



TERMS OF BUSINESS AGREEMENT

MARSH VIETNAM

These general terms of business (the “Agreement”) set out the nature and scope of the services Marsh Vietnam Ltd (“Marsh” or “we”) will be providing to you and other information required by law. References to “insurance” and “insurer” include “reinsurance” and “reinsurer” where applicable.

We appreciate your business and we look forward to working with you. Please sign and return this to us together with the signed Personal Information Collection Statement or confirmation as soon as possible.

Introduction

This Agreement will supersede and replace any previous agreements containing the same or similar subject matter and may only be varied by written agreement with you, (unless superseded by future amended terms of business issued by Marsh and accepted by you).

About Marsh

Marsh is licensed and regulated by the Vietnamese Ministry of Finance (MOF).

Marsh is an associate of Marsh & McLennan Companies, Inc. In this Agreement, the “Marsh Group” means Marsh & McLennan Companies, Inc. its subsidiaries and associate companies. Marsh may use offices in the Marsh Group or the services of other intermediaries external to the Marsh Group, when in Marsh’s professional judgement those services are necessary or appropriate.

Who do we act for?

As an independent insurance intermediary we generally act as agent of our clients. As such we put the duties we owe to you above our own interests.

We may in certain circumstances handle claims on behalf of insurers. We will advise you when these circumstances occur and inform you of how we will deal with any possible conflicts of interest. If we give you notice of a conflict of interest you will have the right to terminate this Agreement immediately. If you do not terminate the Agreement, we will continue to provide the services.

We are not an insurer or an underwriter.

Our Services

MARKETING AND PLACEMENT SERVICES

Negotiation and Broking

We will discuss your insurance requirements with you, including the scope of cover, limits sought and cost of cover.

We will keep you informed of our progress and identify where we are unable to obtain all or part of the cover sought by you. We will use reasonable endeavours to implement your insurance programme, subject to available insurers, before the intended date of inception, renewal or extension of cover (whichever is appropriate). We cannot however be responsible for the consequences of late instructions or the actions of third parties.

We will provide you with the information you need to make a decision about insurance cover available. All decisions regarding the amount, type or terms of insurance covers shall be your sole responsibility. While Marsh may provide advice and recommendations, you must decide on the specific coverage that is appropriate for your particular circumstances and financial position.

Our services also include assisting you to lodge claims and where requested negotiate claims settlements (“Claim Related Works”).

Marsh does not assume any liability for the effectiveness or completeness of your existing insurance programme (if any) or any insurance policies placed by you directly or by another insurance broker or for any acts or omissions occurring prior to the date of commencement of Marsh’s engagement.

Market Security

If your insurer is regulated by MOF it is required to comply with all laws of Vietnam, regulations and conditions of doing business, including solvency requirements. If you are interested in receiving more information about a particular insurer or insurers including information about its financial strength and security, please contact your Marsh representative for further guidance and information.

We assess insurers and markets with whom we place business, using public information including that produced by recognised rating agencies. We do not, however, guarantee or otherwise warrant the solvency of any insurer or market used for your requirements. The decision regarding suitability of any insurer or market rests with you. If you have any concerns, regarding any insurers

chosen for your insurance requirements you must advise us as soon as possible and we will discuss them with you.

Quotations

Marsh does not guarantee premiums quoted by insurers. All premium quotations are provided by insurers and subject to subsequent acceptance by insurers, unless otherwise stated. All premiums quoted include our brokerage where applicable.

CONSULTING AND RISK MANAGEMENT AND ADMINISTRATION SERVICES

Marsh will if required and agreed by Marsh, provide the Consulting and Risk Management and administration services described in Appendix A and charge separately for these services.

HEALTH AND WELLNESS CONSULTING AND RISK MANAGEMENT SERVICES

Marsh will, if required and agreed by Marsh, provide the Health and Wellness consulting services described in Appendix B and charge separately for these services.

EMPLOYEE HEALTH BENEFITS ADMINISTRATION SERVICES

Marsh will, if required and agreed by Marsh, provide the Employee Health Benefits Administration services described in Appendix C and charge separately for these services.

