



## **BPI AIA Internet Insurance Security Arrangement**

### **Your trust is important to us.**

Our Customer Charter is our commitment to our customers to offer them excellent service support. While we always aim to ensure highest quality of servicing, BPI AIA also wants to protect our valued clients' personal information by providing them confidentiality and a high level of security.

As BPI AIA continues to adapt to technological changes by providing digital ways to connect with our clients, we also want to assure them that conducting online business dealings with us is safe and secure, adhering to the highest standards. By adhering to the highest standards to protect your data and information, BPI AIA wants to secure our clients' trust.

This document highlights and explains how we keep that promise to our customers. Our Internet Insurance Security Arrangement presents how we manage the security and safety of the information our clients share with us. This document presents in detail the various security practices we have set-up, which supports all other privacy policies of BPI AIA.

### **Your personal information and data kept safe and secure.**

While technological attacks and breaches can be common for digital platforms, BPI AIA acknowledges that to prevent this from happening, a strong online defense and response mechanism is important to protect our clients' personal information. Listed below in a quick summary are our efforts to ensure this.

#### **Secure data storage.**

BPI AIA's online platforms store all necessary information to process our clients' insurance policy applications and requests in a secured enterprise database. While this system is secure, BPI AIA practices constant audits to ensure that our clients' information is never put in danger.

#### **Limited access to client information and data.**

As another measure to ensure safety and confidentiality of our clients' personal information, only authorized representatives of BPI AIA can access and view clients' information and personal data. Only designated administrators can view this information in our systems to limit who can easily view these types of information. To add another layer of security, all access to our systems is recorded, allowing us to monitor movements within the system, and trace any possible breach.

#### **Protected data at all times.**

Authentication mechanisms also ensure confidentiality and integrity of all information that we store, process, and communicate via BPI AIA's online platforms. To ensure protection of data, all information stored, generated, and collected from our clients are properly encrypted as well.

As we continue to focus on digital platforms when we communicate and send out correspondences and documents to our clients, we ensure security of these documents by embedding them with codes. These documents are also digitally signed with our security certificate for that added layer of protection as this allows BPI AIA to monitor and verify any changes on such documents after it has been generated and signed.

BPI AIA clients receive digital copies of documents through their e-mail address on record. These documents are always sent as password-protected attachments to ensure confidentiality of information.