

Principles of Fair Treatment of Customers of O-Bank

December 25, 2024: Resolved by the Board of Directors

Chapter 1 General Provisions

Article 1 (Basis and Purpose of the Establishment)

In order to establish a corporate culture of financial consumer protection, enhance financial consumers' confidence in O-Bank, and ensure that financial consumers are treated fairly and reasonably in the process of providing financial products or services, O-Bank formulated "O-Bank The Principles of Fair Treatment of Customers" in accordance with "The Principles of Treating Customer Fairly in the Financial Services Industry" promulgated by the Financial Supervisory Commission., "Assessment Mechanism for the Principle of Treating Customer Fairly in the Financial Services Industry" and "Directions for Financial Institutions on Strengthening the Implementation of Treating Customer Fairly".

Article 2 (Corporate Culture)

O-Bank's core values are "Integrity, Professionalism, Teamwork, Innovation, and Honor", and we uphold the concept of "Sincerity and Friendly Treatment" and "The Principle of Fair Treatment of Customers" as our company's core corporate culture, aiming to make "Fair Treatment of Customers" become the key value and code of conduct that the entire company follows.

Article 3 (Organizational Structure)

In order to strengthen the implementation of "The Principle of Fair Treatment of Customers", O-Bank has the Board of Directors as the highest supervisory unit and a "Fair Treatment of Customers Implementation Committee" (hereinafter "the Committee") led by the President to be responsible for the planning and implementation of the Principle of Fair Treatment of Customers and to regularly report the implementation results to the Board of Directors.

The organization and operation of the Committee are also acted in accordance with the O-Bank's "The Fair Treatment of Customers Implementation Committee Charter".

Chapter 2 Principles and Policies of Fair Treatment of Customers

Article 4 (Principle of fairness and good faith in contracting)

The contract concluded between O-Bank and financial consumers to provide financial products or services shall be based on the principles of fairness, reasonableness, equality, reciprocity and good faith, and shall not limit or exempt O-Bank's liability to financial consumers in advance. If there is any doubt about the terms of the contract, it shall be interpreted that is beneficial to financial consumers.

Article 5 (Principle of Duty of Care and Fidelity)

When O-Bank provides financial products or services, it shall fulfill the duty of care; if the financial products or services provided are of a trust or entrustment nature, it shall bear the obligation of loyalty in accordance with applicable laws and regulations or contractual agreements.

Article 6 (Principle of Truth in Advertising and Solicitation)

When publishing and broadcasting advertisements and conducting sales solicitation or sales promotion activities, O-Bank shall not engage in falsehood, fraud, concealment, or other matters that may cause others to misbelieve, and shall ensure the authenticity of its advertising content and its obligations to financial consumers. It shall not be less than the information or descriptions provided in advertisements and when conducting business solicitation or business promotion activities, nor shall it be used to promote individual financial products or services through financial education.

Article 7 (Principle of Product or Service Suitability)

Before entering into a contract with a financial consumer to provide financial products or services, O-Bank should fully understand the relevant information of the financial consumer to ensure the suitability of the product or service for the financial consumer.

O-Bank's initial sales of complex and high-risk products must be submitted to the board of directors for approval.

Article 8 (Principle of Notification and Disclosure)

Before O-Bank enters into a contract to provide financial products or services with financial consumers, it shall fully explain to the financial consumers the important contents of the financial products, services and contracts, and fully disclose the risks thereof, in a manner that the financial consumers can fully understand. Written or otherwise, its contents should include important contents

on the rights and interests of financial consumers.

For complex and high-risk products provided by O-Bank, the explanations and disclosures related to the preceding paragraph shall be audio or video-recorded, except for non-over-the-counter automated channel transactions or where financial consumers do not consent.

Those involved in the collection, processing and utilization of personal data in paragraph 1 of this Article shall fully explain to financial consumers their rights related to the protection of personal data and the possible disadvantages of refusing to consent.

Article 9 (Principle of Equitable Remuneration and Performance)

O-Bank should formulate a remuneration system for business personnel and submit it to the board of directors for approval. The formulation of the remuneration system should take a balanced consideration of the various risks that may arise to the company and customers from the rights and interests of customers and financial products or services, and should not only consider the achievement of performance targets for financial products or services.

