



律政司
香港特別行政區政府
Department of Justice
The Government of the Hong Kong
Special Administrative Region



消費者委員會
CONSUMER COUNCIL



MEDIATE FIRST
調解為先

2024年調解周
MEDIATION WEEK 2024

消費者爭議調解研討會
CONSUMER MEDIATION SEMINAR

「Click, Cart, Click: 數碼經濟時代的消費者爭議解決」

“Click, Cart, Click: Consumer Dispute Resolution in the Digital Age”



調解為先：
築融和之橋
創美好未來

MEDIATE FIRST :
BRIDGE CULTURES
BUILD FUTURES

目錄
TABLE OF CONTENTS

頁數
Pages

節目表
PROGRAMME 2 - 5

演講者
SPEAKERS 6 - 23

支持機構
SUPPORTING ORGANISATIONS 24 - 25



節目表

PROGRAMME

消費者爭議調解研討會

「Click, Cart, Click: 數碼經濟時代的消費者爭議解決」

CONSUMER MEDIATION SEMINAR

“Click, Cart, Click: Consumer Dispute Resolution in the Digital Age”

日期：2024年5月8日 (星期三)
Date: 8 May 2024 (Wednesday)

時間：上午 9:30 – 下午 12:15
Time: 9:30 am – 12:15 pm

合辦機構：律政司和消費者委員會
Co-organisers: Department of Justice and the Consumer Council

地點：香港中環下亞厘畢道18號律政中心中座1樓多功能活動廳
Venue: Function Hall, 1/F, Main Wing, Justice Place, 18 Lower Albert Road, Central, Hong Kong

(研討會將以廣東話進行，並提供普通話及英語即時傳譯)
(The Seminar will be conducted in Cantonese, with simultaneous interpretation in Putonghua and English)

電子商貿透過電腦和手提電話將購物體驗帶到消費者的指尖，大大改變了全球的商業格局。雖然電子商貿提供了前所未有的便利，但解決因送貨延誤或送貨失敗、貨品損毀或有瑕疵、虛假陳述甚至個人資料外洩等情況而引起的爭議可能複雜且需時。有見及此，公平和有效的消費者爭議解決機制日益重要。

本研討會將探討數碼經濟帶來的獨特挑戰與機遇，及對消費者爭議解決的影響。我們的講者將探討現時的熱門議題，包括資料保護和線上爭議解決等。

E-commerce has significantly transformed the global business landscape by bringing shopping experience to consumers' fingertips via computers and mobile phones. Whilst e-commerce offers unparalleled convenience, resolving disputes arising from circumstances such as delayed or failed deliveries, damaged or faulty products, misrepresentation and even personal data leakage may be complex and time-consuming. In the circumstances, there is a growing need for a fair and effective mechanism for consumer dispute resolution.

This seminar will explore the unique challenges and opportunities arising in the digital economy, and their implications for consumer dispute resolution. Our panelists will examine current topics including data protection and online dispute resolution etc.

消費者爭議調解研討會

CONSUMER MEDIATION SEMINAR

09:30 - 09:40

開幕致辭

Opening Remarks

黃鳳嫻女士
Ms Gilly Wong

消費者委員會總幹事
Chief Executive, Consumer Council

09:40 - 10:15

討論環節(一) – 調解在資料保護及私隱爭議的應用

Panel Discussion 1 – Use of Mediation in Data Protection and Privacy Disputes

數碼科技徹底改變了全球經濟，電子商務亦成為了全球主流。同時，消費者日益關注商家可能會使用或洩漏他們的個人資料。本討論環節由岑顯恆女士主持，討論資料保護在數碼經濟時代的重要性，並探討調解如何在解決涉及資料外洩的消費者爭議中發揮建設性作用。

Digital technologies have revolutionised the global economy, with e-commerce becoming the mainstream across the globe. In parallel, there has been growing concern among consumers over the usage or leakage of their personal data by traders. This Panel moderated by Ms Hin Han Shum, discusses the importance of data protection in the era of digital economy and explores how mediation can play a constructive role in resolving consumer disputes involving data breaches.

