Tokio Marine
Insurance Vietnam Co., Ltd.

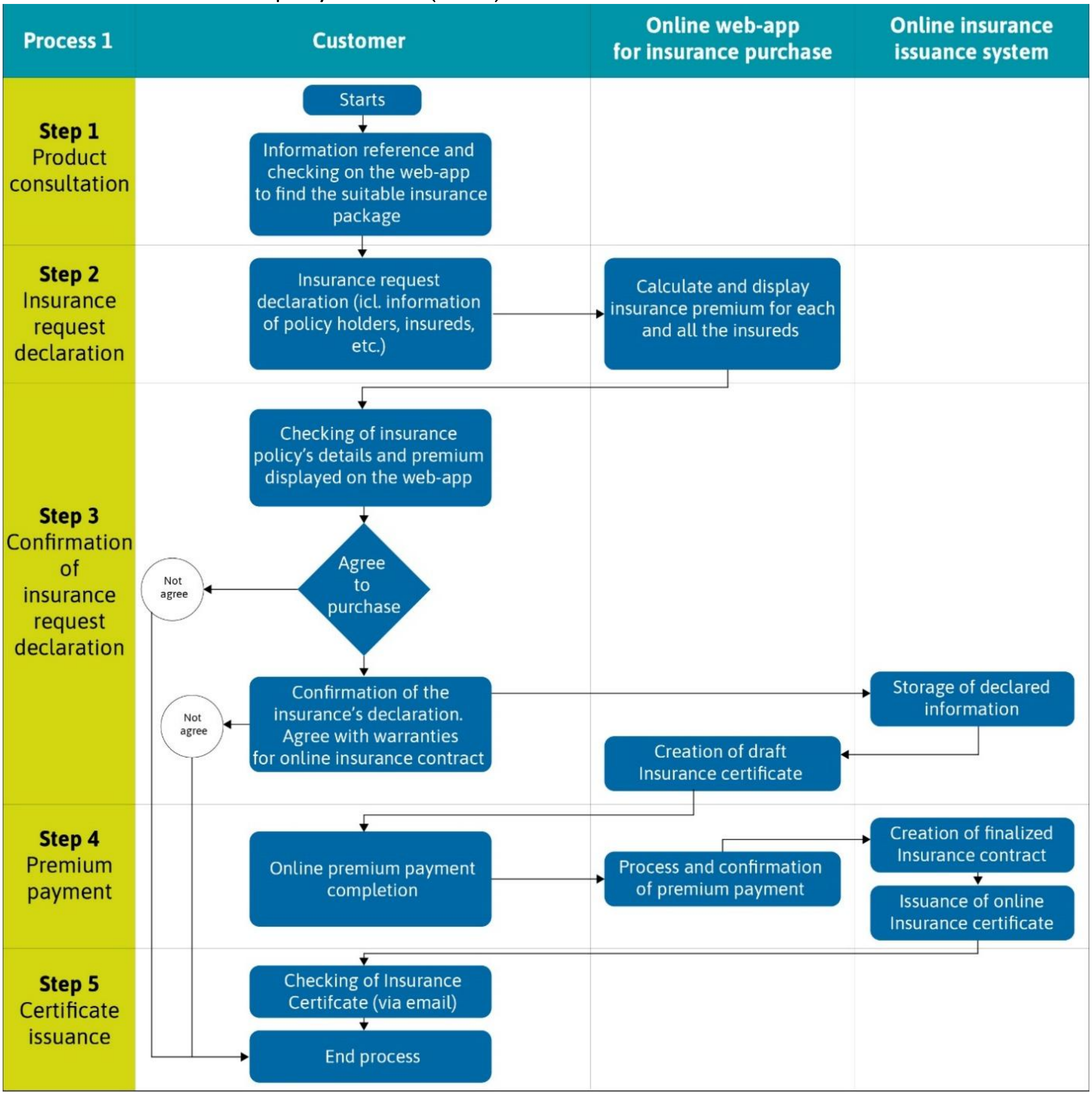
A member of the
Tokio Marine Group

TOKIO MARINE
INSURANCE GROUP

# REGULATIONS ON PROVIDING INSURANCE PRODUCTS AND SERVICES IN THE ONLINE ENVIRONMENT

## 1. Transaction process description

**1.1. *Process 1:*** Customers buy insurance themselves on the web-app or website of Tokio Marine Vietnam Insurance Company Limited (TMIV)




