

## Customer Satisfaction

<p><b>Survey Frequency</b></p>	<p>A customer satisfaction survey is conducted semi-annually.</p>																																																
<p><b>Sampling Method</b></p>	<p>Fifty, including 30 domestic buyers and 20 overseas buyers, from the top one hundred buyers by purchasing quantity are surveyed during the H1 and H2 of each year.</p>																																																
<p><b>Contents and Results</b></p>	<p>In 2021, all aspects were above the “satisfied” level, and up to 98.9% of investigation feedback for investigations in the year was either “highly satisfied” or “satisfied”, achieving the 2021 target ( ≥ 94%). The charts below show the survey results in “comparison with other suppliers” and “comparison with the previous year performance” in the past three years.</p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="414 646 1086 1364"> <p><b>Comparison with other suppliers</b></p> <table border="1"> <caption>Comparison with other suppliers (2019-2021)</caption> <thead> <tr> <th>Category</th> <th>2019</th> <th>2020</th> <th>2021</th> </tr> </thead> <tbody> <tr> <td>Overall impression</td> <td>4.4</td> <td>4.4</td> <td>4.6</td> </tr> <tr> <td>Export transportation</td> <td>4.2</td> <td>4.5</td> <td>4.6</td> </tr> <tr> <td>Domestic sales transportation</td> <td>4.2</td> <td>4.5</td> <td>4.6</td> </tr> <tr> <td>Service quality</td> <td>4.7</td> <td>4.7</td> <td>4.7</td> </tr> <tr> <td>Product quality</td> <td>4.7</td> <td>4.7</td> <td>4.7</td> </tr> </tbody> </table> </div> <div data-bbox="1131 646 2072 1364"> <p><b>Comparison with last year performance</b></p> <table border="1"> <caption>Comparison with last year performance (2019-2021)</caption> <thead> <tr> <th>Category</th> <th>2019</th> <th>2020</th> <th>2021</th> </tr> </thead> <tbody> <tr> <td>Overall impression</td> <td>4.4</td> <td>4.4</td> <td>4.6</td> </tr> <tr> <td>Export transportation</td> <td>4.2</td> <td>4.4</td> <td>4.6</td> </tr> <tr> <td>Domestic sales transportation</td> <td>4.2</td> <td>4.4</td> <td>4.6</td> </tr> <tr> <td>Service quality</td> <td>4.6</td> <td>4.6</td> <td>4.6</td> </tr> <tr> <td>Product quality</td> <td>4.6</td> <td>4.6</td> <td>4.6</td> </tr> </tbody> </table> </div> </div> <p>Note: “5” for highly satisfied; “4” for satisfied; “3” for fair; “2” for unsatisfied; and “1” for highly unsatisfied.</p>	Category	2019	2020	2021	Overall impression	4.4	4.4	4.6	Export transportation	4.2	4.5	4.6	Domestic sales transportation	4.2	4.5	4.6	Service quality	4.7	4.7	4.7	Product quality	4.7	4.7	4.7	Category	2019	2020	2021	Overall impression	4.4	4.4	4.6	Export transportation	4.2	4.4	4.6	Domestic sales transportation	4.2	4.4	4.6	Service quality	4.6	4.6	4.6	Product quality	4.6	4.6	4.6
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