主持人 Moderator:

岑顯恆女士
Ms Hin Han Shum

翰宇國際律師事務所訟辯律師及資深律師
Solicitor Advocate, Senior Associate, Squire Patton Boggs

香港律師會理事會成員及調解委員會成員
Council Member of the Law Society of Hong Kong
and member of the Mediation Committee

講者 Speakers:

劉耀慈先生
Mr Eugene Low

霍金路偉律師行合夥人
Partner, Hogan Lovells

節目表

PROGRAMME

黃繼兒教授

Prof. Wong Kai-yi, Stephen

金葉大律師事務所大律師

Barrister-at-law, Gilt Chambers

北京師範大學特邀法學教授

Adjunct Law Professor, Beijing Normal University

10:15 - 10:25

問答環節 Q&A

10:25 - 11:55

討論環節(二) – 消費者爭議解決 – 釋放調解的力量

Panel Discussion 2 – Resolving Consumer

Disputes – Unlocking the Power of Mediation

在數碼經濟新時代下，消費者只需點擊幾下，就可以安坐家中瀏覽大量產品、比較價格並完成交易。雖然電子商貿提供了很大的便利，但如何有效解決因送貨延誤或送貨失敗、貨品損毀或有瑕疵、虛假陳述及付款和退款等問題而引起的爭議為消費者和商家帶來了新的挑戰。

本討論環節將探討數碼經濟帶來的獨特挑戰與機遇，及對消費者爭議解決的影響。我們的講者將探討現時的熱門議題，包括線上爭議解決。與我們一起深入了解如何透過調解的力量有效地解決數碼市場中的爭議！

In the new era of the digital economy, consumers can browse through a vast range of products, compare prices, and complete transactions from the comfort of their homes with just a few clicks. Whilst e-commerce offers great convenience, the difficulties in effectively resolving disputes relating to late or failed deliveries, damaged or faulty products, misrepresentation, and payment or refund issues pose new challenges to consumers and traders.

This panel will explore the unique challenges and opportunities arising in the digital economy, and their implications for consumer dispute resolution. Our panelists will examine current topics including online dispute resolution. Join us to gain insights on how you can navigate disputes effectively in the digital marketplace through the power of mediation!

消費者爭議調解研討會

CONSUMER MEDIATION SEMINAR

主持人 Moderator:

劉恩沛女士

Ms Queenie Lau

天博大律師事務所大律師
Barrister, Temple Chambers

講者 Speakers:

陳家殷大律師, BBS, JP

Mr Samuel Chan Ka-yan, BBS, JP

競爭事務委員會主席
Barrister-at-law
Chairman of the Competition Commission

何應富先生

Mr Francis Ho

消費者委員會副總幹事
Deputy Chief Executive, Consumer Council

郭榮忠先生

Mr Vincent Kwok

Hewlett Packard Enterprise 香港及澳門總經理
General Manager, Hewlett Packard Enterprise, Hong Kong and Macau

香港通訊業聯會解決顧客投訴計劃管治委員會主席
Chairman, Customer Complaint Settlement Scheme Governing Committee,
Communications Association of Hong Kong

顏翠珊女士

Ms Evelyn Ngan

消費者委員會署理高級投訴及諮詢主任
Acting Senior Complaints & Advice Officer, Consumer Council

開幕致辭

OPENING REMARKS



黃鳳嫻女士

消費者委員會總幹事

黃鳳嫻女士現職消費者委員會（消委會）總幹事，除監督消委會運作外，亦負責制定消委會的政策及長遠計劃，保障消費者權益。黃女士亦是國際消費者聯會（國際消聯）的副會長。國際消聯是全球消費者組織的聯盟，其成員共有200多個來自超過100個國家的消費者組織。

黃女士於2012年加入消委會前，任職香港旅遊發展局總經理（會議展覽及郵輪業務），推廣香港為全球會議展覽和郵輪旅遊中心。黃女士具備豐富的管理經驗，曾服務多間大型企業，負責管理區域或國際市場推廣工作。

多年來，黃女士亦代表消委會擔任多項公職，其中包括擔任防控非傳染病督導委員會、地產代理監管局、香港檢測和認證局及香港金融管理局的接受存款公司諮詢委員會的委員。

黃女士獲香港中文大學頒授工商管理學士學位，其後於加拿大西安大略大學取得工商管理碩士榮銜。

消費者爭議調解研討會

CONSUMER MEDIATION SEMINAR

Ms Gilly Wong

Chief Executive, Consumer Council

Ms Gilly Wong is the Chief Executive of the Consumer Council. She is responsible for overseeing the operation of the Council, formulating policies, strategies and long-term programmes for the protection of consumer rights and interests. Gilly is also the Vice President of Consumers International, a federation of consumer organisations worldwide with over 200 members in more than 100 countries.