**Step 1: Product consultation**

Customers consult information about the insurance products they want to purchase (including insured benefits, eligibilities, exclusions, premiums, etc.) on the online insurance selling web-app page (referred to as 'web-app') and choose an insurance product package that suits their needs.

**Step 2: Insurance request declaration**

After selecting an insurance product package, the customer enters information about the insured person(s), the policy holder and other information required by the insurance company to issue an insurance policy corresponding to the selected insurance product. The online insurance selling web-app will process information provided by the customer to calculate and display the insurance request declaration, including benefits and premiums matching the insurance package the customer has chosen.

**Step 3: Insurance request declaration confirmation**

Customers check and confirm the information on the insurance request declaration

- If the customer confirms the insurance request declaration, the policy issuance system stores the insurance request declaration information that the customer has confirmed.

- If the customer declines to confirm the insurance request declaration, they can close the online insurance selling web-app and end the buying process.

**Step 4: Insurance premium payment**

Customers check and confirm all the warranties related to the insurance contracts, eligibility and other warranties related to information safety, personal data handling, payment, etc.

- If the customer agrees to all the above warranties, they can tick on a tick box with the phrase “Agree” or the equivalent of it. It shows the agreement of the customer to any and all of TMIV’s terms and conditions of the online insurance product selected above by the customer.

- If the customer declines to agree to any of the above warranties, they can close the online insurance selling web-app and end the buying process.

After confirming the insurance request declaration, the system transfers the Customer to the online payment portal linked to the online insurance selling web-app. Customers proceed to pay the insurance premium according to the instructions on the online payment portal with the premium corresponding to the premium displayed in the insurance request declaration.

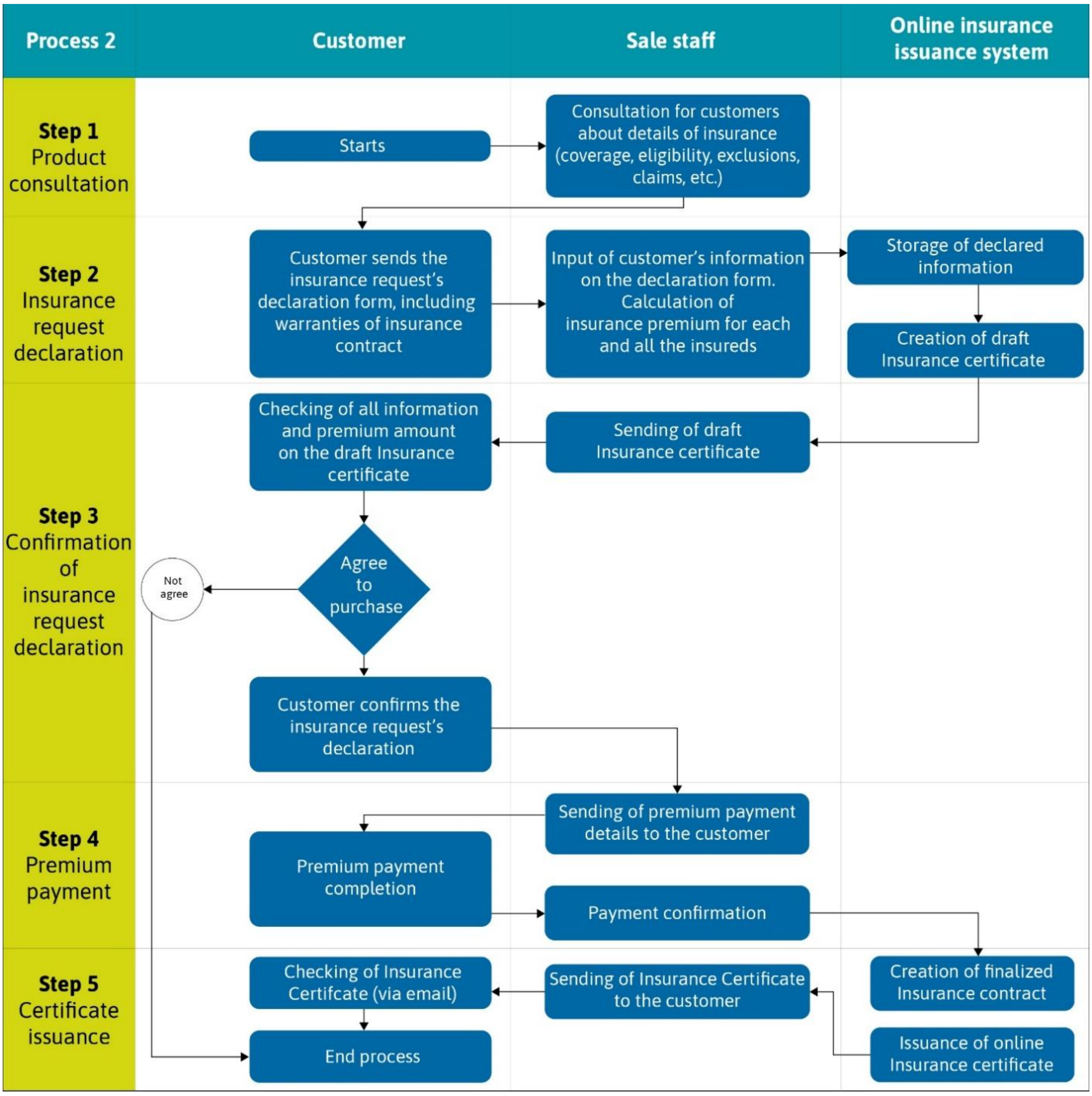
**Step 5: Insurance certificate issuance**

