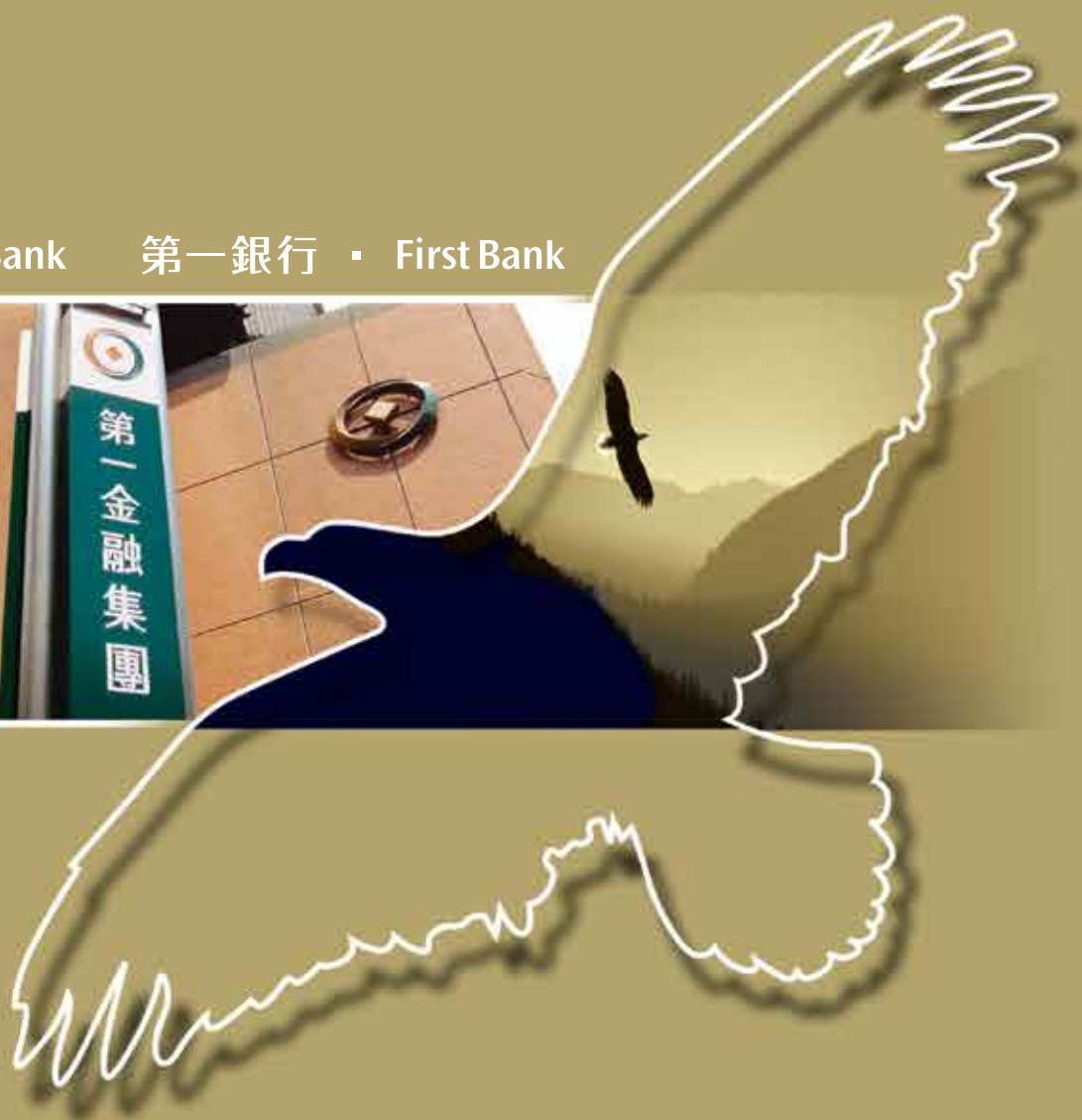


2024 ANNUAL REPORT

第一銀行 ▪ First Bank 第一銀行 ▪ First Bank



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Executive Vice President

Auditor Report

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Highlights

(Standalone basis, data as of December 31, 2023 and 2024)

(in millions)	2024 NTD	2023 NTD	2024 USD
Major financial data at year end			
Total assets	4,528,820	4,267,477	138,137
Total liability	4,252,954	4,014,003	129,723
Total equity	275,866	253,474	8,414
Operating results			
Net interest revenue	27,888	29,245	851
Net revenue other than interest	35,043	29,474	1,069
Profit before tax	29,243	26,628	892
Income tax expense	(5,436)	(5,102)	(166)
Profit	23,806	21,526	726
Capital adequacy ratio	14.45%	14.56%	
World rank			
The Banker - by tier 1 capital (12/23)	199	195	
The Banker - by total assets (12/23)	172	165	
Distribution network			
Domestic full/mini/sub-branches	184/0/0	187/0/0	
Overseas branches/sub-branches/rep. offices/OBU	21/10/3/1	21/10/3/1	
First Commercial Bank (USA)	1 main office, 8 branches, and 1 loan production office	1 main office and 8 branches	
Number of employees	8,623	8,606	

*NT\$32.785:US\$1.00

*The major financial data and operating results of 2024 and 2023 are in accordance with IFRS.

History

The Bank has grown strongly and steadily with Taiwan's economic development over the last 125 years, and consistently adhered to the corporate philosophy of "Customer First, Service Foremost".

The Bank is committed to transforming into a global financial institution that is not only highly recognized by employees, but also is friendly, reliable and sound from customers' perspective.

- 1899 Savings Bank of Taiwan established
- 1912 Merged with Commercial and Industrial Bank of Taiwan (est. 1910)
- 1923 Merged with Chia-I Bank (est. 1905) and Hsin-Kao Bank (est. 1916)
- 1945 Reversion of Taiwan from Japanese Governance
- 1949 The Bank was renamed First Commercial Bank of Taiwan
- 1967 The Bank started international business
- 1976 The Bank's name was shortened to First Commercial Bank
- 1998 The Bank was privatized
- 1999 Centennial Anniversary
- 2003 First Financial Holding Co. established; The Bank transformed to be a wholly owned subsidiary of FFHC
- 2004 A new corporate structure created due to the organizational reshaping
- 2006 Awarded "Bank of the Year 2006" for Taiwan by The Banker, ISO 27001 Certification from BSI
- 2007 Continued winning glory and honor awards from The Banker (UK), Asiamoney (HK) and FSC (Taiwan)
- 2008 Graded A for "Loan Promotion Program to SMEs by Taiwanese Banks" by the FSC; winning "Credit Guarantee Partner Award" from the MOEA and the FSC; awarded "The Best Visa Debit Issuer of the highest Activation Rate in 2008" by Visa organization
- 2010 Shanghai Branch opened for business on December 23, making First Bank the first Taiwanese bank to operate in China
- 2011 Signing MOUs with China's six leading banks; upgrading Hanoi Representative Office into a branch; awarded "The Best Loan Promotion Program to SMEs by Taiwanese Banks" by FSC; OBU launched RMB-denominated business
- 2013 Awarded "Bank of the Year 2013" for Taiwan by The Banker; Winning "USD RTGS Promotion Awards" from BAROC, Taiwan
- 2014 Chengdu Branch opened for business on September 15.
- 2015 Ranked No.1 in SME market share for fifth year in a row; Xiamen Branch opened for business on April 30.
- 2016 Ranked No.1 in SME market share for sixth year in a row; Manila Branch opened for business on December 16.
- 2017 Awarded "Bank of the Year 2017" for Taiwan by The Banker; Ranked No.1 in SME market share for seventh year in a row.
- 2018 Awarded "The Best Cloud Based Initiative, Application or Programme in Taiwan" by The Asian Banker; Awarded "The Best System Stability-Cross Banking Business" and "The Best Service Innovation-Blockchain Auditing Confirmation Service"
- 2019 Awarded "Giant Award of National Enterprise Environmental Protection Award" and "Corporate Sustainability Award of National Sustainable Development Award"
- 2020 Became the first state-owned bank in Taiwan to sign the Equator Principles; awarded the "Best Wealth Management Award of the 10th Taiwan Banking and Finance Best Practice Awards"
- 2021 Houston Branch opened for business on February 26. Awarded "Taiwan Sustainable Investment Awards", and "Gold Award for Environmental Sustainability" and "Silver Award for Social Inclusion" in "Taiwan Sustainability Action Awards"
- 2022 Awarded "National Sustainable Development Award" and "Excellent Award of National Enterprise Environmental Protection Award". Became the Partnership for Carbon Accounting Financials (PCAF), the Science Based Targets initiative (SBTi), and "Coalition of Movers and Shakers on Sustainable Finance".
- 2023 Frankfurt Branch opened for business on January 9. Awarded "Domestic Bank Wealth Enhancement" and "Domestic Bank Best Public Welfare Promotion" awards of Wealth Management Award; Awarded "Climate Leadership Award" and the "Workplace Well-being Leadership Award" in Taiwan Corporate Sustainability Awards (TCSA).
- 2024 First Commercial Bank (USA) - Ontario Loan Production Office opened for business on May 6.

Letter to Shareholders

Domestic and Foreign Financial Conditions

Operating Performance in 2024

1. Global Economic and Financial Conditions

Looking back at the global economy in 2024, it is observed that the tightening of monetary policy has suppressed demand, coupled with a reduction in energy prices and a rebalancing of supply and demand in the labor market, which has alleviated price pressures. According to the International Monetary Fund's (IMF) latest estimation (2025/1/17), the global economic growth rate dropped from 3.3% in 2023 to 3.2% in 2024, indicating that overall economic performance remains rather robust. In terms of major economies, the resilience of private consumption and the labor market in the United States has led the Federal Reserve(Fed) to assess the progress towards full employment and cooling inflation, leading to a cycle of interest rate cuts, resulting in better-than-expected economic performance. In the Eurozone, growth in the services sector has partially offset the negative impacts of a decline in the manufacturing sector; however, political and trade uncertainties have suppressed investment and exports, prompting the European Central Bank (ECB) to ease monetary policy through interest rate cuts in response to the progress in cooling inflation and to address economic downturn risks. The Japanese government has released economic measures, and the continuous increase in worker' s base salary has contributed to stabilizing private consumption momentum and supporting moderate economic growth. This has prompted the Bank of Japan (BoJ) to initiate interest rate hikes, marking the end of the negative interest rate era and a gradual shift towards the normalizing monetary policy. In China, infrastructure experienced moderate growth. A recovery in external demand was boosting export performance and manufacturing investment. However, the real estate market remains weak, and precautionary savings of the public have hindered private consumption. Consequently, the Chinese government has implemented expansionary fiscal policies, and the People's Bank of China has adopted a loose monetary policy to enhance economic support. Overall, major global central banks have adjusted monetary policies to boost economic growth, resulting in a slowdown in growth momentum while still being resilience.



Ye-Chin Chiou
Chairperson

2. Domestic Economic Environment

On the domestic front, in the first half of 2024, economic growth benefited from strong demand for emerging technologies such as artificial intelligence (AI).

With a gradual recovery in end-user demand, this has led to a rebound in export activities and an increase in corporate investment willingness. Additionally, the robust job market, the income effects of salary adjustments, and the wealth effect brought about by rising stock markets supported growth in private

consumption. As entering the second half of the year, the impact of a low base effect began to diminish, resulting in a slowdown in the growth rate of private consumption. Nevertheless, the continued strong demand for AI applications and information and communication technology products, along with sustained corporate investment momentum, contributed to export and private investment capacity, thereby supporting economic growth. According to preliminary statistics from the Directorate General of Budget, Accounting and Statistics, the real economic growth rate increased from 1.12% in 2023 to 4.59% in 2024. In terms of interest rate, in order to curb domestic inflation expectations, the Central Bank of the R.O.C. (Taiwan) raised the policy rate by 12.5 bps to 2.0% in 2024 Q1, considering the prolonged high domestic inflation and the electricity price increase in April. However, given the cooling of domestic inflation and moderate economic growth from Q2 to Q4, the policy rate was maintained at 2.0%. In terms of exchange rate, in the first half of 2024, the cautious stance of the Fed regarding interest rate cuts supported the U.S. dollar's performance. In the second half of the year, ongoing geopolitical risks in Ukraine, Russia, and the Middle East weakened risk appetite of the market. Furthermore, despite the Fed initiating a cycle of interest rate cuts, market concerns regarding the potential policy direction of the new U.S. President Donald Trump may lead the Fed to slow down its rate-cutting pace, which continued to support the U.S. dollar, resulting in a depreciation of the NT Dollar. The cumulative depreciation of the NT dollar was 6.24% for the entire year.



Chao-Chung Chou
President

3. Domestic Financial Condition

In terms of operations of the financial industry, the economic performance has been warming up, and AI boom has prompted the semiconductor and information and communication technology industries to expand investment.

Furthermore, the housing market was hot before September 2024, which in turn stimulated a strong demand for private capital. As of the end of 2024, the total outstanding loan and profit before tax of all domestic banks reached NTD 42.2 trillion and NTD 527.3 billion, respectively, representing a 9.7% and 11.6% increase compared to the same period last year. Furthermore, the non-performing loan (NPL) ratio is 0.15% and the loan loss coverage ratio is 935.20%.

Organizational Changes

In March 2024, "Information Technology Division" established the "Platform Application Dept." under its domain; in April 2025, "Audit Committee " was established.

Implementation of Business Plan and Operating Strategies

In 2024, the Bank focused on "Collaborative Leap Forward and Sustainable Innovation" as the main theme for our annual business strategy, and formulated plans based on five major business concepts of "Collaborate Together and Enhance Profitability", "Leveraging Advantages and Expanding Presence", "Intelligent Innovation and Optimizing Services", "Enhancing Risk Management and Ensuring Compliance & Anti-Fraud", and "Practicing Sustainable and Integrity Management", to implement business development plans and achieve financial budget goals. With the concerted efforts of all employees in the Bank, the achievements of our 2024 business strategy are as follows:

1. Profit reaches a record high, capital continues to strengthen

In 2024, the Bank achieved a profit before tax of NTD 29.243 billion, representing a significant increase of NTD 2.615 billion (+9.82%) compared to 2023, reaching a new record high. The earnings per share (EPS) before tax stood at NTD 2.65, with return on assets (ROA) and return on equity (ROE) at 0.66% and 11.05% respectively. While the Bank has experienced consistent growth in both business scale and profitability, it has also made continuous improvements to the quality of its assets. As of the end of 2024, the NPL ratio stood at 0.17%, and the loan loss provision coverage ratio reached 819.77%. These figures demonstrate the Bank's unwavering commitment and diligent efforts in risk management. The Bank is classified as a Domestic Systemically Important Banks (D-SIBs). As of the end of December, the capital adequacy ratio (CAR) and Tier 1 capital ratio were 14.45% and 12.29% respectively. The Bank will continue to enhance its capital structure to comply with the capital adequacy requirements of D-SIBs.

2. Keeping up with the world trend and continuous expansion of overseas presence

In May 2024, our subsidiary First Commercial Bank (USA) officially opened its Ontario Loan Production Office, marking it the ninth business location of First Commercial Bank (USA) in California. This expansion further solidifies our business presence in Southern California and reinforces our position as the

leading state-owned bank in Taiwan with a total of 43 overseas locations. The Bank has been actively engaged in overseas markets, with branches spanning 17 countries across four continents: Europe, Asia, America, and Australia, consistently providing comprehensive financial services to clients globally. The Bank's overseas operations have been recognized by the Overseas Credit Guarantee Fund for many years with awards such as the "Total Financing Amount Performance Excellence Award". This year, we were also honored with the "Best Overseas Development Award" at the "The Elite Awards for Taiwan Banking Excellence" organized by the Taiwan Academy of Banking and Finance.

3. Comprehensive and balanced development and taking the pathway to business excellence

As of the end of December 2024, the Bank's outstanding loans to small-and medium-sized enterprises reached NTD 960.6 billion, with a market share of 9.29%, ranking first among domestic banks for 15 consecutive years. In terms of high-wealth management business, as of the end of 2024, the Bank has a customer base of 2,091 and assets under management (AUM) worth NTD 228.1 billion, placing it at No. 1 for its number of customers among state-owned banks and No. 1 in terms of AUM within the banking industry. Additionally, the wealth management business received five prestigious awards from Business Today magazine in its "Wealth Management Bank and Securities Evaluation," including the "Best Fair Treatment of Customers Award", "Best Wealth Management Team Award", "Best Product Award", "Best Senior Citizen-Friendly Award", and "Best Risk Control Award." Furthermore, the Bank has responded to the Trust 2.0 policy by implementing finance inclusion and has been recognized as an outstanding bank in the Financial Supervisory Commission's (hereinafter referred to as "FSC") "Trust 2.0 Evaluation Program" for three consecutive years. In 2024, we were honored with three major awards granted by the FSC: the "Trust Business Innovation Award", the "Elderly Care Trust Award", and the "Trust Alliance Award", highlighting our strength in innovative trust services.

4. Focusing on digital services to drive value innovation

In terms of digital development, the Bank continues to integrate AI and digital technology to optimize the management of digital customer segments and channels. As of the end of 2024, the number of digital accounts ranked 4th in the market, and the Bank maintains the position as the leading state-owned bank in digital finance. Our operational achievements have been recognized with numerous prestigious awards, thanks to our digital contents and products including the "ESG Podcast: the Bank Discusses 'New' Matters with You", the "'Right by Your Side' Brand Image Advertisement", "Friendly Family", "Sports Pioneer", "First Financial Smart Map Platform", "Corporate Cash Flow

Automation Platform", "Digital Platform NPS Implementation Project," "iLEO Digital Bank," and "Diverse Community Platform." The Bank received six awards in the "Best Popular Brand" category and three awards in the "Best Product" category at the 21st National Brand Yushan Award in 2024. Notably, the "Diverse Community Platform" and the "Smart Map Platform" were honored with the highest level of the national award.

5. Implementing our mission of sustainability to create a bright future

In terms of promoting sustainable finance, the Bank conducts a comprehensive review of the United Nations Sustainable Development Goals (SDGs). Through the governance framework of the Sustainable Development Committee, we have aligned the SDGs with our core businesses, established sustainable development objectives and action plans, and integrated them into our business development and service processes. The Bank has collaborated with clients on low-carbon transition through four key dimensions: "governance", "low carbon", "transition", and "impact". The Bank's ESG performance has been highly recognized, receiving recognition from the FSC for excellence in the "Sustainable Finance Evaluation" for two consecutive years, ranking in the top 25% of the FSC's "Principles of Fair Treatment of Customers Assessment" for three consecutive years, and being listed for three consecutive years on the Taiwan Stock Exchange's "Better Disclosure List for Institutional Investors' Due Diligence Governance Information."

Moreover, the Bank is actively implementing energy, procurement, and supplier management strategies, enhancing its own low-carbon operations. It has been awarded the "National Sustainable Development Award for Enterprises" by the National Council for Sustainable Development, making the Bank the only state-owned bank to receive this award and the only company within the finance industry to have won it three times. Additionally, the Bank is the only financial enterprise to have consecutively received the "National Enterprise Environmental Protection Award" six times. The Bank's employee care has also been highly honored for its winning the "Best Company To Work For In Asia" from the authoritative human resources magazine HR Asia, making us the only state-owned bank in Taiwan to receive this honor.

Budget Implementation, Financial Revenue, and Profitability Analysis

In 2024, the Bank's net revenue was NTD 62.930 billion, an increase of NTD 4.211 billion from 2023. The profit before tax was NTD 29.243 billion:

- Deposit Business:
The average deposit balance was NTD 3,630.365 billion, increasing by NTD 252.729 billion from 2023, an increase of 7.48%.
- Loan Business:
The average loan balance was NTD 2,530.013 billion, increasing by NTD 168.271 billion from 2023, an increase of 7.12%.

Research and Development

- Trust Business:

The balance of the trust business at the end of the year was NTD 505.262 billion, an increase of NTD 83.639 billion from 2023, a growth of 19.84%.

- Custody Business:

The balance of the custody business at the end of the year was NTD 1,417.405 billion, an increase of NTD 203.622 billion from 2023, a growth of 16.78%.

In response to the rapidly changing business environment of the financial industry, the Bank has continually tracked the latest economic, financial and industrial developments in Taiwan and abroad, and regularly issued related reports. Following the changes in domestic and foreign financial regulations, the Bank has also provided research reports and developed bank response strategies from time to time, and will continuously enhance the depth and breadth of analysis reports.

In terms of financial technology patents, as of the end of December 2024, the Bank has submitted 227 patent applications to the Intellectual Property Office, Ministry of Economic Affairs. Among them, 69 invention patents, including "Foreign Exchange Trading Recommendation System and Method", "Gold Passbook Trading System and Method", "Multi-Payment Collection Service System and Multi-Payment Collection Method", etc., 118 utility model patents, and 2 design patents have been approved. The Bank successfully maintained the effectiveness of both the patent and trademark of Taiwan Intellectual Property Management System (TIPS) verification (level A) again in 2024, demonstrating its determination to continuously improve the intellectual property management system, effectively utilize business resources and enhance its capabilities of utilizing intellectual property.

Business Plan for 2025

To live up to the Bank's mid- to long-term operational vision of being a "niche, regional, digital, and low-carbon" bank with happiness, after analyzing the external environment and its strengths and weaknesses, the Bank has outlined "Advancing Together and Innovating Sustainably" as its core business strategy. Under the theme of "Advancing Together," the bank aims to create unique value through differentiation, focusing on customer needs and enhancing crossbusiness collaboration to drive business momentum and profit growth. For "Innovating Sustainably," the bank will enhance the use of AI and financial technology across multiple areas, expanding digital services to lead business innovation. Additionally, the bank will leverage investment and financing services to support clients' low-carbon transitions, working alongside them to implement concrete carbon reduction measures and jointly advance sustainable development.

Future Development Strategies

Creating value and opening up new opportunities

The Bank has established differentiated advantages across multiple dimensions, including "products", "digital", "branding", and "sustainability". Through teamwork, we aim to facilitate the integration of individual and corporate products and customer bases, centering our efforts around the customers to create a financial ecosystem that drives profit growth. Additionally, the Bank plans to enhance our engagement with high-net-worth clients and develop comprehensive digital financial services that appeal to the younger digital demographic. Finally, we will integrate "online marketing", "big data analysis", and "offline team tracking" to construct a new digital marketing model that combines both virtual and physical elements, thereby opening up new opportunities for the Bank.

Grasping the market trend and transcending frameworks

The Bank will consolidate the market for small and medium-sized enterprises while implementing a capital pricing policy. We will actively guide our clients in their carbon reduction efforts, create a sustainable ecosystem, and focus on "Five Trusted Industry Sectors" along with other significant policies. We will also strengthen the arranger role of syndicated loan business, capitalize on opportunities arising from the decline in U.S. interest rates, and expand the market share of the information electronics industry.

In terms of overseas operations, the Bank aims to transcend regional and business frameworks by collaborating referrals of domestic and overseas business units clients to enhance the acquisition of new clients and improve the connection between existing client relationships. Additionally, we have established a new sub-branch office in Osaka, Japan, to strengthen our operational foundation. We will leverage the Bank's cross-regional and cross-national advantages to secure low-cost funding and integrate resources from both domestic and international markets, thereby maximizing the value of our banking channels.

Smart innovation and transformation beyond

To assist in the intelligence transformation of the Bank, we will advance in three major areas, namely, "Artificial Intelligence," "Cloud Data," and "System Optimization and Construction." By introducing AI technology, we aim to enhance internal operational efficiency and externally support the creation and safeguarding of customers' assets. In addition, we will continue to optimize and construct core and business-related systems while closely monitoring the progress of regulatory authorities and relevant technological advancements. This approach will ensure that the Bank maintains the leading position in digital development among state-owned banks.

