






Sales Services

 <p>Technical Support</p>	<ul style="list-style-type: none"> Establishing the “Customer After Sales Technical Service Policy” In the “Product” section of our corporate website, we provide complete information regarding the specifications, properties, functions, application manual, and safety data sheet (SDS) of our current and new products Setting up an enquiry hotline In 2021 no legal noncompliance or fine in relation to product labeling was reported. GRI 419-1 Providing customers with a small quantity of samples for test runs and continuous technical support 	
 <p>Product Responsibility</p>	<ul style="list-style-type: none"> All USI products comply with the Restrictions on Hazardous Substances (RoHS) Provision of quality inspection reports as requested by customers 	
 <p>Customer privacy</p>	<ul style="list-style-type: none"> To ensure the utilization of customer’s data is secured and appropriate, the Group Information Systems Division has established a series of regulations regarding information security management, including the General Provisions of the Information Security Management Policy, System Development and Maintenance Management Regulations, Directions for Going Live Management of Application Systems and Programs, and Directions of Database Management to protect and control all types of privacy information in terms of information security management. In addition, by enhance the firewall management, authority control, to segment the test and production environments, and de-identification of data for containing personal information to prevent the risk of data leakage. In 2021 no damage or leakage of customer privacy was reported. 	
 <p>Customer Complaints</p>	<ul style="list-style-type: none"> Establishing the “Customer Complaint Handling Procedure” to process all customer complaints about products. Customer complaints processing procedures <div style="display: flex; justify-content: space-around; align-items: flex-start; text-align: center;"> <div style="width: 15%;"> <p>1 Receipt of customer complaints</p> <p>Referring complaints to the sales unit</p> </div> <div style="width: 15%;"> <p>2 Acceptance of customer complaints by the sales unit</p> <p>Filling in the “Customer Complaint Notice”</p> </div> <div style="width: 15%;"> <p>3 Causes investigation of customer complaints</p> <p>by implementation unit. Recommendation of solutions</p> </div> <div style="width: 15%;"> <p>4 Reply Customers</p> <p>Filling in the customer complaint closure report</p> </div> <div style="width: 15%;"> <p>5 Effectiveness Confirmation</p> <p>Proposing corrective and preventive actions Confirmation and follow-up of effectiveness.</p> </div> <div style="width: 15%;"> <p>6 Closure</p> <p>Completing the customer complaint closure report</p> </div> </div> <ul style="list-style-type: none"> We have adopted the following procedures to ensure that all customer complaints are addressed and resolved: computer processing and recording of customer complaints processing; discussion of each complaint at the monthly meeting; effective implementation of quality improvement activities; dedicated personnel for cause analysis, follow-up of corrective and preventive actions, and tracing the effectiveness of corrective and preventive actions. 	