Our Respective Responsibilities

Proposal Forms

For certain classes of insurance you may be required to complete a proposal form, questionnaire or similar document. We will provide guidance if needed but we are not able to complete the document for you. In most cases, the information you provide will be the basis of or form part of the insurance policy.

The provision of incorrect or incomplete information may result in the insurer denying a claim or avoiding the policy (cancelling the policy from inception).

Disclosure of Information

You are responsible for providing us or your insurers with the information we request from you to enable us to seek the cover you require. We will not be responsible for any consequences which may arise from any delay or failure by you to do so.

Further, you must disclose to us or your insurers all information which is material to your requirements for cover or which might influence insurers in deciding to accept your business, finalising the terms to apply and/or the cost of cover. You should not rely on Insurers to request

material information from you. Failure to make such disclosure could result in the policy being rendered void, so that claims may not be paid. This duty of disclosure applies before the start of cover, when all material information must be disclosed to insurers to enable terms to be negotiated and cover arranged. This is not limited to answering specific questions that may be asked. Any material changes which may occur or come to light after a quotation has been given must also be notified to us and your insurers.

The same duty is owed to the insurer before renewal, extension, variation or reinstatement of a contract of insurance. In addition, changes which substantially increase the risk, or relate to compliance with a warranty or condition in a policy, must be notified at once.

You should not rely on casual observation of any material aspect of the risk by us or any other third party as satisfying your obligation to disclose material matters concerning your cover.

Please contact us immediately if you have any doubts about what is material or have any concerns that we may not be aware of material information.

Your Policy

We will use all reasonable endeavours to ensure that your policy documentation is forwarded in a timely manner. Your policy documentation will confirm the basis of the cover, give details of the insurers together with details of amount of premium and the date it is due.

You are responsible for reviewing your insurance documentation together with other related documents which may be sent to you from time to time to confirm that they accurately reflect the cover, conditions, limits and other terms that you require. Particular attention should be paid to any policy conditions, warranties and subjectivities as failure to comply with any of them may invalidate your coverage. If there are any discrepancies you should consult us immediately.

Claims

You are responsible for notifying claims or potential circumstances that may give rise to a claim. To ensure full protection under your policy, you should familiarise yourself with the provisions of your cover and procedural requirements in relation to claims and to the notification of those claims or circumstance. Failure to adhere to the notification requirements, particularly in relation to timing, as set out in the policy or other coverage document, may entitle insurers to refuse your claim. **In presenting a claim it is your responsibility to disclose all facts which are material to the claim.**

Where we collect claims payments, these will be remitted to you in accordance with any regulatory requirements. However, we will not remit claims monies to you before we have received them from insurers.

Unless otherwise agreed, we will cease any Claim Related Works when:

- (i) our appointment is terminated, or we are otherwise not retained in relation to the renewal or replacement of policies of insurance that we are your broker; or
- (ii) when a dispute arises between us, which we reasonably believe cannot be resolved.

Change in Circumstances

You must advise us as soon as reasonably practicable of any changes in your circumstances that may affect the services to be provided by us or the cover provided under your insurance policy.

We will advise you as soon as reasonably practicable of any resultant changes in premium or terms and conditions of your policy.

Provision of Information

The services we provide to you are for your exclusive use and all data, recommendations, proposals, reports and other information provided by us in connection with our services contains proprietary, confidential information and are for your sole use and may not be shared with any third party, unless otherwise agreed by Marsh in writing.

Payment of Premium

You will provide settlement with cleared funds of all monies due in time for us to make payment to insurers in accordance with the payment date(s) specified in our invoice or other relevant payment documentation ("**Payment Date**"). You must also pay any taxes or charges applicable to your insurances. Where insurers have specified a premium payment warranty or condition in your policy, your insurers must receive the premium due from you by that date. You acknowledge that failure by you to pay by the Payment Date and/or comply with a premium payment warranty or condition may lead to insurers cancelling your policy. If you do not think that you will be able to meet the Payment Date and/or a premium payment warranty or condition, please contact us immediately.