After the customer successfully pays the premium through the online payment portal, TMIV's online insurance policy issuance system issues an electronic Insurance Certificate with TMIV's legal electronic signature via the email address that the customer has provided in the insurance request declaration along with other relevant documents (cashless card (if any), wordings, additional clauses, etc.).

Customers open the email to view the issued electronic Insurance Certificate along with other related documents.

***End of Process 1.***

**1.2. *Process 2:*** Customers buy insurance with the consultation of a Salesperson from Tokio Marine Vietnam Insurance Co., Ltd. (TMIV) or an insurance agent/broker of TMIV authorized to sell insurance online.




**Step 1: Product consultation**

- Customers consult information about the insurance products they want to buy (including insured benefits, eligibilities, exclusions, premiums, etc.) with TMIV's sales staff or the insurance agent/broker authorized by TMIV to sell insurance online, through direct contact or other means of contact (phone, email, SNS, etc.).
- TMIV sales staff or the insurance agent/broker authorized by TMIV to sell insurance online consult the customer about insurance product information so that they can choose the appropriate insurance product package suitable to their needs.

**Step 2: Insurance request declaration**

- After selecting an insurance package, the customer sends information about the insured person(s), the policy holder and other information required by the insurance company to issue an insurance policy, corresponding to the selected insurance package through the insurance request declaration signed by the customer, via hard copy sent by post or scanned copy sent via email or other means of communication.
- TMIV sales staff or the insurance agent/broker authorized by TMIV to sell insurance online enter the customer information submitted in the insurance request declaration into the system to issue insurance policies with insurance packages the customer has chosen and create a draft Insurance Certificate.

**Step 3: Insurance request declaration confirmation**

- TMIV's sales staff or the insurance agent/broker authorized by TMIV to sell insurance online sends customers a draft Insurance Certificate for customers to check and confirm the information.
- - If the customer confirms the draft Insurance Certificate: TMIV's sales staff or the insurance agent/broker authorized by TMIV to sell insurance online sends a request to the customer to pay the insurance premium.
- - If the customer requests to correct information in the draft Insurance Certificate: TMIV sales staff or the insurance agent/broker authorized by TMIV to sell insurance online confirms with the customer via email and proceed to correct the corresponding information according to the customer's request.
- - If the customer does not agree to continue participating in insurance, end the process.

