

Certificate TW22/00001014



The management system of

China Life Insurance Co., Ltd.

3F, 4F, 5F, 6F, 7F., No. 135, Dunhua N. Rd., Songshan Dist., Taipei City 105021, Taiwan (R.O.C.)

has been assessed and certified as meeting the requirements of

ISO 22301:2019

For the following activities

Insurance customer service includes contract termination operations, loan operations, maturity payment, survival payment operations, annuity payment operations, claims operations, and new insurance contract operations.

This certificate is valid from 27 October 2022 until 27 October 2025 and remains valid subject to satisfactory surveillance audits.

Issue 1. Certified since 27 October 2022

Certified activities performed by additional sites are listed on subsequent pages.

Authorised by
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China Life Insurance Co., Ltd.



ISO 22301:2019

Issue 1
Sites
China Life Insurance Co., Ltd. 3F, 4F, 5F, 6F, 7F., No. 135, Dunhua N. Rd., Songshan Dist., Taipei City 105021, Taiwan (R.O.C.) Insurance customer service includes contract termination operations, loan operations, maturity payment, survival payment operations, annuity payment operations, claims operations, and new insurance contract operations.
China Life Insurance Co., Ltd. Headquarters - Dunbei Building (backup space for corporate headquarters) No. 122, Dunhua N. Rd., Songshan Dist., Taipei City 105405, Taiwan (R.O.C.) The backup space for Insurance customer service includes contract termination operations, loan operations, maturity payment, survival payment operations, annuity payment operations, claims operations, and new insurance contract operations.
China Life Insurance Co., Ltd. Taichung Branch No. 2-107, Wuquan Rd., West Dist., Taichung City 403252, Taiwan (R.O.C.) Taichung's insurance contract operation department and business administration department are responsible for the business.
China Life Insurance Co., Ltd. Taoyuan, Hsinchu Branch 4F., No. 73, Jingguo 1st Rd., Taoyuan Dist., Taoyuan City 330063, Taiwan (R.O.C.) The backup space for the Taichung's insurance contract operation department and business administration department are responsible for the business.



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