Moreover, the Bank is set to embrace a "customer value" orientation, consistently enhancing the digital experience for our clients. We will implement tailored management strategies for diverse customer segments and pursue

cross-industry collaborations, fully integrating banking services into customers' lives to establish a solid ecosystem.

***Leverage capital, abide
by compliance and
prevent fraud***

The Bank will continue to enhance its capital adequacy ratio (CAR), Tier 1 capital ratio and common equity Tier 1 ratio by guiding business units to develop fee income businesses, strengthening the management of real estate credit concentration, reducing tools, and increasing business penetration to maximize capital efficiency. Moreover, the Bank will strive to enhance the overall quality of our assets by continuously improving our credit checking and review, post loan management, and debt collection operations.

In order to improve operational development, the Bank will focus on enhancing its integrity mindset. We will continue to strengthen the culture of legal compliance throughout the organization, establish an accountability system, optimize processes for anti-money laundering and fraud prevention, and implement the three lines of defense in internal control. Additionally, we will strengthen the behavioral risk management of financial advisors and cash tellers, and introduce a zero-trust architecture for cybersecurity to enhance the Bank's resilience in information security.

***Navigate sustainably and
structure the future***

To implement sustainable management, the Bank will develop a blueprint for sustainable development based on five key aspects: "Full-service," "Influence," "Resilience," "Sincerity," and "Talent." Upholding the principle of integrity in management, we will begin with our core banking business and support clients in their low-carbon transformation through investment and financing services. Simultaneously, we will integrate potential environmental and social impacts into our operational decision-making, collaborating closely with our clients to build a sustainable future.

Influences from the External Competitive Environment, Regulatory Environment, and Overall Business Operation Environment

The government continues to promote the "New Southbound Policy" to deepen economic and trade cooperation ties with southbound countries. Additionally, the U.S. new tariff policies have triggered a global supply chain rebalancing, which is beneficial for the banking sector in Taiwan to actively support industrial development. Furthermore, the "U.S.-Taiwan Initiative on 21st Century Trade" officially took effect in December 2024. As various systems become increasingly fair and transparent, it is expected that the barriers to entry for financial services will be lowered, thereby enhancing the cross-border competitiveness of Taiwan's financial institutions.

External Competitive Environment

However, the global economic and trade landscape, along with geopolitical changes, is evolving rapidly. The resurgence of trade protectionism is leading to a fragmentation of supply chains, and the escalation of the U.S.-China trade conflict is creating uncertainty for export industries, which may impact cross-border capital flows of the banking sector. Furthermore, the new round of U.S. tariff policies is expected to exert pressure on inflation, exacerbate global economic downturn risks, and increase borrowing costs, thereby compressing the profit margins of the banking industry. Additionally, the international community's heightened demands for anti-money laundering and combating the financing of terrorism (AML/CFT) and for environmental, social, and governance (ESG) financing standards require the banking industry to allocate more resources to meet regulatory requirements. Moreover, the rapid evolution of artificial intelligence (AI) is set to fundamentally reshape banking operations in the long term, presenting the financial sector with opportunities and challenges that differ from those of the past.

Overall, government policy support is expected to promote private consumption and investment momentum, thereby boosting the demand for financial services. However, significant uncertainties persist in the global financial market. The Bank is dedicated to balancing innovation with risk, continuously enhancing our competitiveness through diversified revenue sources, expanding sustainable financial services, increasing the integration and application of AI, and strengthening information security and resilience. These strategies aim to uncover new development opportunities amid the challenges for the Bank in 2025.

Regulatory Environment

In terms of the changes in the domestic regulatory environment, the Bankers Association issued the "Self-Regulatory Guidelines for Implementing the Responsibility Map in the Banking Industry" in February 2024 to strengthen corporate governance structures and implement a culture of integrity in operations. In December 2023, the Bankers Association amended and received approval from the FSC in February 2024 for the "Self-Regulatory Guidelines for Liquidity Risk Management in Banks" to ensure the capability for banks to address liquidity demands in a timely manner. In May 2024, the Bankers Association issued the "Operational Guidelines for Financial Institutions Utilizing Artificial Intelligence Technology," and in June 2024, the FSC released the "Guidelines for the Use of Artificial Intelligence (AI) in the Financial Industry." In July 2024, the Bankers Association issued the "Self-Regulatory Guidelines for the Outsourcing of Operations by Financial Institutions Using Cloud Services", which clearly stipulates the relevant control measures for financial institutions in utilizing artificial intelligence technology and cloud services. Additionally, in July 2024, the Ministry of Justice amended the "Money Laundering Control Act" to incorporate regulations related to virtual asset activities. The Bank has complied

with all aforementioned amendments and established strengthening measures.

In terms of changes in the international regulatory environment, the New York State Department of Financial Services (NYDFS) issued the "Guidance on Assessment of Character and Fitness of Directors, Senior Officers and Managers" in January 2024. Similarly, the Office of the Superintendent of Financial Institutions (OSFI) in Canada released the "Integrity and Security Guideline" in the same month. Additionally, various international regulatory authorities have newly established or amended regulations related to personal data protection and information security. For instance, the Monetary Authority of Macao has issued the "Guidelines on Technology and Cyber Risk Management," the Financial Services Agency of Japan has published the "Guidelines for Personal Information Protection in the Financial Field," and the National Privacy Commission (NPC) of the Philippines has issued a notice regarding compliance with the "Data Privacy Act" concerning the use of Closed-Circuit Television (CCTV) systems. The Bank's overseas branches in the relevant regions have accordingly adjusted their operational regulations. Furthermore, the Bank has aligned with the Financial Crimes Enforcement Network (FinCEN) of the United States, which published analysis reports in January and April 2024 concerning counterfeit passports and the financial exploitation of senior citizens, as well as a warning in November regarding fraud schemes targeting financial institutions that involve deepfakes. The Bank has accordingly taken these measures to enhance the protection of our clients' assets and strengthen the monitoring of suspicious transactions. The Bank has also developed educational training materials for our senior management and staff to mitigate the risks associated with these crimes and threats.

**Overall Business
Operation Environment**

Looking ahead to 2025, as inflationary pressures ease in multiple countries and demand gradually rebounds, the global economy is expected to continue its growth trajectory. However, uncertainties such as the new trade policies of U.S. President Donald Trump, U.S.-China tensions, and geopolitical risks bring uncertainties into the outlook. Amidst the implementation of a new round of tariff policies, the U. S. has witnessed a deterioration in the outlook for business activities and the labor market. This development may poses adverse impacts to corporate investment and private consumption momentum, while simultaneously exerting upward pressure on inflation. Consequently, these factors introduce additional uncertainties to the Fed's monetary policy. In the Eurozone, although the rate of price increases is moderating, and monetary policy is expected to gradually ease, with improvements in private investment and consumer demand, persistent political and economic uncertainties, both within and beyond the region, continue to pose downside risks to economic growth. Japan's new economic initiatives and government subsidies are expected to support consumer activity and investment momentum. However,

external demand may weaken due to the impact of U.S. tariff policies, the slowdown of China's economy, and rising geopolitical tensions that elevate the risk of supply chain disruptions, thereby placing pressure on the economic growth momentum. The Chinese government is implementing monetary easing and fiscal stimulus policies to boost the economy, yet the real estate sector remains sluggish, and ongoing U.S.-China tensions continue to suppress economic growth momentum. Taiwan stands to benefit from a complete industrial supply chain and invincible industrial advantage of semiconductor manufacturers, which will enhance export and private investment capacity. Additionally, as the trend of salary increases continues, it will bolster household disposable income, thereby supporting the growth of private consumption. Nevertheless, rising external uncertainties, stemming from geopolitical risks and U.S. tariff policies, may weigh on corporate investment confidence and operational performance. In addition, potential restructuring of global supply chains could pose further challenges to the overall economic outlook.

Regarding the trend of the housing market in Taiwan, the housing market exhibited a pattern of initial warmth followed by a cooling phase in 2024. This was attributed to the recovery of domestic economy, along with incentives such as the Preferential Housing Loans for the Youth and opportunities in the housing market brought about by the expansion of the technology sector. In addition, the implementation of policies such as "House and Land Transactions Income Tax 2.0" and the prohibition of resale for pre-sale properties temporarily suppressed the supply of housing, stimulating buying demand and leading to a rapid increase in the housing market during the first half of 2024. However, starting in August, the market faced constraints due to Article 72-2 of the Banking Act, which tightened the availability of bank mortgages. Furthermore, the Central Bank's measures to control the concentration of real estate loans and the introduction of the sixth and seventh waves of selective credit control measures have contributed to a trend of market contraction. Looking ahead, following the Central Bank's announcement after the March 2025 Board of Directors and Supervisors Meeting that it would strengthen financial inspections in lieu of implementing new selective credit control measures, the likelihood of easing the government's housing market cooling policies appears limited. Meanwhile, heightened uncertainty of U.S. tariff policies may exert downward pressure on Taiwan's economy and stock market performance, in turn dampening housing affordability and purchase willingness among the public, potentially leading to further moderation in the real estate market. Nonetheless, the wave of property deliveries after the pandemic is expected to provide some level of support for transaction volume. On the price front, short-term housing prices may experience mild fluctuations due to weaker stock market performance stemming from the imposition of reciprocal U.S. tariffs, prompting

financially constrained sellers to make slight concessions. Considering that the fundamental factors contributing to rising housing prices have not diminished, and according to Mr. Yang, Chin-Long, the Governor of the Central Bank, the Central Bank's policies have slightly altered public expectations regarding price increases, and it is anticipated that the effects of these policies will take time to materialize, with significant changes expected by the second half of 2025 at the earliest. In summary, it is projected that housing market may present a pattern of "volume contraction, price fluctuation at high level" in 2025.

Regarding changes in the domestic banking environment, Taiwan's banking sector in 2024 benefited from a global economic recovery and industrial rebound, which in turn supported growth in lending activity. Additionally, the Fed's decision to delay rate cuts kept the interest rate gap between Taiwan and the U.S. at a high level. Meanwhile, the surge in AI applications spurred retail investments, driving strong sales of wealth management products. As a result, growth in interest income, investment returns, and fee income contributed to record-high profits for domestic banks. Looking ahead, despite a stable domestic loan-to-deposit spread supporting banks' core profitability and Moody's maintenance of a stable outlook for banking industry for 2025, the unexpected wide range of policy volatility from the U.S. reciprocal tariff might cause the local electronic and traditional industries facing full-blown impacts or pushing up clients' default risks. Coupled with the Central Bank's seventh round of credit controls may constrain real estate lending, prompting banks to adjust their loan portfolios. Moreover, geopolitical tensions, shifting global trade dynamics, and climate-related risks continue to disrupt supply chains, adding uncertainty to the economic landscape. These risks may negatively impact the banking sector and should be carefully monitored.

Credit Rating Information

Rating Institution	Published Date	ST	LT	Outlook
Taiwan Ratings Co.	10/16/2024	twA-1+	twAA+	Stable
Standard & Poor's	10/16/2024	A-1	A	Stable
Moody's	3/27/2025	P-1	A1	Stable

Chairperson of the
Board

Board of Directors

Title	Nationality or Place of Registration	Name	Date of First Appointment	Education and Career Background	Other Incumbent Post
Chairperson	R.O.C.	Ye-Chin Chiou	Nov.2'20	■ B.S. in Economics, National Taiwan University Branch General Manager, Bank of Taiwan; EVP & General Manager, Dept. of Credit Management, Bank of Taiwan; Senior Executive Vice President, Bank of Taiwan; Managing Director & President, Bank of Taiwan; Director, Small and Medium Enterprise Credit Guarantee Fund of Taiwan; Director, Bank Taiwan Securities Co., Ltd.; Director, Cathay United Bank Co., Ltd; Supervisor, Taiwan Power Company; Director, Hua Nan Financial Holdings Co., Ltd; Director, United Taiwan Bank SA; Director, Taipei Forex Inc.; Director, Mega Financial Holding Co., Ltd; Director, Taiwan Financial Holding Co., Ltd.	Chairperson, First Financial Holding Co., Ltd. (FFHC); Chairperson, The First Education Foundation; Chairperson, Trust Association of R.O.C.; Director, National Credit Card Center of R.O.C; Director, Taiwan Stock Exchange Corporation; Managing Director, The Bankers Association of The Republic of China; Managing Director, The Bankers Association of Taipei; Managing Supervisor, The Bankers Association of Taiwan; Director, Taiwan Creative Content Agency; Committee Member & Director, Taiwan Academy of Banking and Finance; Director, Taiwan Financial Services Roundtable
Managing Director & President	R.O.C.	Chao-Chung Chou	Apr.10'25	■ MBA, Da-Yeh University EVP, FCB; EVP, First Financial Holding Co., Ltd. (FFHC); Chairperson, First Financial Assets Management Co., Ltd.; Chairperson, FCB Leasing (Chengdu), Ltd.; President, Chang Hwa Commercial Bank, Ltd.	Director, Taiwan Asset Management Corporation
Managing Director	R.O.C.	Frank Y. C. Fang	Aug.14'24	■ MBA, National Sun Yat-sen University Branch General Manager, Chief of Accounting Division, Risk Management Division, Credit Approval Division, Business Planning & Admin. Division, FCB; Chief Secretary of the Board, FFHC & FCB; EVP, FFHC; EVP, FCB & Chief of Risk management Division, FFHC; Supervisor, First Insurance Agency Co., First Property and Casualty Industry Agency Co.; Supervisor, Director, FCB Leasing Co.,Ltd., FCB International Leasing, Ltd., FCB Financing Lease (Xiamen)Ltd.; Director, First Venture Capital Co.,Ltd., First Financial Management Consulting Co.,Ltd.; Supervisor, First Securities Investment Trust Company Limited; Director, Taiwan Asset Management Corporation; Supervisor, Taiwan Small and Medium Enterprise Counseling Foundation; Member, Review Committee for Prepayment of Reserves for Losses, Small and Medium Enterprise Credit Guarantee Fund of Taiwan	Director & President, FFHC; Director, First Life Insurance Co., Ltd.; Director, The First Education Foundation
Managing Director	R.O.C.	Chi-Pin Hou	Jul. 26'18	■ Ph.D. in Business Administration, China Fudan University Professor of Dept. of Finance & Dean of College of Management, Head of Dept. of Tourism and Leisure Management, Professor & Head of Accounting Dept., China University of Technology; Associate Professor & Head of Accounting Information Dept., Tzu Chi University of Science and Technology; Instructor, Dept. of Accounting, Chinese Junior College of Industrial and Commercial Management; Researcher, Accounting Research and Development Foundation; Lecturer, Dept. of Accounting, National Chengchi University; Auditor, KPMG Current: Professor of Dept. of Finance, China University of Technology	
Independent Managing Director	R.O.C.	Chun-Hung Lin	Jul. 26'18	■ Ph.D. in Economics, Iowa State University Professor, Head of Industrial Economics, CEO of EMBA, Dean of Student Affairs & Academic Affairs, Chief Administrative Officer of Lanyang Campus, TamKang University; Director, Taiwan Economic Association; Direct, Eminent II Venture Capital Corporation Current: Professor, the Dept. of Industrial Economics & Vice President for Administrative Affairs, TamKang University	Independent Director, FFHC; Principal, Yu Jie Firm
Independent Director	R.O.C.	Jui-Ching Huang	Jul. 26'18	■ Ph.D. in Finance, National Taiwan University Associate Professor, Dept. of Finance, Ming Chuan University; Associate Professor, Dept. of Finance, Yuan Ze University; Associate Professor, Graduate school of Finance, National Taiwan University of Science and Technology; Professor, Dept. of Finance, National Central University Current: Distinguished Professor, Dept. of Finance, National Central University	Independent Director, FFHC; Managing Director, Taiwan Risk and Insurance Association
Independent Director	R.O.C.	Wei-Che Tsai	Apr.10'25	■ Ph.D. in Finance, National Taiwan University Assistant Professor, Associate Professor, Professor, Dept. of Finance, National Sun Yat-sen University; Visiting Scholar, Oregon State University Current: Distinguished Professor & Head of Dept. of Finance, National Sun Yat-sen University	Independent Director, Chung Hung Steel Corporation (Note 1); Independent Director, Eastern Union Interactive Corp.; Advisory Member, National Yang Ming Chiao Tung University Research Center for Financial Regulation and Corporate Governance
Independent Director	R.O.C.	Yeh-Cheng Yang	Apr.10'25	■ Ph.D. in Public Finance, National Chengchi University Associate Professor, Dept. of Accounting, Soochow University; Supervisor, Hua Nan Commercial Bank, Ltd.; Director, Land Bank of Taiwan; Director, Deputy Secretary General, Chunghua Association of Public Finance; Member of Petitions and Appeals Committee, MOF; Member, Certified Public Bookkeepers Disciplinary Committee; Financial Statement Audit Member of Medical Juridical Person, Ministry of Health and Welfare Current: Associate Professor, Dept. of Public Finance and Tax Admin., National Taipei University of Business	Member of Petitions and Appeals Committee, MOF; Review Member, Taipei City Revenue Service; Member, Taiwan Futures Exchange OTC Derivatives Clearing Disciplinary Committee
Independent Director	R.O.C.	Jui-Ling Lu	Apr.10'25	■ Master Program, College of Management, National Chiayi University Deputy Department Manager of Credit Management Dept., Branch General Manager, General Manager of Corporate Banking Dept., Taiwan Cooperative Bank; EVP, Taiwan Cooperative Financial Holding Co., Ltd. & Taiwan Cooperative Bank; Director, Agricultural Credit Guarantee Fund; Director, Taiwan Asset Management Corporation; Director, Small and Medium Enterprise Credit Guarantee Fund of Taiwan	
Director	R.O.C.	Jer-Yuh Wan	Jul. 26'18	■ Ph.D. in Economics, National Taiwan University Member of Board of Examiners, Question drafting and Grading Committee, Examination Yuan; Surveyor, Higher Education Evaluation and Accreditation Council of Taiwan; Associate Professor, Head of Dept. of Economics, TamKang University; Adjunct Professor, Dept. of Int'l Business, Soochow University Current: Professor, Dept. of Economics, TamKang University	Director, Huihua Venture Capital Co., Ltd.

(to be continued)

Title	Nationality or Place of Registration	Name	Date of First Appointment	Education and Career Background	Other Incumbent Post
Director	R.O.C.	Wehn-Jyuan Tsai	Jul. 26'18	■ Ph.D. in Economics, National Taiwan University Associate Research Fellow, Taiwan Institute of Economic Research; Assistant Professor, Associate Professor, Dept. of Economics, Shih Shin University; Current: Associate Professor, Dept. of Economics, Shih Shin University	
Director	R.O.C.	Hsin-Lu Chang	Oct. 28'21	■ Ph.D. in Information Management, University of Illinois Urbana-Champaign Assistant Professor and Associate Professor, Dept. of Information Management, National Chengchi University Current: Professor, Dept. of Information Management, National Chengchi University	Director, FFHC
Director	R.O.C.	Lieh-Ming Luo	Mar.24'22	■ Ph.D. in International Business, National Chi Nan University Assistant Manager, Dept. of Cash Management, KGI Securities; Lecturer and Assistant Professor, Dept. of Insurance, Chaoyang University of Technology; Adjunct Assistant Professor, Dept. of Finance, National Chi Nan University; Assistant Professor, Associate Professor, Professor and Chair, Dept. of Finance and International Business, Fu Jen Catholic University Current: Professor, Dept. of Finance and International Business, Fu Jen Catholic University	Director, Chung-Hua International Trade Association
Director	R.O.C.	Yuan-Wei Chen	Jul. 26'18	■ MBA, University of California-Irvine Financial Manager, Asia Pacific Region, Trend Micro Inc.; Financial Manager, Asia Pacific Region, UTStarcom Taiwan Ltd.; Accounting Deputy Manager, LA branch, Taipei Bank	Chairperson, Golden Gate Investment Co., Ltd.; Chairperson, Golden Garden Investment Co., Ltd.; Director, Golden Gate Motor Co., Ltd.;
Director	R.O.C.	Chen-Yao Sung	Apr.10'25	■ B.A. in Economics, Fu Jen Catholic University Deputy Department Manager, Bade Branch, Tamsui Branch, FCB; Deputy General Manager, Yonghe Branch, FCB Current: Deputy General Manager, Beitou Branch, FCB	

Note 1: April 16, 2025, the Independent Director, Wei-Che Tsai, resigned the position in Chung Hung Steel Corporation.