Prior to her appointment as the Chief Executive of the Consumer Council in November 2012, Gilly was the General Manager, MICE and Cruise of the Hong Kong Tourism Board, leading the team to roll out a series of initiatives to reinvigorate Hong Kong's leading position in the global MICE sector. Gilly advanced her career with a number of large corporations, holding various management positions in regional or international marketing and business development capacity.

Gilly is active in public service currently representing the Council on many public bodies for many years, including, inter alia, the Steering Committee on Prevention and Control of Non-communicable Diseases, the Estate Agents Authority, the Hong Kong Council for Testing and Certification and Deposit-taking Companies Advisory Committee of the Hong Kong Monetary Authority.

Gilly holds a Bachelor of Business Administration degree from the Chinese University of Hong Kong and a Master of Business Administration degree from the University of Western Ontario.

主持人 MODERATOR



岑顯恆女士

翰宇國際律師事務所訟辯律師及資深律師
香港律師會理事會成員及調解委員會成員

岑顯恆律師是一名訟辯律師，能夠參與高等法院和終審法院的聆訊。她處理過各種訴訟案件，曾代表客戶出席香港各級法院的聆訊。作為一名獲認可的綜合調解員，岑律師熟悉導致糾紛事件的常見基本問題，並致力避免在合同籌備階段出現這些風險。岑律師曾經是律政司調解督導委員會的成員，也是香港仲裁師協會的準會員。

岑律師參與大量涉及商業的法律工作，在為進軍和退出香港市場的食品和飲料品牌起草合同和提供法律諮詢服務方面累積了豐富經驗。

岑律師還經常就隱私法向客戶提供諮詢服務，起草隱私政策和網站條款，並就網路安全事件為客戶提供切實可行的解決方案。

岑律師曾被借調到國際公司，協助它們的內部法律團隊處理日常業務和重大法律交易。她憑着這些經驗，能夠採取務實的方法解決業務營運問題。

岑律師是香港律師會（監管香港所有律師的機構）理事會成員，並擔任多個委員會的成員，包括審查及紀律常務委員會、對外事務常務委員會、打擊清洗黑錢委員會、創新科技委員會、仲裁委員會和調解委員會。岑律師目前是國際律師協會青年律師委員會的高級人員。

岑律師經常獲邀在國際會議和大學發言，分享過的主題包括併購、企業人工智能、區塊鏈、數據隱私和國際商事仲裁。她曾協助出版《Annotated Ordinances of Hong Kong: Business Registration Ordinance》（Cap.310）（第三版，由LexisNexis出版）、《Partnership Law Handbook》（第三版，由LexisNexis出版）和世界銀行的其他研究報告。

岑律師是上訴審裁團（建築物）的主席，也是暴力及執法傷亡賠償委員會的成員。

岑律師是2023年度《亞洲法律雜誌》香港法律大獎「Taylor Root Award Young Lawyer」決賽入圍者。

消費者爭議調解研討會

CONSUMER MEDIATION SEMINAR

Ms Hin Han Shum

Solicitor Advocate, Senior Associate, Squire Patton Boggs
Council Member of the Law Society of Hong Kong and member of the Mediation Committee

Ms Hin Han Shum is a solicitor advocate, able to be heard in the High Court and Court of Final Appeal. She has conducted various litigation cases and has represented clients in different levels of Hong Kong courts. As an accredited general mediator, Ms Shum is familiar with the common fundamental issues leading to disputes and aims to prevent those risks at the contract preparation stage. She was a member of the Steering Committee on Mediation under the Department of Justice and is also admitted as an associate member of the Hong Kong Institute of Arbitrators.

