



CTBC BANK
中國信託銀行

2024 ANNUAL REPORT

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<https://www.ctbcbank.com>

<https://mops.twse.com.tw>

Sanchong World Trade Park, Taipei, Taiwan

We transformed a 12,000m² area into Taiwan's first fern park, home to over 100 native plant species. This park has become a sanctuary for biodiversity, reflecting our commitment to sustainable finance. By nurturing the environment, we're not only protecting nature but also investing in a greener future for generations to come.

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Tel: +886-2-2175-6800
Website: <https://www.taiwanratings.com>

S&P Global Ratings

Address: Levels 3 and 4, Three Exchange Square, 8 Connaught
Place, Central, Hong Kong
Tel: +852-2533-3500
Website: <https://www.spglobal.com/ratings/en/>

Moody's Investors Service Hong Kong Limited

Address: 24/F., One Pacific Place, 88 Queensway, Admiralty,
Hong Kong
Tel: +852-3758-1300
Website: <https://www.moodys.com>

Overseas Exchange for Trading of Company Securities

(None)

For the contact information of our headquarters and various
branches in Taiwan and overseas, please refer to page 36-42

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1. Letter to shareholders

Dear fellow shareholders:

In 2024, global political and economic uncertainties, along with investment opportunities driven by supply chain restructuring amid the deglobalization trend and interest rate cuts by central banks worldwide, posed significant challenges to the banking industry's operations. Despite market volatility, CTBC Bank continued to see overall growth through strong customer relationships and its diverse business structure. With a robust performance in wealth management and steady results in its investment, deposit, and loan businesses, the Bank's pre-tax profit increased from 2023 to hit a record high, solidifying the company's position as the most profitable bank in Taiwan.

Looking ahead in 2025, global economic developments and international political dynamics will remain uncertain. CTBC Bank has formulated various countermeasures to ensure sound operations, fulfill its corporate responsibilities, align itself with government policies, and work alongside customers and employees to overcome challenges and continue moving forward.

2024 business plan and operating results

In terms of financial performance in 2024, CTBC Bank reported annual consolidated net revenue of NT\$154.0 billion, consolidated pre-tax income of NT\$62.8 billion, and consolidated net income attributable to the parent company of NT\$49.4 billion, with a consolidated after-tax ROE of 13.15%, which placed us in the leading position in the industry. We saw a 12% increase in consolidated net revenue and a 20% increase in consolidated net income attributable to the parent company from the 2023 fiscal year, achieving 100% of budgeted consolidated after-tax net income.

As part of its product and service innovation and development efforts, CTBC Bank last year launched the Digital Supply Chain Financing Project. This collaboration with external computer and enterprise resource planning providers is aimed at integrating corporate customers' procurement and payment information and transmitting it digitally to the CTBC Bank platform, thereby providing

customized financing solutions for customers. Also in 2024, in accordance with government policy, CTBC Bank further developed its wealth management business for high-net-worth customers and launched the “Family Wealth Governance” service, developed with the concept of a virtual family office. The service covers four major areas: financial assets, household insurance policies, securities, and real estate. It offers the industry’s first-of-its-kind “Real Estate and Securities Review System,” along with a one-stop wealth management service, providing high-net-worth customers with optimized, comprehensive asset management planning.

Regarding organizational changes, in response to the expansion of overseas business, CTBC Bank established the International Financial Market Division in January 2024 to oversee the operations, business management, and project tracking of trading rooms at overseas branches. In the same month, the International Payment and Lending Business Division was set up to supervise business planning for consumer finance and payment products and channels across global markets. Additionally, the International Retail Banking Division was renamed the International Wealth Management Business Division; it is responsible for planning and executing wealth management products and channels overseas, with a focus on strengthening core product offerings. To drive digital transformation and enhance operational synergy, the Digital Finance Division and Data Intelligence R&D Division under the Technology Group were merged into the Digital Technology Division, also in January 2024. This new division is responsible for digital strategy planning and providing technology solutions to improve customer experience and support business growth.

CTBC Bank demonstrated strong overall performance in 2024. The Bank was ranked 158th among the global top 1,000 banks by The Banker, taking first place in Taiwan for the eighth time. It was also recognized for the 10th time by the renowned UK brand valuation institution Brand Finance as Taiwan’s Most Valuable Bank Brand. The Bank’s effective business strategies further enhanced its overall business performance and market competitiveness, earning it the title of Best Bank in Taiwan from Euromoney, FinanceAsia, and The Asset. In addition, the Bank achieved remarkable results in using technology to support fraud prevention and financial inclusion, including by leveraging AI to effectively combat financial crime. These efforts were recognized with two awards from Global Finance: World’s Best Financial Innovation Labs and Best Fraud Risk Management Innovation.

For its efforts in actively expanding overseas operations and strengthening cross-border financial services, CTBC Bank received multiple honors from The Digital Banker, including Best SME Mobile Banking App, Global, and Best Bank for Transaction Banking Services in Asia Pacific. The Bank also maintained its market-leading position in credit lending, payments, and wealth management through continual product innovation and process digitalization, earning the title of Best Retail Bank in Taiwan from The Asian Banker for the 18th time. At the biennial Elite Awards—widely regarded as the Oscars of Taiwan’s financial industry—CTBC Bank set a new record by becoming the only bank to win in every category it was nominated in for two consecutive years. In 2024, it secured eight top honors, including Best Overseas Business Development and Best Corporate Trust, setting a new benchmark for Taiwan’s financial sector. The Bank also received The Asset’s Renewable Energy Deal of the Year, Global, not only reflecting its ongoing financial influence and commitment to sustainable infrastructure but also its dedication to balancing business growth with environmental protection.

In risk management, CTBC Bank continued to strictly control its asset quality and capital adequacy. In 2024, our consolidated non-performing loan and coverage ratios were 0.49% and 330.74%, respectively, indicating satisfactory asset quality, while our consolidated BIS ratio was 13.89%, signifying a sound capital structure. Furthermore, domestic and international credit rating agencies maintained their stable outlooks for the Bank on the back of its leading business position in the domestic market, capital and profitability, adequate risk management, and good funding sources and liquidity.

Latest credit ratings and publication dates

| Rating agency | Credit rating | | Outlook | Publication date |
|--------------------|---------------|------------|---------|------------------|
| | Long-term | Short-term | | |
| Moody’s | A1 | P-1 | Stable | Oct. 25, 2024 |
| S&P Global Ratings | A | A-1 | Stable | Oct. 25, 2024 |
| Taiwan Ratings | twAA+ | twA-1+ | Stable | Oct. 25, 2024 |

Impact of the competitive, regulatory, and overall business environments

Despite frequent global trade conflicts in recent years and ongoing geopolitical risks, investment demand remains strong, driven by the deglobalization trend. Companies are actively adjusting their supply chain structures, while the growing applications of emerging technology are supporting stable labor markets in major economies. As a result, private sector consumption has become a key contributor to economic growth, reflecting the global economy's strong resilience in 2024.

The International Monetary Fund predicted a minor decrease in global economic growth, from 3.3% in 2023 to 3.2% in 2024. The growth rate of developed countries was expected to remain at 1.7%, while the growth of the overall emerging economy was forecast to decrease from 4.4% to 4.2%. With destocking pressure easing, active investments in emerging technology, and AI-driven demand, Taiwan's economic growth increased from 1.12% in 2023 to an estimated 4.27% in 2024, according to the Directorate General of Budget, Accounting and Statistics.

In terms of monetary policy, measures adopted by central banks worldwide to suppress inflation have taken effect. Central banks started to cut interest rates to ease the economic pressure caused by high interest rates. The Fed cut rates by 100 basis points in 2024, bringing the policy rate to 4.25%–4.5%. The European Central Bank also cut rates by 100 basis points, while China continued its rate cuts and reserve requirement ratio reductions. In Taiwan, the central bank raised interest rates by 12.5 basis points in the first quarter of 2024 and increased the reserve requirement ratio twice during the year for a total rise of 50 basis points. Overall, the global economy remained stable in 2024, and the U.S. rate cuts eased the negative yield curve inversion. However, growing uncertainties in global political and economic conditions led to heightened financial market volatility, posing a challenging business environment for banks.

2025 business plan outline and future development strategies

Looking ahead, CTBC Bank will focus on developing its core business, expanding in overseas markets, and promoting digital transformation:

1. Continue to enhance its core business competitiveness and expand its emerging customer base and operations

CTBC Bank is committed to enhancing its core business competitiveness and exploring differentiated value propositions to consolidate its leading position in the domestic market and expand its customer base. In retail banking, we will continue to accelerate the development of our wealth management business, aiming to become a market leader. Meanwhile, we will actively expand our private banking operations by targeting family offices and growing our private banking teams to offer high-net-worth customers exclusive, customized services that meet their domestic and international wealth management needs. Regarding our payment business, we will accelerate the development of emerging payment models, create new consumption scenarios, and enhance both the customer payment experience and satisfaction. As for institutional banking, we remain committed to serving all customer segments: providing diversified products for mid-to-large corporate customers and leveraging our overseas branches and subsidiaries to fulfill their cross-border financial needs; offering tailored and efficient products and services for small and medium-sized enterprises through comprehensive one-stop solutions. Additionally, we will continue to expand our non-Taiwanese customer base, innovate in responsible lending products, and develop sustainable business models to maintain CTBC Bank's leading market position.

2. Continue to develop overseas operating models and explore diverse customer business opportunities and differentiated business models to enhance overseas profitability

Given the global supply chain restructuring trend, CTBC Bank will leverage the advantages of its integrated domestic and overseas networks and system platforms to strengthen its presence in key regional financial hubs such as Hong Kong and Singapore. The Bank aims to provide comprehensive financial services for Taiwanese businesses and overseas enterprises while drawing on its experience and resources in the Taiwan market to support localized operations and accelerate business expansion in overseas markets.

CTBC Bank has been actively expanding its presence in Southeast Asia and Japan. After becoming the largest shareholder of LH Financial Group Public Company Limited in Thailand, it established a local management team to drive growth through institutional banking and mortgage businesses. Through its Japanese subsidiary, The Tokyo Star Bank, the Bank continues to cultivate niche customer groups to effectively enhance operational performance. In terms of overseas retail banking, the Bank adopts market-specific strategies through diverse product portfolios and differentiated business models to accelerate business expansion.

3. Continue digital transformation, drive core system upgrades, and enhance the Bank’s service competitiveness

To further enhance overall customer experience and satisfaction while optimizing operational efficiency, CTBC Bank will expand the implementation of its Digital End-to-End strategy, accelerating process digitalization and the development of AI-driven emerging technology applications to create business value. Furthermore, as our existing core system has supported CTBC Bank’s operations for nearly 30 years, we recognize the need to introduce next-generation technology in phases to drive future business innovation. Through the transformation of our core system, we aim to strengthen innovation and development capabilities, establish rapid market response mechanisms, and enhance scalability. This will foster a new model of business and information collaboration, ensuring operational stability while achieving system modernization and reinforcing the Bank’s competitive service advantage.

Facing the ongoing global financial uncertainty, we will continue to pursue business growth while maintaining risk discipline and will maximize value for our shareholders through diversified profit sources and solid asset quality.