April 10, 2025

Executive Officers

Title	Nationality or Place of Registration	Name	Date of Appointment	Education Background	Other Incumbent Post
President	R.O.C.	Chao-Chung Chou	Apr.10'25	■ MBA, Da-Yeh University	Director, Taiwan Asset Management Corporation
EVP	R.O.C.	Pei-Wen Liu	Oct. 28'16	■ Ph.D. in Electrical Engineering, National Cheng Kung University	EVP & Chief Information Security Officer, First Financial Holding Co., Ltd. (FFHC); Supervisor, Financial Information Service Co., Ltd.
EVP	R.O.C.	Su-Hwei Tsai	Oct. 18'19	■ B.B.A. in Banking and Insurance, Feng Chia University	Director, FCB Leasing Co., Ltd.; Director, First Financial Assets Management Co., Ltd.
EVP	R.O.C.	Chih-Tiao Shih	Mar. 20'20	■ M.A. in Economics, National Taiwan University	Director, Taiwan Urban Regeneration & Financial Service Co. Ltd.; Director, Taiwan Asset Management Corporation
EVP	R.O.C.	Mei-Chu Kan	Dec. 21'20	■ B.L., National Chengchi University	Director, First Life Insurance Co., Ltd.; Director, Business Development Committee, Trust Association of R.O.C.
EVP	R.O.C.	Malcolm Wang	May 12'21	■ MBA, St. Edward's University	Director, First Commercial Bank (USA); Director, East Asia Real Estate Management Co., Ltd.; Member, Research & Development Committee, Taipei Foreign Exchange Market Development Foundation
EVP	R.O.C.	Fei-Wei Chen	Jan. 31'24	■ B.B.A. in Accounting, National Chung Hsing University	Director, First Life Insurance Co., Ltd.; Supervisor, Taipei Forex Inc.; Member Representative, R.O.C. Bills Finance Association; Member Representative, Taiwan Securities Association
EVP	R.O.C.	Bill Wang	Sep.26'24	■ B.A. in Economics, National ChengChi University	Director, First Commercial Bank (USA); Director, First Venture Capital Co., Ltd.; Director, First Financial Management Consulting Co., Ltd.
Chief Auditor	R.O.C.	Miao-Chuan Chen	Dec.23'22	■ EMBA, National Chengchi University	Member, Internal Audit Committee, The Bankers Association of The Republic of China

April 10, 2025

Major Shareholders of Institutional Shareholder

Institutional Shareholder	Major Shareholders of Institutional Shareholder	Holding %
First Financial Holding Co., Ltd.	Ministry of Finance	11.49
	Bank of Taiwan Co., Ltd.	7.45
	Citibank (Taiwan) Ltd. in custody for Government of Singapore	2.13
	Taishin International Bank Co., Ltd. in custody for Cathay MSCI Taiwan ESG Sustainability High Dividend Yield ETF	1.91
	Hua Nan Commercial Bank Co., Ltd.	1.83
	Taiwan Tobacco & Liquor Corporation	1.55
	Taiwan Life Insurance Co., Ltd.	1.49
	Cathay Life Insurance Co., Ltd	1.43
	Hua Nan Commercial Bank Co., Ltd. in custody for Yuanta Taiwan Value High Dividend ETF	1.37
	Labor Pension Fund	1.30

April 10, 2025

Operations Overview

Business Scope

Business Activities

General business items commercial banks are authorized to handle in accordance with the law

1. Receipt of various deposits
2. Issuance of financial bonds
3. Processing of loans
4. Processing of discounted bills
5. Investment in securities
6. Processing of domestic remittance
7. Acceptance of commercial bills of exchange
8. Issuance of domestic letters of credit
9. Guarantee the issuance of corporate bonds
10. Handling domestic guarantee business
11. Act as agent for payments
12. Sell public debt, treasury bonds, corporate bonds and company stocks for commission
13. Underwrite securities
14. Proprietary trading of securities
15. Handle custody and warehousing services
16. Handle safe deposit box rental business
17. Handle services stated on the business license or act as agent for services approved by governing authorities
18. Handle credit card business
19. Sell gold bars, gold coins and silver coins for commission
20. Buy and sell gold bars, gold coins and silver coins
21. Handle the guarantee business of export foreign exchange, import foreign exchange, general inward and outward remittance, foreign exchange deposit, foreign currency loan and foreign currency guarantee payments
22. Handle general remittance and foreign exchange deposits
23. Handle foreign currency trading and traveler's check business
24. Handle derivative products approved by governing authorities
25. Handle businesses approved by the Trust Enterprise Act
26. Invest in foreign securities with designated trust funds
27. Handle proprietary trading of government bonds
28. Handle brokerage, proprietary trading, certification and underwriting of short-term bills

29. Provide financial advisory services related to margin trading
30. Act as agent for handling public welfare lottery affairs approved by governing authorities
31. Handle margin trading business between foreign currencies
32. Invest in domestic securities investment trust fund with designated funds
33. Handle investments in domestic securities investment trust fund using designated trust funds
34. Proprietary trading of corporate bonds and financial bonds
35. Act as agent for substantial transaction payments
36. Collaborate with offshore enterprises or assist offshore enterprises to handle electronic payment businesses domestically
37. Provide life insurance agency services while increasing agency services for property insurance
38. High-wealth related financial products and services
39. Handle other related businesses approved by the governing authority

Business items registered and approved by governing authorities and handled by departments dedicated to trust businesses as stated in the Bank's business license

1. Trust business:

- (1) Money trust
- (2) Trust of money claims and security rights of objects
- (3) Securities trust
- (4) Real estate trust
- (5) Superficies trust
- (6) Discretionary investment via fiduciary services

2. Ancillary business

- (1) Act as agent to issue, transfer, register and distribute stock dividend, interest and bonus of marketable securities
- (2) Provide advisory service on issuance and offering of marketable securities
- (3) Provide securities certification service
- (4) Act as trustee for bond issuance and handle related agency services
- (5) Provide custody service
- (6) Act as custodian of securities investment fund
- (7) Provide advisory service on investment, financial management and real estate development
- (8) Provide securities investment advisory service
- (9) Manage the real estate of elderly and disabled persons as an ancillary business of the trust enterprise
- (10) Handle other related businesses approved by the governing authority

Overview of the business over the past two years (including DBU, OBU and overseas branches)

1. Deposit Business

Unit: NTD Thousand

Item		December 31, 2024		December 31, 2023		Amount increase (decrease)	Percentage increase (decrease) %
		Amount	%	Amount	%		
Demand deposits (Note 1)	Cheque deposits	54,499,329	1.4	57,861,415	1.5	-3,362,086	-5.8
	Demand deposits	852,400,096	21.5	827,775,706	22.1	24,624,390	3.0
	Current savings deposits	1,034,525,766	26.0	1,008,992,329	26.9	25,533,437	2.5
	Sub-total	1,941,425,191	48.9	1,894,629,450	50.5	46,795,741	2.5
Time deposits (Note 1)	Time deposits	1,123,818,657	28.3	1,050,542,064	28.1	73,276,593	7.0
	Time savings deposits	627,329,826	15.8	554,415,988	14.8	72,913,838	13.2
	Sub-total	1,751,148,483	44.1	1,604,958,052	42.9	146,190,431	9.1
Others (Note 2)	Interbank deposits	30,880,381	0.8	2,276,894	0.1	28,603,487	1,256.3
	Interbank overdraft	976,095	0.0	501,178	0.0	474,917	94.8
	Interbank call loans	247,770,779	6.2	242,107,020	6.5	5,663,759	2.3
	Sub-total	279,627,255	7.0	244,885,092	6.6	34,742,163	14.2
Total		3,972,200,929	100.0	3,744,472,594	100.0	227,728,335	6.1

Note: 1. Demand deposits and time deposits include foreign exchange proceeds deposits and public treasury deposits.

2. The interbank deposits include deposits transferred from Chunghwa Post but excludes deposits with the central bank. Interbank call loans also excludes transactions with the central bank.

2. Loan Business

Unit: NTD Thousand

Item		December 31, 2024		December 31, 2023		Amount increase (decrease)	Percentage increase (decrease) %
		Amount	%	Amount	%		
Short-term loans (Note)		635,787,735	24.0	573,376,505	23.8	62,411,230	10.9
Mid-term loans		977,504,610	37.0	931,680,612	38.6	45,823,998	4.9
Long-term loans		1,029,518,811	39.0	908,208,301	37.6	121,310,510	13.4
Total		2,642,811,156	100.0	2,413,265,418	100.0	229,545,738	9.5
Share of total asset (%)		58.4		56.6		1.8	

Note: Loan discounted, overdrafts and bills negotiations are included.

3. Foreign Exchange Business

Unit: USD Thousand

Item	2024		2023		Amount increase (decrease)	Percentage increase (decrease) %
	Amount	%	Amount	%		
Export	2,656,118	1.1	3,176,388	1.3	-520,270	-16.4
Import	4,794,082	1.9	4,915,567	2.0	-121,485	-2.5
Remittance	242,463,983	97.0	233,470,670	96.7	8,993,313	3.9
Total	249,914,183	100.0	241,562,625	100.0	8,351,558	3.5

4. Wealth Management and Insurance Agency Business

Unit: NTD Thousand

Item	2024	2023	Amount increase (decrease)	Percentage increase (decrease) %
Trust (project trust not included)	177,655,018	108,791,941	68,863,077	63.3
Insurance agency business	21,896,567	19,924,345	1,972,222	9.9

5. Trust Business

Unit: NTD Thousand

Item	December 31, 2024	December 31, 2023	Amount increase (decrease)	Percentage increase (decrease) %
Non-discretionary money trusts investing in domestic securities	102,880,776	88,208,998	14,671,778	16.6
Non-discretionary money trusts investing in foreign securities	196,211,076	166,818,720	29,392,356	17.6
Other trust assets	204,773,797	165,142,483	39,631,314	24.0
Subtotal	503,865,649	420,170,201	83,695,448	19.9
Custodian Business	1,417,404,977	1,213,783,404	203,621,573	16.8

Note: TDR not included

6. Electronic Financial Services

Unit: NTD Thousand

Item	2024	2023	Amount increase (decrease)	Percentage increase (decrease) %
Corporate online banking	10,125,942,000	7,992,598,000	2,133,344,000	26.7
Individual online banking	318,729,000	272,433,000	46,296,000	17.0
Mobile banking	1,103,924,000	859,400,000	244,524,000	28.5

7. Investment

(1) Sale and purchase of domestic bills and underwriting of domestic commercial promissory note

Unit: NTD Thousand

Item	2024	2023	Amount increase (decrease)	Percentage increase (decrease) %
Outright buy/sell (OB/OS) of transaction instruments	808,420,365	800,212,893	8,207,472	1.0
Repurchase/Reverse repurchase (RP/RS) of transaction instruments	5,010	50,016	-45,006	-90.0
Underwriting of transaction instruments	11,600,000	30,800,000	-19,200,000	-62.3

(2) Balance of investment in bonds and stocks

Unit: NTD Thousand

Item	2024	2023	Amount increase (decrease)	Percentage increase (decrease) %
	Investment bal. of Dec. 31, 2024	Investment bal. of Dec. 31, 2023		
	Balance	Balance		
Bond	667,956,912	597,761,173	70,195,739	11.7
Stocks (short-term investment)	18,959,219	20,100,944	-1,141,725	-5.7

8. Credit Card Business

Unit: Number of card; NTD Thousand

Item	2024	2023	Amount increase (decrease)	Percentage increase (decrease) %
Number of active cards	942,221	945,372	-3,151	-0.3
Transaction amount	84,256,286	75,555,490	8,700,796	11.5
Revolving credit balance	1,287,115	1,523,827	-236,712	-15.5

Note: The number of active cards and revolving credit balance are based on the data on the last date of the year.

9. Analysis of Net Operating Revenue

Unit: NTD Thousand

Item \ Year	2024		2023		Amount increase (decrease)	Percentage increase (decrease) %
	Amount	%	Amount	%		
Net interest revenue	27,887,580	44.3	29,245,355	49.8	-1,357,775	-4.6
Net service fee revenue	11,962,057	19.0	8,918,402	15.2	3,043,655	34.1
Gain on financial assets or liabilities measured at fair value through profit or loss	19,187,281	30.5	18,547,084	31.6	640,197	3.5
Realized gains on financial assets at fair value through other comprehensive income	1,293,947	2.1	128,865	0.2	1,165,082	904.1
(Losses) gains arising from derecognition of financial assets measured at amortised cost	-477,230	-0.8	-403,295	-0.7	-73,935	-18.3
(Impairment losses) reversal of impairment loss on assets	-155,546	-0.2	-41,390	-0.1	-114,156	-275.8
Share of profit of associates accounted for using equity method	507,315	0.8	570,274	1.0	-62,959	-11.0
Foreign exchange gain	1,745,194	2.8	1,214,760	2.1	530,434	43.7
Net other revenue other than interest income	979,568	1.5	539,509	0.9	440,059	81.6
Total	62,930,166	100.0	58,719,564	100.0	4,210,602	7.2

Highlights of Business Plan (Listed by Major Financial Businesses)

1. Corporate banking and deposits & remittances:

- (1) Deepen engagement with SME clients by leveraging various policy-driven preferential loan programs and credit guarantee funds to enhance cross-business penetration and strengthen market leadership.
- (2) Align with urban renewal and aging building redevelopment policies to drive integrated marketing, improve interest margins, and expand fee income, reinforcing the value of capital.
- (3) Continue cultivating group companies and utilize the headquarters' joint efforts mechanism to secure lead arranger opportunities for high-quality syndicated loans, targeting the green energy sector to enhance profit contribution.
- (4) Capitalize on the trend of U.S. interest rate cuts to boost trade financing while actively expanding into technology, manufacturing, and non-real estate markets, broadening our client base in manufacturing and industrial zones.
- (5) Support national green finance policies by assisting businesses in low-carbon transformation, fostering collaboration across suppliers, realizing green supply chains and jointly promoting corporate sustainability.

- (6) Focus on customer experience by continuously optimizing internal and external digital services, improving transaction processing efficiency, and reducing operational risks in business units.
- (7) Establish stable cash flow management while continuously adjusting the mix of demand and time deposits to control funding costs.
- (8) Strengthen engagement with payroll account customers and leverage key interaction points to identify and develop high-value potential clients.
- (9) Enhance digital banking services for deposits and remittances to improve customer experience, while reinforcing internal controls, mitigating operational risks, and fostering regulatory compliance awareness.
- (10) Uphold fair treatment principles to create a friendly financial environment, strengthen collaboration with law enforcement to combat fraud and safeguard customer assets, and focus on newly developed communities to enhance channel value.

2. Foreign exchange and international business:

- (1) Align credit conditions with foreign exchange cash flow and market opportunities to deepen business relationships, and enhance cross-industry and cross-border client penetration to drive profitability.
- (2) Strengthen anti-money laundering and counter-terrorism financing review processes and system monitoring, while enhancing foreign exchange expertise through case-based training.
- (3) Build a digital foreign exchange ecosystem incorporating green finance principles and offer customized products to enhance the bank's foreign exchange brand.
- (4) Strengthen the collaborative referrals of domestic and overseas business unit clients and continuously develop potential customer lists through big data databases to drive the business momentum of overseas teams.
- (5) Formulate development strategies tailored to local conditions, actively attract new direct loans and syndicated loan lead cases, and improve the quality of underwriting.
- (6) Expand overseas presence by establishing a loan office in Osaka, Japan, to provide comprehensive financial services for Taiwanese businesses.
- (7) Continuously adjust the structure of overseas funding sources and placement to mitigate the risk of reduced interest margins due to U.S. rate cuts.
- (8) Optimize the functionality of overseas management systems and enhance the automation of local financial regulatory reporting and digital payment features.
- (9) Strengthen the monitoring of country-specific and industry-specific risk exposures to reduce geopolitical and overconcentration risks.
- (10) Proactively seek sustainable investment and financing opportunities, regularly assess the carbon emissions of overseas business units, and set carbon reduction targets with ongoing performance tracking.

3. Personal banking:

- (1) Deepen relationships with high-net-worth clients by introducing exclusive financial products and offering customized solutions in taxation, trust services, and investments, supporting government efforts to establish an Asian asset management center.
- (2) Continue expanding digital products and services, leveraging big data for targeted customer segmentation, integrating online and offline channels, and creating new digital channel marketing models.
- (3) Stay attuned to market trends and refine marketing strategies, focusing on acquiring corporate employees and new customers while promoting dollar cost averaging schemes and value-added services to strengthen wealth management and ensure stable returns.
- (4) Forge cross-industry partnerships with corporations, retirement institutions, and professional organizations to advance employee welfare trusts, elder care trusts, and inheritance trusts, building comprehensive trust services.
- (5) Increase penetration of long-term, highly-protection insurance products, prioritizing high-net-worth clients and business owners; in response to interest rate cuts and evolving customer needs, expand participating and cash payment insurance offerings.
- (6) Enhance the app interface of insurance application interface to boost digital transaction and accelerate target customer engagement.
- (7) Prioritize mortgage lending for first-time homebuyers and owner-occupiers while optimizing loan pricing in line with market trends. Expand high-margin investment-backed loans and home-equity loans to strengthen business penetration.
- (8) Expand the use of automated credit assessments and AI-driven simplifications of the online loan application process. Fulfill corporate social responsibility by promoting green consumer loans and reverse mortgages.
- (9) Cultivate high-value customer segments by aligning with affluent consumer preferences, focusing on overseas high-yield products, and offering premium credit cards to boost customer satisfaction and profitability. Strengthen AI-powered fraud detection to minimize risks associated with fake and unauthorized transactions.
- (10) Integrate resources and optimize cross-selling strategies through call center services. Partner with key players in travel, green consumption, and e-commerce to offer exclusive credit card promotions, enhancing customer loyalty and engagement value.

4. Treasury and financial market:

- (1) Capitalize on interest rate cuts by dynamically adjusting bond duration structures to enhance returns while reducing volatility risks.
- (2) Flexibly adjust capital allocation and asset distribution to minimize capital

consumption, maximize trading profits, and improve return on capital.

- (3) Leverage cross-regional and international advantages to secure low-cost funding and employ spread management strategies to further reduce capital costs.
- (4) Uphold sustainable finance principles by gradually increasing investments in sustainable development bonds and sustainability-aligned equities. Additionally, issue special-purpose financial bonds for sustainable development as opportunities arise.
- (5) Strengthen product penetration among high-net-worth clients by strategically issuing foreign currency-structured financial bonds and launching foreign currency repurchase agreements (RP) to expand the bank's wealth management business.
- (6) Increase holdings in high-quality assets such as government bonds and central bank certificates of deposit to balance returns while maintaining liquidity coverage ratio (LCR) stability.
- (7) Enhance financial market capabilities through a dual approach of on-site visits and seminars, offering clients a "one-stop service" and dedicated advisory windows at branches, while deepening cross-department collaboration.
- (8) In response to declining interest rates, introduce reverse-floating-rate investment portfolios and expand product offerings. Lower transaction thresholds for single-investment trades to increase flexibility and align with market trends by launching pooled investment products.

5. Risk management:

- (1) Enhance the integrity and stability of the risk control system, implement capital pricing, and ensure stable growth in risk-weighted assets (RWA). Apply for the adoption of the Internal Ratings-Based (IRB) approach to meet capital adequacy requirements for Domestic Systemically Important Banks (D-SIBs).
- (2) Focus on risk control for China-related exposures by developing an intelligent country risk management platform, improving operational risk management, and continuously updating the self-auditing system.
- (3) Continuously optimize the bank's GHG system by regularly disclosing the execution status of Scope 3 financial carbon emission reduction targets, strategies, specific action plans, and achievement rates in alignment with the Task Force on Climate-related Financial Disclosures (TCFD) reporting processes.
- (4) Optimize the credit risk management system and processes, enhance the evaluation system for bad debt provisions, and assess the bank's maximum potential losses and impacts through stress testing. Additionally, monitor relevant risks, including cap and real estate concentration levels under Article 72-2 of the Banking Act.
- (5) Strengthen financial product valuation capabilities to expand investment

scope, enhance market risk management mechanisms, and improve liquidity and interest rate risk management.

- (6) Align with sustainable finance trends by assessing the carbon footprint of contaminated/high-carbon emission industries in loan applications. Establish an "independent verification system" based on Equator Principles and introduce nature-related risk management measures in credit assessments.
- (7) Develop a "climate risk collateral impairment assessment system" to automatically calculate financial impacts from physical climate risks. Optimize stakeholder management processes to increase automation in credit evaluation and asset appraisal.
- (8) Leverage AI and Fin-Tech to enhance automation in credit assessments and improve report quality. Provide industry-specific economic insights by region to support business expansion and risk control.
- (9) Focus on green and sustainable finance initiatives, utilizing digital training programs to reinforce awareness and foster a culture of sustainability.
- (10) Combine in-person and digital training methods to enrich credit risk training programs, ensuring employees acquire specialized knowledge. Conduct regular on-site credit risk advisory sessions to provide timely guidance and training.
- (11) Strengthen post-loan review and early warning systems by establishing an "Overseas Risk Alert Platform" to assess abnormal risk events. Convene regular or ad-hoc early warning meetings to discuss and track action plans for risk mitigation.
- (12) Monitor and track M0-M2 overdue cases daily to take timely measures in preventing new overdue cases. Proactively assess borrowers and guarantors' financial status and negotiate repayment plans with debtors to maximize recovery opportunities.

6. Digital banking and information technology:

- (1) Reinforce a customer-centric and value-driven approach by collecting customer preference data to strengthen personalized services for payroll account users, segment customer management, and implement precise marketing strategies.
- (2) Advance both individual and corporate channels by reforming a comprehensive digital experience for all age groups and customers in all regions. Strengthen pre-emptive fraud prevention by refining fraud patterns and safeguarding digital gateways to ensure user financial security.
- (3) Collaborate with external industries by integrating third-party products or services into the iLEO app or embedding banking services in non-banking environments. Develop diverse payment solutions, connect with the clearing system for open banking, and enhance customer service experiences to build a robust ecosystem.
- (4) Establish standardized data management policies across the bank and

a "Customer Data Analytics Cloud Platform" to enable cloud-based data analysis to be effectively implemented.

- (5) Expand AI applications by implementing generative AI into the "Internal Intelligent Query System" and using AI assistance to enhance the accuracy of AML and fraud prevention.
- (6) Build and enhance platforms for integrated risk management, private banking systems, and domestic AML systems to accelerate regulatory compliance, strengthen customer development, and improve system performance.
- (7) Develop an "Online Supervision System" and "Electronic Banknote Platform" to simplify current manual verification and compilation processes, reducing reliance on paper operations.
- (8) Introduce a zero-trust architecture, conduct cybersecurity incident drills with red and blue team exercises, and strengthen supply chain risk management for information systems to enhance cybersecurity resilience and innovation capabilities.
- (9) Strengthen cloud security by improving endpoint intelligent monitoring and security log management systems to enhance overall security measures.

7. Administration management business:

- (1) Establish a strong employer brand image, improve the compensation and benefits system, cultivate elite talent both domestically and internationally, and enhance recruitment and retention effectiveness.
- (2) Promote a diverse and inclusive culture, strengthen employee health management, create a friendly workplace environment, fulfill corporate social responsibility, and increase employee engagement to build a fulfilling and happy workplace.
- (3) Implement performance improvement plans, foster a culture of proactive assuming duties and responsibilities, accelerate the transformation of sustainable and digital talent, and enhance workforce efficiency.
- (4) Develop green office buildings, install solar power generation systems, continuously purchase green energy, and reduce the bank's carbon emissions. Promote green travel and green supply chains and provide differentiated incentives based on supplier rankings to ensure the execution of sustainable initiatives.
- (5) Optimize and enhance asset efficiency, improve office environment configuration, and strengthen corporate identities.
- (6) Reinforce tax management, implement tax governance, and continue to optimize accounting processes and related systems.
- (7) Assist in solving social and environmental issues and implement ESG sustainability strategy by utilizing the bank's core functions and the four public welfare strategies of "Green Care," "Social Care," "Art Creation," and "Sports Competition".

(8) Promote "Always With You" brand image to increase public awareness and strengthen brand loyalty.

8. Compliance affairs:

- (1) Conduct bank-wide compliance and AML education and training to establish a responsibility map, clearly define accountability within the corporate governance framework, and deepen the culture of compliance across the organization.
- (2) Strengthen compliance and AML risk assessment and warning mechanisms by utilizing compliance technology and implementing AI to enhance management efficiency.
- (3) Enhance monitoring of emerging risks associated with virtual currencies and third-party payment systems.
- (4) Improve compliance and AML supervision of overseas branches to prevent regulatory violations.

Market Analysis

1. The primary regions of the Bank's business operations

As of the end of February 2025, First Bank has 184 local branches and its overseas presence includes 21 branches and 10 sub-branches, 3 representative offices, and 1 subsidiary (with 9 branches). The bank operates in major international cities and financial centers in Asia, America, Europe, and Oceania to provide comprehensive financial services to Taiwanese businesses across the world, and will continue to diversify its operations while expanding markets overseas. The Southeast Asia, Europe, and the US will be bank's major overseas development focuses, which are aimed at creating a global network of financial services.

2. Future supply–demand dynamic and growth potential

(1) Supply side

The domestic banking industry in Taiwan is highly competitive due to the large number of banks operating within a limited market size. This intense competition has resulted in a high degree of product and service homogeneity, suppressing profitability and hindering the ability to increase capital scale. Furthermore, the prolonged low-interest-rate environment and relatively loose monetary policies have made it difficult for banks to widen the interest rate spread between deposits and loans. Additionally, banks are facing growing competition from non-bank financial institutions, digital-only banks, and the rise of internet finance trends, such as e-commerce integrated with payment services. These factors have further constrained business expansion and profit margins in the banking sector. The situation is compounded by heightened geopolitical instability, which increases uncertainty in the financial environment. The restructuring of supply chains due to trade fragmentation and the tightening of global regulatory frameworks have also created significant challenges for banks in promoting and expanding cross-border operations.

(2) Demand side

With the restructuring of global supply chains and the rise of the "China +1" strategy, Southeast Asia is increasingly becoming a key area of development and a global investment hotspot. Taiwan's financial industry, aligned with the New Southbound Policy, has been actively expanding its overseas business operations. Additionally, the Financial Supervisory Commission (FSC) is promoting the "Asian Asset Management Center" initiative to attract international capital inflows, thereby encouraging the financial industry to offer diversified products and services, which in turn boosts revenue growth. The government's policy to encourage Taiwanese businesses to reinvest domestically has continued to attract capital back to Taiwan, strengthening the foundation for banks to expand their corporate financing services. Meanwhile, the global trend toward anti-tax evasion has prompted high-net-worth clients to prioritize issues such as tax planning, corporate succession, and family wealth inheritance. This has led many banks to introduce wealth management services tailored for high-net-worth clients. Moreover, Fin-Tech has transformed banking services, raising heightened concerns about cybersecurity. This has prompted the FSC to focus on regulatory adjustments, enhance consumer protection, strengthen information security, and improve financial information capabilities to create a supportive environment for digital financial development. Finally, the global push for energy conservation and carbon reduction has made sustainable finance a key policy focus. The FSC is actively promoting the "Green and Transition Finance Action Plan" to align with international standards and to develop a comprehensive sustainable financial system.

