

## Notice of Customer Service Center Relocation and Service Upgrade

**Dear Valued Clients,**

To further enhance customer service quality at Upway China and provide visitors with a more comfortable, professional and fully supported environment, we are glad to announce that we have completed a comprehensive optimization of our customer reception arrangements. **Our new Customer Service Center officially commenced operations on Dec 3, 2025 (Wednesday).** With immediate effect, all visitor reception matters will be handled exclusively at the following location:

**New Customer Service Center**

**Address: Unit 03C, 16/F, Nina Tower 2, 8 Yeung Uk Road, Tsuen Wan, NT., Hong Kong**

For any inquiries, appointments, or other assistance, please call our customer service hotline on (852) 2355 7866. Our dedicated staff will be pleased to assist you.

This relocation represents a key initiative in our ongoing service enhancement strategy, aimed at delivering a more efficient, attentive, and professional service experience. We sincerely thank you for your continued support and trust, and we look forward to serving you at our new Customer Service Center.

Upway Global

Dec 3, 2025