

Certificate of Registration

CUSTOMER SATISFACTION MANAGEMENT SYSTEM - ISO 10002:2018

This is to certify that: The Shanghai Commercial & Savings Bank, 上海商業儲蓄銀行股份有限公司
Ltd. 臺灣
5F-1 台北市
No. 87 Zhengzhou Rd. 大同區
Datong Dist. 鄭州路87號
Taipei City 5樓之一
103607 103607
Taiwan

Holds Certificate No: **CMS 771833**

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

The provision of customer complaints handling service within customer service center.
客服中心客訴處理服務提供

For and on behalf of BSI:

Managing Director BSI Taiwan, Peter Pu

Original Registration Date: 2022-11-03

Latest Revision Date: 2022-11-03

Effective Date: 2022-11-03

Expiry Date: 2023-11-02

Page: 1 of 2



...making excellence a habit.™

Certificate No: **CMS 771833**

Location

Registered Activities

The Shanghai Commercial & Savings Bank,
Ltd.
5F-1
No. 87 Zhengzhou Rd.
Datong Dist.
Taipei City
103607
Taiwan
上海商業儲蓄銀行股份有限公司
臺灣
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Page: 2 of 2

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.