

ASM Pacific Technology

Wins its Sixth Triple Crown

TechInsights Customer Satisfaction Survey 2022



ASM Pacific Technology Awarded 10 BEST Supplier



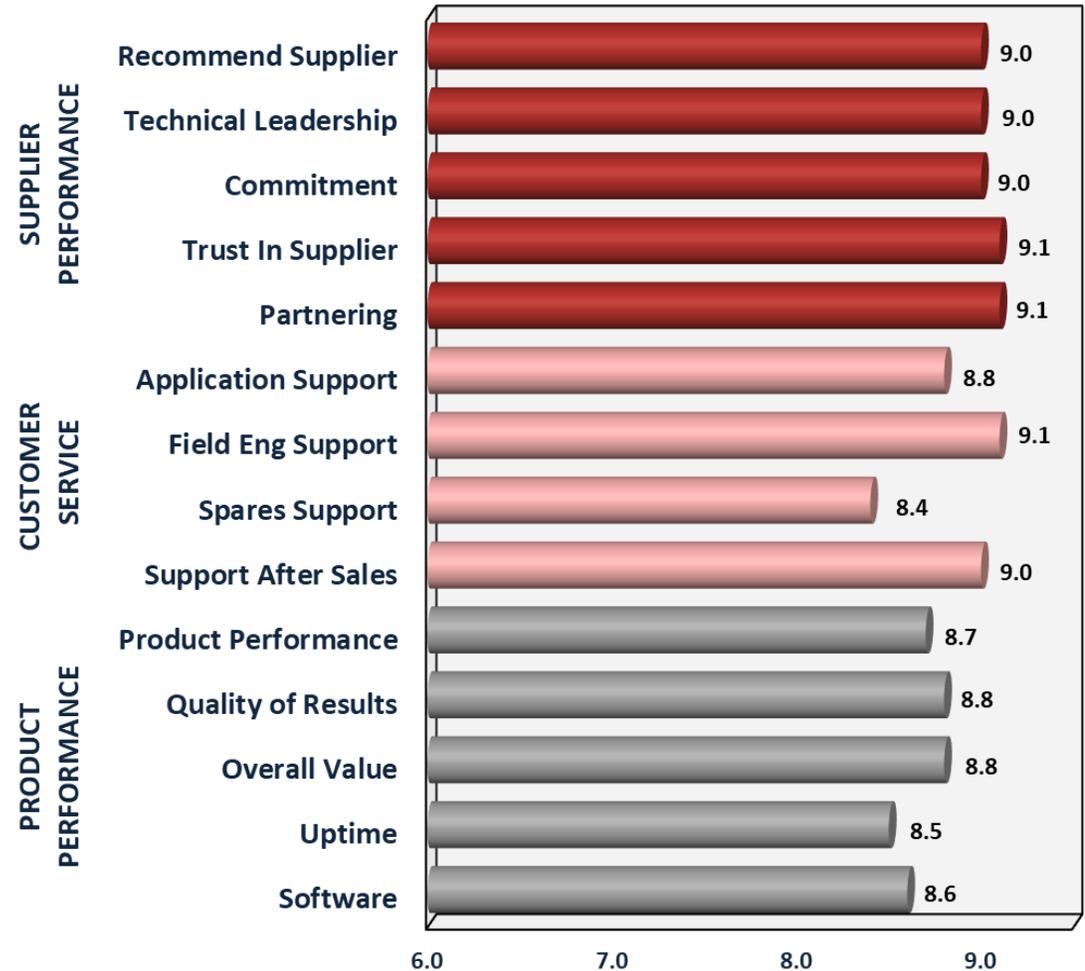
- ASM Pacific Technology, the world leader in the supply of semiconductor assembly and packaging equipment, receives 4½ Stars
 - increases score by 37 basis points to an impressive 8.84
- Awarded RANKED 1st in *Assembly Equipment Suppliers* for the sixth year in a row
- ASM Pacific Technology’s value driven and service-oriented customer partnerships delivers consistently high levels of customer satisfaction

