

Korea Charity Federation Customer Charter

In order to combine patriotism with charitable endeavors and promote the economic revival of South Korea while enhancing social welfare, the Korea Charity Federation (KCF) is firmly committed to fulfilling the following promises, ensuring that each client, partner, and community member receives reliable services and security:

01. We always prioritize the needs of our clients and provide meticulous care.

We place our clients' needs at the forefront, thinking and acting from their perspective to provide convenient and efficient services at every step.

We will handle clients' requests quickly and accurately, striving to avoid any potential inconveniences, ensuring peace of mind and smooth participation in charity projects and fund management.

02. We are committed to constantly adapting and offering services that meet the demands of the times.

In a continuously changing domestic and global economic and social environment, especially in the face of challenges posed by globalization and industrial transformation, we will keep a close eye on market trends and continuously adjust and improve our services to meet the diverse needs of our clients.

We are dedicated to leading the development of charity work by promoting South Korea's progress in technology, education, healthcare, and other fields, while strengthening community development and resource sharing, helping every citizen in need and conveying a patriotic spirit.

03. We rigorously protect customer information to ensure safety and trust.

The trust of our clients is our most valuable asset. We pledge to strictly manage all information provided by our clients during the course of work, ensuring that it is not disclosed to external parties.

We will maintain a high level of confidentiality and responsibility, allowing our clients to support our charitable and industrial revitalization projects with confidence and trust in our operations and management.

04. We value customer feedback and continuously improve our services.

We will listen attentively to customer feedback and always maintain close communication with our clients, continually optimizing our services based on their input.

If any shortcomings or issues arise during the service process, we will act swiftly to correct them and ensure that similar issues do not occur again. We believe that it is the voice of our clients that guides our development.

05. We are committed to promoting patriotic charity work and uniting to revitalize South Korea.

We understand that the rise of South Korea depends on the collective efforts of every citizen. As a member of the Korea Charity Federation, we are dedicated to uniting all sectors of society to

closely integrate industrial revitalization and charity work.

We will provide innovative and sustainable solutions to improve the quality of life for impoverished groups, support the development of social welfare in an aging society, and infuse more patriotism and positive energy into society.

We will actively encourage and advocate for enterprises, the government, and the public to participate in our charitable funds and projects, helping South Korea become a global leader in innovation and economic development.

06. We bear the responsibility of helping vulnerable groups achieve a “worry-free life.”

We not only focus on economic development but always prioritize the well-being of the people. We promise to use charitable funds and industrial revitalization projects to help every vulnerable group overcome difficulties and achieve a “worry-free life.”

As a force for public good in South Korea, we will support the elderly, low-income families, and other groups in need, striving to promote fairness and justice in society.

07. Our mission is to revitalize South Korea and promote global shared prosperity.

Our ultimate mission is to combine charity with industry to promote the comprehensive revival of South Korea’s economy and enhance the country’s global competitiveness.

We believe that by uniting the power of the entire society, South Korea can not only revitalize its own economy but also bring more innovation and development opportunities to the world. Our charitable efforts will be a key force in driving the prosperity of the nation.

Closing Remarks:

The Korea Charity Federation upholds the belief in patriotism and consistently adheres to the principle of serving the people and giving back to society. We firmly believe that, through the joint efforts of every citizen, we will drive South Korea toward higher-quality economic development and social progress. We commit to continuing to provide reliable services to our clients, working together with all sectors of society to move towards a brighter tomorrow.

“United we stand, revitalizing South Korea, spreading hope!”

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For more information and/or to make a donation:

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