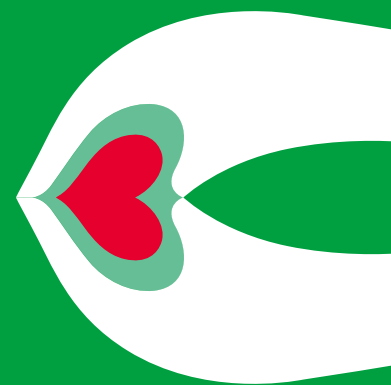
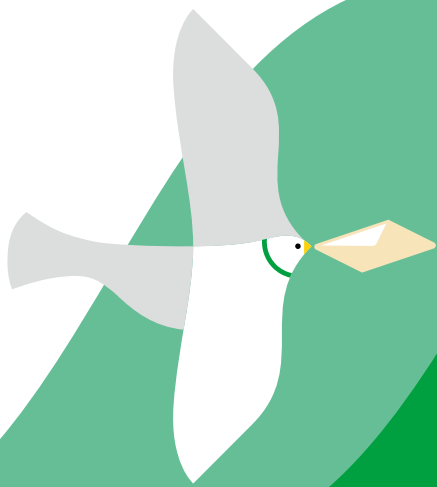


VI

Operations Summary

- 37 I. Scope of Business**
- 66 II. Employee Composition**
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- 69 IV. IT Facilities**



I. Scope of Business

Chunghwa Post may, in accordance with Article 5 of the Postal Act, engage in the following businesses:

1. Mail delivery
2. Postal savings
3. Remittance services
4. Postal simple life insurance
5. Philately and related merchandise
6. Management of postal assets
7. Chunghwa Post may, subject to the approval of the Ministry of Transportation and Communications (MOTC), operate as an agent for other businesses, make investments or engage in relevant businesses as described in subparagraphs 1 to 6 of this article hereof.

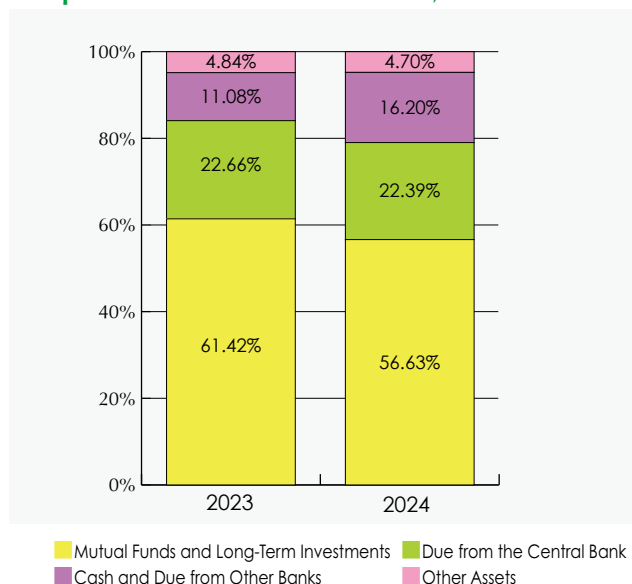
Percentage of Major Assets and Liabilities to Total Assets, 2023 and 2024

Unit: NT\$1,000; %

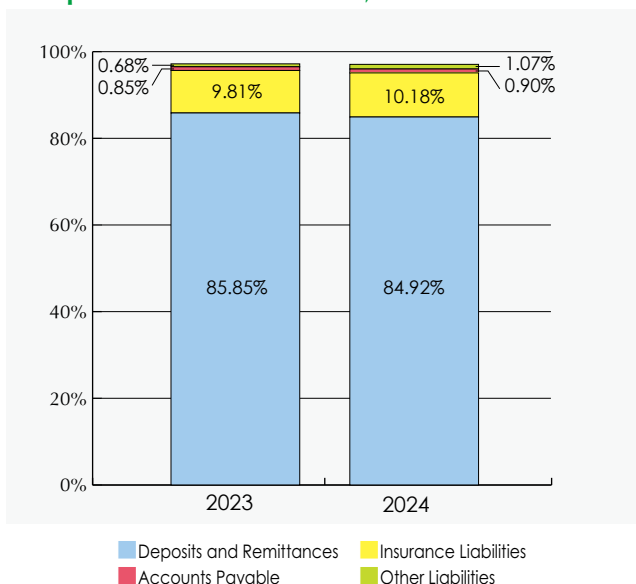
Major Items	2023		2024	
	Amount	%	Amount	%
Total Assets	8,331,665,170	100.00	8,571,488,608	100.00
Mutual Funds and Long-Term Investments	5,117,158,074	61.42	4,854,177,405	56.63
Due from the Central Bank	1,887,966,573	22.66	1,919,209,927	22.39
Cash and Due from Other Banks	922,931,679	11.08	1,388,770,001	16.20
Other Assets	403,608,844	4.84	409,331,275	4.78
Total Liabilities	8,097,281,971	97.19	8,319,932,539	97.07
Deposits and Remittances	7,152,415,338	85.85	7,279,214,487	84.92
Insurance Liabilities	817,531,738	9.81	872,324,839	10.18
Accounts Payable	70,631,395	0.85	76,801,855	0.90
Other Liabilities	56,703,500	0.68	91,591,358	1.07

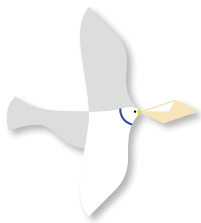
Note: Figures for 2023 are readjusted by the CPA in accordance with figures approved by the National Audit Office; figures for 2024 are CPA approved.

Comparison Chart of Asset Allocation, 2023 and 2024



Comparison Chart of Liabilities, 2023 and 2024





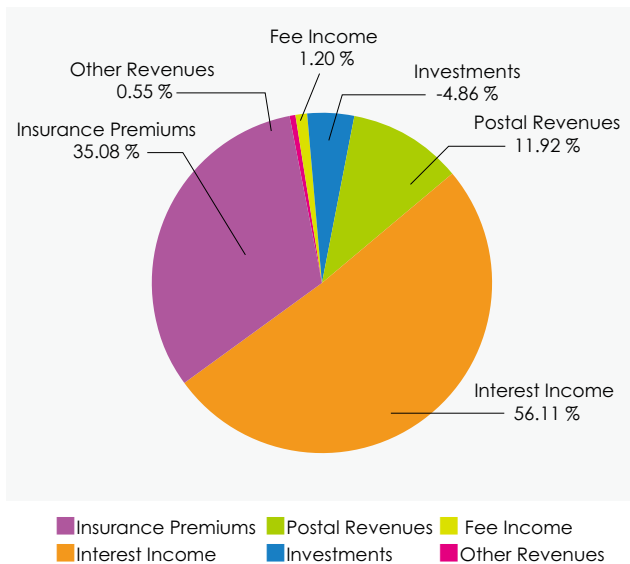
Percentage of All Business Revenues, 2023 and 2024

Unit: NT\$1,000; %

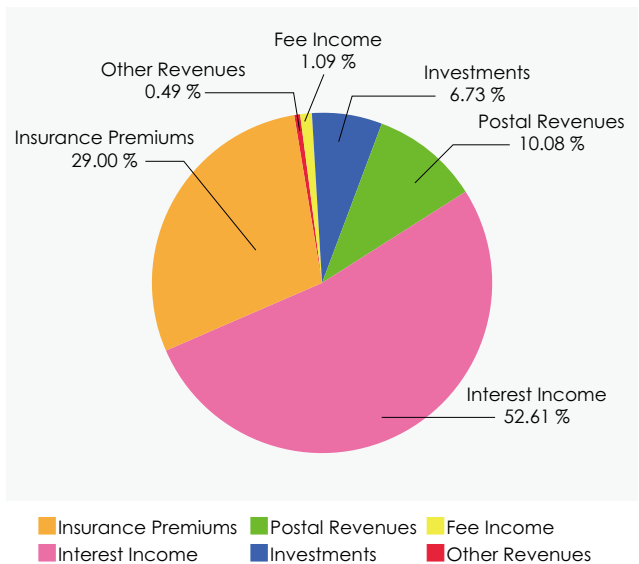
Item	2023		2024	
	Amount	%	Amount	%
Insurance Premiums	80,237,025	35.08	75,841,231	29.00
Interest Income	128,355,698	56.11	137,610,220	52.61
Postal Revenues	27,257,071	11.92	26,355,159	10.08
Investments	(11,112,068)	(4.86)	17,595,146	6.73
Fee Income	2,755,916	1.20	2,862,295	1.09
Other Revenues	1,259,917	0.55	1,284,276	0.49
Total Revenues	228,753,559	100.00	261,548,327	100.00

Note: Figures for 2023 are readjusted by the CPA in accordance with figures approved by the National Audit Office; figures for 2024 are CPA approved.

Sources of Business Revenues, 2023



Sources of Business Revenues, 2024



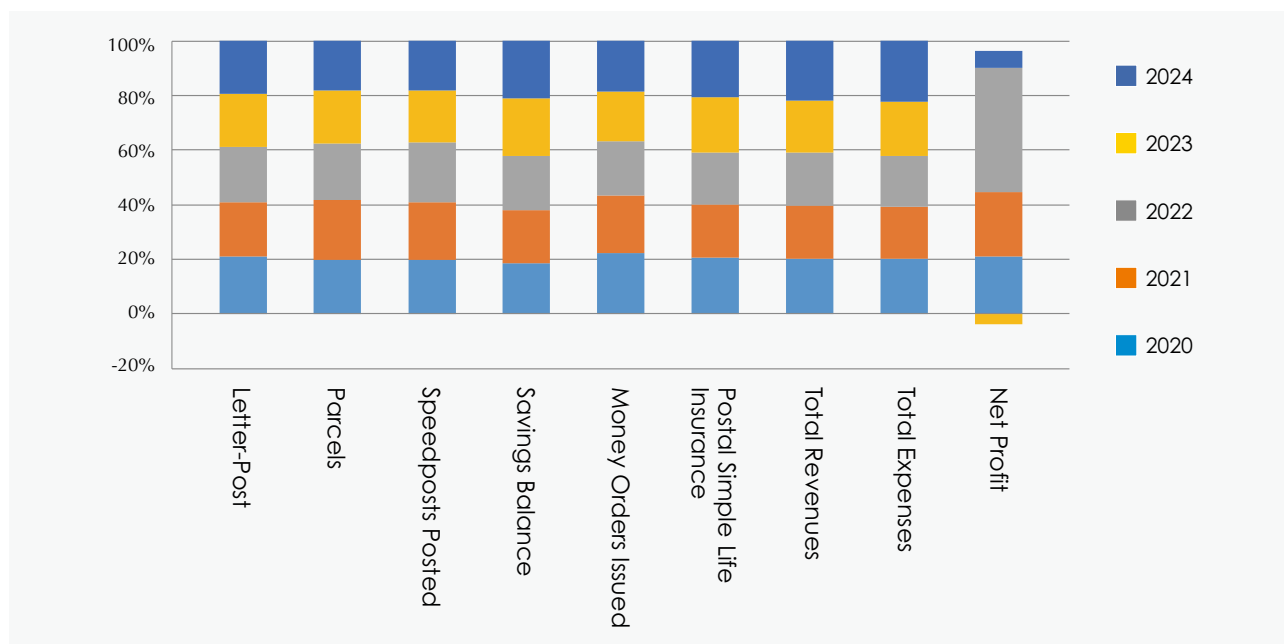
Business Highlights over the Past 5 Years

Item	Unit	2020	2021	2022	2023	2024
1. Letter-Post	Million pcs	1,912	1,845	1,850	1,783	1,773
2. Parcels	Thousand pcs	27,362	29,821	28,726	26,358	25,138
3. Speedposts Posted	Thousand pcs	16,186	17,548	18,015	15,920	14,858
4. Savings Balance	Million NT\$	6,418,183	6,610,818	6,912,359	7,159,566	7,286,045
5. Money Order Issued	Thousand pcs	14,948	14,353	13,217	12,491	12,432
6. Postal Simple Life Insurance	Thousand pcs	2,185	2,065	2,048	2,140	2,195
7. Total Revenues	Million NT\$	244,668	228,992	233,403	229,259	261,997
8. Total Expenses	Million NT\$	235,531	218,964	213,762	230,914	259,342
9. Net Profit	Million NT\$	9,137	10,028	19,641	(1,655)	2,655

Note 1: Figures for 2020, 2021, 2022, and 2023 are readjusted by the CPA in accordance with figures approved by the National Audit Office; figures for 2024 are CPA approved.

2: In 2023 and 2024, net income performance was impacted by the high cost of foreign investment hedging. In response, the Company realized gains of NT\$12.517 billion and NT\$12.646 billion, respectively, through the disposal of financial assets, thereby meeting its treasury contribution targets.

Business Highlights over the Past 5 Years



(I) Mail services that cross all boundaries

1. Letter-post items

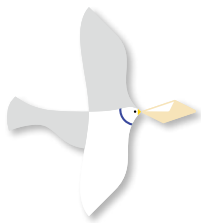
In recent years, with the rapid advancement of information technology and the widespread use of the internet and email, customers have gained easier access to information and services, leading to a gradual decline in traditional forms of communication. In the area of mail services, in addition to facing price competition from private-sector operators, the Company has been impacted by ongoing trends toward paperless operations. Government agencies and bulk mail clients increasingly rely on digital channels to promote their products and services. In 2024, many retailers, telecommunications providers, and financial institutions embraced information and communication technologies (ICT) to replace physical mail as part of broader efforts to reduce carbon emissions and support paperless operations.

In 2024, the volume of domestic mail reached 1,763.94 million items, representing a 0.28% decrease from 1,768.97 million items in 2023. The volume of international mail stood at 9.35 million items, down 32.16% from 13.782 million items in 2023, mainly due to the temporary suspension of transshipment mail services in the first quarter and the broader impact of global economic downturns.

