



SOCIAL AND RELATIONSHIP CAPITAL



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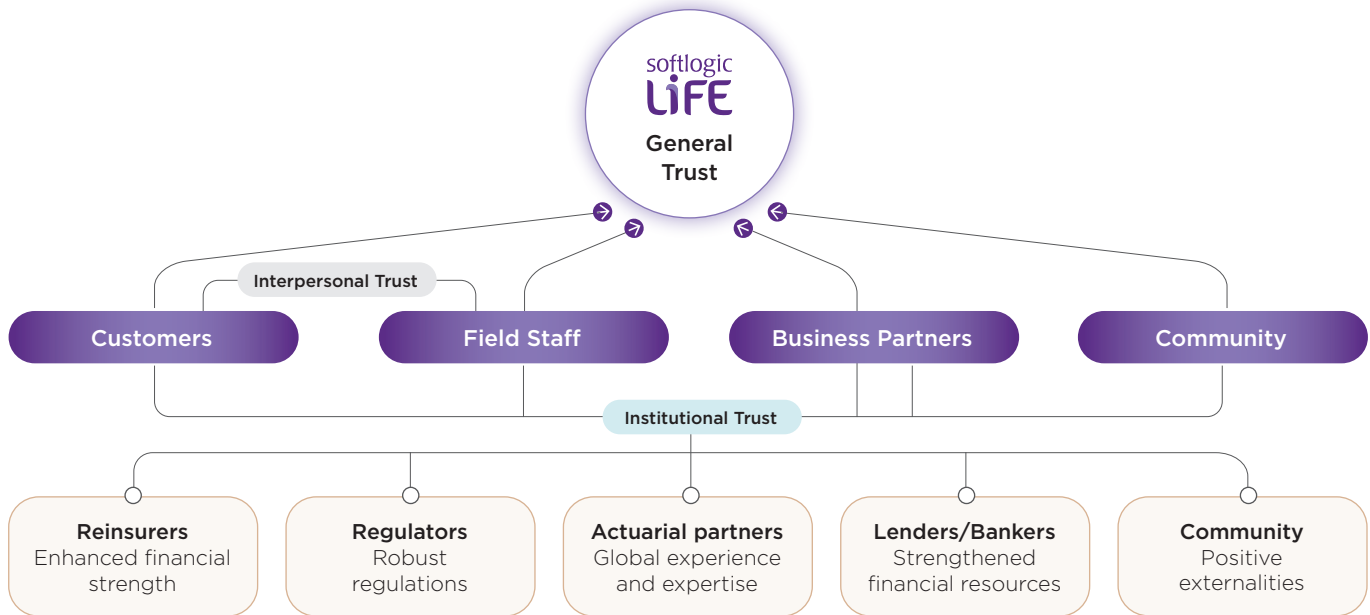
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As a life insurer, our relationships with customers, business partners, and the community are essential to our value creation process. These connections represent the external social capital of SLI, embodying our mission to achieve Bigger Dreams.

