



Hong Kong General Chamber of Commerce  
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*Helping Business since 1861*

22 March 2019

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 Simon,

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. We understand that the Platform will be used and promoted by eBRAM Centre Limited to enterprises in Hong Kong as well as other parts of Asia and Mainland China. We also understand that the ODR platform will feature secure document exchange and storage capabilities, IP database management, smooth communication with multi-lingual translation support and, most importantly will provide trusted and impartial mediation and arbitration services using local Hong Kong professionals.

The platform should, hopefully, be capable of providing fair, speedy and low cost “Access to Justice” and mediation options to our members. We are happy to extend our support to the initiative, which elevates our competitive advantage in providing efficient dispute resolution services to the business community.

This initiative would contribute immensely to solidifying Hong Kong’s standing as a premier hub for international legal and dispute resolution services, an aspiration that the Hong Kong General of Commerce supports and shares.

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

Yours sincerely,

A blue ink signature of Shirley Yuen, consisting of a stylized 'Y' followed by a horizontal line.

Shirley Yuen  
CEO