LARGE SUPPLIERS OF CHIP MAKING EQUIPMENT	Rating	TechInsights Stars
Advantest	9.48	★★★★★
ASML	9.37	★★★★★
ASM  Pacific Technology	8.84	★★★★★
Edwards	8.45	★★★★
Teradyne	8.15	★★★★
Kokusai Electric	7.94	★★★★
Lam Research	7.88	★★★★
Tokyo Electron	7.73	★★★★
Applied Materials	7.70	★★★★
Hitachi High-Tech	7.63	★★★★
Copyright © 2022 TechInsights. All rights reserved.		

How Customers Perceive ASM Pacific Technology

- Improves ratings in all 14 categories
 - *quality of results* up 80 basis points
 - *technical leadership, overall value, and software* up 50 basis points
 - *recommend supplier, trust in supplier, spares support, and product performance* up 40 basis points
- Earns the highest score of all THE BEST *Assembly Equipment Suppliers* in 12 categories
- Highest scores*
 - *Trust In Supplier*
 - *Partnering*
 - *Field Engineering Support*
 - *Recommend Supplier*
 - *Technical Leadership*
 - *Commitment*
 - *Support After Sales*

*Listed in order of score, highest to lowest



Copyright © TechInsights Inc. All rights reserved.

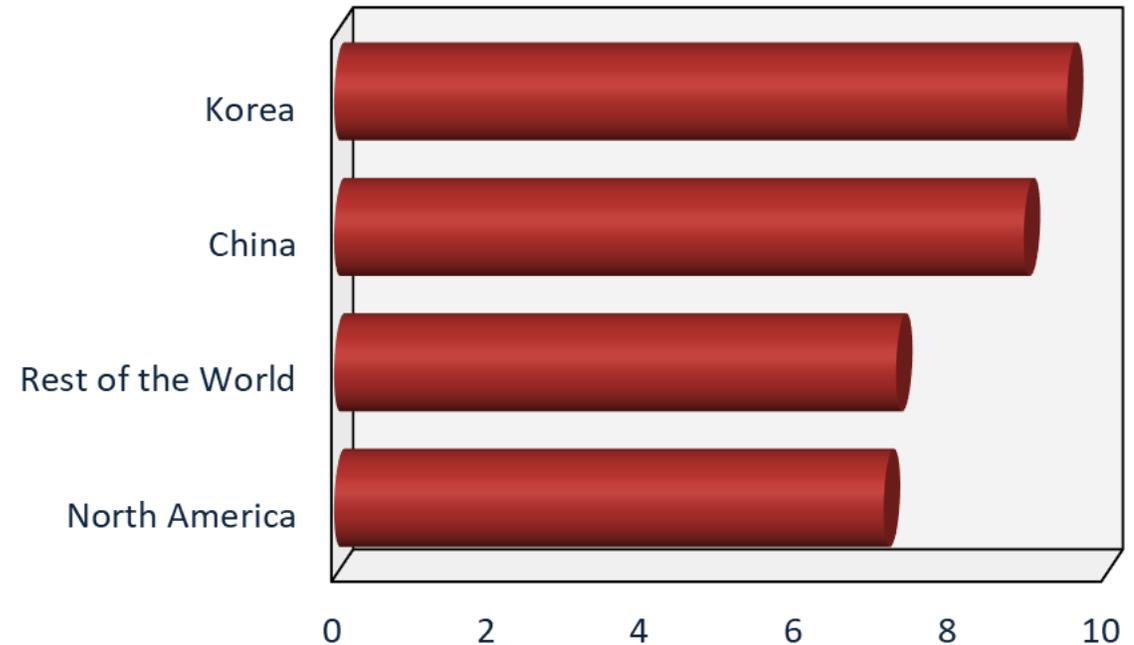
More Perceptions from Customers

- *Long-term cooperation, product quality is guaranteed.*
- *Trustworthy*
- *The equipment is cost-effective, leading the industry.*
- *There is a good guarantee before and after the sale.*
- *Company trust and Equipment perfection.*
- *High technology and responsiveness based on trust.*
- *Good after sale service, quick response speed and fully supported on site training.*
- *The equipment is cost-effective, and the after-sales service is good.*
- *The product has strong operability and good stability, which is trustworthy.*