2. Parcels

The logistics market has seen a shift due to changes in consumer behavior, leading to increased demand for store pickup services. Additionally, the trend toward lighter and smaller packages in e-commerce has prompted many e-commerce platforms to switch to using small parcels, which are then handed over to the sharing economy logistics (i.e., express delivery service in urban areas) for parcel delivery, a total of 24.55 million pieces of domestic parcels were delivered in 2024, 4.88% lower than that in 2023, which was 25.81 million. To enhance Chunghwa Post's competitiveness in the parcels sector, we have been striving to improve the quality of our delivery services by engaging in the exchange of mailing information with online shops as well as the integration of multiple services. At the same time, the Company actively integrated with e-commerce by leveraging the iPost Mall platform to promote the marketing of agricultural and specialty products. This initiative supports local farmers in selling high-quality produce, helping to expand market reach and boost sales performance.

In 2024, the volume of international parcels reached 584,000 items, marking a 6.76% increase compared



to 547,000 items in 2023. This growth was primarily driven by the rebound in parcel volumes handled by various post offices.

3. Speedpost Service (EMS)

In 2023, the COVID-19 pandemic spurred the growth of the stay-at-home economy, driving increased demand for logistics and parcel delivery services, especially during promotional campaigns run by major e-commerce platforms. As a result, domestic speedpost service temporarily benefited from this surge. However, with market conditions returning to normal, the volume of domestic speedpost deliveries declined to 13.99 million pieces in 2024, a 6.30% decrease from 14.93 million pieces in 2023. To stabilize speedpost mail volumes and enhance market competitiveness, Chunghwa Post will continue to collaborate with e-commerce platforms by offering diversified logistics solutions, including door-to-door pickup, expedited delivery, and cash-on-delivery services. In parallel, efforts will be made to promote the use of iBox smart lockers to improve last-mile delivery convenience, optimize customer experience, and further stabilize and grow speedpost mail volumes.

In 2024, the volume of international express mail reached 863,000 items, representing a 12.74% decrease from 989,000 items in 2023. This decline was primarily due to ongoing inflationary pressures and unfavorable global economic conditions, which weakened purchasing power abroad and led to reduced demand for Taiwanese goods.

4. Hybrid Mail service

The hybrid mail service has faced increasing challenges due to the government's promotion of paperless policies. In addition, the intense competition within the printing and packaging industry has made it difficult to acquire new clients. Meanwhile, existing customers have gradually transitioned to digital document processing, further limiting growth potential for overall mail volume. In 2024, total processing volume reached 293.58 million pieces, representing a 2.08% decrease from 299.82 million pieces in 2023.

5. Cross-strait service

The fully direct mail service between both sides of the Taiwan Strait was launched on December 15, 2008. Over the past 16 years, the direct air and sea transport across the strait have seen substantial development, and related services in both Taiwan and China have also been streamlined. We at Chunghwa Post are therefore able to maintain a stable quality in our delivery of letter-post items, parcels, and express mail. Our comprehensive services have, in addition to satisfying the public's demand for mail delivery, promoted cross-strait economic and trading activities as well. In recent years, we have launched services including the Cross-Strait Postal Courier (EMS) and Cross-Strait E-parcel, offering more convenient and varied options for the customers. These services can meet the needs of the general public and businesses alike such as sending and/or receiving groceries, goods purchased online, and business samples. We also continue to support the e-commerce industry in expanding consumer markets in China.

Cross-strait mail delivered in 2024

The volume of mail sent from Taiwan amounted to more than 2,050,000 pieces, 1.15% lower than that in the previous year; more than 1,160,000 pieces were received from China, 15.77% higher than the volume in the previous year.

6. Freight-to-Mail services

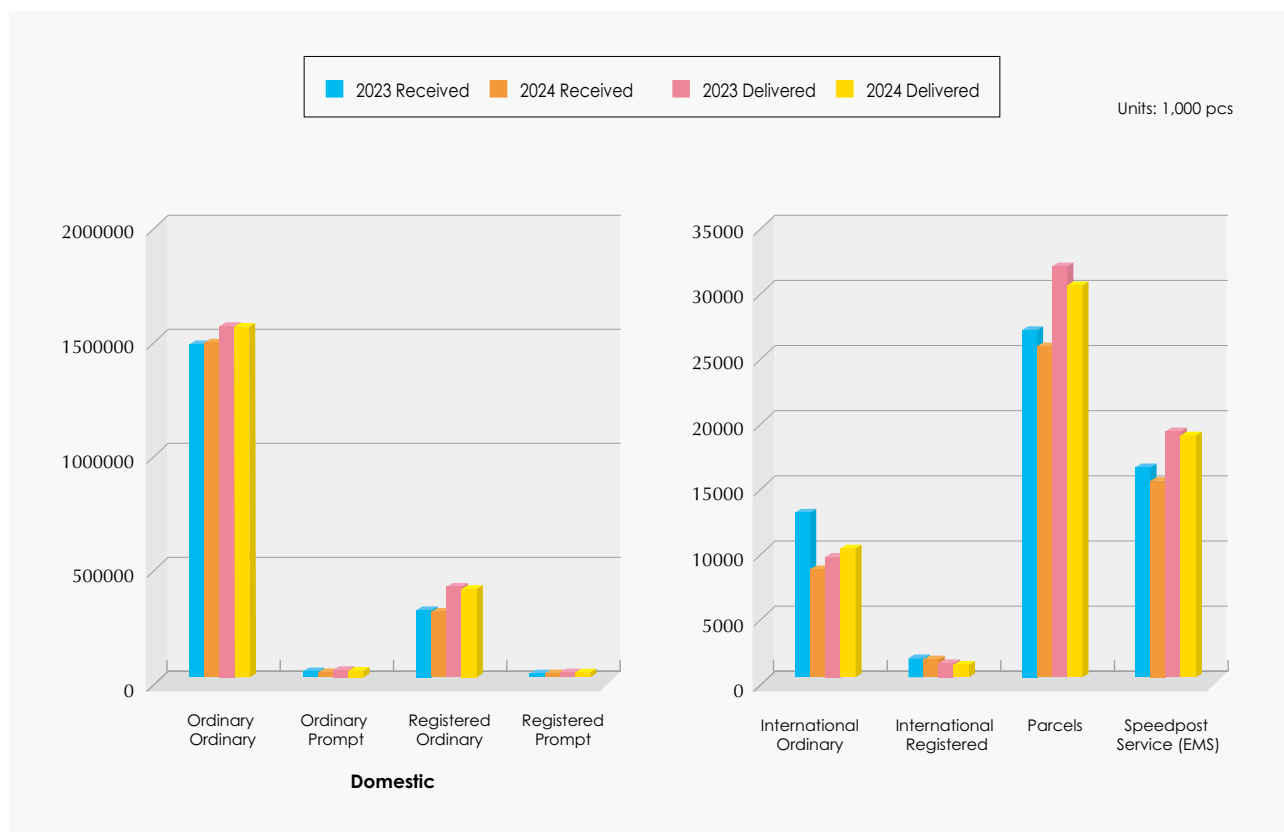
In 2024, the suspension of freight-to-mail services in the first quarter, combined with a sluggish global economy, led to a decline in cross-border mail volume and transshipment demand to Taiwan. As a result, the integrated mail and freight business saw a significant drop in operational value. The operational value for 2024 was approximately NT\$104.55 million, representing a 44.93% decrease compared to the previous year.

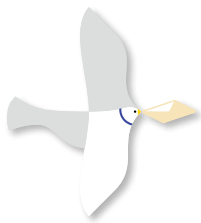
Number of Mail Items Received and Delivered, 2023 and 2024

Units: 1,000 pcs

Parcel Item			Received		Delivered	
			2023	2024	2023	2024
Domestic Letter	Ordinary	Ordinary	1,443,059	1,447,312	1,522,079	1,521,752
		Prompt	24,284	23,455	30,897	29,008
	Registered	Ordinary	286,753	278,094	388,214	378,683
		Prompt	14,873	15,083	17,282	17,631
	Sub-total		1,768,969	1,763,944	1,958,472	1,947,074
International Letter	Ordinary		12,447	8,113	9,036	9,728
	Registered		1,335	1,237	948	887
	Sub-total		13,782	9,350	9,984	10,615
Parcels	Domestic		25,811	24,554	30,767	29,239
	International		547	584	459	520
	Sub-total		26,358	25,138	31,226	29,759
Speedpost Service (EMS)	Domestic		14,931	13,995	16,356	16,173
	International		989	863	2,272	2,179
	Sub-total		15,920	14,858	18,628	18,352
Total			1,825,029	1,813,290	2,018,310	2,005,800

Graphic Presentation of Mail Items Received and Delivered, 2023 and 2024





7. Mail routes

(1) Domestic mail routes

Efficiency, safety, accessibility, precision, and affordability are valued in postal services. Therefore, domestic delivery is carried out with the support of a wide array of transportation resources offered by both the government and the private sector. In addition, we at Chunghwa Post also provide our own transportation vehicles and facilities, thereby constructing a delivery network which consists of highways, railroads, waterways, and air routes. By the end of 2024, the combined length of all the routes within the intricate network, which encompasses the Taiwan island, Penghu County, Kinmen County, and the Matsu Islands, had reached an impressive 113,161 kilometers.

(2) International mail routes

As Taiwan is an island, most international mail is delivered through air or over water. Taiwan's international mail routes start here on the island, extend overseas, and end at the exchange offices of foreign countries where cross-border mail is exchanged in bulk. By the end of 2024, the international air routes (EMS routes included) and waterways had reached 1,203,635 and 591,116 kilometers respectively.

Mileage of Mail Route, 2023 and 2024

Unit: KM

Type	2023	2024	%
Land	107,519	107,411	(0.1%)
High-speed Railway	345	345	0%
Railroads	Discontinued	Discontinued	—
Highways	17,528	17,403	(0.71%)
Others	89,646	89,663	0.02%
Waterways	592,629	592,629	0%
Domestic	1,513	1,513	0%
International	591,116	591,116	0%
Air Routes	1,207,872	1,207,872	0%
Domestic	4,237	4,237	0%
International	1,203,635	1,203,635	0%

(II) Savings services offered to the general public

Developed based on the idea that postal agencies are easily accessible to the general public, the postal savings system is aimed at providing services to all Taiwanese nationals. Postal savings accounts come in three types: passbook accounts, time deposit accounts, and Giro accounts. As the government continues to encourage thrift and saving, all three types of accounts have absorbed large amounts of hot money, which was subsequently used to fund major constructions of Taiwan and stabilize the domestic financial market. Despite negative factors such as the 2008 financial crisis, economic downturns, offshoring, and capital outflows, the postal savings system still outperforms all the other financial institutions in Taiwan in terms of the number of accounts and the total savings balance thanks to the robust operations of Chunghwa Post over the years. In the future, we will keep striving to expand our services in the fields of

payroll direct deposit, iPost, Mobile Post APP, online ATM, VISA card, mobile payment services, and digital savings account in order to increase our share in the passbook savings market. We will also strive to deliver services through a more diversified range of electronic channels and expand our scope of business, thereby enhancing our competitiveness.

Chunghwa Post's Giro account, which allows account holders to make deposits and withdrawals as well as transfer payments and remittances, is one of the most unique services provided in the Taiwanese financial industry. Giro deposit slips are sent in the electronic form to increase the efficiency of Giro payment; in the case of a Giro deposit where the payer is to be specified, payer information is sent electronically to the recipient so that no manual write-off is needed. In addition, holders of Giro accounts can also make transfers and request checks therefrom, which are two functions of demand deposit accounts. In the future, we at Chunghwa Post will continue to promote our online ATM, and ACH payment channels in order to make it more convenient for our clients to send and receive payments. We will also be in line with the finance digitization policy of the government, providing our clients with convenient and safe channels of mobile payment and e-payment.

By the end of 2024, the total balance of various savings accounts amounted to NT\$7,286 billion, a growth of 1.77% compared to the previous year. The total number of account holders reached 37.78 million, an increase of 0.96% from the previous year, with an average balance of over NT\$190,000 per account.

1. New services introduced in 2024

(1) Launch of "Wallet" Function in Mobile Post App:

On January 16, 2024, Chunghwa Post introduced the "Wallet" function in its Mobile Post App. This new feature integrates commonly used financial services—including QR code payments and collections, fund transfers, and cardless deposits/withdrawals—into a single interface, offering users a more convenient and seamless financial experience.

(2) Introduction of Cardless Deposit Service at Postal ATMs:

Starting January 16, 2024, Chunghwa Post launched a cardless deposit service at its ATMs. Customers can follow on-screen instructions, scan the displayed QR code, and complete identity verification via the Mobile Post App. Once verified, they can insert cash to complete the transaction. This service enhances both the convenience and security of making deposits.

(3) One-Stop Digital Account Opening for Postal Deposits and Securities Investment:

Beginning August 6, 2024, Chunghwa Post partnered with KGI Securities to offer a cross-institutional account linkage service. This allows adult customers to open a postal digital deposit account and a securities investment account simultaneously through an online process. Customers may designate their postal digital deposit account as the settlement account, enabling seamless fund transfers and investment activities through Inter-bank data-sharing mechanisms to better meet their financial planning and investment needs.

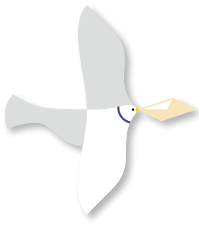
2. Improved working procedures

(1) Implementation of Facial Recognition Technology for Identity Verification:

On March 16, 2024, Chunghwa Post introduced facial recognition-assisted identification technology. After completing facial recognition registration, adult depositors can utilize this feature when conducting high-risk or in-person-only transactions at service counters. The tool assists frontline staff and supervisors in verifying customer identity, thereby enhancing customer experience and satisfaction.

(2) Expansion of the "Authorized Payment Service" on the Online Post Office Platform:

Starting March 16, 2024, institutions other than public utilities may apply for Chunghwa Post's Authorized Payment Service. Once enrolled, postal deposit customers can set up, inquire about, or



terminate authorization agreements online, enabling automatic transfers from their postal savings accounts to designated third-party institutions.

(3) Introduction of Robotic Process Automation (RPA)

To improve operational efficiency, Chunghwa Post continues to implement robotic process automation (RPA) for tasks that are highly repetitive and yield substantial benefits. By pre-programming scripts, RPA tools assist in performing such tasks autonomously. In 2024, this approach was successfully applied to operations such as performance reporting and the mailing workflow of the E-POST electronic mail system.

