



# Certificate of Registration

CUSTOMER SATISFACTION MANAGEMENT SYSTEM - ISO 10002:2018

This is to certify that:	KGI Securities Co. Ltd. No. 700, Mingshui Rd. Zhongshan Dist. Taipei City 104451 Taiwan	凱基證券股份有限公司 臺灣 台北市 中山區 明水路700號 104451
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Holds Certificate No: **CMS 809527**

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: 2024-09-12

Latest Revision Date: 2025-08-05

Effective Date: 2025-09-12

Expiry Date: 2026-09-11

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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](http://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.

Certificate No: **CMS 809527**

Location	Registered Activities
KGI Securities Co. Ltd. No. 700, Mingshui Rd. Zhongshan Dist. Taipei City 104451 Taiwan 凱基證券股份有限公司 臺灣 台北市 中山區 明水路700號 104451	The provision of customer complaints handling service.
KGI Securities Co. Ltd. 5F, No. 342, Wenlin Rd., Shilin Dist., Taipei City 11101 Taiwan 凱基證券股份有限公司 臺灣 台北市 士林區 文林路342號 5樓 11101	The provision of customer complaints handling service.

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