



Feedback Form



Please provide us with feedback on our Report

Thank you for reading our Corporate Sustainability Report 2017. Your comments and suggestions play an important part in our efforts to continually improve our performance. We would greatly appreciate it if you could take a few minutes to complete our feedback form and send it back to us at: csreport@hangseng.com.

(Please select as appropriate)

1 How would you rate your overall impression of Hang Seng Corporate Sustainability Report 2017?

Excellent	Good	Average	Below average	Poor
5	4	3	2	1

2 Please rate the content and quality of Hang Seng Corporate Sustainability Report 2017 using the following criteria:

	Excellent	Good	Average	Below average	Poor
Balance	5	4	3	2	1
Clarity	5	4	3	2	1
Credibility	5	4	3	2	1
Transparency	5	4	3	2	1
Structure & Design	5	4	3	2	1

3 Do you consider Hang Seng Corporate Sustainability Report 2017 to be useful for assessing Hang Seng's sustainability performance?

	Excellent useful	Very useful	Moderately useful	Slightly useful	Not useful at all
About the Report	5	4	3	2	1
CE's Message	5	4	3	2	1
Our Values	5	4	3	2	1
Our Business	5	4	3	2	1
Our Performance	5	4	3	2	1
Our Corporate Governance	5	4	3	2	1
Our Customers	5	4	3	2	1
Our Suppliers	5	4	3	2	1
Our People	5	4	3	2	1
Our Environment	5	4	3	2	1
Our Community	5	4	3	2	1

4 Based on the content of the Report, how would you rate Hang Seng's sustainability performance?

Excellent	•	Good	•	Average	•	Below average	•	Poor
5		4		3		2		1

5 What information would you like to see in future reports?

6 Do you have any other suggestions or comments on Hang Seng's sustainability performance and reporting?

7 Which of the following best describes your occupation or industry?

- Academic and research
- Corporation
- Customer
- Financial analyst
- Government
- Media
- Non-government organisation
- Shareholder
- Student
- Others, please specify:

Thank you for your feedback.

Please save the completed feedback form and e-mail it directly to: csreport@hangseng.com.

