

## CUSTOMER WELFARE POLICY

### I. Policy Statement

Xurpas Inc. and its subsidiaries (“Xurpas” or the “Xurpas Group”) are dedicated to ensuring the highest standards of customer care and satisfaction. The Company believes that customer welfare is fundamental to long-term success and is committed to offering products and services that meet the needs and expectations of its customers, while upholding fairness, transparency, and integrity in all interactions.

This policy aims to protect and promote customer interests by ensuring that Xurpas consistently delivers high-quality services and adheres to ethical business practices in all customer dealings.

### II. Customer Care and Service Standards

**Quality of Products and Services** - Xurpas is committed to delivering products and services that are of the highest quality. The Company will regularly assess and improve its offerings to ensure they meet industry standards and exceed customer expectations.

**Transparency and Clear Communication**- Xurpas will provide clear, accurate, and timely information regarding its products and services. Customers will be informed about all relevant features, terms, conditions, and prices to enable them to make well-informed decisions.

**Fair and Ethical Practices**- Xurpas shall uphold fairness in all customer transactions. The Company is dedicated to treating all customers with honesty, integrity, and respect, ensuring that no customer is misled or taken advantage of in any business dealings.

**Customer Support and Feedback Mechanisms**- To ensure prompt resolution of any issues or concerns, Xurpas will maintain effective customer support channels. These may include:

1. A dedicated customer service email address; and
2. An online portal for submitting feedback, complaints, and inquiries

Xurpas will aim to respond to customer inquiries and complaints within forty-eight (48) hours and will continuously work to improve response times and satisfaction levels.

### III. Customer Privacy and Data Protection

Xurpas commits to safeguard and keep confidential any and all information relating to its customers. Xurpas shall at all times fully observe the Data Privacy Act of 2012 and other administrative issuances of the National Privacy Commission in processing the personal data of its customers.

### IV. Policy Review

The Board shall review and assess this Policy at least annually for any changes it considers necessary.