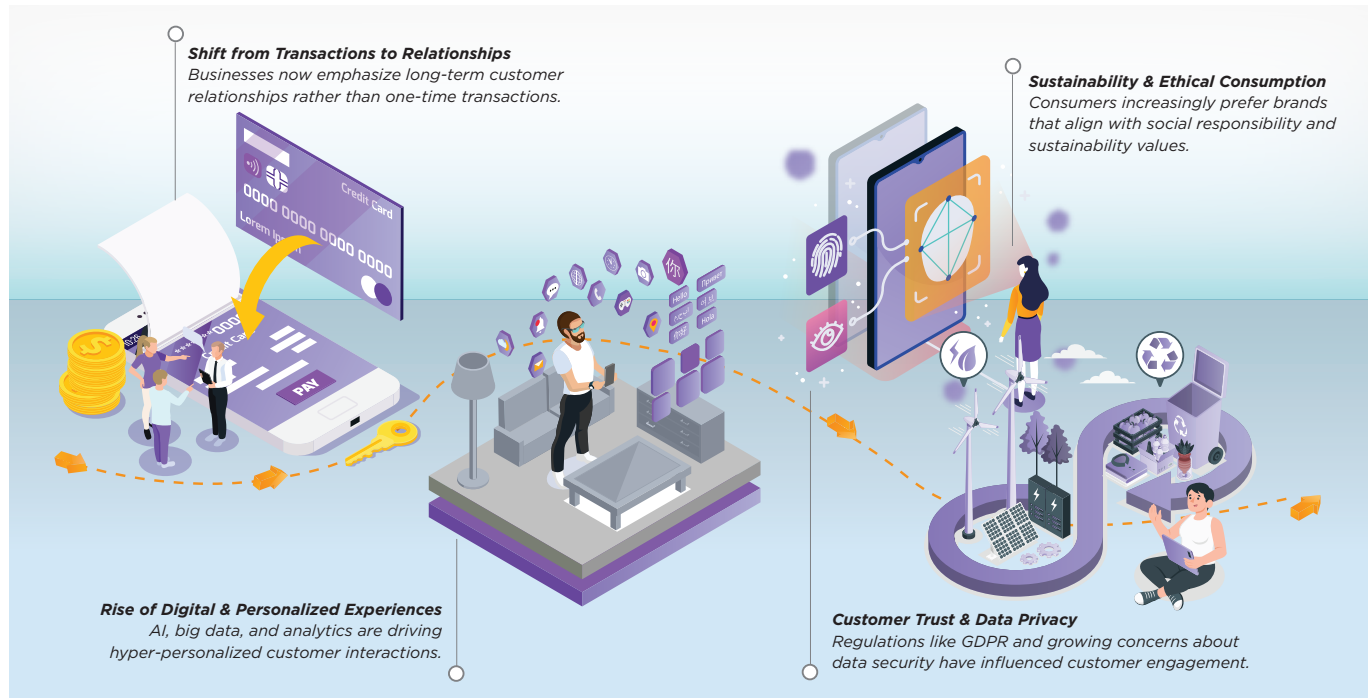
OUR KEY STAKEHOLDERS REPRESENT SOCIAL AND RELATIONSHIP CAPITAL



CUSTOMER

Driving Change Through Lasting Connections and Innovative Customer Experiences

SLI uses customer insights to transform market challenges into tailored solutions, boosting loyalty and solidifying its reputation as a trusted insurance provider.





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CHALLENGE TO CHANGE PROCESS

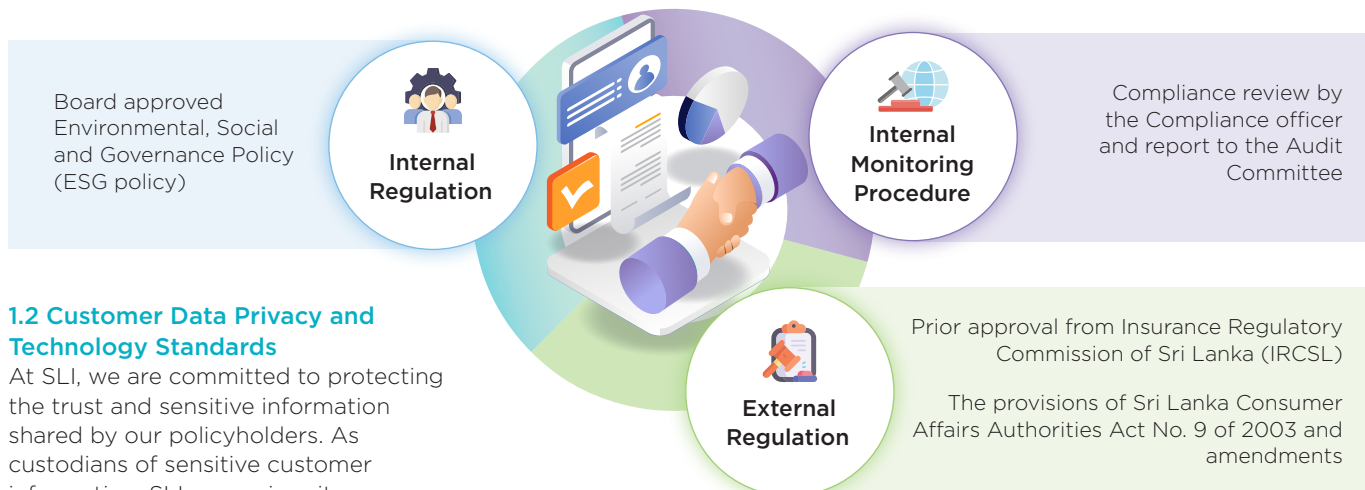
By deeply understanding customer needs, SLI leverages customer capital to turn market challenges into personalized solutions, enhancing loyalty and establishing itself as a trusted entity in the insurance industry.



1 GOVERNANCE OF S & R CAPITAL - CUSTOMER

1.1 Governance and Compliance in Product Responsibility

Our products are designed with a robust policy and regulatory framework, ensuring compliance with both internal guidelines and external regulations.



1.2 Customer Data Privacy and Technology Standards

At SLI, we are committed to protecting the trust and sensitive information shared by our policyholders. As custodians of sensitive customer information, SLI recognizes its responsibility to safeguard data with the highest security measures. We have implemented robust processes to ensure secure and responsible handling of customer's personal health data records and other personal data.

Our processes are designed to ensure the highest levels of data security, starting with comprehensive policies and extending to rigorous implementation, regular monitoring, and continuous improvement initiatives.

IT policies at Softlogic Life

1. Access Control Policy
2. Approved Applications Policy
3. Backup and Restoration Procedure
4. Information Classification Policy
5. IT Security Incident Management Policy
6. Password Policy
7. Third Party Services Policy
8. IT Risk Framework
9. IT Disaster Recovery Plan