

# HYOSUNG

## Fair Practices Code



Nautilus Hyosung America, Inc.

Hyosung TNS Inc.

2021

## Table of Contents

<b>INTRODUCTION:</b> .....	<b>3</b>
<b>POLICY:</b> .....	<b>3</b>
<b>PROCEDURE</b> .....	<b>3</b>
Confidentiality.....	3
<b>General</b> .....	<i>Error! Bookmark not defined.</i>
<b>Further Assistance</b> .....	<b>4</b>
Complaints: .....	4
Ethical Complaint Reporting and Resolution .....	4

## INTRODUCTION:

Nautilus Hyosung America Inc. and Hyosung TNS (Hyosung) has drafted the guidelines on Fair Practices Code which sets the fair practices standards when dealing with customers and to serve as a part of best corporate practice.

## POLICY:

Our policy is to always treat all customers consistently and fairly. Our employees will offer assistance, encouragement and service in a fair, equitable and consistent manner. We will also communicate our Fair Practices Code to our customers by placing it on the company's website.

We shall ensure that charges / fees are appropriately informed to the customer. Terms and conditions pertaining to the products we offer will be conveyed to the prospective customer.

The Company's Fair Practices Code shall apply across all aspects of our operations including marketing, sales, operations and finance including any collection activities. Our commitment to our Fair Practice Code would be demonstrated in terms of employee accountability, monitoring and auditing programs, training and technology.

The executive team and management team is responsible for establishing practices designed to ensure that our operations reflect our strong commitment to fair treatment and that all employees are aware of that commitment. Hyosung is committed to providing service of the highest quality to its customers.

This Fair Practices Code applies to the all categories of products and services offered by us (currently offered or which may be introduced at a future date).

The Fair Practices Code is applicable to the above irrespective of whether the same is provided at the office, over the phone, on the Internet or by any other method we may be currently using or may introduce at a future date.

## PROCEDURE

### Confidentiality

- (a) Unless authorized by the customer, we will treat all personal information as private and confidential.
- (b) Unless authorized by the customer, we will not reveal transaction details to any other entity including other than the following exceptional cases:
  - If we have to provide the information by statutory or regulatory laws
  - If there is a duty to the public to reveal this information
  - If our interest requires us to provide this information (e.g. fraud prevention) to banks / financial institutions / our group and affiliated companies.
    - We will not use this reason for giving information about customers to anyone else

for marketing purposes.

## Further Assistance

### Complaints:

In case of any complaint/grievance, the customer will have to inform in writing the concerned company. The corporate officials shall immediately take up the matter for redressal.

### Ethical Complaint Reporting and Resolution

In order to address effectively any operational, social, environmental, labor and other general concerns, Hyosung has in place a structured ethical complaint reporting and resolution framework supported by a third-party vendor. This ethical complaint reporting and resolution process can be used not just by its customers, but also by its employees, vendors and the community at large.

To report a concern:

Call: USA and Canada: (844) 990-0002

Email: [reports@lighthouse-services.com](mailto:reports@lighthouse-services.com) – must include Company name with report

Fax: (215) 689-3885