

Corporate Governance

| Evaluation Item | Implementation Status | | | Deviations from Bank Corporate Governance Best-Practice Principles and Reasons |
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| | Yes | No | Summary | |
| 1. Shareholding structure & Shareholders' Equity | | | | |
| (1) Does the Bank establish an internal operating procedure to deal with shareholders' suggestions, doubts, disputes and litigations, as well as act in accordance with the said procedure? | ✓ | | SCSB has established the "Standard Operating Procedures for Handling Shareholders' Suggestions, Doubts, Disputes and Litigation", and has also appointed a spokesperson and an investor relations management unit to properly handle shareholders' suggestions. In terms of share service, SCSB appoints a professional share service agency to handle related issues. | No difference. |
| (2) Does the Bank possess the list of its major shareholders as well as the ultimate owners of those shares? | ✓ | | Using the list of shareholders provided by the stock affairs agency, SCSB maintains a list of major shareholders that have actual control over SCSB and a list of ultimate owners of those major shareholders. | No difference. |
| (3) Does the Bank establish and execute the risk management and firewall system with the Bank's related companies? | ✓ | | <p>1. For healthy financial and business transactions between SCSB and affiliated enterprises, and to prevent irregular transactions and funneling between affiliated enterprises during purchase/sales of goods, acquisition/disposal of assets, endorsements and guarantees, and lending between affiliated enterprises, SCSB established the "Guidelines Governing Financial Dealings between Affiliates", "Regulations for the Supervisory and Management of Subsidiaries," "Regulations for Stakeholder Management," and "Asset Acquisition or Disposal Procedures" in accordance with Articles 32 and 33 of the "Banking Act of the Republic of China" and provisions of the "Company Act". Contents include management procedures for financial and business transactions, supervision and management, and acquisition or disposal of assets. Major transactions must be submitted to the Audit Committee for approval, then submitted to the Board of Directors for a resolution, and then submitted to the shareholders' meeting for approval before the contract may be signed and payment may be made.</p> <p>2. To step up the supervision and management of subsidiaries, SCSB calls all departments to a meeting every month to consolidate and review the operational practices of subsidiaries and prepare meeting minutes, which are reported to the Board of Directors every quarter.</p> | No difference. |



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| <p>2. Composition and Responsibilities of the Board of Directors</p> <p>(1) Does the Board of Directors formulate a diversity policy and specific management goals?</p> | ✓ | | <p>1. The nomination and election of SCSB's directors are in compliance with the "Articles of Incorporation", and the candidate nomination system is adopted. The number of directors is determined based on SCSB's business development scale and actual operational needs. The number of independent directors shall not be less than three. The Nominating Committee shall specify the composition of the Board of Directors in accordance with the "Corporate Governance Best Practice Principles", the number of directors concurrently acting as managerial officers shall not exceed 1/3, all candidates shall be evaluated to have the qualifications of professional knowledge, skills, education and experience, and other criteria, in order to nominate suitable director candidates, thereby ensuring the diversity and independence of the Board of Directors.</p> <p>2. Board composition and structure is evaluated in annual internal board performance evaluations, in hopes achieving corporate governance and sustainable development goals through diversity, independence, and competence.</p> <p>3. SCSB's Board of Directors currently consists of 9 directors, including 3 independent directors (their terms of office have not exceeded 3 terms), and 1 director concurrently acting as SCSB's manager. The board members are diverse, including two female members, and all directors are equipped with the knowledge, skills and competencies necessary to perform their duties. Directors have all signed the "Declaration for Compliance with the Ethical Corporate Management Policy" upon assumption of their positions.</p> <p>4. The percentage of directors equipped with the identity of managers is 11%, the percentage of independent directors is 33%, and the percentage of female directors is 22%. SCSB values the gender equality of the board members. The original goal is to have at least one female director, which has been achieved in 2024, and the goal is to increase the female directors to 30% or more in the future.</p> | No difference. |