3. New services for the convenience of the public

(1) Automatic Language Detection Feature Added to Mobile Post App

On June 18, 2024, Chunghwa Post introduced an automatic language detection feature to the Mobile Post App. When a user's device is set to a non-Chinese language, the app prompts the user to switch to the English interface. Once confirmed, users can access all functions in English, further enhancing usability and creating a more user-friendly digital environment.

(2) Launch of Sign Language Interpretation Services

Starting March 29, 2024, sign language interpretation services were made available at 20 post offices nationwide. These services are provided via real-time video interpretation or on-site interpretation by appointment, offering better support for customers with hearing and speech impairments.

(3) Introduction of Small- Amount Remittances to Indonesia

As of July 27, 2024, depositors can remit funds to Indonesia via the Online Post Office or Mobile Post App. The full remitted amount is exchanged into Indonesian Rupiah and deposited directly into the recipient's local bank account, offering a legal, secure, and convenient remittance channel.



Winner of the "2024 Taipei FinTech Awards – Collaborative Innovation Award"

(4) Unified Interest Calculation Based on ID Number for Postal Savings Accounts

Effective December 21, 2023, individuals aged 7 and above may open one physical passbook savings account and one digital deposit account. These accounts are linked under a single identity number for consolidated interest calculation, providing customers with greater flexibility in financial planning and account management. As of the end of 2024, a total of 28,431 digital deposit accounts had been opened.

(5) Promoting Nationwide Cash Distribution Initiative:

In line with the government's "Cash for All" initiative, we offer multiple channels for cash collection, including account registration, direct deposit, ATM withdrawal, and post office withdrawal. By the end of January 2024, over 10.29 million people had collected their cash through various post office channels.

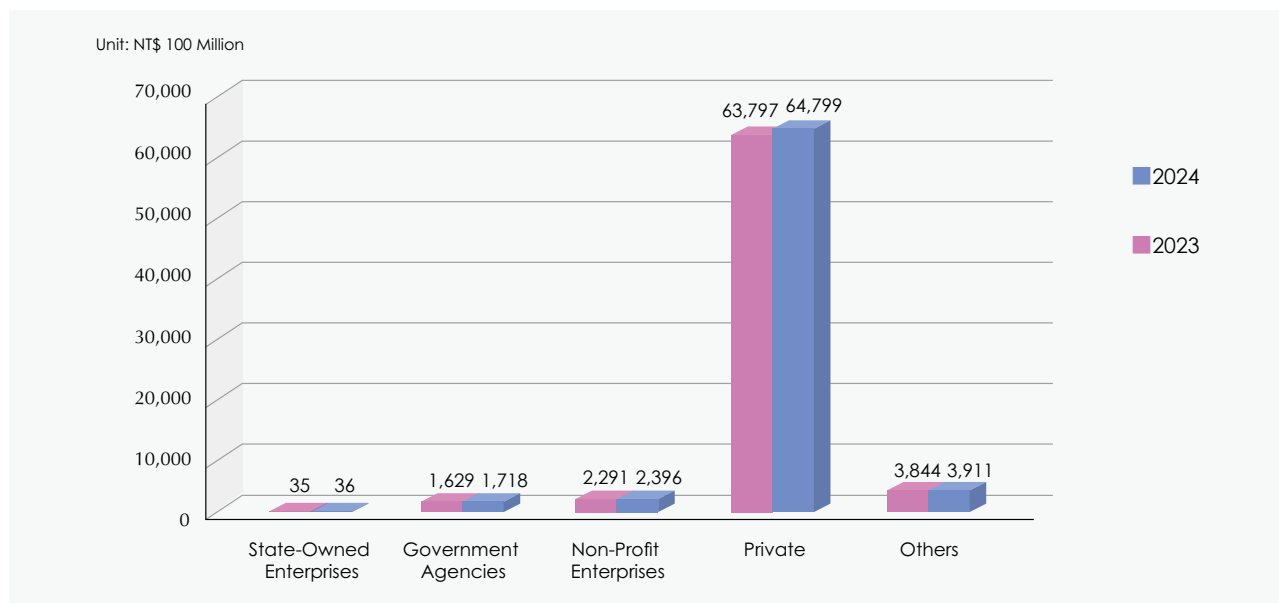
(6) To make it more convenient for remittances, the Company continuously increases the number of handling branches providing inter-bank remittances. By the end of 2024, there were 1,265 branches providing the service.

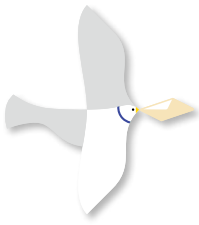
Volume of Postal Savings Services

Unit: NT\$ Million

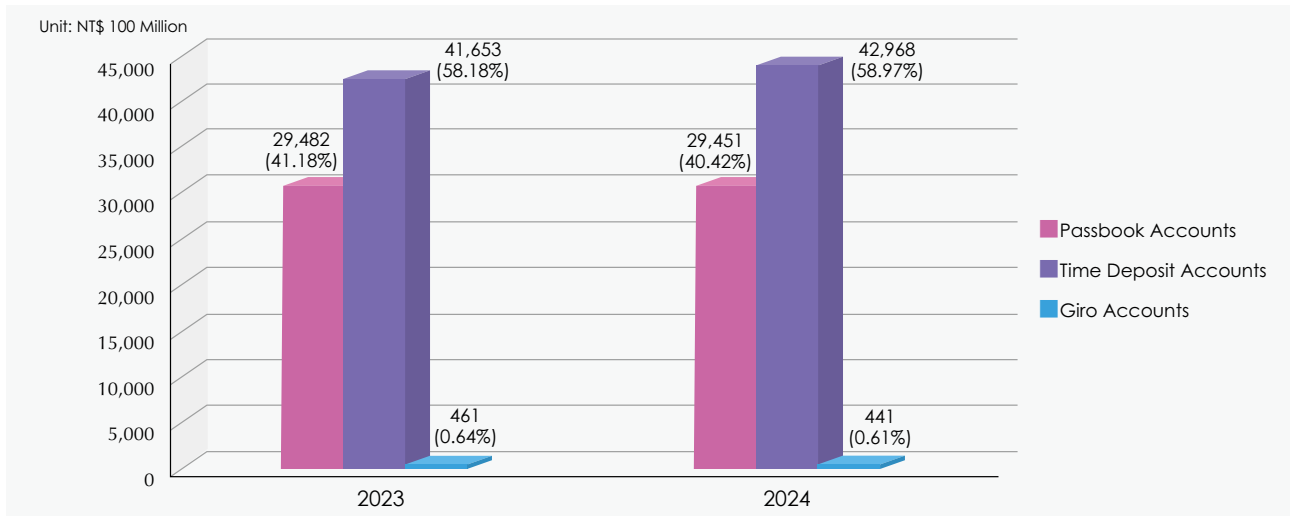
Type	Number of Deposits		Number of Withdrawals		Number of Accounts		Total Balance	
	2023	2024	2023	2024	2023	2024	2023	2024
Passbook Accounts	338,884,686	339,221,094	496,446,061	525,726,209	29,349,364	29,509,656	2,948,132	2,945,110
Time Deposit Accounts	7,510,664	7,735,329	43,009,629	45,234,221	6,558,706	6,771,102	4,165,308	4,296,865
Giro Accounts	43,584,859	49,693,912	21,675,834	17,405,304	1,518,397	1,501,856	46,126	44,070
Total	389,980,209	396,650,335	561,131,524	588,365,734	37,426,467	37,782,614	7,159,566	7,286,045

Comparison Chart of Savings Account Holders, 2023 and 2024

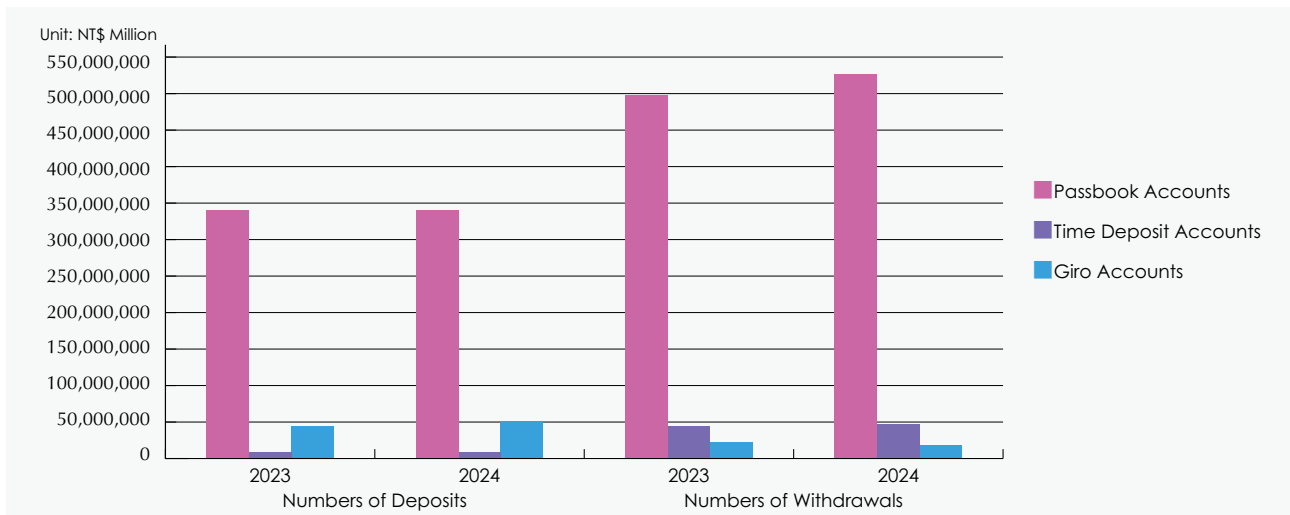




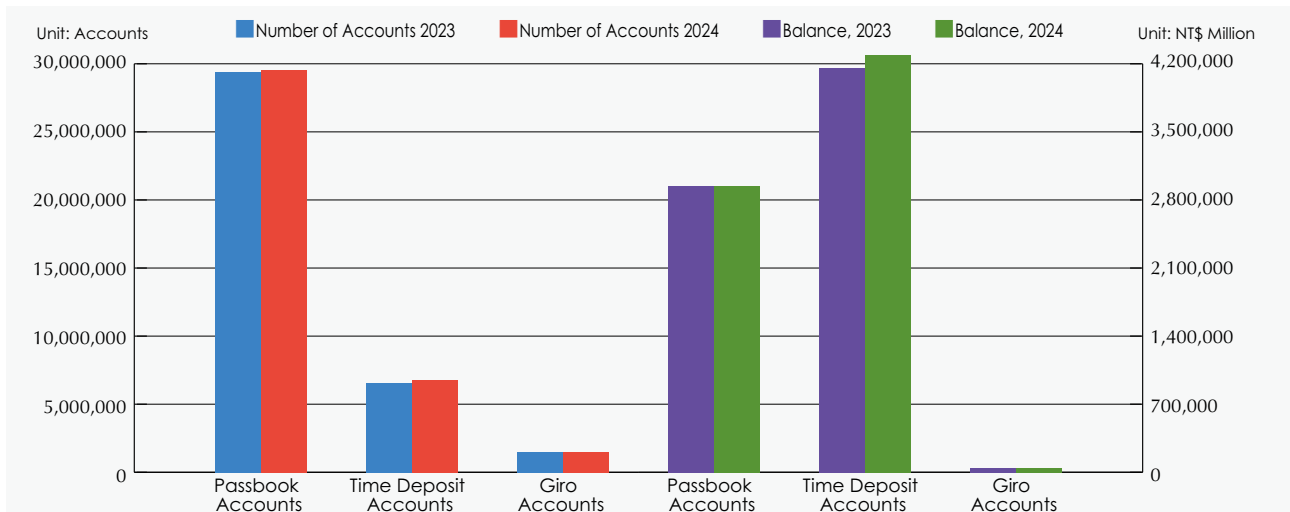
Comparison Chart of Postal Savings Services, 2023 and 2024



Numbers of Deposits and Withdrawals of Various Types of Accounts, 2023 and 2024



Numbers of Accounts and Balances of Various Types of Accounts, 2023 and 2024



(III) Remittance Services – Connect our clients to the world

Chunghwa Post's convenient and efficient remittance services, which are provided through a nationwide remittance network, play a significant role in stimulating the flow of funds and the financial market in Taiwan. For domestic remittances, we currently accept postal money orders, remittances to accounts, deliver-in cash fax, postal gift coupons, as well as inter-bank remittances. As for the international sector, we handle international postal money orders, outward/inward international remittances, as well as the exchange of foreign currencies and buying back travelers' checks in US dollars. By the end of 2024, the number of branches which provide international remittance services, including the trading of foreign currency, had reached 260, and the Taoyuan International Airport as well as 28 scenic areas/regional branches had provided the exchange of foreign currencies and the trading of U.S. dollar travelers' checks.

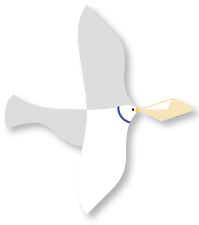
In 2024, funds remitted through Chunghwa Post amounted to over NT\$ 1,678.5 billion, up 7.07% compared to 2023, while money orders totaled more than 12,430,000 pieces, down 0.48% compared with that of 2023.

