

Telematics Service Package

FREE TELEMATICS SERVICE PACKAGE			
BRAND	MODEL		FREE PERIOD
HAVAL	H6	GWM HAVAL H6 HEV	3 YEARS
		GWM HAVAL H6 PHEV	3 YEARS
		NEW HAVAL H6 HEV PRO*	3 YEARS
		NEW HAVAL H6 ULTRA*	5 YEARS
		H6 HEV*	5 YEARS
		H6 PHEV*	5 YEARS
	JOLION	NEW HAVAL JOLION ULTRA	3 YEARS
		JOLION*	5 YEARS
ORA	GOOD CAT	New ORA GOOD CAT	3 YEARS
		GOOD CAT 400*	5 YEARS
		GOOD CAT 500*	5 YEARS
		GOOD CAT GT*	5 YEARS
	5	5 EV	3 YEARS
		5 HEV	3 YEARS
	07	07 LONG RANGE	3 YEARS
		07 PERFORMANCE	3 YEARS
POER	SAHAR	HEV DOUBLE CAB AUTO	3 YEARS
		DIESEL DOUBLE CAB AUTO	3 YEARS
WEY	G9	GWM WEY G9 Hi4	3 YEARS
TANK	TANK 500	GWM TANK 500 HEV	3 YEARS
		GWM TANK 500 DIESEL	3 YEARS
		WITH VALUE PLUS PACKAGE*	5 YEARS
	TANK 300	GWM TANK 300 HEV ULTRA	3 YEARS
		GWM TANK 300 DIESEL	3 YEARS

*This is the model currently not available for sale.

(1) Free period shall be commencing from the date of vehicle purchase and shall be uninterruptedly counted until the end of the term. The system might not notify the car owner of the remaining service period or its expiration date. After one year from the date the customer's Free Service period expires, bellowing service will cannot be use

- Data traffic (3GB)
- Remote Control
- Vehicle Status
- Security
- B Call and E-call
- Online Weather & Voice
- Online Navigation
- Online Music

(2) The details of Telematics services package and fees may be changed or modified depending on the service provider without any prior notice to you.

(3) Free Telematics service package is for first car owners only and it will vary according to the period, car model and promotion on the date of reserve or purchase the car.

(4) Free Telematics Service package is for first car owners only, and there might be additional charges for changing the car's user. The fee might be calculated in relation to the remaining service period. The service fee may vary depending on the following factors.

- Remaining Service
- Vehicle Model
- Vehicle Status example, leasing or purchasing.

(5) Due to the technical limitation in providing the roaming service within the three southern border provinces of Thailand (PATTANI, YALA, NARATHIWAT and in some areas of SONGKHLA). Therefore, the remote control system, internet, and communication through car phone will not be operational in these specified areas. GWM apologizes for any inconvenience caused. Customers can inquire for further details and stay updated on any changes to these limitations through GWM's communication channels at 02-668-8888.

(6) In the case of buying-selling cars from other people Customers must contact GWM Call Centre by Tel. 02-668-8888 Press 3 sent bring following documents to contactcentre@gwm.co.th with the following documents.

1. Copy of ID card of the person requesting a change or the new owner.
2. A copy of the vehicle registration with the owner's name as the person requesting the change or the new owner, or a copy of the purchase or a copy of the transfer of hire-purchase rights.

Complete with signature to certify a true copy

GWM Connect Service Agreement

This GWM Connect Service Agreement ("Agreement") is prepared by Great Wall Motor Manufacturing (Thailand) Co., Ltd. ("We"), a limited company registered under the law, located at 111/1 Moo 4, Eastern Seaboard Industrial Estate, Pluak Daeng Sub-district, Pluak Daeng District, Rayong Province 21140. This Agreement applies to your GWM Connect service. Please read the details carefully to understand the service. This Agreement is prepared in accordance with the laws and regulations relevant to the GWM Connect service. For any matters not covered by this Agreement, please refer to the relevant laws and regulations.

