

Certificate TW22/00001014 / 證書 TW22/00001014

The management system of / 下述組織

KGI Life Insurance Co., Ltd.

凱基人壽保險股份有限公司

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

105021 臺北市松山區敦化北路 135 號 3、4、5、6、7 樓

has been assessed and certified as meeting the requirements of
的管理系統已經過審核，並被證明符合下述要求

ISO 22301:2019

For the following activities / 所涵蓋的活動範圍

The certification scope of the Business Continuity Management System (BCMS) covers policyholder service activities, including insurance policy termination operations, policy loan operations, maturity payments, survival payments, annuity payments, claims operations, and new insurance policy operations

營運持續管理系統驗證範圍包含：保單解約作業、保單貸款作業、滿期金、生存金與年金支付作業、理賠作業及新契約作業之保戶服務活動。

This certificate is valid from 27 October 2025 until 27 October 2028 and remains valid subject to satisfactory surveillance audits.

此證書的有效期自 2025 年 10 月 27 日 至 2028 年 10 月 27 日 且其有效性應繫於持續符合的定期稽核

Issue 4. Certified since 27 October 2022

版次 4. 原始註冊日期 2022 年 10 月 27 日

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

其它場區/合法實體之驗證活動於後續頁上列出

L. Moran

Authorised by / 簽署

Liz Moran

Business Manager

SGS United Kingdom Ltd

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KGI Life Insurance Co., Ltd.

凱基人壽保險股份有限公司

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ISO 22301:2019

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Sites / 場區

KGI Life Insurance Co., Ltd.

凱基人壽保險股份有限公司

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

105021 臺北市松山區敦化北路 135 號 3、4、5、6、7 樓

Provision of operation for Business Continuity Management System and in-scope services processing planning, and resources needed, which includes: Insurance customer service includes contract termination operations, loan operations, maturity payment, survival payment and annuity payment operations for foreign currency, claims operations, and new insurance contract operations; Operation of maturity payment, survival payment and annuity payment operations; Backup office for insurance customer service includes contract termination operations, loan operations, claims operations, and new insurance contract operations.

營運持續管理系統及驗證範圍服務流程規劃之營運，及服務所需資源的提供，包括：保戶服務之解約、貸款作業，保單作業之滿期金、生存金、年金支付作業，理賠以及新契約相關作業；保單作業之滿期金、生存金、年金外幣支付作業之營運；保戶服務之解約、貸款作業，理賠以及新契約相關作業之備援辦公室。

KGI Life Insurance Co., Ltd. Headquarters, Dunbei Building

凱基人壽保險股份有限公司總公司敦北大樓

No. 122, Dunhua N. Rd., Songshan Dist., Taipei City 105405, Taiwan (R.O.C.)

105405 臺北市松山區敦化北路 122 號

Provision of information technology related resources needed for in-scope services, which includes: Insurance customer service includes contract termination operations, loan operations, maturity payment, survival payment and annuity payment operations, claims operations, and new insurance contract operations; Operation of insurance customer service includes contract termination operations, loan operations, claims operations, and new insurance contract operations; Backup office for process planning departments for in scope services, and payment operation for maturity payment, survival payment and annuity payment operations in foreign currency.

驗證範圍內服務所需資訊科技相關資源的提供，包括：保戶服務之解約、貸款作業，保單作業之滿期金、生存金、年金支付作業，理賠以及新契約相關作業；保戶服務之解約、貸款作業，理賠以及新契約相關作業之營運；驗證範圍內服務流程規劃單位，及保單作業之滿期金、生存金、年金支付外幣作業之備援辦公室。



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Sites / 場區

KGI Life Insurance Co., Ltd. Taichung Branch

凱基人壽保險股份有限公司台中分公司

No. 2-107, Wuquan Rd., West Dist., Taichung City 403252, Taiwan (R.O.C.)

403252 臺中市西區五權路 2 之 107 號

Operation of insurance customer service includes contract termination operations, loan operations, claims operations, and new insurance contract operations; and payment operation for maturity payment, survival payment and annuity payment operations in local currency.

保戶服務之解約、貸款作業，理賠以及新契約相關作業；及保單作業之滿期金、生存金、年金台幣支付作業之營運。

KGI Life Insurance Co., Ltd. Tau-Chu Branch

凱基人壽保險股份有限公司桃竹分公司

4F., No. 73, Jingguo 1st Rd., Taoyuan Dist., Taoyuan City 330063, Taiwan (R.O.C.)

330063 桃園市桃園區經國一路 73 號 4 樓

Backup office for in scope services provided by Taichung Branch.

台中分公司於驗證範圍內所提供服務之備援辦公室。



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