Chairman



2. Company profile

2.1 Directors and supervisors

| Title | Name | Date of assignment | Office term | Significant experience | Education |
|---------------|----------------|--------------------|-------------|--|---|
| Chairman | James Chen | July 26, 2024 | 3 years | President, CTBC Financial Holding Co., Ltd. President, CTBC Bank Co., Ltd. Senior Executive Vice President, CTBC Bank Co., Ltd. Director, CTBC Financial Holding Co., Ltd. Director, CTBC Bank Co., Ltd. Director, The Tokyo Star Bank, Limited Director, CTBC Bank Corp. (USA) Chairman, CTBC Asset Management Co., Ltd. Managing Director, Grand Bills Finance Co., Ltd. | MBA, The City University of New York, USA |
| Vice Chairman | Ting-Jeng Chan | June 17, 2022 | 3 years | Chairman, PT Bank CTBC Indonesia President and Director, Taiwan Financial Holding Co., Ltd. Director, Bank Taiwan Life Insurance Co., Ltd. Director, Bank of Taiwan Co., Ltd. Director-General, Banking Bureau, Financial Supervisory Commission Director, Taiwan Cooperative Financial Holding Co., Ltd. Director, Taiwan Cooperative Bank Co., Ltd. Director, Taiwan Academy of Banking and Finance Director-General, Bureau of Agricultural Finance, Council of Agriculture, Executive Yuan Managing Director, Agricultural Credit Guarantee Fund Chief Secretary, Financial Supervisory Commission, Executive Yuan Director General, Department of Legal Affairs, Financial Supervisory Commission, Executive Yuan Deputy Director-General, Department of Commerce, Ministry of Economic Affairs | SJD, National Chengchi University |

| Title | Name | Date of assignment | Office term | Significant experience | Education |
|----------|---------------|--------------------|-------------|---|--|
| Director | Mao-Lin Shih | June 17, 2022 | 3 years | Director, Chaoyang University of Technology Chairman, Legal Risk Management Society of Taiwan Minister, Deputy Minister, Ministry of Justice Supervisor, Straits Exchange Foundation Chief Prosecutor, Taiwan Taipei District Prosecutors Office Director, Taiwan Life Insurance Co., Ltd. Director, SuperAlloy Industrial Co., Ltd. Independent Director, HCM Co., Ltd. Independent Director, Century Wind Power Co., Ltd. Chairman, Mt. Dadu Industrial Innovation Foundation Chairman, Yunlin County Fude Qiaoxin Social Welfare Charitable Foundation Director, China Medical University Director, Chung Shan Medical University Honorary Chair Professor, Department of Financial and Economic Law, Asia University Honorary Chairman, Legal Risk Management Society of Taiwan | Honorary Doctorate, School of Law, Woosuk University (South Korea) BA, College of Law, National Taiwan University |
| Director | Miao-Chiu Hsu | June 17, 2022 | 3 years | Independent Director, Evergreen Aviation Technologies Corp. Independent Director, Truelight Co., Ltd. Independent Director, Nankang Rubber Tire Corp., Ltd. President/Executive Vice President and Chief Financial Officer, Nan Shan Life Insurance Co., Ltd. Executive Vice President, CTBC Financial Holding Co., Ltd. Executive Vice President, CTBC Bank Co., Ltd. Partner, PwC Taiwan Vice President of Accounting Department, Credit Lyonnais Taipei Branch Grade 3 Specialist, Trust Division, Central Trust of China | MBA, St. John's University |

| Title | Name | Date of assignment | Office term | Significant experience | Education |
|----------|-----------------|--------------------|-------------|---|---|
| Director | Jung-Tsung Yang | June 17, 2022 | 3 years | Prosecutor, Taiwan High Prosecutors Office Division Head of Special Investigation Division, Supreme Prosecutors Office Lead Prosecutor, Taiwan Taipei District Prosecutors Office Chairman, Hengsheng Attorneys at Law Independent Director, First Steamship Co., Ltd. | MA, National Taiwan University |
| Director | Kuang-Hsun Shih | June 17, 2022 | 3 years | Provost, Chinese Culture University Member, Administrative Appeal Review Committee, Executive Yuan President, CTBC Business School Chairman, Chinese Management Performance Appraisal Society Independent Director, PCL Technologies, Inc. Independent Director, Senao Networks, Inc. Independent Director, Samebest Co., Ltd. Adjunct Professor, Criminal Investigation Graduate School, Central Police University Adjunct Professor, Department of Finance and Cooperative Management, National Taipei University | DBA in Finance, Nova Southeastern University (U.S.) |

| Title | Name | Date of assignment | Office term | Significant experience | Education |
|----------------------|-----------------|--------------------|-------------|--|--|
| Independent Director | Sheng-Yung Yang | June 17, 2022 | 3 years | Head of Finance Department, National Chung Hsing University Adjunct Professor, International Business, National Taiwan University Dean of College of Management, Asia Management College Vice President for International Affairs & Dean of International College, Providence University Secretary-General and Supervisor, Financial Engineering Association of Taiwan CEO, EMBA Program Alliance of Taiwan Member of Investment Committee, National Development Fund Member of Operating Fund Committee, Bureau of Science Park Lecturer, Training Institute, Ministry of Finance Independent Director, Grand Bills Finance Corp. Director, Chinese Robo-Advisor Association Strategic Mentor, New Generation College, National Association of Small and Medium Enterprises Executive Supervisor, Taiwan Association of Board Governance Executive Supervisor, Taiwan Digital Enterprise Alliance Independent Director, CTBC Holding Co., Ltd. Distinguished Professor, Department of Finance, National Chung Hsing University Independent Director, Nova Technology Corp. Independent Director, JMicon Technology Corporation Director, CTBC Business School Director, CTBC International School Executive Supervisor, Financial Engineering Association of Taiwan | Ph.D. in Finance, Drexel University (U.S.) |

| Title | Name | Date of assignment | Office term | Significant experience | Education |
|----------------------|-----------------|---------------------------|--------------------|---|--|
| Independent Director | Cheung-Chun Lau | June 17, 2022 | 3 years | Independent Non-executive Director, Hong Leong Insurance (Asia) Limited Managing Director, The Bank of Nova Scotia Senior Vice President (Head of Corporate Equity Derivatives, Asia), ABN AMRO Bank N.V. Director, Citigroup Global Markets Asia Ltd. Managing Director, Westcom Capital Ltd. Executive Director, UBS AG Vice President, Bankers Trust Company Officer, DB (Asia) Finance Limited Independent Director, CTBC Financial Holding Co., Ltd. | MBA, University of Michigan-Ann Arbor (U.S.) |
| Independent Director | Christine Jih | June 17, 2022 | 3 years | Chairman/CEO, BNP Paribas Asset Management, Taiwan President, Spokesperson, FIL Securities Investment Trust Co. (Taiwan) Limited Vice President, Fidelity Securities Investment Co. (Taiwan) Limited CFO, CyberLink Corp. CFO, Spokesperson, United Integrated Services Vice President, Merrill Lynch Securities (Taiwan) Ltd. Director, UBS Securities Taiwan Branch Director/Vice President, Citibank Taiwan Branch Director, Imunami Laboratories Pte. Ltd. (Singapore) Independent Director, Perfect Corp. (Cayman) Independent Director, CTBC Securities Co., Ltd. Independent Director, CTBC Financial Holding Co., Ltd. | MBA, Indiana University Bloomington (U.S.) |

Note 1: The Bank is a wholly owned subsidiary of CTBC Holding. All directors of the Bank are appointed by the parent company.

Note 2: The term of office for the directors of the Bank's 18th Board of Directors is from June 17, 2022, to June 16, 2025. The Bank established an Audit Committee on June 30, 2009, to assume the responsibility of supervisors.

Note 3: Ming-Shieh Li, representative of an institutional shareholder director, resigned as Chairman and director of the Bank on May 24, 2024.

Note 4: James Chen, representative of an institutional shareholder director, assumed the position of director of the Bank on July 26, 2024, and was elected as Chairman of the Bank on the same day.

Note 5: Su-Lin Wang, representative of an institutional shareholder director, resigned as a director of the Bank on May 30, 2024.

2.2 Significant shareholders

As of April 15, 2025

| Institutional shareholder | Largest shareholders |
|----------------------------------|---|
| CTBC Financial Holding Co., Ltd. | <ol style="list-style-type: none"> 1. Capital Tip Customized Taiwan Select High Dividend Exchange Traded Fund (4.35%) 2. Yi Kao Investment Co., Ltd. (2.38%) 3. Labor Pension Fund (2.18%) 4. CTBC Bank Trust Account for CTBC Financial Holding Employee Welfare Savings Committee (2.11%) 5. CTBC Bank Trust Account for CTBC Financial Holding and the Subsidiaries Employee Stock Ownership Trust (1.89%) 6. Yuanta Taiwan Dividend Plus ETF special account (1.84%) 7. Taishin Bank in custody for Cathay MSCI Taiwan ESG Sustainability High Dividend Yield ETF (1.82%) 8. Bank of Taiwan Co., Ltd. (1.61%) 9. Cathay Life Insurance Co., Ltd. (1.59%) 10. Chuan Wei Investment Co., Ltd. (1.42%) |

2.3 Major managers

| Title | Name | Education | Significant experience |
|---------------------------------|-------------|---|---|
| President | Tony Yang | MIBA, United States International University, USA | EVP, CTBC Bank Co., Ltd. |
| Senior Executive Vice President | Larry Hsu | Bachelor of Business Administration, National Taiwan University | EVP, CTBC Bank Co., Ltd. |
| Senior Executive Vice President | Amy Yang | Executive MBA(Finance), National Taiwan University | EVP, CTBC Bank Co., Ltd. |
| Executive Vice President | Yaling Chiu | MBA, Minnesota-Twin Cities University, USA | SVP, CTBC Bank Co., Ltd. |
| Executive Vice President | C.C. Huang | MBA, Indiana University at Bloomington, USA | EVP, ABN AMRO Bank |
| Executive Vice President | Max Lin | MBA, University of Illinois at Urbana-Champaign, USA | Director, Deutsche Bank |
| Executive Vice President | Peter Wei | MBA, National Taiwan University | SVP, CTBC Bank Co., Ltd. |
| Executive Vice President | David Swei | MBA, University of Texas at Dallas, USA | SVP, CTBC Bank Co., Ltd. |
| Executive Vice President | Jason Chen | Bachelor of Business Administration, Feng Chia University | SVP, CTBC Bank Co., Ltd. |
| Executive Vice President | Titan Chia | International MBA, National Chengchi University | President of Global Business Services, IBM Taiwan |

| Title | Name | Education | Significant experience |
|--------------------------|---------------|---|--|
| Executive Vice President | Megan Hsu | Master of Accounting, National Taiwan University | VP, CTBC Bank Co., Ltd. |
| Executive Vice President | Jack Wang | MBA, The University of Western Ontario, Canada | Vice president, Citibank |
| Executive Vice President | Matthew Liaw | MBA, University of Wisconsin at Madison, USA | SVP, CTBC Bank Co., Ltd. |
| Executive Vice President | Eric Hsin | MS(Finance), City University of New York, USA | SVP, CTBC Bank Co., Ltd. |
| Executive Vice President | Weitzu Chao | Master of Statistics, National Chengchi University | SVP, CTBC Bank Co., Ltd. |
| Executive Vice President | Jerry Shaw | Bachelor of Business Administration, Tamkang University | SVP, CTBC Bank Co., Ltd. |
| Executive Vice President | Sean Tang | Master of Laws, National Chengchi University | SVP, CTBC Bank Co., Ltd. |
| Executive Vice President | Peter Hsiao | MBA, National Taiwan University | SVP, CTBC Bank Co., Ltd. |
| Executive Vice President | Austin Chiang | MBA, National Taiwan University | SVP, CTBC Bank Co., Ltd. |
| Executive Vice President | Tony Huang | Bachelor of Banking, National Chengchi University | SVP, CTBC Bank Co., Ltd. |
| Executive Vice President | Rosen Lo | Bachelor of Business Mathematics, Soochow University | VP, CTBC Bank Co., Ltd. |
| Executive Vice President | Joe Chen | Master of Computational Finance, Carnegie Mellon University, USA | Managing director, Standard Chartered Taiwan |
| Senior Vice President | Richie Chen | Associate of Secretarial Science, Tamsui Institute of Business Administration | VP, CTBC Bank Co., Ltd. |
| Senior Vice President | Darren Huang | Bachelor of Statistics, National Chung Hsing University | VP, CTBC Bank Co., Ltd. |
| Senior Vice President | Kelvin Lam | Bachelor of Accounting, Hong Kong Polytechnic University, Hong Kong | Chief Auditor, DBS Bank |
| Senior Vice President | Weichih Yu | Master of International Business from National Taiwan University | VP, CTBC Bank Co., Ltd. |
| Senior Vice President | James Chiu | Master of Business Administration from University of Illinois at Chicago | VP, CTBC Bank Co., Ltd. |

| Title | Name | Education | Significant experience |
|-----------------------|---------------|--|--|
| Senior Vice President | Chupin Fu | MS, Illinois Institute of Technology, USA | VP, CTBC Bank Co., Ltd. |
| Senior Vice President | Mh.Chen | Master of Business Administration from National Tsing Hua University | Deputy General Manager of Chailease Dihe |
| Senior Vice President | Christina Lee | Master of Business Administration from Universidad de Navarra | Senior Associate of Taishin Bank |
| Senior Vice President | Victor Chien | Master of Laws, Tunghai University | VP, CTBC Bank Co., Ltd. |
| Senior Vice President | Alvin Wu | Department of Electronic Engineering, National Taiwan University of Science and Technology | VP, CTBC Bank Co., Ltd. |