3. Competitive advantages, tailwinds and headwinds for growth and counter measures

In recent years, the global economic and financial landscape has experienced rapid and unpredictable changes. Geopolitical risks, such as the U.S.-China tensions, the Russia-Ukraine war, and conflicts in the Middle East, have continued to accelerate the crush and restructuring of supply chains. With Donald Trump's return to the White House, his policies are expected to reshape the global trade and economic environment, influencing U.S. Federal Reserve (Fed) decisions and causing ripple effects across other economies. In response, the bank will continue to monitor industrial and economic trends closely, adopting forward-looking strategies to maintain stable operations. We will expand both domestic and international business capabilities, strengthen customer relationships, and develop strategies based on global supply and demand dynamics to seize new business opportunities. Moreover, in the face of digital transformation, technological advancements, and evolving customer behavior, the bank is not only enhancing employees' digital skills but also leveraging financial technologies such as big data and AI. We aim to provide diverse digital services and develop various financial applications for open banking environments, thereby reinforcing the integration of banking services into daily life and achieving a comprehensive financial ecosystem.

(1) Tailwinds

- A. Century-old brand and a business philosophy that stresses steady development
- B. An extensive network of domestic channels, a strong local presence, and deep relationships with customers
- C. An international presence ahead of peers, with extensive footholds in Europe, the US, and the Greater China region
- D. Strong expansion into the Southeast Asian market, forming an Asia-Pacific financial service network
- E. Consolidation of the core corporate banking business to maintain profitability
- F. Well-recognized innovative services for corporate clients that include cross-border supply chain, sales chain, and value chain financing
- G. Accelerated online and offline channel transformation and greater social media presence
- H. Integration of group-wide resources and synergy from diversified businesses
- I. Sound asset quality and rigorous risk control mechanisms
- J. Solid ownership structure and stable management teams
- K. A focus on training international finance talents to enhance competitiveness
- L. Deepening green finance to assist clients with de-carbonization transformation
- M. Tailored services for high-net-worth clients to meet their varied financial needs

(2) Headwinds

- A. Diversified corporate fundraising channels have weakened a bank's role as a financial intermediary
- B. The Fin-Tech wave is attracting non-banks players to provide financial services and to compete with domestic banks
- C. Overbanking in Taiwan and a low-spread environment lead to persistent price competitions
- D. Replicated financial products and services offered by domestic banks indicate a lack of innovation capability
- E. The scale of domestic banks is far from those of international banks
- F. International politico-economic uncertainties have intensified fluctuations in the financial market.
- G. Stricter global financial regulations and heightened risks have demanded higher capital provisions, leading to increased operating costs

(3) Counter measures

- A. Keep abreast of the latest macroeconomic and industrial trends to devise timely response measures

- B. Continue to enhance the integration of business processes; achieve steady growth via forward-looking transformation initiatives
- C. Accelerate the transformation of online-offline channels, develop diverse smart services, and enhance data-driven marketing
- D. Use capital to create value and promote value-driven businesses to increase customer patronage for long-term relations
- E. Expand business scale by "Broaden Business Presence, Deepen Local Network" to lead overseas branches to become full-service branches.
- F. Support the government's policy of assisting Taiwanese businesses to return and invest in Taiwan, and offer a diverse and high-quality range of financial products to meet the financial service needs of Taiwanese businesses.
- G. Review talent pools of the sales workforce and accelerate the cultivation of core competence of the succession teams; continue to foster international talents to enhance the synergy of talent training
- H. Embody corporate social responsibility and demonstrate the value of the financial service industry's contribution to society
- I. Promote business strategies incorporating ESG, actively exercise engagements as a financial intermediary, and implement the business goal of "sustainable finance"

***Financial product
research and business
development summary***

1. The scale and profit/loss of major financial products and business units added in the past two years

New departments established in the last two years: In March 2024, "Information Technology Division" established the "Platform Application Dept." under its domain.

Please refer to the relevant sections in the financial performance report for information regarding the business scale and profit/loss of the main financial products.

2. Research and development expenditure and achievements for the past two years

- (1) R&D expenses over the past two years

The year of 2023: NT\$ 17,416 thousand

The year of 2024: NT\$ 19,242 thousand

- (2) Important business research reports over the last two years

In 2024 and 2023, the research and development expenditure amounted to NT\$19,242 thousand and NT\$17,416 thousand, respectively. Apart from acquiring electronic databases and professional publications, the funds were utilized to organize various industry seminars, featuring external research analysts and investment researchers from within the financial group. Additionally, the company provided corresponding industry-focused courses in conjunction with corporate financial integrated marketing courses in the industry. It also hosted internal business research and development report competitions. Additionally, the company regularly

contributed to the "Domestic and Global Economic and Financial Trends Weekly," "Global Economy Weekly," "Global Industrial and Economic Information Weekly," and "Industry and Economic Quarterly Outlook." It also provides research reports from time to time on the latest trends in domestic and foreign industrial and economic situations, including a summary and analysis of important domestic and foreign industrial, economic, and financial information.

(3) Future R&D projects

We will enhance the breadth and depth of economic and industrial analysis reports and strengthen their alignment with business aspects. By dissecting the economic trends, interest rates, and exchange rate dynamics of major global countries, we will supplement our analysis with real-time research on domestic and international banking, financial regulations, and economic information. This approach allows for an in-depth examination of both domestic and international financial landscapes. Furthermore, we will integrate industry outlooks, technological advancements, and analyses of industrial competitiveness into our reports. Keeping abreast of key trends in regional industries, we aim to fully disclose information on opportunities and risks. We will provide timely insights over significant industry trends for relevant business departments.

***Long- and short-term
business development
plans***

1. For short-term business development plans, please refer to the business plan for the current year.
2. Long-term business development plans
 - (1) Expand our international presence
 - (2) Strengthen integrated marketing
 - (3) Transition to digital services
 - (4) Deepen customer relationships and value
 - (5) Create a comprehensive cross-border operational platform
 - (6) Enhance our ability to innovate business
 - (7) Emphasize sustainable operation performance
 - (8) Improve risk management, internal control, and internal audit
 - (9) Practice climate-related governance
 - (10) Optimize IT security and compliance regimes
 - (11) Enhance our corporate brand value
 - (12) Create a culture of well-being in the company.

Employees

Year		2023	2024	As of February 28, 2025
Number of Employees	Clerk	7,985 persons	8,009 persons	7,977 persons
	Janitors	129 persons	114 persons	114 persons
	Local recruitment in overseas employment	492 persons	500 persons	503 persons
	Total	8,606 persons	8,623 persons	8,594 persons
Average age		42.03	42.26	42.40
Average years of service		16.43	16.60	16.73
Education Background (%)	Ph.D.	0.05	0.05	0.05
	Masters	26.12	26.83	26.83
	University/College	69.53	69.36	69.39
	Senior high school	3.92	3.4	3.38
	Below senior high school	0.38	0.36	0.35
Certifications and Licenses held by Employees	Proficiency Test for Bank Internal Control and Audit	6,676	6,791	6,788
	Basic Proficiency Test for International Banking Personnel	2,541	2,657	2,663
	Basic Proficiency Test for Bank Lending Personnel	3,207	3,344	3,353
	Stock Affair Specialist	876	914	921
	Bond Specialist	322	324	323
	Basic Test on the FinTech Knowledge	3,693	3,926	3,945
	Securities Investment Trust and Consulting Professionals	1,464	1,499	1,498
	Securities Investment Trust and Consulting Regulations	5,486	5,609	5,612
	Trust Operations Personnel	7,143	7,234	7,224
	Investment-linked Insurance Sales Agent	6,163	6,357	6,382
	Financial Derivatives Sales Personnel	5,813	6,039	6,051
	Life Insurance Salesperson	7,423	7,528	7,522
	Life Insurance Broker	7	7	7
	Life Insurance Agent	21	21	21
	Salesperson of Non-investment Insurance Products in Foreign Currencies	5,850	5,935	5,939
	Property Insurance Salesperson	6,608	6,723	6,730
	Securities Specialist	1,745	1,848	1,860
	Senior Securities Specialist	1,758	1,780	1,778
	Securities Investment Analyst	234	231	231
	Securities Margin Trading And Short Selling Specialist	9	9	9
	Futures Specialist	1,366	1,377	1,377
	Futures Broker	0	0	0
	Futures Trading Analyst	15	14	14

Year		2023	2024	As of February 28, 2025
Certifications and Licenses held by Employees	Financial Risk Manager (FRM)	102	101	102
	AML/CFT Specialist	3,244	3,474	3,510
	Certified Anti-Money Laundering Specialist	1,456	1,440	1,437
	Financial Planning Personnel	1,953	1,974	1,971
	Certified Financial Planner (CFP)	55	64	66
	Chartered Financial Analyst (CFA) (Level 1)	10	11	11
	Chartered Financial Analyst (CFA) (Level 2)	2	2	2
	Chartered Financial Analyst (CFA) (Level 3)	11	14	14
	Certification Test for Eldercare Financial Planning consultant	208	318	319
	Certified Internal Auditor	6	6	6
	Certified Information Systems Auditor	4	4	4
	Attorney	24	25	25
	Certified Public Accountant	24	26	26
	Life Insurance Management Institute ROC-Underwriting personnel certificate	3	4	4
	Life Insurance Management Institute ROC-Claims personnel certificate	3	3	3
Employee Training	Internal training (including online training)	172,015 persons	187,482 persons	14,064 persons
	External training	11,516 persons	9,528 persons	319 persons
	Overseas learning	23 persons	21 persons	0 persons

Note: 1. The personnel and ratios listed in this table do not contain any personnel dispatched by other entities on a temporary term.

2. The number of personnel dispatched by other entities on a temporary term in 2023 and 2024, and as of February of the current year are 63, 63, and 64, respectively.

III. Corporate Social Responsibility and Ethical Conduct

(i) The Bank's charitable events and activities:

1. The Bank is committed to integrating ESG (Environmental, Social, and Governance) principles into our operational strategies and actively implementing sustainable environmental policies. In collaboration with our Cultural and Educational Foundation, we continuously promote the "Green Light Spreads Love" sustainability project. This initiative has supported the installation of 5,972 sets of LED lighting fixtures in 16 schools across Hsinchu County, Nantou County, and Pingtung County (Among them, the Bank sponsored 14 schools, while the remaining 2 schools were sponsored by the First Education Foundation). The project aims to create a high-quality educational environment and improve student learning efficiency. It is estimated to reduce carbon emissions by approximately 244 tons

annually, significantly lowering energy consumption by the lighting fixtures and achieving energy-saving and carbon reduction benefits.

2. To implement the ESG sustainability concept, we participated in the "Taiwan Clean Air, Conserving Soil" campaign organized by the Chinese International Native Restoration Association to stop burning rice stalks and adopt 100 hectares of soil in Hualien, which is estimated to reduce about 900 tons of carbon emissions annually. We jointly promoted the use of rice straw decomposing bacteria instead of burning rice straw to help farmers implement the sustainable cycle of returning rice straw to the fields and solve the air pollution problem.
3. Sponsored the School Environmental Education Promotion Lecture on the Beauty of Taiwan National Parks organized by the Taiwan Society of Indigo Dyeing and held 83 Campus Environmental Education Promotion Seminars to promote humanistic ecology and environmental education to take root, so that children would be able to contact, learn about, and in turn love nature from an early age. A total of 7,739 students benefited from such charity.
4. Leveraging its core competencies, the Bank conducted anti-fraud awareness and financial knowledge promoting session. These sessions aimed to educate students and the public on the importance of preventing financial fraud. In 2024, 3 sessions were conducted, benefiting approximately 46 participants.
5. Donated to the "2024 Financial Service Industry Education Charity Fund" organized by Taiwan Financial Services Roundtable to provide substantial assistance to students from underprivileged and disadvantaged families to assist them in completing their studies and participating in financial education courses offered by training institutions, thereby helping them improve their family financial conditions.
6. Upholding the spirit of humanitarianism and care, we donated NT\$ 2 million to help the people affected by the earthquake in Hualien to tide over the difficulties as soon as possible and fulfill our corporate social responsibility.
7. To support local farmers in Taiwan, we purchased 10,000 cartons of onion, 430 cartons of pomelo (Matou wentan), and 60 cartons of pomelo (peiyu) to share with employees, clients, and social welfare organizations, so as to achieve a public welfare multiplier effect and help balance the supply and demand of agricultural products.
8. To help young students from economically disadvantaged families to study with peace of mind, we supported the "Mid-Autumn Festival Charity Plan for Assisting the Underprivileged to Fulfill their Dreams" jointly launched by the Puren Youth Care Foundation and SunnyHills with actions. We purchased 300 boxes of pineapple cakes to donate to schools that long-term supported by the Bank and its Education Foundation (including projects of Caring for Underprivileged and Nurturing Young Athletes, etc.),

engaged in Green Light Spreads Love and athletes with special talents, as part of our commitment to corporate social responsibility.

9. To enhance the public's ability to recognize fraud, the Bank responded to the Taiwan Stock Exchange's "5D Anti-Fraud Dance Battle" singing campaign by producing a short video to promote fraud prevention. The video, featuring iLeo and bank employees, was shared on the Bank's social media platforms (FB, IG, and YT) to raise public awareness about fraud prevention and expand the anti-fraud protection network.
10. Collaborated with the Taiwan Sunshine Care Association and the Shiao Ching-Jen Dance Troupe to conduct the "New Generation Anti-Drug Strategy Alliance Anti-Drug Drama Exhibition" and the "Red Strawberries Say No to Drugs School Tour" at schools in New Taipei and Tainan areas. By incorporating artistic performances that educate while entertaining, the events taught students to reject drugs, aimed at strengthening their self-protection awareness. In 2024, 5 sessions were conducted, benefiting approximately 1,680 students.
11. To promote the integration of physical branches with local arts and culture, the Bank partnered with the Jimmy team to transform the Yilan branch into the first "Diamond-level Healing Monument Art-themed Branch" in Taiwan. This initiative extends the existing Jimmy Cultural Corridor in Yilan and promotes the inclusive development of the local business district, showcasing the branch's new image after a century of history. Additionally, in response to the Ministry of Environment's "Net Zero Green Lifestyle Action Guidelines," a tea station was set up at the Yilan branch, allowing the public to bring their own containers for free refills. This initiative helps reduce the purchase of bottled water and supports environmental protection through plastic reduction.
12. To create a new type of exhibition experience and help the public understand Taiwan's financial development history and environmental sustainability concepts, the Bank launched the "Metaverse Double Museum Tour" platform-the first digital exhibition hall in the financial industry. The platform presents online versions of the "Center of Sustainable Finance" and the "Green Finance Education Center," using 3D reality capture technology to offer a 360-degree panoramic experience and bilingual audio-guided tours.
13. To support students in rural areas and help them focus on their education with peace of mind, the Bank donated to the breakfast program at Tannan Elementary School in Nantou County. The program provides nutritious breakfasts throughout the year for all teachers and students, assisting these disadvantaged children grow up healthily.
14. In celebration of the 400th anniversary of Tainan's founding, the Bank invited the "Rukai Song Team from Maolin Elementary School in Kaohsiung" and the "Baseball Team from Chongxue Elementary School in Tainan" to participate in the "Sustainable Journey of the Centuries-Old

City" cultural and historical tour held from March 7 to 8. The Rukai Song Team gave flash mob performances in the lobby of the Chimei Museum and at the Bank's Tainan Branch. Through these initiatives, the Bank actively demonstrated its commitment to preserving local culture in the historic capital and supporting regional revitalization and development.

(ii) The First Education Foundation, established with donations from the Bank, is committed to promoting arts and cultural education and supporting disadvantaged groups to achieve social welfare goals. In 2024, we actively promoted a range of educational and cultural activities:

1. To support local music in Taiwan, we collaborated with the Evergreen Symphony Orchestra to host concerts, featuring percussion, choir, and symphonic orchestra. We invited renowned singers to perform, blending a variety of musical selections to provide the audience with a brand-new musical feast. In order to fulfill its corporate social responsibility, the Bank also invited charitable organizations to participate in the event. In 2024, 3 concerts were held, attracting approximately 6,000 attendees.
2. To continuously cultivate local art, we provide a platform and opportunities for domestic artists and employees to showcase their creative work. In 2024, we hosted 5 art and cultural exhibitions, attracting approximately 5,000 visitors.
3. On February 6 and 7, we hosted the "Dragon Brings Blessings for New Year: Calligraphy Event for Spring Couplets." We invited 12 renowned calligraphers to the Bank's headquarters and branches in Zhongshan, Taoyuan, Hsinchu, Taichung, Chiayi, Tainan, Kaohsiung, Pingtung, and Hualien. At these locations, they performed live calligraphy and welcomed the new year with the public.
4. Cooperated with the "PLANET Educational Charitable Trust" to promote the "Vulnerable School Children Adoption Program", continued to adopt vulnerable children of Ankeng Elementary School, Zhongzheng Elementary School, Xinhe Elementary School, and Erchong Elementary School in New Taipei City. In 2024 we added the Zhonghe Elementary School in New Taipei City to provide remedial teaching, small group counseling and various programs to improve the learning outcomes of low academic achievement students and build their correct values and good attitudes towards life.
5. Supported education, school lunches, and remedial classes for disadvantaged students living in rural area and helped 1,324 economically disadvantaged students or students whose family suffered from unforeseen incidents to allow them to go to school without interruption through the platform of the "School Education Savings Account" of the Ministry of Education.
6. To encourage young students to pursue their dreams of music creation, we collaborated with the influential National Chengchi University's Golden

Melody Award and Tamkang University's Jin Shaow Award to organize intercollegiate singing and music composition competitions, and provided the exclusive Popularity Award to nurture music creation talents.

7. Invited individuals who have overcome significant life challenges to schools to share their life stories, helping students establish a positive and proactive outlook on life. To enrich the lecture content, anti-drug stage plays and environmental education courses were also arranged on campus. In 2024, 9 sessions were conducted, benefiting approximately 1,594 students.
8. To provide a platform for individuals who have courageously faced life's challenges, we partnered with National Taiwan University Hospital to host the "Light Up Life: First Dream Stage" concerts. In 2024, 4 concerts were held, attracting approximately 400 attendees.
9. Continuing our commitment to rural healthcare, we sponsored the Hualien Mennonite Hospital's Rural Hepatitis Prevention and Screening Program, which includes 20 mobile clinics, 4 liver disease patient meetings, and health education campaigns. This initiative assists local residents with hepatitis screenings, establishes correct medical concepts, and increases disease awareness.
10. To help address the issue of medical deserts, the Bank sponsored 5 dental chairs for 3 rural schools and 2 health centers in Alishan Township, Chiayi County, providing residents with comprehensive healthcare resources.
11. To enhance medical resources for offshore islands, we sponsored the Taipei Medical University Maple Apricot Medical Service Team to organize 25 mobile clinics in Penghu, covering the costs of necessary medical equipment. On August 3, volunteers were dispatched to Longmen village in Huxi Township to assist with the clinic activities and home visits. Through professional medical treatment and health education promotion, the Bank ensures the health of residents in offshore islands and rural areas.
12. To support disadvantaged students and physically disabled athletes with potential, the Bank provided monthly training funds, so that they can focus on training and learning and continue to progress toward their goals without worries. A total of 8 people benefited in 2024.
13. To take care of the educational development of disadvantaged, aboriginal and new-immigrant students and to reduce their burden of living, 25 outstanding disadvantaged students from domestic colleges and universities with special classes for aborigines (National Ilan University, National Dong Hwa University, National Taitung University, National Chi Nan University, National United University, and National Pingtung University) will be awarded to help them persist in their studies and study with peace of mind.

14. Sponsored the "Kuanyin-Line Charity Concert" held by the Taipei Kuanyin-Line Psychological and Social Service Association at the National Concert Hall on May 14, and raised funds through the concert to help more disadvantaged families and accompany the elderly to have peace of mind, making society warmer.

(iii) In order to show the concept of caring for people and environmental sustainability, the Bank has established a volunteer service team since 2011, and organized volunteer monthly activities in various regions, including "Green Volunteers" who promote environmental education and "Caring Volunteers" who care for the disadvantaged. Green volunteers go to organic farms, assist in land preparation and harvesting, protect the coast, clean up beaches, plant trees to reduce carbon, and conserve biodiversity, etc.; caring volunteers accompany the elderly, present art to the countryside, provide festive cares, etc., accompanying the children, the elderly and the disadvantaged via multiangle and diverse events. In 2024, we held a total of 64 public welfare events, including 36 green care events and 28 love care events. A total of 1,427 members participated and 5,801 people were benefited, promoting the concept of green life, advocating environmental sustainability, and conveying the core of public welfare and service with practical actions, bringing warmth and positive force to the society.

1. Green Care

- (1) Green volunteers went to the organic farm to assist in the production and sales of farming, harvesting, packaging, etc., purchased 1,872 kilograms of organic fruits and vegetables. In 2024, 26 activities were held, with 799 volunteers participating and benefiting approximately 2,451 people.
- (2) To promote reforestation and support biodiversity, green volunteers, in collaboration with the Taichung Branch of Forestry and Nature Conservation Agency, planted a total of 2,115 saplings in areas such as Da-an River, Taiping District, Xinshe District, and Baxian Mountain in Taichung City. In 2024, 2 sessions were conducted, with 70 volunteers participating.
- (3) In response to the Sustainable Development Goals (SDGs) of Life Below Water, green volunteers conducted beach clean-up activities Waimushan Beach in Keelung, Manchu Beach in Pingtung County, and Tamsui River in Zhuwei. In 2024, 3 sessions were conducted, with 99 volunteers participating, collecting over 300 kilograms of waste, including trash and driftwood.
- (4) To promote environmental biodiversity and support species restoration, green volunteers carried out invasive species removal at the Wugu and Yongchunpi Wetlands, targeting species such as mile-a-minute weed and apple snails. Additionally, in collaboration with the Kaohsiung Wild Bird Society, volunteers helped remove the invasive species

white popinac from the Budai Salt Pan Wetlands in Chiayi County to create a more suitable habitat for waterfowl. In 2024, 3 sessions were completed, with 66 volunteers participating.

- (5) To convey the concept of environmental sustainability, in collaboration with the "Taiwan Indigo Dyeing Society", we invited disadvantaged students from Chungcheng Elementary School and Erchong Elementary School in New Taipei City, conducting an ecological environment tour at Longfeng Valley in Beitou in order to accompany the children to learn about ecology. In 2024, 2 sessions were conducted, with 20 volunteers participating and benefiting approximately 48 students.