**Step 4: Insurance premium payment**

- TMIV sales staff or the insurance agent/broker authorized by TMIV to sell insurance online send payment information to customers so that customers can pay insurance premiums via online transfer to TMIV's corporate bank account or pay insurance premium directly to TMIV's office address in Hanoi, Hai Phong or Ho Chi Minh City.
- In case the insurance agent authorized by TMIV to sell insurance online is also authorized by TMIV to collect insurance premiums as stipulated in the Insurance Agency Contract, the customer can pay the insurance premium to the agent's account or pay directly to that agent. The insurance agent then transfers this insurance premium to TMIV according to the deadline specified in the Insurance Agency Contract. TMIV's sales staff or the insurance agent/broker authorized by TMIV to sell insurance online confirm payment information with TMIV's Accounting (ACC) department.

**Step 5: Insurance certificate issuance**

- After confirming payment, TMIV's sales staff or the insurance agent/broker authorized by TMIV to sell insurance online notifies TMIV's insurance Policy Management (PM) department using the system to issue an electronic Insurance Certificate with TMIV's legal electronic signature via the email address that the customer has provided in the insurance request declaration attached with the documents. Other relevant documents (cashless card (if any), wordings, additional clauses, etc.).
- TMIV's Policy Management (PM) department notifies TMIV's sales staff, or the insurance agent/broker authorized by TMIV to sell insurance online about the completion of the issuance of insurance documents according to request.
- Customers open the email to view the issued Electronic Insurance Certificate along with other related documents.

**End of Process 2.**

## 2. Rights and obligations of related parties

### *2.1.* Rights and obligations of TMIV

#### 2.1.1. TMIV shall have the following rights

- Request the Customer to provide complete and truthful information related to the conclusion and performance of the insurance contract;
- Collect insurance premiums as agreed in the insurance contract;
- Cancel or unilaterally terminate the performance of the insurance contract in accordance with the Law on Insurance Business;
- Refuse payment of insurance claims or benefits in cases not covered by the insurance liability or falling under exclusions as agreed in the insurance contract;
- Claim reimbursement from a third party for amounts that TMIV has compensated to the insured for damage to property, economic interests, contractual obligations, legal obligations, or civil liabilities caused by such third party;
- Other rights as provided by law and the insurance contract.

#### 2.1.2. TMIV shall have the following obligations

- Provide clear and comprehensive advice and explanations to the Customer upon request regarding insurance products;
- Provide the Customer with insurance certificates, valid invoices, and other relevant documents;
- Establish infrastructure and technical systems to ensure that services provided online operate stably, smoothly, and in a manner that safeguards customer interests;
- Maintain confidentiality of information provided by the Customer;
- Implement measures to protect against risks in the online environment, ensuring the integrity and security of the entire system throughout its operation;
- Ensure that information provided by the Customer is used and stored for proper purposes and protected in accordance with legal regulations;
- Indemnify and pay insurance benefits upon the occurrence of an insured event;
- Provide written explanations for any refusal to indemnify or pay insurance benefits;
- Coordinate with the Customer to handle third-party claims for damages falling within the insured liability when an insured event occurs;
- Ensure that customers receiving services via online channels have rights equivalent to those receiving services through other channels;
- Retain insurance contract records in accordance with legal regulations;
- Fulfill other obligations as provided by law and the insurance contract.

### *2.2.* Customer's rights and obligations

#### 2.2.1. Customers shall have the following rights:

- Freely choose suitable products.
- Provide information as requested and instructed on TMIV's system and be responsible for the accuracy of the information provided.
- Read carefully and understand the information in the documents and commitments before selecting to agree and pay the insurance premium.
- Pay insurance premiums according to the provisions of the insurance contract.
- Have the right to complain according to the procedures and instructions on TMIV's website in case the Customer does not receive the Insurance Contract after successfully paying the premium on the system.
- Receive the same customer benefits as customers who purchase insurance by other methods.
- Other rights and obligations as prescribed by law and insurance contract.