3. Business overview

3.1. Business performance

3.1.1. Scope of business

1) Institutional banking, international business, and capital market

(1) Institutional banking

We provide customers with comprehensive and specialized financial services, including commercial loans, trade finance, cash management, corporate internet banking, and corporate trust services.

(2) International business

We provide cross-border financial services by leveraging our global network, with a focus on customers in Greater China, Southeast Asia, North America, and Japan.

(3) Capital market

We provide tailored solutions to meet clients' financing needs. These solutions include syndicated lending, structured finance, financial advisory, and debt securities underwriting services. We offer a wide range of services and products to meet our clients' operation/hedging and investment needs. These services include short-term funding, foreign exchange, derivatives, and investment solutions including but not limited to bonds, structured notes, and investment products.

2) Retail banking

(1) Wealth management

We provide target customer groups with financial planning, asset allocation planning, and advisory services as well as assistance in the acquisition of a variety of financial products.

(2) Loan services

We provide individuals with diverse loan services, including home mortgages, refinancing, installment loans, policy-based loans, unsecured term loans, and revolving loans, to fulfill their lending needs at every stage of life.

(3) Payment services

We provide comprehensive payment solution services, such as card issuing and merchant acquiring services, for credit and debit cards. CTBC Bank also provides digital and mobile payment solutions, including digital wallets, third-party payment mechanisms, bill payments, and cross-border transactions.

(4) Overseas financial services

We provide comprehensive financial services, such as deposit and loan, payment, and wealth management services, to overseas markets, namely the U.S., Indonesia, the Philippines, Japan, and Thailand.

Revenue breakdown (Note)

Unit: NT\$ million

| Revenue source | Amount | Percentage |
|--|---------|------------|
| Institutional banking, international business, and capital markets | 62,942 | 41% |
| Retail banking | 81,673 | 53% |
| Other | 9,394 | 6% |
| Total | 154,009 | 100% |

Note: On a consolidated basis and rounded to the nearest integer.

3.1.2. Business discussion

1) Institutional banking, international business, and capital markets

CTBC Bank's institutional banking and capital market business continues to lead the sector in Taiwan. We have maintained growth in Taiwan by optimizing our products in order to expand our core business and grow our emerging business. Furthermore, we have leveraged our global network to accelerate the growth of international business by expanding the scale of overseas markets and connecting cross-border opportunities to boost synergy.

We keep our finger on the market pulse. Leading the financial industry in creative, specialized financial products, we have become an indispensable partner to our customers. Both our Bank and our main products have been honored with international awards such as Best Bank for Corporates in Taiwan, Best Overseas Business Development, Best Transaction Bank in Taiwan, Best Trade Finance in Taiwan, Best Cash Management Bank in Taiwan, Best Custodian Bank in Taiwan. The management direction and achievements of our primary products are detailed below.

(1) Transaction banking

In 2024, despite both cash management and trade finance encountering severe challenges and most of our target markets facing geopolitical uncertainties and the rapid escalation of trade tensions, CTBC Bank's deposit scale continued to grow. Specifically, we maintained our leading market position, including in foreign currency deposits, and enlarged our share of competitive overseas markets across all businesses. In addition, we retained our leading position in the trade and factoring market and remained among the top three banks in terms of revenue—a position we have held for several years. However, we do expect some turbulence due to the recent market headwinds. As such, we will focus on developing our customer base in Greater China and cultivating opportunities from the supply chain shift from Greater China to Southeast Asia.

Also notable is how our digital strategy has transformed us from a traditional transaction bank into one that supports its customers' expansion throughout Asia Pacific. Whether for corporates or individual customers like controllers, we are continuing to improve our customers' banking experience through innovative technologies. This includes providing a new comprehensive digital platform. This API-driven banking experience across web and mobile platforms enables businesses to seamlessly manage their financial operations. By offering market-leading application-to-application services, we have successfully captured substantial cash flows from several large enterprises.

In addition, we focus on exploring cross-border opportunities and digitizing trade finance, with the aim of offering funding flexibility and financing solutions to our customers across countries. For example, considering key factors such as customer needs and local limitations, we have built a complete cross-border financial service platform to help our customers conduct business seamlessly. CTBC Bank has proactively provided comprehensive services and helped our clients to access lower funding costs, improve their operational efficiency, optimize their funding use, and lift limit restrictions by deepening cooperation with overseas branches.

(2) Corporate trust business

CTBC Bank's corporate trust business product lines include stock affairs agency, trust, and custody services. All products have demonstrated leadership in the market. CTBC Bank was the first financial institution to provide stock affairs agency services in Taiwan and has ranked No. 1 in Taiwan for 50 years. It is also the leader in domestic securities trusts and employee incentive trusts, with market shares of 12% and 54%, respectively, as of the third quarter of 2024. Furthermore, CTBC Bank is the No. 1 custodian bank among all local service providers, with an 8% market share as of the third quarter of 2024.

The Bank's core value lies in its ability to develop innovative services with professional, customized capabilities to meet customers' diverse financial needs. With strategic thinking based on our customers' needs, we are continually optimizing user journeys to enhance the customer experience. On the back of our continual enhancements and innovations, CTBC Bank received the Best Corporate Trust Award for the third consecutive year at the 12th Elite Awards, the highest honor in Taiwan's financial industry. It also received numerous international awards in 2024, including the Best Domestic Custodian in Taiwan by The Asset, Best Sub-Custodian Bank in Taiwan by Global Finance, and Best Custodian Bank in Taiwan by The Asian Banker in 2024.

(3) Structured and syndicated financing

CTBC Bank is a leading syndicated loan arranger in Asia, with an extensive presence in the region as well as a strong commitment to its home market. The Bank has strong origination and structuring capabilities providing innovative solutions, and has multiple channels diversifying loan distribution. We specialize in financing solutions requiring higher levels of sectoral knowledge, such as private equity-sponsored leveraged financing, merger and acquisition financing, renewable project financing, and aviation/shipping/real estate. In addition, the Bank has developed extensive networking and firm partnerships with key players in the region.

CTBC Bank is also actively involved in the renewable energy market, including solar and wind energy. We have continually helped arrange a number of large project financing cases and have been mandated as the financial adviser for several international and local developers. In addition, we offer local insights and tailored solutions including capital market and debt structuring, agency services, and hedging derivatives, and are well-positioned to be the leading bank in these fields.

CTBC Bank has received numerous honors and awards for its commitment and achievements in syndicated loans. In addition to being named Corporate & Investment Bank of the Year in Taiwan by Asian Banking & Finance, Syndicated Loan House of the Year in Taiwan by APLMA, and Best Investment Bank in Taiwan by Global Business Magazine, FinanceAsia, and Global Finance, the Bank has also received recognition for its projects. Such honors include Global Renewable Energy Deal of the Year by The Asset, Best Project Finance Deal in North Asia by FinanceAsia, and Deal of the Year in Asia Pacific by Energy Risk.

(4) Securities underwriting

As one of the leading bond underwriters in Taiwan, CTBC Bank has participated in numerous landmark transactions as well as new kinds of transactions. In 2024, we acted as the sole lead manager for the first corporate bond with an A-rated credit rating. Notably, this came in the face of market volatility and tight monetary policy in the domestic market, after Taiwan's Central Bank unexpectedly raised policy rates in March. With our strong debt capital market franchise together with our loan syndication business, we are well positioned to serve our clients across Asia with comprehensive corporate finance solutions.

(5) Treasury and derivatives services

Our strong local presence in Taiwan provides us with unique advantages. Through collaboration across different business lines and geographical regions, we are able to offer clients comprehensive cross-border solutions. As such, we again maintained our leading position in the Taiwanese derivatives market in 2024, supported by strong product innovation and risk management capabilities and a vast market franchise. In 2023, we took a pioneering step among Taiwanese banks by issuing the first equity-linked structured note. Building on this success, in 2024, our Hong Kong branch further expanded our offerings by issuing another equity-linked structured note. Our continued innovation and market-leading position have

received wide international recognition, including being named Derivatives House of the Year, Taiwan by Asia Risk, Best Investment Bank in Taiwan by FinanceAsia, Best Foreign Exchange Bank in Taiwan by Global Finance, and Best Bank for Investment Solutions in Taiwan by The Asset.

2) Retail banking

CTBC Bank remains a pioneer in retail banking service innovation. In addition to maintaining our significant market share in 2024, we also received 111 international and domestic awards, including Best Bank in Taiwan at Euromoney's Awards for Excellence 2024, Best Bank in Taiwan at the FinanceAsia Awards 2024, Domestic Retail Bank of the year in Taiwan at Asian Banking & Finance's Retail Banking Awards 2024, and Best Retail Bank in Taiwan from The Asian Banker for the 18th consecutive year.

With the Bank's competitive advantages in branding and comprehensive services, our number of retail customers and assets under management have grown steadily, with annual growth in 2024 of 2% and 6%, respectively. Moreover, we continued to maintain the best Net Promoter Score among all Taiwanese financial institutions.

(1) Wealth management

With its open platform strategy, CTBC Bank is able to provide comprehensive and innovative wealth management services and products to meet its diverse customer needs. Our diversified wealth management product lines have contributed to the Bank's leading position in Taiwan's wealth management market. Furthermore, our comprehensive wealth management services and transaction platforms meet customers' financial needs, both online and offline.

(2) Loan services

CTBC Bank has long been dedicated to providing complete financing solutions with multi-channel customer services as well as using a superior risk control mechanism and digital innovation to maintain good asset quality and profitability. Driving digital innovation for our customers is core to our business; such efforts include a digital lending platform that radically simplifies the loan application process and turnaround time, digitizing more parts of the home loan process, and partnering with various e-commerce platforms to provide loan services that fit into customers' daily lives. This approach of offering a complete financial ecosystem not only provides convenient services for existing customers but also expands our customer base.

