

SecuLetter SLES Terms of Service

SecuLetter Co., Ltd. (“SecuLetter”) hereby provides these Terms of Service in connection to SecuLetter SLES (“SLES”) services to set forth the rights/duties and responsibilities with regards its customers (the “Users”).

Article 1 (Purpose)

The purpose of these Terms of Service is to set forth rights and obligations between SecuLetter and the Users necessary for SecuLetter to provide the SLES (as defined herein) service.

Article 2 (Definition)

The definition of terms used in these Terms of Service are as follows:

- ① “SLES” or “SecuLetter E-Mail Service” provided by SecuLetter means a solution that analyzes malicious codes in files attached to e-mails, an electronic mail security service that can provide maximum security effect at low initial cost even for public, financial, and corporate sectors where security investment may be difficult.
- ② “User” means any Member (as defined herein) who accesses SLES and receives services provided by SLES in accordance with these Terms of Service.
- ③ “Member” means a person who has registered with SLES by providing personal information to SLES, and who is continuously provided with SLES information and may continuously use the services provided by SLES.
- ④ “ID” means to a combination of letters and numbers for identification of a User and the use of SLES.
- ⑤ “Password (PW)” means a combination of letters and numbers determined by a User to confirm the correspondence with the ID as set forth by the User to protect the confidentiality of any use of SLES by the User.
- ⑥ Other terms not specified or defined herein but nonetheless used in these Terms of Service shall have its meaning as defined and set forth in the relevant laws and regulations.

Article 3 (Amendment of These Terms of Service)

- ① SecuLetter shall post the contents of these Terms of Service on its website so that Members can easily access and understand the contents hereof.
- ② SecuLetter may amend these Terms of Service to the extent that it does not violate any relevant laws and regulations.
- ③ In the event SecuLetter amends these Terms of Service subject to Paragraph 2 above, SecuLetter shall post the contents of the amended Terms of Service in comparison with the then-effective Terms of Service, the effective date thereof and the reason for such amendment at least seven (7) days prior to the effective date thereof until a reasonable time thereafter. Notwithstanding the foregoing, amendments to these Terms of Service that may be unfavorable to the Members shall be posted and individually notified via text message or email at least thirty (30) days before the effective date thereof until a reasonable time thereafter.
- ④ Unless a Member expressly objects the application of the amended Terms of Service, a Member shall be deemed to have given consent to the amended Terms of Service after the lapse of time provided by Paragraph 3 above. If SecuLetter determines that the application of the previous Terms of Service to any Member who have expressly objected to the amended Terms of Service will prove difficult in the continuous provision of SLES, SecuLetter may terminate the service agreement with such Member.

Article 4 (Interpretation of These Terms of Service and Jurisdiction)

- ① Matters not notified in these Terms of Service or matters subject to interpretation shall be determined by the mutual agreement between SecuLetter and the Users. If a mutual agreement cannot be reached, the relevant laws and commercial practices shall apply.
- ② In the event of a dispute between SecuLetter and any Member, SecuLetter and the Member shall resolve the dispute in good faith. However, if an amicable resolution is not reached and any litigation is initiated, the court having jurisdiction over the registered address of SecuLetter shall be the competent court of for the court of first instance with regards to such dispute.

Article 5 (Provision and Changes in SLES Service)

- ① SLES provides the following services:
 1. Analyzing malicious codes in files attached to e-mails
 2. Other tasks and services determined by SLES including blocking policies, reports, URL analysis, etc.
- ② In the event of SLES services are no long available or any technical specifications have changed, SecuLetter may change the contents of each service to be provided to the Users through the contracts to be executed thereafter. SecuLetter shall be specify and notify individually to each User the change of services thereof, or immediately post the details and contents of the current service available on its website.
- ③ In the event SecuLetter is unable to provide the services already in agreement with the User for reasons as specified in Paragraph 2 above, the reason thereof shall be immediately notified to the e-mail address of the User registered at the time of executing the SLES service agreement.

Article 6 (Suspension of SLES Service)

- ① SecuLetter may temporarily suspend the provision of SLES services in the event of maintenance, inspection or replacement of communication facilities.
- ② In the event of a breakdown or interruption of communication are caused by any willful misconduct or gross negligence by SLES, SecuLetter shall compensate for any direct damages incurred by the Users as a result of suspending the provision of services. Notwithstanding the foregoing, SecuLetter shall not liable or responsible for any breakdown or interruption due to force majeure events or any faults not attributable to SLES.
- ③ SecuLetter is obliged to notify or announce in advance if SLES services are expected to be suspended pursuant to Paragraph 1 above, provided, that it shall notify after-the-fact within twenty-four (24) hours in case the suspension was unexpected. If SecuLetter has given notice or announcement for a considerable time, but the User has incurred damages due to not being aware of the notice or announcement, SecuLetter shall not be liable for any such damages.
- ④ If SecuLetter becomes unable to provide SLES services for reasons such as conversion of business scope, abandonment of business, or merger with other companies, the method as set forth in Article 9 hereunder shall be utilized to notify the User and compensation must be made in consultation with the User based on the conditions originally presented by SecuLetter.

