

KGI LIFE INSURANCE CO., LTD.

Regulations Governing Whistleblowing of Illegal,
Immoral, or Unethical Conducts

Regulation No.: Compliance - 014
Compiling Department: Compliance Department
Version: Version 7
Amendment Date: Jan. 30th, 2024

Article 1 Basis

KGI Life Insurance Co., Ltd. (hereinafter referred to as "the Company"), for the purpose of protecting the legitimate rights and interests of whistleblowers and respondent, has established the "Regulations Governing Whistleblowing of Illegal, Immoral, or Unethical Conducts" (hereinafter referred to as "the Regulations") in accordance with Article 32-2 of the "Regulations Governing Implementation of Internal Control and Auditing System of Insurance Enterprises", Article 28-1 of the "Corporate Governance Best Practice Principles for the Insurance Enterprises", Article 2, Paragraph 7 of the Company's "Code of Ethics", Article 20 of the "Integrity and Ethics Management Best Practice Principles", and Article 13 of the "Procedures for Integrity and Ethics Management and Guidelines for Conduct".

Article 2 Scope of Application

Any person discover any of the Company's employee to be in violation of the Code of Ethics, Integrity and Ethics Management Best Practice Principles, Procedures for Integrity and Ethics Management and Guidelines for Conduct, or engaged in other crime, corruption, or activities in violation of law, shall report such acts or activities in accordance with the Regulations.

Article 3 Receiving, Acceptance and Investigation Unit

The Company's Compliance Department is the receiving unit for any illegal, immoral, or unethical misconduct.

After the reported case is received, the receiving unit shall report it in accordance with the following rules, and the person who receives the report shall be the convener, who shall organize and command the investigation team to decide whether to accept the case or not in accordance with Article 5, paragraph 2 of the Regulations, and make a decision of "Case not entertained" in accordance with Article 5, paragraph 3 of the Regulations or make a decision of accepting the case then proceed to the investigation process in accordance with Article 7 of the Regulations:

- a. Respondents who are employees below the level of Senior Vice President (excluding), shall be reported to the general manager.
- b. Respondents who are director or a management level with responsibilities equivalent to Senior Vice President or above, shall be reported to the convener of the audit committee.
- c. Respondents who are independent directors, shall be reported to the Chief Compliance Officer and the Chief Auditor.

Article 4 Report Venues

The whistleblower may report to the receiving unit via four different venues: In-person, via written form, e-mail (whistleblower@kgilife.com.tw), or telephone. Said venues shall be publicly disclosed on the Company's website.

Article 5 Processing Procedures for Reported Cases

The whistleblower shall provide the following details and information.

- a. Whistleblower's real name and contact information. For anonymous whistleblowers, effective contact information shall at least be provided.
- b. Whistleblower shall state the facts and provide relevant evidence.

Should any of the following occur, the investigation team may make a decision of "Case not entertained":

- a. The whistleblower fails to state the facts and provide relevant evidence requested in aforementioned paragraphs.
- b. Information provided by the whistleblower includes malicious intent, false accusations, lacks of specificities, or is not in violation of laws and regulations.
- c. The statement does not belong to cases of reporting illegal, immoral, or unethical conducts.
- d. The same reported situation of the same respondent has been verified by the company, the Financial Supervision Commission, the Financial Ombudsman Institution, the court, or other government agencies, or the case has been closed.
- e. If there are other applicable procedural norms in the reported case, the investigation team may make a decision of transferring it to the responsible unit and submit relevant information, and the transferred unit shall continue to deal with it in accordance with its norms.

After receiving the reported case, the receiving unit shall record it in the registration form (Appendix 1) and make a written record form (Appendix 2); If it is a case that is not accepted, decision of "Case not Entertained" shall be made (see Appendix 3) by the investigation team, and the receiving unit shall notify the whistleblower. The receiving unit shall also prepare a receipt for acceptance (Appendix 4) and deliver it to the whistleblower by letter, email or other means, but if the whistleblower fails to provide a valid contact information, the restriction foresaid shall not apply.

The company shall notify the whistleblower in writing or other means of the result of the investigation.

Unless otherwise provided by the law, if the same reported case of the same respondent has been accepted by the Financial Supervisory Commission, the Financial Ombudsman Institution, the court, or other government agency but has not yet been resolved, the investigation team of the company may suspend the procedures of deciding to accept the case or investigation, and take action after the completion of the aforementioned procedures.

Article 6 Protection of the Whistleblower

The Company shall keep the identity of the whistleblower confidential, and the relevant information shall be carefully stored, encrypted and protected, and access rights shall be restricted. Information that is sufficient to identify the whistleblower shall not be disclosed.

If the whistleblower is an employee of the Company, the Company shall provide appropriate protective measures and ensure that the employee will not be dismissed, demoted, reduced in salary, or subject to any other adverse punishment due to the whistleblower's rights and interests in accordance with laws, regulations, contracts, or customs. Provided that the whistleblower falls under the second paragraph of Article 11, this restriction shall not apply.

Article 7 Investigation and Submission Procedures for Reported Cases

With the exception of when “Case not Entertained” and transfer conditions stated in Article 5 are met, the investigation procedure of the received case should be completed within two months, and may be extended if necessary.

If verification is required in the course of the investigation, the investigation unit may request relevant information or data from relevant units or the whistleblower. The investigation unit may also question the whistleblower or the respondent, and make records of such question.