#### 2.2.2. Customers shall have the following obligations

- Provide complete and truthful declarations of all information related to the insurance contract as required by TMIV and take responsibility for the accuracy of such information;
- Read and fully understand the insurance terms and conditions, as well as their rights and obligations before entering into the insurance contract;
- Carefully review and understand information in all documents and commitments before agreeing and making payment of the insurance premium;
- Pay insurance premiums in accordance with the provisions of the insurance contract;
- Notify TMIV upon the occurrence of an insured event in accordance with the insurance contract and cooperate with TMIV in loss assessment;
- Fulfill other obligations as provided by law and the insurance contract.

## 3. Risk control, information security assurance

- Risks to online transactions may include, but are not limited to, the following risks:
    - The service is suspended, interrupted, delayed or not performed or the information recorded is incorrect or not recorded due to inconvenience, delay, interruption, failure of the Application or related third party service;
    - The service providing system is attacked, infiltrated, or illegally controlled by viruses, worms or other harmful software, systems, or elements.
    - The transaction is made by fake accounts, impersonation, or by unauthorized persons;
    - Data is lost, stolen or disclosed without authorization, or leaked to third parties due to failures, incidents, or loss of control of the service providing system.
    - The information displayed on the Application is edited, replaced, or deleted by a third party without the consent of TMIV or TMIV's partners/legal representatives.
- During the process of building/developing the Application, TMIV requires suppliers and related third parties to identify and provide solutions to control and minimize risks for transactions in the online environment, including but not limited to:
    - Control employee access rights, only allow access to information within the scope of authority and for work processing (access authorization)
    - Require penetration testing (PEN test) of all Applications prior to deployment and annual retest.
    - Require compliance with legal regulations on safety, information security, and transaction confidentiality in online environments.
    - Have a backup plan to ensure continuous operation in case of an incident that affects the main operating system.
    - Comply with the regulations on outsourcing management, third party management of the law and of TMIV.
- During use of the Application:
    - TMIV applies strict access control measures to the online system. All Applications must apply Multi-Factor Authentication (MFA) for users accessing the system.
    - TMIV regularly monitors the system to detect and promptly handle problems such as system attacks, service suspension, interruption, delay or error while receiving information; transactions by unauthorized persons; suspected data leakage; information content displayed on the Application is edited/replaced or deleted.
    - TMIV conducts periodic risk assessments to identify potential risks in the process of providing services and insurance products in the online environment and updates and improves control measures based on assessment results.
    - TMIV periodically monitors and manages changes in all Applications to promptly fix security vulnerabilities, test and confirm the security of changes before deployment.

## 4. Personal information security and data storage

Data collected and processed during the provision of services and products in the online environment is secured and stored in compliance with TMIV's regulations in the Personal Data Protection Policy and Information Security Management Policy.

## 5. Termination of the Insurance Contract and Refund of Insurance Premiums

### *5.1. Termination of the Insurance Contract:*

The insurance contract shall be terminated in the following cases:

- Upon expiry of the insurance period;
- At the request of the Customer and/or TMIV;
- Other cases as provided under the Law on Insurance Business and other relevant laws.

### *5.2. Refund of Insurance Premiums:*

The refund of insurance premiums shall be carried out in accordance with the terms and conditions specified in the insurance policy for each product.

## 6. Complaint and dispute resolution

Customer complaints and disputes related to insurance services and products provided online are received by TMIV through the following channels:

- Phone: (84-24) 399330704 or 1900 888 996
- Website: https://tokiomarine.com.vn/lien-he/phan-anh-khieu-nai.html

TMIV will receive complaints/disputes and respond within 01 day from the date of receiving the complaint/dispute. Depending on the complexity of the complaint/dispute, TMIV will comply with the regulations on handling complaints internally and send the final result to the Customer no later than 14 working days from the last contact between the two parties. If it is not possible to do so, TMIV will contact and update the customer on the progress of the resolution.