

### **Information disclosure and transparency are verifiable**

Allianz Ayudhya Assurance PLC places importance on the clear and transparent working system including standard audit system to enable advance and sustainable organization development. Therefore, the Company has laid down systems and processes, both internal and external, to record and to disclose information through various communication channels for clarity and transparency so that related persons be informed with correct and reliable information under strict control and verification from relevant units.

- **Accounting**

The Company has regulated the working processes and prepared a work manual for employees in the Accounting Division as clear practical guidelines. We record accounting transactions as stipulated by the law and using the Sun System as this is a standardized accounting program to close our accounts at the end of every month. Furthermore, we also appoint 1 in 5 leading audit firms of the country, KPMG Poomchai Co., Ltd. to audit our accounts.

- **Financial Report**

The Company strictly abides by the law and constantly cooperates in disclosing a financial report to related agencies as follow;

1. Delivering the financial report to the Office of Insurance Commission on monthly basis;
2. Delivering the financial report to the Department of Business Development on annual basis;
3. Delivering the financial report related to international investment to Bank of Thailand;
4. Disclosing the information relating to the financial report and financial ratio through the Company's website on quarterly basis;
5. Announcing the financial report in a newspaper.

- **Information**

The Company sets up internal and external communication channels to inform and be aware of advantageous information, as follow;

**Internal Information, i.e.**

1. Quarterly Staff Meeting – informing important message of the Company to the employees;
2. Email – informing the information and activities to the employees and the agents on regular basis;
3. Intranet – displaying data and information from departments in which the employees can always access to;
4. Weekly News Poster – informing the information and activities of the Company to the employees and the agents by mean of News Poster on weekly basis;
5. Screen Saver – displaying important short message on computer screen of every employee;
6. Voice Over – announcing quick information to the employees and agents by sound system to various floors;
7. Mobile Phone – informing various information to the employees and the agents by sending SMS and Voice Message through mobile phones.

**External Information, i.e.**

1. Website – providing general information of the Company, i.e. products and services including filing complaint through the Company's website;
2. Email – inquiring information through [customer@azay.co.th](mailto:customer@azay.co.th) and also filing a complaint through [voiceofcustomer@azay.co.th](mailto:voiceofcustomer@azay.co.th) ;
3. Call Center 1373 – inquiring various information relating to the Company including activities and benefits for customers, 24 hours a day, 7 days a week;
4. Message through mobile phone or SMS – sending important information on special occasions to customers or searching the network hospital names;
5. Press Conference – informing quarterly performance of the Company or providing information relating to products, services and activities of the Company.

Moreover, the Company has established the Internal Audit Department for providing advices to improve transparency to the organization by following the methodology for evaluating and improving effectiveness of risk management, control and supervision according to the guidelines of "Office of Insurance Commission" or the OIC. This unit performs verification of the internal control system, both on operation and information according to guidelines of

internal control framework of COSO (The Committee of Sponsoring Organization of the Treadway Commission) and guidelines of internal control framework of COBIT (The Control Objectives for Information and related Technology) including international standard of Association of Internal Audit. They divide the job into 2 parts, Assurance Services and Consulting Services. Internal Audit Department directly presents an investigation report to the President and Audit Committee every quarter.

Internal Audit Department will follow the guidelines specified in the audit manual of department which is prepared and consistent with the internal audit guidelines of the Company and also be in line with the standard of Allianz Group who is one of major shareholders.