



## **Customer Service Outsourcing Management Policy**

### **EASY BUY Public Company Limited**

#### **Purpose and Scope of the Policy**

This policy is intended to define outsourcing management system of EASY BUY Public Company Limited (hereinafter called "the Company") based on Principle of confidentiality of Customer Information, Business Continuity and service for Customer, and Risk Management from Outsourcing.

#### **Definition**

1. Outsourcing means The Company's business operations concerned to Customer, which are performed by the external agents (hereinafter called "Outsourcee"), regardless of place of execution or type of contract.
2. Customer means person who currently use products and services of the Company, including those who inquire or acknowledge the products and services through any media, and those who have been offered or induced from the Company to purchase the products and services.

#### **Basic Principle of practice**

Directors, Executives and Employees shall comply with this policy strictly when the Company's business operation are outsourcing. The customer information management shall be handled in compliance with relevant laws and regulation from Regulator the Company's internal rules and regulations including Non-Disclosure Agreement Regulation.

#### **Roles and Responsibilities**

1. Departments in charge shall be responsible for deciding whether outsourcing is suitable with the Company's business operation, situation, selecting and Outsourcee managing including outsourcing extension or termination.
2. Department in charge shall arrange the Outsourcee to have Measure for Data Security and Non-Disclosure of Customer Information and Company's Information
3. Department in charge shall require Agreements with Outsourcee according to the regulation from Regulator and the Company's internal rules and regulations.
4. Departments in charge shall monitor its operation performance regularly or when necessary, and report it to command line Executive.
5. Consultations and complaints from customers related to outsourcing shall be pursuant to the Company's internal rules and regulations.
6. Departments in charge shall receive advice from and/or submit Irregular Case Report to relevant Departments when incidents occur from outsourcing.
7. Departments in charge shall ensure all documents and customer information that have ever been given to Outsourcee, are collected to the Company and/or are completely destroyed when termination of outsourcing.



8. Department in charge shall arrange the Outsourcee to set up Business Continuity Plan, especially, in circumstance that disrupt importance operation or service that widely affected Customer and have allocate adequate resources.
9. Department in charge must occasionally participates the Business Continuity Plan with Outsourcee concerned with importance operation and record the result as an evidence for regulator audit.
10. When Outsourcee needs to delegate or hire another Subcontractor to work on some or all of the business operation that is derived from the Company, Outsourcee shall get permission in written the Company. Departments in charge shall ensure that such Outsourcee will take appropriate measures for the Subcontractor in order to prevent leakage of the customer information.

## **Supplementary**

### **Amendment and Abolishment of this Policy**

Any significant amendment or abolishment of this Policy shall be proposed by Compliance Office to the Board of Directors for approval.

### **Periodic Review of this Policy**

This Policy shall be subject to review annually from the date of enforcement in principle. However, such review may be conducted in any appropriate time in case there is any significant amendment or abolishment.

### **Date of Approval from the authorized approver and Date of Enforcement**

The Policy was considered and approved by the Board of Directors dated 25 September 2020, and shall come into force on 30 September 2020.