She is heavily involved in the commercial practice and has experience in contract drafting and advisory work for food and beverage brands entering and exiting the Hong Kong market.

Ms Shum also often advises clients on privacy laws, drafts privacy policies and website terms, and provides practical solutions to clients in relation to cybersecurity incidents.

She has been seconded to international companies to assist their in-house legal teams with day-to-day operations and major legal transactions. These experiences have allowed her to develop a pragmatic approach to solve business operation issues.

Ms Shum sits on the Council of the Law Society of Hong Kong (the regulatory body of all Hong Kong solicitors) and serves as a member of various committees, including the Standing Committee on Compliance and External Affairs, Anti-Money Laundering Committee, Innotech Committee, Arbitration Committee and Mediation Committee. She is currently an officer of the International Bar Association (IBA) Young Lawyers Committee.

She is often invited to speak at international conferences and universities on topics such as merger and acquisitions, artificial intelligence in businesses, blockchain, data privacy, and international commercial arbitration, and has contributed to the “Annotated Ordinances of Hong Kong: Business Registration Ordinance” (Cap. 310) (3rd edition, published by LexisNexis), the Partnership Law Handbook (3rd edition, published by LexisNexis) and other World Bank researches.

She is a Chairman of the Appeal Tribunal Panel (Buildings) and sits on Criminal and Law Enforcement Injuries Compensation Boards.

She was the finalist of the Asia Legal Business Hong Kong Law Award 2023 for the Taylor Root Award Young Lawyer of the Year.

演講者 SPEAKER



劉耀慈先生

霍金路偉律師行合夥人
國際公證人

劉耀慈律師擁有超過18年的執業經驗，主要從事知識產權和個人隱私的事務。在個人隱私的範疇，劉律師的經驗包括起草隱私政策，以及就一般合規事宜和處理資料外洩提供法律諮詢。劉律師亦處理訴訟和仲裁案件，對調解和和解等事宜均富有經驗。劉律師是一位認可調解員(香港國際仲裁中心)。另外，他也是不同域名爭議解決機構的專家組成員。

消費者爭議調解研討會

CONSUMER MEDIATION SEMINAR

Mr Eugene Low

Partner, Hogan Lovells
Notary Public

Mr Eugene Low has over 18 years of experience practising law. His practice focuses on intellectual property and data privacy. His experience in the data privacy field includes drafting data privacy policies and advising on data privacy compliance and the handling of data breaches. Eugene handles litigation and arbitration cases, and is experienced in mediation and settlement discussions. Eugene is also an accredited mediator (Hong Kong International Arbitration Centre). In addition, Eugene serves as a domain name panelist at various domain name dispute resolution institutions.

演講者 SPEAKER



黃繼兒教授

金葉大律師事務所大律師
香港仲裁師協會資深會員、上海仲裁委員會仲裁員
北京師範大學特邀法學教授
倫敦專家學院紛爭調解員

黃繼兒教授是香港的執業大律師，專業領域為民事及商業(公司、信託、金融、證券及科技/數據)及刑事法。他亦是香港仲裁師協會資深會員、上海仲裁委員會仲裁員、北京師範大學特邀法學教授及倫敦專家學院紛爭調解員。

黃教授現為中國法學會理事、香港基因組中心董事、香港大數據治理公會獨立審批委主席、香港環境社會治理公會基準委員會主席，以及深圳市依法治市合規專家委。

1997年至2000年，黃教授為內地與香港相互認可和強制執行仲裁裁決專家小組組長(香港)。2006年至2007年，他是負責推廣《調解條例》(第620章)的政府律師。2007年至2012年，他先後派駐布魯塞爾和柏林，擔任香港駐外經濟貿易辦事處處長。2012年至2014年，他是香港法律改革委員會的秘書。2015年至2020年，黃教授獲委任為香港個人資料私隱專員。

消費者爭議調解研討會

CONSUMER MEDIATION SEMINAR

Prof. WONG Kai-yi, Stephen

Barrister-at-Law, Gilt Chambers

Arbitrator (Hong Kong Institute of Arbitrators, Shanghai Arbitration Commission)

Adjunct Law Professor, Beijing Normal University

Qualified Dispute Resolver, Academy of Experts, London

Prof. Wong Stephen Kai-yi is a barrister-at-law in Hong Kong, specialising in civil and commercial (company, trust, finance, securities and technology/data), as well as criminal law. He is also a fellow of Hong Kong Institute of Arbitrators, an arbitrator of Shanghai Arbitration Commission, an adjunct law professor of the Beijing Normal University and a qualified Dispute Resolver of the Academy of Experts, London.

