



Thank you for your interest in our 2016 CSR Report. To help us enhance our CSR performance disclosures, you are cordially invited to complete the following feedback form and return it to us by email or mail:

1. Which of the following best describes you? (you may pick more than one)

- Personal customer of the Group
- Corporate customer of the Group
- Shareholder or investor
- Government or regulator
- Supplier
- NGO
- Representative of Industry organisation or association
- Media
- Other (please specify): _____

2. Please rate our 2016 CSR Report in accordance with the following standards. (5: Strongly agree 1: Strongly disagree):

	5 Excellent	4 Good	3 Average	2 Poor	1 Very poor
The issues mentioned in the Report are of concern to the society.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
This Report adequately reflects the internal and external challenges that the Group faces from economic, environmental and social perspectives, and allows readers to evaluate the Group's CSR performance in the reporting year.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
This Report objectively presents the Group's performance, allowing readers to make a comprehensive review of the Group.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	5 Excellent	4 Good	3 Average	2 Poor	1 Very poor
This Report is helpful for readers to compare the Group's CSR performance with those of other banks and financial services institutions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
This Report is sufficiently detailed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The content of this Report is clear and easy to understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
This Report is reliable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Report presents up-to-date information for the reporting period.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The presentation layout is good and typeset is clear.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Please rate the content and the information disclosed in the following chapters.

	5 Excellent	4 Good	3 Average	2 Poor	1 Very poor
About This Report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chairman's Message	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chief Executive's Message	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CSR Management Approach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Business Development and Economic Contributions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	5 Excellent	4 Good	3 Average	2 Poor	1 Very poor
Caring for Employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental Protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contributions to the Community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supply Chain Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CSR Performance Data Overview	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Overall rating for our 2016 CSR Report:

	5 Excellent	4 Good	3 Average	2 Poor	1 Very poor
Overall rating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. What other information would you like to be included in our future CSR reports?



6. Do you have any other feedback or suggestions?

7. Please provide your contact information so that we can seek clarification of your feedback or handle your enquiry where necessary.

Name: _____

Company: _____

Phone: _____

Email: _____

Please return the completed form and/ or send us your enquiries through the following means:

Email: csr@bochk.com

Mailing address: Bank of China (Hong Kong) Limited, 13/F, Bank of China Tower, 1 Garden Road, Hong Kong

Remarks:

1. The information we collect about you will neither be used for direct marketing purposes nor disclosed to any other parties without your prior consent.
 2. The provision of your personal data is voluntary. If you do not provide sufficient information, we may not be able to seek clarification of and process your feedback or handle your enquiry.
 3. You have a right to request access to and correct your personal data provided by you in accordance with the Personal Data (Privacy) Ordinance (Cap. 486).
 4. You should make your access request by completing the Data Access Request Form specified by the Privacy Commissioner for Personal Data under section 67 of the Personal Data (Privacy) Ordinance. The Form is accessible and available at the Office of the Privacy Commissioner for Personal Data, Hong Kong.
- 