

**BOC HONG KONG (HOLDINGS) LIMITED**  
**CORPORATE SOCIAL RESPONSIBILITY REPORT 2018**  
**FEEDBACK FORM**

Thank you for your interest in our Corporate Social Responsibility (CSR) Report 2018. 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 CSR Report 2018 in accordance with the following standards. (5: Strongly agree 1: Strongly disagree):

	5 Strongly agree	4 Agree	3 Neutral	2 Disagree	1 Strongly disagree
The issues mentioned in the Report are of concern to society.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This Report objectively presents the Group's performance, allowing readers to make a comprehensive review of the Group.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

**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="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Message from the Chairman	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Message from the Chief Executive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	5 Excellent	4 Good	3 Average	2 Poor	1 Very poor
Corporate Social Responsibility Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Business Development and Economic Contributions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Caring for Employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environmental Protection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contributions to the Community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CSR Performance Data Overview	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**4** Overall rating for our CSR Report 2018:

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

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

**6** Do you have any other feedback or suggestions regarding our CSR Report 2018?

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](mailto:csr@bochk.com)

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

Remarks:

1. Your contact information will only be used for seeking clarification of your feedback or handle your enquiry regarding this feedback form. 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.
2. The contact information we collect about you will neither be used for direct marketing purposes nor disclosed to any other parties without your prior consent.
3. You have a right to request access to and correct the personal data provided by you in accordance with the Personal Data (Privacy) Ordinance (Cap. 486).
4. For request to access your personal data, please complete 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.
5. Request for access or correction of personal data should be made in writing to The Data Protection Officer of Bank of China (Hong Kong) Limited at Bank of China Tower, 1 Garden Road, Hong Kong (Facsimile: +852 2826 6860).