Volume of Remittance Services

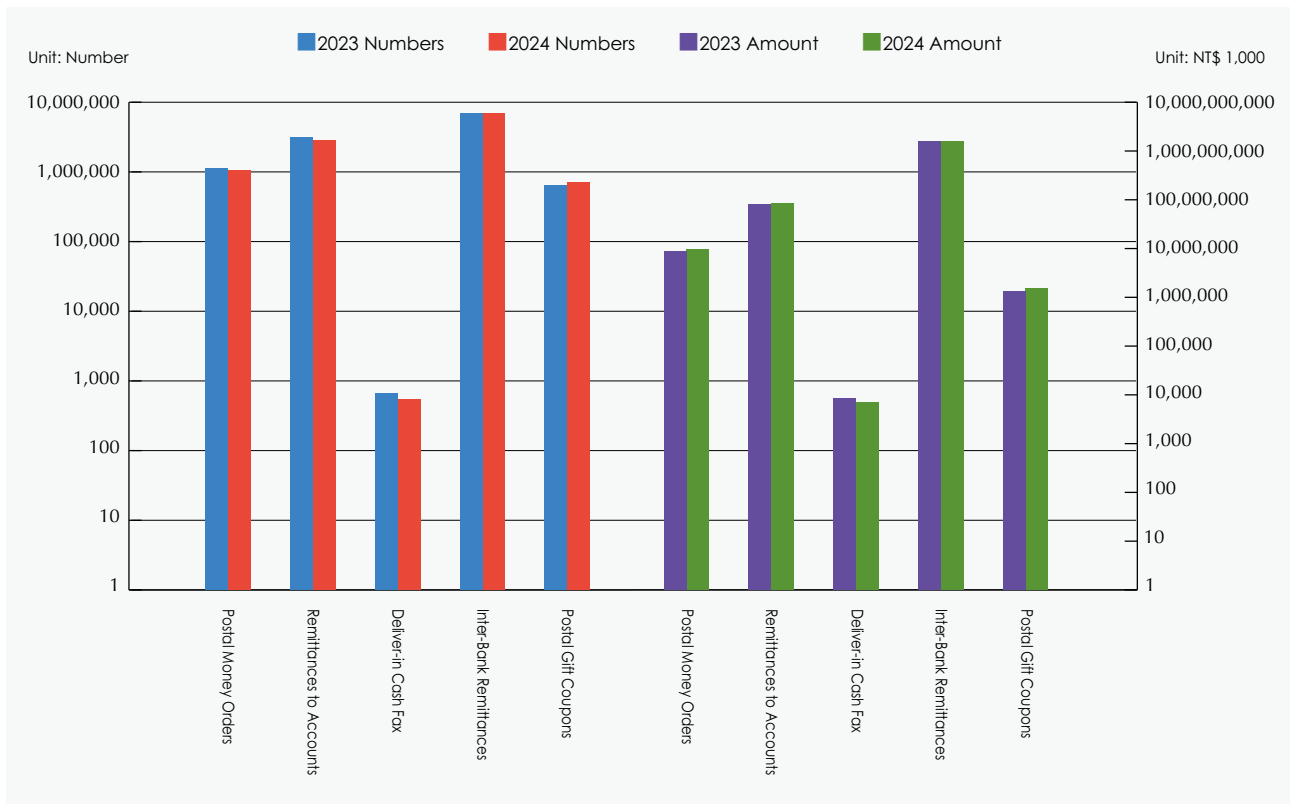
Unit: NT\$ 1,000

Type	Number of Transactions		Total Remittance Amount	
	2023	2024	2023	2024
Postal Money Orders	1,096,873	1,063,931	9,428,791	9,665,601
Remittances to Accounts	3,130,858	2,911,645	81,564,946	83,273,141
Deliver-in Cash Fax	666	569	8,762	7,268
Inter-Bank Remittances	6,973,211	7,003,766	1,471,972,658	1,580,234,270
Postal Gift Coupons	646,458	702,449	1,385,301	1,519,720
International Postal Money Orders	0	0	0	0
Outward Remittances	7,208	8,716	2,449,310	2,861,165
USD Travelers' Checks	0	0	0	0
Mainland Remittances	2,609	3,012	277,558	274,538
Money Exchange	633,558	737,896	653,010	726,129
Total	12,491,441	12,431,984	1,567,740,336	1,678,561,832

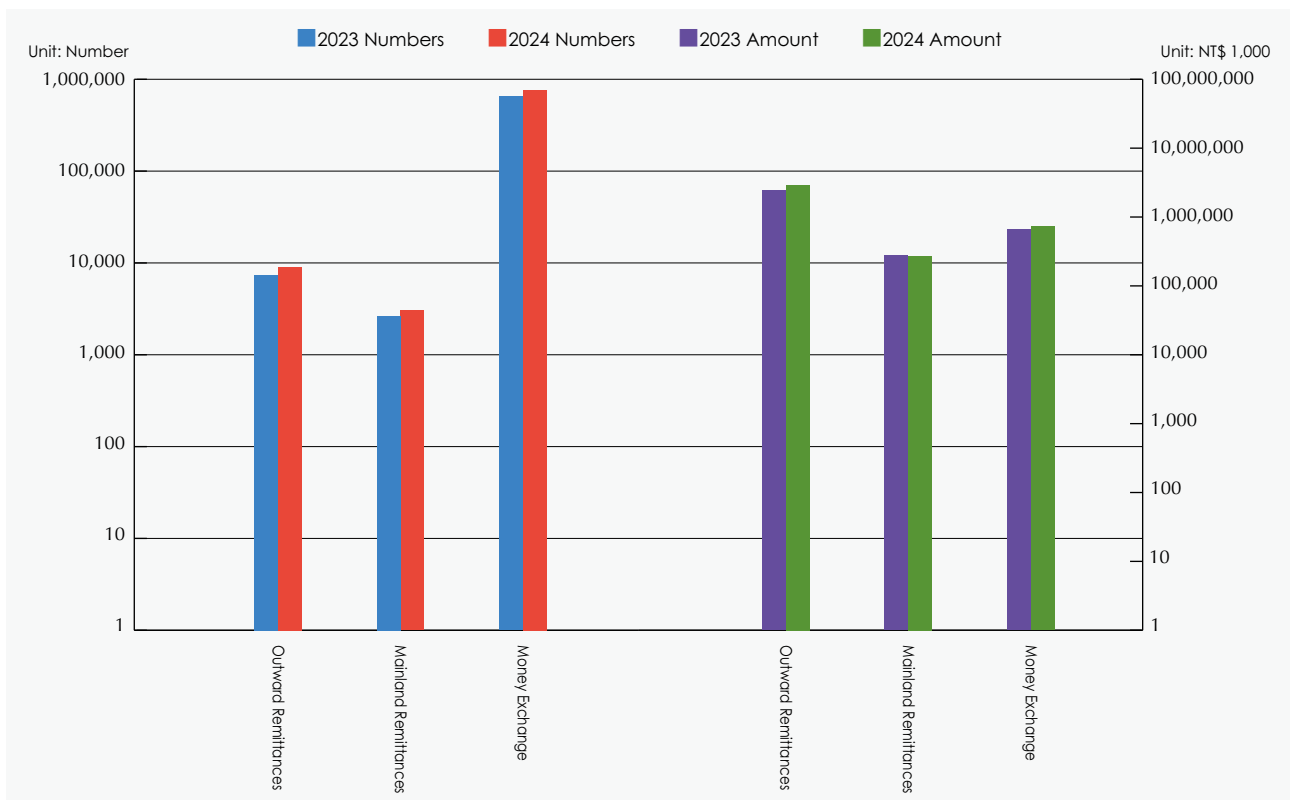
Note: Sales of USD traveler's checks were discontinued in 2020, but the buy-back service is still available.



Volume of Domestic Remittance Services, 2023 and 2024



Volume of International Remittance Services, 2023 and 2024



(IV) Postal Simple Life Insurance – The best safeguard

The Postal Simple Life Insurance is aimed at guaranteeing our nationals' basic economic security and improving the wellbeing of the society. The ubiquitous presence of postal agencies all over the country has made taking out the postal insurance policy an easy task. In addition, as no health checkup is required from the insured, and the application procedure is fairly simple, the Postal Simple Life Insurance has won the public's favor and trust.

When the Postal Simple Life Insurance was first introduced back in 1935, the then Nationalist Government expected it to be an extensively promoted service that is non-profit because it is specially administered by the government, simple and secure because it is exclusively managed by postal agencies, protective and carefree because it provides a safeguard against worrying about family financial conditions and life after retirement. This means the Postal Simple Life Insurance carries a specific significance in benefiting the general public and a policy-related mission to improve social welfare. Therefore, we regard “溥益民生”, which means “enhance the wellbeing of the general public”, as the principle of providing the Postal Simple Life Insurance, hoping that this service will help protect our social security and contribute to a sound social security net in Taiwan.

Ever since the Directorate General of Posts was corporatized to become Chunghwa Post in 2003, we have been striving to create a favorable business environment, make full use of information technology, diversify our products, and provide a comprehensive array of services in order to meet customers' needs. In the future, we will continue to recruit and train professionals, hoping to win the confidence of all Taiwanese people by offering quality insurance programs that reflect our emphasis on honest, reliable, and customer-oriented services.

1. Characteristics of Postal Simple Life Insurance

(1) Types of products

The Postal Simple Life Insurance comprises pure endowment insurance, insurance against death, and endowment, as well as health insurance and accident insurance which may be provided as a rider. All nationals of the Republic of China are eligible to be insured.

(2) No health checkup required

Health checkups are not required for persons who are insured with the Postal Simple Life Insurance. However, in order to facilitate the insurer's underwriting process, the insured and the proposer shall respond with complete honesty to the questions on the insurance application form.

(3) Insured amount

Effective March 20, 2024, excluding small-sum whole life insurance policies, the maximum insured amount for Postal Simple Life Insurance and the total insured amount per insured person is set at NT\$6 million.

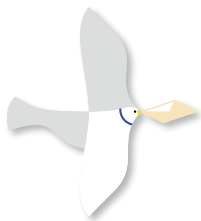
(4) Premium payment

Unless otherwise specified, premium payments can be made on either a yearly, semi-yearly, quarterly, or monthly basis. The subsequent installments have to be transferred from the postal passbooks or Giro accounts, a way of payment that trims 1% off the original transfer fees.

2. New insurance products introduced in 2024

(1) Launch of the Chunghwa Post Simple Life Insurance – Jhen-ai-015 Endowment Policy on September 5, 2024

- i. Eligibility Age: 0 to 15 years old
- ii. Premium Payment Terms: 6 years or 10 years



- iii. Coverage Period: From the policy effective date until the policy anniversary when the insured reaches the insurance age of 30
 - iv. Survival Benefits: If the insured is alive on the policy anniversaries when reaching the insurance ages of 6, 12, 15, 18, 21, 24, and 27, and the policy is in force, Chunghwa Post will pay survival benefits equivalent to 5%, 5%, 5%, 10%, 10%, 10%, and 15% of the insured amount, respectively
 - v. Maturity Benefit: If the insured survives to the policy anniversary when reaching the insurance age of 30 and the policy remains in force, Chunghwa Post will pay a maturity benefit equal to the insured amount
 - vi. Minimum Insured Amount: NT\$100,000
 - vii. Maximum Insured Amount: NT\$1,000,000
- (2) Launch of Chunghwa Post Simple Life Insurance – Xin-e88 Term Insurance Policy (Online-Only Product) on December 16, 2024
- i. Eligibility Age: 18 to 60 years old
 - ii. Premium Payment Term: 8 years
 - iii. Coverage Period: 8 years
 - iv. Eligibility and Restrictions:
 - A. Online Application Only: Applicants must be ROC nationals with full legal capacity, and must register for an online insurance account to purchase the policy.
 - B. Policyholder and Insured Requirements: The policyholder and the insured must be the same person, who must be an adult with full legal capacity. Applicants under guardianship are not eligible. Those under assistance declaration must obtain the assistant's consent to be insured.
 - C. Death Beneficiaries: Limited to direct blood relatives, spouses, or legal heirs.
 - v. Minimum Insured Amount: NT\$500,000
 - vi. Maximum Insured Amount:

Age Group	Maximum
Ages 18–40	NT\$2,000,000
Ages 41–50	NT\$1,500,000
Ages 51–60	NT\$1,000,000

3. New policies

In 2024, newly issued Postal Life Insurance policies totaled 159,849, the sum assured reached NT\$63,893.94 million, and the first-year premium income generated therefrom was NT\$8,240.37 million.



Winner of the "Excellence Customer Trust Award" in the 2024 Insurance Excellence Awards



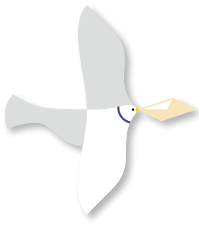
2024 Chunghwa Post Life Insurance Table Tennis Cup for People with Physical and Mental Disabilities

New Policies by Type

Unit of Sum Insured and Premium: NT\$1,000

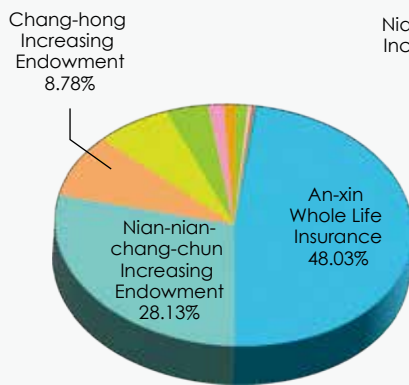
Types		Number of Policies	%	Sum Insured	%	First-year Premium Income	%
Total		178,681	100.00	69,019,317	100.00	8,745,462	100.00
Endowment	Nian-nian-chang-chun Increasing Endowment	44,961	28.13	9,715,538	15.21	3,631,687	44.07
	Chang-hong Increasing Endowment	14,043	8.78	3,110,220	4.87	1,418,117	17.21
	Jhen-ai-015 Endowment	2,155	1.35	601,460	0.94	70,830	0.86
	You-e-kao Endowment	2,045	1.28	447,290	0.70	22,811	0.28
	You-sing-fu Endowment	466	0.29	141,010	0.22	11,721	0.14
	Jin-sing-fu Endowment	350	0.22	126,290	0.20	22,324	0.27
	Chang-le Increasing Endowment	72	0.05	16,300	0.03	4,104	0.05
	Hao-li-wang Interest Sensitive Insurance	13	0.01	2,600	0.00	3,336	0.04
	Other Endowment Policies	0	0.00	0	0.00	1,826	0.03
Insurance Against Death	An-xin Whole Life Insurance	76,784	48.03	39,860,607	62.39	3,038,186	36.87
	1-year Term Insurance	10,844	6.78	1,760,100	2.75	3,224	0.04
	e68 Term Insurance	6,237	3.90	4,282,555	6.70	5,978	0.07
	Xin-e88 Term Insurance	1,879	1.18	963,550	1.51	1,011	0.01
Accident Insurance	Accident Microinsurance Rider	6,495		2,744,500	4.29	4,300	0.05
	Jin-ping-an Injury and Child Injury Disability Insurance Rider	186		84,700	0.13	110	0.00
	Ji-an Injury and Child Injury Disability Insurance Rider	77		36,950	0.06	29	0.00
Health Insurance	Daily Hospitalization Expense Insurance Rider	232		268	0.00	780	0.01

Note: Accident Insurance and Health Insurance are sold as a rider and therefore not included in the total number of policies.