(3) Payment services

As part of CTBC Bank's commitment to providing customers with a convenient payment experience, we continue to partner with retailers and mobile payment platforms. Our customers can utilize payment tools such as credit cards and account linking for a seamless payment experience both online and offline. For example, we have partnered with Chunghwa Telecom Co., Ltd. and Pi Mobile Technology Inc., which are, respectively, the largest integrated telecom service provider in Taiwan and a leading mobile payment service provider collaborating with over 380,000 stores. Together, we have launched a cross-platform system that enables customers to transfer credit card reward points instantly between electronic payment apps such as Chunghwa Telecom's Hami Pay app and Pi Mobile's Pi Wallet app.

(4) Overseas financial services

CTBC Bank continues to develop and advance our overseas product offerings to meet our customers' needs and deepen our relationship with them in different markets. For example, in Thailand, we aim to provide a comprehensive range of retail services, from lending and wealth management to digital offerings. In Japan, we focus on developing the niche market of non-residential lending business. In the U.S., we are continuing to expand our mortgage business and develop new lending products. In other Southeast Asia markets, we are developing digital strategies to provide customers with better financial services.

(5) Digital banking

Our internet and mobile banking services continue to be the most popular in Taiwan thanks to the continual improvement of our platforms' designs and launch of innovative features, earning us numerous international awards every year. The number of customers using our digital banking services now exceeds 7 million, and with over 600 functions, our mobile banking app boasts the widest functionality in the market. CTBC Bank's commitment to developing the best internet and mobile banking is centered on helping users to do exactly what they want to do. For example, by emphasizing UI/UX and agile development, we are able to respond to customers' needs with timely adjustments and thus ensure the best mobile banking experience.

(6) ATM services

CTBC Bank has the largest ATM network in Taiwan. With over 7,500 machines nationwide, we top the list in terms of interbank withdrawal transactions, with a market share of over 40%. Our ATMs continue to be a customer favorite due to our persistence in offering the most convenient ATM services. For example, we provide the largest number of options for cardless withdrawals, including app-created withdrawal codes, QR codes, finger-vein recognition, and facial recognition, allowing customers to choose whichever method suits their needs best. To maintain our leading role in the market, we are constantly advancing our ATM services, such as by expanding our QR code-based cardless withdrawal service to non-CTBC Bank customers, too. In addition, as part of our efforts to promote inclusive finance, our ATMs in Taiwan provide barrier-free services, which have been used by more than 21 million people so far.

3.2. Employees

| As of | Dec. 31, 2024 | | Dec. 31, 2023 | |
|--------------------------------|---------------|-----------|---------------|------------|
| Number of employees | 14,665 | | 14,032 | |
| Average age (years) | 38.9 | | 38.8 | |
| Average tenure at CTBC (years) | 9.7 | | 9.7 | |
| Education | Employees | Employees | Employees | Percentage |
| Graduate school or higher | 3,776 | 25.8% | 3,559 | 25.3% |
| University/college | 10,396 | 70.8% | 9,923 | 70.8% |
| Senior high school | 462 | 3.2% | 533 | 3.8% |
| Below senior high school | 31 | 0.2% | 17 | 0.1% |

3.3. Social responsibility

Following the three pillars of CTBC Holding's sustainability strategy, namely Responsible Operations, Sustainable Growth, and A Connected Society, CTBC Bank is committed to implementing sustainable operations through efforts in five main areas: corporate governance (Transparency), environmental sustainability (Responsibility), employee welfare (Understanding), customer service (Satisfaction), and community engagement (Together). In addition to actively responding to the U.N. SDGs, we conduct sustainable operations through action plans such as low-carbon transition and sustainability transformation to promote a low-carbon economy and inclusive finance.

CTBC Bank has been expanding its efforts in public welfare for many years. These efforts in turn spread across the community and country, like ripples in a pond, as the Bank continues to focus on five categories of charitable endeavors: charity, anti-drug awareness, sports, education, and arts and culture.

1. Charity

The Light Up a Life charity fundraiser held by CTBC Bank was the starting point of CTBC Holding's involvement in community engagement—an involvement that has persisted and grown stronger in the intervening 40 years. As the longest-running charitable activity of any private enterprise in Taiwan, Light Up a Life has raised more than NT\$2.8 billion in donations and helped nearly 720,000 children by giving them a chance to escape poverty and realize their dreams.

CTBC Bank founded the CTBC Charity Foundation in 2004 to encourage its employees to engage in activities that promote public welfare. The Bank was also the first financial institution in Taiwan to offer charity leave. Through the CTBC Charity Foundation, after-school care, financial literacy, character traits picture book volunteer and English language volunteer teams are formed and trained to serve disadvantaged families and children across Taiwan.

Inspired by the microfinancing concept of Nobel Peace Prize winner Dr. Muhammad Yunus's Grameen Bank, the CTBC Charity Foundation introduced the first such initiative in Taiwan in 2011 with the CTBC Poverty Alleviation Program. It provides disadvantaged and marginalized families with the microloans and financial advice they need to meet their basic needs and beyond. Since its inception, the program has successfully funded the start-up businesses of 945 families and helped them escape poverty, with an accumulated amount of loans totaling NT\$260 million. In 2022, we introduced emergency relief loans and counseling services to assist disadvantaged families with urgent financial needs, addressing their pressing concerns. In 2015, we started the Taiwan Dream Project. The initiative, which has so far helped build 30 Taiwan Dream Project sites, works by marshaling central and local government resources and leveraging the efforts of community volunteers and the general public to provide children with a warm and loving second home.

In terms of overseas aid, the CTBC Charity Foundation embraces the philosophy that poverty can be overcome through education. As such, in China in 2013, it launched the Caring for China's Next Generation on Campus program alongside the Caring for China's Next Generation Working Committee and the Social Welfare Foundation for China's Next Generation Fund. Priority has been given to areas that are underdeveloped, remote, or home to large ethnic minorities. Schools have been selected as educational demonstration sites in each area, with funds provided to purchase teaching equipment. The project has seen outstanding results since its launch. As of publication, 60 pilot program sites had been set up, and nearly 80,000 underprivileged students now have access to more learning resources as a result. Learning and living conditions have been greatly improved in general, earning plaudits on both sides of the strait.

2. Anti-drug awareness

During events held as part of its long-term involvement with disadvantaged children and families, CTBC Holding was continually faced with the profound impact of serious drug abuse and its deep connections with other social problems. In 2015, human and material resources from across the CTBC Holding group were combined to establish the CTBC Anti-Drug Educational Foundation, Taiwan's first privately operated anti-drug educational institution. In 2023, CTBC Holding was named an "exemplary anti-drug organization" by the Executive Yuan (Taiwan's cabinet) for the second time. Furthermore, in recognition of the global scale of drug abuse prevention efforts, the foundation has since its establishment worked with the Taiwan Ministry of Justice's Investigation Bureau and the U.S. Drug Enforcement Administration Educational Foundation. Combining the experience and resources of the public sector and the U.S. anti-drug agency, the foundation has become an integral awareness platform for both the government and the private sector. More recently, the foundation has further connected Taiwan's public and private sectors with international anti-drug organizations, facilitating resource exchange and knowledge sharing. Our goal is to champion anti-drug principles by being a vital anti-drug education hub for both governmental and private entities. Eschewing conventional, rigid anti-drug campaigns, the foundation employs 3D technology, interactive VR experiences, and an array of engaging and informative drug awareness tools to deliver mobile exhibitions and workshops, which to date have reached more than 1,320,000 people around Taiwan.

3. Sports

Baseball is hailed as the national pastime of Taiwan, and long-term support is needed for it just as it is for education. As part of its efforts to nurture the development of the sport, CTBC Holding became the first enterprise in Taiwan to sponsor all levels of youth baseball (U12, U15, and U18) and to support and invest in the senior (including U23) and professional levels. In 2014, CTBC Bank began sponsoring the CTBC Brothers Baseball Club. That same year, to support the game at the grassroots level, the CTBC Charity Foundation launched the CTBC Youth Baseball Project for U15 and U12, giving the opportunity to play the sport to children in rural areas who otherwise may not have been able to—despite them being among the country’s most passionate baseball fans. For the U18 level, CTBC Bank began sponsoring the CTBC Black Panther Cup in 2015. It also established a Taiwanese version of Japan’s famed Koshien tournaments in order to support and nurture talented high school players. In 2024, CTBC Bank sponsored the WBSC Premier12 tournament, helping the Chinese Taipei team secure its first world championship in one of the three major international baseball tournaments, marking a milestone in Taiwan’s baseball history. Additionally, the CTBC Brothers won their third Chinese Professional Baseball League (CPBL) championship in four years, tying the record for the most championships won by a team in CPBL history. Furthermore, the CTBC Black Panther Cup saw a record-high participation of 213 teams. This included 10 teams in the newly introduced girls’ division, continuing to promote the development of women’s baseball in Taiwan.

Elsewhere in sports, CTBC Bank has been nurturing a new generation of women’s golfers, supporting 14 professional players—efforts for which we have received the Bronze Award in the Sports Administration’s Sports Activist Awards. Every year, CTBC Bank and the Taiwan LPGA co-host women’s professional golf tournaments, the results of which go toward world rankings, making these major events for Asia Pacific. In 2023, the CTBC Ladies Open became the first-ever JLPGA Step Up Tour event to be jointly recognized with the Taiwan LPGA and held overseas. In 2024, CTBC Bank continued its partnership with the JLPGA, hosting the CTBC Ladies Open at the Orient Golf Club. A total of 108 top players participated, providing a global platform for professional women’s golfers to compete and exchange experiences, with the points from the event also counting toward global player rankings. Over the three days of the tournament, a total of 9,121 spectators attended,

setting a new attendance record for CTBC Bank’s 13-year history of hosting women’s golf events. Moving forward, we will continue our efforts to build an internationally competitive stage for our players and hope that more enterprises will work to improve social welfare through sports.

To further expand our support for social welfare through sports, in 2021, we founded CTBC Sports Entertainment Co., Ltd., which manages the New Taipei CTBC DEA basketball team in the T1 League. Our aim is for all players to become anti-drug ambassadors, promoting anti-drug education and serving as good role models. In the 2023-24 season, the CTBC DEA finished first in the regular season but was eliminated in the opening round of the playoffs. Despite the early exit, the team continued to devote time and effort in New Taipei, including visiting campuses to promote youth basketball and supporting the group’s other public welfare projects. In the second half of 2024, the team joined the new Taiwan Professional Basketball League, introducing home arena innovations to create a new, family-friendly experience for fans of all ages. It has also focused on aggressively developing rookies to build up the team’s talent for the future. In addition, to support the long-term growth of Taiwanese basketball, the CTBC DEA launched the “System Rising” coaching camp, which aims to enhance grassroots coaching by providing training and resources, in turn ultimately helping both coaches and players improve their skills.

In 2022, we formed the CTBC Flying Oyster eSports team. By naming the team “Flying Oyster,” which in Chinese sounds like the word “family,” we hope to communicate with the young generation through eSports, using their language to express our “We are family” brand spirit and in turn gain customer loyalty as well as support the development of Taiwanese eSports. Since its formation, the team has won the League of Legends Pacific Championship Series’ 2022 summer championship and achieved second place in the 2023 summer season. This success has qualified the team for the League of Legends World Championship for two consecutive years.

As part of its endeavor to maximize the impact of its social welfare projects, CTBC Bank evaluated the social return on investment (SROI) of its sponsorship of the CTBC Brothers Baseball Club. The quantitative analysis, as certified by Social Value International, found that every NT\$1 invested produced NT\$17.59 in social value.