1. About GWM Connect services and package

We thank you for choosing to activate the GWM Connect service (hereinafter referred to as "GWM Connect"). The scope of services under this Agreement is divided into two categories as follows

(1) Free Service

Services provided to customers free of charge during the free service period specified for each vehicle model, which may differ depending on the vehicle model.

For more information, please download the GWM Application ("GWM APP") or consult your nearest Partner store.

2) Paid Package Service After the expiration of the Free Service period, or within one (1) year from the date the customer's Free Service period expires, customers may choose to purchase GWM Connect service packages via the GWM APP.

The details of the functional services for each package are as follows:

- Data traffic (3GB)
- Remote Control
- Vehicle Status
- Security
- B Call and E-call
- Online Weather & Voice
- Online Navigation
- Online Music

GWM Connect services, whether during the Free Service period or under any purchased Paid Package Service, are valid only for the vehicle that has been registered and activated and may not be transferred or used with any other vehicle.

Notes

- Customers may purchase only one package at a time. A subsequent package can be purchased only when the remaining validity of the current package is not more than 35 days.
- The validity period for each package is one year.
- The package expiration date will be the anniversary of the purchase date in the following year (the date corresponding to the purchase date of the next year).
- Functional details for each package may vary by vehicle model. GWM reserves the right to make changes with prior notice.

Customers have the right to cancel the contract within 7 days from the date the service is received.

Requests for termination must be submitted in writing via email to user@gwm.co.th.

For further inquiries, contact the GWM Call Centre at 02 668 8888.

2. Service Period

(1) Free Service

We provide the GWM Connect service free of charge for a specified duration. This free service period varies depending on the vehicle model, and certain service items may be available only for specific models. You may check further details through GWM's contact channels and website. The service period commences from the date of vehicle purchase (as indicated on the vehicle purchase invoice).

In the event of any subsequent updates or the information or related services within the application, the latest version of the agreement shall prevail. For customers who wish to continue using the GWM Connect service after the expiration of the free service period, please refer to Paid Package Service below.

(2) Paid Package Service Customers can purchase packages through the GWM APP using the account connected to that specific vehicle. Packages can be purchased before the free service period ends or within one year from the date the free service period expires. We will notify customers regarding the expiration of the service period 35 days and 7 days prior to expiration date, and within 2 days after the expiration date

In the event that a customer does not purchase a package within the specified timeframe, the customer may be required to provide additional equipment to proceed with registration and re-activate the service.

GWM reserves the right to cancel this agreement and/or suspend or terminate the GWM Connect service for the customer after the free service period has ended.

3. Agreement to the terms and conditions

We can activate your GWM Connect service once you have accepted this Agreement, unless otherwise specified by applicable law. Your acceptance of this Agreement shall be effective upon the occurrence of any of the following events: (1) Signing this Agreement; (2) Visiting the GWM APP or other channels and accepting this Agreement online; (3) Purchasing or leasing a new vehicle, or using a vehicle equipped with GWM Connect services; (4) Contacting GWM Customer Service and completing the registration for GWM Connect service; (5) You or a third party authorized by you using the GWM Connect service.

GWM will collect, process, transmit and use your personal data in accordance with relevant laws and regulations, depending on your personal settings and the necessity to provide certain services of the GWM Connect service.

Your vehicle will upload vehicle-related data (such as vehicle status, geographical location, and Vehicle Identification Number (VIN)) to GWM's systems to enable "Vehicle Location" and "Driving Data" features. You may use the GWM Connect services only if the aforementioned information is provided. If you do not wish to use GWM Connect services, please contact us through the contact channels specified in this Agreement. You fully understand that if you do not authorize us to collect or use the relevant data, we may be unable to provide some or all of the services. Unless otherwise specified by applicable law, this Agreement shall become effective upon your acceptance as described above and shall remain in effect until you or we cancel or terminate some or all of the services under this Agreement.

4. User qualifications

You must have the legal capacity to enter into transactions and perform legal acts to use our services. If you do not meet this condition, you and your guardian shall be liable for all damages and consequences that occur as prescribed by law

5. Registration information

During the registration and use of GWM Connect services, all content and information provided to us must be true, accurate, complete, and lawful. If there are any changes to your information, please notify us.

