

Daniel Yuen Wai Keung

Accredited General Mediator/

International Accredited Professional Mediator

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OVERVIEW

Daniel has accumulated more than 30 years business, finance and accounting experience. In particular, in the past 15 years, he has gained extensive experience in solving disputes in the commercial aspects. More specifically, he has successfully handled disputes between service providers and customers relating to service delivery, disputes between creditors and debtors in debt collection, etc.

In March 2025, given the outstanding achievements and contributions in the credit management industry, Daniel has been awarded the **2024 - 2025 Credit Management Excellence Award** by the Hong Kong Credit Collection Management Association (HKCCMA).

MEDIATION QUALIFICATIONS

Accredited General Mediator

(Mediator No.: AM2374)

Hong Kong Mediation Accreditation Association Limited

International Accredited Professional Mediator

(Mediator No.: IAPM1387)

International Dispute Resolution &

Risk Management Institute

International Accredited Professional Mediator

(Mediator No.: IAPM1354)

Mainland – Hong Kong Joint Mediation Center

MEDIATION SPECIALITY

Daniel is specialized in commercial and contractual disputes in the following areas, namely:

- Disputes in credit collection,
- Disputes in goods and service delivery,
- Disputes between neighbors,
- Disputes in employees' compensation and personal injury,
- Disputes between landlord and tenant, etc.

EDUCATION QUALIFICATIONS

Master of Arts in Electronic Business (in 2002)

Master of Professional Accounting (in 2000)

Master of Business Administration (in 1999)

Professional Diploma of Management Accounting (in 1990)

City University of Hong Kong

The Hong Kong Polytechnic University

The Open University of Hong Kong

Hong Kong Polytechnic

PROFESSIONAL AFFILIATIONS

Fellow Member

September 2006 (Associate member in January 1996)

Hong Kong Institute of Certified Public Accountants

Fellow Member

May 1999 (Associate member in August 1995)

The Chartered Institute of Management Accountants

CAREER

<i>Head of Finance, IT & Administration</i>	<i>International Automobiles Limited (trading as Swire Motors)</i> <i>August 2011 – now</i>
<i>Finance Director</i>	<i>Gate Gourmet Hong Kong Limited</i> <i>June 2007 – August 2011</i>
<i>Senior Finance Manager</i>	<i>Dairy Farm Company Limited - Mannings</i> <i>June 2005 – June 2007</i>
<i>Head of Finance, IT, Procurement & Warehouse</i>	<i>Vogue Laundry Service Limited</i> <i>February 1996 – June 2005</i>

MEDIATION EXPERIENCE

- Representing the service provider in solving disputes between the service provider and customers in service delivery. ➔ Disputes solved without any legal action raised by the customers.
- Representing the service providers in solving disputes between the service providers and customers in debt collection. ➔ Disputes solved with full amount received by the service providers.
- Representing the service provider in handling Small Claims Tribunal case filed by a customer. ➔ Dispute solved with settlement amount much less than amount claimed.
- Representing the company in handling disputes between employers and employees. ➔ Disputes solved with continued employee relationships.

SERVING THE COMMUNITY IN PROMOTING HARMONY RELATIONSHIPS

- In 2024 - 2025 and 2025 - 2026, have participated in the Males Allies Programme organized by The Womens Foundation in striving to further raise awareness on DE&I (Diversity, Equity and Inclusion), fostering harmony relationships in the community and workplace.
- In 2025 - 2026, have participated as a mentor in the transformative Young Allies Programme organized by The Womens Foundation, sharing the experiences in leadership and mentoring the next generation.

LANGUAGES

- Spoken languages: Cantonese, English, Mandarin.
- Written languages: Chinese, English.
- Mediation languages: Chinese, English.