

Protecting the rights and interests of consumers or customers and complaint procedures

Consumer or customer rights policy:

Our company established a customer service procedure policy in 2021. In terms of customer relations and communication, we establish good working relationships through occasional visits, emails, phone calls, and meetings. On the customer service side, there is a corresponding service window responsible for responding to and providing feedback on issues related to products and services, environmental management, social responsibility, and hazardous substance control. It not only provides necessary and sufficient information in a timely manner to meet customer requirements, but also cooperates with customers' corporate social responsibility plans to implement necessary activities, investigations, and data collection. Customer service is one of the core values of our company. We listen to customer needs, provide high-quality products and technical solutions, and build long-term relationships of mutual trust.

To confirm customer satisfaction with the quality of our services, we conduct a customer satisfaction survey annually. Customers can provide their satisfaction with our service quality and effectiveness through ratings, feedback, and other methods. In addition to providing specific responses to customers and tracking the progress of related improvements, our customer satisfaction unit also analyzes and identifies problems, compiling these findings for management to use as a reference for operational planning. Our company's average customer satisfaction score reached over 85 points in 2024 and 2025.

In addition to B2B communication through our website, our clients can also benefit from our improved customer complaint handling process. We have established a customer complaint handling mechanism and procedures, digitized the customer complaint handling process, controlled and analyzed the causes of complaints, tracked the relevant responsible units and the progress of corrective and preventive measures, and effectively implemented quality improvement activities to enhance customer service quality. Our customer complaint resolution rate exceeded 80% in both 2024 and 2025. We have also established a customer communication/complaint contact mailbox, website, and service telephone information system to protect the rights and interests of our customers.

Customer communication and customer contact (appeals) information

The following is information regarding our company's customer communication and contact (appeals):

- customer communication (appeals) website: <https://www.alltopconnector.com/zh-cn/>
- Customer service hotline: (02)2225-1688
- Customer communication/complaint mailbox: sales@otop.com.tw