

Our Ref.: PM24/TSAR/904  
Date : 02 December 2024

Dah Sing Bank Ltd.  
Head of Branches, Retail Banking Division,  
Dah Sing Financial Centre,  
248 Queen's Road East, Wan Chai, HK

Attn.: Ms. Sandy Kai

Dear Ms. Kai ,

**Total Service Assurance Regime – Quality Service Scheme (TSAR-QSS)**  
**Mystery Shopper Survey Results September - October 2024**  
**Shop No. Kiosk K1 Dah Sing Bank of Paradise Mall**

We are pleased to inform you that your captioned shop was the **top performer** at Paradise Mall for the TSAR-QSS Mystery Shopper Survey in **September - October 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 29909817 or TSAR-QS2222S@tiptop.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 and on behalf of MTR Corporation Limited



測試  
職稱  
Licensed PMP (123)  
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