

## 3.6 Customer Relationship Management

### • Satisfaction Survey Questionnaire

Microbio places strong emphasis on customer interactions and its business units maintain intensive communication with their customers. We utilize customer satisfaction surveys to solicit feedback and suggestions from our customers. Based on the analysis of the survey results, detailed information is provided to relevant departments as a reference for improvements and corrective action. In the health product, questionnaires are distributed twice a year to gain a clear understanding of the customers' satisfaction with the Company's product quality, service efficiency, and staff professionalism. In 2024, 15 customers were surveyed in the first half and 15 in the second half (response rate: 100% for both waves). Sales personnel contacted the selected customers to remind them to fill out and submit the questionnaires. Subsequently, dedicated personnel compiled a report on the basis of a statistical analysis of the survey results. The overall satisfaction rates indicated by "very satisfied" and "satisfied" responses both reached 100% in the surveys conducted in the first and second half of 2024. In terms of pharmaceuticals, satisfaction survey questionnaires are distributed once annually. In 2024, a satisfaction survey was conducted with 12 clients, and the questionnaire response rate was 100%. The overall satisfaction survey result indicated 100% of respondents were either "Very Satisfied" or "Satisfied".

### • Customer Complaint Handling Procedures

We value the user experience and satisfaction of consumers. To effectively handle customer complaints and continuously improve product and service quality, we have established drug and health product complaint handling SOPs, namely "Drug Customer Service/Customer Complaint Handling Procedures" and "Customer Complaint Handling Operation Instructions." We systematically archive customer complaints or adverse drug reactions according to the SOP, make a preliminary determination of the cause, notify the relevant departments and supervisors, take emergency disciplinary measures, and promptly reply to customers with their feedback. If the responsibility is attributed to the manufacturer, we will also require them to analyze the cause and take preventive and corrective measures. All customer complaint cases will be properly saved to facilitate the tracking of product and service improvements, to prevent the same incident from happening again, and to enhance customer satisfaction.

### • Handling of Customer Complaints in 2024

Microbio adheres to the principle of "continuous improvement to meet customer needs" to provide customers with more refined service quality. The customer complaints and handling methods in 2023 are as follows:

The main reason for customer complaints about health products in 2024 was product quality problems, and most of them reflected concerns such as product agglomeration, discoloration/foreign matter, and more. To protect the rights and interests of consumers, the complaint product has been taken back and replaced with a new product for the customer. The cause is analyzed and responsibility is determined for the complaint product. If it is determined to be a quality defect generated during the manufacturing process, corrective/preventive measures will be implemented to improve and follow up to reduce the occurrence of similar customer complaints in the future.

In terms of drug customer complaints, no quality-related complaints regarding pharmaceutical products were received in 2024.

Moreover, in response to the major topic of "drugs, health products and food safety" and its 2025 sustainability goal, Microbio has set the requirement for the number of customer complaints related to the quality of drugs and healthcare products to account for less than 2% of the annual production number as one of the action indicators. The customer complaint incidents accounted for less than 1% of the annual production in 2024, meeting the requirements of this action indicator. In the future, we will continue to improve the quality and safety of our Company's products.

» Customer Complaint Channel and Service Hours

• **Microbio Co., Ltd.**

Customer service hotline: 0800-777-708 (Monday to Friday, 9:00 AM - 6:00 PM)  
Address: 18F-1, No. 3, Yuanqu Street, Nangang District, Taipei City 115

• **MICRSOY Oral Solution Official Website**

Website: <https://www.twmicrobio.com>

To provide more comprehensive product information and services, the Microbio official website has a dedicated section for biotech new drugs, which includes product information, clinical efficacy, FAQs, and also offers information on medical knowledge and healthy diet information for users' reference. If users have any questions or need consultation, they can contact us through the website, and a professional in pharmaceuticals will assist them.

Free consultation hotline: 0800-013-885

• **Cotton Field Organic**

Service hours: Monday to Friday, 8:30 AM - 5:30 PM  
In-store customer service hotline: 0800-559-588, or to file customer complaints with in-store personnel  
Online shopping/APP customer service hotline: 0800-238-888  
Fb. : <https://www.facebook.com/share/caR7rittLvtXugqB/?mibextid=WC7FNe>  
Telephone: (02)2755-5268  
Fax: (02)2755-6829  
Email: [sun\\_cotton@cottonfield.tw](mailto:sun_cotton@cottonfield.tw)  
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