Article 10 (Principles of Complaint Protection)

In order to improve the efficiency and quality of consumer dispute handling, O-Bank should establish a consumer dispute handling system, which should at least include the scope of consumer disputes, organizational structure, acceptance methods, processing procedures, processing timeliness, progress inquiry, tracking and auditing, education and training and regular review, etc., and should be submitted to the board of directors for approval.

Article 11 (Principles of professionalism of sales personnel)

O-Bank's personnel engaged in financial products or services must comply with regulatory requirements to obtain relevant licenses, log in, and receive education and training.

Article 12 (Principle of Friendly Service)

In all stages of financial products and services from design to sales, including ideation, development, testing, launch, sales, review, etc., O-Bank should consider the needs of the elderly and people with disabilities and be friendly to these groups.

O-Bank should proactively plan and implement policies, strategies or other

detailed implementation standards for treating the elderly, people with disabilities and other groups fairly according to its business characteristics; and implement monitoring and evaluation of whether the financial products and services provided meet customer needs, and review fairness and effectiveness of procedures and policies for treating customers such as the elderly and people with disabilities.

O-Bank encourages all units to formulate policies, strategies, and internal guidelines for financial products and services that are superior to current regulations in order to promote sustainable innovation and inclusive financial services.

Article 13 (Implementing the Principle of Integrity Management)

O-Bank should promote a culture of integrity management from top to bottom, proactively plan and implement relevant measures based on business characteristics, such as accountability systems, employee codes of conduct, measures to prevent conflicts of interest, provide appropriate reporting channels, conduct relevant education and training, and establish and improve risk management measures. Establish an assessment mechanism for the risk of dishonest behavior, specify operating procedures, violation punishment and appeal systems in the plan to prevent dishonest behavior, implement and regularly review and amend the disclosure plan.

In order to implement integrity management, O-Bank should establish an effective internal control system, and the audit department should formulate relevant audit plans based on the assessment results of dishonest behavior risks, and use them to check the compliance with the plan to prevent dishonest behaviors, or entrust external accountants perform audits.

Chapter 3 Principles and Strategies of Fair Treatment of Customers

Article 14 (Compliance of Products and Services)

When each unit of O-Bank provides financial products or services, it should adopt appropriate procedures to evaluate whether the products or services meet customer needs, including the design, advertising, sales, contract fulfillment, service consultation and customer complaint handling, etc., all of which should

consider customers. For example, the characteristics of products or services are suitable for customers, designing a sales process that meets customer needs, reviewing customer complaint information, allowing employees to give feedback to improve customer treatment processes, reviewing the effectiveness of processes and policies for treating customers fairly, etc. to ensure that products and services meet customer requirements, and should comply with relevant laws and regulations on financial consumer protection to achieve the purpose of treating customers fairly.

The formulation, revision or abolition of O-Bank's various operating and management guidelines should involve the participation of Legal & Compliance, Internal Audit and Risk Management departments and other relevant units when necessary.

When each unit launches a new product or new business and conduct a product review meeting in accordance with O-Bank's relevant guidelines, the proposing unit should fill in the "Evaluation Form on the compliance of Principles of Fair Treatment of Customers for New Product/New Service" (as attached) and submit it to the Legal and Compliance department's review. The evaluation form is one of the documents that the product review team should review.

Before O-bank introduces a new product or service and applies to the competent authority for approval to offer a new business, the chief compliance officer shall issue and sign an opinion statement undertaking that the new product, service or business complies with applicable regulations and internal rules.

Article 15 (Necessity of review and adjustment)

When customer complaints or financial consumption disputes occur, each unit shall handle them promptly and properly in accordance with O-Bank's relevant dispute resolution system and regulations. The Committee shall also examine whether there are any violations of the principles of fair treatment of customers or financial consumer protection laws and regulations and timely made amendments where necessary to relevant regulations or operating procedures.

The Financial Business Division, Financial Markets Division, Operation Management Division, Information Technology Division, and Business Strategy Division should regularly refer to the examples listed in "Directions for Financial Institutions on Strengthening the Implementation of Treating Customer Fairly" and related deficiencies or businesses at least annually, submit the report to the Committee for review and examine whether there is any need to adjust.