This was not only the first SROI analysis ever conducted by Social Value International for a baseball team, but the return calculated was the highest it had ever certified in the field of sports. An SROI analysis was also conducted for the CTBC Black Panther Pennant national high school baseball tournament and found that every NT\$1 invested generated NT\$12.49 in social value. It marked the first SROI analysis conducted by Social Value International on baseball education.

CTBC Bank also uses sport to promote literacy. This includes working with the CTBC Brothers, New Taipei CTBC DEA basketball team, and CTBC Flying Oyster eSports team to organize the Home Run Readers project, which offers tickets to baseball and basketball games to incentivize reading. We evaluated the SROI of the project in 2021 and found that every NT\$1 invested generated NT\$8.99 in social value. The return was the highest certified by Social Value International for any education-related project by a Taiwanese enterprise. In 2023, our efforts were further acknowledged, winning Best Public Welfare Promotion at the Wealth Management Awards presented by Wealth magazine as well as Best Social Responsibility from The Asset magazine.

The CTBC Youth Basketball Project promotes anti-drug education through basketball. For example, the project has sponsored three Tzi-Huei schools for at-risk youth across Taiwan to establish basketball clubs, with New Taipei CTBC DEA basketball players invited to coach their members. The project also works with the CTBC Anti-Drug Educational Foundation to organize anti-drug awareness courses, as well as holding friendly matches and professional basketball game outings on a regular basis. This project has gained international recognition. In 2024, we were invited to the Social Work & Social Development – SWSD 2024 World Conference to share our experiences with over 1,000 social workers and experts from over 80 countries.

4. Education

We firmly believe that education provides people with opportunities to change their lives and is a priceless investment. Acting on these principles, in 2015, CTBC Holding integrated the group's resources and established CTBC Business School. The college, which helps both deserving and underprivileged students, offers grants and scholarships with diverse industry-academia cooperation to disadvantaged students who display outstanding academic performance. It has been lauded by the Ministry of

Education as a model of higher education transformation. The first graduating class from CTBC Business School in 2019 achieved a 100% job placement rate, while the rate for 2024 graduates also stood at an impressive 90%. In 2017, our commitment to education extended to middle and elementary school levels with the establishment of CTBC International Academy, becoming a significant contributor to international education development in Tainan. In 2022, we established a non-profit kindergarten to offer affordable education and care services.

To extend our influence in public welfare through education, we donated to Chi Jen Private High School in 2023 and Far East University in 2024, renaming them CTBC International School (Taipei) and CTBC University of Technology, respectively. Also in 2024, we donated to Hsing Kuo High School, renaming it CTBC International School (Tainan). Through various initiatives in education, we aim to nurture students into caring individuals with global perspectives, equipping them to become professional talent for Taiwan's future.

5. Arts and culture

CTBC Holding also has a proud history supporting the development of Taiwan's cultural and creative fields, even receiving Arts and Business Awards from the Ministry of Culture on 15 occasions. In its early years, the CTBC Foundation for Arts and Culture focused on operating the Novel Hall, the first medium-scale private performing arts center in Taiwan. In 2015, it shifted its focus to emphasize engagement with both urban and rural communities, adopting a three-pronged approach of supporting the performing arts, promoting the visual arts, and fostering arts and culture education. The CTBC Arts Festival hosts innovative and diverse performances from Taiwan and abroad each year. The 2024 lineup featured Dimanche from Belgium and Tutu by Chicos Mambo, both using humor to explore climate change and gender norms. The festival also partnered with Puppet & Its Double Theater to host a charity show at CTBC Financial Park, inviting students and teachers from six rural schools in the Dreams Initiative Project to take part. In total, 24 events were held, attracting 7,086 attendees.

In order to promote the visual arts and support emerging artists, we host the CTBC Painting Prize, the only award focusing on contemporary painting in Taiwan. In 2023, its second edition set a new record for Taiwanese painting contests with 802 entries and 12,572 attendees for the exhibition. Contest prizes totaled NT\$2 million and selected artworks will be exhibited at the Kuandu Museum of Fine Arts. The first-place and merit prize works will be collected by the CTBC Foundation for Arts and Culture, continuing our efforts to promote contemporary art. Furthermore, through the Dreams Initiative Project, we invite art instructors to teach in rural areas, helping students broaden their horizons and build confidence. To ensure the continuity of arts education in these regions, we also launched the Pivotal Teacher Development Program. This initiative has supported over 2,000 students to date and has been recognized with three top honors, including the Gold Award for Sustainability Action Project at the 2024 TSAA Asia-Pacific Sustainability Action Awards. The Dreams Initiative Project was also the subject of Taiwan's first ever SROI evaluation in the field of arts and culture education, which found that every NT\$1 invested yielded an SROI of NT\$4.18.

Moving forward, CTBC Bank will continue to give ESG-related issues high priority in its decision-making and planning. It will further expand its capacity for sustainable corporate operations by upholding its “We are family” brand spirit, “protect and build” corporate mission, and “caring, professional, and trustworthy” brand values. By doing so, it aims to create value for its customers, employees, shareholders, suppliers, and community, working to cement its status as the most trusted financial services institution among customers and shareholders alike.

4. Dividend policy and earnings distribution

4.1. Dividend policy and execution status

4.1.1. Dividend policy:

As a subsidiary of CTBC Holding, and in order to satisfy the fund requirements of the parent company, if the Bank reaches a reasonable BIS ratio, cash dividends and bonuses for common shares shall be prioritized and maintained at a stable level every year.

The above policy, however, is to be observed only in principle. The Bank shall take business performance and budgeted capital requirements into consideration and make necessary adjustments to the actual distribution.

Regarding the distribution terms, time, and amount, if there are earnings in the financial statement, the Bank shall first set aside funds for taxes, to be adjusted according to the principles of financial accounting, and offset losses, if any. It shall then set aside 30% of the earnings as a legal reserve and subsequently, per applicable laws and regulations, appropriate or reverse a special reserve. The balance, together with the undistributed retained earnings of the previous year, shall be the distributable earnings. The Board of Directors shall present an earnings distribution proposal at a shareholders' meeting for approval. Prior to the legal reserve reaching the paid-in capital of the Bank, the distributed cash dividends shall not exceed 15% of the Bank's paid-in capital. Upon the Bank's accumulated legal reserve reaching the Bank's paid-in capital, or if the Bank meets the required finance and business operation standards as defined by the competent authority in paragraph 2 of Article 50 of the Banking Act and has set aside legal reserve according to the Company Act, it shall not be limited by the legal reserve and the cash earning distribution ceiling.

4.1.2. The Board has approved the earnings appropriation proposal for 2024. It is proposed that a total of NT\$39,972,805 thousand from the distributable earnings of the year be distributed in cash and in stock according to the record shown in the shareholder book on the distribution record date. The dividends are NT\$1.69 per share in cash and NT\$0.83966 per share in stock, total common stock dividends are NT\$2.52966 per share. In the event of a capital increase or decrease affecting the number of outstanding shares on the distribution record date, the Chairman shall be authorized to handle relevant matters.

4.2. Impact of proposed stock dividend on the Company's business performance and EPS:

No financial forecast was announced for the Bank in 2025; therefore, no such disclosure is applicable.

4.3. Information relating to the compensation of employees, directors, and supervisors

4.3.1. Proportion or range of employee, director, and supervisor compensation as set forth in the Bank's Articles of Incorporation: 0.05% of the current year's profit as employee compensation. However, the compensation of directors and supervisors is not mentioned in the Articles of Incorporation.

4.3.2. The basis for estimating employee, director, and supervisor compensation, for calculating the number of shares to be distributed as employee compensation, and the accounting treatment of the discrepancy, if any, between the actual distributed amount and the estimated figure, for the current period: Employee compensation in 2024 is recognized as current-period expenses based on the Bank's pre-tax income before the deduction of employee compensation at the end of the accounting period, multiplied by the percentage set by the Bank's Articles of Incorporation. Differences between the actual amount, as approved by the Board of Directors, and the original estimate will be accounted for as changes in accounting estimates and recognized as a profit or loss in the following year.

4.3.3. Distribution of compensation approved by the Board of Directors:

- 1) Employee compensation distributed in cash or stock: The cash compensation of employees was NT\$ 29,736 thousand.
- 2) Discrepancy between the actual amount and the original estimates, and the reasons and handling thereof:
 - (1) Compensation discrepancies: The accrued expenses for employee compensation in 2024 were NT\$29,736 thousand. There is no discrepancy between the actual distribution amount and the accrued expenses for employee compensation.
 - (2) Reason and handling:
- 3) The percentage of employee compensation distributed in stock of the sum of after-tax net income stated in the parent company-only financial reports or individual financial reports for the current period and of total employee compensation: Not applicable because the Bank did not distribute any employee compensation in stock.

4.3.4. The actual distribution of employee, director, and supervisor compensation for 2023 (including the number of shares, monetary amount, and stock price of the shares distributed), and any discrepancy between the actual distribution and the recognized employee, director, or supervisor compensation, and the reason and handling thereof:

| | 2023 | | | |
|---|--|---------------------|----------------|---|
| | Compensation distributed with Board approval | Recognized expenses | Difference | Reason and handling |
| Distribution status: | | | | |
| A. Employee compensation distributed in cash | NT\$25,091 thousand | NT\$25,091 thousand | NT\$0 thousand | There is no discrepancy between actual and recognized employee and director compensation. |
| B. Employee compensation distributed in stock | | | | |
| (1) shares, | - | - | - | |
| (2) amount, and | - | - | - | |
| (3) stock price | - | - | - | |
| C. Compensation to directors and supervisors | - | - | - | |

5. Internal Control System Statement

CTBC Bank Internal Control System Statement

To: Financial Supervisory Commission,

On behalf of CTBC Bank Co., Ltd., we hereby certify that for the fiscal year of 2024, the Bank has duly complied with the Implementation Rules of Internal Audit and Internal Control System of Financial Holding Companies and Banking Industries by establishing our internal control system, enforcing risk management, auditing the same by an independent audit unit, and reporting the results to the Board of Directors and Audit Committee on a periodic basis. The Bank has also duly complied with paragraph 5 of Article 38 and Article 38-1 of the abovementioned implementation rules, as well as the information security self-discipline standards established by relevant financial industry associations.

For its concurrent securities business, the Bank has evaluated the effectiveness of the design and implementation of the internal control system according to the evaluation requirements outlined in the Regulations Governing the Establishment of Internal Control Systems by Service Enterprises in Securities and Futures Markets.

For its concurrent insurance agent business, the Bank has evaluated the effectiveness of the design and implementation of the internal control system according to the Regulations Governing the Implementation of Internal Control and Audit System and Business Solicitation System of Insurance Agent Companies and Insurance Broker Companies.


Upon prudent evaluation, we, the undersigned, hereby certify that, with the exception of the items listed in the attachment, the Bank's internal control system, compliance with relevant laws and regulations, and overall information security mechanism were effectively implemented in 2024. This statement shall form part of the Bank's annual report and prospectus to be disclosed to the public. We acknowledge our liability for any false information or omissions in its material contents under Articles 20, 32, 171, and 174 of the Securities and Exchange Act.

