

## Policyholder Important Rights Notice

Dear Policyholder:

Thank you for your support and patronage of Shin Kong Life Insurance. We greatly value the trust you have placed in us. It is our duty and mission to safeguard your rights. Shin Kong Life Insurance's sales representatives work together to protect your interests. Should you have any suggestions or inquiries, please call the Shin Kong Life Insurance customer service hotline at 0800-031-115.

**1. Personal Review and Signature of Policy Documents :**

Policyholders are requested to personally read and sign the relevant policy documents. Sales representatives are not permitted to sign on behalf of policyholders or fill out insurance contract documents without their consent or authorization.

**2. Management of Online Insurance Service Accounts :**

Policyholders should personally manage their online insurance service accounts and passwords. Sales representatives are not allowed to hold or operate policyholders' online insurance service accounts and passwords.

**3. Personal Payment Handling :**

Policyholders should personally make payments or transfer funds to the designated account of "Shin Kong Life Insurance Co., Ltd." Sales representatives are not allowed to use personal accounts to accept related payments from policyholders and are strictly prohibited from engaging in private financial transactions with policyholders.

**4. Safeguarding of Personal Items :**

Policyholders should properly safeguard their insurance policies, seals, passbooks, ATM cards, and passwords. Sales representatives are not allowed to manage policyholders' insurance policies, seals, passbooks, ATM cards, and passwords on their behalf.

**5. Regular Review of Contact Information :**

Policyholders are requested to regularly review their contact information, such as mailing address, contact phone number, and email address. Sales representatives are not allowed to provide their own or others' residential addresses, office addresses, or other non-client contact information for policyholders to use.

**6. Honest Disclosure in Insurance Contracts :**

Policyholders should honestly disclose information in response to the company's written inquiries when entering into insurance contracts. Sales representatives must not induce policyholders to make false disclosures or knowingly conceal information that should be disclosed.

**7. Regular Review of Policy Content and Payment Status :**

Policyholders should regularly review the content of their policies and payment status. Sales representatives must not neglect to explain the policy rights and obligations to policyholders.

Sincerely,  
Shin Kong Life Insurance Policyholder Relationship Department

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