**Cover Letter**

Student Name:

Student ID:

Professor:

Course:

Date:

To: [commercialbanking@hsbc.com.hk](mailto:commercialbanking@hsbc.com.hk)

From: [insert name]

Date: November 18, 2022

Subject: Application for the Position of Customer Services Officer, EPSCO

Attached: [insert cv name]

Dear sir/madam,

Following the online circulation of your job advertisement for a Customer Services Officer on November 2, 2022 (Job ID: 0000HX1l), I am writing to express my strong interest in the position as it is an ideal match for my experience, talents, and interests. As an enthusiastic and dedicated professional with expertise in managing client account services, conducting financial transactions, and delivering outstanding customer service, I am well-equipped to fulfill the responsibilities of this position.

Ideally, this role would enable me to apply my previous expertise as an executive assistant for [insert institution]. Within this role, I have amassed extensive expertise and knowledge in managing customer relationships, maintaining regulatory compliance, and providing general operational support.

Additional experience includes conducting research and resolving problems to service-related issues, all while displaying exceptional presentation, interpersonal, and problem-solving skills and ensuring compliance with quality standards and regulations imposed by the bank. My track record of accomplishment in analyzing the needs and wants of customers, together with my ability to work effectively with other team members, puts me in a position to make a meaningful contribution to the HSBC Group.

Please find my resume attached for your review. I would welcome the chance to discuss this with you in further detail and to share additional information on my candidacy. If you have any questions, feel free to contact me by email or telephone.

Yours sincerely,

[insert name]