2. Love and Care

- (1) Monthly volunteer activities are held at food banks, nurseries, elderly homes, and new immigrants organizations to donate supplies and equipment and participate in the organization of New Year's food packages. In 2024, 23 sessions were conducted, with 340 volunteers participating and benefiting approximately 3,039 people.
- (2) On January 16, volunteers were arranged to visit social welfare organizations to promote the knowledge of the Hospice Trust and implement financial inclusion. A total of 8 volunteers participated, benefiting about 39 people.
- (3) In April, the Bank organized the "iLeo's Dream Bus Charity Drive," a philanthropic initiative combining donation collection, volunteer service, and cross-border outreach. Through this initiative, care and second-hand goods were delivered to under-resourced areas and African countries. Volunteers also visited the remote Baiji Elementary School in Daxi District, Taoyuan City, for material donations and ESG sustainability lessons, promoting education on the value of resources among children. A total of 10 volunteers participated, benefiting approximately 134 individuals.
- (4) To optimize training facilities and cultivate emerging sports talents, we provided nutritional supplements, training equipment, and gear to enhance the athletic abilities of players from various teams. These teams included the Tainan City Chongxue Elementary School baseball team, the Changhua County Tianwei Junior High School weightlifting team, and the Hualien County Ming-Li Elementary School taekwondo team. Our efforts are aimed at nurturing grassroots sports talent. In 2024, we successfully completed 3 support events, with 15 volunteers participating and benefiting approximately 90 individuals.
- (iv) The Bank is committed to advancing various climate change mitigation and adaptation actions, with "Net Zero Emissions by 2050" as a key goal under its sustainability development vision for climate change governance. The parent company, First Financial Holding Co., Ltd., officially approved the

SBTi carbon reduction targets on June 28, 2024. The Bank has set carbon reduction pathways for Scope 1 and Scope 2 that align with the global temperature rise target of no more than 1.5°C. By 2035, it is expected to reduce carbon emissions by 63% compared to the base year of 2022. The Bank will also actively adjust its Scope 2 electricity usage structure, increasing green energy procurement and usage to continuously reduce greenhouse gas emissions. The following outlines the related carbon reduction measures and outcomes for 2024:

1. Promoting the acquisition of green buildings in domestic and overseas self-owned buildings:

The Bank had 74 self-owned entire buildings. In order to reduce the heat island effect caused by our office buildings to the environment, the Bank established a team for the "Plan for the Acquisition of Green Building Label" in 2010, and started the renovation process for green building from the headquarters building, with the efforts of replacing with improved air handling systems, replacing energy-consuming lamps with LED energy-saving lamps, using water-saving equipment, and building rainwater recycling systems. By the end of 2024, a total of 38 domestic and overseas operating locations obtained the green building label.

2. Increase the use of renewable energy at domestic locations:

In response to the green energy policy and after evaluating the sunshine conditions of the operating sites, the Bank has built rooftop solar power systems in Hengchun and Donggang branches since 2016. By the end of 2024, 25 rooftop solar power generation systems were built, generating a total of 301,100 kWh of electricity in 2024, with a total annual carbon reduction of 148.76 metric tons. Starting from 2022, we also expanded the purchase of green power and increase the proportion of renewable energy power in our operating bases to implement the policy of sustainable development of the environment, with the amount of green power transferred in 2024 being 5,421,600 kWh and the annual carbon reduction being 2,678.29 metric tons.

3. Improving information equipment and implementing paperless policy:

In order to improve the performance of information equipment and replace old servers, the Bank has introduced paperless teaching, paperless meetings, paperless service provision and paperless affairs and has been continually optimizing the credit review system since 2008. The process of credit review and granting has been changed from manual/paper based operations to full-process implementation within the system, and the successive introductions of automatic import of joint crediting materials and domestic and foreign group account allocation operations, along with the active incorporation of digital services into business processes including "marketing", "transactions", "payments" and "accounting", have greatly reduced the use of paper.

4. Strengthening waste classification and resource recycling:

In order to maximize resource classification and recycling, the Bank sets annual targets for resource recycling and implements waste classification, where waste recycling bins are placed on each floor of the branches and office buildings. Furthermore, the Bank has strictly implemented a zero waste bin policy since 2015, where no personal waste bins are allowed in the office, encouraging fellow colleagues to bring their waste to the waste recycling bins for sorting, and thereby strengthening the promotion of waste reduction and resource classification and recycling, so as to realize resource classification and recycling and domestic waste control in operating sites.

5. Implementing the green procurement policy:

In accordance with the circular procurement policy promoted by the Resource Circulation Administration, Ministry of Environment, circular procurement that promotes the recycling of product resources will be incorporated into the Bank's green procurement initiatives.

- (1) Prioritize the purchase of environmentally friendly products such as environmental protection labels, energy labels, water efficiency labels, green building material labels, carbon footprint reduction labels, Taiwan Wood Labels, product traceability, Certified Agricultural Standards, CAS Organic labels, and products with energy labeling of level 1 or 2.
- (2) Prioritizes the procurement of products that can be returned by the manufacturer for recycling and refurbishment after their service life has expired.
- (3) Prioritizes the selection of rental services instead of purchasing, ensuring that the manufacturer provides professional maintenance, consumable replacement, product operation support, and extended warranty services.

6. Promoting environmental sustainability:

The Bank's "Green Finance Education Center" was certified by the Ministry of Environment as an "Environmental Education Facility" in December 2019, and is the only one of its kind in the financial industry. It is constructed as an environmental education learning area for green finance using resources such as the classroom on the 3rd floor, the green finance display area on the 4th floor, and the eco-hydroponic green roof on the top floor. Currently, we have launched four sets of green finance environmental education courses (physical): "Green Building Energy Saving and Carbon Reduction", "Climate Change Risk Management", "Green Loan and Financing Review", and "Green Consumer Finance", as well as two sets of online interactive environmental education courses (Monetary Evolution, History of Seal and DIY). 41 environmental education courses were held in 2024 for internal staff, enterprises, government agencies and schools, with a total of 1,321 participants.

- (v) To fulfill the corporate social responsibility and the responsibility for employee's healthcare, the Bank's on-site physicians were particularly entrusted to organize on-site health services and health seminars every month.
- (vi) In order to prevent employees from violating the ethical standards and tarnishing the image of the Bank, the Bank not only strengthened the assessment of employee character review but also established an abnormal sign report and counseling and caring counseling mechanism to implement employee care management and understand their work, physical and psychological, as well as financial conditions. Employee behavior was regulated strictly; should any violation of ethics arise, it would be handled in accordance with regulations.
- (vii) The Bank actively promotes various accessibility service measures in accordance with the "Guidelines for Friendly Banking Services" to provide more accessible financial services for individuals with disabilities. The implementation status as of the end of 2024 is summarized below:

Item	Service-related Measures (Facilities)
Environment	<ol style="list-style-type: none"> Each business unit is equipped with a "service bell," "accessible ramps (some with movable ramp plates)," and "accessible service counters." Each business unit has designated a "reception specialist" to provide customer consultation and guidance services. Each business unit is equipped with a "foreign exchange (interest) rate board" and "electronic bulletin board" to provide real-time exchange (interest) rates and business fee standards. The Bank provides a total of 543 ATMs, all of which are wheelchair accessible and support the "all-keyboard operation" mode for accessibility. Among them: <ol style="list-style-type: none"> 523 ATMs are compliant with accessible environment standards. 5 knee-height ATMs are available. There are 232 voice-guided ATMs for the visually impaired, with every branch having one (100% branch coverage). In addition to the original services such as withdrawals, transfers, balance inquiries, and password changes, audio guidance for visually impaired has been added to ATMs with deposit functions. Visually impaired individuals can independently operate these ATMs through voice prompts and braille recognition. Established "Friendly Service Counters" at 10 business units, equipped with various communication aids and optimized facilities such as ticketing machines, passbook updating machines, and writing desks. Accessible parking spaces have been set up at 100 business units, and accessible restrooms have been provided at 145 business units. (In some cases, in accordance with the "The Operation Directions of Submitting Alternative Improvement Plans for the Access-free Facilities in the Existing Public Buildings", valet parking is offered, with staff guiding customers to nearby parking lots or sharing parking facilities with the building).
Communication	<ol style="list-style-type: none"> The official website provides downloadable application forms for account opening agreements, as well as for deposits, foreign exchange, securities, trust services, and credit cards for public use. Provide QR codes for customers to scan and download documents such as the "Deposit Business/Gold Passbook Agreement," "Consumer Loan Promissory Note," "Foreign Exchange Business Application Form," and "Trust Business General Agreement." Customers can easily access and view these documents anytime, and the content can be played on smartphones.

Item	Service-related Measures (Facilities)
Communication	<ol style="list-style-type: none"> 3. Provide easy-to-read documents for customers to review, including the "Deposit Account Opening Process," "In-Branch Account Opening, Depositing, Withdrawing, and Transferring Money," "ATM Depositing, Withdrawing, and Transferring Money," "Basic Operations of Online Banking and Fraud Prevention Knowledge," "Foreign Currency Cash Exchange Services," "Fund Subscription and Redemption Process," and "Important Terms and Conditions of Consumer Loan Agreements." 4. If there is a need for witnessing or other services as required by law, the Bank will respect the choices of individuals with disabilities, provide assistance, and ensure that the review process is conducted with fairness, objectivity, and without discrimination. 5. Provide "sign language video translation services" for customers with hearing or speech impairments. 6. Stickers displaying "24-hour customer service information (including a phone number and a QR code for text-based customer service)" have been posted on all ATMs, enabling customers with hearing impairments to access timely assistance through online text support.
Service	<ol style="list-style-type: none"> 1. The Bank has established a "Friendly Financial Service Guidelines Handbook," which sets out service process standards for different types of disabilities, as well as principles for handling business and related operational regulations, to assist business unit staff in providing appropriate services to customers. 2. If individuals with disabilities are unable to visit the Bank in person to handle their business, they may appoint or authorize a third party to act on their behalf. If necessary, they may contact a nearby business unit to inquire about external document collection and delivery services. 3. A "Friendly Appointment Service" is available, allowing customers with disabilities to schedule an appointment during designated business hours to access a variety of financial services at business units. 4. Customers who hold a disability certificate or handbook are eligible to apply for a fee waiver on interbank ATM withdrawal transactions. Each person can apply for one account and enjoy up to three fee waivers per month. 5. Customers holding low-income or lower-middle-income certificates issued by district offices in various counties and cities, or official approval documents, are eligible for a complete fee waiver when conducting foreign currency remittance and incoming remittance transactions at the Bank.
Product	The product descriptions or explanations provided by the Bank do not contain any language that may exclude individuals with disabilities or other vulnerable groups.
Information	<ol style="list-style-type: none"> 1. The Bank's official website and E-writing Desk have received AA-level certification under the "Website Accessibility Guidelines" set by the Ministry of Digital Affairs. Additionally, the Friendly Financial Services website and major e-banking services have obtained accessibility certifications ranging from Level A to AAA, such as the Simple eATM Internet Banking Machine (Level A), Simple Internet Banking (Level AA), and Friendly Financial Services website (Level AAA). All of which provide high-quality accessible online services. 2. The Bank's "Friendly Financial Services Website" offers services such as simple online banking (including TWD/foreign currency account services, wealth management KYC assessments, and changes to online banking login IDs/passwords), financial information inquiries, Simple eATM, and discount applications for individuals with disabilities. It also publishes announcements related to accessibility services.

Item	Service-related Measures (Facilities)
Rights protection	<ol style="list-style-type: none"> 1. Each business unit has set up paper-based "Customer Feedback Forms" for customers to fill out and express their opinions. 2. The Bank provides dedicated consultation and communication channels for customer feedback: 24-hour customer service hotline (02) 2181-1111, credit card loss hotline (02) 2181-2186 and 0800-880-611, and senior-friendly and accessible service hotline 0800-505-696. Additionally, there are various channels such as smart customer service (including live text-based customer service), online platforms, and mobile apps, allowing users to choose the most suitable method to complete their service according to their needs.
Education and training	Each year, the Bank conducts financial-friendly education and training courses, either online or in-person, for directors, responsible persons, senior managers, branch managers, frontline counter staff, as well as new employees and interns.
Reward	The Bank has established relevant reward programs or measures to recognize and commend business units or frontline counter staff with outstanding service performance.
Inspection and statistics announcement	The Bank regularly updates the "Friendly Financial Service Guidelines Implementation Status," "List of Accessible Services and Facilities Provided by Each Business Unit," and "Friendly Financial Service Q&As" every January, April, July, and October. These updates are published on the "Friendly Financial Services Website" for public access and reference.

IV. Number of non-supervisory employees working full time, average and median salary of non-supervisory employees working full time, and the difference compared with the previous year

Unit: Number of People/NTD Thousand

Item	2023	2024	Growth Rate (%)
Number of non-supervisory employees working full time (Person)	7,396	7,453	0.77
Average salary of non-supervisory employees working full time	1,439	1,582	9.94
Median salary of non-supervisory employees working full time	1,336	1,438	7.63

V. Information equipment

Hardware and software of information systems and maintenance plan

In response to the trend of technological development, the Bank actively introduced the "server virtualization" framework with cloud computing technology and integrated the distributed server framework; various business systems, online banking, automated service system, and management information system were established on the Bank's shared server platform; in addition to saving the hardware equipment, personnel management, and electricity costs effectively, the Bank paid attention to new technology trends and monitored and maintained software and hardware of information equipment centrally to ensure normal operations of the systems.

Future development or procurement plan for hardware and software of information systems

In line with the development of the Bank's business strategy, the Bank will develop new systems and improve existing systems to strengthen customer service and provide operational management information. The information development strategy planned for 2025 is as follows: (1) reshaping the core of digital banking; (2) expanding cloud-based intelligent applications; (3) Implement sustainable finance aligned with ESG; (4) assisting in the development of business systems; (5) improving the information infrastructure. All important projects will be planned in detail and executed accordingly.

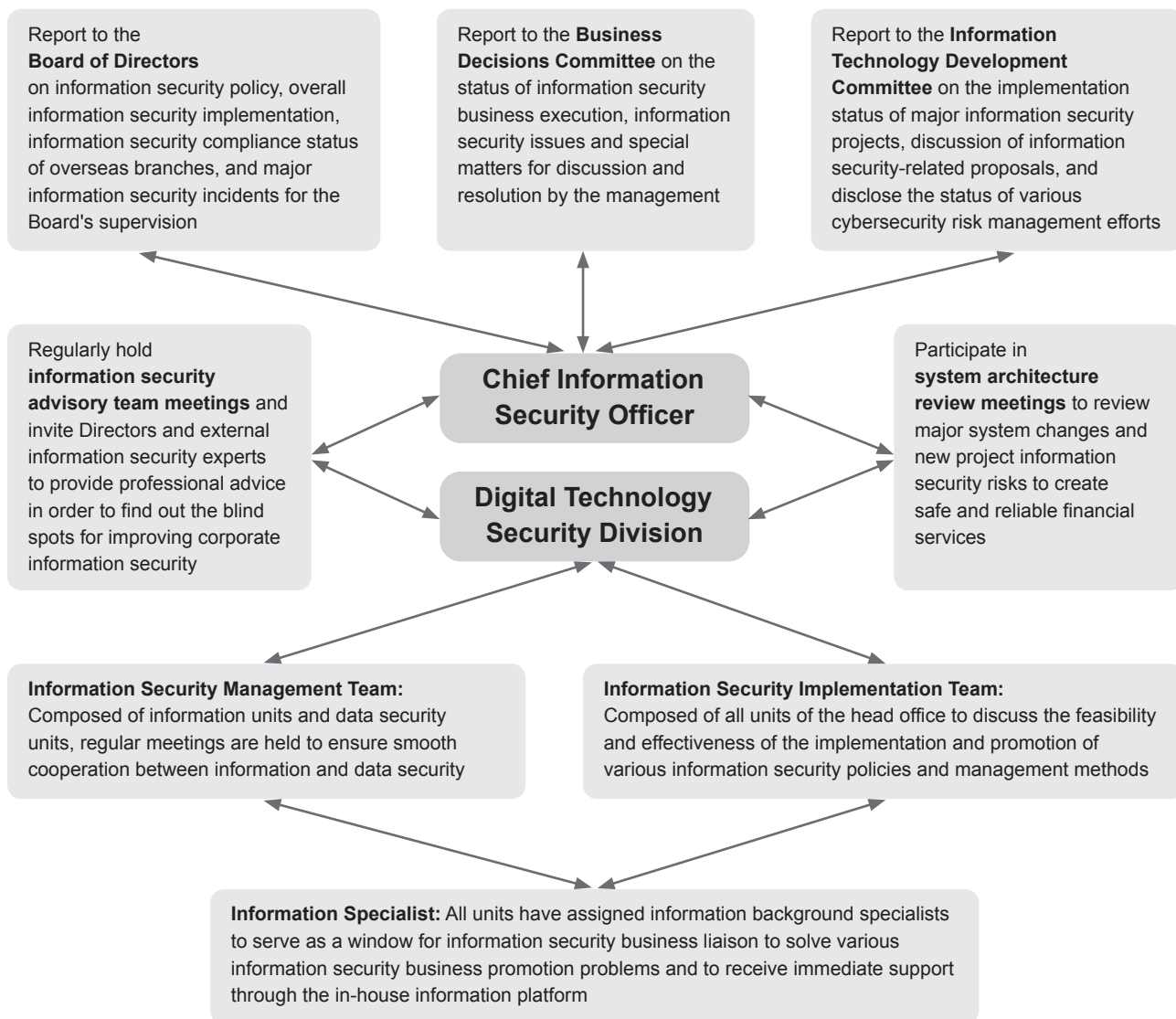
Emergency backup and security protection measures

1. To ensure sustainable operations and mitigate the impact of extreme climate events and pandemics on business operations, while also strengthening risk response capabilities and operational resilience, the Bank has established an offsite disaster recovery center in Zhongli. This center operates on a real-time backup model, where all data from the main center is instantly transmitted to the disaster recovery center via dedicated fiber optic lines, keeping the backup center's data up to date. In the event of a disaster, the system can be switched over to the backup center via network systems, enabling the continuation of services. Regular data restoration and drills are conducted at the offsite disaster recovery center. The "First Commercial Bank 2024 Offsite Disaster Recovery Drill" was successfully completed on August 24, 2024.
2. The Bank adopted central control management of personal computers to control the use and security of the Bank's personal computers.
3. The Bank obtained ISO 27001 and ISO 20000 certification at the same time in the field of information governance as the first bank in Taiwan that has obtained both ISO 27001 and ISO 20000 certification, and the Bank continued to pass the renewal review to maintain the validity of the certification. The Bank is expected to obtain the "ISO 22301 Business Continuity Management System" certification in 2025, ensuring its ability to maintain operations during major emergencies or disasters.

VI. Information and communication security management

Information and communication security management

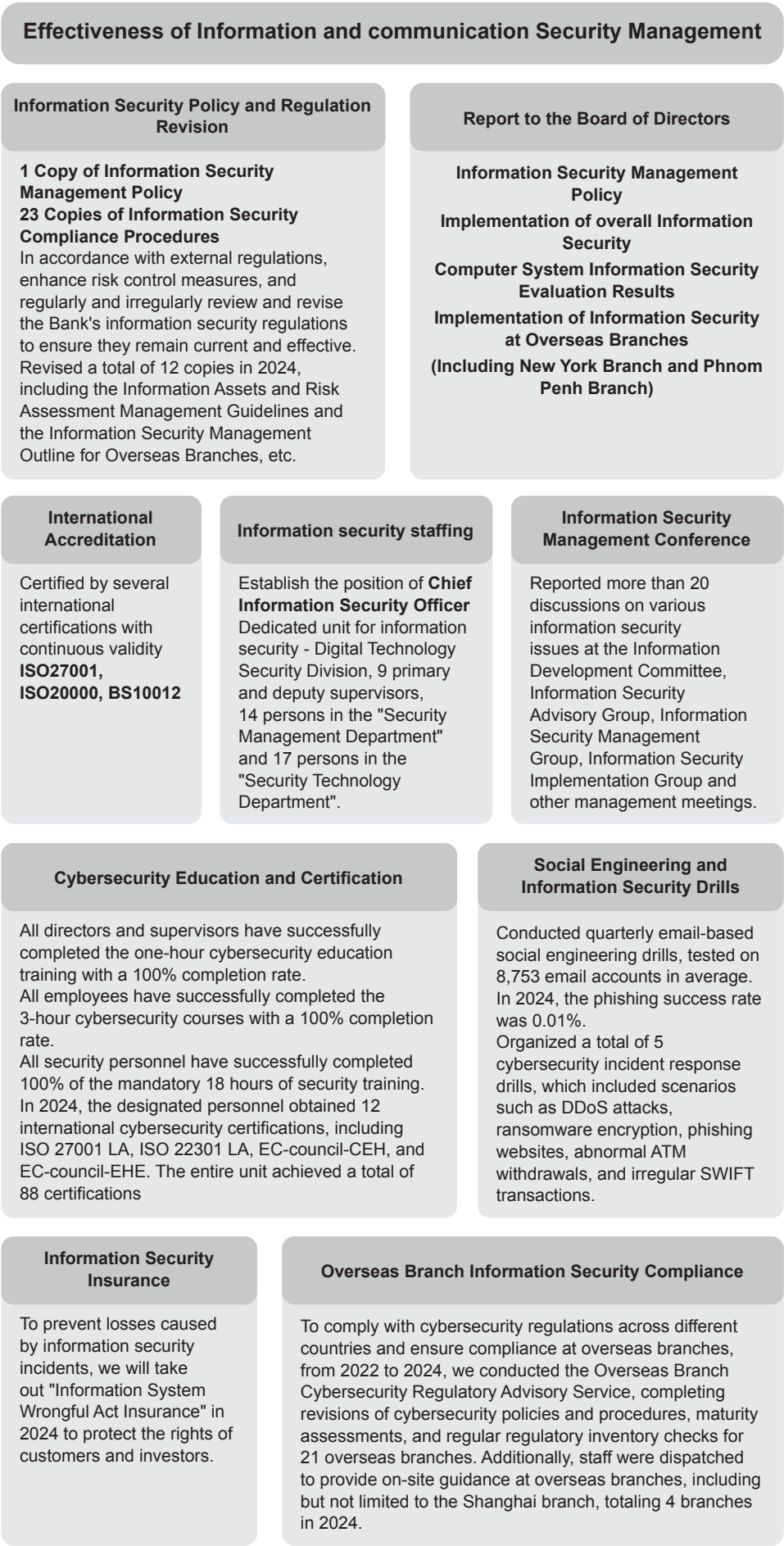
The Bank's Chief Information Security Officer leads the dedicated unit for information and communication security - the Digital Technology Security Division, which consists of two departments, the "Security Operation Management Department" and the "Security Technology Control Department". The Security Operation Management Department is in charge of the digital security development strategy planning, digital security policies, bank-wide digital security management promotion and digital security detection, etc. The Security Technology Control Department is in charge of the Bank's digital security incident response, digital security monitoring and protection, etc. In addition, through the organizational structure from the Board of Directors and other management levels down to all employees (as shown in the figure below), we have been able to bring up the awareness of information security in the entire enterprise organization, cultivate the information security culture, and build a perfect information security risk management structure.



Information and communication security policy

The Bank's "Information Security Management Policy" has been approved by the Board of Directors and is reviewed annually to reflect government laws, information security incidents, emerging technology and the Bank's business development. The content includes the Bank's information security objectives, organization and responsibilities, information security control measures, information security education and training, and manufacturer information security, etc., to ensure the confidentiality, integrity, availability and legality of information operations, for all employees to follow.

Specific management plan and resources invested in information and communication security management



Professional Third Party Evaluation					
Computer System Information Security Evaluation	Information Security Maturity Assessment	Penetration Test	Red Team Assessment	Electronic Payment Institution Verification	SWIFT Customer Security Program

Information Security Budget

The information security budget for 2024 reached NT\$ 358 million, accounting for 8.98% of the total information budget.

Effectiveness of Information and Communication Security Protection

The Bank has set up a deep protection framework based on information trends to protect the security development of the Bank's core business and emerging businesses and to provide customers with safe and reliable financial services.