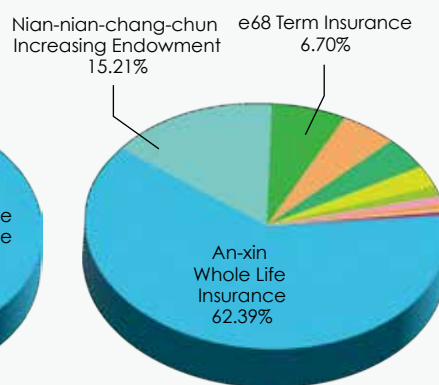


Percentage Distribution of New Policies by Type

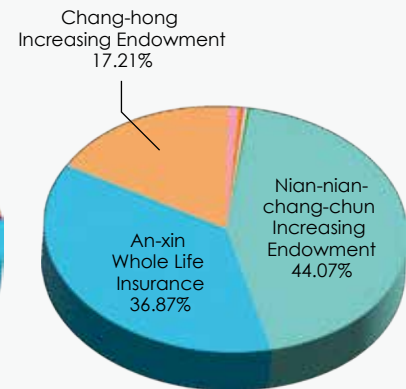
An-hsin	48.03%	An-xin	62.39%	Nian-nian-chang-chun	44.07%
Nian-nian-chang-chun	28.13%	Nian-nian-chang-chun	15.21%	An-xin	36.87%
Chang-hong	8.78%	e68 Term	6.70%	Chang-hong	17.21%
1-year Term	6.78%	Chang-hong	4.87%	Jhen-ai-015	0.86%
e68 Term	3.90%	Microinsurance	4.29%	You-e-kao	0.28%
Jhen-ai-015	1.35%	1-year Term	2.75%	Jin-sing-fu	0.27%
You-e-kao	1.28%	Xin-e88	1.51%	You-sing-fu	0.14%
Xin-e88	1.18%	Jhen-ai-015	0.94%	e68 Term	0.07%
You-sing-fu	0.29%	You-e-kao	0.70%	Microinsurance	0.05%
Jin-sing-fu	0.22%	You-sing-fu	0.22%	Chang-le	0.05%
Chang-le	0.05%	Jin-sing-fu	0.20%	Hao-li-wang	0.04%
Hao-li-wang	0.01%	Jin-ping-an	0.13%	1-year Term	0.04%
		Ji-an	0.06%	Other Endowments	0.03%
		Chang-le	0.03%	Xin-e88	0.01%
				Daily Hospitalization	0.01%



Number of Policies



Sum Insured



Premium Income

4. Policies in force

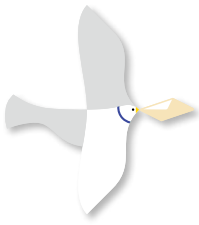
In 2024, the number of in-force postal life insurance policies were 2,195,285, the sum assured amounted to NT\$ 717,773.53 million, and the premium income was NT\$75,841.23 million.

In-Force Policies by Type

Unit of Sum Insured and Premium Income: NT\$1,000

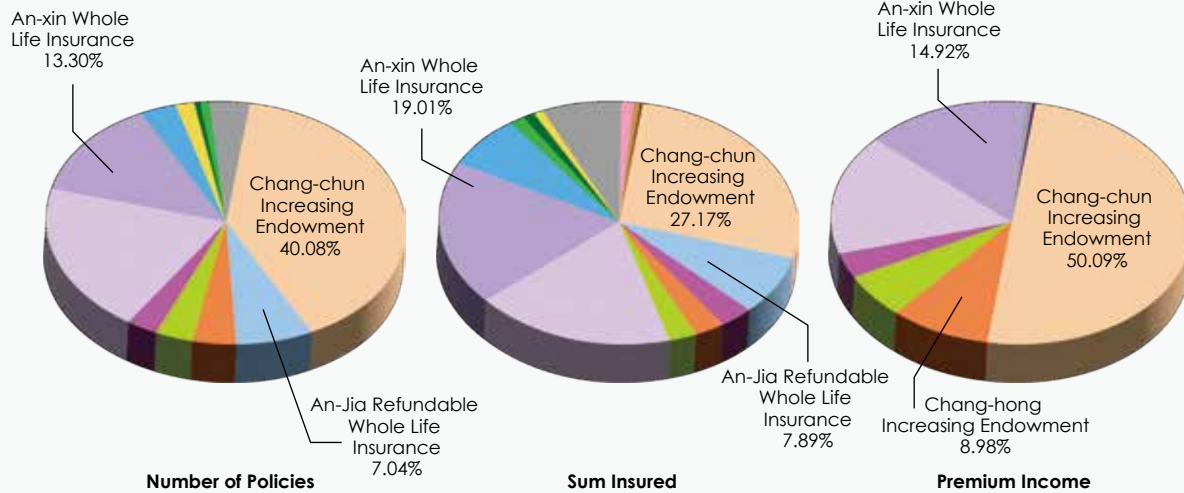
Types		Number of Policies	%	Sum Insured	%	Premium Income	%
Total		2,195,285	100.00	717,773,533	100.00	75,841,231	100.00
Endowment	Chang-chun Increasing Endowment	879,763	40.08	194,983,995	27.17	37,990,128	50.09
	An-jia Refundable Whole Life Insurance	154,529	7.04	56,633,527	7.89	10	0.00
	Chang-hong Increasing Endowment	86,876	3.96	20,402,154	2.84	6,811,973	8.98
	Chang-le Increasing Endowment	68,109	3.10	17,537,410	2.44	4,318,316	5.70
	Sing-fu-ba-ba Endowment	63,011	2.87	21,933,262	3.06	2,615,265	3.45
	Others	432,762	19.71	129,067,868	17.98	12,264,576	16.17
Insurance Against Death	An-xin Whole Life Insurance	291,872	13.30	136,447,461	19.01	11,319,680	14.92
	An-ho Whole Life Insurance	77,186	3.52	52,401,267	7.30	11,928	0.02
	1-year Term Insurance	32,054	1.46	5,553,040	0.77	14,049	0.02
	An-pin Double-indemnity Whole Life Insurance	17,118	0.78	8,632,980	1.21	5,482	0.01
	e68 Term Insurance	12,777	0.58	8,773,367	1.22	13,171	0.02
	Others	79,228	3.60	52,041,515	7.25	452,920	0.59
Accident Insurance	Accident Microinsurance Rider	19,548		7,748,635	1.08	4,300	0.01
	Ji-an Injury and Child Injury Disability Insurance Rider	8,928		3,921,807	0.55	3,537	0.00
	Jin-ping-an Injury and Child Injury Disability Insurance Rider	3,724		1,691,079	0.23	2,089	0.00
Health Insurance	Daily Hospitalization Expense Insurance Rider	3,429		4,166	0.00	13,807	0.02

Note: Accident Insurance and Health Insurance are sold as a rider and therefore not included in the total number of policies.



Percentage Distribution of In-Force Policies by Type

Chang-chun	40.08%	Chang-chun	27.17%	Chang-chun	50.09%
An-jia	7.04%	An-jia	7.89%	Chang-hong	8.98%
Chang-hong	3.96%	Sing-fu-ba-ba	3.06%	Chang-le	5.70%
Chang-le	3.10%	Chang-hong	2.84%	Sing-fu-ba-ba	3.45%
Sing-fu-ba-ba	2.87%	Chang-le	2.44%	Others (Endowment)	16.17%
Others (Endowment)	19.71%	Others (Endowment)	17.98%	An-xin	14.92%
An-xin	13.30%	An-xin	19.01%	1-year Term	0.02%
An-ho	3.52%	An-ho	7.30%	e68 Term	0.02%
1-year Term	1.46%	e68 Term	1.22%	An-ho	0.02%
An-pin	0.78%	An-pin	1.21%	An-pin	0.01%
e68 Term	0.58%	1-year Term	0.77%	Others (Insurance Against Death)	0.59%
Others (Insurance Against Death)	3.60%	Others (Insurance Against Death)	7.25%	Microinsurance	0.01%
		Microinsurance	1.08%	Daily Hospitalization	0.02%
		Ji-an	0.55%		
		Jin-ping-an	0.23%		



5. Benefit payment

(1) Payment on maturity

In 2024, a total of 21,942 payments were made on maturity, and the sum assured was NT\$8,134.66 million.

(2) Payment to claims

The year of 2024 saw 9,610 payments to claims, and the sum assured was NT\$3,520.33 million.

(3) Surrender value

The year of 2024 saw 60,032 cases of surrender, and the sum insured was NT\$17,352.38 million.

6. Policy loans

Under the circumstances where a policyholder has paid for the premiums of a still-in-force policy for no less than one (1) year, he/she may apply for a loan no greater than the policy value reserve to fulfill his/her financial needs. The application procedure is simple and easy. In addition to consulting counters personally, policyholders can also make use of Chunghwa Post's ATMs, the postal Web ATM, or the Mobile Post Office app to apply for loans online in a more convenient and efficient manner.

In 2024, there were 88,258 cases of policy loans, and the loan balance was NT\$13,915.03 million.

7. Secured mortgage loans

Starting to be offered in 1997, Chunghwa Post's secured mortgage loans are not only available to policyholders of the Postal Simple Life Insurance but all applicants who meet the loan requirements as well. The loan service can be accessed all over the territory of Taiwan, except for the Matsu Islands, at the 19 branches undertaking mortgage loan-related services or the 201 branches collecting required documents.

In 2024, the number of secured mortgage loans issued by Chunghwa Post totaled 9,734, and the loan balance was NT\$19,783.63 million.

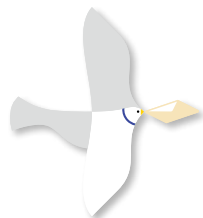
8. Business Operations in Recent Years

(1) General Account of the Business and Premium Income in the Last Five Years

Unit: Pieces; NT\$ Million

Year	2020	2021	2022	2023	2024
New Business (Policies)	217,654	173,679	191,190	178,681	159,849
Increase or Decrease%	(13.55)	(20.20)	10.08	(6.54)	(10.54)
New Business (Amount)	62,596	65,079	76,624	69,019	63,894
Increase or Decrease%	0.86	3.97	17.74	(9.93)	(7.43)
Business in Force (Policies)	2,184,668	2,065,329	2,048,184	2,139,879	2,195,285
Increase or Decrease%	(3.76)	(5.46)	(0.83)	4.48	2.59
Business in Force (Amount)	713,072	664,153	656,196	691,827	717,774
Increase or Decrease%	(6.84)	(6.86)	(1.20)	5.43	3.75
Premium Income	118,502	99,178	84,045	80,237	75,841
Increase or Decrease%	(7.27)	(16.31)	(15.26)	(4.53)	(5.48)

Note: The increase or decrease is calculated with the previous year as the base year.



General Account of Claims Payment in the Last Five Years

Unit: Pieces; NT\$ Million

Year	2020	2021	2022	2023	2024
Claims Payment to Beneficiaries (Number of Policies)	295,314	284,092	195,877	72,585	91,584
Increase or Decrease%	4.68	(3.80)	(31.05)	(62.94)	26.17
Matured Endowment	256,285	248,083	155,193	20,472	21,942
Increase or Decrease%	6.00	(3.20)	(37.44)	(86.81)	7.18
Death & Disability	6,671	7,136	8,278	9,012	9,610
Increase or Decrease%	1.86	6.97	16.00	8.87	6.64
Surrender	32,358	28,873	32,406	43,101	60,032
Increase or Decrease%	(4.24)	(10.77)	12.24	33.00	39.28
Claims Payment to Beneficiaries (Amount)	109,891	107,569	76,326	24,134	29,007
Increase or Decrease%	5.50	(2.11)	(29.04)	(68.38)	20.19
Matured Endowment	99,676	97,564	64,731	8,513	8,135
Increase or Decrease%	7.47	(2.12)	(33.65)	(86.85)	(4.44)
Death & Disability	2,506	2,651	3,041	3,307	3,520
Increase or Decrease%	(0.56)	5.79	14.71	8.75	6.44
Surrender	7,709	7,354	8,554	12,314	17,352
Increase or Decrease%	(13.30)	(4.61)	16.32	43.96	40.91

Note: The increase or decrease is calculated with the previous year as the base year.

(V) Philately – Educational and Entertaining

Philately is among the key business activities operated by the Company. To provide better services for philatelic customers, promote philatelic culture, and fulfill corporate social responsibilities, Chunghwa Post encourages all of its branches to vigorously expand philatelic business, which generated revenue of NT\$ 578.45 million in 2024.

1. Philately business overview

(1) 2024 budget execution

Business Item	Unit	Final Accounts for 2022	Budget	Final Accounts for 2021	Budget Achievement (%)	YoY Growth (%)
Philately	NT\$1,000	578,449	568,900	629,290	101.68%	(8.08%)

(2) 2025 Business Objective

The revenue from the philately business is estimated to be NT\$568.9 million in 2025.