ASM Pacific Technology's Global Presence

- ASM Pacific Technology's highest ratings are from Korea
 - with an average 9.52
 - earns an exceptional 9.9 in *trust in supplier, field engineering support, and support after sales*
- ASM Pacific Technology increases its average rating in Korea by 17 basis points
- Receives majority of surveys from China
 - earns a 9.0 and higher in 9 rating categories

2022 Ratings by Area of The World



Copyright © TechInsights Inc. All rights reserved.

ASM Pacific Technology's Approach to Customer Satisfaction

- ASM Pacific Technology provides a suite of solutions to satisfy customers needs for performance, reliability, and value:
 - Advanced Packaging, Encapsulation, LED/Opto, Stacked Die, Photonics & RF, Power, Advanced Packaging SMT, Image Sensor, Smart SMT Factory, COB, and MEMs solutions
- Leverage cutting-edge technologies to achieve a competitive edge and faster time-to-market
 - strong global presence in over 30 countries
 - 11 research & development centers with over 2,000 global research & development staff
 - 12 manufacturing operations with over 14,000 employees worldwide



About ASM Pacific Technology

With a global presence in over 30 countries, ASMPT leverages its strong network and infrastructure, resources and talents to grow its key businesses in the Semiconductor Solutions Segment and SMT Solutions.

ASMPT, founded in 1975, is the only company in the world that offers high-quality equipment for all major steps in the electronics manufacturing process - from carrier for chip interconnection to chip assembly and packaging to SMT. No other supplier offers a comparable range and depth of process expertise.

Our Semiconductor Solutions Segment Business offers a diverse product range from bonding to molding and trim & form to the integration of these activities into complete in-line systems for the microelectronics, semiconductor, photonics, and optoelectronics industries. Our SMT Solutions develops and sells best-in-class DEK printers for the SMT, semiconductor and solar markets as well as best-in-class SIPLACE SMT placement solutions.

ASMPT is headquartered in Singapore and is listed in Hong Kong Stock Exchange since 1989

www.asmpacific.com

About TechInsights

TechInsights is the most trusted source of semiconductor technology and market analysis, providing content and services to the world's most successful companies.

For over 30 years we have existed to support a fair marketplace where semiconductor and electronics intellectual property can be innovated and monetized. By revealing the innovation others cannot inside the broadest range of advanced technology products, we enable business leaders to make the best technology investment decisions and prove patent value with fact-based information.

www.techinsights.com

About the 2022 TechInsights Customer Satisfaction Survey

TechInsights received feedback from more than 63% of the semiconductor equipment market and 80% of subsystems customers for this year's survey. The survey spans two and half months and covers five languages. Worldwide participants were asked to rate equipment suppliers among fourteen categories based on three key factors: supplier performance, customer service, and product performance. 1,316 surveys were returned, resulting in 17,546 total responses.

The TechInsights annual Customer Satisfaction Survey is the only publicly available opportunity since 1988 for customers to provide feedback for suppliers of semiconductor equipment and subsystems. The 10 BEST, THE BEST, and RANKED 1st awards provide special recognition to suppliers that are rated highest by their customers.