If registration information is not updated to be current within a reasonable time, resulting in our inability to provide services any errors, we shall not be held legally responsible. If, after reviewing the information received from registration, we find it to be unlawful, inaccurate, or inappropriate, we reserve the right to take various measures, such as suspending or deleting the account, without prior notice to you.

6. SIM card

Your GWM system includes an embedded SIM card. Once you agree to activate the GWM Connect service, this SIM card will be activated automatically. If you choose to deactivate the GWM Connect

service, this SIM card will be suspended. This SIM card may only be used in connection with GWM Connect services. It is prohibited to use it for other purposes or illegal activities. If you use this SIM card to conduct illegal activities or commit criminal offenses, you shall be held liable for such actions

7. Data collection/privacy

GWM places great importance on the protection of personal data. GWM will collect, use, share, and manage your information including basic information, account details, vehicle data, and driving data in compliance with applicable laws. GWM's Privacy Policy explains how GWM manages and protects such data (please refer to the 'Privacy Policy' on the official GWM website or at <https://www.gwm.co.th/th/privacy-policy>). By accepting this Agreement, you are deemed to have accepted all provisions of this Agreement regarding the collection of your personal data.

Furthermore, it is your duty and responsibility to back up all existing data, software, and programs, and to delete all existing data before transferring your vehicle to another person. We are not responsible for the loss, recovery, or cyberattacks involving data or programs, or the loss of equipment resulting from GWM APP services. The GWM APP will automatically enable the upload of location data, even if it is turned off in the application, when the user utilizes call services or the emergency assistance button to ensure timely assistance. After such event, the upload of location data will automatically resume or stop in accordance with the settings configured in the application.

8. Other users

This Agreement applies to all users of the GWM Connect service in your vehicle, including but not limited to, other users of your vehicle and any subsequent owners of the vehicle.

- 1) You shall be responsible for all acts and conduct of other users, as well as their access to and use of GWM Connect services.
- 2) Customers must inform passengers, drivers, and any other individuals using the vehicle or the GWM APP of the contents of this Agreement and related public information available on the website, and advise them to comply with the relevant terms and conditions as well.
- 3) If a customer allows a third party not covered by this Agreement to use the vehicle, the acts and conduct of such user shall be deemed the acts and conduct of the customer. Corporate customers may designate employees as authorized users or confirm that other users have the right to use GWM Connect services; in such cases, the acts and conducts of those users shall be deemed the acts and conduct of the corporate customer.

9. Service restriction and service suspension/termination

GWM has the right to suspend or terminate all or part of the GWM Connect service immediately without prior notice to the customer if any of the events specified below occur. If the GWM Connect service is suspended or terminated due to these circumstances, the service period will not be extended.

- 1) GWM or other service providers of GWM Connect are required to carry out urgent service repairs, maintenance, or system corrections.
- 2) Force Majeure events (including changes in relevant laws and regulations) that render the GWM Connect service unable to be provided.
- 3) Repairs performed by a service provider not authorized by the vehicle manufacturer, or the removal of vehicle hardware or software equipment, resulting in the inability to receive or use GWM Connect services.
- 4) GWM Connect services are affected or limited by network instability or signals from the mobile network service provider.
- 5) Any change to some or all service providers of GWM Connect (including GWM).
- 6) The GWM Connect customer uses the service for profit-seeking purposes, engages in illegal activities, violates public regulations or public order, or engages in other activities with improper objectives in using GWM Connect services.
- 7) Any other situation where GWM decides that service must be temporarily suspended or terminated during operational or technical processes.
- 8) The customer breaches the terms and conditions of this Agreement.

10. Permission requirements

We only accept requests for activation, cancellation, modification, re-activation, or transfer of GWM Connect services that have been purchased by you or your authorized representative.