Strengthening Cybersecurity Boundary Defense

DDoS Protection

Network/Website Intrusion Defense

Malicious Email Detection

Deepening Internal Cross-Detection

Network Segmentation

Traffic Monitoring

Daily Log Analysis

Optimizing Endpoint Security Management

Detection Response

Host Enhancement

Internet Isolation

Cybersecurity Alliance

Weakness Management

Cybersecurity Intelligence

In the face of continuous external threats, we have strengthened the protection of the information security boundary and outsourced 7x24 information security monitoring operations. In 2024, we successfully blocked more than 2.38 million website attacks and more than 4.09 million DDoS attacks. In addition, all external emails were sandboxed and nearly 2,000 malicious emails were blocked.

In addition to segmentation of internal network segments according to different service nature and risks, we also deploy network traffic detection and response systems in critical segments for advanced and persistent threat (APT) network monitoring. In addition, we have centralized the bank-wide server system logs and information security events of information security devices in the Information Security Event Management (SIEM) platform, and developed monitoring rules to deepen the detection of anomalies of internal horizontal penetration.

For endpoint security, we have introduced the Internet isolation system in Taiwan to prevent malware infection on personal computers and block the access control channel of hackers; In 2024, in alignment with F-ISAC recommendations and our own research, we progressively introduced enhanced principles for Windows, AIX, and Linux systems, and deployed an Endpoint Detection and Response (EDR/MDR) system across the Bank. Additionally, we strengthened file change monitoring mechanisms and deployed micro-segmentation systems in our external service systems to enhance the detection of anomalous endpoint behaviors and optimize our security controls.

In 2024, we handled more than 516 pieces of information security information and shared more than 48 pieces of information security information to F-ISAC, and sent more than 210,000 information security incident tickets to F-SOC. We managed the vulnerability and notification through our own information security risk management system to achieve the effect of joint security prevention.

Safety Inspection

Type of Inspection	Inspection Object	2024 Executive Results
System vulnerability scan	Open Server (Formal and Backup)	Completed about 16,000 vulnerability scans
Web vulnerability scans	Internal and external websites	Completed about 250 scans of external websites Completed approximately 700 scans of internal websites
Source code detection	Web Application System	Completed about 500 projects of source code inspection
Mobile application (APP) testing	Provide mobile applications to external customers	Completed about 72 tests on our mobile applications
Malware testing	Computer system information security assessment of category 1	Completed testing of approximately 456 user computers, 453 servers, 123 ATMs, and 17 sets of client applications
Intrusion penetration testing	External web services and critical internal service servers	Completed about 11 sets of intrusion penetration tests on external and critical systems

The losses, possible impacts and responsive measures arising from major information and communication security incidents in the most recent fiscal year up to the date of publication of the Annual Report

As of the date of the annual report, there have been no major information and communication security incidents in the most recent year. The Bank has established the Computer Security Incident Response Team (CSIRT) to help the Bank effectively respond to the impact of information security incidents and strengthen its ability to handle information security incidents and provide safe and reliable financial services to the Bank's customers.

VII. Labor-management relations

Staff benefit measures

1. The Bank has established the Employee Welfare Committee, which is composed of 15 members in accordance with the Donation Charter and Organization Regulations of the Employee Welfare Committee. The main sources of the welfare fund were 0.15% of the Bank's operating revenue and 0.5% of the employee's salaries every month. This welfare fund enabled all employees to share benefits in a fair and universal manner, and how it was used is as follows:

- (1) Each unit would hold its own cultural and recreational activities in each quarter, and the Employee Welfare Committee would subsidize the activities.
- (2) Organized employee birthday celebration events.
- (3) Accepted applications for educational scholarships for employees' children.
- (4) Gifts to retired employees.

- (5) Handled interest-free loans for hospitalization for employees' families, interest-free loans for funeral expenses for employees' families, and death benefits for employees.
- (6) Offered subsidies according to each sport and recreational activity organized by the Banks' Sports and Recreation Association.
- (7) A restaurant, a laundry, a hairdressing room, and a supply unit have been established that provided general daily necessities to enable employees to enjoy cheap services.
2. Marriage subsidy, childbirth allowance, and pregnancy transportation allowance.
3. Provided labor insurance and National Health Insurance in accordance with regulations.
4. Employees' on-the-job training.
5. Employee health checkup (once every two years).
6. Holiday travel subsidies.
7. Catastrophic illness and disaster care.
8. Employee savings and employee shareholding trusts.
9. Set up a medical room to provide employees with health counseling services.

Retirement system and its implementation status

The Bank's employees retired in accordance with the relevant provisions of the "Labor Standards Act" and the "Labor Pension Act".

Protection measures for employees' rights and interests

1. Set up a section dedicated to health on the internal website and also recruited nurses. As for employees' serious diseases and top 10 abnormal items in health checkup, health care information and health counseling services were provided, as well as health seminars and health promotion activities were held from time to time.
2. Arranged the Bank's on-site physicians to provide on-site health services 6 to 7 times every month.
3. The Bank implements the "Abnormal Workload-Induced Disease Prevention Program", "Ergonomics Hazard Prevention Program", "Maternal Health Protection Program" and "Prevention for Workplace Illegal Violence, Aggression Program".
4. The Bank provides free influenza vaccination service at the headquarter building.
5. The Bank continues to appoint the Teacher Chang Foundation to provide "psychological counseling services" for the employees.
6. The Bank sets up breastfeeding rooms in the head office, Yanping Building, information building and credit card divisions (Zhongshan Building and Bade Building), which were all awarded the excellent rating in the Outstanding Lactation Excellence Certification by the Department of Health, Taipei City Government.

**Implementation status
of protection measures
for employee work
environment and
personal safety**

1. Implementation of occupational safety- and health-related business and education and training

To ensure the safety and health of employees and to fully implement occupational safety and health management, the company has established its Occupational Safety and Health Management Program to specify the implementation methods of various management measures. Moreover, the Safety and Health Work Code has been submitted to competent authorities and the safety of the workplace relies on the compliance of all members of the company. In addition, in accordance with the "Occupational Safety and Health Education and Training Rules", safety and health education and training were provided to new and current employees to increase their awareness on the issues and create a zero-hazard work environment.

2. Regular implementation of safety maintenance and disaster prevention exercises

- (1) First Bank runs on Security Maintenance and Implement Rules on Self-Protection every 6 months for branch-operation.
- (2) The FFHC headquarter building has assigned a Security Corp with a standard operating procedure for the emergency, ensuring to secure the personal safety of employees as well as property security. 2 for fire-fighting and 1 for annual exercise were carried out every year.

3. Promotion of friendly workplace

(1) Healthy workplace accredited

The Bank is committed to promoting tobacco prevention and health promotion in the workplace and values employee health management. A total of 189 units including Head Office Building, the Information Building, Yanping Building, Credit Card Divisions (Zhongshan Building and Bade Building) and 184 branches of the Bank were awarded the Badge of Accredited Healthy Workplace for Health Activation.

(2) Workplace safety accreditation

In order to further ensure the safety of employees and customers in our business premises and enhance the Bank's corporate social responsibility image, the Bank assisted 60 branches with AEDs, to obtain the "AED workplace safety accreditation".

**Labor-management
agreement**

To demonstrate the belief of mutual trust and co-prosperity between the employer and employees, the Bank has signed the fifth edition of collective agreement with the labor union on November 29, 2023, and provides labor conditions that are superior to legal requirements. The details of the collective agreement signing are as follows:

Item	Relevant Data and Descriptions
Latest Version of the Collective Agreement	Fifth Edition
Number of Group Consultation Meetings Held in 2024	0 times (Note 1)
Date of Signing	November 29, 2023
Contract Duration	3 years
Contractual Counterparty	Labor Union of First Commercial Bank Ltd.
Key Terms of the Agreement	The agreement covers a range of topics including union activities, employment, job transfers, termination, working hours, holidays, leave and vacation policies, compensation, benefits, safety and health and occupational accident compensation, retirement and pension, labor-management meetings, collective bargaining, and labor disputes.
Agreements that exceed labor law requirements or pertain to profit-sharing arrangements	The collective agreement of the Bank includes provisions that exceed the requirements of labor laws, such as non-deductible sick leave, marriage leave, maternity leave, paternity leave for prenatal visits and childbirth, and bereavement leave—all of which offer more generous terms than the Labor Standards Act. Additionally, the agreement includes voluntary retirement conditions that are more favorable than those stipulated by law. Furthermore, our collective agreement contains a profit-sharing clause, stipulating that if the Bank achieves a pre-tax profit, an allocation not less than 1% of the pre-tax profit, before deducting employee remuneration, must be set aside for employee compensation.
Coverage Ratio (Number of union members/ Number of employees)	95.01%(7,718/8,123) (Note 2)
Other	

Note: 1. The Bank's collective agreement was signed on November 29, 2023, with a validity period of 3 years. No negotiation meetings are required in 2024.

2.The number of employees does not include locally hired overseas staff.

The loss arising from labor-management disputes in the most recent fiscal year up to the date of publication of the Annual Report

None.

VIII. Significant Contracts

Contract Type	Firm	Contract Duration Date	Content	Terms and conditions
Outsourcing contract	Taiwan Mobile Payment Co., Ltd.	From August 23, 2019 to December 31, 2024 (automatically renewed for two years at the end of the term and thereafter)	I. Handling of card production and card life cycle management for "mobile payment tools" and other data processing services II. Provide the Bank's customers with the application, management and use of "mobile payment tools".	I. Confidentiality clause II. Information Security
LINE Pay Service Cooperation Agreement	LINE Pay Taiwan Ltd.	From January 2, 2024 to December 31, 2025 (automatically renewed for one year at the end of the term and thereafter)	By collaborating with LINE Pay, we offer customers the convenience of quickly linking their credit cards through the First Bank LINE official account or other channels.	Confidentiality clause

Types of securitized products and related information approved after application in the most recent year, in accordance with the Financial Asset Securitization Act or Clauses of the Real Estate Securitization Act

None.

Corporate Governance

Item	Yes/ No	Operation	Discrepancy with the Corporate Governance Best- Practice Principles for Banks, and the Reasons
A. Bank's shareholder structure and shareholder's rights			
1. Has the bank established internal operating procedures to handle shareholder advice, doubts, disputes and litigation matters and implemented them in accordance with the procedures?	No.	1. The Bank's sole shareholder is First Financial Holding Co.; no shareholder's suggestions, doubts, disputes and lawsuits.	No difference
2. Is the bank in control of its major shareholders and their ultimate controllers?	Yes.	2. The Bank is owned by a sole shareholder, the structure is quite simple.	No difference
3. Has the bank established and enforced risk control and firewalls between the company and its affiliates?	Yes.	3. The subject matters are governed by the "Rule for Personnel, Information and Business Exchanges between First Commercial Bank and its Investee Companies", "Rules for Long Term Equity Investment of First Commercial Bank and Subsidiary Management" and "Operational notice for Long Term Equity Investment of First Commercial Bank and Subsidiary Management".	No difference
B. Members and functions of the Board			
1. Has the Board set up diversified policy and material management goal?	Yes.	1. The Company's Code of Corporate Governance sets out that the Board should be diversified and the concurrent ratio of the manager and board member is moderate, complying with related rules. The board considers operation, business and development to formulate appropriate diversified policy including but not limited to the following two standards: A. Basic conditions: gender, age, and nation, etc. No less than one-third of board members is female. B. Professional knowledge and skill: professional background(ex: law, accounting, industry, finance, marketing, and technology), profession skill, and industrial experience. To achieve the goal for sound corporate governance, the Board of Directors should possess skills including operation management, accounting, financial analysis, business administration, risk management, crisis management, industry knowledge, international market knowledge, leadership and decision making skills.	No difference

Item	Yes/ No	Operation	Discrepancy with the Corporate Governance Best- Practice Principles for Banks, and the Reasons
2. Has the bank voluntarily established other types of functional committees in addition to the Remuneration Committee and Audit Committee established in accordance to law?	Yes.	2. The Bank's sole shareholder is First Financial Holding Co., which has set up "Integrity Management Committee", "Remuneration Committee" and "Audit Committee". Under the supervision of the board, the Bank has set up "Risk Management Committee" and "Accountability Committee".	No difference
3. Has the bank listed at the TWSE or TPEX established a set of policies and tools to review the Board's performance, conducted the performance review on a regular basis annually and take the results into consideration for determining the Director's remuneration and his/her nomination for another term?	No.	3. The Bank is not a TWSE/TPEX listed company.	Not applicable
4. Does the bank regularly evaluate the independence of its certified accountant?	Yes.	4. When the Bank appoints CPAs to audit financial statements and file tax each year, it will seek independent statement from the CPA and submit the appointment of the accountant to the Board of Directors for approval.	No difference
C. Has the bank designated competent and adequate number of personnel and appoint a Company Secretary to be in charge of corporate governance affairs (including but not limited to providing Directors and Supervisors with the information needed to perform their duties, assist Directors and Supervisors to comply with law and regulations, convention of Board Meetings and Shareholder Meetings, and preparation of meeting minutes for Board and Shareholder Meetings, etc)?	Yes.	The Bank has designated an appropriate number of qualified corporate governance personnel and appointed Ms. Fei-Wei Chen as the corporate governance officer to be responsible for matters related to corporate governance.	No difference
D. Has the bank established communication channels with stakeholders (including but not limited to shareholders, employees, customers, and suppliers), and provided interested parties communication channel under company's official website to respond important CSR issues which were in concern?	Yes.	1. The bank's parent company, FFHC, has listed the contacts of employees, customers, investors, and public relation departments, email address for handling complaints, and customer compliant hotlines and email addresses of FFHC and its Subsidiaries under the "Stakeholder Communication" page of the Company's website. In addition, opinion questionnaire for interested parties are provided under the "ESG-ESG Report" page in order to provide diverse communication channels for interested parties and respond to ESG related issues which they may concern.	No difference

Item	Yes/ No	Operation	Discrepancy with the Corporate Governance Best- Practice Principles for Banks, and the Reasons
		<p>2. According to "Spokesperson System & Procedure Management Method of First Commercial Bank," the Bank has established a spokesperson system, customer feedback hotline and email, and set up a customer service board, VoIP phone and customer text service on its external website along with its branch networks, providing multi-communication channels for the interested parties. The Bank has also established "The Consumer Protection Principles and Implementation Guidelines for First Commercial Bank," "Financial Consumer Protection Policy and Operational Rules for First Commercial Bank," "Principles for First Commercial Bank to Treat Clients Fairly," and "Strategies for First Commercial Bank to Treat Clients Fairly" to protect the interests of customers.</p> <p>3. The Bank's internal website contains discussion forum and proposal area, the bank-wide videoconferences are held regularly as well, along with the sexual harassment grievance system, providing for open communication with employees.</p> <p>4. In accordance with article 32 of the Labor Inspection Act, the Bank has issued "Worker's Complaint Notice," which declared the agencies, persons, scope, format and the procedure of handling worker complaints. If the Bank violates "Labor Standards Act," "Labor Insurance Act," "Labor Inspection Act," and "Employee Service Act", the employee may raise a complaint with supervisors of any branch networks and administrative departments of the Bank, labor competent authorities under county or municipal government and labor inspection authorities following legal procedure and format.</p>	
E. Information Disclosure			
1. Has the bank established a corporate website to disclose information related to the company's financial, business and corporate governance status?	Yes.	1. Annual Report, major financial statements and corporate governance are disclosed on the Bank's website.	No difference
2. Does the bank disclose information via other channels? (For example, setting up an English website, designating personnel responsible for the collection and disclosure of information, appointing spokespersons, webcasting investors' conference via the company's website.)	Yes.	2. The Bank has set up an English website, where Annual Report and monthly financial information, etc. are disclosed. The bank also releases material information and makes online filing of public information according to the Securities and Exchange Act. A spokesperson system has also been established and the appointed spokesperson is Ms. Su-Hwei Tsai.	No difference

Item	Yes/ No	Operation	Discrepancy with the Corporate Governance Best- Practice Principles for Banks, and the Reasons
	Yes.	<p>director's (flexible) attendance, integrates the deliberation, supervision of the Bank-wide risk management matters and the coordination and operation of all units.</p> <p>5. Consumer protection policy: To ensure that consumer interests are protected, the Bank has established "The Consumer Protection Principles and Implementation Guidelines for First Commercial Bank," "Financial Consumer Protection Policy and Operational Rules for First Commercial Bank," "Principles for First Commercial Bank to Treat Clients Fairly," "Strategies for First Commercial Bank to Treat Clients Fairly," "First Commercial Bank Principal for Fair Treatment of Elderly Customers," and "Principle of Friendly Service," clearly stipulating that the protection for financial consumers and the execution of financial-friendly services should be implemented when financial products or services are provided. The Bank has established "Management Framework of Fair Treatment to Clients." Being chaired by the Bank's president, vice chaired by executive vice president and guided by independent director's (flexible) attendance, the "Fair Treatment to Clients Facilitating Committee" reviews implementation results of fair treatment to clients, execution status of friendly service and client's complaint and dispute quarterly. Moreover, the compliance division (due department of fair treatment to clients) shall report to the Board to enhance client services and implementation results of fair treatment to clients.</p> <p>Yes. 6. Liability insurance for directors and supervisors: In line with the policy of the parent company, the Bank purchases directors and supervisors liability insurance to reduce or eliminate risks from damages to the Bank and its shareholders as a result of wrongful or negligent acts committed within the scope of duty by directors and supervisors.</p>	
G. Please describe the improvements made as a result of the most recent Corporate Governance Evaluation Report published by the Corporate Governance Center of the Taiwan Stock Exchange Corporation. For items which improvements are yet to be implemented, please describe the priorities for enhancement and measures to be taken.	No.	The Bank is not a TWSE/TPEX listed company, so the corporate governance evaluation published by the Taiwan Stock Exchange Corporation is not applicable to the Bank.	Not applicable

Risk Management Overview

Credit Risk

- A. Strategy, goal, policy for managing credit risk
 - (a) The Bank's risk management program is established based on its risk management strategy and business operating objectives as approved by the Board of Directors, and in accordance with the "Risk Management Policies and Guiding Principles for the First Financial Holding Company and its Subsidiaries", Basel rules, and the relevant regulations of the competent authorities of Taiwan. The Policy is to be timely adjusted in response to economic change and industry cycle, and in view of the Bank's loan portfolio, asset quality and its business promotion strategy, etc. by the governed laws; and its adjustment has to be approved by the Board of Directors or reported to the top executives for approval.
 - (b) Process for managing credit risk
 - i. In order to comply with the new Basel Accord and establish applicable appraisal standards, various internal and external modeling techniques for the rating of credit risk are gradually developed and further introduced to the processes of credit analysis and loans review, as well as linked with warning mechanism employed for the post-credit control, so as to establish a complete credit risk management process.
 - ii. The credit limits for the conglomerate, business type, country, stocks listed on TSE or OTC as collateral and real estate loan etc. have been prescribed so as to control loans concentration risk.
 - iii. For the risk management process to operate effectively, the Bank has set up related internal auditing and control system.
- B. Organization and structure for managing credit risk
 - (a) The Board of Directors is the highest level of decision making and supervision body. Bank-wide risk management policies, systems and procedures, risk limits and authorities, risk measurement methods, evaluation procedures and monitoring systems are all subject to the supervision and management of the Board of Directors.
 - (b) The Risk Management Committee is under the Board of Directors and is responsible for the integration of the review, supervision, reporting and coordination of operations across the Bank.
 - (c) Senior management is responsible for supervising and executing the risk management related policies approved by the Board of Directors.
 - (d) The Risk Control Management Center is independent of the business units and manages bank-wide risk management operations. EVP assists CEO in the implementation of the bank-wide risk management operations. The Center is divided into the Risk Management Division, Credit Review Division, Credit Analysis Division, Special Asset Management Division and six major risk control regional centers. Each division formulates risk management operation procedure and rules according to its authority and duties. They also execute programs and report to senior management and the Board based on the risk management structures and reporting lines. The risk control regional centers handles risk management business such as loan review and extension, collateral valuation and post-loan management within its authorized region.
- C. Scope and characteristics of the credit risk report and measurement system
 - (a) To avoid the excessive concentration of credit risk and monitor the changes in credit rating of the loan assets, the Bank conforms to the limits for "one person", "a related person" and "a related enterprise". In addition, the credit risk analysis reports including credit rating, asset quality, NPL ratio and credit concentration etc. are submitted to the Risk Management Committee or the Board of Directors for their reviews periodically.
 - (b) The Bank developed credit rating modules which measures the risk of borrowers in business loans, credit loans, mortgages, and credit cards, and an assessment tool that measures the risk characteristics of the quotas. The tools are put into system in order to quantify risks and to control risks within acceptable limits.

- D. Credit risk hedging or risk mitigation policies, and strategies and processes for maintaining the effectiveness of tools to hedge or mitigate risks.
- (a) Periodic monitoring and reporting of the concentration risk by group, business type, country, collaterals using listed stocks and real estate loan. We revise the acceptable risk limits according to market environment changes, business complexity and risk management strategies to maintain the effectiveness of risk control.
- (b) Proper collateral or guarantees are collected based on the borrower's credit or type of credit limit to lower credit risk.
- E. The methodology for calculating capital requirements: credit risk standardized approach

Exposure and minimum capital requirements after risk mitigation under the credit risk standardized approach.

December 31, 2024

Unit: NTD thousand

Type of risk exposure	Credit exposures after risk mitigation	Minimum capital requirements
Sovereigns	1,025,192,276	182,258
Non-central government public sector entities	16,149,841	259,096
Bank (include multilateral development banks)	542,114,045	17,344,320
Corporates (include securities firm and insurance company)	842,178,878	56,924,634
Retail portfolios	191,856,104	6,909,863
Property exposure	1,683,524,679	86,139,860
Equity investments	55,791,987	5,690,140
Equity investments in funds and venture capital	1,290,236	103,219
Other assets	78,629,322	3,992,508
Total	4,436,727,368	177,545,898

Note: Minimum capital requirement is exposure after risk mitigation multiplied by the weight of risk and minimal required capital adequacy ratio.

