

CUSTOMER CARE PROGRAM

QUARTER IV. 2025

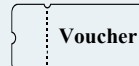
Customer Care Program - Quarter IV. 2025 reflects our appreciation and care for valued customers. The Program is designed to provide better experience, enhance satisfaction and foster long-term relationships with customers who participate in Insurance policy and meet the Program’s condition and criteria.

CUSTOMER SEGMENT

DIAMOND		PLATINUM	
APE	Techcombank’s Segment	APE	Techcombank’s Segment
≥ 300 Million VND	Private or AFF with APE ≥ 150 Million VND	From 150 to under 300 Million VND	Priority or AFF with APE ≥ 100 Million VND
GOLD		SILVER	
APE	Techcombank’s Segment	APE	Techcombank’s Segment
From 50 to under 150 Million VND	Inspire or AFF with APE ≥ 50 Million VND	Under 50 Million VND	Others or AFF with APE ≤ 50 Million VND

- Annualized Premium Equivalent (APE) is determined based on in-forced insurance policy and has passed 21 days of free look period, not including top-up premium.
- For single premium policy, Annualized Premium Equivalent (APE) is calculated as 10% of single premium.

CUSTOMER’S BENEFIT

Event	Diamond	Platinum	Gold	Silver
Welcome Gift	1.000.000VND	1.000.000VND	1.000.000VND	1.000.000VND
Christmas Holiday Gift				
Support benefits upon occurrence of Critical Illness or Total Permanent Disability of the Main Insured (applicable once).	  500.000VND	  500.000VND	  500.000VND	  500.000VND
Condolences to the Customer’s family in the event of death of the Policyholder/ Main Insured	  1.000.000VND	  500.000VND	  300.000VND	  200.000VND
	Condolence wreath	Gift Basket	E-mail	Voucher