

六福集團

LUKFOOK GROUP

【For Immediate Release】

Lukfook Group Won “Grand Award - Silver Award” in “Customer Service Excellence Award 2013”

(Hong Kong, 24 January 2014) ----- **Luk Fook Holdings (International) Limited** (“Lukfook” / the “Group”) (Stock Code: 00590) is pleased to announce that the Group has attained the “Grand Award - Silver Award” in the “Customer Service Excellence Award 2013” from the Hong Kong Association for Customer Service Excellence, in recognition of the Group’s sustained efforts in cultivating an excellent customer service culture.

Mr. Wong Wai Sheung, Chairman and Chief Executive of the Group said, “We are honoured to receive this award, recognizing the Group’s outstanding performance in customer services. Adhering to our service motto “Exquisite Craftsmanship, Quality Services and Customer-oriented Attitude”, the Group is dedicated to providing customers around the world with sincere, outstanding services and the most enjoyable shopping experience. As we attach great importance to staff training and development, we provide various quality training on services and products for frontline staff to enhance their knowledge so as to provide professional advice to customers. This award also affirms our staff’s dedicated hard work. Looking forward, the Group will strive to provide customer-oriented service and superior shopping experience for customers.”

“Customer Service Excellence Award” is organized by the Hong Kong Association for Customer Service Excellence, aiming to recognize outstanding performers in customer service and promote a customer-oriented culture within all member companies. The presentation ceremony was held at the Hong Kong Convention and Exhibition Centre on 21 January 2014. Ms. Shirley Wong, Director and Deputy General Manager of Lukfook Group, received the award on behalf of the Group.



Mr. Gregory So, GBS, JP, Secretary for Commerce and Economic Development (right) and Mr. Buston Chu(left), Chairman of Hong Kong Association for Customer Service Excellence presented the “Grand Award - Silver Award” in the “Customer Service Excellence Award 2013” to Ms. Shirley Wong, Director and Deputy General Manager of Lukfook Group



About Luk Fook Holdings (International) Limited (Stock Code: 00590)

The Group principally engages in the sourcing, designing, wholesaling, trademark licensing and retailing of a variety of gold and platinum jewellery, gold ornaments and gem-set jewellery, with a total of over 1,250 shops in Hong Kong, Macau, Mainland China, Singapore, the United States, Canada and Australia. The Group will continue to identify new business opportunities in the international market in response to its corporate vision, “Brand of Hong Kong, Sparkling the World”.

For more information, please visit the official website of Lukfook Group at lukfook.com.

Media Enquiries:

Lukfook Group Corporate Communications Department

Tel: (852) 2783 2479

Fax : (852) 3009 7509

Email : corporate@lukfook.com

JOVIAN Financial Communications Ltd

Angel Yeung

Tel : (852) 2581 0168

Fax : (852) 2854 2013

Email : angel@joviancomm.com