

CHINA LIFE INSURANCE CO., LTD.

Rules Governing Whistleblowing of Illegal, Immoral, or Unethical Conducts

Regulation No.: Compliance - 014

Compiling Department: Compliance Department

Version: Version 4

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Article 1 Basis

This Rules Governing Whistleblowing of Illegal, Immoral, or Unethical Conducts is compiled with the purpose of ensuring compliance with Article 32-2 of the “Regulations Governing Implementation of Internal Control and Auditing System of Insurance Enterprises”, Article 2-7 of the Company’s Code of Ethics, Article 20 of the Integrity and Ethics Management Best Practice Principles, and Article 13 of the Procedures for Integrity and Ethics Management and Guidelines for Conduct, as well as ensuring the legal rights of the whistleblower and counterparty.

Article 2 Scope of Application

A party find any of the Company’s employee to be in violation of the Code of Ethics, Integrity and Ethics Management Best Practice Principles, Procedures for Integrity and Ethics Management and Guidelines for Conduct , or engaged in other crime, corruption, or activities in violation of law, the given party shall report such acts or activities in accordance with this Rules.

Article 3 Acceptance and Investigation Unit

The Company’s Compliance Department is both the acceptance and investigation dedicated unit for any illegal, immoral, or unethical misconduct. If required, the Compliance Department may ask for assistance from appropriate units in conducting investigations.

Article 4 Report Channels

The whistleblower may report to the acceptance unit via four different channels: In-person, via written form, e-mail (whistleblower@chinalife.com.tw), or telephone.

Said channels should be publicly disclosed on the Company’s website.

Article 5 Acceptance Procedures for Reported Cases

The whistleblower should provide the following details and information. For those reporting to the acceptance unit in person, the acceptance unit should compile a written record. The whistleblower should then sign the record as confirmation.

- a. Whistleblower’s real name and contact information. For anonymous whistleblowers, effective contact information should at least be provided.
- b. The whistleblower should state the facts and provide relevant evidence.

Should any of the following occur, the Company may refuse to accept the case.

- a. The whistleblower fails to provide details and information requested in aforementioned paragraphs.
- b. Information provided by the whistleblower includes malicious intent, false

accusations, lacks of specificities, or is not in violation of laws and regulations.

- c. The reported activity is already under investigation, or the case is already closed.
- d. If the reported case is subject to procedures of other regulations, the acceptance unit may transfer the case to the responsible unit for further processing.

The Company should notify the whistleblower on the progress of the case via written or other forms of communication.

Article 6 Protection of the Whistleblower

After accepting the case, the Company should keep the identity of the whistleblower confidential, and all relevant information must be properly stored, encrypted, and with access restricted. Leaking any form of information which may result in the identification of the whistleblower is prohibited.

If the whistleblower is an employee of the Company, the Company should provide appropriate protection measures, and guarantee that the employee will not be terminated, dismissed, downgraded/relocated, given a reduction in pay, receiving impairment to any entitlement under the law, contract or customs, or other unfavorable treatment due to reporting the case.

Article 7 Investigation and Submission Procedures for Reported Cases

With the exception of when non-acceptance and transfer conditions stated in Article 5 are met, the investigation procedure of the accepted reported case should be completed within two months, and may be extended if necessary.

If verification is required in the course of the investigation, the investigation unit may request relevant information or data from relevant units or the whistleblower. The investigation unit may also question the whistleblower or the counterparty, and make records of such question.

Investigation report should be compiled after conclusion of the investigation, and distributed to relevant units after approval.

If the counterparty is a Director or a manager in a position equivalent to that of a Vice President or above, the case should be submitted to the Company's Audit Committee for review.

Article 8 Follow-up Processing Procedures for Reported Cases.

If the counterparty is deemed to have engaged in illegal, immoral, or unethical misconduct after thorough investigation, the Company should immediately request the counterparty to cease all relevant misconduct, and take appropriate measures in light of the violation. Prior to implementing final disciplinary actions, the Company should give the counterparty an opportunity to state their opinions.

If the reported case is deemed to be a material contingency or violation of the law after thorough investigation, relevant authorities should be reported or informed.

If the reported case has been verified to be true, the Company should request relevant departments to conduct revisions of internal control and operating procedures, and submit compiled information to the Company's Integrity and Ethics Management Committee.

The Company should notify the whistleblower on the progress of the case via written or other forms of communication.

Article 9 Recusal

For parties who have potential conflicts of interest regarding the reported case, recusal should be exercised during acceptance, investigation, review, and other relevant procedures of the reported case.

Article 10 File Maintenance and Archiving

All information regarding the reported case, including the acceptance, investigation process, investigation result, and other relevant data, should be retained for a minimum of five years. If litigation concerning the reported case occurs prior to the expiry of the retention period, the retention period of all relevant information should be extended till the conclusion of the litigation.

Article 11 Rewards and Punishments

If the reported case is verified to be true and with grave circumstances, the Company should process the case in accordance with relevant laws or the Company's relevant regulations, and provide the whistleblower with appropriate rewards.

If the whistleblower is an employee of the Company and is in the full knowledge that the reported activity is false, or if the whistleblower provides false evidence, the Company should impose appropriate punishments.

Article 12 Education Training

The Company should regularly promote the whistleblowing system, and hold education training for its personnel.

Article 13 Amendments and Implementation

This set of Rules is to be implemented after approval from the Board of Directors. The same applies for any amendments.