Asset Securitization Risk

- A. Strategy and process for managing securitized products
The Bank currently holds all of its securitized products as a non-originating bank, employing strategies and processes the same as those for market risk management.
- B. Organization and structure for managing securitization risks
- (a) The Board of Directors is the highest management and supervision body for securitized products and is responsible for the approval of the Bank's risk strategy and policies. The strategy and policies include the verification of the strategy for purchasing securitized products, risk tolerance and risk limits.
- (b) The unit managing securitized products risk is the Risk Management Division, which is responsible for the management and evaluation of the investment quota for securities investment. Credit-related transactions involving securitized corporate credit are subject to approval of the Credit Review Division. By utilizing the various professions of the different units, risks are identified in order to monitor investments in securitized products.
- C. Scope and characteristics of the securitization risk report and measurement system
The Bank's securitization investment positions are all allocated to the banking book. Risk assessment and reporting are in accordance with the Bank's internal regulations. The Bank emphasizes the credit ratings and changes in market prices of the invested instruments. The results of related evaluations are reported regularly to the business management unit and top executives. Since the proportion of this investment is small, the same assessment system is employed without specific variations.
- D. Securitization hedging or risk mitigation policies, and strategies and processes for maintaining the effectiveness of tools to hedge or mitigate risks
The capital requirement for risk mitigation of securitized products is calculated and reported to competent authorities using the credit risk standard approach. The Bank's hedging policy for securitized products is the same as for market risks.
- E. The methodology for calculating capital requirements: credit risk standard approach

The Securitization Risk Exposures and Minimum Capital Requirements— Based on transaction type

December 31, 2024

Unit: NTD thousand

Exposure Type Book Type Bank		Asset Type	Traditional				Synthetic		Total			
			Exposure				Minimum capital requirements (2)	Exposure	Minimum capital requirements (4)	Exposure (5)=(1)+(3)	Minimum capital requirements (6)=(2)+(4)	Minimum capital requirements before securitization
			Held or purchased	For Liquidity Facility	For credit enhancement	Sub-Total (1)		Held or purchased (3)				
Non-originator bank	Banking book	Collateralized Mortgage Obligations	17,770,224			17,770,224	284,324			17,770,224	284,324	-
	Trading book											
	Sub-total		17,770,224			17,770,224	284,324			17,770,224	284,324	
Originator Bank	Banking book		-			-	-			-	-	-
	Trading book		-			-	-			-	-	-
	Sub-total		-			-	-			-	-	-
Total			17,770,224			17,770,224	284,324			17,770,224	284,324	

(a) Information on Securitized Products as of December 31, 2024

Unit: NTD thousand

Items	Accounting category	Original cost	Gain/ Loss of accumulated valuation	Accumulated impairment	Book value
MBS	Financial assets measured at fair value through other comprehensive income	2,986,430	6,231	0	2,992,661
	Financial assets measured at amortised cost	14,733,605	0	(1)	14,733,604
REITs	Financial assets measured at fair value through other comprehensive income	634,427	(24,168)	0	610,259

(b) Single securitized product with original cost above 300 million
(the bank holding as the originator for credit enhancement purpose is not included)

Unit: NTD thousand

Security	Accounting category	Currency	Issuer and Location	Purchasing date	Maturity date	Coupon rate	Rating	Interest and repayment terms	Original cost	Gain/Loss of accumulated valuation	Accumulated impairment	Book value	Attachment point	Asset pool
Millerful No.1 Real Estate Investment Trust	Financial assets measured at fair value through other comprehensive income	TWD	King's Town Bank Taiwan	2021/12/6	N.A.	N.A.	TWA+	N.A.	300,000	563	0	300,563	N.A.	N.A.
GNR 2021-139 EG Mtge	Financial assets measured at amortised cost	USD	Ginnie mae /USA	2021/8/4	2051/8/31	1.75	Moody's Aaa	Interest is paid monthly. The principal is paid monthly depending on the prepayment speeds	307,339	0	0	307,339	N.A.	Mortgage
GNR 2021-146 CT Mtge				2021/8/5	2051/8/31	1.75			301,885	0	0	301,885		
GNR 2022-18 GB Mtge				2022/1/10	2051/1/31	2.00			308,272	0	0	308,272		
GNR 2022-18 GB Mtge				2022/1/11	2051/1/31	2.00			308,272	0	0	308,272		
GNR 2023-84 MA Mtge				2023/6/22	2053/6/30	6.00			320,815	0	0	320,815		
GNR 2024-173 CT Mtge				2024/10/7	2054/10/20	5.50			328,766	0	0	328,766		
GNR 2024-159 PT Mtge				2024/10/8	2054/10/20	5.50			328,272	0	0	328,272		
GNR 2024-175 DB Mtge				2024/10/16	2054/10/20	5.50			330,045	0	0	330,045		
GNR 2024-183 CT Mtge				2024/11/12	2054/11/20	5.50			327,149	0	0	327,149		
GNR 2024-190 B Mtge				2024/11/12	2054/11/20	5.50			327,135	0	0	327,135		
G2 MB0026 Mtge				2024/12/6	2054/11/20	5.50			328,130	0	0	328,130		
GNR 2024-201 PT Mtge				2024/12/10	2054/12/20	6.00			331,391	0	0	331,391		
G2 MB0079 Mtge				2024/12/13	2054/12/20	5.50			317,093	0	0	317,093		
G2 MB0092 Mtge				2024/12/17	2054/12/20	5.50			327,677	0	0	327,677		
GNR 2024-19 FM Mtge	Financial assets measured at fair value through other comprehensive income	USD	Ginnie mae /USA	2024/2/2	2054/2/20	30 days compounded average SOFR plus 1.20, with upper limit of 6.75 and lower limit of 1.20	Moody's Aaa	Interest is paid monthly. The principal is paid monthly depending on the prepayment speeds	319,665	1,964	0	321,629	N.A.	Mortgage
GNR 2024-19 FQ Mtge				2024/2/2	2054/2/20	30 days compounded average SOFR plus 1.20, with upper limit of 6.75 and lower limit of 1.20			319,665	1,964	0	321,629		
GNR 2024-64 FE Mtge				2024/4/9	2054/4/20	30 days compounded average SOFR plus 1.0, with upper limit of 6.75 and lower limit of 1.0			311,284	(1,281)	0	310,003		
GNR 2024-64 FY Mtge				2024/4/11	2054/4/20	30 days compounded average SOFR plus 1.05, with upper limit of 6.75 and lower limit of 1.05			311,284	(554)	0	310,730		
GNR 2024-71 HF Mtge				2024/4/15	2054/4/20	30 days compounded average SOFR plus 1.0, with upper limit of 7.0 and lower limit of 1.0			315,688	(777)	0	314,911		

Operational Risk

- A. Strategy and process for managing operational risk
 - (a) A "risk appetite" instruction manual has been compiled to serve as a basis for the establishment of the Bank's risk control mechanism.
 - (b) Employees at different levels are directly charged with the management of risk within their own scope of responsibility, and are required to observe the internal control and auditing systems together with related rules.
 - (c) The operational risk management methods are differentiated as risk recognition, assessment, monitoring, reporting and response measures, and are exercised in line with the introduction of management tools such as Loss Data Collection (LDC), Risk and Control Self-Assessment (RCSA), Control Self-Assessment (CSA) and Key Risk Indicators (KRI).
- B. Organization and structure for managing operational risk
 - (a) The Board of Directors is the highest approval level for operational risk management and regularly reviews operational risk management policies and structures. The Risk Management Committee is responsible for reviewing the execution status for measuring, assessing, monitoring and controlling risk. Senior management is responsible for executing the operational risk management framework approved by the Board and developing relevant methods and procedures to manage operational risk.
 - (b) A centralized management framework in relation to operational risk is employed with three tiers of control, each with its defined authority and reporting threshold:
 - i. All units should conduct regular control of daily business activities and carry out operational risk management within the scope of their respective duties and responsibilities.
 - ii. The Risk Management Division is responsible for establishing the Bank's risk management system, planning of management tools and procedures, and implementation of exposure monitoring and reporting.
 - iii. The Audit Division, independent of business units, is responsible for auditing and assessing whether the management framework is operating effectively.
- C. Scope and characteristics of the operational risk report and measurement system
 - (a) Standardized operational risk management tools are used for risk identification and assessment, allowing managers to observe operational risk profiles and continuously monitor potential operational risk in order to control or offset the risks.
 - (b) The Risk Management Unit discloses the status of exposure monitoring on a regular basis, compiles operational risk data and other major issues, and reports to top executives, Risk Management Committee, and the Board of Directors.
 - (c) If a unit discovers a major risk exposure that threatens the Bank's financial or business status, it must report immediately to the Auditing Division and the business management unit, and the Risk Management Unit which must report to the chief auditor and top executives in accordance with the reporting procedures respectively. Should the incident induce disciplinary action by regulatory agencies, a report must also be submitted to the compliance unit.
- D. Operational risk hedging or risk mitigation policies, and strategies and processes for maintaining the effectiveness of tools to hedge or mitigate risks
 - (a) The primary method employed to transfer or mitigate operational risk is insurance. It is used to transfer or mitigate loss due to operational risks caused by negligence, personnel, systems or external events. To ensure the continuous use of the risk mitigation tool, the risks and controlling measures are regularly identified and evaluated.
 - (b) In order to reduce the risk of potential loss from business disruptions caused by fire, explosion, typhoon, earthquake, robbery, bank-run, labor strikes and other major events, the Bank has established contingency plans, business non-interruption guidelines and rules for implementation.
- E. The methodology for calculating capital requirements: credit risk standard approach

Minimum capital requirements for operational risk

December 31, 2024

Unit: NTD thousand

Year	Operating profit	Minimum capital requirements
2024	63,466,563	
2023	60,523,593	
2022	55,160,403	-
Total	179,150,559	8,935,207

Market Risk

A. Strategy and process for managing market risk

- (a) Under the market risk appetite approved by the Board of Directors, the Bank sets risk limits and managing rules, scheduled reporting process, and internal auditing system. And through the supervision of independent management units and high-level committees, high performance, balance of risks and capital optimization is achieved.
- (b) Process for managing market risk
 - i. With consideration to operational activities such as business decisions and financial budgets, appropriate market risk management indicators and quotas are established and updated on a scheduled basis in response to changes and trends in the market.
 - ii. Risk management methods are established for different areas of business, and the recognition, measurement, monitoring, control, and reporting of market risk are included within the rules of operating procedure. The market risk management department monitors the compliance status of the business units.
 - iii. The market risk management department regularly reports the current status and performance of market risk management to the Board of Directors or senior management, so they can be used as references by the management executives to timely adjust the risk control policy.

B. Organization and structure for managing market risk

- (a) The Board of Directors is the highest management and supervision body for market risk. The Board is responsible for the verification of risk strategies, policies, risk tolerance levels and various risk limits. The Risk Management Committee is under the authority of the Board, and is responsible for reviewing, supervising and reporting of risk management matters.
- (b) The Market Risk Management Unit is under the Risk Management Division and is independent of the Financial Trading Business Unit. It is responsible for the formulation, development, modification and supervision of the Bank's risk management rules and risk assessment tools, and assesses the risk exposure of the business unit from an objective standpoint.

C. Scope and characteristics of the market risk report and measurement system

- (a) Scope of market risk management:

The scope covers the expected and unexpected losses on or off balance sheet which are due to changes in the market price. Factors which affect the changes in market prices include interest rates, equity, exchange rates and commodity risks.
- (b) Characteristics of market risk management:

Portfolios based on different market risk factors are distinguished for daily assessment, monitoring and management. Risk measuring indicators such as VaR or Greek are employed to measure the degree of exposure to market risks. The market risk report can reflect the extent of risk exposures and is used as references for management to timely adjust the market risk control policy.

D. Market risk hedging or risk mitigation policies, and strategies and processes for maintaining the effectiveness of tools to hedge or mitigate risks

- (a) The trading positions of financial products dealt with customers will be properly hedged or squared. In consideration to market changes, financial goals and risks, some will be held as risk assets within adequate risk tolerance levels. The hedging financial derivatives primarily encompass interest rate swaps, cross-currency swaps, interest rate swap options, and interest caps or floors, etc. The Bank has engaged in interest rate swaps to mitigate the fair value risk of fixed-rate loan assets held by overseas branches.
- (b) Based on the schedules set in management rules, the risk management unit regularly monitors the effects of the risk hedging and reports it to the business unit and senior management.

E. The methodology for calculating capital requirements: credit risk standard approach

Minimum capital requirements for market risk

December 31, 2024

Unit: NTD thousand

Item	Minimum capital requirements
Interest rate risk	4,079,786
Equity exposure risk	28,876
Foreign exchange risk	455,717
Commodities risk	0
Total	4,564,379

Liquidity Risk

Structure analysis of NTD time to maturity of the Bank

December 31, 2024

Unit: NTD thousand

	Total	Amount during time to maturity					
		0 to 10 days	11 to 30 days	31 to 90 days	91 to 180 days	181 days to 1 year	Over 1 year
Primary Capital inflow upon maturity	3,694,843,347	595,894,163	409,749,567	453,649,896	274,306,353	317,611,790	1,643,631,578
Primary Capital outflow upon maturity	4,968,920,116	201,160,784	267,309,362	781,164,776	749,694,530	952,010,301	2,017,580,363
Maturity gap	-1,274,076,769	394,733,379	142,440,205	-327,514,880	-475,388,177	-634,398,511	-373,948,785

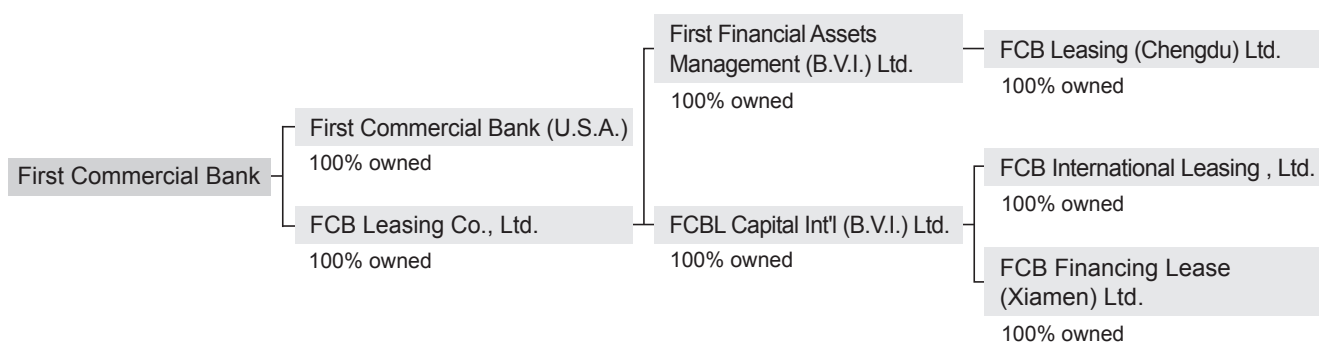
Structure analysis of USD time to maturity of the Bank

December 31, 2024

Unit: USD thousand

	Total	Amount during time to maturity				
		0 to 30 days	31 to 90 days	91 to 180 days	181 days to 1 year	Over 1 year
Primary Capital inflow upon maturity	47,303,439	11,983,411	10,209,760	5,835,332	6,440,638	12,834,298
Primary Capital outflow upon maturity	53,939,402	17,718,096	16,160,140	7,459,202	7,026,339	5,575,625
Maturity gap	-6,635,963	-5,734,685	-5,950,380	-1,623,870	-585,701	7,258,673

FCB Subsidiaries & Affiliates



December 31, 2024

Key Figures

As of and for the year ended December 31, 2024

Unit: NTD thousand

	Paid-in capital	Total assets	Total liabilities	Stockholder's equity	Operating Revenue	Operating profit	Net income	EPS (in dollars)
First Commercial Bank (U.S.A.)	2,101,600	28,404,638	22,418,938	5,985,700	1,759,685	504,313	363,758	51.97
FCB Leasing Co., Ltd.	4,000,000	9,829,615	5,560,997	4,268,618	438,353	63,463	138,982	0.35
FCBL Capital Int'l (B.V.I.) Ltd.	1,791,218	2,515,647	140,804	2,374,843	47,083	31,300	77,509	0.04
FCB International Leasing, Ltd.	886,103	1,191,162	360,539	830,623	131,088	36,744	39,133	-
FCB Financing Lease (Xiamen) Ltd.	903,495	1,198,644	143,460	1,055,184	94,688	2,297	4,632	-
First Financial Assets Management (B.V.I.) Ltd.	908,634	697,007	0	697,007	0	0	25,973	0.03
FCB Leasing (Chengdu) Ltd.	908,634	1,005,277	308,306	696,971	89,033	38,248	25,973	-

Domestic Offices Appointed to Conduct Foreign Exchange Business

Branch	Address	Tel
International Banking Division Swift: FCBKWTWP	3 & 4 F., No. 30, Sec. 1, Chongqing S. Rd., Zhongzheng Dist., Taipei City 100, Taiwan	886-2-23481111
Business Division	No. 30, Sec. 1, Chongqing S. Rd., Zhongzheng Dist., Taipei City 100, Taiwan	886-2-23481111
Anhe Branch	No. 184, Sec. 4, Xinyi Rd., Da'an Dist., Taipei City 106, Taiwan	886-2-23256000
Nangang Branch	2F.-8, No. 3, Park St., Nangang Dist., Taipei City 115, Taiwan	886-2-26558777
Ximen Branch	No. 52, Xining S. Rd., Wanhua Dist., Taipei City 108, Taiwan	886-2-23119111
Zhongxiao Road Branch	No. 94, Sec. 2, Zhongxiao E. Rd., Zhongzheng Dist., Taipei City 100, Taiwan	886-2-23416111
Jingmei Branch	No. 28, Jingzhong St., Wenshan Dist., Taipei City 116, Taiwan	886-2-29303011
Dazhi Branch	No. 588, Mingshui Rd., Zhongshan Dist., Taipei City 104, Taiwan	886-2-85095611
Dadaocheng Branch	No. 63, Sec. 1, Dihua St., Datong Dist., Taipei City 103, Taiwan	886-2-25553711
Xinwei Branch	No. 368 & 370, Sec. 1, Fuxing S. Rd., Da'an Dist., Taipei City 106, Taiwan	886-2-27557241
Jiancheng Branch	No. 40, Sec. 1, Chengde Rd., Datong Dist., Taipei City 103, Taiwan	886-2-25556231
Huashan Branch	No. 22, Sec. 1, Chang'an E. Rd., Zhongshan Dist., Taipei City 104, Taiwan	886-2-25368111
Datong Branch	1 & 2F., No. 60, Sec. 3, Chongqing N. Rd., Datong Dist., Taipei City 103, Taiwan	886-2-25913251
Xinsheng Branch	No. 8, Sec. 2, Nanjing E. Rd., Zhongshan Dist., Taipei City 104, Taiwan	886-2-25620256
Jiantan Branch	No. 152, Sec. 4, Chengde Rd., Shilin Dist., Taipei City 111, Taiwan	886-2-28802468
Yuanshan Branch	No. 53, Minquan W. Rd., Zhongshan Dist., Taipei City 104, Taiwan	886-2-25979234
Zhongshan Branch	No. 61, Sec. 2, Zhongshan N. Rd., Zhongshan Dist., Taipei City 104, Taiwan	886-2-25211111
Zhonglun Branch	No. 188, Sec. 5, Nanjing E. Rd., Songshan Dist., Taipei City 105, Taiwan	886-2-27606969
Nanjing East Road Branch	No. 125, Sec. 2, Nanjing E. Rd., Zhongshan Dist., Taipei City 104, Taiwan	886-2-25062111
Chengdong Branch	No. 103, Sec. 3, Nanjing E. Rd., Zhongshan Dist., Taipei City 104, Taiwan	886-2-25062881
Minsheng Branch	No. 131, Sec. 3, Minsheng E. Rd., Songshan Dist., Taipei City 105, Taiwan	886-2-27138512
Songjiang Branch	No. 309, Songjiang Rd., Zhongshan Dist., Taipei City 104, Taiwan	886-2-25017171
Minquan Branch	No. 365, Fuxing N. Rd., Songshan Dist., Taipei City 105, Taiwan	886-2-27192009
Bade Branch	1F. & 2F. & 2F.-1 & 2F.-2 & 2F.-3, No. 3, Sec. 1, Dunhua S. Rd., Songshan Dist., Taipei City 105, Taiwan	886-2-27318878
Changchun Branch	No. 169, Fuxing N. Rd., Songshan Dist., Taipei City 105, Taiwan	886-2-27192132
Neihu Branch	No. 143 & 145, Sec. 3, Chenggong Rd., Neihu Dist., Taipei City 114, Taiwan	886-2-27932311
Songshan Branch	1 & 2F., No. 760, Sec. 4, Bade Rd., Songshan Dist., Taipei City 105, Taiwan	886-2-27674111
Yanji Branch	No. 289, Sec. 4, Zhongxiao E. Rd., Da'an Dist., Taipei City 106, Taiwan	886-2-27315741
Guangfu Branch	No. 16, Guangfu N. Rd., Songshan Dist., Taipei City 105, Taiwan	886-2-25773323
Xingya Branch	No. 167, Yongji Rd., Xinyi Dist., Taipei City 110, Taiwan	886-2-27655935
Yongchun Branch	No. 451, Sec. 5, Zhongxiao E. Rd., Xinyi Dist., Taipei City 110, Taiwan	886-2-27682111
Neihu Technology Park Branch	No. 388, Sec. 1, Neihu Rd., Neihu Dist., Taipei City 114, Taiwan	886-2-87978711
Jilin Branch	No. 136, Jilin Rd., Zhongshan Dist., Taipei City 104, Taiwan	886-2-25311677
Ren'ai Branch	No. 50, Sec. 4, Ren'ai Rd., Da'an Dist., Taipei City 106, Taiwan	886-2-27023111
Da'an Branch	No. 382, Sec. 4, Xinyi Rd., Da'an Dist., Taipei City 106, Taiwan	886-2-27556811
Xinyi Branch	No. 7, Sec. 3, Xinyi Rd., Da'an Dist., Taipei City 106, Taiwan	886-2-23256811
Fuxing Branch	No. 36-10, Sec. 1, Fuxing S. Rd., Zhongshan Dist., Taipei City 104, Taiwan	886-2-27722345
Dunhua Branch	No. 267, Sec. 2, Dunhua S. Rd., Da'an Dist., Taipei City 106, Taiwan	886-2-27362711
Renhe Branch	No. 376, Sec. 4, Ren'ai Rd., Da'an Dist., Taipei City 106, Taiwan	886-2-27556556
Shimao Branch	No. 65, Sec. 2, Dunhua S. Rd., Da'an Dist., Taipei City 106, Taiwan	886-2-27849811
Muzha Branch	No. 11, Baoyi Rd., Wenshan Dist., Taipei City 116, Taiwan	886-2-22345101
Songmao Branch	No. 21, Sec. 2, Keelung Rd., Xinyi Dist., Taipei City 110, Taiwan	886-2-27236111
Xinhu Branch	No. 159, Xing'ai Rd., Neihu Dist., Taipei City 114, Taiwan	886-2-27931811
Guting Branch	No. 95, Sec. 2, Roosevelt Rd., Da'an Dist., Taipei City 106, Taiwan	886-2-23695222