Investigation report (Appendix 5) shall be compiled after conclusion of the investigation, and distributed to relevant units after approved by the convener of the investigation unit. If the respondent is a Director or a manager in a position equivalent to that of a Senior Vice President or above, the investigation report should be submitted to the Company’s Audit Committee for review.

Article 8 Follow-up Processing Procedures for Reported Cases.

If the respondent is deemed to have engaged in illegal, immoral, or unethical misconduct after thorough investigation, the Company shall immediately request the respondent to cease all relevant misconduct, and take appropriate measures in light of the

violation. Prior to implementing final disciplinary actions, the Company shall provide the respondent an opportunity to state their opinions.

If the reported case is deemed to be a material contingency or violation of the law after thorough investigation, relevant authorities should be reported or informed.

If the reported case has been verified to be true, the Company shall request relevant departments to conduct revisions of internal control and operating procedures, and submit compiled information to the Company's Integrity and Ethics Management Committee.

The Company shall notify the whistleblower on the progress of the case via written or other forms of communication, but this restriction shall not apply if the whistleblower fails to provide a valid contact information.

Article 9 Avoidance

For parties who have family relationships or potential conflicts of interest regarding the reported case, avoidance should be exercised during receiving, acceptance, investigation, review, and other relevant procedures of the reported case.

Article 10 File Maintenance and Archiving

All information regarding the reported case, including the receiving, acceptance, investigation process, investigation result, and other relevant information, should be retained for a minimum of five years. If litigation concerning the reported case occurs prior to the expiry of the retention period, the retention period of all relevant information shall be extended till the conclusion of the litigation.

Article 11 Rewards and Punishments

If the reported case is verified to be true and with grave circumstances, the Company should process the case in accordance with relevant laws or the Company's relevant regulations, and provide the whistleblower with appropriate rewards.

If the whistleblower is an employee of the Company and is in the full knowledge that the reported activity is false, or if the whistleblower provides false evidence, the Company shall impose appropriate punishments.

Article 12 Education Training

The Company shall promote the whistleblowing system, and hold education training for its personnel at least once a year.

Article 13 Amendment and Implementation

The regulations shall come into effect after being approved by the board of

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directors, and the same shall apply when revised.

The addition, modification, or deletion of the appendix to the regulations shall be approved by the General Manager of the Company.

Appendix 1: Registration Form for reporting Illegal, Immoral, or Unethical Conducts

Registration Form for reporting Illegal, Immoral, or Unethical Conducts

Case No.	Received On	Whistleblower	Venues	Reasons for reporting cases	Undertaker	Result

Appendix 2: Record Form for reporting Illegal, Immoral, or Unethical Conducts

Record Form for reporting Illegal, Immoral, or Unethical Conducts

Whistleblower	Name	
	Contact Address	
	Phone Number	
	Email Address	
Respondent	Name	
	Department	
	Position Title	
	Main Duty	
	Other Info.	
Venues	<input type="checkbox"/> In-Person <input type="checkbox"/> Written Form <input type="checkbox"/> Email <input type="checkbox"/> Telephone	
Reporting matters	<ul style="list-style-type: none"> ● Time of occurrence : ● Location of occurrence : ● Reporting matters : ● Other relevant facts/information : 	
Ever reported to the Company	<input type="checkbox"/> Has not reported/appealed to the Company. <input type="checkbox"/> Previously reported/appealed to the Company.	
Evidence		

Review Supervisor			Undertaker		
(MM)	(DD)	(YYYY)	(MM)	(DD)	(YYYY)

Appendix 3: Decision of “Case not Entertained”

Decision of “Case not Entertained”

Case No.	
Received On	
Whistleblower	
Respondent	
Reasons for Reporting case	
Overview of Reporting Contents	
Basis of “Case not Entertained”	<p>“Case not Entertained”, due to:</p> <ul style="list-style-type: none"> <input type="checkbox"/>The Whistleblower failed to provide description of the fact and info. in accordance with Article 5, Paragraph 1 of the Regulations. <input type="checkbox"/>Information provided by the whistleblower includes malicious intent, false accusations, lacks of specificities, or the case is not in violation of laws and regulations. <input type="checkbox"/>The statement provided by the whistleblower does not fall under the category of whistleblowing cases of illegal, immoral, or unethical conducts. <input type="checkbox"/>The same reported situation of the same respondent has been verified by the company, or the case has been closed. <ul style="list-style-type: none"> <input type="checkbox"/>Previously reported/appealed to the Company. <input type="checkbox"/>Previously reported/appealed to other institution, _____ ° <input type="checkbox"/>Other applicable procedural norms in the reported case , will transfer to _____ °

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Convener of the investigation team	The investigation team
(MM) (DD) (YYYY)	(MM) (DD) (YYYY)

Appendix 4: Receipt of reporting Illegal, Immoral, or Unethical Conducts

Receipt of reporting Illegal, Immoral, or Unethical Conducts

Case No.	
Whistleblower	
Venues	
Received On	(MM) (DD) (YYYY)

Appendix 5 Investigation report on cases of reporting Illegal, Immoral, or Unethical Conducts

Investigation report on cases of reporting Illegal, Immoral, or Unethical Conducts

Case No.	
Received on	
Venues	
Whistleblower	
Respondent	
Fact of the Case	
Result of Investigation	The Case <input type="checkbox"/> verified to be true <input type="checkbox"/> verified not to be true Explanation:
Subsequent processing	
Evidence	