Client Money

We are required to keep Client Money separate from our own money. We will normally do this by holding money in a client bank account.

Any interest earned on Client Money will be retained by us.

Currency

Where we are able to deal in a currency other than the local currency, we are not responsible for any shortfall in payments, including premiums or claims payments arising from movements in foreign exchange rates.

We may need to convert currency you have sent us into another currency for the purposes of carrying out your transaction. If we have converted but not paid such money to insurers or other third parties (and are not legally obliged to do so) and you request us to return such money to you, then you agree that we will return such money to you in the currency to which we have converted it and at the exchange rate at which we originally converted it. Should we agree to reconvert the currency for you, you will agree to accept re-conversion at the market exchange rate prevailing at the time of re-conversion, less applicable bank charges.

Your Liability for Tax

Marsh is not a tax adviser and consequently makes no representation to you as to your liability or otherwise for tax on any sums that may be paid to you under a contract of insurance. Any information or calculations that Marsh provides about insurance, regulatory and tax issues are based on publicly available information and Marsh's experience derived from involvement in similar matters for other clients. In all instances, Marsh recommends that you seek your own advice on such matters from professional legal and tax advisers. It is your obligation to make declarations in respect of, and to account to any relevant revenue authority for, all insurance proceeds.

Our Remuneration

Subject to any more specific term separately agreed in writing, our remuneration is based on brokerage ("Commission") which is payable out of premium paid by you and allowed by the insurer(s) with whom your cover is arranged. On occasions, we may be remunerated by both brokerage and a fee ("Engagement Fee"). Where we are to be remunerated by an Engagement Fee, this Agreement will still apply, but in addition we will agree with you the level of the Engagement Fee and any other matters such as the term of our engagement. You will be responsible to us for the payment of all such Engagement Fees. For avoidance of doubt, under no circumstances shall Marsh be entitled to compensation by means of both Commission

and the full Engagement Fee, subject to the following:

- (a) In the event that the amount of the Commission is less than the amount of the Engagement Fee, Marsh will charge the Commission together with an additional fee of an amount equal to the difference between the Commission and the Engagement Fee; and
- (b) In the event that the amount of the Engagement Fee is less than the amount of the Commission, Marsh will waive the payment of the Engagement Fee and Marsh's compensation shall consist solely of the payment of Commission.

Marsh may be paid separately by insurers a fee for risk management services related to your cover or be paid a fee for claims preparation or additional claim services.

Commission and/or Engagement Fees are fully earned when you instruct us to bind cover for your policy. There will be no return or cancellation of Engagement Fees and/or brokerage once you have instructed us to bind cover for your policy notwithstanding that the policy is later varied, terminated or otherwise cancelled and we are entitled to retain or recover from you all Engagement Fees and/or brokerage (or its equivalent) in respect of the full policy period.

In the event of a mid-term adjustment, we may be entitled to further brokerage from any additional premium payable.

To the extent an Engagement Fee is agreed between us, any fee we earn from you under this Engagement shall be increased in line with inflation by reference to the inflation index published by the General Statistics Office of Vietnam under the Ministry of Planning and Investment upon each annual anniversary of this Engagement.

With respect to Claim Related Works:

- (i) there will be no charge for up to first thirty (30) working hours (in the aggregate) on each claim and in the aggregate for all claims in one policy year.
- (ii) If the total working hours of Claim Related Works exceed the hours stated in sub-clause (a) above, Marsh and you will negotiate and agree additional remuneration for the Claim Related Works, failing which Marsh may cease the Claim Related Works.

Other Revenue

We (and/or other members of the Marsh Group) sometimes separately receive payments from insurers for services provided to them which are not directly related to the services which we provide to you.

Where applicable or permitted under the law, the payment received from a particular insurer for services provided in a given period may be a management or administration fee or it may be based upon the profitability of insurance business placed with that insurer during that period. When providing these services to insurers we will always use reasonable endeavours to avoid a conflict of interest. If we consider that a conflict has arisen, then we shall take no further action on behalf of the insurer unless you agree in writing that we may proceed.