2. Issuing new postage stamps and philatelic accessories

(1) In 2024, Chunghwa Post issued a total of 18 stamp sets, including 2 definitive sets, 11 special issues, and 5 commemorative issues. Highlights included the continued release of the Mandarin Phonetic Symbols Postage Stamps Series with the third and fourth editions, accompanied by a specimen of the Mandarin Phonetic Symbols Postage Stamps(Limited Edition) that compiled all 40 stamps from the four editions into one full sheet, featured in the 2024 Stamp Yearbook to enhance its collectible value. The popular Postal Characters stickers celebrated its 10th anniversary, with its charming and heartwarming designs continuing to capture public affection; self-adhesive versions

of the NT\$8 and NT\$28 denominations were introduced to improve customer convenience. To offer greater personalization, Chunghwa Post launched the "Personal Greeting Stamps-Sustainability" along with three blank-design personalized stamps for overprint, ideal for mailing or collecting. A commemorative stamp was also issued to mark the election of Taiwan's 16th President and Vice President, Mr. Lai Ching-te and Ms. Hsiao Bi-khim, respectively. The design incorporated traditional Taiwanese window grilles symbolizing "connection," reflecting Taiwan's global engagement through democracy, freedom, technological innovation, medical outreach, and cultural creativity. A set of ten stamps highlighting Taiwan's rich railway culture and iconic tourist destinations was also released. Additional philatelic products launched during the year included a Stamp Yearbook (hardback), Stamp Album (loose-leaf hardback), a stamp catalogue, six stamp folios, five collectible cards, five maximum cards, and an uncut press sheet of New Year's Greeting Postage Stamps (Issue of 2024). Other commemorative items included Rocupex 2024 Taipei Stamp Exhibition Commemorative Stamped Postal Card, Federation of Inter-Asian Philately 50th Anniversary Commemorative Stamped Postal Card, New Year's Greeting Cards-Spiritual Snake, Tai Tzu Ying Stamp Folio, Golden Duo Stamp Folio: Lee Yang and Wang Chi-Lin, Taiwanese Daughter Folio: Lin Yu Ting, TEAM TAIWAN Championship Stamp Folio, TEAM TAIWAN Championship Postal Card, and a set of two New Year's Greeting Postal Cards.

(2) Development of Philatelic Merchandise

To diversify product development and stimulate the growth of philately, Chunghwa Post launched a wide range of philatelic merchandise in 2024. These included commemorative ingot collections marking the inauguration of the 16th President and Vice President of the Republic of China (Taiwan)—comprising gold ingots, silver ingots, and premium gold-silver sets. Additional offerings included the Railway Tourism of Taiwan Postage Stamp Frame, six Mandarin Phonetic Symbols Series items (multi-layered L-folder, file folder, tote bag, storage pouch, stationery set, and stainless-steel cutlery set), and the "Spiritual Snake" ingot collection (gold ingot, two silver ingot editions, premium silver ingot set, high-relief bronze medal, and collector's edition). Also released were six items in the "Popoman" series (travel mug, U-shaped neck pillow, insulated lunch bag, food container, foldable umbrella – Post Adventure edition and Platinum Red edition), the Chunghwa Post 2025 Wall Calendar, notebooks, and bi-monthly desktop calendars. In total, 25 types of philatelic merchandise were produced. Additionally, authorization was granted to Responsibility Center Offices to independently develop 50 more philatelic items.

3. Promotion and Marketing of Philatelic Services

(1) 2023 Stamp Yearbook Lucky Draw Campaign

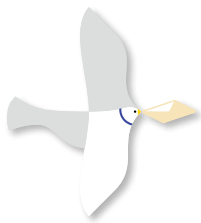
A "2023 Stamp Yearbook Lucky Draw Campaign" was held from January 5 to April 30, 2024. Each purchase of the 2023 Stamp Yearbook came with a lottery entry card. Customers could register their draw numbers on a dedicated campaign website. A total of 66 winners were drawn across three rounds to receive a "Golden Dragon Ingot," each valued at NT\$26,000.

(2) Launch Ceremony of "Tainan 400 Commemorative Souvenir Sheet"

On February 23, 2024, to commemorate the 400th anniversary of Tainan—Taiwan's oldest city and a long-standing center of politics, economy, and culture—a commemorative souvenir sheet titled "Tainan 400" was released. A stamp launch ceremony was held the same morning at Tainan Art Museum Building 1, jointly organized by Chunghwa Post's Tainan Post Office and the Tainan City Government to maximize promotional impact.

(3) 2024 Stamp Beauty Contest

From March 1 to April 1, 2024, the "2024 Stamp Beauty Contest" invited the public to vote for the most beautiful stamps of the year via postcards, online platforms, mobile devices, Facebook fan



page, and the official LINE account. The top two most voted stamps were versions A and B of "TAIPEI 2023 – 39th Asian International Stamp Exhibition Souvenir Sheets: SANRIO CHARACTERS", followed by "TAIPEI 2023 – 39th Asian International Stamp Exhibition Commemorative Issue – Ginkgo Trees at Wuling Farm" in third place.

(4) Stamp Your Pet! Pet Photo Salon Submission Campaign

To celebrate International Pet Day on April 11 and boost public engagement with stamp programs, Chunghwa Post launched the "Stamp Your Pet! Pet Photo Salon Submission Campaign," held from April 11 to 30, 2024. Designed to resonate with everyday life, the campaign aimed to share the joy of stamp collecting while underscoring the enduring presence of postal services in people's lives. The event received an enthusiastic response, with a total of 21,801 submissions. Selected entries will be featured on commemorative stamps to be issued in 2025, transforming treasured moments into lasting philatelic keepsakes.

(5) "Sustainability Stamp × Postal Cultural Tour" Event

In support of global ESG and sustainable development, Chunghwa Post issued a set of six "Personal Greeting Stamps-Sustainability" on April 22, 2024, themed "Environmental Protection, Integrity, Heritage, Innovation, Shared Use and Public Welfare" On April 27, a related "Sustainability Stamp × Postal Cultural Tour" was held, offering a low-carbon, eco-friendly walking tour of Dadaocheng to celebrate local culture and demonstrate the Company's commitment to sustainable development.

(6) Participation in the 2024 Comic Exhibition & Taiwan Cultural Expo

To engage younger demographics, Chunghwa Post made its debut at the 23rd Comic Exhibition (July 26–29) at Taipei World Trade Center Hall 1, and at the Taiwan Cultural Expo (August 26–September 1) at the Greater Tainan Convention Center. The Company showcased various philatelic merchandise at booths and offered interactive experiences wherein visitors could create personalized stamp frames featuring the "Popoman" design using popular AI software.

(7) Launch Ceremony for "Railway Tourism of Taiwan Postage Stamps (Issue of 2024)"

Celebrating the popularity of railway tourism among domestic and international travelers, Chunghwa Post released a set of five "Taiwan Railway Tourism Stamps" on September 13, 2024. To elevate visibility and fan engagement, the stamp launch ceremony was jointly held at Taipei Main Station's multifunctional exhibit hall with Taiwan Railways Administration.

(8) Hosting the "Rocupex 2024 Taipei Stamp Exhibition" and "Taiwan Scenery Postage Stamps-Taipei City" Launch Ceremony

To revitalize local interest in philately and promote peer learning, Taipei Post Office and the Chinese Philatelic Federation jointly held the 2024 National Philatelic Exhibition at the Postal Museum, from October 9 to 12, in celebration of Taipei's 140th anniversary. The event featured 262 exhibit frames from across Taiwan, attracted over 4,000 visitors, and included the launch of the "Taiwan Scenery Postage Stamps-Taipei City" This initiative successfully boosted the philatelic and cultural industry and enhanced the profile of stamp collecting nationwide.

(9) "Autumn Postal Picnic 2024 – Picnic Party: Friendship, Philately & Outdoor Fun"

To promote stamp collecting, Chunghwa Post organized a family-friendly philately-themed picnic at BoBo Plaza in New Taipei Metropolitan Park on November 9, 2024. The event drew thousands of parents and children, as well as young philatelists, fostering community engagement and strengthening brand image through corporate social responsibility.

(10) "Postcard × TEAM TAIWAN Championship"

To commemorate the Chinese Taipei baseball team's championship at the 2024 World Baseball Classic, Chunghwa Post launched a postcard campaign from December 18, 2024, to January 24, 2025. From December 18 to 31, participants could send postcards with messages of support,

encouragement, or thanks to the team. Entrants were eligible for a lucky draw and had the chance to meet players at the upcoming stamp launch ceremony.

(11) Postal Museum Exhibitions and Events

The Postal Museum was established to collect, preserve, research, and exhibit postal artifacts in order to uphold the legacy and promote the cultural heritage of postal services. It serves as a space where the public can learn about the postal system and appreciate stamp art. In 2024, the Museum hosted 8 exhibitions, 16 philatelic lectures, and 18 cultural events, attracting a total of 116,601 visitors. Revenue from ticketed items and venue rentals totaled NT\$4,629,975. To enhance its educational mission and foster community engagement, the Museum also regularly held 22 sessions of the "Listen to the Pigeon's Story" parent-child storytelling program and actively participated in local markets and heritage exploration events.

i. Establishment of the Postal Museum Taichung Branch

To promote the sharing of cultural resources, Chunghwa Post established the Taichung branch of the Postal Museum on the 3rd floor of the Minquan Road Post Office. The permanent exhibition space features six thematic zones: "The Origins of Stamps," "A Brief History of Postal Services," "Mission Accomplished," "Beauty in Miniature," "The Joy of Collecting," and "Family Philately," providing visitors with a comprehensive understanding of postal history and culture. The museum also offers interactive areas such as animated stamps, light projection shows, 3D puzzles, and motion-sensing photo booths. A dedicated special exhibition area regularly hosts rotating exhibits and events, positioning the venue as a popular destination for entertainment and cultural enrichment.

ii. Philatelic Exhibitions and Art Activities Promoting Aesthetic Education

- A. Main Museum (Taipei Headquarters): Hosted two exhibitions—"Zhuyin Touring Taiwan" and "Huh! Snake You Mean? – Zodiac Stamps Exhibition"—and organized 12 associated events, including spring couplet calligraphy, lectures, and craft workshops.
- B. Taipei Branch: Presented "The Fun of Comics and Cartoons – Cartoon Stamp Exhibition" and "Adorable Pets – Pet Stamp Exhibition."
- C. Kaohsiung Branch: Held "Feathered Images – Bird Stamp Exhibition" and "Charming Railway Journeys – Train Stamp Exhibition," along with 6 lectures and hands-on experiences.
- D. Taichung Branch: Featured "Rare Antique Stamps and Covers Exhibition" and "Window to Stamp Art – Taiwanese Art in Philately."

iii. Philatelic Lectures to Promote Stamp Knowledge

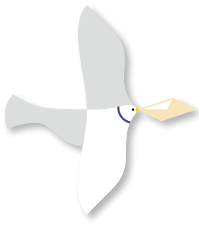
- A. To foster philatelic learning and historical awareness, Chunghwa Post partnered with the Chinese Taipei Philatelic Federation to host the monthly "Postal Dialogues at the Museum"



Launch Ceremony of the "Railway Tourism of Taiwan Postage Stamps (Issue of 2024)"



TEAM TAIWAN Championship Stamp Folio



lecture series on the third Saturday of each month. In 2024, a total of 12 sessions were held featuring philatelic experts sharing insights and collections.

B. In Southern Taiwan, quarterly "Southern Postal Dialogues" lectures continued in collaboration with Kaohsiung Post Office, Kaohsiung Philatelic Society, Tainan Philatelic Society, and Tainan's Fucheng Philatelic Association, with four sessions held in 2024.

iv. Revenue from Philatelic Merchandise Sales and Venue Rentals

To promote philately and cultural education, the Postal Museum offered philatelic merchandise at its first-floor service counter and opened its audiovisual room (2nd floor), special exhibition room (6th floor), auditorium, and meeting room (10th floor) for public rental. In 2024, philatelic merchandise sales reached NT\$2,947,675, venue rental income totaled NT\$1,682,300, with total revenue amounting to NT\$4,629,975.

v. "Listen to the Pigeon's Story" Program for Children and Parents

Held biweekly on Saturday at 3:00 p.m. in the "Children's Postal Garden – Forest Classroom" on the 4th floor, this storytelling event uses postal themes and stamp elements, along with timely topics, to lead children into the world of stamps while learning about ecology, cultural values, and character education. A total of 22 sessions were held in 2024, promoting family bonding and shared learning.

vi. Participation in Community Activities to Raise Postal Visibility

A. From April 20–21, Chunghwa Post joined the "2024 South Town Spring Market" organized by Fengnian Foundation under the Ministry of Agriculture, hosting "Photo Spot Fun" and "Joyful Puzzle Time" activities, attracting around 480 participants.

B. From December 14–15, the Company participated in the "2024 24th Guling Street Book Fair and Creative Market" co-hosted with the South Gate Community Development Association in Taipei. The event featured a booth for philatelic sales and interactive activities such as "Future Mailbox: Letters to Tomorrow," "Stamp Your Owl," "Read and Roam – Book Travel with Stamps," and "Your Badge, Your Choice," combining fun and education to expand community engagement and enhance corporate image, with over 1,000 participants and visitors.

(12) Support for Domestic and International Philatelic Events

Chunghwa Post supported 61 philatelic exhibitions and promotional activities organized by regional philatelic associations and related groups throughout the year.



Opening Ceremony of the "Rocupex 2024 Taipei Stamp Exhibition" and Launch of the "Taiwan Scenery Postage Stamps-Taipei City"



Opening Ceremony of the Taichung Branch of the Postal Museum

(13) Philatelic Education and Youth Outreach

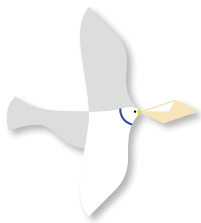
- i. To promote stamp collecting among younger generations, Chunghwa Post and the Postal Museum organized the "2024 Summer Parent-Child Philatelic Camp," with a total of 1,271 participants. In support of communities affected by the Hualien earthquake on April 3, registration fees for the Hualien session were waived for local residents as a gesture of corporate social responsibility.
- ii. A total of 179 "Philatelic Classrooms" were established in schools nationwide during the 2024 academic year, involving 4,276 students.
- iii. On September 26, a competition for "Best Philatelic Works" was held to encourage students to create 4-page Mini Philatelic Projects or 16-page One-Frame Exhibits. Submissions included 29 mini projects and 21 one-frame exhibits with diverse themes.
- iv. Guided the establishment of philatelic clubs in senior high schools, vocational schools, and universities, with a total of 15 clubs founded during the 2024 academic year.