He is currently the Director of the China Law Society, the Director of Hong Kong Genome Institute, the Chairman of the Independent Vetting Committee of the Institute of Big Data Governance, Hong Kong, the Chairman of the Standards Committee of the Environment, Social, and Governance Consortium, Hong Kong and the Expert Member of Shenzhen Municipal Law Compliance Commission.

From 1997 to 2000, Prof. Wong was the Leader (HK) of the Mainland and Hong Kong Reciprocal Recognition & Enforcement of Arbitral Awards Expert Group. From 2006 to 2007, he was the responsible Government Counsel promoting the Mediation Ordinance (Cap. 620). He assumed posts at the Hong Kong Economic and Trade Office, first based in Brussels and then Berlin as Director from 2007 to 2012. From 2012 to 2014, he was the Secretary of the Law Reform Commission of Hong Kong. From 2015 to 2020, he was appointed as the Privacy Commissioner for Personal Data in Hong Kong.

主持人 MODERATOR



劉恩沛女士

天博大律師事務所大律師

劉恩沛大律師是《Who's Who Legal》（中國內地及香港—調解）推薦的調解員。作為一名大律師，劉大律師被《Chambers and Partners 2023》描述為「一名能言善辯的大律師」及「一名非常出色的大律師，她應該是最優秀的大律師之一。她總是勤奮及高效迅速地回應客戶的查詢，又對不同方面的法律均有充分的認識並且可以自如地處理不同範疇的法律。」《Legal 500 2024》也描述劉大律師為「一級的大律師」，還有「她給的法律意見很實用及精闢，跟她總是合作愉快的」。劉大律師被《Chambers and Partners》評為香港商業糾紛最優秀的大律師之一、《Legal 500》評為商業糾紛和僱傭法最優秀的大律師之一、《Who's Who Legal》（中國內地及香港—仲裁）評為思想領袖（Thought Leader）之一及 Doyle's 評為香港僱傭法最優秀的大律師之一。

劉大律師擁有廣泛的執業經驗，以民事案件為主，包括商業法、證券及監管事宜、銀行業務、公司法、土地法、物業轉易、建築物管理、專業疏忽、僱傭法、家事法、誹謗、遺囑認證訴訟及商業詐騙。

劉大律師於2009年3月取得有效爭論決議中心(CEDR)認可調解員的資格，並於2009年11月獲認可為香港國際仲裁中心一般調解員名冊上的認可調解員。她已處理超過100宗調解個案(以英語、廣東話及普通話處理)。

劉大律師亦曾在調解事宜上以大律師的身份提供法律意見，並在調解過程中擔任調解代訟人。她曾於一個為期四天的調解過程中，由第二天至第四天負責擔任調解代訟人。

於2021年10月，劉大律師於司法機構推行的案件和解會議試驗計劃擔任聆案官。此外，劉大律師曾為數個CEDR調解課程、一個CEDR調解代訟課程及其他CEDR舉辦的調解練習班作出示範。她也曾於香港大學法律專業學系就調解課程擔任兼任講師。

消費者爭議調解研討會

CONSUMER MEDIATION SEMINAR

Ms Queenie Lau

Barrister, Temple Chambers

Ms Queenie Lau is recommended as a mediator by Who's Who Legal (Mainland China & Hong Kong SAR – Mediation). As a lawyer, Queenie is described by Chambers and Partners 2023 as “an excellent advocate” and “an outstanding junior counsel. She is probably the best in her rank. She is always hard-working and responsive. She is versatile and has solid knowledge in various areas of law.” Legal 500 2024 also describes Queenie as “a first-class advocate”, and “her advice is practical and incisive and she is a pleasure to deal with”. Queenie has been recommended by Chambers and Partners as a leading Hong Kong junior for commercial disputes, by Legal 500 as a leading junior for commercial disputes and also employment cases, by Who's Who Legal (Mainland China & HKSAR – Arbitration) as a Thought Leader and by Doyle's in the area of employment.

