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Chairperson's Remarks

Over two years, the Covid-19 pandemic rampaged the globe, affecting all walks of life with varying challenges. At this critical moment, Chunghwa Post continues to support the government in various tasks, such as distribution of necessary supplies for epidemic prevention, delivery and payment of stimulus vouchers, remittance of relief subsidies, or issuance of bills of exchange. With concerted effort, Chunghwa Post has achieved an excellent performance and accrued a net income of 10 billion and 37 million dollars. The revenue has surpassed the revenue goal (9 billion and 87 million dollars) by 950 million dollars, a net increase of 9% compared to 2020 (9 billion and 137 million dollars).

In response to changes in the environment and lifestyles, Chunghwa Post has to accelerate its steps in innovative transformation. With a holistic and prospective mindset, Chunghwa Post has reviewed and optimized its existing business model by organizing a digital development committee and Big Data development office. By doing so, we hope to improve the quality and efficiency of the services significantly and enhance the Company's competitiveness in sustainable development through digital technologies.

Mail service is the core business of Chunghwa Post. Over the past two years, e-commerce has snowballed in response to the stay-at-home economy arising from the pandemic. Aside from promoting the 24/7 service of "iBox", the Company also actively seeks business opportunities in cross-border, social media, micro e-commerce logistics, and domestic parcel delivery. With that, we aim to increase the Company's market share in the logistics industry. In the future, the Company will utilize AI technology, upgrading the mailing operation and developing the shortest-chain logistics with enhanced delivery efficiency.

Concerning postal savings, remittances, and life insurance services, as of the end of last year, the balance of all types of savings amounts to more than 6 trillion 610 billion and 800 million dollars, a 3% increase compared to the previous year (6 trillion 418 billion and 200 million dollars), still ranking first place among other financial institutions. The total savings account for around 12% of the national savings. In the face of challenges in the digital era, innovations in client-oriented financial services need to gather speed for the Company to expand the client base and enhance competitiveness. Earlier this year, we officially launched a digital banking service, a new i-Post app, and online life insurance services for a more convenient and time-saving online experience. In the future, the Company will continue to build a friendly OMO (online-merge-offline) environment for financial services and create a diverse and convenient experience with digital financing. Besides, we will also provide better life insurance services for all age groups, hoping to enhance the welfare of all citizens and ensure the security of society.



Chairperson

Wu, Hong-Mo

The Company values and adopts ESG practices, devoting itself to environmental sustainability, responsible investment, social care, and corporate governance to fulfill its responsibilities as a global citizen. Not only that, we do so to maintain the Company's rights and interests, revitalize the Company's assets and continue improving the working environment and the welfare of all staff members. In practice, the Company cares about agricultural produce marketing, helps young and small farmers, and participates in placemaking. Postal officers care for the elderly who live alone by providing necessary assistance and services. As for responsible investment, the Company invests in domestic and foreign green bonds in addition to stocks and bonds in the green technology industry. To fulfill corporate social responsibility and corporate governance, Chunghwa Post will strive to develop a more energy-saving and waste-reducing approach to be more environmentally friendly and offer care and assistance to the disadvantaged through enhanced outreach and better services. Thus, we can live up to the long-term trust and support from all citizens.

Keeping up with the times and innovating are crucial to increasing the Company's competitiveness and achieving sustainable development. We need to be practical by making the best of digital technologies and Big Data analysis to stay on top of trends and create a better customer experience to increase customer satisfaction. That aside, the Company will also actively review the integrity of its laws and regulations to break through the limitations of current business operations. We would optimize the quality and efficiency of the services in a rolling manner to enhance the Company's overall development potential and competitiveness.

Looking ahead, I hope all colleagues in their respective position can be innovative and seek improvement continuously. Their hard work lays the foundation of the Company's sustainable development. With better and more creative services, the Company can thus pursue excellence, becoming the most favorable and trusted neighbor and partner of all citizens.