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| (2) Does the Bank voluntarily establish other functional committees in addition to the Remuneration Committee and the Audit Committee? | ✓ | | <ol style="list-style-type: none"> SCSB has not only established the Remuneration Committee and Audit Committee as required by law, but also established the Risk Management Committee, Nominating Committee and Self-owned Building Reconstruction Planning Committee. All of the aforementioned committees have established charters or regulations. | No difference. |
| (3) Does the TWSE/GTSM Listed Bank develop policies and methods of its board performance assessment, regularly implement performance assessment on an annual basis, submit the results to the board of directors meetings, and use them as a reference for individual directors' remuneration and nomination for employment renewal? | ✓ | | <ol style="list-style-type: none"> SCSB's Board of Directors established the "Rule for Performance Evaluation of Boards" to enhance functions of the Board of Directors and improve operational efficiency. The regulations specify that internal performance evaluations shall be conducted once a year, and external performance evaluations shall be conducted once every three years. Contents of evaluation include the cycle, period, scope and method, implementing unit(s), procedure, and other compliance matters. In 2024, the Taiwan Corporate Governance Association was commissioned to perform external performance evaluation on the Board of Directors. The evaluation result has been submitted to the Nominating Committee and the Board of Directors in March 2024 with approval. In 2024, SCSB has conducted the annual routine internal performance evaluation (Board of Directors, functional committees, and individual directors). The evaluation results are to be submitted to the Nominating Committee, Remuneration Committee, and the Board of Directors in March 2025. The purpose is to strengthen the functions of the Board of Directors and to improve the effectiveness of corporate governance. The evaluation results are also used as a reference for the nomination and remuneration determination of individual directors. | No difference. |
| (4) Does the Bank regularly evaluate the independence of CPAs? | ✓ | | <p>Pursuant to SCSB's "Corporate Governance Best Practice Principles", the independence of the CPAs shall be evaluated on an annual basis, and results shall be submitted to the Audit Committee and Board of Directors.</p> <p>The evaluation mechanism is as follows:</p> <ol style="list-style-type: none"> Confirm the non-existence of direct or indirect stakeholder relations in finance with SCSB. Confirm the non-existence of margin trading or guarantee with SCSB or SCSB directors. | No difference. |



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| | | | <p>3. Confirm the non-existence of close commercial relations and potential employer-employee relations with SCSB.</p> <p>4. Confirm that CPAs and their audit service team members have not acted as directors, managers, or other positions that may have major impact on audit at SCSB in the last two years.</p> <p>5. Confirm that non-audit service categories that may directly affect audit have not been provided.</p> <p>6. Confirm that the stocks or other securities issued by SCSB are not brokered by CPAs.</p> <p>7. Verify that no accountants have acted as SCSB's advocates or represented it in negotiating conflicts with third parties.</p> <p>8. Confirm that there is no kinship between CPAs and SCSB's directors, managers, or personnel serving positions that have significant influence on audit cases.</p> <p>9. Confirm that the independence statements presented by CPAs are regularly obtained.</p> <p>10. Confirm that none of SCSB's CPAs are related parties to the company and its directors.</p> <p>11. SCSB has obtained the information on the five major audit quality index (AQIs) provided by the CPA firm, and has evaluated the audit quality of the CPA firm and the audit team in accordance with the "Guidelines on Audit Committee Interpretation of Audit Quality Index (AQI)" published by the competent authority.</p> <p>Evaluation results are as follows:</p> <p>1. According to Article 68 of SFAS No. 46, SCSB has assessed the retained CPAs for their execution of the financial statement audit in most recent seven years. After the assessment, SCSB has not retained the same CPAs consecutively for seven years.</p> <p>2. According to the FSC's "list of sanctions imposed in accordance with the Certified Public Accountant Act (last five years)", no CPAs cooperating with SCSB were found to receive disciplinary actions or be involved in matters that damage their independence.</p> <p>3. SCSB annually assesses the independence of CPAs. Past assessments by all relevant units show that CPAs have not built relationships with SCSB nor had their independence compromised.</p> <p>4. The "CPA Independence Declaration" issued by the CPA firm has been obtained.</p> | |