Article 7 (SLES Member Registration)

- ① The User shall apply for membership of the SLES service by entering his/her/its information according to the registration form and expressing consent to these Terms of Service.
- ② When a User applies for membership as a Member pursuant to Paragraph 1, SecuLetter shall approve the application for membership, unless the User falls under any of the following

subparagraphs:

1. Applying for membership under a third-party's name and information;
 2. Applying for membership with false or erroneous information or omitting material information;
or
 3. Approving for membership is not optima due to reasons attributable to the User
- ③ The service agreement shall become effective upon the receipt by the User of approval by SLES for membership.
- ④ Member shall provide SecuLetter with relevant information for linking the SLES service with the User's communication network.
- ⑤ If there is any change in the registration information, the Member shall immediately notify such changes to SLES by e-mail or other means.

Article 8 (Withdrawal of Membership and Expulsion, Etc.)

- ① A Member may request withdrawal from SLES at any time, and SecuLetter shall immediately process the withdrawal of such membership. If, however, there is a term remaining in the service agreement, the Member shall bear all consequences of any disadvantages that may occur with early termination.
- ② If the Member falls under any of the following subparagraphs, SecuLetter may limit, suspend, or expel the Member from SLES:
1. Applying for membership under false information;
 2. Non-payment for any services or goods purchased through SLES when it falls due;
 3. Any acts of threatening the order of e-commerce, such as interfering with other Member's use of SLES or stealing other Members' information; or
 4. The use of SLES to conduct acts prohibited by laws or these Terms of Service or against public order and morals.
- ③ In the event SecuLetter expels a Member, SecuLetter shall provide an opportunity for the Member to provide an explanation or counter-argument within seven (7) days of such decision. This is a measure to prevent any membership information from being deleted without regard to the Member's intentions, and as such the Member is required to express his/her/its opinion to SecuLetter within the relevant period. SecuLetter may delete the membership registration if the Member does not explain or if the explanation is inappropriate.

Article 9 (Notification to Members)

- ① In case SecuLetter or SLES notifies a Member', the Member shall be notified via the e-mail address registered with SLES.
- ② If 'SecuLetter' needs to notify a number of unspecified Members, it may do so by posting such notice on the website for a period of one (1) week until a reasonable time thereafter. However, SecuLetter must notify individual Members via their respective e-mail addresses for matters that have a significant impact on the transaction of the Member.

Article 10 (Application for SLES Services)

- ① A User may apply for specific SLES services on the website by the following the method below, and when SecuLetter shall ensure that each of the following information is provided in an easily read and understood format:
1. Searching and choosing a service;
 2. Input of name, address, phone number, e-mail address (or mobile phone number), etc.;
 3. Confirmation of these Terms of Service and services with limited refund rights;
 4. Application for purchase of goods, etc. and confirmation thereof or consent to confirmation of

- SLES; and
5. Choice of payment method.

Article 11 (Establishment of Service Use)

- ① SecuLetter may not accept the User application for SLES services in accordance with Article 10 above if such application falls under any of the following subparagraphs:
 1. Application under false or erroneous information or omitted information; or
 2. When it is determined by SecuLetter that accepting the application would significantly impeded SLES technological capacity.
- ② The SLES service use is established upon receipt by the User of the acceptance of the application by SecuLetter.
- ③ SecuLetter's acceptance of the SLES service application shall include information on the confirmation of the service application of the User and provide information regarding the correction/cancellation of the service application, etc.

Article 12 (Payment Method)

The payment method for SLES contents or services purchased shall be paid by using one of the following methods: provided, that SecuLetter may not collect any fees by adding to the price of contents, etc. for the payment method of selected by the User:

1. Real-time account transfer using Internet banking
2. Credit card payment
3. Online deposit via virtual account

Article 13 (Confirmation of Receipt Notification/Change and Cancellation of Purchase)

- ① SecuLetter shall notify the User of confirmation of receipt upon a purchase request from the User.
- ② In the event there is any discrepancy in between the confirmation of receipt notification and the purchase order, the User may request a change or cancellation, and SecuLetter shall process the request without undue delay. However, if the User has already paid for the purchase, the provisions of Article 17 hereunder shall apply.