Sincerely yours,

Chairman 

President 

Chief Auditor 

Chief Compliance Officer 

Chief Information Security Officer 

Feb. 24, 2025

Issues and corrective actions for CTBC Bank Co., Ltd. Internal Control System

As of Dec. 31, 2024

| Issue for improvement | Corrective actions | Target completion date |
|---|--|------------------------|
| <p>1. The FSC found that an employee of CTBC Bank violated paragraph 1 of Article 20 of the Personal Data Protection Act by accessing customers' personal data through the computer system without a business-related need. An administrative fine of NT\$125,000 was imposed on Feb. 5, 2024.</p> | <p>(1) The privilege levels and control measures for systems that allow the accessing of personal data were strengthened.</p> <p>(2) New supervisor control authorization was introduced and the monitoring mechanism for abnormal access of customer data was enhanced.</p> <p>(3) Personal information protection training and the related inspection mechanism were strengthened and relevant internal rules were examined and revised.</p> | Completed |
| <p>2. The FSC found that CTBC Bank failed to register the changes in its President and directors for its securities business in accordance with the Regulations Governing Responsible Persons and Associated Persons of Securities Firms. A reprimand was imposed on March 28, 2024, requiring the Bank to ensure compliance in the future.</p> | <p>The registration information was corrected and relevant processes were reviewed.</p> | Completed |

6. Head office and domestic branches

6.1. Domestic branches

| Branch name | Address | Telephone |
|-------------------------------------|--|----------------|
| Head Office (Banking Department) | 1F., No. 168, Jingmao 2nd Rd., Nangang District, Taipei City 115, Taiwan (R.O.C.) | 886-2-33271688 |
| Jhancian Branch | 1F., No. 4, Sec. 1, Zhongxiao W. Rd., Zhongzheng District, Taipei City 100, Taiwan (R.O.C.) | 886-2-23113598 |
| Huashan Branch | 1F., No. 55, Sec. 1, Zhongsiao E. Rd., Zhongzheng District, Taipei City 100, Taiwan (R.O.C.) | 886-2-23413000 |
| Dongmen Branch | 1F., No. 213, Sec. 2, Sinyi Rd., Zhongzheng District, Taipei City 100, Taiwan (R.O.C.) | 886-2-23958000 |
| Chengjihong Branch | 1F., No. 83, Sec. 1, Chongcing S. Rd., Zhongzheng District, Taipei City 100, Taiwan (R.O.C.) | 886-2-23818740 |
| Daan Branch | 1F., No. 102, Sec. 2, Roosevelt Rd., Zhongzheng District, Taipei City 100, Taiwan (R.O.C.) | 886-2-33651988 |
| Mincyuan West Road Branch | 1F., No. 104-1, Mincyuan W. Rd., Datong District, Taipei City 103, Taiwan (R.O.C.) | 886-2-25572919 |
| Chengde Branch | 1F., No. 17, Sec. 1, Chengde Rd., Datong District, Taipei City 103, Taiwan (R.O.C.) | 886-2-25562088 |
| Sihu Branch | 1F., No. 244, Sec. 1, Neihu Rd., Neihu District, Taipei City 114, Taiwan (R.O.C.) | 886-2-27999588 |
| Jhongshan Branch | 1F., No. 106-2, Sec. 2, Zhongshan N. Rd., Zhongshan District, Taipei City 104, Taiwan (R.O.C.) | 886-2-25235222 |
| Minsheng Branch | 1F., No. 58, Sec. 1, Minsheng E. Rd., Zhongshan District, Taipei City 104, Taiwan (R.O.C.) | 886-2-25641818 |
| East Minsheng Branch | 1F., No. 51, Sec. 3, Minsheng E. Rd., Zhongshan District, Taipei City 104, Taiwan (R.O.C.) | 886-2-25093656 |
| Dazhi Branch | 1F., No. 638, Mingshuei Rd., Zhongshan District, Taipei City 104, Taiwan (R.O.C.) | 886-2-85026002 |
| Chengbei Branch | 1F., No. 218, Songjiang Rd., Zhongshan District, Taipei City 104, Taiwan (R.O.C.) | 886-2-25623789 |
| Nangang Branch | No. 9. & No. 11, Sec. 3, Nangang Rd., Nangang Dist., Taipei City 115, Taiwan (R.O.C.) | 886-2-81700007 |
| Chengdong Branch | 1F., No. 88, Sec. 2, Nanjing E. Rd., Zhongshan District, Taipei City 104, Taiwan (R.O.C.) | 886-2-25677377 |
| Longjiang Branch | 1F., No. 65, Sec. 3, Nanjing E. Rd., Zhongshan District, Taipei City 104, Taiwan (R.O.C.) | 886-2-25158811 |
| Chang An Branch | No. 26, Fusing N. Rd., Zhongshan District, Taipei City 104, Taiwan (R.O.C.) | 886-2-27785881 |
| Jhunglun Branch | 1F., No. 85, Sec. 4, Bade Rd., Songshan District, Taipei City 105, Taiwan (R.O.C.) | 886-2-27672669 |
| Fujin Branch | 1F., No. 165, Sec. 5, Minsheng E. Rd., Songshan District, Taipei City 105, Taiwan (R.O.C.) | 886-2-27602766 |
| Sisong Branch | 1F.2F., No. 241, Sec. 5, Nanjing E. Rd., Songshan Dist., Taipei City 105062, Taiwan (R.O.C.) | 886-2-37655588 |
| Fubei Branch | 1F., No. 363, Fusing N. Rd., Songshan District, Taipei City 105, Taiwan (R.O.C.) | 886-2-87705566 |
| Dunbei Branch | 1F., No. 122, Dunhua N. Rd., Songshan District, Taipei City 105, Taiwan (R.O.C.) | 886-2-27169789 |
| Renai Branch | 1F., No. 341, Sec. 4, Renai Rd., Daan District, Taipei City 106, Taiwan (R.O.C.) | 886-2-27754600 |
| Anhe Branch | 1F., No. 195, Sec. 2, Anhe Rd., Daan District, Taipei City 106, Taiwan (R.O.C.) | 886-2-27386171 |
| Yanji Branch | 1F., No. 298, Sec. 4, Zhongsiao E. Rd., Daan District, Taipei City 106, Taiwan (R.O.C.) | 886-2-27716000 |
| Zhongsiao Branch | 1F., No. 71, Sec. 4, Zhongsiao E. Rd., Daan District, Taipei City 106, Taiwan (R.O.C.) | 886-2-27520310 |
| Sinyi Branch | 1F., No. 236, Sec. 4, Sinyi Rd., Daan District, Taipei City 106, Taiwan (R.O.C.) | 886-2-27079977 |

| Branch name | Address | Telephone |
|----------------------|---|----------------|
| Fusing Branch | 1F., No. 251, Sec. 1, Dunhua S. Rd., Daan District, Taipei City 106, Taiwan (R.O.C.) | 886-2-27771988 |
| Dunnan Branch | 1F., No. 68, Sec. 2, Dunhua S. Rd., Daan District, Taipei City 106, Taiwan (R.O.C.) | 886-2-23253616 |
| Gungguan Branch | 1F., No. 311, Sec. 3, Roosevelt Rd., Daan District, Taipei City 106, Taiwan (R.O.C.) | 886-2-23623377 |
| Wanhua Branch | 1F., No. 92, Sec. 2, Changsha St., Wanhua District, Taipei City 108, Taiwan (R.O.C.) | 886-2-23898188 |
| Nandong Branch | No. 108, Sec. 1, Nanjing E. Rd., Zhongshan Dist., Taipei City, Taiwan (R.O.C.) | 886-2-81811918 |
| Songshan Branch | 1F., No. 550, Sec. 5, Zhongxiao E. Rd., Sinyi District, Taipei City 110, Taiwan (R.O.C.) | 886-2-23466711 |
| Shinfu Branch | 1F., No. 9, Songgao Rd., Sinyi District, Taipei City 110, Taiwan (R.O.C.) | 886-2-27221668 |
| Tianmu Branch | 1F., No. 90, Sec. 6, Zhongshan N. Rd., Shihlin District, Taipei City 111, Taiwan (R.O.C.) | 886-2-28322888 |
| Shihlin Branch | 1F., No. 307, Zhongheng Rd., Shihlin District, Taipei City 111, Taiwan (R.O.C.) | 886-2-28839900 |
| North Tianmu Branch | 1F., No. 10, Tianmu W. Rd., Shilin District, Taipei City 111, Taiwan (R.O.C.) | 886-2-28766100 |
| Jiantan Branch | 1F, No. 150, Sec. 4, Chengde Rd., Shilin District, Taipei City 111, Taiwan (R.O.C.) | 886-2-28827979 |
| Shihpai Branch | 1F., No. 46, Sec. 2, Shihpai Rd., Beitou District, Taipei City 112, Taiwan (R.O.C.) | 886-2-28213366 |
| Beitou Branch | 1F., No. 217, Guangming Rd., Beitou District, Taipei City 112, Taiwan (R.O.C.) | 886-2-28983039 |
| Rueiguang Branch | No. 514, Sec. 1, Neihu Rd., Neihu District, Taipei City 114, Taiwan (R.O.C.) | 886-2-27985600 |
| Chenggong Branch | 1F., No. 161, Sec. 4, Chenggong Rd., Neihu District, Taipei City 114, Taiwan (R.O.C.) | 886-2-87911686 |
| Neihu Branch | 1F., No. 358, Sec. 4, Chenggong Rd., Neihu District, Taipei City 114, Taiwan (R.O.C.) | 886-2-27938668 |
| Donghu Branch | No. 460, Sec. 5, Chenggong Rd., Neihu Dist., Taipei City 114, Taiwan (R.O.C.) | 886-2-26312288 |
| Mujha Branch | 1F., No. 69, Sec. 3, Mujha Rd., Wunshan District, Taipei City 116, Taiwan (R.O.C.) | 886-2-29375890 |
| Wunshan Branch | 1F., No. 248, Sec. 4, Sinhai Rd., Wunshan District, Taipei City 116, Taiwan (R.O.C.) | 886-2-29335358 |
| Jingmei Branch | No. 405, Sec. 6, Roosevelt Rd., Wenshan District, Taipei City 116, Taiwan (R.O.C.) | 886-2-29329838 |
| Keelung Branch | 1F., No. 150, Sinyi Rd., Sinyi District, Keelung City 201, Taiwan (R.O.C.) | 886-2-24221166 |
| Pucian Branch | No. 409, Sec. 2, Zhongshan Rd., Banqiao Dist., New Taipei City 220, Taiwan (R.O.C.) | 886-2-29550666 |
| Bansin Branch | 1F., No. 293-1, Sec. 1, Zhongshan Rd., Banciao District, New Taipei City 220, Taiwan (R.O.C.) | 886-2-89611500 |
| Banciao Branch | 1F., No. 187, Sec. 1, Wunhua Rd., Banciao District, New Taipei City 220, Taiwan (R.O.C.) | 886-2-29606600 |
| Chongcing Branch | 1F., No. 290, Chongcing Rd., Banciao District, New Taipei City 220, Taiwan (R.O.C.) | 886-2-29634567 |
| Sinbantecyu Branch | 1F., No. 88, Sec. 2, Sianmin Blvd., Banqiao District, New Taipei City 220, Taiwan (R.O.C.) | 886-2-29619666 |
| Jiangcui Branch | No. 242, Sec. 2, Wenhua Rd., Banqiao Dist., New Taipei City 220, Taiwan (R.O.C.) | 886-2-22578999 |
| Sijhih Branch | 1F., No. 210, Sec. 2, Datong Rd., Sijhih District, New Taipei City 221, Taiwan (R.O.C.) | 886-2-26489699 |
| Sindian Branch | No. 150, Sec. 1, Beixin Rd., Xindian District, New Taipei City 231, Taiwan (R.O.C.) | 886-2-29129988 |
| North Sindian Branch | 1F., No. 25, Mincyuan Rd., Sindian District, New Taipei City 231, Taiwan (R.O.C.) | 886-2-29135000 |
| Baociang Branch | 1F., No. 31, Baociang Rd., Sindian District, New Taipei City 231, Taiwan (R.O.C.) | 886-2-29123366 |
| Yonghe Branch | 1F., No. 215, Sec. 1, Zhongshan Rd., Yonghe District, New Taipei City 234, Taiwan (R.O.C.) | 886-2-89235008 |
| Shuanghe Branch | 1F., No. 588, Zhongheng Rd., Yonghe District, New Taipei City 234, Taiwan (R.O.C.) | 886-2-29233333 |
| Nashihjiao Branch | 1F., No. 65, Zhongheng Rd., Yonghe District, New Taipei City 234, Taiwan (R.O.C.) | 886-2-29498838 |
| Banhe Branch | 1F., No. 726, Zhongheng Rd., Zhonghe District, New Taipei City 235, Taiwan (R.O.C.) | 886-2-82261288 |

