

<Nan Shan Life Insurance Notice of Important Rights for Policyholders>

Dear beloved client:

Thank you for your support and care for our company. As we are obligated to protect your rights, we hereby issue this notice to you as a reminder of your rights and interests:

- ❖ When you receive the payment slip or receipt, please check to ensure the insurance premium amount is correct.
- ❖ Please properly safeguard your insurance policies, seals, passbooks, financial cards, account numbers, and passwords (i.e., account passwords for online insurance/ insurance area).
- ❖ Please verify that the content of the contract is correct and sign it personally. **Do not sign any blank insurance contract documents in advance.**
- ❖ Your contact information (i.e., email/ address/ telephone/ mobile number) is an important channel for our company to contact you. If there is any contact information change in the future, the proposer must notify the company in writing or other prescribed methods.
- ❖ Please pay the insurance premium to the Nan Shan Life Insurance account as listed in the company's insurance premium payment notice. **Do not remit/ transfer/ allocate money to any other account.**

Please pay attention to our company's premium payment-related provisions as follows:

- ❖ The company will send you an insurance renewal premium payment notice, **and will not ask you to pay unexpired insurance premiums in advance.**
- ❖ If the insurance premium is paid via check, the salesperson **will also deliver the payment slip or receipt to you.** If the first or insurance renewal premium installment is paid via credit card, automatic bank transfer, or manual remittance/allocation, our company will mail the payment slip or receipt to you.
- ❖ For insurance premiums paid in foreign currency, the relevant payments shall not be paid via NTD, and **our company does not authorize any salesperson to collect foreign currency insurance policy premiums.** The remittance matters shall be handled by the proposer or beneficiary with the banking industry according to the Regulations Governing the Declaration of Foreign Exchange Receipts and Disbursements or Transactions. If a foreign currency insurance

product needs to refund insurance premiums, the company shall remit the funds to the foreign exchange deposit account via financial institution remittance.

If you have any questions about the preceding reminders or other issues, please call our customer service center toll-free service hotline: 0800-020-060 or our overseas consultation hotline (payphone): +886-2-8752-2111, and we will gladly provide services to you.