

SCHEDULE I – MACAU LAW REQUIREMENTS

(Version 3 – 25 February 2020; revalidated: 12 July 2024)

1. Compliance with the law of Macau Special Administrative Region of the People's Republic of China

Prior to the provision of any Services by Supplier to Citi, both Parties shall comply with all legal and regulatory requirements in respect of the Services.

2. Audit and Inspection Right

2.1 The Supplier agrees that the services it performs for Citi are subject to examination of relevant authorities in Macau. Citi shall keep complete and accurate records of all of its work and expenses in receiving the Services from the Supplier for a period of at least ten (10) years from the date which the record was created. The Supplier shall, upon reasonable notice, allow Citi, its management, its auditors and/or its regulators, the opportunity of inspecting, examining and auditing the Supplier's operations and the business records which are relevant to the Services provided hereunder by the Supplier including but not limited to the Supplier's critical processes to confirm that the Supplier's processes meet or exceed industry standards in such area of contingency planning, continuity of business plans, software engineering and test processes, change control procedures, critical staff succession planning and compliance with applicable laws and regulations. The Supplier shall cooperate fully with Citi's internal or external auditors to ensure a prompt and accurate audit. If Citi provides recommendations for enhancing the Supplier's critical processes, then the Supplier shall give due consideration to implementing such recommendations.

2.2 If an audit leads Citi to conclude that the Supplier breached the provisions of this Agreement or that any of the Supplier's business or professional practices related to its performance of Services presents a risk of unauthorized disclosure of Information, the Supplier and Citi shall use their best efforts to reach a mutually satisfactory resolution. The Supplier shall also use its best efforts to correct any practices which are found to be deficient as a result of any such audit within a reasonable time after receipt of Citi's audit report.

2.3 Citi shall be entitled to enter all or any of the Supplier's premises from time to time to inspect and examine the Supplier's operations and to check that the Supplier is complying with its obligations under this Agreement. Citi shall endeavor to give reasonable notice of its exercise of its rights hereunder but in circumstances where Citi is of the view that it would prejudice Citi's interests to give such notice, no prior notice shall be required to be given by Citi. Citi's rights under this clause may be exercisable by Citi from time to time without the Supplier's consent and Citi is empowered to take all necessary or reasonable steps in order to exercise its rights under this clause fully.

3. Data processing

To the extent the Macau Data Protection Act (the "Act") applies to the Supplier in its provision of services, Supplier shall comply with the requirements of the Act. when the Supplier is acting as data processor, and is collecting, holding, processing, using or transferring personal data of individuals under this Schedule I (Macau Law Requirements). To the extent required by the Act the Supplier (i) will use appropriate technology and organizational measures to protect the personal data collected and / or stored with it and (ii) will ensure its employees and other persons who work for the Supplier (on a permanent or temporary basis) are bound by obligations of confidentiality.

4. Performance Review

The Supplier agrees to participate in and report to Citi on performance reviews to be conducted annually or on more frequent basis as reasonably required by Citi.