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| | | | 5. The Audit Committee evaluates the independence and competence of the retained CPAs annually, and requires CPAs to provide information on "Audit Quality Indicators (AQIs)" information. The result of the most recent evaluation has been submitted to the Audit Committee for discussion and approved on March 4, 2025, which was also submitted to the Board of Directors for resolution and approved on March 21, 2025. | |
| 3. Does the Bank appoint competent corporate governance personnel of an appropriate number, and designate a corporate governance officer who is in charge of matters related to corporate governance (including, but not limited to, providing directors and supervisors with data required for the implementation of related businesses; assisting directors and supervisors to exercise compliance; organizing the board of directors meeting, the shareholders' meeting and other related matters; and preparing the minutes of the board of directors meeting and the shareholders' meeting)? | ✓ | | <p>1. SCSB has established the Secretarial of Board as the dedicated unit for corporate governance, and Deputy Executive Vice President, Chen Shu-Min, acts as the Corporate Governance Officer, the highest officer in charge of corporate governance affairs, in order to protect the rights and interests of shareholders and to strengthen the functions of the Board of Directors. Miss Chen has more than 10 years of experience serving as a manager in the legal and compliance departments of a public company, and is qualified for the role of Corporate Governance Officer. Main scope of duties:</p> <p>(1) Handle relevant matters of the Board of Directors meeting and the shareholders' meeting as required by law.</p> <p>(2) Produce minutes for the Board of Directors meetings and shareholders' meetings.</p> <p>(3) Provide induction program to new Directors and arrange continuing education and training for existing Directors.</p> <p>(4) Provide required information for directors' performance of duties.</p> <p>(5) Assistance in directors' compliance.</p> <p>(6) Other matters specified in accordance with the SCSB "Articles of Incorporation" or contracts.</p> <p>2. Implementation status of operations in 2024:</p> <p>(1) Matters related to shareholders' meetings, board meetings, managing board meetings, Audit Committee meetings, Remuneration Committee meetings, Risk Management Committee meetings, Nominating Committee meetings, and Self-owned Building Reconstruction Planning Committee meetings (prepare the agenda, meeting notices, compliance, avoiding conflict of interest, follow-up and report on directors' opinions, and meeting minutes).</p> | No difference. |



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| | | | <p>(2) Provide directors with data necessary for performing their duties and information on the latest laws and regulations related to corporate governance.</p> <p>(3) Assist directors with performing their duties, compliance, communication with the management department, and arrange continuing education.</p> <p>(4) Conduct performance evaluations on the Board of Directors, functional committees, and board members.</p> <p>(5) Formulate or amend corporate governance related regulations (Corporate Governance Best Practice Principles, Rules of Procedure for Board of Directors Meetings) in coordination with SCSB operations and the latest laws.</p> <p>(6) Update the Chinese and English version of Corporate Governance Section on SCSB's website at any time.</p> <p>(7) Implement the formulation, supervise and training on SCSB's ethical corporate management policy.</p> <p>(8) Conduct corporate governance evaluations.</p> <p>(9) Announce material information.</p> <p>3. The Corporate Governance Officer also participated in training courses related to corporate governance for a total of 43.66 hours in 2024.</p> | |
| 4. Does the Bank establish a channel to communicate with interest related parties (including but not limited to shareholders, employees and customers, etc)? | ✓ | | <p>1. SCSB provides multiple smooth channels for addressing customer complaints, and a 24-hour customer service hotline is available at Call Center. SCSB also set up a feedback mailbox for customers to offer feedback through branches or e-mail, or through the Financial Supervisory Commission, Financial Ombudsman Institution, government agencies or banking associations, which will forward the feedback to SCSB. The telephone number of the complaint hotline is also published in the "financial consumer compliant hotline" section on the website of the competent authority Banking Bureau of the Financial Supervisory Commission. The number is also notified to financial consumers via each of SCSB's contact channels and SCSB website. SCSB's website has a customer service section providing a smart customer service system, and the system is able to provide text-based business inquiries/answers and related links. SCSB has set up official accounts on</p> | No difference. |

