

Willis (Malaysia) Sdn Bhd (“Willis”) Treat Customer Fairly Charter

The Chairman, Board and Senior Management of Willis are committed to delivering good financial consumer outcomes to our customers. We believe in building long-term and mutually beneficial relationships with our customers. This Charter specifies our commitment to ensuring the highest standards of fairness in all of our dealings with our customers.

To protect the interests and financial well-being of our customers:

1 We commit to embed fair dealing into our institution’s corporate culture and core values

- a) Willis is the associate company of WTW Group and complies with the WTW Group Code of Conduct, which sets the minimum standards on fair business practices in all dealings with our customers. This includes providing insurance and takaful broking services suitable to our customers’ insurance needs and circumstances and preserving the confidentiality of our customers’ information;
- b) We will train broking staff to attend to customers in a manner that ensures the provision of suitable advice and recommendations; and
- c) We will take customers’ feedback seriously and provide immediate constructive feedback to our staff.

2 We commit to ensuring that customers are provided with fair terms

- a) We will ensure that the terms in our contracts or agreements are fair, transparent, and well communicated to customers;
- b) We will ensure that terms and conditions set out the respective rights, liabilities and obligations clearly and as far as possible in plain language; and
- c) We will ensure that the terms and conditions in contracts or agreements are not altered without prior notification to customers.

3 We commit to ensure that customers are provided with clear, relevant and timely information on insurance and takaful broking services

- a) We will provide customers with relevant and timely information in our broking slips or equivalent. In certain situations when dealing with Individual and SME customers, we will direct the customers to refer to insurer’s Product Disclosure Sheet published on insurers’ web pages;
- b) We will disclose key product features, fees and charges, risks and benefits in a clear and concise manner; and

- c) We will ensure critical terms are brought to customers' attention and explained to the customers, where required.

4 We commit to ensuring that our broking staff exercise due care, skill and diligence when dealing with customers

- a) We will conduct sales, advertising and marketing of our services with integrity and will not make false or exaggerated claims;
- b) We will clearly disclose actual or potential conflicts of interest; and
- c) We will commit to ensuring that staff remuneration takes into consideration whether key performance indicators relating to fair treatment of customers have been achieved

5 We commit to ensuring that customers receive suitable advice and recommendations that take into account their insurance needs and circumstances

- a) We will provide clear, relevant and suitable advice or recommendations based on adequate consideration of customers' insurance objectives, needs, circumstances, situations and risk appetites so that customers can make informed decisions;
- b) We will ensure advice or recommendations are substantiated with a reasonable basis and in the best interest of customers; and
- c) We will ensure that our customers' data and privacy are safeguarded.

6 We commit to ensuring that customers' complaints and claims are handled in a prompt, fair and effective manner

- a) We will have in place a proper and well documented complaints handling process and provide clear redress options should customers decide to further escalate their complaints;
- b) We will ensure that our broking staff are properly trained to handle and resolve complaints in an effective and timely manner; and
- c) We will monitor and evaluate the nature and trend of complaints received through effective root cause analysis and thereafter take adequate measures to rectify weaknesses identified.

7 We commit to ensuring that vulnerable consumers are treated fairly and equitably

- a) We will ensure that we assess the needs of vulnerable consumers in our customer base and target market and implement appropriate policies to meet these needs, where practicable;
- b) We will ensure that our broking staff are well trained to recognise, assess and respond appropriately to the needs of vulnerable customers; and
- c) We will have in place sufficient monitoring and evaluation mechanisms to ensure that our broking staff are responding to the needs of vulnerable customers and make necessary improvements to ensure vulnerable consumers continue to receive fair and equitable treatment.