(14) Establishment of Senior Philatelic Clubs

- i. To expand the reach of philatelic activities by leveraging community resources and engaging a broader audience, Chunghwa Post encouraged the formation of "Senior Philatelic Clubs" in collaboration with local communities and organizations. These clubs provide older adults with suitable learning opportunities that promote physical and mental well-being, while also fulfilling the Company's corporate social responsibility.
- ii. As of 2024, 44 Senior Philatelic Clubs had been established, involving 1,046 members.

(VI) Agential Services – Inclusive of Everything

1. In accordance with Subparagraph 7, Article 5 of the Postal Act, the Company may operate as an agent for other business upon the approval of the Ministry of Transportation and Communications. At the present, the Company has been commissioned to sell 21 types of merchandise, including revenue stamps, anti-tuberculosis stamps, enrollment guidelines, web account ID and telephone cards, prepaid cards, tickets and accommodation vouchers, DVDs, clothes and ornaments, commemorative coins and gold/silver bars/bricks, beauty products, health products, health drinks (edible oil), wine, rice, electronic appliances, art gifts, coupons, festival gift items, daily supplies, organic foods and books.
2. Chunghwa Post continued to promote its "iPost Mall" e-commerce platform by integrating postal financial and logistics services. As of 2024, the platform had partnered with 2,385 vendors, attracted approximately 410,000 members, and featured a cumulative total of around 110,000 listed products. To enhance the platform's identity and social value, special sections such as the "Caring for Agriculture Zone," "Agriculture and Food Agency Recommended Zone," and "Public Welfare Zone" were established to support small farmers and micro-enterprises in expanding their marketing channels.
3. To meet multifaceted investment needs of deposit account clients, Chunghwa Post has designated 530 branch offices to sell 129 domestic funds by the end of 2024.

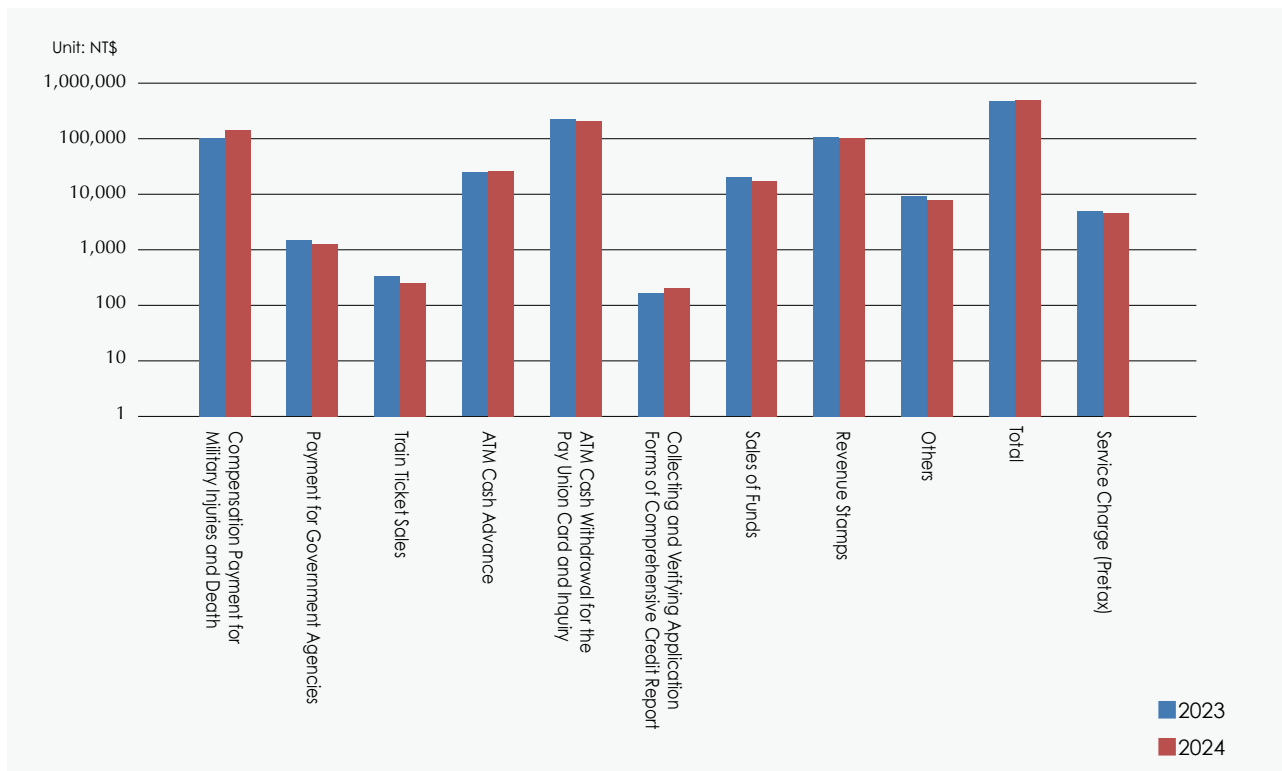


Volume of Agential Services (exclusive of bonds and military honorable discharge pension)

Unit: NT\$10,000

Item	2023	2024	Growth %
Compensation Payment for Military Injuries and Death	104,136	139,423	33.89%
Payment for Government Agencies	1,452	1,293	(10.95%)
Train Ticket Sales	340	259	(23.82%)
ATM Cash Advance	25,258	26,383	4.45%
ATM Cash Withdrawal for the Pay Union Card and Inquiry	225,640	212,439	(5.85%)
Collecting and Verifying Application Forms of Comprehensive Credit Report	166	208	25.30%
Sales of Funds	20,558	17,371	(15.50%)
Revenue Stamps	105,004	103,072	(1.84%)
Others	8,974	7,670	(14.53%)
Total	491,528	508,118	3.38%
Service Charge (Pretax)	4,842	4,704	(2.85%)

Comparison Chart of Agential Services, 2023 and 2024



(VII) Asset Management – Asset Activation

Real properties under the management of Chunghwa Post are used to operate businesses such as postal service, savings and remittance services and life insurance. Paragraph 6 of Article 5 of the Postal Act provides that Chunghwa Post may engage in the management of postal assets. Moreover, according to the Plans for Strengthening the Management and Utilization Efficiency of State-owned Assets formulated by the Ministry of Finance, post offices and mail processing centers at all levels, while in alignment with objectives, originally designated purposes or profit-seeking businesses of Chunghwa Post, may properly utilize spare space or provide it to others at a cost after reviewing the actual utilization of real properties registered under their names. Such plans are aimed at increasing revenues, making full use of postal resources and boosting the rate of return on assets.

In order to enhance the utilization efficiency of postal assets, Chunghwa Post managed to better utilize postal real properties and aggressively repurposed spare space in 2024. Details are as follows:

1. Asset lease

- (1) The lease of property assets is as follows:
 - i. Renting out spare space after review and adjustment of the workspace configuration.
 - ii. Renting out business premises for marketing display.
 - iii. Allowing mobile communication companies to rent roofs of post offices for base station installation.
 - iv. Renting out the interior and outer walls (or space) for posting ads.
 - v. Others: renting out meeting rooms, auditoriums, parking lots and the employee training classrooms.
- (2) All post offices and Taipei Mail Processing Center were asked to make an inventory of the actual use of their own real properties. Where there was spare space or any underused property, short-, mid- and long-term use improvement plans had to be proposed to guide the implementation of relevant asset revitalization program.
- (3) Post-tax revenue from rent was NT\$415.24 million in the year of 2024, up NT\$ 21.80 million or 5.54% compared with the NT\$393.44 million generated in 2023.

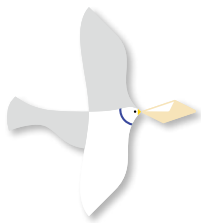
2. Asset development

Participated in urban renewal projects is as follows:

- (1) Participated in 3 urban renewal projects launched by the private sector.
- (2) Organized 1 urban renewal project launched by the government.
- (3) Launched by ourselves 1 urban renewal project.

3. Continuing to demolish and rebuild old post offices to enhance the quality of service and use the space more efficiently

- (1) If the Company's assets (old office buildings or lands having yet to be used) locate in urban areas (that are convenient, well-developed, and densely populated), potentially great locations, or scenic spots, Chunghwa Post is going to rebuild them to enhance the quality of service.
- (2) In response to the change in the type of operation, Chunghwa Post evaluates the business performance and potential for development of post offices of all levels and Taipei Mail Processing Center, and accordingly adjusts the use of space. To utilize the real estate more efficiently, the old office buildings or lands of Chunghwa Post located in residential or business districts are rebuilt into or used for multi-purpose (commercial) buildings.



4. Building a positive corporate image

- (1) Setting up more beautified post offices as examples, which provide bright, comfortable, convenient environments for the public to use the postal service and enhance the service quality. By the end of 2024, the Company had assisted 20 branches in completing the tender process for service hall beautification projects.
- (2) In line with the sustainable energy policies promoted by the government, Chunghwa Post has installed photovoltaic power generation systems on the roof of post offices. From 2015 to 2024, photovoltaic power generation systems were installed on the roof of 113 offices, reaching a capacity of about 3,787 kilowatts and resulting in a total carbon reduction of about 2.199 million kilograms per year (equivalent to approximately 5.69 times the size of Da'an Forest Park).
- (3) Chunghwa Post leased long-term care institutions with spare post office space to support their development. For example, the third, fourth, and fifth floors of Nangang Post Office were rented out to the integrated long-term care institution of Keelung Hospital under the Ministry of Health and Welfare, and the third floor of Fengyuan Huludun Post Office in Taichung was rented out to the daycare center of Taichung Senior Health Promotion Association.
- (4) 4 of the estates of Chunghwa Post were selected by the Ministry of the Interior and local governments to join the public housing scheme.

5. Other measures to activate assets

- (1) Chunghwa Post established a Property Assets Operation Supervision Team and formulated Guidelines for Property Assets Operation Incentives at All Levels of Post Offices (Taipei Mail Processing Center) to orchestrate, arrange and support the activation of property assets owned and managed by post offices/centers at all levels, and to provide incentives accordingly. The supervision team convened one meeting once in 2024 to speed up the revitalization and resolve problems arising therefrom.
- (2) Meeting minutes, briefings along with training materials, regulations and reports regarding asset revitalization have been uploaded online, ready to be shared among post offices (centers) at all levels.
- (3) Chunghwa Post provided trainings on property assets utilization on a yearly basis. All levels of post offices (center) performing well in asset revitalization were invited to designate a representative to share their successful stories and experience.

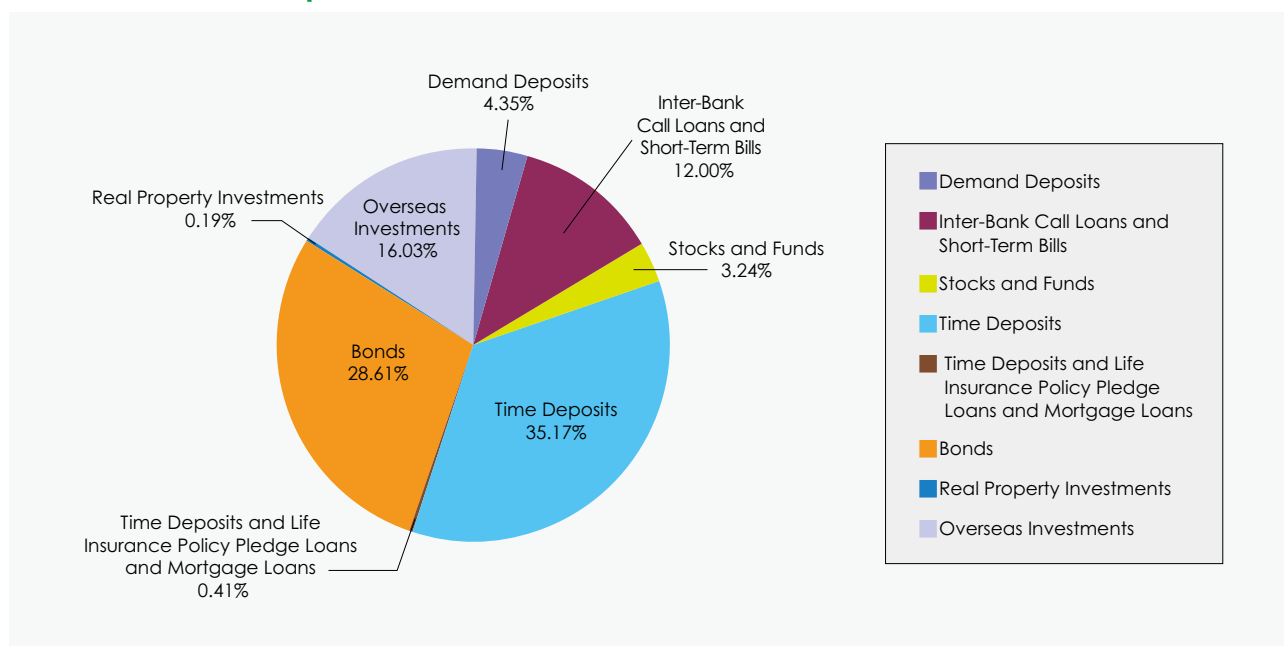
(VIII) Capital Utilization – Supporting state construction programs

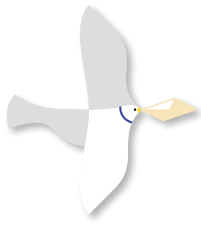
Chunghwa Post keeps attracting non-government idle capital, accumulating a steadily growing amount of postal capital, which shall be spent in accordance with Article 18 of the Postal Remittances and Savings Act and Article 27 of the Simple Life Insurance Act. Portions of the capital shall be re-deposited with the Central Bank of the Republic of China (Taiwan) while the remaining may be spent in various ways: deposited with state-owned and private banks, invest abroad, purchase bonds, bills and stocks, provide time deposits and life insurance policy pledge loans and mortgage loans, and invest in real property. In coordination with government policies, Chunghwa Post also provide mid- and long-term capital plans to finance major state construction projects and private investment projects to boost economic development across Taiwan.

