

O-Bank Co., Ltd. Consumer Charter

26 Aug 2021: Implementation approved by O-Bank President

O-Bank, acting in line with our corporate culture of "Always Sincere, Always Here," has established relevant strategies and measures to treat customers in a fair and reasonable manner and provide customers with trustworthy, professional, and convenient financial services. In order to fully implement its Standards for Customer Service and Principles for Fair Treatment of Customers, the bank adopts this Consumer Charter with a view to providing all personnel of the Bank with shared value and principles for customer services.

● Customer Service Standards

1. O-bank, adhering to our corporate culture of "Always Sincere, Always Here," shall provide customers with trustworthy, professional, and convenient financial services.
2. O-bank shall comply with legislation and the competent authority's rules, carry out assessments of legality, and ensure the quality of products and services in order to safeguard customer interests when conducting business and provides services.
3. O-Bank shall assume product liability, observe marketing ethics, ensure the transparency and safety of products and services, and establish and disclose policies on customer rights and interests in order to prevent the products or services from adversely impacting the rights and interests of customers.
4. O-Bank shall abide by relevant legislation and international guidelines in regard to customers' health, safety, and privacy, as well as when involved in marketing and labeling, and it shall not deceive, mislead, commit fraud, or engage in any other acts which would undermine customer trust or damage customers' rights or interests.
5. O-Bank shall fully disclose relevant product or service charges and interest rates. The information shall be always updated to the latest.
6. O-Bank shall comply with the "Personal Information Protection Act" and related legislation in order to respect customers' privacy rights and protect their personal information.
7. O-Bank shall provide a clear and effective channel, via text chat, voice chat, or video cha, for accepting customer complaints, handle customer complaints in a fair and timely manner to protect the interests and rights of customers.
8. O-Bank shall actively send customer satisfaction questionnaires, inviting

customers to provide feedback for future improvements in order to elevate customer experience.

9. O-Bank shall provide appropriate user friendly banking service measures to ensure that people with disabilities can enjoy basic rights, equality, and convenient financial services.

- **User-Friendly Banking Services**

O-Bank provides persons with physical and mental disabilities with a wide variety of user friendly financial services.

1. O-bank has incorporated the "barrier-free service counter" concept into our business environment planning. O-Bank account opening procedures can be conducted completely online, which means that persons with physical or mental disabilities can open accounts without appearing in person at a service counter. Meanwhile persons with special needs also have the option of going to an O-Bank lobby and opening an account with assistance from a specially assigned staffer.
2. Persons with disabilities enjoy reduced service charges when they use an ATM to make an interbank cash withdrawal.
3. Service bells are installed at the entrances to O-Bank lobbies. When a service bell has been rung, a staffer will provide assistance. The height of banknote counters screen at cash service desks can be adjusted so that persons with disabilities can easily observe the counting process.
4. The O-Bank app enables customer service personnel to lend assistance via text chat, voice chat, or video chat in a timely manner.

- **Fair Treatment of Customers Principles**

O-Bank adopted the "Organizational Charter for the Committee on Fair Treatment of Customers" and established the Committee on Fair Treatment of Customers. The Committee is chaired by O-Bank President and work with relevant Senior Management to facilitate the execution of Treat Clients Fairly Principle. The Committee is responsible for overall planning regarding the Principles for Fair Treatment of Customers and their implementation. The Committee also reports to the Board of Directors on the implementation of the Principles and the results of implementation assessments. The Board of Directors oversees the work of the Committee and provides suggestions when appropriate.

O-Bank has also adopted a set of "Principles and Rules for Fair Treatment of Customers" to provide guidelines to O-Bank's various units in protecting financial consumers, and to internalize customer fair treatment as an element of O-Bank's core corporate culture based on the Fair Dealing Principles promulgated by the Financial Supervisory Commission. The nine principles for fair treatment of customers are as follows:

1. Principle of fairness and integrity in contracts

O-Bank shall adopt the principles of fairness, reasonableness, equality, reciprocal benefit, and good faith in the financial product or service agreement when the Company enters into contract with its customer. And The liability of the Company to a financial consumer as set out in relevant regulations shall not be limited or exempted by prior agreement.

2. Principle of due diligence and loyalty

O-Bank shall exercise the due care and loyalty of a good administrator when providing financial products or services. For any financial product or service offered that is of trust, mandate or other contract of similar nature, the Company shall bear the fiduciary duty as may be required by applicable legal provisions or contractual provisions.

3. Principle of truthfulness in marketing and advertising

O-Bank shall not engage in falsehood, deception, concealment, or any other activities that may mislead another party; and shall verify the truthfulness of the content of its advertisements. The obligation of the Company to its consumers shall not be less than that indicated in the content of the advertisements or in the materials or explanations provided to financial consumers; The Company shall not use the name of financial education promotion to introduce specific financial products or services when publishing or broadcasting advertisements and conducting solicitation or promotions.

4. Principle of product or service suitability

O-Bank shall fully understand the information pertaining to the customer in order to ascertain the suitability of those products or services to such customer before the Company enters into a contract with the customer.

5. Principle of notification and disclosure
O-Bank shall fully explain to the financial consumer, the important aspects of the financial products, services, contract terms, so as to fully disclose the associated risks. The explanations and disclosures that the Company provides to the financial consumer shall be in written or via other method that is fully understandable to the financial consumer; and the content thereof shall include aspects of material significance to the interests of the financial consumer.
6. Principle of selling complex high risk products
O-Bank shall record the process of explanation and disclosure by audio or video when providing complex and risky products, except for transactions made via self-service banking or when the customer does not consent to the recording. The initial sale of complex high risk products shall be reported to and approved by the Board.
7. Principle of balanced compensation structures
O-Bank shall design a sales compensation plan that gives equitable consideration to the sales targets, the rights of customers, and the potential risks to the O-bank and its customers while providing financial services or products. And it shall be reported to and approved by the Board.
8. Principle of customer complaint handling
O-Bank shall establish customer complaints handling mechanism in order to handle disputes from customers effectively, which addresses such matters as the scope of consumer disputes, organizational framework, the method of acceptance, handling procedures, resolution deadlines, progress inquiries, follow-up checks, education and training, and a periodic review mechanism. And it shall be reported to and approved by the Board.
9. Principle of professionalism of sales people
O-Bank salespersons shall possess the qualifications required by law and meet the requirements of professional orientation and on-the-job training.