| Branch name | Address | Telephone |
|------------------------|--|----------------|
| Jhonghe Branch | 1F., No. 261, Sec. 2, Zhongshan Rd., Zhonghe District, New Taipei City 235, Taiwan (R.O.C.) | 886-2-22452277 |
| Tucheng Branch | 1F., No.286, Sec. 2, Zhongyang Rd., Tucheng District, New Taipei City 236, Taiwan (R.O.C.) | 886-2-22630888 |
| Jincheng Branch | 1F., No. 16, Sec. 3, Jincheng Rd., Tucheng District, New Taipei City 236, Taiwan (R.O.C.) | 886-2-22601177 |
| Sanxia Branch | No. 113, Daxue Rd., Sanxia Dist., New Taipei City 237, Taiwan (R.O.C.) | 886-2-26724088 |
| Shulin Branch | 1F., No. 122, Sec. 1, Zhongshan Rd., Shulin District, New Taipei City 238, Taiwan (R.O.C.) | 886-2-26812345 |
| Sanhe Branch | 1F., No. 119, Sec. 4, Sanhe Rd., Sanchong District, New Taipei City 241, Taiwan (R.O.C.) | 886-2-22863286 |
| Sanchong Branch | 1F., No. 208, Jhengyi N. Rd., Sanchong District, New Taipei City 241, Taiwan (R.O.C.) | 886-2-29828121 |
| Erchongpu Branch | 1F., No. 70-1, Sec. 1, Guangfu Rd., Sanchong District, New Taipei City 241, Taiwan (R.O.C.) | 886-2-29959876 |
| Chongyang Branch | 1F., No. 66, Sec. 1, Chongyang Rd., Sanchong District, New Taipei City 241, Taiwan (R.O.C.) | 886-2-89881199 |
| Chongsin Branch | 1F., No. 42-1, Sec. 2, Chongsin Rd., Sanchong District, New Taipei City 241, Taiwan (R.O.C.) | 886-2-89726189 |
| Sinjhuang Branch | 1F., No. 320, Zhongjheng Rd., Sinjhuang District, New Taipei City 242, Taiwan (R.O.C.) | 886-2-29929696 |
| Danfong Branch | 1F., No. 879-15, Zhongjheng Rd., Sinjhuang District, New Taipei City 242, Taiwan (R.O.C.) | 886-2-29066888 |
| Xinfu Branch | No. 333, Zhongyuan Rd., Xinzhuang Dist., New Taipei City 242, Taiwan (R.O.C.) | 886-2-89916999 |
| North Sinjhuang Branch | 1F., No. 57, Sec. 2, Zhonghua Rd., Sinjhuang District, New Taipei City 242, Taiwan (R.O.C.) | 886-2-22776789 |
| Minan Branch | 1F., No. 179, Min-an Rd., Sinjhuang District, New Taipei City 242, Taiwan (R.O.C.) | 886-2-22068887 |
| East Linkou Branch | 1F., No. 677, Zhongshan Rd., Linkou Dist., New Taipei City 244, Taiwan (R.O.C.) | 886-2-26019397 |
| Lujhou Branch | 1F., No. 211, Zhongshan 1st Rd., Lujhou District, New Taipei City 247, Taiwan (R.O.C.) | 886-2-28482008 |
| East Lujhou Branch | 1F., No. 135, Minzu Rd., Lujhou District, New Taipei City 247, Taiwan (R.O.C.) | 886-2-22839300 |
| North Lujhou Branch | 1F., No. 355, Changrong Rd., Lujhou District, New Taipei City 247, Taiwan (R.O.C.) | 886-2-22881999 |
| Danshuei Branch | 1F., No. 123, Zhongshan Rd., Danshuei District, New Taipei City 251, Taiwan (R.O.C.) | 886-2-86318822 |
| Yilan Branch | 1F., No. 271, Sec.2, Zhongshan Rd., Yilan City, Yilan County 260, Taiwan (R.O.C.) | 886-3-9351122 |
| Lohdong Branch | 1F., No. 232, Singdong S. Rd., Luodong Township, Yilan County 265, Taiwan (R.O.C.) | 886-3-9574320 |
| Hsinchu Branch | 1F., No. 158, Zhongjheng Rd., East District, Hsinchu City 300, Taiwan (R.O.C.) | 886-3-5222687 |
| Guangfu Branch | No. 35, Ln. 19, Guanxin Rd., East District, Hsinchu City 300, Taiwan (R.O.C.) | 886-3-5790678 |
| Jhuke Branch | 1F., No. 2, Jinshan St., East District, Hsinchu City 300, Taiwan (R.O.C.) | 886-3-5638080 |
| East Hsinchu Branch | 1F., No. 32, Jianjhong Rd., East District, Hsinchu City 300, Taiwan (R.O.C.) | 886-3-5749190 |
| Baoshan Branch | No. 301, Shihpin Rd., East District, Hsinchu City 300, Taiwan (R.O.C.) | 886-3-5628877 |
| Liou Jia Jhuang Branch | No. 36, Sec. 2, Wenxing Rd., Zhubei City, Hsinchu County 302, Taiwan (R.O.C.) | 886-3-5506789 |
| Jhupei Branch | 1F., No. 49, Guangming 6th Rd., Zhubei City, Hsinchu County 302, Taiwan (R.O.C.) | 886-3-6560222 |
| Guanpu Branch | No. 81, 83, 85, 87, Puding 2nd Rd., East Dist., Hsinchu City 300, Taiwan (R.O.C.) | 886-3-5778058 |
| Jhongyuan Branch | 1F., No. 203, Sec. 2, Zhongbei Rd., Zhongli Dist., Taoyuan City 320, Taiwan (R.O.C.) | 886-3-4662211 |
| Zhongli Branch | 1F., No. 500, Yanping Rd., Zhongli Dist., Taoyuan City 320, Taiwan (R.O.C.) | 886-3-4223131 |
| Nan JungLi Branch | No. 68, Huannan Rd., Pingzhen Dist., Taoyuan City 324, Taiwan (R.O.C.) | 886-3-4028788 |

| Branch name | Address | Telephone |
|-------------------------|---|----------------|
| Yiwun Branch | No. 1247, Zhongzheng Rd., Taoyuan Dist., Taoyuan City 330, Taiwan (R.O.C.) | 886-3-3567785 |
| Taoyuan Branch | 1F., No. 32, Sec. 1, Chenggong Rd., Taoyuan Dist., Taoyuan City 330, Taiwan (R.O.C.) | 886-3-3373266 |
| South Taoyuan Branch | 1F., No. 845, Jhongshan Rd., Taoyuan Dist., Taoyuan City 330, Taiwan (R.O.C.) | 886-3-3600533 |
| North Taoyuan Branch | 1F., No. 124, Jingguo Rd., Taoyuan Dist., Taoyuan City 330, Taiwan (R.O.C.) | 886-3-3150566 |
| Linkou Branch | 1F., No. 233, Fuxing 1st Rd., Guishan Dist., Taoyuan City 333, Taiwan (R.O.C.) | 886-3-3962777 |
| Bade Branch | 1F., No. 965, Sec. 1, Jieshou Rd., Bade Dist., Taoyuan City 334, Taiwan (R.O.C.) | 886-3-3716565 |
| Nankan Branch | 1F., No. 257, Jhongjheng Rd., Lujhu Dist., Taoyuan City 338, Taiwan (R.O.C.) | 886-3-3212211 |
| Toufen Branch | 1F., No. 951, Jhonghua Rd., Toufen City, Miaoli County 351, Taiwan (R.O.C.) | 886-3-7695678 |
| Taichung Branch | 1F., No. 50, Minzu Rd., Central District, Taichung City 400, Taiwan (R.O.C.) | 886-4-22292161 |
| Keboguan Branch | 1F., No. 239, Sec. 2, Taiwan Blvd., West Dist., Taichung City 403, Taiwan (R.O.C.) | 886-4-23101258 |
| Chunggang Branch | 1F., No. 536, Sec. 2, Taiwan Blvd., West Dist., Taichung City 403, Taiwan (R.O.C.) | 886-4-23149999 |
| Intercontinental Branch | 1F, No. 418, Sec. 3, Chongde Rd., Beitun Dist., Taichung City 406, Taiwan (R.O.C.) | 886-4-24229391 |
| Wunsin Branch | 1F., No. 875, Sec. 4, Wunsin Rd., Beitun District, Taichung City 406, Taiwan (R.O.C.) | 886-4-22469988 |
| Shizheng Branch | No. 88, Sec. 1, Huizhong Rd., Xitun Dist., Taichung City 407, Taiwan (R.O.C.) | 886-4-22545333 |
| Liming Branch | 1F., No. 173, Sec. 3, Liming Rd., Xitun Dist., Taichung City 407, Taiwan (R.O.C.) | 886-4-27082200 |
| Situn Branch | 1F., No. 859, Sec. 4, Taiwan Blvd., Situn Dist., Taichung City 407, Taiwan (R.O.C.) | 886-4-23551000 |
| Nantun Branch | No. 168, Sec. 2, Wucyuan W. Rd., Nantun Dist., Taichung City 408, Taiwan (R.O.C.) | 886-4-24712268 |
| Taiping Branch | No. 500, Yuxian Rd., Taiping Dist., Taichung City 411, Taiwan (R.O.C.) | 886-4-23958285 |
| Hueijhong Branch | No. 88, Sec. 3, Hueijhong Rd., Nantun Dist., Taichung City 408, Taiwan (R.O.C.) | 886-4-23891269 |
| Dali Branch | No. 201, Sec. 2, Guoguang Rd., Dali Dist., Taichung City 412, Taiwan (R.O.C.) | 886-4-24073777 |
| Fongyuan Branch | 1F., No. 545, Jhongjheng Rd., Fongyuan District, Taichung City 420, Taiwan (R.O.C.) | 886-4-25201010 |
| Nantou Branch | 1F., No. 220, Jhongshan St., Nantou City, Nantou County 540, Taiwan (R.O.C.) | 886-49-2207711 |
| Changhua Branch | 1F., No. 76, Siaoyang Rd., Changhua City, Changhua County 500, Taiwan (R.O.C.) | 886-4-7279933 |
| Yuanlin Branch | 1F., No. 372, Jhongjheng Rd., Yuanlin City, Changhua County 510, Taiwan (R.O.C.) | 886-4-8368676 |
| Chiayi Branch | 1F., No. 241, Minsheng N. Rd., Chiayi City 600, Taiwan (R.O.C.) | 886-5-2286600 |
| Douliou Branch | 1F., No. 2, Singhua St., Douliou City, Yunlin County 640, Taiwan (R.O.C.) | 886-5-5360099 |
| Central Tainan Branch | 1F., No. 167, Sec. 1, Minsheng Rd., West Central District, Tainan City 700, Taiwan (R.O.C.) | 886-6-2412318 |
| Tainan Branch | 1F., No. 159, Sec. 1, Fucian Rd., West Central District, Tainan City 700, Taiwan (R.O.C.) | 886-6-2152345 |
| West Tainan Branch | 1F., No. 212, Sec. 4, Jinhua Rd., West Central Dist., Tainan City 700, Taiwan (R.O.C.) | 886-6-2263636 |
| Jhonghua Branch | 1F., No. 195, Sec. 2, Jhonghua E. Rd., East District, Tainan City 701, Taiwan (R.O.C.) | 886-6-3353535 |
| East Tainan Branch | 1F., No. 290, Sec. 2, Changrong Rd., East District, Tainan City 701, Taiwan (R.O.C.) | 886-6-2085522 |
| South Tainan Branch | 1F., No. 236, Sec. 2, Jiankang Rd., South District, Tainan City 702, Taiwan (R.O.C.) | 886-6-2919999 |
| Yan Hang Branch | 1F., No. 111, Jhongzheng N. Rd., Yongkang Dist., Tainan City 710, Taiwan (R.O.C.) | 886-6-2539199 |
| Yongkang Branch | 1F., No. 425, Jhonghua Rd., Yongkang District, Tainan City 710, Taiwan (R.O.C.) | 886-6-2025787 |
| Rende Branch | 1F., No. 478, Jhongshan Rd., Rende District, Tainan City 717, Taiwan (R.O.C.) | 886-6-2798099 |
| Jiali Branch | 1F., No. 410, Jhongshan Rd., Jiali District, Tainan City 722, Taiwan (R.O.C.) | 886-6-7221335 |
| Sinying Branch | 1F., No. 137, Jhongshan Rd., Sinying District, Tainan City 730, Taiwan (R.O.C.) | 886-6-6336789 |
| Sinsing Branch | 1F., No. 206, Minsheng 1st Rd., Sinsing District, Kaohsiung City 800, Taiwan (R.O.C.) | 886-7-2262325 |