We (or other members of the Marsh Group) may receive separate compensation from insurers for providing consulting technical, data analytics or other services. The services are designed to improve the offering available to our clients assist insurers in identifying new opportunities and enhance insurers' operational efficiency. The scope and nature of the services vary by insurer and geography.

We (or other members of the Marsh Group) may also act as reinsurance brokers to underwriters with whom we have placed insurance or reinsurance and may receive remuneration by fees and/or brokerage for so doing.

It may be appropriate for us to use a member of the Marsh Group or another intermediary (located inside or outside Vietnam) to assist us in fulfilling your insurance requirements. These companies may receive additional remuneration for the services they provide.

At your request, we will disclose to you in writing the remuneration we (and other members of the Marsh Group) receive in respect of your policy. To the extent that such other remuneration cannot be indicated in cash terms, then we will explain the basis for its calculation.

You can find out more about how we are paid by visiting our Transparency & Disclosure webpage- [Transparency & Disclosure \(marsh.com\)](https://marsh.com)

Web Placements and Facilities

Marsh may place your insurance policies through a facility set up by Marsh (or other members of the Marsh Group) with selected insurers and/or an internet based system developed by Marsh Group which allows for the efficient transfer of

underwriting information to a panel of insurers competing for business and the ability to issue policy documentation on line. Marsh (or other members of the Marsh Group) may be remunerated by a fee paid by the participating insurers for the use of the facility and/or the Marsh Group developed internet based system.

Termination of this Agreement

This Agreement may be terminated by either party giving a 90 days' notice in writing to the other party. On receiving termination notice, Marsh will immediately withdraw from all negotiations, including but not limited to renewal negotiations of policies expiring in the notice period and any Claim Related Works occurring in the notice period. Subject to payment of any outstanding fees due to us, Marsh will assist in arranging a smooth transfer of your business.

Limitation of Liability

The maximum aggregate liability of Marsh and any other member of the Marsh Group relating to or arising out of this Agreement or the services provided under this Agreement shall be limited in total to the amount of VND 7,5 billions.

This limitation applies to all causes of action including, without limitation, breach of contract, breach of warranty, negligence, strict liability, misrepresentation and other torts.

In no event will Marsh or any member of the Marsh Group be liable for any indirect, special, incidental, consequential or penalty or for any lost profits or other economic loss relating to, arising out of or in connection with this Agreement or the services provided under it.

This clause will not apply to any liability arising as a result of fraud or wilful default on the part of Marsh or any member of the Marsh Group nor to any liability which cannot lawfully be excluded or limited.

Electronic communications

We may communicate with each other by electronic mail, sometimes attaching further electronic data. By consenting to this method of communication we and you accept the inherent risks (including the security risks of interception of, or unauthorised access to, such communications, the risks of corruption of such communications and the risks of viruses or other harmful devices). Notwithstanding that we and you have reasonable virus checking procedures on our system, you will be responsible for virus checking all electronic communications sent to you. You will also be responsible for checking that the messages received are complete. In the event of a dispute

the records maintained in the Marsh' system shall be deemed definitive in respect of electronic communications and documentation passing between us.

Confidentiality

We will treat any information in our possession, which relates to your business as confidential. It will be necessary for us to disclose information that you consider confidential to insurers or other parties, when acting on your behalf, where we reasonably consider such information to be material to the risks being covered, or for internal review and audit purposes.

Likewise, we may disclose to third parties certain industry wide statistics or other information which may include information relating to you. Any sensitive information will be handled appropriately and information specific to you will not be identified without your consent.

We may reference your company's name and logo on any marketing materials that we give to you or third parties. If you do not wish us to reference your company's name and logo, then please advise your usual Marsh contact.

We may be required to collect and process personal information (including sensitive personal information) from you or your employees and/or their dependants in order to be able to perform and provide the services. Kindly provide each person providing us with personal information with a copy of the Personal Information Collection Statement set out in Appendix D to this Agreement ("PICS") and arrange for them to execute and return the same to us or alternatively, confirm to us that you have obtained all required consents to transfer their personal data to us for processing.

