



# Customer Service Management Policy

In a rapidly changing intelligent era, Nanya Technology is committed to establishing and strengthening trustworthy relationships with customers through timely and efficient services. This *Customer Service Management Policy* aims to create a customer-centric service system that fully covers pre-sale, during-sale, and post-sale stages, ensuring that customers' requirements and issues receive the best solutions in the shortest possible time.

The policy grants the team clear responsibilities and guidance, encouraging flexible problem-solving within a compliant framework. We value customer feedback and treat every customer interaction as an opportunity to improve products and processes. By implementing this policy we ensure customer success and, in turn, drive the company's business growth.

## 1. Purpose

By providing high-quality services, we strengthen the core competitiveness of our product market and enhance customer satisfaction. We adhere to a spirit of thorough investigation and a factual, pragmatic approach, and are dedicated to meeting customers' demands for superior product quality, precise delivery, and excellent service.

## 2. Objectives

Upholding a customer-centric, one-stop service philosophy, we have built a front-end service system composed of sales, marketing, and FAE teams to precisely meet customer needs. At the same time, we integrate R&D, design, product engineering, operations, quality assurance, manufacturing, IT, legal and other departments to provide the necessary professional support, assisting customers from design evaluation and development through to successful product launch and sales, and efficiently resolving customer complaints. This enhances customers' recognition of Nanya Technology's products and achieves a win-win strategic goal.

## 3. Strategies

### (1) Customer Demand Management

Sales personnel, through regular or irregular proactive communication, fully comprehend customer needs, strictly adhere to external document processing procedures, integrate requirements and coordinate relevant departments, and satisfy customer demands within the stipulated timeframe.

### (2) Technical Support Services

Provide comprehensive technical support for customers' new product development, assisting in solving practical problems and potential risks during the R&D process; conduct various technical exchanges according to customers' technical requirements, while also offering customer platform measurement services and joint product verification services, helping customers accelerate the development and verification of new products.

### (3) Order Delivery Schedule Management

After sales personnel consolidate customer order requirements, they are converted through



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the production-sales system into production plans, finished-goods output, and completed shipments. Weekly integration of customer feedback continuously optimizes and adjusts the process to ensure compliance with customers' delivery schedule requirements.

#### (4) After-Sales Service / Product Complaints

For customer complaint cases, first contact the customer to obtain relevant information, conduct a preliminary inspection at the customer's site depending on the specific case. Follow the urgency level defined by the "Customer Complaint Handling Procedure" to track and analyze progress, compile a complaint analysis report within the stipulated timeframe, and provide the client with real-time updates until the case is satisfactorily resolved.

#### 4. Education & Training

Based on the tasks and responsibilities of each department within the service system, relevant training courses are planned. Through regular or ad-hoc training programs and internal departmental training, we conduct instruction and post-training assessments to ensure training effectiveness.

#### 5. Customer Satisfaction

The Customer Satisfaction Committee, in addition to conducting its own surveys each year, must also engage a neutral third-party research firm to carry out satisfaction surveys of direct-transaction customers and end-customers via online questionnaires or interviews. The survey results are presented at senior management meetings, and the identified areas for continuous improvement are fed back to customers. By delivering "quality service," we create a mutually beneficial customer relationship that generates shared value and continuously enhances customer satisfaction.

#### 6. Complaint Channels

Customers are extremely important partners of Nanya Technology. Their privacy and confidential information are protected with the same rigor as our own confidential data. If a customer suspects or discovers any data leakage, they may report it through Nanya Technology's reporting channels to safeguard their rights.

- Reporting hotline: 02-2906 1001
- Reporting email: [audit@ntc.com.tw](mailto:audit@ntc.com.tw)

President

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