Queenie has a broad, predominantly civil, practice which includes commercial law, securities and regulatory matters, banking, company law, land law, conveyancing, building management, professional negligence, employment law, family law, defamation, probate and commercial fraud.

Queenie qualified as a Centre for Effective Dispute Resolution (CEDR) accredited mediator in March 2009 and as an accredited mediator on the Hong Kong International Arbitration Centre's Panel of General Mediators in November 2009. She has conducted over 100 mediations (using English, Cantonese and/or Putonghua).

Queenie has also advised as Counsel in mediation matters and acted as mediation advocate in mediations. In particular, she has acted as mediation advocate in the second to fourth days of a four-day mediation.

In October 2021, Queenie sat as a Master in the Judiciary's Case Settlement Conference pilot scheme. Queenie has also given demonstrations in several CEDR mediation courses, a CEDR mediation advocacy course and other mediation practice sessions organised by CEDR. Further, she has been a Part-Time Lecturer in respect of a mediation course run by the University of Hong Kong's Department of Professional Legal Education.

演講者 SPEAKER



陳家殷大律師, BBS, JP

競爭事務委員會主席

陳家殷大律師, BBS, JP自1989年起在香港執業，多年來獲委任為多個公共諮詢及法定組織成員。陳先生現任競爭事務委員會主席、廉政公署審查貪污舉報諮詢委員會委員及集體訴訟工作小組成員。他曾擔任消費者委員會副主席、保險業監管局非執行董事及消費者訴訟基金管理委員會主席等多項公職。

於2016年，陳先生以法律保障事務小組主席的身份帶領消費者委員會發表了《消費爭議仲裁機制》研究報告，倡議由政府成立「消費爭議解決中心」，以「先調解，後仲裁」為基礎去處理消費者爭議。

於2020年，陳先生獲香港特別行政區行政長官頒授銅紫荊星章，以表揚他對推動消費者權益貢獻良多。

陳先生並擁有英國特許仲裁師學會院士、香港仲裁師協會資深會員及深圳國際仲裁院仲裁員的專業資格。

消費者爭議調解研討會

CONSUMER MEDIATION SEMINAR

Mr Samuel Chan Ka-yan, BBS, JP

Barrister-at-law
Chairman of the Competition Commission

Mr Samuel Chan Ka-yan, BBS, JP is a practising barrister in Hong Kong since 1989 and has been appointed to many advisory and statutory bodies. He is the Chairman of the Competition Commission, Member of the Independent Commission Against Corruption Operations Review Committee and Member of the Working Group on Class Actions. He was also the former Vice-Chairman of the Consumer Council, Non-Executive Director of the Insurance Authority and the Chairman of the Consumer Legal Action Fund Management Committee.

In 2016, under the leadership of Mr Chan as the Chairman of the Legal Protection Committee, the Consumer Council published its study report on *“The Role of Consumer Arbitration”*, advocating for the establishment of a Consumer Dispute Resolution Centre by the Government to resolve consumer disputes by adopting a “mediation first, arbitration next” approach.

In 2020, Mr Chan was awarded the Bronze Bauhinia Star in recognition of his significant contribution to the promotion of consumer interests.

Mr Chan is a Fellow of the Chartered Institute of Arbitrators, Fellow of the Hong Kong Institute of Arbitrators and Panel Arbitrator of the Shenzhen Court of International Arbitration.