Document Retention

Marsh may retain documents for business effected on your behalf in electronic form or paper in accordance with its document retention policy in effect from time to time. Thereafter we may destroy documents without further reference to you.

In relation to certain classes of insurance, it is possible for claims to be made long after the policy has expired. It is therefore important that you keep your policy documentation safely for such time as you may be able to make a claim under the policy.

Data Protection and Data Security

Personal Data

You and Marsh will observe the provisions of any data protection or privacy legislation as applicable from time to time. This includes any obligation, if any, for the provider of personal data to obtain any required consent(s) in respect of the transfer of personal data to the recipient by the provider or any third party that is subject to applicable data protection or privacy legislation and any obligation with respect to the use, disclosure on a transfer by the recipient of personal data necessary to carry out its obligations under this agreement.

Marsh believes that all personal data it requests is necessary to provide quotations, arrange insurance cover, manage claims and for client relationship management. Personal data will generally be kept confidential but you consent and authorise Marsh to provide or disclose your personal data for general Servicing purposes including renewal, research, benchmarking and statistical analysis, credit assessment and crime prevention. Arranging insurance or providing claims services may involve certain disclosures of personal data to insurers, agents and service providers, including but not limited to consultants, market research, and quality assurance companies; Marsh Group; industry regulators and Marsh's auditors. Where we consider it necessary and appropriate, we may transfer personal data and confidential information to a service provider, under conditions of confidentiality, for the purpose of data storage or processing or providing any service on our behalf to you. Marsh may include, on a de-identified basis, information relating to your insurance program in benchmarking, modelling and other analytics offering. Marsh offers an array of analytics capabilities to clients, insurers and others. For clients, these offerings include benchmarking databases, analytics and modelling tools, surveys and other compilations of information, which are designed to help clients more effectively assess their risks, make more informed decisions and construct insurance programmes and other risk mitigation strategies. Marsh (or other members of the Marsh Group) may in some instances receive compensation for its analytics offerings from clients, insurers and others.

Where applicable and permitted under the law, Marsh may share with prospective insurers information about your upcoming insurance renewals to help insurers identify opportunities to compete for risk. Marsh shares the information as part of its insurer consulting offering, which is designed to help insurers expand their own offerings and create superior solutions for Marsh clients. For more information, please visit <https://www.marsh.com>

Depending on the circumstances, the disclosure of personal data to any of the above may involve

a transfer outside of Vietnam.

Use for Marketing Purposes

We may use, analyse and assess information held about you to give you information about products and services from members of the Marsh Group, and those selected third parties which we think may interest you by phone, post or other means. We may pass this information to other members of the Marsh Group (located inside or outside Vietnam) so that they may do the same.

If you do not wish to receive information concerning other Marsh Group or third party products and services, then please advise your usual Marsh contact accordingly.

Assignment and transfer

We may at any time assign or transfer or deal in any manner with part or all of our rights or obligations under this Agreement and may subcontract or delegate our obligations under this Agreement to any of the Marsh Group.

Compliance with Laws

The Marsh Group is required to act in accordance with the laws, regulations and requests of regulatory authorities operating in various jurisdictions which relate amongst other things, the prevention of money laundering, terrorist financing and the provision of financial services to any persons or entities that might be subject to sanctions. Marsh may take actions at the request of regulatory authorities and other companies within the Marsh Group, these actions include delaying or rejecting your requests.

To prevent or detect theft and fraud and to assist in verifying identity, we and the insurers may exchange information with members of the Marsh Group (located inside or outside Vietnam) and make searches of records held at fraud prevention agencies who will supply this information. We and the insurers may also pass information to financial and other organisations involved in fraud prevention.

You acknowledge and agree that Marsh is unable to provide broking, risk consulting, claims or other services or provide any benefit to the extent that the provision of such services or benefit would violate applicable laws or expose Marsh or the Marsh Group to any sanction, prohibition, or restriction under United Nations Security Council Resolutions or under other trade or economic sanctions, laws, or regulations.