11. Restrictions and prohibitions on service use

- 1) Customers shall use GWM Connect services lawfully, safely, prudently, and reasonably, and shall comply with all applicable laws and regulations related to the internet, telecommunications, and other relevant fields during use
- 2) Customers must comply with traffic regulations and laws related to land transport when using GWM Connect services to ensure driving safety.
- 3) If a customer uses GWM Connect services improperly and causes loss or damage to a third party, the customer shall resolve the issue and be solely responsible for such loss or damage.
- 4) Customers cannot use GWM Connect services for profit-seeking purposes, engaging in illegal activities, violate public regulation or public order, or conducting any other activities intended to violate the service.

12. Third-party service supplier

Third-party service providers and GWM are separate legal entities. GWM acts only as an intermediary connecting you or your vehicle with these third-party service providers. We cannot ensure that third-party service providers will respond in a timely manner or at all, and we are not responsible for any

consequences arising from their response or failure to respond. We do not guarantee that GWM Connect services will always be error-free, meet your expectations, or operate without interruption at all times.

13. Software update

If the software in your vehicle needs to be modified or improved, we and your vehicle manufacturer may adjust or update your vehicle's systems (including updates via telecommunications and data transfer, such as remote updates) without further notice or additional consent from you. Software updates or modifications may affect or even delete personal data or information stored in your vehicle's system. By accepting this Agreement, you expressly agree that we may perform such updates or modifications as mentioned above.

14. Service transfer

If you purchase or lease a used vehicle and wish to continue the GWM Connect service for that vehicle, please contact us through the contact channels specified in this Agreement to create your personal account to replace the account previously registered by the previous owner. Additional service fees may apply, subject to GWM's terms and conditions. The terms and conditions shall be as prescribed by GWM. In the event that you do not contact us while the service is still active, we will continue to use the information submitted by the previous owner and send vehicle service information and other details to the email or postal address registered by the previous owner.

15. Obligation to notify GWM on vehicle sale or transfer

If you sell, transfer, or lease any vehicle under your GWM account, please notify us immediately. This obligation helps us protect your account and personal information. If you do not notify us immediately, GWM will not be responsible for any unauthorized access to or disclosure of your personal data that may result.

16. Intellectual property

We and our licensors reserve all right, title, and interest, including all intellectual property rights, related to all GWM Connect services (including, but not limited to, any software). No provision in this Agreement shall be construed as granting any license, sale, transfer, or assignment of ownership or any rights or interests in such intellectual property.

At the same time:

- (1) You must not decrypt, decompile, disassemble, reverse engineer, adapt, modify, or otherwise attempt to derive the source code of the services or software, nor create any derivative works based on them.
- (2) You must not separate, extract or divide any part of the software for the purpose of embedding content, documents, modules, or other components.

(3) You must not remove, alter, or obscure any copyright notices, disclaimers, logos, trademarks, or other proprietary labels contained in the software.

If the software includes technical measures designed to protect copyright and prevent unauthorized copying and use, you acknowledge that any intentional bypassing, circumvention or destruction of such technical measures may result in liability under applicable laws.

Furthermore, you agree not use our software in any manner that violates applicable laws or facilitates any illegal activities. If you violate any provisions of these terms, we reserve the right to suspend or terminate the services, and you shall be liable in accordance with applicable laws.

17. Responsibilities of both parties

- 1) GWM shall not be held responsible for the following:
 - a) Any loss of property arising from or related to the use of GWM Connect equipment or GWM Connect services by the customer.
 - b) Any losses arising from or related to the use of unauthorized or unofficial service providers for the installation, modification, or maintenance of GWM Connect equipment.
- 2) Neither the customer nor GWM shall be liable to the other for:
 - a) Punitive damages.
 - b) Consequential, indirect, or special damages.
 - c) Attorney's fees or legal costs.
- 3) Limitation of Liability:
 - a) In any event, our total liability to the customer (including liability for breach of this Agreement or compensation) shall not exceed the total amount of service fees actually paid by the customer to us during the service period in which such loss occurred.
 - b) We shall not be liable for any punitive, indirect, special, or consequential damages, including attorney's fees or legal costs, unless otherwise required by applicable law.
 - c) However, if either party acts with intent or gross negligence resulting in a loss to the other party, such party shall not invoke the limitation of liability to claim limited responsibility.
- 4) If the customer purchases insurance for their vehicle, whether by the customer themselves or another person, the customer shall be exempt from our liability within the scope of the customer's insurance.
- 5) **Except as required by applicable law, GWM shall not be required to pay any monetary compensation for any claims arising from our breach of this Agreement.** However, GWM may compensate such claims to you through other methods of compensation.