Chapter 4 Execution of the principle of Fair Treatment of Customers

Article 16 (Execution of the principle of Fair Treatment of Customers)

Each unit of O-Bank should follow the policy and strategy of treating customers fairly and formulate relevant norms in internal business management guidelines or operating manuals to facilitate employees' compliance and execution.

O-Bank's operational risk units should, in accordance with relevant regulations, review whether each unit's implementation of the principle of fair treatment of customers is appropriate, identify possible violations, and formulate specific solutions.

O-Bank's implementation status of the principle of fair treatment of customers is handled by the Committee in accordance with the "The Fair Treatment of Customer Implementation Committee Charter" and the Implementation Status and Results Report are reported to the board of directors on a regular basis. According to regulations, the members of the Committee must review bank's performance assessment results on Treat Customer Fairly of the previous year. The self-assessment results are then submitted to the Board of Directors for review and then to the Financial Supervisory Commission before the end of April each year.

In addition to the relevant business training of each unit, in order to specifically implement the policies and strategies of the principle of fair treatment of customers and enhance the awareness and professional knowledge of O-Bank's staff in complying with the regulations and treating financial consumers fairly and reasonably, this rule should include training courses. Training topics should include regulations of financial consumer protection, case studies and consumer response simulation , at least three hours of classes in person or online courses and employee training courses are regularly conducted every year.

Article 17 (Internal Control and Audit System)

The formulation and implementation of policies and strategies related to the "Principles of Fair Treatment of Customers" should be incorporated into O-Bank's internal control and audit system.

Article 18 (Procedure for reporting violations of Principles of Fair Treatment of Customers)

The incident unit shall make a preliminary judgement on whether the incident violated the principle of fair treatment of customers, and then submit it to Legal and Compliance Department.

If it is confirmed that the operational risk incident violates the principle of fair treatment of customers, the incident unit shall adopt necessary emergency measures and carry out the following reporting procedures according to the number of customers affected:

- A. If the number of affected customers is 20 or more, the director (or department head if there is no director) of the incident unit shall report to President within 2 hours and simultaneously inform the members of Committee and Corporate Communications Department.
- B. If the number of affected customers is less than 20, the director (or department head if there is no director) of the incident unit shall report to President within one day and simultaneously inform the members of Committee and Corporate Communications Department.
- C. If the incident unit initially determines that the violation of the principle of fair treatment of customers is also in breach of personal information, information security or constitute a significant accidental event, it shall be handled in accordance with the “O-Bank’s Guidelines on the Notification、Response and Prevention for Breach of Personal Data”, “O-Bank’s Guidelines on Information Security Management” or “O-Bank’s Report Requirements for Significant Accidental Event” and report to Information Departments, Personal Information Team and the Financial Supervisory Commission in accordance with the “Regulations Governing Scope, Reporting Procedures and other Compliance Matters of Material Contingencies” to be Reported by Financial Institutions.

Chapter 5 Supplementary Provisions

Article 19 (Regulatory updates)

O-Bank should always pay attention to the amendments to the laws and

regulations listed in this policy, and update the policies and strategies on the principle of fair treatment of customers according to the latest amendments.

Article 20 (Supplementary Provisions)

This policy shall be submitted to the Board of Directors for approval, including revisions. The revision of the appendix "Evaluation Form on the Principles of Fair Treatment of Customers for New Products/New Services" is authorized for approval by the President.

Version	Date	Legislative / Regulatory History	Responsible Department	Approval
V1	April 19, 2016		Legal and Compliance Department	Resolved by the Board of Directors
V2	December 28, 2016	Renaming of the Principles, passed by resolution of the 23rd session of the 6th Board of Directors of O-Bank, and took effect on 1 Jan. 2017.	Legal and Compliance Department	Resolved by the Board of Directors
V3	April 29, 2020		Legal and Compliance Department	Resolved by the Board of Directors
V4	November 4, 2020		Legal and Compliance Department	Resolved by the Board of Directors
V5	February 23, 2022		Legal and Compliance Department	Resolved by the Board of Directors
V6	August 23,		Legal and	Resolved by the

	2022		Compliance Department	Board of Directors
V7	December 25, 2024		Legal and Compliance Department	Resolved by the Board of Directors