

English Support Service – *Your own English Assistant*

MEMBER SERVICE

Service Scope :

1. Unlimited responses to English related questions including English Grammar Concerns, Spoken English Phrases, and etc.
2. Correction and translation of short memos / faxes / emails / letters / documents. (limited to 50 words each piece and 1 piece a week.)

Small charges for “Additional Service”

When the requested service exceeds what are covered in the member’s privilege, a fee will be charged as follow:

- HK\$2.00/word for the first 50 words.
- HK\$1.00/word for words from the 51st to 150th.
- HK\$0.50/word for words from the 151st onward.

VIP MEMBER SERVICE

Service Scope :

3. Unlimited responses to English related questions including English Grammar Concerns, Spoken English Phrases, and etc.
4. Correction and translation of short memos / faxes / emails / letters / documents. (limited to 800 words per month and 10000 words per annual subscription period.)
5. VIP special quote for a project of large piece of translation or proof-reading work.

Service Accessing Channels :

Enquires can be made through one of the following means.

- Submit Online
- Email us directly at ess@pmptrain.com
- Fax at (852) 2448-1162
- CHAT function on the web (only suitable for small non-confidential enquiries)

Commitment

1. Enquiries made through CHAT are usually responded instantly, and not later than 2 hours when our service staff happens to be out of desk at the time you make the enquiry.
2. Documents submitted for correction or translation will get answers within 24 hours.
3. All documents will be treated confidentially.

Terms

1. The membership is not transferable.
2. Each enquiry will be recorded into the specified membership account.
3. Please quote the email used for your membership in each enquiry.
4. Re-submitted documents will be treated as new enquiries.

Note :

The service terms are subject to change in order to better suit the needs of our members and provide most updated benefits.

Last Update: Oct 2010