

Our Ref.: L0016/24/HP/TSAR

Date : 31 March 2024

EFG Company
Shop No.1, Hanford Plaza
333 Castle Peak Road,
Tuen Mun, N.T.
Attn.: Mr. KM Lo

Dear Mr. Lo,

Total Service Assurance Regime – Quality Service Scheme (TSAR-QSS)
Mystery Shopper Survey Results Jan- Feb 2024
Shop No. 1 EFG of Hanford Plaza

We are pleased to inform you that your captioned shop was the **top performer** at Hanford Plaza for the TSAR-QSS Mystery Shopper Survey in **Jan- Feb 2024**.

Details of the bi-monthly survey score is attached for your perusal. A summary showing the overall customer service performance of shops of the aforementioned shopping centre is also attached for your further reference.

As an accreditation for your outstanding performance in quality customer service, a poster and a TSAR-QSS standee will be displayed at the shopping centre and your designated outlet respectively for one month. Our Management Office will contact you shortly regarding the logistic arrangement.

Should you have any queries, please do not hesitate to contact our TSAR-QSS hotline at 99234567 or kmlo@mtr.com.hk.

Thank you again for your support towards the TSAR-QSS and we look forward to achieving even better quality service together with you.

Yours sincerely,
For MTR Corporation Limited



Catherine Wu
Shopping Centre Manager
Licensed PMP (P1-228025)
CW/ml