

# 2021

## Annual Report Of Chunghwa Post



Pursue Excellence  
Trusted Forever



# CONTENTS

<b>I. Chairperson's Remarks .....</b>	<b>4</b>
<b>II. Business Report .....</b>	<b>6</b>
I. 2021 Operation Results .....	8
II. 2022 Outline of Operation Plan .....	9
<b>III. Company Profile .....</b>	<b>11</b>
I. History .....	12
II. Vision .....	13
III. Core Values .....	13
IV. System .....	13
<b>IV. Organization .....</b>	<b>14</b>
I. Organizational Structure .....	15
II. Information about Board of Directors, Supervisors, President, Vice Presidents, Department Heads and Managers of Various Branches .....	18
<b>V. Fulfilling Our Social Responsibility .....</b>	<b>21</b>
I. Promoting Corporate Governance .....	22
II. Maintaining Social Welfare .....	22
III. Developing Sustainable Environment .....	25
IV. Protecting Our Clients' Rights and Interests .....	26
V. Caring for Our Employees .....	28
VI. Reinforcing Information Disclosure and Other Related Services .....	29
<b>VI. Capital Raising .....</b>	<b>31</b>
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
(III) Savings services .....	41
(III) Remittance Services .....	46
(IV) Postal Simple Life Insurance .....	48
(V) Philately .....	53
(VI) Agential Business .....	57
(VII) Asset Management .....	59
(VIII) Capital Utilization .....	60
II. Employee Composition .....	62
III. Labor-Management Relations .....	64
IV. IT Facilities .....	65

## VIII. Financial Overview ..... 67

I. Financial Highlights .....	68
II. Condensed Balance Sheet and Income Statement Data for the past 5 years .....	70
III. Financial Analysis for the Past 5 Years .....	72