

2020

Annual Report Of Chunghwa Post



Pursue Excellence,
Trusted Forever



CONTENTS

I. Chairperson's Remarks	4
II. Business Report	6
I. 2020 Operation Results	8
II. 2021 Outline of Operation Plan	9
III. Company Profile	11
I. History	12
II. Vision	13
III. Core Values	13
IV. System	13
IV. Organization	14
I. Organizational Structure	15
II. Information about Board of Directors, Supervisors, President, Vice Presidents, Department Heads and Managers of Various Branches	17
V. Fulfilling Our Social Responsibility	21
I. Promoting Corporate Governance	22
II. Maintaining Social Welfare	22
III. Developing Sustainable Environment	24
IV. Protecting Our Clients' Rights and Interests	26
V. Caring for Our Employees	28
VI. Reinforcing Information Disclosure and Other Related Services	29
VI. Capital Raising	31
I. Capital and Shares	32
II. Financial Bonds	33
III. Preferred Shares	33
IV. Overseas Depository Receipts	33
V. Employee Stock Option Certificates	33
VI. Mergers and Acquisitions of Other Financial Institutions	33
VII. Plans for Capital Investment and Utilization	33

VII. Operations Summary	34
I. Scope of Business	35
(I) Mail Services	37
(II) Savings Services	41
(III) Remittance Services	46
(IV) Postal Simple Life Insurance	48
(V) Philately	52
(VI) Agential Business	55
(VII) Asset Management	57
(VIII) Capital Utilization	58
II. Employee Composition	60
III. Labor-Management Relations	61
IV. IT Facilities	62
VIII. Financial Overview	64
I. Financial Highlights	65
II. Condensed Balance Sheet and Income Statement Data for the Past 5 Years	67
III. Financial Analysis for the Past 5 Years	69