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| | | | <p>Facebook, IG and Line. In addition to providing customers with information about SCSB, customers can also communicate with SCSB through social media and text messages. They can also receive various notifications through personalized Line settings.</p> <p>2. Announcement on the SCSB website:</p> <p>(1) Investor Section: Discloses information on financial position, business performance, and shareholders' meetings.</p> <p>(2) Stakeholders section: Provides the public, investors/shareholders, employees, customers, suppliers, and independent directors with a contact channel, i.e., a communication channel for stakeholders. SCSB also responds to material topics of concern to stakeholders by preparing sustainability reports each year. Communication with various stakeholders is reported to the Board of Directors, including: stakeholder types; stakeholders' meaning (importance) to SCSB; communication channels; communication frequencies; and other issues that attracted stakeholders' attention.</p> <p>(3) To protect customers' rights, SCSB has produced the "Wealth Management Customer Rights Handbook," including the "Customer Complaint Channel and Reply", and made it available to customers for download from the SCSB's wealth management website.</p> <p>3. SCSB's spokesperson, deputy spokesperson, and investor relations contact person are announced on the MOPS as channels for communication with stakeholders.</p> <p>4. SCSB has established "Regulations for Employee Communication". Employees may communicate with SCSB via internal meetings, the employee feedback mailbox, or the human resources website. The "iTalking" employee care mailbox is also set up to offer employees a communication channel where they can raise concerns immediately. SCSB maintains contact with the labor union and 12 business locations and the Headquarters periodically convene labor/management meetings every quarter.</p> | |



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| | | | <p>5. For suppliers of SCSB's top five procurement categories (goods, services, engineering, information, and insurance), SCSB selects the top three suppliers of each category for a total of 15 suppliers to engage in active negotiations. SCSB has conducted supplier ESG self-assessment questionnaires to understand the legal compliance status of suppliers in different sustainability aspects. SCSB has also identified potential risk suppliers based on the results of the questionnaires and external records. SCSB has issued a written engagement document of "Supplier ESG Self-assessment Questionnaire Feedback" and has also provided the reference document of "Sustainable Topic Implementation Measures Suggestions" to suppliers, in order to understand suppliers' current status in their management of specific sustainability topics.</p> <p>6. The trust business has established procedures for handling business disputes, and announced the full content of the dispute acceptance and handling procedures at the business premises and on the website.</p> <p>7. The business lounge provides a friendly environment and service. A barrier-free "insurance zone" is set up. For elderly and persons with disabilities customers, salespersons are available to provide in-home service. There is an easy-to-read version to assist the persons with disabilities in applying for insurance.</p> <p>8. The high-net worth customer service business has established customer complaint handling operations and channels. In addition to the financial consumer complaint channel provided by SCSB, an exclusive contact channel for high-net worth customers is provided, and the contact window is the business planning officer of the Success Wealth Management Department.</p> | |
| <p>5. Information Disclosure</p> <p>(1) Does the Bank set up a website for the disclosure of financial information and corporate governance?</p> | ✓ | | SCSB discloses financial, operational, business, corporate governance and other information on official website and updates such information in a timely manner. | No difference. |

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| (2) Does the Bank have other information disclosure channels (e.g. building an English website, appointing designated people to handle information collection and disclosure, implementing a spokesperson system, and placing the record of investor conferences on its website)? | ✓ | | <ol style="list-style-type: none"> 1. To enhance the acquisition of information by foreign nationals, SCSB has set up both Chinese and English websites, and the collection and disclosure of information is handled by dedicated personnel. Material information is announced on the MOPS according to regulations. The information will be disclosed on the MOPS and SCSB's official website, such as monthly revenues, quarterly financial statements audited or reviewed by CPAs, and other information. Investor conference data is also disclosed on the MOPS and SCSB's official website according to regulations. 2. SCSB established the "Regulations for Spokesperson and Press Release Management" to establish a spokesperson system and integrate press releases of SCSB. According to the regulation, spokesperson and deputy spokesperson are appointed to represent SCSB in disclosing information. The contact method of the spokesperson is also disclosed on SCSB's official website and the MOPS. 3. Relevant information shall be disclosed through public announcements, the internet or in the manner designated by the competent authority. | No difference. |
| (3) Does the Bank announce and declare its annual financial report after the fiscal year ends in accordance with the Banking Act and Securities and Exchange Act, and announce and declare the financial reports for the first, second and third quarters as well as monthly operations well before respective deadlines? | ✓ | | All SCSB's financial reports and operation reports have been announced and submitted within the deadlines specified by competent authorities. | No difference. |