18. Disclaimer

- 1) The customer shall use their own discretion and make independent judgments regarding any information, content, or advice received from the GWM Connect services, considering the customer's

specific circumstances. Unless otherwise provided by applicable laws or this Agreement, GWM does not guarantee the accuracy, completeness, comprehensiveness, or timeliness of the service content and information (including information regarding external links on web pages) of the GWM Connect services and shall not be held responsible or liable for any losses that may arise.

- 2) GWM shall not be held responsible for any delays, interruptions, or suspensions of the service
- 3) The performance and quality of GWM services may be affected by factors beyond our control, such as weather conditions, terrain, high-rise buildings, tunnels, government actions, war, riots, strikes, the design and condition of the customer's vehicle electrical systems and components, damaged critical components in the customer's vehicle, government power outages, damage to public facilities, changes in operator policies, driving accidents, network congestion, cyber-attacks, etc. GWM shall not be held responsible for any service delays, interruptions, or suspensions caused by the aforementioned factors which are beyond our control.
- 4) The customer is responsible for maintaining the security of their GWM APP account information (including, but not limited to, account name, customer name, password, etc.) and agrees not to disclose account information or passwords to others under any circumstances.

In the event of any contact or instruction sent to GWM using the correct account name, customer name, and password, GWM has the right to deem such actions as authorized by the customer and shall treat them as if they were performed by the customer directly. If the customer forgets or loses their password, the customer may follow our prescribed process to reset and change the password. The customer is solely responsible for the security and use of their GWM APP account, regardless of whether the customer actually uses the GWM Connect service. As long as a service request is sent from a vehicle registered under the customer's GWM APP account, GWM will consider the customer to be the user of that service. In the event that the customer or any person using the vehicle under the customer's name uses the GWM Connect service or GWM Connect system for criminal offenses or other improper acts, the customer shall be responsible for all disputes or claims that arise.

Unless expressly stated otherwise in this Agreement, GWM shall not assume any responsibility whatsoever.

- 5) In the event that the customer receives GWM Connect services as a complimentary offer with the purchase of a vehicle, the GWM Connect equipment embedded in the customer's vehicle may be activated automatically on the date of purchase to enable the provision of services to the customer. If the customer does not wish to use the service or wishes to update or cancel the GWM Connect service, the customer may contact our customer service department. If no cancellation notice is provided, GWM will continue to provide services to the customer throughout the GWM Connect service period included with that vehicle.
- 6) The customer represents and warrants that they will complete the 'GWM Connect Services - Customer Registration Form' accurately and completely, and will immediately submit any changes to the relevant

information to GWM through official channels. In the event of changes to information, such as the 'license plate number' or 'customer contact phone number,' GWM shall not be held responsible for any impacts on the service if the customer fails to notify GWM of such changes in a timely manner or if the updated information does not meet the specified requirements.

- 7) GWM and other related service providers are responsible for managing the security of customer data. We will put forth our best efforts to prevent the leakage, loss, or unauthorized transfer of customer data. GWM shall not be held responsible for the disclosure of relevant information resulting from compliance with laws, regulations, and/or any other requirements, including requests from government or judicial authorities.
- 8) The customer agrees that GWM has the right to transfer the rights, duties, and obligations under this Agreement to other service providers for the purpose of continuing the provision of GWM Connect services.
- 9) In the event that the content of this Agreement (including GWM Connect services) is amended or modified, GWM will notify the customer through the GWM APP or other official channels to inform the customer of the latest version of the Agreement. The customer agrees to review the latest version of the Agreement independently, and continued use of the service shall be deemed acceptance of the modified Agreement.

