

ASM Pacific Technology

Wins its Sixth Triple Crown


TechInsights Customer Satisfaction Survey 2022



ASM Pacific Technology Awarded 10 BEST Supplier



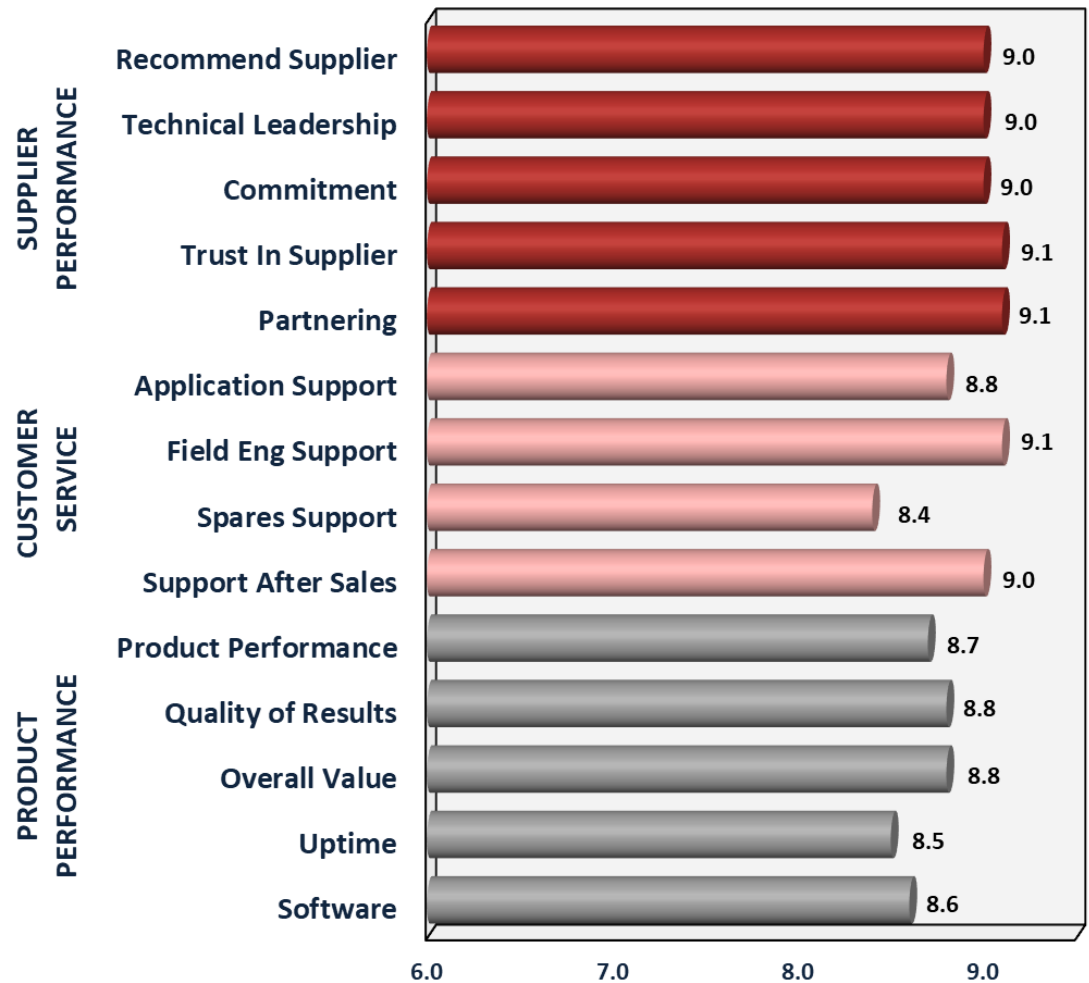
- ASM Pacific Technology, the world leader in the supply of semiconductor assembly and packaging equipment, receives 4½ Stars
 - increases score by 37 basis points to an impressive 8.84
- Awarded RANKED 1st in *Assembly Equipment Suppliers* for the sixth year in a row
- ASM Pacific Technology’s value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



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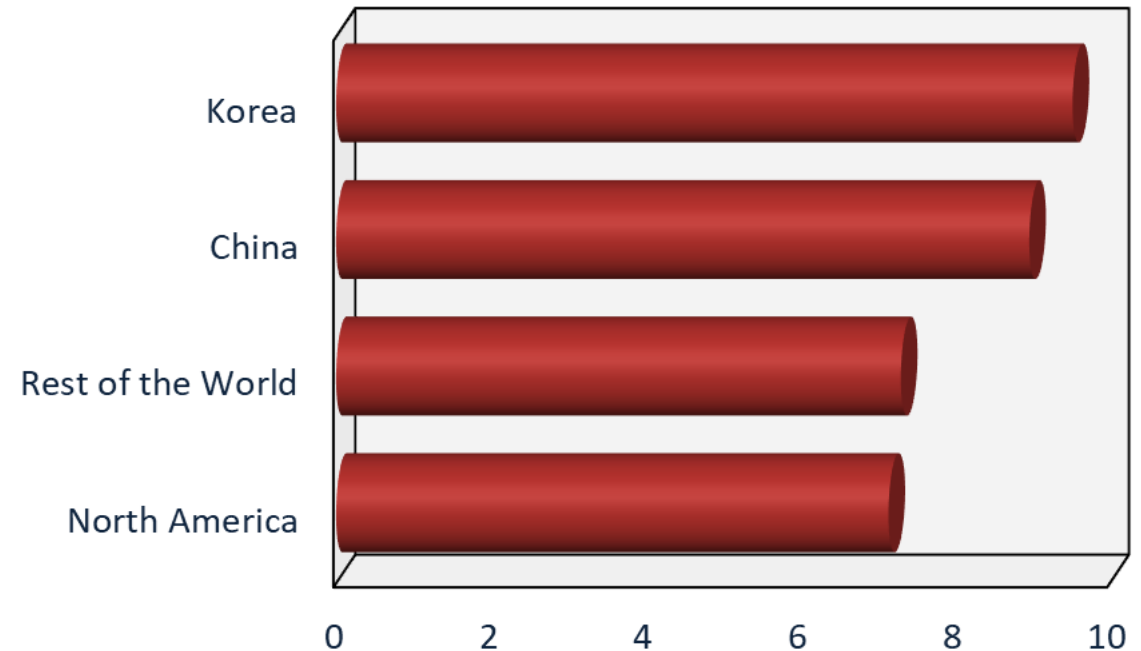
More Perceptions from Customers

- **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



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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.

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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

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