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| 6. Does the Bank provide other important information to facilitate better understanding of the Bank's corporate governance practices (including but not limited to employee benefits, employee wellness, investor relations, stakeholder rights, directors' and supervisors' training records, the implementation of risk management policies and risk evaluation measures, the implementation of customer relations policies, purchasing insurance for directors and supervisors, political donation and donation to stakeholder and public interested group)? | ✓ | | <p>1. Employee benefits: In compliance with regulatory requirements, SCSB offers competitive salary and retirement plans and leave policies for each job position, as well as employee stock ownership trust, labor insurance, health insurance, group insurance, and monthly pension contributions. Labor meetings are held to bring harmony to the workplace.</p> <p>2. Employee wellness: SCSB cares the health of employees by providing a sound work environment and medical subsidies, setting up health consultation centers, and offering physical checkups, medical consultation and health seminars from time to time. SCSB has collaborated with "Chinese Psychology Research and Development Foundation" to establish employee assistance programs (EAPs). The goal is to establish a healthy and physically and mentally healthy workplace. Furthermore, the New Employee Care Program was implemented in 2022 and continues to implement questionnaire surveys, and telephone interviews to understand how new employees are adapting to SCSB, and to provide immediate assistance where assistance is needed and collect suggestions from employees for providing them to the responsible units as the direction of future business adjustments. In order to have a comprehensive and effective understanding of employees' perspectives, SCSB plans the "Employee Engagement and Satisfaction Survey", which is conducted through an objective third-party survey, and the information obtained from the survey is expected to evaluate the talent attraction and retention indicators, so as to provide a reference for SCSB to develop more specific and complete recommendations for the implementation of talent strategy issues.</p> <p>3. Investor relations: SCSB operates with full integrity and honesty to create the best market value for investors. SCSB has a dedicated unit to address investor affairs and maintain a good relationship with investors. Financial information is available on the SCSB website and the MOPS for investors' reference.</p> | No difference. |

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| | | | <p>4. Stakeholder rights: Full disclosure of information and smooth communication for stakeholders is available through the SCSB website, the call center, and the spokesperson. SCSB website has a section dedicated to disclosing communications and practices on issues of concern to all stakeholders. If stakeholders have any question, they can raise the questions through the contact channels in this section. For relevant measures, please see SCSB's Sustainability Report.</p> <p>5. Directors' training: in 2024: Please refer to MOPS.</p> <p>6. Implementation of risk management policies and risk evaluation measures: To strengthen the risk management mechanism and to comply with the international risk management trends, SCSB has established the Risk Management Committee to improve the operational efficiency and decision-making ability of the Board of Directors, in order to effectively reduce the decision-making risks, to improve the internal control quality, and to implement the core value of risk control.</p> <p>(1) SCSB' risk management policies ensure the effectiveness of internal controls, and set up specific risk management goals and risk measurement framework which provides adequate gauge and assessment of risks, taking into account risk diversification and tolerance. Risk limits are set and monitored real-time through information technology and risk management reports. The aim is to maximize shareholders' equity and market value while minimizing potential risks and achieving long-term sustainable growth.</p> <p>(2) Metrics of risk measurement: SCSB's credit risk is measured by the amount of exposure less the secured debt; market risk is measured on a daily basis based on market prices to monitor loss limit; interest rate risk is analyzed using interest rate sensitivity gap (IRSG) with limits set and IRRBB; liquidity risk is calculated by the current ratio, fund gap in that period, LCR and NSFR; country risk is measured by the claims or assets in the country where the debtor or final debtor is located; operational risk is measured by operational losses reported internally; climate risk is measured via scenario analysis of physical risks and transition risks.</p> | |



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| | | | <p>(3) Operating manuals have been prepared for different business operations based on the management needs and characteristics of each business. SCSB has set up Risk Management Department to monitor reports and integrate bank-wide risk management. A board-level Risk Management Committee is set up to oversee risk controls and the Risk Management Department regularly reports bank-wide risk status to senior managers, the Risk Management Committee, and the Board of Directors. Risk management is centralized with regular self-checks and internal audits conducted that show good risk management results.</p> <p>(4) Market risk is assessed based on market price each day to monitor the risk limit. Market risk is measured using a stress test with extreme market changes to determine the impact of changes in profit and loss on bond positions in the trading book and banking book on bank-wide profit and loss and minimum capital requirement for market risk.</p> <p>(5) Besides referencing the "Principles for Supervision and Review of Compliance with Capital Adequacy by Domestic Banks" announced by the Financial Supervisory Commission for quantified indicators of market risk used in stress test scenarios for financial products, we conduct additional stress tests deemed necessary based on the market situation.</p> <p>7. Implementation of customer relations policies:</p> <p>(1) To implement a corporate culture centered on consumer protection, SCSB has established the "Consumer Protection and Treating Customers Fairly Committee" in the management of the Headquarters. The committee's convener, committee members, and general level are the President and the managers of relevant units, respectively. The head of the department holds monthly inter-departmental meetings to approve the review and follow-up of important matters related to Fair Customer Treatment, review proposals for improvement or innovation of Fair Customer Treatment, and review SCSB's implementation of Fair Customer Treatment and</p> | |

