

AIS Risk Appetite

Definition, Objective and Scope of Risk Appetite

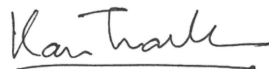
Risk appetite is the types and amount of risk, on a broad level, an organization is willing to accept in pursuit of value.

The purpose of risk appetite is to be used as a basis in setting strategy and business objective, to be considered as a part of a decision-making process. While management and employees operate to achieve the company's vision, mission and strategy, the overall risk level shall not exceed the risk appetite.

Scope of the risk appetite covers and applies to Advance Info Service Plc (AIS) and AIS's subsidiaries (collectively called "AIS").

AIS Risk Appetite Statement

1. AIS is committed to delivering superior products and services that enrich people's daily lives and improve enterprise capabilities and efficiency. However, we shall not compromise our integrity and reputation by risking brand damage, severe network disruption or regulatory non-compliance.
2. AIS is committed to enhancing customer intimacy through the best customer experience. However, we shall not compromise on customer data privacy.
3. To drive intrapreneurship and employees' professionalism, and promote a positive, lively and agile work culture, we may experiment or embark upon New Operating Model and New Organization and Talents. However, we will not compromise on workplace health and safety measures.
4. AIS shall take all reasonable measures and make necessary investment on its technological systems, to protect against major breach, including cyber attack, unauthorized intrusion, theft and leakage of sensitive data.
5. AIS will pursue new businesses that support our core businesses, with reasonable profitability, and actively manage the risks associated with those new businesses.
6. AIS shall maintain an investment grade credit rating and dividend payout policy consistent with our stated dividend policy and guidance.

A handwritten signature in black ink, appearing to read "Kan Trakulhoon", with a horizontal line underneath.

Kan Trakulhoon
Chairman of the Board of Directors
Advanced Info Service Public Company Limited