If you are not happy with our service

Your Rights

It is our intention to provide you with a high level of customer service at all times. However, if you are dissatisfied with any aspect of our insurance services, you may make a complaint either in writing or by any other means to your usual point of contact or to the Country Head.

Governing Law

This Agreement, which sets out the terms of our relationship with you, will be governed by and construed in accordance with Laws of Vietnam and any dispute arising under it shall be subject to the exclusive jurisdiction of the Courts of Vietnam.

Miscellaneous

Because the parties are of equal commercial sophistication in negotiating contracts and have negotiated this Agreement at arms' length, it shall not be construed for or against any party. Each party is entering into this Agreement voluntarily, has read and understands its provisions and has had the opportunity to seek and to obtain the advice of counsel on its rights and responsibilities under, and the terms and conditions of, this Agreement.

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Appendix A: Consulting and Risk Management Services

Property Loss Control Services

Insurance Placement - Risk Control/Engineering Support

- Assist in developing property risk information in support of the property insurance marketing with the brokers. This can include, but not limited to:
- Loss control/COPE data (Note: COPE data collection is not an onsite activity) information. This will be accomplished reviewing;
- Existing Loss Control Reports
- Prior Marketing Submissions
- General information on locations and operations that may be available
- (B&M) Spare Parts Strategies
- (B&M) Object Lists
- (B&M) Emergency and Secondary Systems Review
- Preparation of a one page Property Risk Summary that can include;
 - Highlight of risk quality
 - Inspection and assessment program
 - Loss control philosophy and management commitment to loss control
 - Key risk improvements/investments made or planned
 - Overview of property risk management program and operations
 - Key risk improvement priorities with the client's response
 - Client investment in loss control, etc.
- Preparation of an action plan working with the client on key risk improvements, if needed, to present to the insurance markets.
- Participation in meeting with carrier underwriters and engineers to present (client) risk profile.
- Provide technical input and comments to brokers and client regarding recommendations by carriers and alternatives to consider and present.
- Review of loss estimates reflecting the risk to help the client understand how the markets may view the risk and loss potentials.
- Preparation and Presentation of the PRC Property Risk Dashboard included in the marketing submission or to use with the client.

Appendix B: Health and Wellness Consulting and Risk Management Services

Health and wellness consulting and risk management services that Marsh provides may include but it is not limited to the following:

- Collating and analysing of available relevant data and detailed benefits information against existing benefits program and employee profile
- Reviewing and refinement of objectives for benefits program
- Developing and planning of benefits design that would meet defined objectives, as well as detail the Core and Optional benefits, Price Tags, and Flex Points Allocation (if applicable)
- Developing of wellness program to meet benefits program objectives (if applicable)
- Undertaking a cost impact analysis on the proposed plan design
- Undertaking agreed number of employee focus groups to gather feedback on proposed plan design (if applicable)
- Preparing Management presentation for the approval of the proposed plan

Appendix C: Employee Health Benefits Administration Services

Employee health benefits administration services that Marsh provides may include but it is not limited to the following:

One-Off Service

Initial Setup - Implementation, Communication and Launch

- Establishing rules and policies for the benefits plan and setup applicable platform to support benefit plan (if applicable)
- Developing employee communication strategy & timeline
- Developing content of employee communication materials. This excludes design, printing and/or publication of said materials
- Undertaking the agreed number of employee communication sessions

Ongoing Service - Service, Delivery, Workflows, Documentation and Functionality

Updating platform configuration for renewal of plan year
Allocating of Flex Points/Dollars based on allocation rules documented
Benefits Selection
Benefits Selection Menus and Functionality
Statement of Account Menus and Functionality
My Details Menus and Functionality
Update Password Menus and Functionality
My Benefits Menu
My Claims Menus and Functionality
Underwriting Functionality (U/W Module)
Processing employee life event changes based on pro-ration rules, staff movement policies and workflows documented
Processing FSA claims submitted by employees
Recording underwriting (U/W) results and refund price tags based on point-to-point cash-to-cash logic
Setting up portal system
Setting up portal system based on Flex and Claim administration
Providing Marsh helpdesk service to employees
Providing Offline Employee Communications
Providing Employee Self-Service
HR Access (HR Module)
Reporting to Client
Reporting to Insurer
Reporting to Employee
Other Reporting