10 BEST awards recognize each *semiconductor equipment supplier* as a whole, regardless of product type:

- Fab, Test, Assembly, and WFE Subsystems equipment ratings are grouped together for an overall rating for each supplier
- Each supplier is then listed in one of two categories based on a three-year average of total revenues for all its market segments: **Large** and **Focused**

THE BEST awards recognize the more detailed markets:

- **Fab Equipment, Test Equipment, Assembly Equipment, WFE to Foundation Chip Makers, WFE to Specialty Chip Makers, Assembly Subsystems, Test Subsystems, and WFE Subsystems**

RANKED 1st awards place special distinction on suppliers that achieve the highest rating from customers in any survey category, including:

- **10 BEST** and **THE BEST**
- Specialized areas such as: **CMP, Deposition, Etch & Clean, Implant, Lithography, Process Diagnostics, Specialty Fab, Assembly Subsystems, Test Subsystems, and WFE Subsystems**

The TechInsights Stars rating scale:

★★★★★ 9 to 10 ★★★★★★ 8.5 to <9 ★★★★★ 8 to <8.5 ★★★★★★ 7.5 to <8 ★★★★★ 7 to <7.5

Terms and Conditions, Notices, and Disclaimers, etc.

By accepting this service or report, opening it, purchasing it, or using it you are agreeing to the TechInsights Manufacturing Analysis Inc.'s Terms and Conditions ("*TechInsights Terms and Conditions*") contained on techinsights.com, which include without limitation the following provisions and limitations. In the event of any inconsistency between these Terms and Conditions and the terms contained in the *TechInsights Terms and Conditions*, the terms contained in the *TechInsights Terms and Conditions* shall govern and control.

Subscribers to the TechInsights Customer Satisfaction Survey ("CSS") further agree to the Terms and Conditions in the CSS Addendum signed by Your company. TechInsights reserves all copyrights and sole ownership of all information applicable to the CSS, including the survey results. Information from the CSS may not be reproduced or distributed externally. There is a separate endorsement usage license agreement and fee for usage of the award logos and/or reference to the award logos, and/or reference to the CSS.

This service or report is confidential and for the use of TechInsights and its Clients only. This service or report contains valuable proprietary data, intellectual property, and trade secrets developed or acquired by TechInsights. Dissemination of these materials is not intended to constitute a disclosure to the public of the information contained in the materials. You have a limited license to use these materials for your own internal use, but do not become the owner of any material. The materials provided are protected by copyright, trade secret, and trademark law. The provisions and limitations listed below are a summary of those contained in the *TechInsights Terms and Conditions*:

- This service or report may not be reproduced or distributed in its entirety, internally or externally, without permission from TechInsights. Information may be extracted on a limited basis for use internally within your company provided that TechInsights is clearly referred to as the source of the information. See the TechInsights Terms and Conditions for further details on usage provisions and restrictions.
- By using the upload function on TechInsights' website You and Your Company are solely responsible for its Content that is uploaded or stored, in its upload area ; represent and warrant You have all required authorizations from Your Company to upload and store Content; maintain all ownership rights for and in any Content uploaded or stored by You and Your Company; will not use the upload area for any improper or illegal behavior, or to engage in any abusive or unlawful behavior. Any TechInsights Content uploaded is subject to and controlled by the entire *TechInsights Terms and Conditions* contained on [TechInsights.com](https://techinsights.com).
- TechInsights provides no warranties with this service or report, express or implied.
- TechInsights cannot and does not guarantee the accuracy or timeliness of any information or data provided.
- In no event will TechInsights be liable to you or any third party, for any damages of any kind.
- By submitting letters and e-mails on current topics covered in our services and/or reports, unless you tell us specifically not to publish it, or except to the extent that you give us an embargo before which you instruct us not to publish it, you are authorizing us to publish it.
- We are not stock analysts. No information provided is investment advice, and any such information is just an opinion and is not tailored to the investment needs of any specific person.
- Forward-looking statements are not guarantees of results or outcomes and TechInsights does not have any intention or obligation to update forward-looking statements after the date of this service or report.
- No part of this service or report may be used in any legal proceedings nor may any information contained herein be disclosed to any third party, or reproduced, or transmitted to any third party, in any form or by any means -- mechanical, electronic, photocopying, duplicating, microfilming, videotape, verbally or otherwise -- without the prior written permission of TechInsights. Third parties include outside directors and/or affiliated firms of your company.

The Chip Insider® and the CSS 10 BEST logo are registered trademarks of TechInsights Inc. All other trademarks, service marks, and logos are the property of their respective owners.

