

Certificate of Registration

CUSTOMER SATISFACTION MANAGEMENT SYSTEM - ISO 10002:2018

This is to certify that: KGI Bank Co., Ltd.
3F.
No. 188, Jingping Rd.
Zhonghe Dist.
New Taipei City
235606
Taiwan

凱基商業銀行股份有限公司
臺灣
新北市
中和區
景平路188號
3樓
235606

Holds Certificate No: **CMS 828978**

and operates a Customer Satisfaction Management System that is aligned with ISO 10002:2018

The provision of customer complaint handling services.
客訴處理服務提供。

For and on behalf of BSI:



Joe Hsieh, Managing Director Northeast Asia, APAC Assurance

Original Registration Date: 2025-11-18

Effective Date: 2025-11-18

Latest Revision Date: 2025-11-18

Expiry Date: 2026-11-17



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...making excellence a habit.™

Certificate No: **CMS 828978**

Location

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Registered Activities

The provision of customer complaint handling service.



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This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.
An electronic certificate can be authenticated [online](#).
Printed copies can be validated at www.bsi-global.com/ClientDirectory or telephone +886 (02)2656-0333.

Taiwan Headquarters: 2nd Floor, No.37, Ji-Hu Rd., Nei-Hu Dist., Taipei 114, Taiwan, R.O.C.
A Member of the BSI Group of Companies.