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| | | | <p>financial consumption disputes. SCSB continuously strengthens management mechanism and measures for Fair Customer Principles by monitoring and tracking matters, as well as by establishing internal regulations concerning consumer protection approved by the Board of Managing Directors or the Board of Directors.</p> <p>(2) SCSB establishes the “Policies of the Principles for Treating Customers Fairly” and “Strategies for the Principles for Treating Customers Fairly”. To improve friendly service and provide financial services and rights protection to persons with disabilities and elderly customers, SCSB has established the “Guidelines Governing Friendly Financial Service” and the “Guidelines Governing Fair Treatment of Senior Customers,” and regularly reports the implementation of the consumer rights protection system and the principle of fair customer treatment to the Board of Managing Directors or the Board of Directors.</p> <p>(3) To improve the management and handling of customer complaints, SCSB has introduced the “ISO 10002 customer complaint management system” since 2021, and continues to pass the international accreditation to conduct a comprehensive review of customer complaint management and strengthen the participation of senior management and horizontal cooperation and communication among various departments.</p> <p>(4) To implement financial inclusion and provide financially friendly services, a “Friendly Service” item has been added to the welcome call system of the business units, giving priority to the elderly, pregnant women, and customers of persons with disabilities. The “exemption for filling out forms service” and the online form filling using QR Code friendly services are provided. An age-friendly section has been set up on SCSB’s website to provide elderly-friendly and convenient financial services. Sign language interpretation and simultaneous call-in service are available at all branches, and an announcement of service information is made on SCSB’s official website.</p> | |



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| | | | <p>(5) All business units of SCSB have jointed the "Dementia-friendly Organization" promoted by the Ministry of Health and Welfare, and approximately 1,500 employees of SCSB have become "dementia-friendly angels." Employees with "dementia-friendly angel" qualifications serve as "dementia-friendly personnel" of business units, and there are also "dementiafriendly spaces" to continue implementing SCSB's spirit of providing services that are "always placing customers' need first."</p> <p>(6) In the continuous efforts to improve the quality of service and customer satisfaction, SCSB sends mystery shoppers on an irregular basis every year to visit our operating offices and make phone calls to branches and the offices of logistics units. The monthly Customer Relationship Management Report enables staff to learn and share experience in customer service and complaints through case studies, thus conveying the SCSB's commitment to consumer service and protection.</p> <p>(7) To implement financial consumer protection and improve customers' understanding of their own rights, the customer service policy includes service quality commitment, standardized service system, standardized service of customer service personnel, customer relationship management and complaint handling, and SCSB has also stipulated the "Consumer Protection Guidelines" and the "Wealth Management Customer Rights Handbook," which are available on SCSB's website for consumers to refer to.</p> <p>(8) SCSB's deposits business policies center around high-quality customers. SCSB established a customer relationship management system to strengthen relationships with quality customers, increase customer contributions, and elevate SCSB's competitive position in the market. SCSB also aims to increase the ratio of demand deposits and lower funding costs, increase non-interest income, raise deposit/withdrawal interest spreads, enhance debt management, and enhance competitiveness. SCSB promotes online application and e-billing for environmental protection.</p> | |

