IT SERVICE MANAGEMENT POLICY

INVENTIVA INSURTECH SOLUTIONS, dedicated to providing technological solutions for the insurance industry, has decided to implement a Service Management System based on the ISO 20000-1 standard with the objective of ensuring efficient and effective service delivery, aligned with the requirements and service levels agreed upon with clients, while ensuring a continuous improvement approach.

The Management of **INVENTIVA INSURTECH SOLUTIONS** considers that service quality and the satisfaction of client needs are fundamental aspects of its business. Likewise, proper management of the IT elements that support these services is essential. For this reason, **INVENTIVA INSURTECH SOLUTIONS** assumes the following commitments within its Service Management System:

- Guarantee the quality, security, availability, and continuity of the services provided to clients.
- Ensure client satisfaction by meeting agreed requirements and service levels, and making sure that services fit their needs.
- Ensure compliance with applicable legal and regulatory requirements.
- Have highly qualified, motivated, committed, and aware personnel to carry out tasks with the required guarantees of quality and professionalism.
- Work with qualified suppliers, establishing controls to ensure that the processes, products, and services they provide meet the specified requirements.
- Establish the necessary measures to prevent, mitigate, and eliminate—whenever possible—the risks that may negatively affect Service Management.
- Promote the understanding and dissemination of different agreements, guidelines, legal, regulatory, contractual, and other requirements through continuous communication with our employees and relevant stakeholders.
- Promote continuous improvement and innovation of our activities in the field of quality management and service delivery.

The Management of **INVENTIVA INSURTECH SOLUTIONS** is committed to providing the necessary technical, material, and human resources to ensure compliance with the objectives the organization develops based on these commitments. This Policy is reviewed periodically, serves as a framework for establishing and effectively applying objectives, and is communicated and supported by both Management and the company's employees, suppliers, and clients.

Last update: March 31, 2025

Eduardo Vizcarra C.
CEO