

3.3 Customer Service

Customers are GlobalWafers' most valued growth partners. In addition to continuously improving operational performance, strengthening core values, and pursuing advanced technology and stable quality, the Company is committed to providing comprehensive customer services and building long-term and stable partnerships with customers. Through mutual growth and cooperation, GlobalWafers strives to create shared prosperity while achieving sustainable business operations and social and economic value. In addition, Article 14 of the Company's "[Procedures for Ethical Management and Guidelines for Conduct](#)" sets forth requirements for preventing products or services from harming the rights, health, and safety of stakeholders, as well as ensuring product compliance. Furthermore, the marketing unit has established a Customer Complaint Management Procedure to maintain effective communication channels with customers and provide transparent and effective complaint handling procedures for products and services.

Customer Satisfaction and Complaint Management Mechanism

A key factor behind GlobalWafers' position as the world's third-largest wafer manufacturer is the trust and support of its customers. Therefore, customer service is regarded as one of the Company's core priorities. Each year, GlobalWafers conducts customer satisfaction surveys through questionnaires and telephone interviews with its top 20 revenue-generating customers and key potential customers. Through these surveys, the Company seeks to better understand customer needs, identify areas for improvement, and continuously enhance service quality.

The customer satisfaction survey covers overall impression, sales services, product quality, and new product development. Based on customer feedback, the sales team works closely with internal teams to develop improvement plans and maintain close communication and discussion with customers to ensure that every response is translated into concrete actions, achieving the highest standards of service excellence and customer satisfaction.

In 2025, through the joint efforts of teams across GlobalWafers, the customer satisfaction survey achieved a 100% response rate. In particular, the Company's performance in the categories of product quality and new product development exceeded its internal targets. Product quality ratings also showed slight improvement compared with 2024, indicating that GlobalWafers continues to receive strong recognition from the vast majority of its customers.

Going forward, GlobalWafers will continue to pursue improvement and enhance customer satisfaction, striving to be the most trusted partner in customers' technology innovation journey.

Customer feedback is one of the most important voices for the Company. Through customer feedback, GlobalWafers gains a better understanding of customer needs, improves products and services, and enhances customer satisfaction and loyalty. Communication with customers should be timely, clear, specific, and actionable, while appropriate communication channels are selected according to different customer preferences. An effective feedback management mechanism also enables the Company to respond quickly, adjust strategies, and strengthen competitiveness.

Customer feedback is collected through regular customer meetings, periodic customer visits, customer evaluation results, and annual customer satisfaction surveys. All feedback information is reported regularly during monthly management review meetings, where proactive improvement actions are proposed and implemented to grow together with customers, maintain strong partnerships, and exceed customer expectations.