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| | | | <p>(9) To fulfill the social responsibility as a corporate citizen, SCSB has adopted environmentally friendly materials for its credit cards since 2022. In 2023, SCSB obtained the Carbon Footprint Certification and Carbon Neutral for its credit and debit card.</p> <p>(10) SCSB provides customers with a comprehensive loan service platform, and has also applied for carbon labeling and carbon reduction labeling with the Environmental Protection Administration based on the digital service survey of carbon emissions from the housing and personal loan products, in order to calculate carbon emissions for customers, and to reduce carbon dioxide emissions via digital services.</p> <p>(11) SCSB has set up a 24-hour customer service/complaint hotline, and the information of the consumer service hotline is provided at business locations and on the official website, which also has an opinion mailbox (service@scsb.com.tw). Furthermore, an exclusive contact channel is provided to high-net worth customers during business hours, and the contact person is the business planning manager at the Success Wealth Management Department.</p> <p>(12) In addition to the internal regulations governing financial consumer protection, information classification management, customer data confidentiality, personal data protection, and stakeholder transaction prevention, SCSB's trust services are also based on the concept of giving back to the society and fulfilling corporate social responsibility. In response to an aging and childless society, and the realization of the vision of financial inclusion, the "pre-opening type of nursing trust" (family heirloom trust) was launched in 2013 to encourage people to protect assets (pension) or put aside the pension fund features with low service charge and no threshold for commitment, which is suitable for retirees or young and middle-aged people who want to accumulate pension gradually. In addition, flexible preferential mechanisms are provided, including: (1) Trust management fees are not collected before the distribution mechanism is activated; (2) Additional entrusted</p> | |



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| | | | <p>properties may be added at any time without additional service fees; (3) Persons with disabilities are given free of service fees, and the management fee is 50% off; (4) It allows customers to have less burden and gives customers more flexibility in accumulating funds, and there is no minimum threshold limit for each delivery of trust property.</p> <p>(13) According to the 2nd term of Sustainable Banking Evaluation Public Hearings Score Indicator - "Ratio of number of bilingual branches to total number of branches in Taiwan", SCSB has achieved the "Ratio of 100% of bilingual branches to total number of branches in Taiwan" before the end of 2023.</p> <p>(14) SCSB's official website and online banking website have obtained "A" grade for accessibility certification, providing a user-friendly interface conforming to the A-grade standard for all websites and providing online banking and mobile APP banking services with services for the visually impaired.</p> <p>(15) At present, all ATMs are qualified for the use specifications for persons with disabilities and offer the function of "application for fee waiver of automated service for persons with disabilities and modification of account number".</p> <p>(16) According to Article 4 of SCSB's "Regulations for Stakeholder Management": Before an insurance product is released, SCSB shall complete the stakeholder verification inquiry (if an individual is a stakeholder, the vesting condition before the release of the product shall not be superior to the evidence document of other subject in the same category). For partners of joint ventures and promotions, inquiries shall be made to find out whether or not they are stakeholders of SCSB, and to inquire about the insurance company's credit rating, capital adequacy, financial indicators and cooperation strategies and other conditions, evaluate the name verification operations for the subjects that SCSB is suitable for cooperation and AML.</p> | |

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| | Yes | No | Summary | |
| | | | <p>Insurance Agency Department regularly reviews and reconfirms whether each cooperating insurance company is a stakeholder of SCSB and matters are processed according to relevant applications. Reviews are completed before Quarter 4 of each year.</p> <p>8. Purchasing insurance for directors and supervisors: SCSB has purchased liability insurance for directors and managers.</p> <p>9. Political donation and donation to stakeholder and public interest groups: SCSB has established "Regulations Governing Outward Donations" to govern all external donations, in addition to applicable laws and regulations.</p> <p>10. SCSB has established the sustainable development plan in accordance with the "Standard for Sustainable Development Promotion", in order to promote social cultural education and charity events, and the Insurance Agency Department has provided donation funds for accident insurance of "Micro-insurance" to disadvantaged groups over the years.</p> | |
| <p>7. Please elaborate upon improvements the company has made regarding the Corporate Governance Evaluation results for the past year released by the Center of Corporate Governance of Taiwan Stock Exchange Co., Ltd., and upon priorities and measures for areas yet to be improved. (Not required for companies excluded from reviews):</p> <p>SCSB was ranked in the top 6%-20% of all public companies in the 10th Term of Corporate Governance Assessment in 2023, and the same result was also achieved for the last term. The ranking of the industry - financial insurance category was slightly lowered to 41%-60% (21%-40% in the previous year).</p> <p>The convention of SCSB's investor conference was increased to two times from one time in 2024. In addition, SCSB has newly added two female directors and the dividend policy has been clearly disclosed. In the future, SCSB will continue to improve corporate governance.</p> | | | | |