CHC HEALTHCARE GROUP

Customer / Consumer Rights Protection Policy and Complaint Handling Procedure

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Effective Date: December 16, 2025 (ROC Year 114)

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Applicable Regions: Primarily governed by the laws and regulations of the Republic of China (Taiwan). For cross-border business, applicable local laws and contractual agreements shall also be observed.

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1. Policy Purpose and Commitment

The Company places great importance on customer/consumer rights. With respect to customer health and safety, marketing and labeling, information transparency, and privacy protection relating to its products and services, the Company has established management mechanisms in accordance with relevant laws, regulations, and industry standards. The Company further provides a transparent, effective, and traceable complaint handling process to ensure fair and timely responses and continuous improvement.

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2. Scope of Application and Definitions

This Policy applies to all products, equipment, consumables, software, and services provided externally by the Company, including but not limited to sales, delivery, installation, maintenance, education and training, technical support, customer service, and marketing activities.

Customer: Medical institutions / corporate clients and their authorized points of contact.

Consumer: Service users or ultimate beneficiaries as defined by applicable laws or transactional relationships.

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3. Key Principles of Rights Protection Policy

(1) Customer Health and Safety

The Company ensures the quality of its products and services in accordance with government regulations and industry standards, and implements quality

management, risk assessment, and necessary follow-up and improvement measures.

In the event of any potential safety concerns, the Company shall initiate incident reporting, risk control, root cause investigation, and corrective and preventive actions. Where required, the Company shall cooperate with regulatory requirements, including public announcements, recalls/replacements, or suspension of supply and services.

(2) Marketing Ethics and Information Transparency

Marketing, advertising, and solicitation information shall be truthful, clear, and non-misleading. Material content, limitations, and risks of products and services shall be reasonably disclosed.

External materials (including brochures, presentations, and website content) shall be subject to appropriate review procedures to ensure that labeling, claims, and conditions of use comply with relevant regulations.

(3) Labeling and Instructions

Product labeling, instructions for use, warnings, and usage limitations shall be provided in accordance with applicable regulations and manufacturer information. Customers shall be appropriately notified of any updates.

(4) Fair Transactions and Services

Contracts shall be entered into based on principles of reciprocity, fairness, and good faith. For matters entrusted by customers, the Company shall perform its duties with due care and loyalty.

Service personnel shall possess the necessary professional competence. For professional services, personnel are encouraged to obtain relevant qualifications or certifications.

(5) Customer Privacy and Personal Data Protection

Personal data obtained during complaint handling and service processes shall be handled in accordance with the Company’s Personal Data Protection Policy and applicable laws and regulations, with due respect for customer/consumer privacy.

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4. Complaint Channels (External Contact Points)

The Company provides multiple channels for complaints and inquiries. Customers are encouraged to first contact the service telephone number or email corresponding to their location. Complaints may also be submitted via the “Contact Us” online form on the Company’s website.

Taiwan

Taipei (Group Headquarters)

Address: No. 88, Xing’ai Rd., Neihu Dist., Taipei City 114067, Taiwan

Tel: +886-2-6608-1999 | Fax: +886-2-6619-9990

Service Hotline: 0800-066-887

Sales Contact: Ms. Wu (#614) | E-mail: Sales.Rt@chcg.com

Taichung Branch

Address: No. 58, Huanhe Rd., Xitun Dist., Taichung City 407024, Taiwan

Tel: +886-4-2259-1966 | Fax: +886-4-2251-0595

Service Hotline: 0800-661-966

Service Contact: Ms. Ho (#211) | E-mail: Service.Tc@chcg.com

Kaohsiung Branch

Address: No. 486, Ziyou 4th Rd., Zuoying Dist., Kaohsiung City 813031, Taiwan

Tel: +886-7-310-6627 | Fax: +886-7-310-6625

Service Hotline: 0800-310-029

Service Contact: Ms. Chen (#9) | E-mail: Service.Ks@chcg.com

China

CHIU HO (China) Medical Technology Co., Ltd. (Beijing)

Address: Room 1501, Building B, Fangheng Times Center, No. 10 Wangjing Street, Chaoyang District, Beijing 100102, China

Tel: +86-10-6588-8563

Sales Contact: Mr. Li | E-mail: Jerry.Li@chcg.com

CHC (Guangzhou) Medical Technology Co., Ltd. (Guangzhou)

Address: Room 1701, Guangzhou International Electronics Building, No. 403 Huanshi East Rd., Yuexiu District, Guangzhou 510095, China

Tel: +86-20-8328-2215 | Fax: +86-20-8328-2169

Sales Contact: Ms. Huang (#205) | E-mail: Jenny.huang@chmsc.com

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Indonesia

PT CHC Medika Indonesia (Jakarta)

Address: Radiation Oncology Department, Floor B1, Lots 29, Lebak Bulus 1 Rd., RT.6/RW.4, Lebak Bulus, Cilandak, South Jakarta City, Special Capital Region of Jakarta 12440, Indonesia

Tel: +62-812-8754-6978

Sales Contact: Mr. Wang | E-mail: joni.wang@chcg.com

SHIN-HO BIOTECH CO.

Address: No. 5, Tongke 9th Rd., Jiuhu Village, Tongluo Township, Miaoli County 366003, Taiwan

Tel: +886-37-985-939 | Fax: +886-37-983-708

E-mail: service.sh@chcg.com

Integrity / Compliance or Misconduct Reporting (All Regions)

Whistleblower E-mail: whistleblower@chcg.com

Whistleblower Hotline: 0800-567-678

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5. Complaint Handling Procedure (Process and Timeframes)

1. **Acceptance and Case Registration**: A case number is assigned, and the complaint details, contact information, and expected resolution are confirmed.
2. **Acknowledgment of Receipt**: In principle, acknowledgment of acceptance will be provided within two (2) business days, together with the responsible unit and estimated timeline.
3. **Classification and Assignment**: The case will be assigned to the appropriate unit based on its nature (e.g., sales/customer service, legal, information security, or other relevant departments).
4. **Investigation and Handling**: In principle, preliminary handling results will be provided within ten (10) business days. If additional time is required, the reasons and expected completion date will be proactively communicated.

5. **Case Closure and Improvement**: Upon response, the case will be closed. Where necessary, corrective and preventive actions (CAPA) and training will be initiated, and improvement effectiveness will be tracked.
6. **Major Safety Concern Cases**: Upon receipt of information, risk control and internal reporting will be initiated immediately. Depending on circumstances, the handling level will be escalated and actions expedited.

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6. Complaint Records and Confidentiality

Complaint information shall be accessed only by personnel necessary for handling purposes and shall be retained and managed in accordance with personal data protection and information security requirements. Identifiable personal data shall not be disclosed externally without the complainant's written consent or legal requirements.

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7. Reconsideration and External Remedies

If the complainant has objections to the handling result, a request for reconsideration may be submitted within fourteen (14) days after receipt of the response. The Company will assign a separate reviewer for re-examination.

Consumer disputes may also seek assistance through government mechanisms (e.g., the 1950 Consumer Service Hotline or relevant government online complaint platforms).

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8. Policy Review and Publication

This Policy shall be periodically reviewed by the responsible units. Where necessary, amendments shall be submitted to management for approval and published on the Company's website.