Appendix D: Personal Information Collection Statement

Client and Client's Employees Personal Information Collection Statement

1. It is often necessary for our current or prospective individual clients, or, where our clients are corporate or business entities, their individual representatives and employees (collectively referred to as "clients" and otherwise referred to as "client", "you" or "your") to provide to **Marsh Vietnam Ltd*** (hereinafter referred to as "MARSH", "we", "our" or "us", and references to Marsh include the appropriate member of Marsh Group) personally identifiable data about yourselves ("**Personal Information**") in connection with our business process execution, including delivery of services and/or products, preparation of proposals, provision of quotations, arranging insurance cover, managing claims, client relationship management and conducting internal conflicts checks. Such Personal Information may include information or data provided by you or other parties or from other source, and may include, but is not limited to, historical or existing data and/or data to be collected in the future. Such Personal Information may be subject to applicable data protection, privacy and other similar laws and may include copies and other details of identity documents, proof of address and other contact details, religious, philosophical or political affiliations, information concerning age, marital status, racial or ethnic origin, education, genetic or sexual life, physical or mental health or medical condition/diagnosis, dietary preference, commission or alleged commission of any offence or proceedings for any offence committed or alleged to have been committed, the disposal of such proceedings or the sentence of any court in such proceedings.

** Marsh is an associate of Marsh & McLennan Companies, Inc. In this Agreement, the Marsh Group means Marsh & McLennan Companies, Inc. its subsidiaries and associated companies. Where appropriate, references to Marsh are references to the appropriate company within Marsh Group.*

When you provide MARSH with Personal Information relating to your employees, dependents and/or other individuals that you represent, you will observe the provisions of any data protection or privacy legislation as applicable from time to time the extent applicable to this Agreement. This includes, without limitation: (i) an obligation, if any, for you to obtain any required consent(s) in respect of the transfer of information to MARSH by the provider or any third party relating to an identified or identifiable individual that is subject to applicable data protection, privacy or other similar laws and (ii) any obligation (including an obligation for you to obtain any required consent(s) by the provider or any third party) with respect to the use, disclosure and transfer by MARSH of personal information as necessary to carry out its obligations under this Agreement. If and when requested by MARSH, you will provide MARSH with a legitimate proof of the said required consent(s).

2. Personal Information you provide will be collected, used and otherwise processed by MARSH for the following purposes:
 - 2.1 client relationship management procedures, including any potential conflict checks as may be required;
 - 2.2 the delivery of services or products to the client;
 - 2.3 those purposes specifically provided for in any particular service or product offered by MARSH;
 - 2.4 conducting marketing and client profiling activities in connection with insurance and related services and products (including those provided by MARSH, company within Marsh Group and selected third parties for the purpose of improving our services to the

client or that we think may interest the client);

- 2.5 credit assessments and other background checks of the client as MARSH may determine to be necessary or appropriate;
 - 2.6 MARSH's internal record-keeping;
 - 2.7 collection of outstanding payments from clients;
 - 2.8 prevention of crime (including but not limited to fraud, money-laundering, bribery);
 - 2.9 meeting any legal or regulatory requirements relating to MARSH's provision of services and products and to make disclosure under the requirements of any applicable law, regulation, direction, court order, by-law, guideline, circular, code applicable to MARSH or company within Marsh Group; and
 - 2.10 purposes ancillary or relating to any of the above (including but not limited to research, benchmarking and statistical analysis).
3. MARSH may provide or disclose this Personal Information to its Affiliates for the purposes stated in paragraph 2 above.

