

ADDRESSING CUSTOMERS' WELFARE POLICY

It is the policy of I-Remit to ensure that customer protection policies and practices are embodied in its business operations. The Company strives to adhere to the highest standards of service and embraces a culture of fair and responsible dealing with customers.

I-Remit shall abide by the law, particularly Republic Act 7394 (The Consumer Act of the Philippines) and Republic Act 10173 (Data Privacy Act of 2012), and *Bangko Sentral ng Pilipinas* Circular No. 857 Series of 2014 (BSP Circular on Financial Consumer Protection).

I-Remit shall take affirmative action to ensure that its customers have a reasonable holistic understanding of the products and services that they are availing. The Company shall ensure full disclosure and utmost transparency, and provide customers with easy access to information that accurately represents the nature and structure of a product or service, its terms and conditions, as well as its fundamental benefits and risks. I-Remit shall comply with BSP Circular 534 Series of 2006 (Disclosure of Remittance Charges and Other Relevant Information) in respect of the remittance fees that it charges its customers and the foreign exchange rates applied in each transaction. The Company shall ensure that advertising and marketing materials shall not contain false, misleading, or deceptive statements that may materially affect the decision of a customer to avail of a product or service.

I-Remit shall ensure that customers' personal information disclosed in the course of a transaction shall be kept confidential. The Company shall use a range of physical and electronic security measures to protect the security of the personal information of customers to prevent misuse, loss, unauthorized access, modification, or disclosure.

The Company is committed to meeting client requirements in a mutually fair and satisfactory manner. The Company shall promote an institutional culture of fair, responsive, and responsible treatment of customers. It shall be the responsibility of its directors, officers and employees to treat customers and other stakeholders with respect, integrity, and professionalism at all times.

I-Remit commits to promptly investigate and, when possible, resolve complaints about its products and services to the satisfaction of the customer. Its officers and employees shall endeavor to resolve customer complaints at the first point of contact. To provide a fair and impartial complaint handling service, the Company shall provide customers with an escalation route should they feel that their complaint has not been resolved to their satisfaction.