



香港工業總會
FHKI

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Federation of Hong Kong Industries

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CB(4)681/18-19(02)

Mr. Simon Wong,
CEO, Logistics and Supply Chain MultiTech R&D Centre,
Unit 202, Level 2, Block B, Cyberport 4, 100 Cyberport Road, Hong Kong

Dear Mr Wong,

We are pleased to learn that the Logistics and Supply Chain MultiTech R&D Centre (LSCM) is actively developing technology for use in an Online Dispute Resolution (ODR) Platform. In addition, we understand that the Platform will be used and promoted by eBRAM Centre Limited to the enterprises in Hong Kong as well as other parts of Asia and Mainland of China. As we understand it, the ODR platform will feature secure document exchange and storage capabilities, IP database management, smooth communication with multi-lingual translation support, and most importantly, enable trusted and impartial mediation/ arbitration services provided by Hong Kong professionals.

We believe that LSCM's technology, when applied to this platform, will provide HK's enterprises involved in international trading and logistics with effective tools to manage and resolve disputes with their trading counterparts or customers and suppliers from overseas or the Mainland. We hope that the platform will provide a fair, speedy and low cost "Access to Justice" and mediation options to our members. We are happy to express our support to the initiative, which is so meaningful and may elevates Hong Kong's competitive advantage in providing Access to Justice for dispute settlement when conducting business.

We are prepared to invite our members to participate in the development of the Online Dispute Resolution Platform and to join the arbitration and mediation service trial when the platform is ready for trial launch. We would be happy to discuss and provide feedback from the perspective of users with respect to the functionality and user experience.

We look forward to the successful launch of the eBRAM Online Dispute Resolution Platform.

Yours sincerely,

Arthur Ho
Director-General