
Corporate Consumer and Client Service Management Policy and Complaint Handling Procedures

Walsin Lihwa Corporation

Article 1 Health and Safety

- 1.1 The Company shall ensure that all products, within reasonable and necessary scope, comply with national and international health and safety standards, and disclose obtained certifications or accreditations on the Company's website.
- 1.2 The Company shall comply with relevant laws and regulations throughout the processes of design, manufacturing, packaging, transportation, and sales to ensure the safety and health of consumers or clients.
- 1.3 If the Company identifies any potential health or safety risks associated with its products, it shall promptly take necessary actions, including notifying consumers or clients, and may implement corresponding measures in accordance with the competent authority's regulations, such as product recalls.

Article 2 Advertising, Marketing, and Product Labeling Standards

- 2.1 Relevant departments of the Company shall ensure that advertising and marketing activities comply with applicable laws. All marketing materials, advertisements, and product labels must be truthful, accurate, and clear, and must not exaggerate or mislead consumers or clients. Prior to publication, advertisements shall be reviewed in accordance with the Company's "Advertising Publication Management Guidelines."
 - 2.2 Product packaging and labeling shall comply with the Commodity Labeling Act and other relevant regulations. Products subject to mandatory inspection shall be submitted to qualified institutions for testing. To further protect the rights and health of consumers and clients, relevant departments may obtain voluntary or non-mandatory certifications for products.
 - 2.3 To safeguard the rights and health of consumers and clients, when selecting new suppliers, relevant departments shall follow the "Supplier Management Guidelines" and the "Supplier Corporate Social Responsibility Performance Evaluation Principles," and require suppliers to sign a Management Commitment Letter affirming their dedication to complying with domestic and international CSR standards and relevant laws.
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Article 3 Protection of Client and Consumer Personal Data and Complaint Mechanisms**3.1 Personal Data Protection**

The Company shall comply with the Personal Data Protection Act and other applicable laws, and manage and protect the privacy of consumers and clients in accordance with its “Personal Data Protection Management Guidelines.”

3.2 Communication and Complaint Channels and Procedures

3.2.1 To uphold ethical business practices and protect the rights of consumers and clients, the Company has established a complaint mailbox on its website for stakeholders to raise concerns or file complaints. Contact and complaint email: opinion@walsin.com

3.2.2 Upon receiving a complaint or inquiry, the Company shall investigate, handle, and respond in accordance with the “Stakeholder Feedback and Complaint Procedures,” and process the matter fairly under applicable laws and internal policies. The identity and data of the complainant shall remain confidential unless consent is obtained.

3.2.3 If a complaint is found to involve violations or suspected illegal conduct, the Company shall refer the matter for disciplinary action against the responsible personnel or pursue legal accountability in accordance with applicable laws and regulations.

3.2.4 All complaint records, including acceptance, investigation, and results, shall be documented and retained for five years, either in written or electronic form. If litigation or arbitration related to the complaint arises before the retention period ends, the records shall be preserved until the legal proceedings conclude.

3.2.5 Complaints shall be handled as confidential cases and documented accordingly. The Audit Office shall oversee relevant departments to ensure prompt resolution and improvement. A response or notification shall be provided within 30 days of receipt.

Article 4 Supervision and Implementation

The Company shall periodically review the implementation of these measures and revise the content in accordance with applicable laws and regulations.

Article 5 Matters Not Covered

Any matters not addressed herein shall be governed by the Company’s relevant management regulations and applicable laws and regulations issued by competent authorities.
