

LOGAN

龙 光 集 团

Customer Relationship Policy

The Group places great importance on customer experience, and has set up a specialized department to handle customer questions and suggestions.

Process of general customer complaints

1. The customer relations department is the centralized management department for handling customer complaints, and processing customer enquiries that are collected through various channels.
2. General complaints related to products and services received from all channels are recorded, processed and replied to within the prescribed time limit by the relevant department. The relevant department is asked to resolve the complaint within 30 minutes.
3. After receiving the complaint handling information, the person in charge of the relevant department must assist the customer relations department to analyze the cause of the complaint and find a solution within the specified time limit.
4. General complaints on the quality of non-construction projects should be

solved within 3 working days, including problem implementation, customer contact, plan determination, complaint closure, and return visits.

5. Construction project quality complaints shall be implemented in accordance with the "Warranty Service Management Measures".

6. General complaint solution: In principle, the customer relations department should organize the relevant department to set up a solution plan within 1 working day after the customer's complaint, which can be implemented after approval by the person in charge of the customer relations department. If on-site investigation is needed, determine the survey date within 1 working day after the complaint, and inform the customer that the general complaint should be closed within 3 days (except for the extension due to the customer's reasons).

7. Complaint closure: Refers to the complaint that the customer recognizes the Company's solution plan and has reached an agreement with our Company. After the complaint is closed, the customer relations department will complete the customer return visit within 3 working days.

Customer complaints and compensation processing

1. The customer relationship department is the major department responsible for the management and execution of compensation payments to customers. The customer relations department should organize relevant departments to formulate a quick compensation process to ensure that customers can obtain

compensation conveniently, thus improving customer experience.

2. In the compensation process principle, the Company should sign the "Memorandum of Understanding" or compensation agreement, and other relevant legal documents with the client. The original compensation materials should be submitted to the Company's archives for record, and the copy should be kept by the customer relations department. Additionally: In order to avoid legal risks, the written documents need to be signed by the owner.