



## **Client Acceptance and Continuance Policy**

### **Policy brief & purpose**

This policy aims to establish guidelines whether to accept or continue a client relationship, which includes assessments of risk in support of such decision making. Strict compliance with this policy and procedures is essential for us to provide professional services with the quality and integrity.

### **Scope**

This policy applies to all potential clients, and existing clients of any of BizWings (Thailand) Co., Ltd's scope of services.

### **Acceptance of new clients**

The employee, who is assigned to handle any potential client shall be responsible for carrying on the client acceptance evaluation process and complete the Client Acceptance form (Appendix A) of that respective client. The process shall include the identification of risks through background checks on the company, its management, its businesses, and other relevant matters, with a focus on integrity.

The designated employee shall give his/her final opinion and submit the form to the Engagement Director (Mr. Junnosuke Kurachi, CEO), and the Concurring Director (Ms. Aparat Siripat) for their approvals/ rejections.

### **Client engagement continuance assessment**

Each client in charge employee is expected to perform the assessment of client engagement continuance on an annual basis in the month of January. However, the assessment can be completed sooner if specific integrity issues or circumstances potentially interfering with the commercial relationship are identified. The designated employee is responsible for completing and sign off the assessment using the Client Engagement Continuance Assessment Form (Appendix B). The sign off should be done by the Director if high risk is identified.

### **Client Termination**

Termination of contract as a result of general business decision, or of Client Engagement Continuance Assessment, the responsible employee shall complete the following steps:



- Send the notification letter to the client.
- Examine the outstanding expenses due to the company and contact the client for settlement of payment
- Move the digital file from Active to Inactive folder, marked the deletion date 5 years after the termination date.
- Collect, arrange, and return all the physical documents to the client.

The same steps shall be followed in the case of amicable agreement to terminate the service either by clients or by the company.

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