By the end of 2024, postal capital (savings, remittances and life insurance capital inclusive) put into use has totaled NT\$8,283.8 billion. The capital was distributed as follows:

1. Demand deposits (deposit reserves re-deposited with the Central Bank of the Republic of China, and revolving capital of post offices at all levels inclusive): NT\$360.7 billion, accounting for 4.35% of the total.
2. Time deposits (time savings deposits inclusive): NT\$2,913.5 billion, or 35.17% of the total.
3. Inter-bank call loans and short-term bills: NT\$994 billion, or 12.00% of the total.
4. Bonds (government bonds, corporate bonds and financial bonds inclusive): NT\$ 2,369.5 billion, or 28.61% of the total.
5. Overseas investments: NT\$ 1,327.4 billion, or 16.03% of the total.
6. Stocks and funds (outsourced investments inclusive): NT\$268.6 billion, 3.24% of the total.
7. Time deposits and life insurance policy pledge loans and mortgage loans: NT\$34.1 billion, or 0.41% of the total.
8. Real property investments: NT\$16 billion, or 0.19% of the total.

Utilization of Postal Capital





By the end of 2024, Chunghwa Post has provided more than NT\$1,612.5 billion postal capital, in coordination with government policies, to finance major state construction projects and private investment projects. Details are as follows:

Project Name	Amount / NT\$ 100 Million	Remarks
State Construction and Private Investment Projects	9,748	In coordination with the Committee for Planning and Promoting the Utilization of Short- and Long-Term Funding initiated by National Development Council
Small and Medium Enterprises (SME) Consolidation Project Loans	1,339	In coordination with Small and Medium Enterprise Administration of the Ministry of Economic Affairs
First Time Homebuyers Loans	1,057	In coordination with the Construction and Planning Agency, Ministry of the Interior
Manufacturing Industry and SME Project Loans	727	In coordination with the Central Bank of the ROC
First Time Homebuyers Loan for Citizens without Self-Use Residential Property	2,715	Same as above
Home Reconstruction Loans for 921 Quake Victims	515	Same as above
Reconstruction/Repair Loans for Schools, Medical Institutions, Temples and Churches Damaged in 921 Quake	25	Same as above

II. Employee Composition

	Year	2023	2024	As of January 20, 2025
Number of Employees	Staff	14,327	14,092	13,983
	Laborers	9,230	9,259	9,194
	Contract Workers	1,670	1,632	1,629
	Total	25,227	24,983	24,806
	Average Age	45.3	45.3	45.1
Average Seniority		16.1	15.8	15.6
Educational Background (Half-day Workers Counted as Whole)	Doctorates	8	8	8
	Masters	1,555	1,610	1,609
	Bachelors	17,671	17,804	17,737
	Senior High School	5,935	5,527	5,427
	Junior High School and Below	463	425	414
Employee Holding Professional Certificates		5,377	1,960	308
2024 Employee Training	1. Training Courses: A total of 2,010 training sessions were conducted in 2024, covering new employee orientation, managerial and professional development, business skills enhancement, AI tool applications, and special lectures, with 58,537 employee attendances recorded. 2. Online Learning: Launched for all employees, having total hours amounting to 656,697.5 hours.			
2024 Volunteering	In 2024, a total of 2,165 volunteers worked for 1,034,175.5 hours in branches and mail processing centers at all levels.			

(I) Budget quota

In accordance with the quota set in budget 2024, Chunghwa Post was allowed to employ a total of 27,496 employees, including 14,800 regular staff, 10,596 regular workers and 2,100 temporary workers.

(II) Outsourcing some of the businesses to private enterprises

To cut salary expense, non-core businesses continued to be outsourced, such as mail transport, mail processing, postal service counters, registered mail claiming and postal agencies.

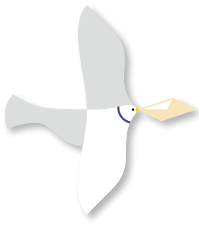
(III) Workforce structure

As of December 31, 2024, Chunghwa Post included 24,983 employees (counting part-time employees as half), consisting of 1 chairman, 1 president, 1 confidential staff member, 6,195 transferred employees, 17,153 staff members and 1,632 contract workers. Of these, 22,949 employees (91.86% of the entire workforce) were basic-level clerks, 1,935 employees (7.75%) worked at the management level, 23 (0.09%) were training staff, and 76 (0.3%) were staff worked on temporary transfer. Such a workforce structure displays that, compared with a rather small number of managerial positions, a large number of employees work behind counters or at departments handling postal mail.

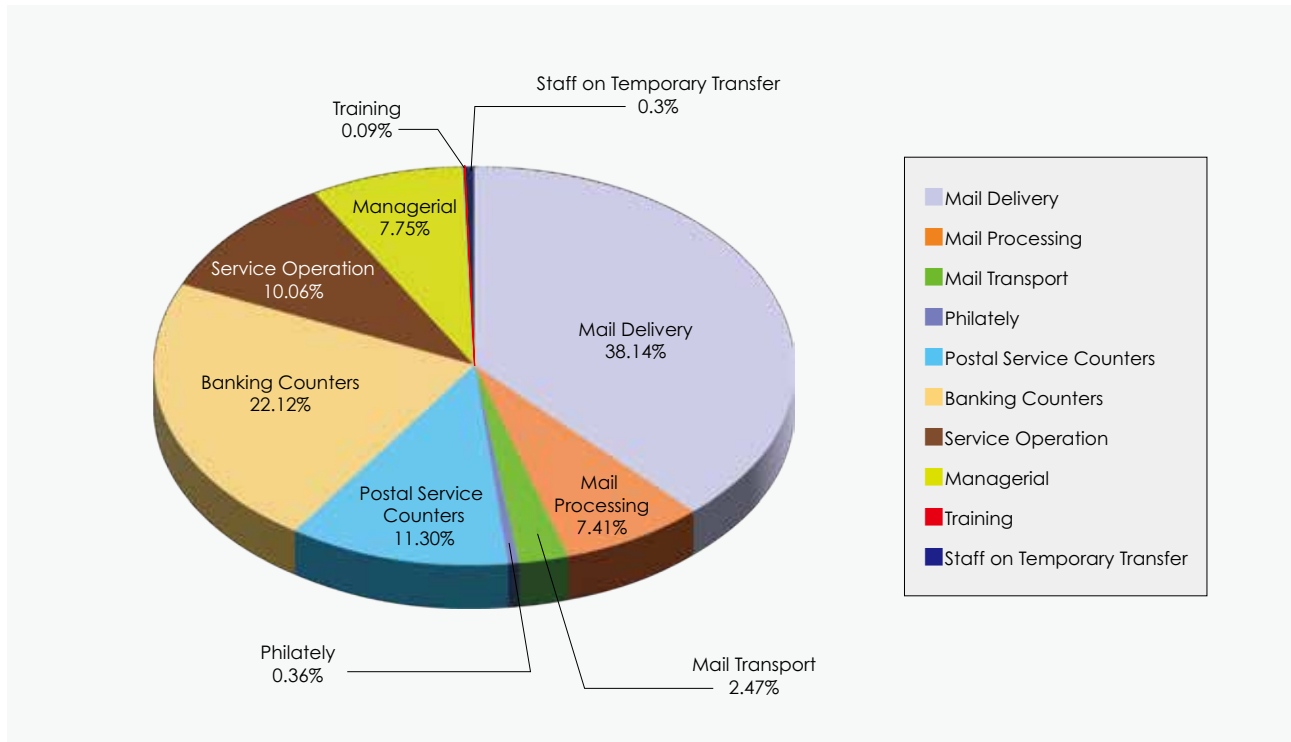
Employee by Function

December 31, 2024 Unit: Person

	Total	%	Head Office	Branches at All Levels	Mail Processing Center
Total	24,983	100%	1,804	22,504	675
Total Business Staff	22,949	91.86%	916	21,409	624
Mail Delivery	9,528	38.14%	0	9,528	0
Mail Processing	1,850	7.41%	0	1,465	385
Mail Transport	617	2.47%	0	378	239
Philately	91	0.36%	62	29	0
Postal Service Counters	2,823	11.3%	0	2,823	0
Banking Counters	5,527	22.12%	0	5,527	0
Service Operation	2,513	10.06%	854	1,659	0
Managerial	1,935	7.75%	817	1,068	50
Training	23	0.09%	18	5	0
Staff on Temporary Transfer	76	0.3%	53	22	1



Employees by Function



III. Labor-Management Relations

(I) Employee benefit plans, retirement system and its implementation, as well as labor-management agreements and measures for protecting employees' rights and interest:

1. Employee benefit plans

- (1) Benefits provided by the Company: sports and recreational activities, birthday parties, vacation subsidies and continuing education opportunities.
- (2) Benefits provided by the Company's Employee Welfare Committee: gifts and gift certificates for three major Chinese holidays and the Labor Day, education subsidies for employees' children, mutual assistance in the event of wedding, childbirth and funeral of employees.

2. Retirement system

Depending on employee status (civil servant concurrent with labor status, or only labor status) and employment dates, the following laws and regulations will apply with regard to employees' retirement, severance and consolation payments: Regulations Governing the Retirement of Employees of Postal and Communications Enterprises under the MOTC, Regulations Governing the Retirement of Non-Ranking Current Employees of Chunghwa Post Co., Ltd, Labor Standards Act, Labor Pension Act, Enforcement Guidelines for the Severance of Transferred Employees of Chunghwa Post Co., Ltd, and Directions for Retirement, Consolation Payments and Severance of Regular Employees of Chunghwa Post Co., Ltd. We at Chunghwa Post keep working on providing retirees with proper care.

3. Labor-management agreements

To harmonize labor-management relations, labor-management meetings are held at least once every three months in accordance with Implementing Regulations Governing Labor-Management

Meetings and Article 83 of the Labor Standards Act. To unite employees and build a cohesive team, both labor and management representatives are elected and designated to attend such meetings in accordance with applicable laws. Additionally, labor-management businesses including employees' salary, welfare, laying off, and pension were all conducting according to regulations.

4. Measures for protecting employees' rights and interests

To clearly regulate rights and obligations of laborers and the management, Chunghwa Post has formulated work rules in accordance with Article 70 of the Labor Standards Act and made and entered into with its Labor Union a collective agreement, which shall be complied with by the both parties. In addition, a report meeting (an ad-hoc meeting when necessary) is called every year to reconcile the relations between the two parties and to resolve issues relevant to employees' benefits in a proper manner. Where any recommendation is put forward at labor-management meetings, or by the Labor Union or its members, Chunghwa Post has been responding to or processing relevant issues in a timely and proper manner.

(II) Loss resulting from labor disputes in the most recent fiscal year and during the current fiscal year as of the date of printing the annual report, disclosure of an estimated amount of loss incurred to date or likely to be incurred in the future, and mitigation measures: None

IV. IT Facilities

(I) Hardware and software deployment of the IT system

1. The host system of Taipei Main Computer Center

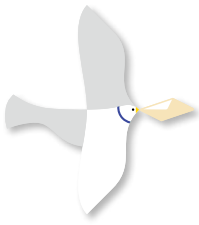
Chunghwa Post's central computing system in Taipei consists of two IBM 8562-V04 operational mainframes (each equipped with four central processors running z/OS version 2.5) and one IBM 8562-A00 external interface processor. These systems are configured in a Sysplex environment, forming a dual-mainframe parallel processing architecture with on-site mutual backup. Based on the Company's operational and system requirements, this infrastructure supports online and batch processing for savings, remittances, and life insurance services across 1,295 post offices nationwide. It also handles core postal and accounting operations, Inter-bank and inter-institutional transaction interfaces, and provides system testing environments for various business applications.

2. The host system of Taichung Disaster Recovery Center

The backup and disaster recovery center in Taichung is employed with an IBM8562-K02 mainframe computer, which has 2 CPUs and a z/OS V2.5 operating system, and an internal processor to support a Parallel Sysplex environment. Based on the needs of the Company and its business systems, the host system of the backup center is divided into various logical partitions corresponding to the mainframe computer of the main center in Taipei, preparing for the activation of the backup system in the event of any disaster to sustain the operational capacity of the Company's important systems.

3. The open system

The Company built a three-tiered centralized computing environment for the open system. The front end, equipped with a blade server, deals with input and output network services while the back end, a storage area network (SAN), controls heterogeneous storage and stores databases of various systems, which can enhance the efficiency of managing storage resources, and the middle tier, equipped with a high-end server, integrates various systems to access back-end data. 94 % of the systems in this environment are established upon a virtualized platform, where the application systems and databases



are with high availability and are able to use the hardware resources of a virtualized platform more efficiently. This environment also provides a big data platform to respond to large data storage and reduce storage costs and provide energy for data analysis. Moreover, to support the relocating of the Postal Park of Smart Logistics near the A7 station of Taoyuan (Airport) Metro in the future, the Company will keep bringing in new technologies and virtualization management tools to enhance system performance and operation efficiency and to prepare for the movement of the facilities.

4. Maintenance

The Company has professional manufacturers maintain hardware and software equipment of Taipei Main Computer Center, Taichung Disaster Recovery Center and the open system, with maintenance engineers checking the operation of equipment regularly, to prevent in advance any possible failure and ensure that the hardware runs safely and stably. On the other hand, to maintain the safety and high availability of information and communications, system software has also been updated on a regular basis.

(II) Emergency backup and safeguarding measures

1. The Company has been holding regular disaster recovery drills each year, and such drills have been carried out as follows:

- (1) Switching the operation system from Taipei Main Computer Center to Taichung Disaster Recovery Center twice a year to ensure that, after Taipei Center is hit by disasters, system operation can be resumed promptly, and various businesses can continue to be provided.
- (2) Organizing local backup and recovery drills at Taipei Main Computer Center twice a year to familiarize relevant staff with required procedures, and to ensure the availability of backup data. Therefore, system operation can be resumed promptly in the event of a localized disaster at Taipei Center.

2. Chunghwa Post has established a Network Monitor Center and an Information Security Monitor Center, to monitor network operations 24/7 and any potential unidentified intrusion from within and outside.