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Chairperson's Remarks

In 2023, the world experienced significant transformations, from the end of the pandemic and the sweeping impact of AI to the ravages of war and the effects of climate change. Amidst this global economic and political upheaval, Chunghwa Post has remained committed to its mission of universal service and supporting national policies. Our employees have consistently put customers first, delivering honest and efficient service with unwavering dedication. Throughout this turbulent year, Chunghwa Post has been a steadfast companion to the public, striving to be a trusted neighbor for everyone.

To enhance its postal services, Chunghwa Post has established a benchmark smart and green postal logistics park, offering a variety of services such as warehousing, distribution, processing, transportation, delivery, customs declaration, clearance, and information. This park functions efficiently as a logistics hub, providing robust support for the overall development of the logistics industry. By leveraging the strategic advantages of Taipei Port and Taoyuan Airport, we are creating international business opportunities for sea-air combined mail delivery. For example, we have partnered with postal services in 22 countries and regions, including Japan and Singapore, to launch the international ePacket service. This service provides citizens and businesses with a new logistics option for expanding into global cross-border e-commerce. Across Taiwan, there are 2,006 postal offices, agencies, and stamp sales points, along with over 2,400 iBoxes, demonstrating our commitment to comprehensive and accessible services.

With the development of digital technology and changing interests and hobbies, Chunghwa Post has actively innovated in the issuance of stamps and related products. In mid-August 2023, Chunghwa Post hosted the 39th Asian International Stamp Exhibition in Taipei. The exhibition featured 1,050 frames of rare stamp collections from 26 member countries and regions of the Federation of Inter-Asia Philately (FIAP). This event showcased Taiwan's unique stories through stamps, fostering international friendships and sharing insights into the promotion of philately across different countries.

In the savings and remittance business, in response to the growth of e-commerce and diverse mobile payment methods, Chunghwa Post has established the "Account Link Payment Platform", launched the "Postal HCE VISA Card" and the "Postal ATM Card Cloud Pay" services, and continues to enhance the "Post APP" to provide more convenient and efficient services. Chunghwa Post operates nearly 3,200 ATMs across metropolitan, rural, and remote areas, featuring interfaces in six languages to provide equitable and friendly services, embodying the spirit of inclusive finance. In support of the government's "Cash for All" initiative, over 10.28 million people had received their payments through postal channels by the end of 2023. Additionally, Chunghwa Post has implemented the "Nationwide Anti-Fraud Action," successfully preventing more than 1,800 cases of financial fraud and reducing potential losses by about NT\$755 million, gaining widespread trust and support from the public.



Chairperson

Wu, Hong-Mo

In the life insurance business, to address the coming era of an aging population, Chunghwa Post is leveraging the extensive network of its postal branches to actively promote Small Amount Whole Life Insurance products. By aligning with regulatory changes, it has developed a diverse range of products to meet the needs of all age groups, thereby enhancing insurance coverage for the public and fostering a secure and prosperous society. Additionally, Chunghwa Post is strengthening its digital services by implementing electronic policies and endorsements, launching the Electronic Direct Debit Authorization (eDDA) service for insurance premiums, and promoting energy-saving and carbon reduction initiatives to achieve environmental sustainability goals.

ESG is a key indicator for assessing corporate sustainable development. In May 2023, Chunghwa Post established the "Sustainable Development Committee," which defined six key areas: strengthening sustainable governance, achieving net-zero emissions, realizing green finance, promoting social inclusion, creating high-quality services, and fostering a happy workplace. These initiatives are aligned with management policies to correspond with the United Nations Sustainable Development Goals (SDGs).

As we enter 2024 and an era with the new government, Chunghwa Post will continue to align with government economic and financial policies, promote green energy, and optimize asset management to advance inclusive finance and environmental sustainability, thereby enhancing national competitiveness. In addressing the future developments and challenges of AI, Chunghwa Post will adopt a forward-looking perspective and innovative thinking to strengthen corporate governance, expand ESG practices, accelerate digital transformation, and enhance corporate competitiveness, all while striving for sustainable operations.