

Certificate of Registration

CUSTOMER SATISFACTION MANAGEMENT SYSTEM - ISO 10002:2018

This is to certify that: KGI Life Insurance Co., Ltd.
3,4,5,6,7F,
No. 135, Dunhua N. Rd.,
Songshan Dist.
Taipei City
105021
Taiwan

凱基人壽保險股份有限公司
臺灣
台北市
松山區
敦化北路135號
3、4、5、6、7樓
105021

Holds Certificate No: **CMS 817356**

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

The provision of customer complaints handling service.
客訴處理服務。

For and on behalf of BSI:



Joe Hsieh, Managing Director Northeast Asia, APAC Assurance

Original Registration Date: 2025-02-19

Effective Date: 2026-02-19

Latest Revision Date: 2025-12-14

Expiry Date: 2027-02-18



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...making excellence a habit.™

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Location

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Registered Activities

Main Certificate Scope applies.



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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.