演講者 SPEAKER



何應富先生

消費者委員會副總幹事

何應富先生是現任消費者委員會(消委會)的副總幹事，協助總幹事制定並執行政策，及監督消委會運作，以保障消費者權益。

在加入消委會之前，何先生是香港警務處的高級警司，主要從事刑事調查工作，並曾擔任不同部門的管理級職位，包括區指揮官、商業罪案調查科、內部調查科及投訴警察課等。

何先生亦代表消委會擔任多項公職，其中包括事務費委員會、香港法律改革委員會的電腦網絡罪行小組委員會、通訊事務管理局辦公室的電訊服務用戶及消費者諮詢委員會和衛生署的私營醫療機構投訴委員會等。

何先生獲香港大學頒授社會工作學學士學位，其後於香港城市大學取得文學碩士(公共政策及管理)榮譽。

消費者爭議調解研討會

CONSUMER MEDIATION SEMINAR

Mr Francis Ho

Deputy Chief Executive, Consumer Council

Mr Francis Ho is the Deputy Chief Executive of the Consumer Council, assisting the Chief Executive in formulating / implementing policies and overseeing the operation of the Council in the protection of consumer rights and interests.

Before joining the Council, Francis was a Senior Superintendent of the Hong Kong Police Force, serving predominantly in the crime stream. He has a wealth of experience in the field of criminal investigation and has worked in a variety of command posts including divisional commander, Commercial Crime Bureau, Internal Investigations Office and Complaints Against Police Office.

Francis is currently representing the Council in a number of public services including the Costs Committee, the Sub-Committee on Cybercrime of the Law Reform Commission of Hong Kong, the Telecommunications Users and Consumers Advisory Committee of the Office of the Communications Authority, and the Committee on Complaints against Private Healthcare Facilities of the Department of Health.

Francis holds a Social Work degree from the University of Hong Kong and a Master of Arts in Public Policy and Management from the City University of Hong Kong.

演講者 SPEAKER



郭榮忠先生

Hewlett Packard Enterprise 香港及澳門總經理
香港通訊業聯會解決顧客投訴計劃管治委員會主席

郭榮忠先生為現任香港通訊業聯會綠色資訊及通訊科技小組總裁，以及該聯會的解決顧客投訴計劃管治委員會主席。郭先生為Hewlett Packard Enterprise香港及澳門總經理，負責帶領兩地的業務策略和營運，為客戶提供獨特、開放且智慧的技术解決方案。

郭先生在科技業界工作超過25年，具備豐富經驗。一直以來，他的科技知識及商業觸覺為團隊貢獻良多，在香港和附近區域均是廣受行內尊敬的行業領袖。

消費者爭議調解研討會

CONSUMER MEDIATION SEMINAR

Mr Vincent Kwok

General Manager, Hewlett Packard Enterprise, Hong Kong and Macau
Chairman, Customer Complaint Settlement Scheme Governing Committee,
Communications Association of Hong Kong

Mr Vincent Kwok is currently the President of Green ICT Group of The Communications Association of Hong Kong (CAHK) and the Chairman of the Customer Complaint Settlement Scheme (CCSS) Governing Committee of CAHK. As the General Manager of Hewlett Packard Enterprise, Hong Kong and Macau, Mr Kwok is responsible for leading business strategies and operations in these markets through offering unique, open and intelligent technology solutions to clients.

Mr Kwok has been an IT veteran with more than 25 years of experience in the technology sector and a well-respected industry leader in Hong Kong and the region, who brings the team valuable technical know-how and business acumen.

演講者 SPEAKER



顏翠珊女士

消費者委員會署理高級投訴及諮詢主任

顏翠珊女士目前在消費者委員會(消委會)擔任署理高級投訴及諮詢主任一職，領導小組專職負責處理每月逾 2,700宗投訴個案。

顏女士擁有逾10年處理和調停消費投訴的經驗，確保在消費糾紛中各方可達到公平的解決方案。她曾參加全面的調解員培訓課程，掌握了促進談判和與投訴人及商戶溝通的重要技能。顏女士在2017年成為香港調解資歷評審協會認可的綜合調解員。

在過去工作及個案處理中，顏女士獲得不少讚賞。為嘉許其出色的服務表現，她於2021年代表消委會，榮獲香港申訴專員公署頒發申訴專員嘉許獎—公職人員獎。

顏女士獲香港城市大學頒授專業英語傳意學士學位。

消費者爭議調解研討會

CONSUMER MEDIATION SEMINAR

Ms Evelyn Ngan

Acting Senior Complaints & Advice Officer, Consumer Council

Ms Evelyn Ngan is currently serving as the Acting Senior Complaints & Advice Officer at the Consumer Council, leading a dedicated team of officers in managing over 2,700 complaint cases every month.

