

Hang Seng Corporate Sustainability Report 2014 - Feedback Form

Please provide us with feedback on our Report

Thank you for reading our Corporate Sustainability Report 2014. 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 tick as appropriate)

- How would you rate your overall impression of Hang Seng's Corporate Sustainability Report 2014?

Excellent	Good	Average	Below Average	Poor

- Please rate the content and quality of Hang Seng's Corporate Sustainability Report 2014 using the following criteria.

	Excellent	Good	Average	Below Average	Poor
Balance					
Clarity					
Credibility					
Transparency					
Structure & Design					

- Do you consider Hang Seng's Corporate Sustainability Report 2014 to be useful for assessing Hang Seng's sustainability performance?

	Excellent	Good	Average	Below Average	Poor
About the Report					
CE Message					
Our Values					
Our Business					
Our Commitment – Performance					
Our Commitment – Corporate Governance					

Our Commitment – Customers					
Our Commitment – Suppliers					
Our Commitment – Staff					
Our Commitment – Environment					
Our Commitment – Community					

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

Excellent	Good	Average	Below Average	Poor

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/industry?

- Academic and Research
- Corporations
- Customer
- Financial Analyst
- Government
- Media
- Non-government organisation
- Shareholder
- Student
- Others, please specify _____

Thank you for your feedback.

You can also e-mail comments and suggestions directly to: csreport@hangseng.com.