Branch	Address	Tel
Nanmen Branch	No. 94, Sec. 1, Nanchang Rd., Zhongzheng Dist., Taipei City 100, Taiwan	886-2-23947162
Gongguan Branch	No. 293, Sec. 3, Roosevelt Rd., Da'an Dist., Taipei City 106, Taiwan	886-2-23623111
Heping Branch	No. 151, Sec. 2, Heping E. Rd., Da'an Dist., Taipei City 106, Taiwan	886-2-27035111
Wanhua Branch	No. 87, Kangding Rd., Wanhua Dist., Taipei City 108, Taiwan	886-2-23719221
Shuangyuan Branch	No. 42, Sec. 2, Zhonghua Rd., Wanhua Dist., Taipei City 108, Taiwan	886-2-23068620
Tianmu Branch	No. 60 & 62, Sec. 1, Zhongcheng Rd., Shilin Dist., Taipei City 111, Taiwan	886-2-28369898
Beitou Branch	No. 133, Guangming Rd., Beitou Dist., Taipei City 112, Taiwan	886-2-28913921
Shilin Branch	No. 456 & 458, Zhongzheng Rd., Shilin Dist., Taipei City 111, Taiwan	886-2-28370011
Jianguo Branch	No. 161 & 163 Sec. 2, Minsheng E. Rd., Zhongshan Dist., Taipei City 104, Taiwan	886-2-25060110
Shipai Branch	No. 100, Mingde Rd., Beitou Dist., Taipei City 112, Taiwan	886-2-28209111
Banqiao Branch	No. 107, Sec. 1, Sichuan Rd., Banqiao Dist., New Taipei City 220, Taiwan	886-2-29615171
Huajiang Branch	No. 329, Sec. 1, Wenhua Rd., Banqiao Dist., New Taipei City 220, Taiwan	886-2-22578091
Shulin Branch	No. 27-7 & 27-8, Sec. 1, Zhongshan Rd., Shulin Dist., New Taipei City 238, Taiwan	886-2-26833191
Tucheng Branch	No. 208, Sec. 3, Zhongyang Rd., Tucheng Dist., New Taipei City 236, Taiwan	886-2-22679611
Linkougong'er Branch	No. 498, Zhongshan Rd., Linkou Dist., New Taipei City 244, Taiwan	886-2-26021101
Sanchongpu Branch	No. 70, Sec. 3, Sanhe Rd., Sanchong Dist., New Taipei City 241, Taiwan	886-2-29822111
Changtai Branch	No. 99, Sec. 2, Chongxin Rd., Sanchong Dist., New Taipei City 241, Taiwan	886-2-29884433
Luzhou Branch	No. 12, Zhongshan 1st Rd., Luzhou Dist., New Taipei City 247, Taiwan	886-2-82826788
Touqian Branch	No. 320, Huacheng Rd., Xinzhuang Dist., New Taipei City 242, Taiwan	886-2-22762311
Wugu Branch	No. 90, Siwei Rd., Wugu Dist., New Taipei City 248, Taiwan	886-2-29845577
Chongyang Branch	No. 89, Sec. 1, Chongyang Rd., Sanchong Dist., New Taipei City 241, Taiwan	886-2-29868822
Wugu Industrial Park Branch	No. 117, Wugong Rd., Wugu Dist., New Taipei City 248, Taiwan	886-2-22997811
Tamsui Branch	No. 183, Zhongzheng Rd., Tamsui Dist., New Taipei City 251, Taiwan	886-2-26202611
Xinlu Branch	1 & 2F., No. 223, Changrong Rd., Luzou Dist., New Taipei City 247, Taiwan	886-2-22800219
Xindian Branch	No. 134, Sec. 3, Zhongxing Rd., Xindian Dist., New Taipei City 231, Taiwan	886-2-29181835
Dapinglin Branch	No. 82, Minquan Rd., Xindian Dist., New Taipei City 231, Taiwan	886-2-22184651
Taishan Branch	No. 135 & 137, Sec. 1, Mingzhi Rd., Taishan Dist., New Taipei City 243, Taiwan	886-2-29097111
Xinzhuang Branch	No. 316, Zhongzheng Rd., Xinzhuang Dist., New Taipei City 242, Taiwan	886-2-29929001
Yingge Branch	No. 1, Ren'ai Rd., Yingge Dist., New Taipei City 239, Taiwan	886-2-26791921
Zhonghe Branch	No. 152, Sec. 2, Zhongshan Rd., Zhonghe Dist., New Taipei City 235, Taiwan	886-2-22495011
Yonghe Branch	No. 296, Fuhe Rd., Yonghe Dist., New Taipei City 234, Taiwan	886-2-29221711
Shuanghe Branch	No. 91, Anle Rd., Zhonghe Dist., New Taipei City 235, Taiwan	886-2-29408000
Liancheng Branch	No. 258, Liancheng Rd., Zhonghe Dist., New Taipei City 235, Taiwan	886-2-82272111
Ruifang Branch	No. 76, Sec. 3, Mingdeng Rd., Ruifang Dist., New Taipei City 224, Taiwan	886-2-24967711
Puqian Branch	1F., No. 3, Sec. 1, Minsheng Rd., Banqiao Dist., New Taipei City 220, Taiwan	886-2-29599211
Danfeng Branch	No. 699-1, Zhongzheng Rd., Xinzhuang Dist., New Taipei City 242, Taiwan	886-2-29021111
Xizhi Branch	No. 280, Sec. 1, Datong Rd., Xizhi Dist., New Taipei City 221, Taiwan	886-2-26471688
Xike Branch	No. 133, Sec. 2, Datong Rd., Xizhi Dist., New Taipei City 221, Taiwan	886-2-86926000
Xingfu Branch	No. 435, Zhongping Rd., Xinzhuang Dist., New Taipei City 242, Taiwan	886-2-29989111
Keelung Branch	No. 103, Xiao 3rd Rd., Ren'ai Dist., Keelung City 200, Taiwan	886-2-24279121
Shaochuantou Branch	1 & 2F., No. 57, Yi 1st Rd., Zhongzheng Dist., Keelung City 202, Taiwan	886-2-24266141
Yilan Branch	No. 77, Sec. 3, Zhongshan Rd., Yilan City, Yilan County 260, Taiwan	886-3-9324111
Luodong Branch	No. 165, Zhongzheng Rd., Luodong Township, Yilan County 265, Taiwan	886-3-9545611-8
Su'ao Branch	No. 12, Sec. 1, Zhongshan Rd., Su'ao Township, Yilan County 270, Taiwan	886-3-9962711-6
Taoyuan Branch	No. 55, Minzu Rd., Taoyuan Dist., Taoyuan City 330, Taiwan	886-3-3326111
Beitao Branch	No. 258 & 260, Sec. 2, Sanmin Rd., Taoyuan Dist., Taoyuan City 330, Taiwan	886-3-3353131
Danan Branch	No. 919, Sec. 1, Jieshou Rd., Bade Dist., Taoyuan City 334, Taiwan	886-3-3661966
Neili Branch	No. 117, Xinyi Rd., Zhongli Dist., Taoyuan City 320, Taiwan	886-3-4552410
Zhongli Branch	1 & 2F., No. 146, Zhongzheng Rd., Zhongli Dist., Taoyuan City 320, Taiwan	886-3-4225111
Xili Branch	No. 30, Sec. 2, Zhongyang W. Rd., Zhongli Dist., Taoyuan City 320, Taiwan	886-3-4918111

Branch	Address	Tel
Pingzhen Branch	No. 68, Huanxi Rd., Zhongli Dist., Taoyuan City 320, Taiwan	886-3-4939211
Dayuan Branch	No. 63, Xinsheng Rd., Dayuan Dist., Taoyuan City 337, Taiwan	886-3-3857111
Nankan Branch	No. 112 & 114, Zhongzheng Rd., Luzhu Dist., Taoyuan City 338, Taiwan	886-3-3216882
Qingpu Branch	1 & 2F., No. 208 & 210& 212, Sec.1, Gaotiezhanqian W. Rd., Zhongli Dist., Taoyuan City 320, Taiwan	886-3-2877001
Huilong Branch	No. 161, Sec. 1, Wanshou Rd., Guishan Dist., Taoyuan City 333, Taiwan	886-3-8200611
Yangmei Branch	No. 385-1 & 385-2, Yongmei Rd., Yangmei Dist., Taoyuan City 326, Taiwan	886-3-4316811
Linkou Branch	No. 76 & 78, Wenhua 2nd Rd., Guishan Dist., Taoyuan City 333, Taiwan	886-3-3186611
Daxi Branch	No. 111, Kangzhuang Rd., Daxi Dist., Taoyuan City 335, Taiwan	886-3-3882101
Longtan Branch	No. 80, Zhongzheng Rd., Longtan Dist., Taoyuan City 325, Taiwan	886-3-4991111
Hsinchu Branch Swift: FCBKTWTP301	No. 3, Yingming St., North Dist., Hsinchu City 300, Taiwan	886-3-5226111
Dongmen Branch	No. 216, Dongmen St., North Dist., Hsinchu City 300, Taiwan	886-3-5249211
Hsinchu Science Park Branch	1 & 2F., No. 120, Ciyun Rd., East Dist., Hsinchu City 300, Taiwan	886-3-5637111
Zhudong Branch	No. 30, Donglin Rd., Zhudong Township, Hsinchu County 310, Taiwan	886-3-5963251
Guanxi Branch	No. 18, Zhengyi Rd., Guanxi Township, Hsinchu County 306, Taiwan	886-3-5872411
Zhubei Branch	No. 210, Guangming 5th St., Zhubei City, Hsinchu County 302, Taiwan	886-3-5559111
Miaoli Branch	No. 601, Zhongzheng Rd., Miaoli City, Miaoli County 360, Taiwan	886-37-322411
Zhunan Branch	No. 53, Minzu St., Zhunan Township, Miaoli County 350, Taiwan	886-37-477111
Toufen Branch	No. 67, Zhongzheng Rd., Toufen City, Miaoli County 351, Taiwan	886-37-672611
Taichung Branch Swift: FCBKTWTP401	No. 144, Sec. 1, Ziyou Rd., West Dist., Taichung City 403, Taiwan	886-4-22233611
Nan Taichung Branch	No. 33 & 35, Sec. 4, Fuxing Rd., East Dist., Taichung City 401, Taiwan	886-4-22231111
Bei Taichung Branch	No. 501, Sec. 1, Taiwan Blvd., Central Dist., Taichung City 400, Taiwan	886-4-22238111
Zhonggang Branch	No. 912, Sec. 2, Taiwan Blvd., Xitun Dist., Taichung City 407, Taiwan	886-4-23136111
Beitun Branch	No. 696, Sec. 4, Wenxin Rd., Beitun Dist., Taichung City 406, Taiwan	886-4-22366111
Jinhua Branch	No. 236, Jinhua N. Rd., North Dist., Taichung City 404, Taiwan	886-4-22300311
Nantun Branch	No. 668, Sec. 2, Wuquan W. Rd., Nantun Dist., Taichung City 408, Taiwan	886-4-23801515
Fengyuan Branch	No. 423, Zhongshan Rd., Fengyuan Dist., Taichung City 420, Taiwan	886-4-25225111
Dali Branch	No. 43, 45 & 47, Dongrong Rd., Dali Dist., Taichung City 412, Taiwan	886-4-24838111
Central Taiwan Science Park Branch	No. 6-3, Zhongke Rd., Daya Dist., Taichung City 428, Taiwan	886-4-25659111
Dongshi Branch	No. 449, Fengshi Rd., Dongshi Dist., Taichung City 423, Taiwan	886-4-25874121
Shalu Branch	No. 355, Zhongshan Rd., Shalu Dist., Taichung City 433, Taiwan	886-4-26621331
Dajia Branch	No. 361 & 363, Shuntian Rd., Dajia Dist., Taichung City 437, Taiwan	886-4-26882981
Taiping Branch	1 & 2F., No. 50, Zhongxing E. Rd., Taiping Dist., Taichung City 411, Taiwan	886-4-22799011
Qingshui Branch	No. 35-10, Guangming Rd., Qingshui Dist., Taichung City 436, Taiwan	886-4-26238111
Daya Branch	No. 96, Zhongqing E. Rd., Daya Dist., Taichung City 428, Taiwan	886-4-25686111
Nantou Branch	No. 2, Zhongshan 1st St., Nantou City, Nantou County 540, Taiwan	886-49-2223111
Caotun Branch	No. 256, Sec. 2, Taiping Rd., Caotun Township, Nantou County 542, Taiwan	886-49-2338181
Puli Branch	No. 97, Sec. 1, Xi'an Rd., Puli Township, Nantou County 545, Taiwan	886-49-2982711
Changhua Branch	No. 48, Heping Rd., Changhua City, Changhua County 500, Taiwan	886-4-7232161
Yuanlin Branch	No. 26, Yuying Rd., Yuanlin City, Changhua County 510, Taiwan	886-4-8328811
Lukang Branch	No. 301, Zhongshan Rd., Lukang Township, Changhua County 505, Taiwan	886-4-7772111
Xihu Branch	No. 166, Sec. 3, Zhangshui Rd., Xihu Township, Changhua County 514, Taiwan	886-4-8824111
Beidou Branch	No. 35, Sec. 2, Zhongshan Rd., Beidou Township, Changhua County 521, Taiwan	886-4-8782111
Hemei Branch	No. 84, 86 & 88, Hexian Rd., Hemei Township, Changhua County 508, Taiwan	886-4-7551111
Chiayi Branch	No. 307, Zhongshan Rd., East Dist., Chiayi City 600, Taiwan	886-5-2272111
Xingjia Branch	No. 425 & 427, Xingye W. Rd., West Dist., Chiayi City 600, Taiwan	886-5-2859833
Puzi Branch	No. 135, Zhongzheng Rd., Puzi City, Chiayi County 613, Taiwan	886-5-3795111
Douliu Branch	No. 16, Taiping Rd., Douliu City, Yunlin County 640, Taiwan	886-5-5324311

Branch	Address	Tel
Beigang Branch	No. 96, Zhongzheng Rd., Beigang Township, Yunlin County 651, Taiwan	886-5-7833211
Xiluo Branch	No. 189, Yanping Rd., Xiluo Township, Yunlin County 648, Taiwan	886-5-5862131
Huwei Branch	No. 83, Zhongzheng Rd., Huwei Township, Yunlin County 632, Taiwan	886-5-6322330
Tainan Branch Swift: FCBKWTWP601	No. 82, Sec. 2, Zhongyi Rd., West Central Dist., Tainan City 700, Taiwan	886-6-2224131
Fuqiang Branch	No. 31, Sec. 3, Dongmen Rd., East Dist., Tainan City 701, Taiwan	886-6-2904453
Chikan Branch	No. 217, Chenggong Rd., West Central Dist., Tainan City 700, Taiwan	886-6-2268111
Zhuxi Branch	No. 98, Sec. 1, Datong Rd., West Central Dist., Tainan City 700, Taiwan	886-6-2160111
Jincheng Branch	No. 105, Xialin Rd., South Dist., Tainan City 702, Taiwan	886-6-2248833
Annan Branch	No. 500, Sec. 2, Haidian Rd., Annan Dist., Tainan City 709, Taiwan	886-6-2465111
Xinying Branch	No. 150, Zhongshan Rd., Xinying Dist., Tainan City 730, Taiwan	886-6-6324211
Yanshui Branch	No. 57, Sanfu Rd., Yanshui Dist., Tainan City 737, Taiwan	886-6-6521611
Madou Branch	No. 12, Xingzhong Rd., Madou Dist., Tainan City 721, Taiwan	886-6-5729901
Shanhua Branch	No. 366, Zhongshan Rd., Shanhua Dist., Tainan City 741, Taiwan	886-6-5817350
Jiali Branch	No. 288-1 & 290, Yanping Rd., Jiali Dist., Tainan City 722, Taiwan	886-6-7226111
Xinhua Branch	No. 374, Zhongzheng Rd., Xinhua Dist., Tainan City 712, Taiwan	886-6-5901111
Dawan Branch	No. 5, Sec. 2, Yongda Rd., Yongkang Dist., Tainan City 710, Taiwan	886-6-2713251
Guiren Branch	No. 55 & 57, Sec. 2, Zhongshan Rd., Guiren Dist., Tainan City 711, Taiwan	886-6-3300111
Yongkang Branch	No. 109, Zhongzheng S. Rd., Yongkang Dist., Tainan City 710, Taiwan	886-6-2513211
Kaohsiung Branch Swift: FCBKWTWP701	No. 28, Minquan 1st Rd., Lingya Dist., Kaohsiung City 802, Taiwan	886-7-3350811
Yancheng Branch	No. 115, Daren Rd., Yancheng Dist., Kaohsiung City 803, Taiwan	886-7-5519201
Xinxing Branch	No. 17, Zhongzheng 4th Rd., Xinxing Dist., Kaohsiung City 800, Taiwan	886-7-2719111
Sanmin Branch	No. 291, Zhonghua 3rd Rd., Sanmin Dist., Kaohsiung City 807, Taiwan	886-7-2718111
Lingya Branch	No. 61, Wufu 3rd Rd., Qianjin Dist., Kaohsiung City 801, Taiwan	886-7-2822111
Zuoying Branch	No. 411 & 413, Zuoying Avenue, Zuoying Dist., Kaohsiung City 813, Taiwan	886-7-5815511
Nanzi Branch	No. 3, Nanzi Rd., Nanzi Dist., Kaohsiung City 811, Taiwan	886-7-3511211
Wufu Branch	No. 161, Zhongzheng 2nd Rd., Lingya Dist., Kaohsiung City 802, Taiwan	886-7-2225111
Shiquan Branch	No. 57, Ziyou 1st Rd., Sanmin Dist., Kaohsiung City 807, Taiwan	886-7-3112131
Qianzhen Branch	No. 191, Sanduo 3rd Rd., Qianzhen Dist., Kaohsiung City 806, Taiwan	886-7-3344191
Wannei Branch	No. 147, Dashun 2nd Rd., Sanmin Dist., Kaohsiung City 807, Taiwan	886-7-3821526
Bo'ai Branch	No. 426, Bo'ai 2nd Rd., Zuoying Dist., Kaohsiung City 813, Taiwan	886-7-5588311
Xiaogang Branch	No. 182, Yanhai 1st Rd., Xiaogang Dist., Kaohsiung City 812, Taiwan	886-7-8066601
Wujia Branch	1 & 2F., No. 322, Baotai Rd., Fengshan Dist., Kaohsiung City 830, Taiwan	886-7-7260211
Fengshan Branch	No. 1, Chenggong Rd., Fengshan Dist., Kaohsiung City 830, Taiwan	886-7-7463611
Luzhu Branch	No. 1187, Zhongshan Rd., Luzhu Dist., Kaohsiung City 821, Taiwan	886-7-6963211
Gangshan Branch	No. 275, Gangshan Rd., Gangshan Dist., Kaohsiung City 820, Taiwan	886-7-6212111
Qishan Branch	No. 120, Zhongshan Rd., Qishan Dist., Kaohsiung City 842, Taiwan	886-7-6621811
Linyuan Branch	No. 459, Linyuan N. Rd., Linyuan Dist., Kaohsiung City 832, Taiwan	886-7-6436111
Ziben Branch	No. 306, Zhongzheng Rd., Ziguan Dist., Kaohsiung City 826, Taiwan	886-7-6172111
Pingtung Branch	No. 308, Minsheng Rd., Pingtung City, Pingtung County 900, Taiwan	886-8-7325111
Chaozhou Branch	No. 117, Zhongshan Rd., Chaozhou Township, Pingtung County 920, Taiwan	886-8-7883771
Donggang Branch	No. 23, Chaoyang St., Donggang Township, Pingtung County 928, Taiwan	886-8-8350111
Hengchun Branch	No. 17, Zhongzheng Rd., Hengchun Township, Pingtung County 946, Taiwan	886-8-8893231
Hualien Branch	No. 22, Gongyuan Rd., Hualien City, Hualien County 970, Taiwan	886-3-8324611
Taitung Branch	No. 397, Sec. 1, Zhonghua Rd., Taitung City, Taitung County 950, Taiwan	886-89-324211
Penghu Branch	No. 88, Guangfu Rd., Magong City, Penghu County 880, Taiwan	886-6-9273211

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- **Ho Chi Minh City Branch**
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- **Hong Kong Branch**
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- **Macau Branch**
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IT Centre of Macau, Avenida
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Tel: 853-2857-5088

- **Manila Branch**
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- **New York Branch**
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- **Phnom Penh Branch**
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Chey Chomnas, Khan Daun Penh,
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Tel: 855-23-210026~8
- **Chamkar Mon Sub-Branch**
1F, No.216B, Norodom Blvd (41),
Sangkat Tonel Bassac, Khan
Chamkarmorn, Phnom Penh, Cambodia
Tel: 855-23-726806~8
- **Chom Chao Sub-Branch**
No.3,5,7&9, Prey Chisak Village,
Chom Chao Commune, Dangkor
District, Phnom Penh, Cambodia
Tel: 855-23-865171~3
- **Chraoy Chongvar Sub-Branch**
No.F08-F09, Street National Road No6,
Phum3, Sangkat Chroy Changva, Khan
Russey Keo, Phnom Penh, Cambodia
Tel: 855-23-432156~8
- **Mean Chey Sub-Branch**
No 14A & 15A, Street Chaom Chau,
Phum Damnak Thum, Sangkat Phueng
Meanchey, Khan Meanchey, Phnom
Penh, Cambodia
Tel: 855-23-238-547
- **Olympic Sub-Branch**
No. 30 ABC (Ground Floor, First Floor
and Second Floor), St. 215, Sangkat
Mittapheab, Khan 7 Makara, Phnom
Penh, Cambodia
Tel: 855-23-880392~4
- **Phsar Derm Thkov Sub-Branch**
No.231, Street 271, Phum 4, Sangkat
Tuol Tumpung Ti Pir, Khan Chamkar
Mon, Phnom Penh, Cambodia
Tel: 855-23-23-2126~8
- **Sen Sok Sub-Branch**
No.111&113, Street 1003, Bayab Village,
Sangkat Phnom Penh Thmei, Khan
SaenSokh, Phnom Penh, Cambodia
Tel: 855-23-89-0371~3
- **Siem Reap Sub-Branch**
No.602&604, Preah Sangreach Tep
Vong Street, Phum Mondol 2, Sangkat
Svay Dongkum, Siem Reap Province,
Cambodia
Tel: 855-63-963187~9

- **Tuol Kouk Sub-Branch**
No.89, Street. 289, Phum 14,
Sangkat Boeung Kak II, Khan Tuol
Kork, Phnom Penh, Cambodia
Tel: 855-23-885891~3
- **Shanghai Branch**
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88 Building), Changning District,
Shanghai 201103, China
Tel: 86-21-2227-0611
- **Shanghai Pilot Free Trade Zone
Sub-Branch**
Room 2305 Shanghai Shimao
Tower, No.55 West Weifang Road,
Pudong New Dist., Shanghai
200122, China
Tel: 86-21-2069-0611
- **Singapore Branch**
No. 77, Robinson Road, #29-01,
Singapore 068896
Tel: 65-6593-0888
- **Tokyo Branch**
〒100-0004 23F Taisei Otemachi
Building, 2-1-1, Otemachi, Chiyoda-
Ku, Tokyo, Japan
Tel: 81-3-3279-0888
- **Toronto Branch**
5000 Yonge Street, Suite 1803
Toronto, ON M2N 7E9, Canada
Tel: 1-416-250-8788
- **Vancouver Branch**
#100-5611 Cooney Road
Richmond, BC V6X 3J6, Canada
Tel: 1-604-207-9600
- **Vientiane Branch**
No.61, 23 Singha Road, Phonxay
Village, Saysetha District
Vientiane Capital, Lao PDR
Tel: 856-21-415318
- **Xiamen Branch**
Unit EFGH, 30F, International
Plaza, No.8 Lujiang Road, Siming
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Tel: 86-592-8169111

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Tungmahamek, Sathorn, Bangkok
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Tel: 662-679-5291

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Road, Mayangone Township,
Yangon, Myanmar
Tel: 95-1-9669568
- **Jakarta Representative Office**
World Trade Centre - WTC3 27th
Floor, Jl. Jend. Sudirman Kav. 29 -
31, Jakarta 12920, Indonesia
Tel: 62-21-3048-8788

Subsidiary

First Commercial Bank (USA)

- **Head Office & Alhambra Branch**
200 E. Main Street
Alhambra, CA 91801, U.S.A.
Tel: 1-626-300-6000
- **Arcadia Branch**
1309 S. Baldwin Ave.
Arcadia, CA 91007, U.S.A.
Tel: 1-626-254-1828
- **Chino Hills Branch**
2911 Chino Avenue, Unit F2, Chino
Hills, CA 91709, U.S.A.
Tel: 1-909-993-5888
- **City of Industry Branch**
18725 E. Gale Ave. Suite 150
City of Industry, CA 91748, U.S.A.
Tel: 1-626-964-1888
- **Fremont Branch**
47000 Warm Springs Boulevard,
Suite 3, Fremont, CA 94539 U.S.A.
Tel: 1-510-933-0270
- **Irvine Branch**
4250 Barranca Parkway, Suite E
Irvine, CA 92604, U.S.A.
Tel: 1-949-654-2888
- **Silicon Valley Branch**
7270 Bollinger Road, Suite 10,
San Jose, CA 95129, U.S.A.
Tel: 1-408-253-4666
- **San Mateo Branch**
2727 S. El Camino Real, Suite G,
San Mateo, CA 94403, U.S.A.
Tel: 1-650-931-8568
- **Ontario Loan Production Office**
3990 Concourse Street, Suite 340,
Ontario, CA 91764, U.S.A.
Tel: 1-909-212-8888

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