

Key Points of the Debt Collection Policy of Postal Savings Bank of China

I.Objective

Postal Savings Bank of China Co., Ltd. (hereinafter referred to as “PSBC” or “the Bank”) attaches great importance to the standardized management of debt collection. It has conscientiously implemented the requirements of regulatory authorities and, based on the actual business operations, developed Key Points of Debt Collection Policy, effectively safeguarding the legitimate rights and interests of consumers while promoting compliant and stable business development.

II. Applicable laws and regulations

Civil Code of the People’s Republic of China

Personal Information Protection Law of the People’s Republic of China

Measures for Administration of Personal Loans

Measures for the Administration of the Protection of Consumer Rights and Interests by Banking and Insurance Institutions

III. Work mechanism

Debt collection methods. PSBC’s debt collection methods are divided into non-manual collection and manual collection. Non-manual collection methods include intelligent voice and SMS reminders, while manual collection includes phone calls, door-to-door visits, and judicial collection. Outsourced collection may also be carried out depending on the situation.

Repayment reminders. For customers whose debts are approaching due, due, or overdue, differentiated repayment reminder services are provided through SMS, intelligent voice, manual reminders, and other means.

Differentiated services. For customers with good credit, early intervention and assistance are provided with efficient approval. For customers who temporarily lack repayment ability but have a strong willingness to repay, relief tools are offered.

IV.Scope of application

The Debt Collection Policy applies to all employees of the Bank and its subsidiaries, covering various retail loan businesses and other related products, including personal business loans, consumer loans, credit cards, and small business loans.

V.Consumer rights protection

PSBC places great importance on protecting consumer rights. Collection reminders shall not be sent to third parties unrelated to the debt. The collection efforts should be limited to national laws, regulations, and agreements. The Bank prohibits violent debt collection and promotes “compassionate” differentiated repayment reminders.

1. Concept of equal negotiation. The Bank shall minimize the use of technical jargon that customers may not understand. Instead, the Bank shall adopt a client-centric perspective rooted in empathy when providing solutions, and use genuinely warm and caring service to guide customers toward resolving their issues.

2. Standardized and orderly reminders. Debt collection is not initiated against third

parties unrelated to the debt. The names of administrative or judicial authorities are not impersonated, and tactics involving threats, intimidation, fraud, or similar language are prohibited. This ensures the protection of the customer experience.

3. Enhance the use of big data. The Bank shall actively utilize multiple channels, including big data, to contact customers and minimize the cost of customers forgetting to make repayments.

4. Improve the operational procedures. The Bank shall conduct debt collection reminders in accordance with the law and regulations, establish a foundation of fair, polite, and clear communication, clearly inform customers of the consequences of overdue repayments, reasonably arrange the timing of reminders, ensure that debt collection is carried out using legal and compliant methods, and strengthen supervision, assessment, and management of the process.

5. Respect customer privacy. The Bank shall follow the principles of legal compliance, legitimacy, necessity, and integrity when processing customer personal information. The collection of personal information shall be limited to the minimum scope necessary to achieve the intended purpose, and the disclosure of customer information is strictly prohibited. Information shall not be disclosed to any third parties unrelated to the business.

VI. Training and supervision

The Bank shall continuously conduct both online and offline training for post-lending management personnel and establish a tiered training system. The training content covers various aspects such as debt collection policies, system applications, consumer protection, best practices, and typical cases. The training frequency is no less than once a year to ensure employees are well-versed in relevant laws, regulations, and internal policies.

The Bank shall strengthen the management of outsourced debt collection. Outsourcing agencies shall have relevant debt collection experience, and harassment-based collection practices are strictly prohibited. The Bank shall specify the work requirements and operational standards for outsourced debt collection, strengthen the supervision and assessment of outsourcing agencies, require them to strictly comply with personal information protection requirements and other rules, and further standardize the control of the outsourced debt collection process.