



Customer Treatment Policy

The Company acknowledges that customer satisfaction and trust are essential for achieving long-term success. As such, it is dedicated to continually enhancing products and services, fostering innovation, and adding value to meet customer needs and demands, all while upholding integrity, honesty, and fairness. The Company strictly avoids any action that could compromise customer rights, protects the confidentiality of customer information, and refrains from using such information for personal or unauthorized gain.

Furthermore, the Company provides clear communication channels for customers to submit complaints, ensuring that all concerns are addressed with fairness and appropriate corrective action where applicable.

The Principles of Good Corporate Governance, 1st Revision, were approved by the resolution of the Board of Directors' Meeting No. 1/2026 on 26 February 2026 and shall take effect from 27 February 2026 onwards.

– Signed –

Mr. Wiwat Theekhakhirikul

Chairman of the Board