Article 14 (Supply of Service)

- ① SecuLetter shall take the necessary measures to ensure that the SLES services purchased can be used by the User from the date of payment approval, unless there is a separate agreement with the User regarding the commencement time for the service purchased.
- ② SecuLetter shall specify the method, related programs, and guideline for the services and contents purchased by the User.

Article 15 (Termination)

- ① A Member can terminate this agreement at any time.
- ② If a Member violates the obligations of a Member set forth hereunder or any relevant laws and regulations, SecuLetter may terminate the SLES service agreement after notifying the Member for in advance In such a case, the Member may file an objection against the notice by SecuLetter according to the procedures set forth by SecuLetter, and if SecuLetter determines that the objection is justified, SecuLetter may take measures to resume of service use by the Member.

Article 16 (Refund Policy)

- ① In the event a User has applied for a flat-rate paid membership and requests the termination thereof together with a request for refund due to any of the following events, SecuLetter shall return the fee

paid by the Member:

1. In case a Member fails to receive the SLES services due to any problem arising out of the SLES service by SecuLetter; or
 2. In the event a Member request for a refund is justified in light of commercial practices.
- ② Notwithstanding the foregoing, SecuLetter may refuse to refund if any request falls under any of the following reasons:
1. In the event SLES cannot be used due to computer and office environment problems of the Member
- ③ If the service agreement is terminated due to faults attributable to the Member, SecuLetter is entitled to refund after deducting the amount equivalent to the number of days of SLES use up to the date of termination and ten percent (10%) of the total amount as a penalty. However, if the Member requests withdrawal or cancellation of the subscription within seven (7) days from the date of payment or service use, it will be refunded without deduction of any penalty.
- ④ If the provision of SLES services is interrupted for more than 72 hours or a failure occurs, or if the SLES suspension or the accumulated time of failure exceeds 72 hours within a period of one (1) month, the Member may terminate the service agreement, and SecuLetter must refund the usage fee for the remaining period. Notwithstanding the foregoing, the suspension or failure time of SLES shall be calculated from the earlier of (i) the time the Member notifies SecuLetter or (ii) the time that SecuLetter notifies the suspension or failure. Furthermore, if SLES is suspended or malfunctions occur due to force majeure events or a prior notice of any suspension or failure has been notified in advance by SecuLetter, the suspension of SLES services and the time of failure are shall be excluded from the calculation of the relevant 72 hours.
- ⑤ Members may request a refund online or by telephone, and SecuLetter shall refund by using the same method as used by the Member.

Article 17 (Withdrawal of SLES Service)

- ① A Member can apply for withdrawal of subscription within seven (7) days from the date of payment for the SLES services. However, SecuLetter may refund the amount after deducting the amount corresponding to the number of days of SLES used by the User.
- ② In case a Member requests SLES to withdraw the service for a justifiable reason, the withdrawing Member who paid for the SLES service by credit card or electronic money payment method may request the payment service provider to suspend or cancel the payment without undue delay. However, if there is a deductible amount according to the number of days of use based on Paragraph 1 above, the amount corresponding to the number of days of use shall be repaid by the withdrawing User.

Article 18 (Withdrawal Refund Policy)

- ① When a Member who is a minor or his/her legal representative requests cancellation of the service agreement or withdrawal thereof by reason of executing a contract without the consent of the legal representative, SecuLetter must fully refund the fee paid in advance and will not claim any unpaid fees or penalties. However, this is not the case when a minor has obtained permission from his or her legal representative for the conducting of business.
- ② In the event the service agreement was executed due to false or exaggerated advertisements, SecuLetter shall notify if the reason presented by the Member is determined to be reasonable in accordance with the service usage regulations, and must accept the request to withdraw the service without undue delay and refund the usage fee in its entirety.

Article 19 (Protection of Personal Information)

Please refer to our [SLES Privacy Policy](#).

Article 20 (Obligations of SecuLetter)

- ① SecuLetter shall not engage in acts prohibited by the relevant laws and regulations or these Terms of Service or contrary to public order and morals, and shall do its best to provide goods and services continuously and stably as stipulated in these Terms of Service.
- ② SecuLetter shall have in place a security system to protect the personal information (including credit information) of its Members to ensure that Members can safely make transactions and use the SLES services accordingly.
- ③ SecuLetter shall not send unwarranted commercial e-mails for commercial purposes that Members have not opted in for.