Personal Information Storage

4. MARSH operates a group-wide centrally-managed data storage and processing system and accordingly Personal Information may be transferred and stored in the country in which MARSH is established or other countries where a member of MARSH Group or third party service or product providers are located and to whom Personal Information will be transferred in accordance with paragraph 9 below and stored for a reasonable period of time considered by MARSH as suitable for the purposes stated in paragraph 2 above, and will be deleted or destroyed upon expiry of this period, unless otherwise permitted or required by applicable laws and regulations.

Collection and Disclosure

5. Personal Information provided to MARSH will generally be kept confidential but you hereby consent and authorize MARSH to collect, provide or disclose your Personal Information for the purposes stated in paragraph 2 above from or to:
- 5.1 any person to whom MARSH is compelled or required to do so under law or in response to a competent or government agency;
 - 5.2 relevant parties arranging insurance or providing claims services or benefits administration services or wellness services such as insurance companies, health maintenance organizations, agents and service providers (including but not limited to consultants, market research and quality assurance companies),
 - 5.3 company within Marsh Group;
 - 5.4 government agencies and industry regulators;
 - 5.5 MARSH's auditors, accountants, lawyers or other financial or professional advisers; and
 - 5.6 such sub-contractors or third party service or product providers as MARSH may determine to be necessary or appropriate, in accordance with paragraph 2 and

paragraph 9.

5.7 such person(s) as you may instruct or require.

6. You further consent to provide, and for your employer, insurer(s), health maintenance organizations, agents and/or third party service or product provider(s) to provide to MARSH your Personal Information for the purposes set out in paragraph 2 above.
7. Failure to provide such Personal information may result in MARSH being unable to provide clients and you with the services and/or products requested.

Safeguards

8. MARSH confirms that MARSH has implemented the appropriate administrative, and security safeguards and procedures in accordance with applicable laws and regulations to prevent the unauthorized or unlawful processing, access, disclosure or modification or stealing of your Personal Information and the accidental loss or destruction of, or damage to, your Personal Information.

Data Transfer

9. Where MARSH considers it necessary or appropriate for the purposes of data storage or processing or providing any service or product on our behalf to you, we may transfer your Personal Information to an Affiliate or third party service or product providers within or outside the country in which MARSH is established, under conditions of confidentiality and similar levels of security safeguards.

Your Rights of Access and Correction

10. You have the right to request access to and correction of information about you held by MARSH and you may:
 - 10.1 check whether MARSH collects, holds, uses, discloses or transfers your Personal Information and request access to such data;
 - 10.2 request that MARSH check and correct any of your Personal Information that is inaccurate, incomplete or out-of-date;
 - 10.3 request that MARSH delete any of your Personal Information if the purposes for processing no longer exist or there is no legal basis or legitimate interest for MARSH to process such data;
 - 10.4 request MARSH to stop providing your Personal Information with/to a third party;
 - 10.5 request that MARSH specify or explain its policies and procedures in relation to data and types of Personal Information collected, stored, used, disclosed, transferred or handled by MARSH; and
 - 10.6 communicate to MARSH your objection to the use of your Personal Information for marketing purposes whereupon MARSH will not use your Personal Information for these purposes; and
 - 10.7 withdraw, in full or in part, your consent given previously,

in each case subject to any applicable legal restrictions, contractual conditions, reasonable

internal policies/procedures, a reasonable time period (in accordance with applicable laws) as well as, in the case of an access request, a reasonable fee (where permitted under applicable laws and as MARSH may notify you in writing upon receipt of your request).

11. Written requests for access to Personal Information or correction and/or deletion of Personal Information or for information regarding policies and procedures and types of Personal Information handled by MARSH may be sent to marsh.vietnam@marsh.com.

I have fully read and understood the terms and conditions set out in the Personal Information Collection Statement and consent to the collection, use, transfer and processing of my Personal Information in accordance with the terms of this Personal Information Collection Statement.

Name of Client Company:

Name of Employee:

Date:



Marsh Vietnam Ltd.

32nd Floor, Lim Tower
No. 9-11 Ton Duc Thang Street
Ben Nghe Ward, District 1
Ho Chi Minh City, Vietnam

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Fax: + 84 28 6288 2379