

## 2023 MCA Best-in-class Groups

### Phone-in / Online stream

#### Banks and Loan Institutions

Entry (new entries are highlighted in red)	Group	Mode of Assessment
Bank of Communications (Hong Kong) Limited - Platinum Credit Card Customer Services Hotline	B	Phone-in
Citibank (Hong Kong) Limited - Citigold Private Client Service Line	A	Phone-in
Citibank (Hong Kong) Limited - Citi Ultima Service Line	B	Phone-in
DBS Bank (Hong Kong) Limited - DBS Bogus Phone Call Enquiry Hotline	B	Phone-in
DBS Bank (Hong Kong) Limited - DBS Treasures Private Client Hotline	B	Phone-in
DBS Bank (Hong Kong) Limited - DBS Customer Service Hotline	B	Phone-in
DBS Bank (Hong Kong) Limited – Joy LiveChat	A	Online
DBS Bank (Hong Kong) Limited - BusinessCare	B	Phone-in
Hang Seng Bank Limited - 24-hour ATM Hotline	B	Phone-in
Hang Seng Bank Limited - Business Internet Banking Hotline	C	Phone-in
Hang Seng Bank Limited - Outbound Card-loan Telemarketing Hotline	B	Onsite
Hang Seng Bank Limited - CMB Live Chat	B	Online
Hang Seng Bank Limited - General Banking Hotline	B	Phone-in
Hang Seng Bank Limited - Cash Instalment Application Hotline	B	Phone-in
PrimeCredit Limited - Customer Service Hotline - Personal Loan	B	Phone-in
PrimeCredit Limited - Customer Service Hotline - Credit Card	B	Phone-in
Promise (Hong Kong) Co., Ltd	B	Phone-in
HSBC - CTM BTI	B	Phone-in
HSBC - Jade Hotline	D	Phone-in
HSBC – WET Hotline	A	Phone-in
Total: 20		

## Finance and Insurance

Entry	Group	Mode of Assessment
BCT Group	B	Phone-in
BestServe Financial Limited	B	Phone-in
BOC Group Life Assurance Company Limited - Customer Service Department - Customer Service Hotline	A	Phone-in
BOCI-Prudential Trustee Limited	B	Phone-in
FIL Investment Management (Hong Kong) Limited - Fidelity Investor Hotline	B	On-site
Cigna Worldwide Life General Insurance Company Limited	A	On-site
HSBC - MPF	C	Phone-in
Manulife (International) Limited - Insurance Line	B	On-site
Manulife (International) Limited - MPF Line	B	On-site
Principal Trust Company (Asia) Limited - MPF Pension Hotline	B	Phone-in
Total: 10		

## Public Service and Utilities

Entry	Group	Mode of Assessment
CLP Power Hong Kong Ltd - Emergency Service Hotline	B	Phone-in
CLP Power Hong Kong Ltd - Customer Service Hotline	C	Phone-in
CLP Power Hong Kong Ltd - Feed-in Tariff Customer Service Hotline	A	Phone-in
DSG Energy Limited - Shell Gas Customer Service Hotline	A	Phone-in
Hong Kong Trade Development Council	A	Phone-in
The Hong Kong and China Gas Company Limited - Mia Cucina 24-hour Premium Service Hotline	B	Phone-in
The Hongkong Electric Company Limited - System Control Department, Customer Emergency Services Centre	A	Phone-in
The Hongkong Electric Company Limited	B	Phone-in
Trade Link Electronic Commerce Ltd	B	Phone-in
Total: 9		

## Living and Entertainment

Entry	Group	Mode of Assessment
CSL Mobile Limited – 1010 Concierge	A	On-site
CSL Mobile Limited – The Club	A	On-site
DHL Express (Hong Kong) Limited	D	Phone-in
HKT Limited – DrGo Customer Service	A	On site
HKT Limited – NowTV Technical Support	A	On site
HKT Limited – HKT Home – NowTV Call Centre Sales	B	Phone-in
HKT Limited – HKT Home – eye Dedicated Hotline	A	Phone-in
The Hong Kong Jockey Club – Telebet	D	On-site
The Hong Kong Jockey Club – Integrated Contact Centre	B	Phone-in
Total: 9		

## Telecommunications

Entry	Group	Mode of Assessment
China Mobile Hong Kong Co. LTD – 線上客戶服務 (即時 CHAT)	A	Online
China Mobile Hong Kong Company Ltd. - CMHK Home Broadband Technical Support Hotline	A	On site
CSL Mobile Limited - 1010 Corporate Account Service	B	Phone-in
CSL Mobile Limited - 1010 Corporate Account Service	B	On site
CSL Mobile Limited - Inbound Sales Hotline	B	Phone-in
CSL Mobile Limited - Outbound Telesales Sales - 1010	B	On site
CSL Mobile Limited - Outbound Telesales Sales - csl.	D	On site
HKT Limited – HKT Home NETVIGATOR Customer Service	B	On site
HKT Limited – HKT Home Fixed Line Customer Service	A	On site
HKT Limited – HKT Home NETVIGATOR CS Live Chat	A	On site
HKT Limited – HKT Home Premier Customer Service	A	On site
HKT Limited – HKT Premier	A	On site
HKT Limited - HKT Commercial Group - Enterprise Contact Centre	B	On site
HKT Limited - HKT Commercial Group - Diamond Commercial Contact Centre	C	On site
HKT Limited - HKT Home – Outbound Centre - Netvigator Broadband	A	On site
HKT Limited - HKT Home - Language Center	B	Phone-in
HKT Limited – HKT Home - Digital Sales Team	A	Online
Total: 17		

## Brick and Mortar stream

### Public Service and Utilities

Entry	Group	Mode of assessment
CLP Power Hong Kong Ltd - Smart Energy@Mong Kok	A	F2F
CLP Power Hong Kong Ltd - Sham Shui Po Customer Service Centre	A	F2F
CLP Power Hong Kong Ltd - Smart Energy@Kwun Tong	A	F2F
CLP Power Hong Kong Ltd - Tai Po Eco Home	A	F2F
CLP Power Hong Kong Ltd - Smart Energy@Yuen Long	A	F2F
HKT Limited - HKT Home - Customer Service Center - Tsim Sha Tsui Service Center	A	F2F
The Hongkong Electric Company Limited	A	F2F
The Hong Kong Jockey Club - Retail Department	B	F2F
Total: 8		

### Banks and Loan Institutions

Entry	Group	Mode of assessment
Hang Seng Bank Limited - Kowloon Main Branch / Tsimshatsui Branch	A	F2F
Hang Seng Bank Limited - Quarry Branch / Waterloo Road Branch / Shatin City-One Branch / United Centre Branch	B	F2F
HSBC Wealth Centres	A	F2F
HSBC Banking Centres	A	F2F
Total: 4		