Article 21 (Obligations of Members Regarding ID and Password)

- ① Except in the case of Article 18 hereunder, Members are solely responsible for safekeeping and managing their respective ID and Password.
- ② Members shall not allow third-parties to use their ID and Password.
- ③ If a Member recognizes that his/her/its ID and Password have been stolen or used by a third-party, he/she/it must immediately notify SecuLetter and change it according to the SecuLetter's guide.

Article 22 (Obligations of Members)

Members shall not engage in the following acts:

1. Registration under false information when applying for or changing of SLES services;
2. Stealing other Member's information;
3. Changing any information posted on SecuLetter website without authorization;
4. Transmission or posting of information (computer programs, etc.) other than those specified by SecuLetter;
5. Infringement of intellectual property rights such as copyrights of SLES and other third-parties;
6. Acts that damage the reputation of SecuLetter and SLES and other third-parties or acts that interfere with their respective work; or
7. Acts of disclosing or posting obscene or violent messages, images, voices, and other information that goes against public order and morals on the SecuLetter website.

Article 23 (No-Assignment)

A Member may not transfer the right to use SLES or the status of the service agreement to a third-party or provide its rights as collateral without the prior written consent of SecuLetter.

Article 24 (Attribution of Copyright and Restriction on Use)

- ① Copyright and other intellectual property rights for works included in SLES are the sole and proprietary properties of SecuLetter. It is prohibited to directly or indirectly, modify, copy, distribute, publish, display, sell, or use the works contained in SLES without prior permission from SecuLetter, or to use it for product production, Internet, mobile, and other communication services.
- ② When a Member directly writes a post about SLES, he/she/it must comply with the following guidelines to avoid infringing on the intellectual property rights of a third-party:
 1. If the content of the post contains quotations, and the quotations are not partly referenced in the opinions of the Member, even if the source is disclosed, it is a copyright infringement, and as such creative works must not be posted without the express consent of the original copyright holder;
 2. Even when posting, reprinting, copying, redistributing, altering, and selling all or part of the

content created by the original copyright holder without the explicit consent of the original copyright holder, such postings may not be posted or sold without the express consent of the original copyright holder as this constitutes copyright infringement;

3. When an objection is raised by a third-party against the posted material registered by the Member or any affiliates for reasons of infringement of copyright and other rights, defamation, obscenity, etc., SecuLetter may temporarily delete the post, and after the legal issue regarding the post is resolved through lawsuits and settlements between the third-party objector and the post registrant, SecuLetter can re-register the temporarily deleted posts only when there is an application for SecuLetter to do so with evidence of such non-infringement. SecuLetter is not responsible or liable for any legal issues between a third-party and a Member for any reason whatsoever.

Article 25 (Limitations on Liability)

- ① If SecuLetter is unable to provide the SLES services without any willful misconduct or gross negligence on its part or due to any force majeure events, SecuLetter is not liable for any damages incurred therefrom.
- ② SecuLetter is not responsible or liable for any failure or damage to SLES due to any faults attributable to a Member.
- ③ If the telecommunications service provider fails to provide SLES due to cessation of or failure to provide telecommunications services normally, SecuLetter shall not be held responsible or liable for such failure.
- ④ Members are responsible for the security of the mandatory registration items (mobile phone number, e-mail address, etc.) and Password registered with the SecuLetter in relation to 'SLES', and SecuLetter shall not be held responsible or liable for damages caused by the leakage of financial information such as ID, Password, debit/credit card number, and other Member information due to any acts by another Member.
- ⑤ SecuLetter shall not be held responsible or liable for damages caused by computer errors of Members or in case of damages caused by Members incorrectly entering personal information and e-mail address.
- ⑥ SecuLetter has no obligation to intervene in disputes between Members and between Members and third-parties through any issues arising out of the use of the SLES service, and SecuLetter is not responsible or liable for compensating for any damages resulting therefrom.
- ⑦ SecuLetter is not responsible or liable for the validity, suitability, legal reasonableness, or compliance of copyrights, etc., of the content linked to or affiliated with the SLES website, and are not responsible or liable for any damages resulting therefrom.
- ⑧ Any various document template samples provided through SLES are provided for reference only and "as is", and any loss or damages that may occur due to the use of such material is the responsibility of the Member and SecuLetter shall not responsible or liable for any reason whatsoever.

☎ Contact Information: 031-608-8855 (Weekdays 10:00~18:00, Lunch time 12:00~13:00)

Supplementary Provision

★ Effective Date: These Terms of Service shall become effective on October 1, 2022.