| Branch name | Address | Telephone |
|------------------------|--|---------------|
| Minzu Branch | 1F., No. 97, Minzu 2nd Rd., Sinsing District, Kaohsiung City 800, Taiwan (R.O.C.) | 886-7-2386567 |
| Kaohsiung Branch | 1F., No. 168, Jhongjheng 4th Rd., Cianjin District, Kaohsiung City 801, Taiwan (R.O.C.) | 886-7-2318141 |
| East Kaohsiung Branch | 1F., No. 29, Cingnian 1st Rd., Lingya District, Kaohsiung City 802, Taiwan (R.O.C.) | 886-7-5351885 |
| South Kaohsiung Branch | 1F., No. 21, Yisin 2nd Rd., Cianjhen District, Kaohsiung City 806, Taiwan (R.O.C.) | 886-7-3366768 |
| Gaomeiguan Branch | No. 25, Mingcheng 4th Rd., Gushan Dist., Kaohsiung City 804, Taiwan (R.O.C.) | 886-7-5500850 |
| Jiouru Branch | 1F., No. 551, Jiouru 1st Rd., Sanmin District, Kaohsiung City 807, Taiwan (R.O.C.) | 886-7-3805558 |
| Sanmin Branch | 1F., No. 366, Jiouru 2nd Rd., Sanmin District, Kaohsiung City 807, Taiwan (R.O.C.) | 886-7-3161155 |
| North Kaohsiung Branch | 1F., No. 52, Mingcheng 2nd Rd., Sanmin District, Kaohsiung City 807, Taiwan (R.O.C.) | 886-7-3461199 |
| Youchang Branch | 1F., No. 803-3, Houchang Rd., Nanzih District, Kaohsiung City 811, Taiwan (R.O.C.) | 886-7-3681699 |
| Boai Branch | 1F., No. 88, Bo-ai 2nd Rd., Zuoying District., Kaohsiung City 813, Taiwan (R.O.C.) | 886-7-5567909 |
| Gangshan Branch | 1F., No. 388, Gangshan Rd., Gangshan District, Kaohsiung City 820, Taiwan (R.O.C.) | 886-7-6235500 |
| Fongshan Branch | 1F., No. 85-1, Jhongshan Rd., Fongshan District, Kaohsiung City 830, Taiwan (R.O.C.) | 886-7-7451199 |
| Wujia Branch | 1F., No. 699, Wujia 2nd Rd., Fongshan District, Kaohsiung City 830, Taiwan (R.O.C.) | 886-7-8215101 |
| Cingnian Branch | 1F., No. 315, Sec. 2, Cingnian Rd., Fongshan District, Kaohsiung City 830, Taiwan (R.O.C.) | 886-7-777668 |
| Pingtung Branch | 1F., No. 450, Zihyou Rd., Pingtung City, Pingtung County 900, Taiwan (R.O.C.) | 886-8-7383000 |
| Taitung Branch | 1F., No. 279, Jhongshan Rd., Taitung City, Taitung County 950, Taiwan (R.O.C.) | 886-8-9339898 |
| Hualien Branch | 1F. 2F, No. 167, Guolian 1st Rd., Hualien City, Hualien County 970, Taiwan (R.O.C.) | 886-3-8340566 |
| East Hualien Branch | 1F., No. 1-7, Gongyuan Rd., Hualien City, Hualien County 970, Taiwan (R.O.C.) | 886-3-8351101 |
| Cingpu Branch | 1F., No. 111, Sec. 2, Cingpu Rd., Jhongli Dist., Taoyuan City 320, Taiwan (R.O.C.) | 886-3-2871608 |
| Shanhua Branch | No. 133, Jhongshan Rd., Shanhua Dist., Tainan City 741, Taiwan (R.O.C.) | 886-6-5830702 |

6.2 Overseas services outlets

Branches

| Unit | Address | Telephone | Fax |
|-------------------------------|---|-----------------|-----------------|
| Hong Kong Branch | Room 2801, 28F and Room 2104-10, 21F, Two International Finance Centre, 8 Finance St., Central, Hong Kong | 852-29161582 | 852-29161777 |
| Kowloon Branch | 20F, Manhattan Place, No. 23 Wang Tai Rd., Kowloon Bay, Kowloon, Hong Kong | 852-29161582 | 852-28050899 |
| Shanghai Branch | 27F, Shanghai World Financial Center, 100 Century Av., Pudong New Area, Shanghai 200120, PRC | 86-21-20805888 | 86-21-68778788 |
| Shanghai Changning Sub-Branch | Unit 01, 04A, 04B, 29F, No. 1438, Hongqiao Rd., Changning Dist., Shanghai 201103, PRC | 86-21-20805998 | 86-21-62870078 |
| Shanghai Hongqiao Sub-Branch | Room 1101, 1104, 1105, 11F, 818 Shen Chang Rd., Shanghai 201106, PRC | 86-21-38766006 | 86-21-38766030 |
| Guangzhou Branch | F/6 & Unit02 F/10, International Finance Place, No.8 Huaxia Road, Pearl River New Town, Guangzhou 510623, PRC | 86-20-38560388 | 86-20-38560333 |
| Xiamen Branch | 29F, Ganghang Building, No. 29 North Donggang Rd., China (Fujian) Pilot Free Trade Zone, Xiamen Subdistrict, 361013, PRC | 86-592-5669686 | 86-592-5668738 |
| Shenzhen Branch | Unit 401A/ 402A2b, Kerry Plaza, No. 1, Zhong Xin Si Rd., Futian CBD, Shenzhen, 518048, PRC | 86-755-25767918 | 86-755-25767900 |
| Singapore Branch | 8 Marina View, #29-01, Asia Square Tower 1, Singapore 018960 | 65-63514888 | 65-65325999 |
| New Delhi Branch | Gr. Floor & 2nd Floor, Aria Tower, JW Marriott Hotel, Delhi-Aerocity, Asset Area-4, New Delhi-110037, India | 91-11-43688888 | 91-11-43688873 |
| Sriperumbudur Branch | Plot No. 42 Chennai Bangalore Highways NH4, Sriperumbudur, Kancheepuram District, Tamil Nadu-602105, India | 91-44-67147700 | 91-44-67147799 |
| Ho Chi Minh City Branch | Room 1, 2, 3, 9 Floor 7 and room 1-9, Floor 9, MPlaza Saigon Building, 39 Le Duan Street, District 1, Ho Chi Minh City, Vietnam | 84-28-39101888 | 84-28-39101999 |
| Tokyo Branch | Kioi Tower 28F, Tokyo Garden Terrace Kioicho, 1-3 Kioicho, Chiyoda-ku, Tokyo 102-0094, Japan | 81-3-32889888 | 81-3-35568892 |
| New York Branch | 11F, #521 Fifth Av., New York, NY 10175, USA | 1-212-4578888 | 1-212-4576666 |

Subsidiaries

| Unit | Address | Telephone | Fax |
|---|---|----------------|----------------|
| PT Bank CTBC Indonesia | Tamara Center, 15th-17th Floor, Jl Jenderal Sudirman Kav. 24, Jakarta, 12920, Indonesia | 62-21-25578787 | 62-21-30402286 |
| CTBC Bank (Philippines) Corp. | 16th-19th Floor, Fort Legend Towers, 31st St., Corner 3rd Av., Bonifacio Global City, Taguig City, 1634 Philippines | 63-2-89889287 | 63-2-85767935 |
| CTBC Bank Corp. (Canada) | Suite #350-2608 Granville St., Vancouver, B.C., V6H 3V3, Canada | 1-778-3096800 | 1-778-3091556 |
| CTBC Bank Corp. (USA) | 801 S. Figueroa St., Suite 2300 (22-23F), Los Angeles, CA 90017, USA | 1-310-7912828 | 1-424-2774698 |
| The Tokyo Star Bank, Ltd. | 2-3-5 Akasaka, Minato-Ku, Tokyo, 107-8480, Japan | 81-3-35863111 | 81-3-32241510 |
| LH Financial Group Public Company Limited | 1 Q. House Lumpini Building, 5th Floor, South Sathon Rd., Thungmahamek, Sathon, Bangkok Thailand 10120 | 66-23590000 | 66-26777223 |

Representative offices

| Unit | Address | Telephone | Fax |
|--------------------------|---|----------------|----------------|
| Bangkok Rep. Office | Suite 803, 8F, GPF Witthayu, Tower A, 93/1 Wireless Rd., Lumpini, Pathumwan, Bangkok 10330, Thailand | 66-2-2543139 | 66-2-2566480 |
| Hanoi Rep. Office | East-3002, 30F, LOTTE Center Hanoi, No. 54 Lieu Giai St., Cong Vi Ward, Ba Dinh District, Hanoi, Vietnam | 84-24-38249088 | 84-24-38249099 |
| Los Angeles Rep. Office | 17851 Colima Rd., Suite A2, City of Industry, CA91748, USA | 1-626-8397660 | 1-626-9120868 |
| Beijing Rep. Office | B-111, The Grand Pacific Building, 8a, Guanghua Rd., Chao Yang District, Beijing, 100026, PRC | 86-10-65813700 | 86-10-65815701 |
| Sydney Rep. Office | Suite 2702, Level 27, 259 George St., Sydney, NSW 2000, Australia | 61-2-92513655 | 61-2-92513644 |
| Yangon Rep. Office | Unit #506, No. 53, Strand Rd., Pabedan Township, Yangon, Myanmar | 95-1-2307348 | 95-1-2307347 |
| Kuala Lumpur Rep. Office | Lot 11-09, Level 11, Menara Hap Seng 2, Letter Box 21, Plaza Hap Seng, No. 1 Jalan P. Ramlee 50250 Kuala Lumpur, Malaysia | 60-3-20223299 | 60-3-20223277 |



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