Evelyn has over 10 years of extensive experience in handling and conciliating consumer disputes, ensuring fair solutions for all parties involved. She has attended comprehensive mediator training courses, equipping her with the necessary skills to facilitate negotiations and foster open communication with complainants and traders. Evelyn became an accredited General Mediator of the Hong Kong Mediation Accreditation Association Limited in 2017.

Over the past years of her work, Evelyn has received much appreciation in the course of her duty. In recognition of her outstanding service performance, Evelyn, representing the Consumer Council, was presented The Ombudsman's Awards 2021 for Officers of Public Organisations by The Office of The Ombudsman, Hong Kong.

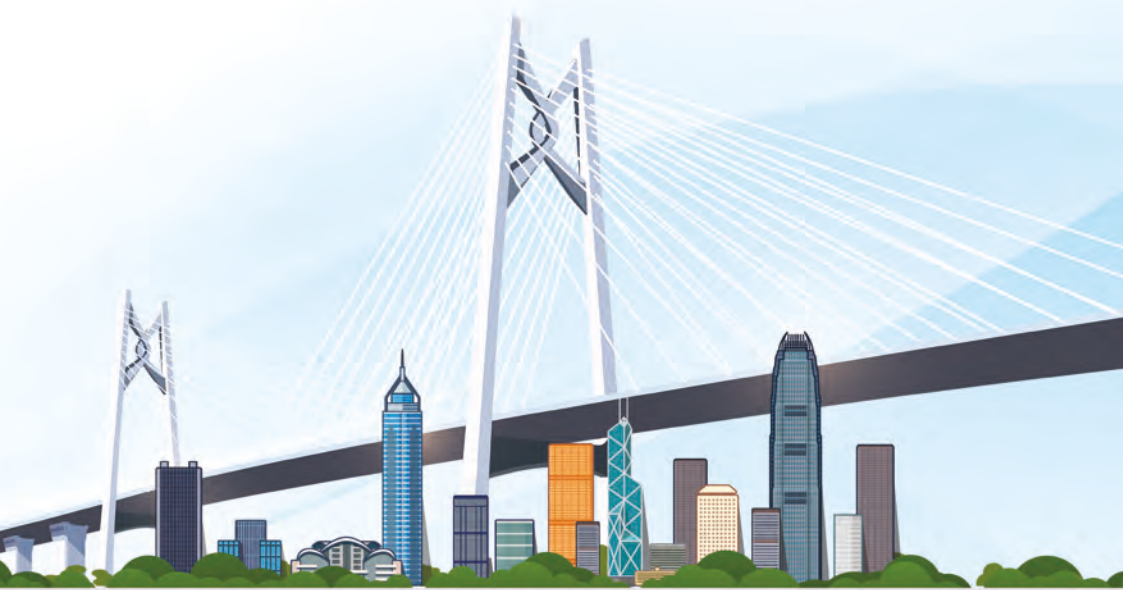
Evelyn holds a bachelor's degree in English for Professional Communication from the City University of Hong Kong.

支持機構

SUPPORTING ORGANISATIONS



消費者爭議調解研討會
CONSUMER MEDIATION SEMINAR





Facebook



Weibo



LinkedIn



提問表格 Q&A Form



<https://forms.gle/v7pdFrZQet9eZ2Pt8>

如果您對演講嘉賓有任何提問，請掃描二維碼，填寫問答環節提問表格。

If you have any questions for the speakers, please scan the QR code to fill in the Q&A form for the Panel Discussion.

問卷 Questionnaire



<https://forms.gle/yFDR5e33wwJ7tSaq8>

感謝閣下出席消費者爭議調解研討會。現誠邀您掃描二維碼，填寫一份簡單問卷，您的寶貴意見能夠讓我們日後提供更優質的服務。

Thank you for attending the Consumer Mediation Seminar. We would be grateful if you could scan the QR code to complete the questionnaire. Your comments are important for us to provide better service.

