

| CUSTOMER WELFARE POLICY AND ACTIVITIES | |
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| Date Prepared | Feb 10, 2020 |
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| Date Approved | |
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NATCCO MBAI's Customer Welfare Policy promotes fairness and transparency in its business dealings with members and partner cooperatives. Our Association is committed to meet our customer's quality standards in a mutually fair and satisfactory manner without compromising the business ethics set by the Association.

To protect customer safety and welfare, we abide by the relevant laws, rules and regulations set by the Philippine government.

NATCCO MBAI with its Lakbay-Malasakit Program (LMP), is directly addressing the welfare of the members. This program aims to visit the members in their community and conduct several activities such as:

- a. financial and insurance literacy;
- b. livelihood and health maintenance education;
- c. free medical and dental assistance;
- d. feeding sessions for children; and
- e. giving of hygiene kit and schools supplies for children