

CLIENT CHARTER

Security Measures to Safeguard Client's Information

At Lonpac Insurance Bhd ("Lonpac"), we are committed to exercising our best endeavours to safeguard all our Client's online transactions with us by maintaining strong security measures which comply with strict international computer standards. Lonpac has put in place appropriate technical and organisational control system to ensure security and confidentiality of our Client's information. Please view our Security Statements for more information.

Client's Privacy

Lonpac respects your privacy. Our current Privacy Policy explains the procedures we have adopted to honour our Client's privacy. In using this website and our services you acknowledge and agree to be bound by the terms of our Privacy Policy. Please view our Privacy Policy for more information.

Quality Products and Services

Lonpac is committed to providing you with quality Products and Services. Our personnel are fully trained with the necessary skills, knowledge and expertise to deal with such provisions.

Information on Products and Services

Lonpac is committed to exercising our best endeavours in ensuring that any information on or relating to our website, products and services are thorough, adequate and accurate.

Although such information may change from time to time due to circumstances beyond our control, every effort is made by Lonpac to ensure that the information is as accurate as possible.

Prompt Response to Enquiries

We welcome your views about our website and services. You may send us any queries or comments at our website, <http://www.lonpac.com/web/my/ask-your-insurer>.

- (i) You will immediately receive a system generated e-mail as an acknowledgement.
- (ii) We will reply to you within THREE (3) working days on the progress or to request for more information from you.
- (iii) We will reply to you within FOURTEEN (14) working days from the date of receipt of all information requested by us. In the event that more time is required, we will inform you of the required estimated time frame to study the case.