



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

Dear valued 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 (e.g., account numbers and passwords for online insurance/ insurance area).
- ❖ Please personally sign the contract after confirming the correctness of the content thereof. **Do not sign any blank insurance contract documents in advance.**
- ❖ Your contact information (e.g., email/ address/ telephone/ mobile number) is an important channel for our company to contact you. If there is any change of contact information in the future, the proposer must notify our company of such change in writing or other prescribed methods.
- ❖ Please pay the insurance premium to the Nan Shan Life Insurance account as listed in our 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:

- ❖ Our company will send you an insurance renewal premium payment notice, **and will not request you to prepay any undue insurance premiums.**
- ❖ Our company's **salespersons can only collect cash in an amount of NT\$3,000 or less.** If the amount of insurance premiums exceeds NT\$3,000, please use other payment channels to pay the insurance premiums (e.g., remittance / transfer / allocation / credit card, etc.).
- ❖ If the amount of insurance premiums is paid in cash or by check, the salesperson **will concurrently deliver the payment slip or receipt to you.**

If you pay the first installment of insurance premiums via credit card, automatic

bank transfer, or manual remittance / allocation, our salesperson will personally provide the payment slip or receipt together with the insurance policy to you.

- ❖ If you pay the renewal installments of insurance premiums via credit card, automatic bank transfer, or manual remittance / allocation, our company will mail the payment slip or receipt to you.
- ❖ For any foreign-currency denominated insurance policy, the relevant payments shall not be paid in NTD, and **our company does not authorize any salesperson to collect from you any premiums of any foreign-currency denominated insurance policy**. The matters of remittance and settlement shall be handled by the proposer or beneficiary with financial institutions in the banking industry according to the Regulations Governing the Declaration of Foreign Exchange Receipts and Disbursements or Transactions. If the insurance premiums of a foreign-currency denominated product need to be refunded, our company shall remit the funds to the foreign exchange deposit account via financial institution remittance channels.

If you have any questions about the preceding reminders or other inquiries, please contact our customer service center and call 24-hour toll-free hotline: 0800-020-060 or our overseas consultation hotline (pay call) at +886-2-8752-2111, and we will gladly provide services to you.