再買這些有問題產品，我覺得是值得消委會這樣做。
3 m Like Reply

消委會good choice!
25 w Like Reply Edited 3

有兩位有型 Agent 又清楚有用資訊，醒神！多謝邀請Alton 同Frankie

要買本實體版先得！今期有Alton 同Frankie 封面，仲介紹咁實用資訊，Good Choice

一直有睇選擇月刊！今次仲搵黎我最欣賞既Alton 最封面，真係要買本收藏

多謝，呢個調查好有用

感謝消委會的產品測試報告，我們成為精明的消費者，加油
18 w Like Reply 3

選擇----使我們冇咁容易買到劣質產品/食物。
41 w Like Reply

消委會50周年陪我們精明消費

好多謝消委會 我你先知知道邊好邊嘅嘢好
36 w Like Reply

印刷版：各大便利店、報攤有售 今日就去買返本先

一直都想俾個like消委會