19. Governing Law and Dispute Resolution

This Agreement shall be governed by the laws of Thailand. Any dispute arising out of or in connection with this Agreement shall be subject to the jurisdiction of the competent courts of Thailand.

20. Contact channel

For detailed information about us or GWM Connect services, please download the GWM APP. You can contact us through the following channels:

- 1) GWM Call Centre: 02 668 8888
- 2) By mail to: Great Wall Motor Manufacturing (Thailand) Co., Ltd. Address: 33/4 The Nine Towers Grand Rama 9, Tower B, 31st Floor, Room No. TNB01-04, Rama 9 Road, Huay Kwang Sub-district, Huay Kwang District, Bangkok 10310
- 3) By email to: user@gwm.co.th

21. Take effect

This Agreement shall become effective after the customer clicks "Accept GWM Connect Service" to activate the GWM Connect service. In the event that this Agreement is not accepted, telematics services, including call services and emergency assistance, will not be available.

- 1) The customer confirms that they have carefully read all the contents of the "GWM Connect Service Agreement" and fully understands the services offered by GWM Connect.

- 2) We will provide GWM Connect services to the customer whose name appears as the first registered owner of this vehicle free of charge for a period specified for your specific vehicle model. This period may vary depending on each vehicle model, and certain service may be available only for specific models. You may obtain further details through GWM's contact channels and official website. The free service period starts from the date of vehicle purchase. During this free usage period, customers can enjoy all related GWM Connect services without paying a service fee.

For customers who have not yet accepted the service agreement or activated the GWM Connect service after purchasing the vehicle, the free usage period will still be counted from the date of purchase.

In the event that a customer does not activate GWM Connect services initially but wishes to do so later, the customer may bring the vehicle to an officially appointed GWM dealer service center to perform the activation. Please note that the free usage period will still be counted from the date of vehicle purchase.

For customers wishing to use GWM Connect services after the free period ends, you may purchase service packages via the GWM APP before the free usage period expires or within one (1) year from the date the free usage service period ends.

FAQ

What are GWM Connected Services?

GWM Connected Services are a set of features that allow the vehicle owner to remotely control their vehicle through the My GWM app. Key features include locking and unlocking doors, closing windows, activating the air conditioning, real-time location tracking, safety alerts, and emergency (E-Call) or assistance (B-Call) calls. The system also offers 4G data connectivity for software updates (OTA), online navigation, weather forecasts, voice commands, music streaming, and more. Features may vary depending on the model, version, and year of manufacture.

Which GWM Connected Services are available?

Remote Control via My GWM App (Control, Monitoring, and Alerts)

Assistance Call (B-Call) and Emergency Call (E-Call) functions

Multimedia Connected Features: Online Voice Commands, Online Navigation, App Store, OTA (Over-the-Air Updates), Online Weather Forecast, User Account Login, and Personalization

Do all vehicle models and versions offer the same GWM Connected Services?

No. Availability varies by model, version, and year of manufacture. Please check the GWM website to confirm which services are available for each model.

When will GWM Connected Services start being charged?

There is no definite schedule at this time, but it is expected that the packages will go on sale sometime in 2026.

Do GWM Connected Services have a data consumption limit?

Yes. the free data limit is 3GB per month.

How does the GWM Connected Services Free Period work?

All GWM vehicles include a 3 years or 5 years free period for Connected Services starting from the vehicle delivery date. During this period, all services available for your vehicle can be used free of charge.

Can I replace my vehicle's SIM card with one from another mobile operator?

No. It is not possible to change the vehicle's SIM card to another mobile operator.

How to proceed after the service expires?

Customers can purchase packages through the GWM APP using the account connected to that specific vehicle. Packages can be purchased before the free service period ends or within one year from the date the free service period expires. We will notify customers regarding the expiration of the service period 35 days and 7 days prior to expiration date, and within 2 days after the expiration date

Is there any after-sales support if I encounter service problems?

Customers can seek assistance through the following channels:

B-Call Button: Simply press the B-Call button located on the vehicle's overhead console for immediate support.

Call Center: Contact our dedicated team at 02-668-8888.