

# Champagne JSG

*sparkling the romance in you*

Champagne JSG Pte Ltd. Company Registration No. 201002322G.

## CODE OF PROFESSIONAL CONDUCT

1. Champagne JSG complies with the principles of good business practice. We run the business with transparency and integrity. We ensure that our clients are fully informed about our service details, what we can deliver, pricing of our services, payment terms and term and conditions governing the membership.
2. We do not exploit the lack of knowledge of our clients. We treat our clients with fairness and honesty. We believe in providing sufficient information for our clients to make informed choices.
3. We do not discriminate our clients in any ways. We treat all our clients with respect and maintain a consistent service level.
4. Champagne JSG complies with the principle of good sales, advertising and promotions practices. We ensure that our publicity materials convey clear, unambiguous, truthful, accurate and non-misleading information to our clients. We do not allow advertisements or promotions which contain false representation or which may potentially mislead the clients.
5. We avoid using materials which may potentially disclose our clients' information in our publicity. In the event when this is unavoidable, we will seek our client's agreement before proceeding with the circulation.

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Company Registration No. 53121709D

## CODE OF PROFESSIONAL CONDUCT

6. Champagne JSG complies with the principle of professional development. We ensure that our team of Dating Practitioners undergoes appropriate training and obtains the relevant certification from Social Development Unit (SDU) before they engage in the provision of dating service. We continuously seek professional improvement and advancement, as well as keeping up with the industry developments, to enhance our services to our clients.
7. Champagne JSG complies with the principles of privacy and information security. Maintaining the confidentiality of our members is taken as our top priority. Additional security measure is taken in the storage of clients' data with controlled access. We ensure that no confidential and personal information of our members shall be revealed to anyone prior to obtaining the member's consent. Also, information obtained from our members is strictly used for purposes necessary for the provision of our service.
8. Champagne JSG complies with the principle of redress and monitoring mechanism. We view client's feedback as a very important input to our continuous improvement in achieving greater client satisfaction. We have put in place a system, which can adequately monitor all complaints so that we can ensure that appropriate actions are taken to resolve the client's complain. Feedback channel is available conveniently on our website. Clients may also opt to give their feedback through the phone. Customer satisfaction is one of our key performance indicators, hence, complaints and feedback are review by the management on a regular basis.

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