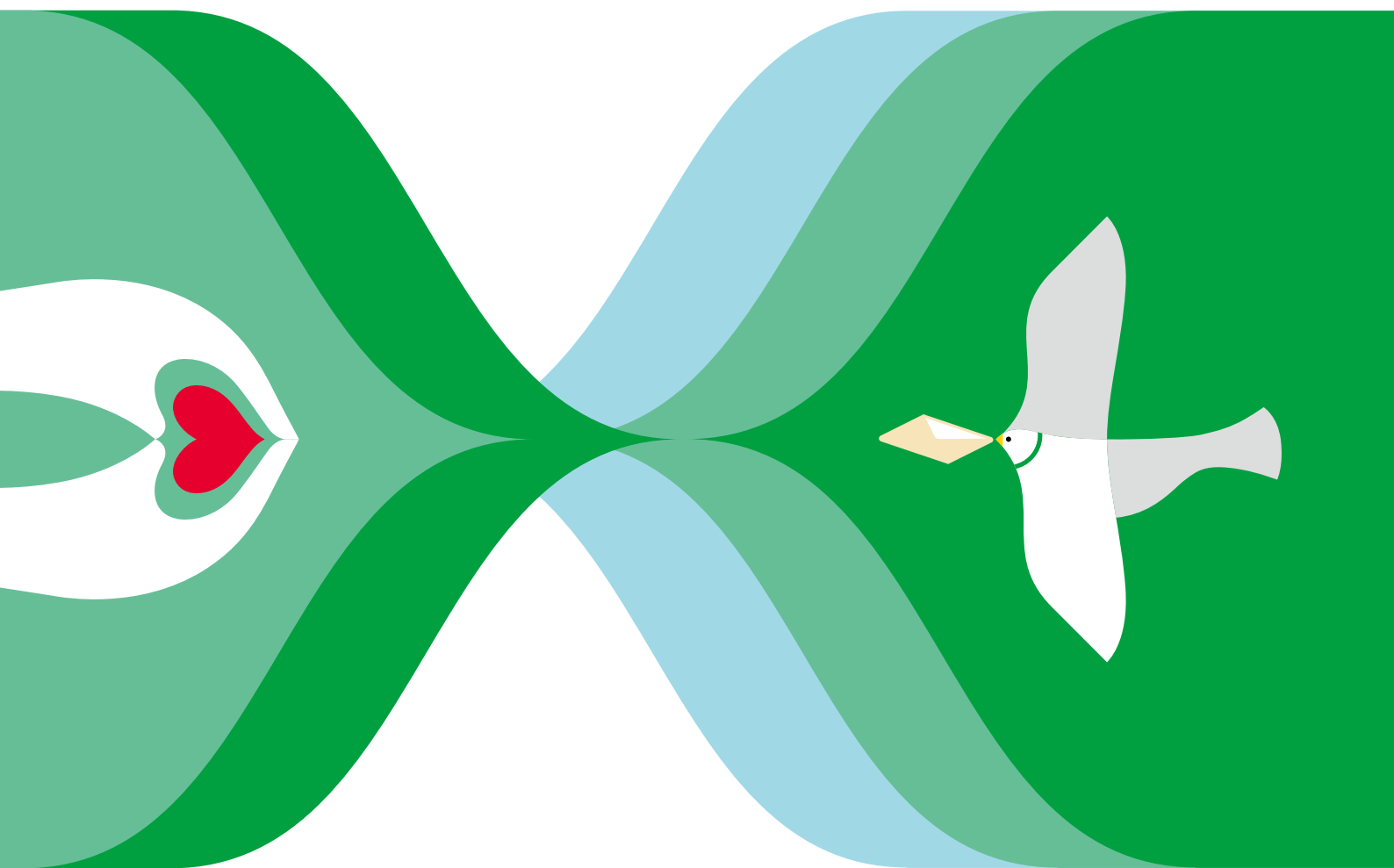
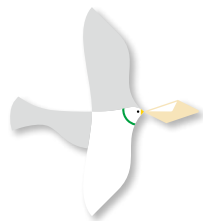


# 2024

## Annual Report Of Chunghwa Post



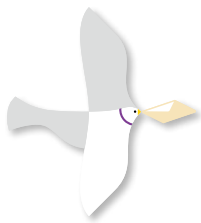
Pursue Excellence  
Trusted Forever



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# I

## Preface

In line with the principle of financial inclusion, Chunghwa Post Co., Ltd. is committed to providing non-discriminatory financial services. With service locations spanning across Taiwan and holding the highest number of accounts among all financial institutions, the Company not only strives to strengthen public awareness and vigilance against fraud but also actively collaborates with both public and private sectors. By leveraging technological applications, we join forces to combat fraud-related crimes and create a safer financial environment that safeguards the assets of the public. In 2024, the number of successfully intercepted fraud cases increased to 2,281 (compared to 1,643 in 2023), with a total amount exceeding NT\$896 million (up from NT\$746 million in 2023). These efforts earned us the "Financial Anti-Fraud Model Award" from the National Police Agency.

In support of government policies, Chunghwa Post's life insurance division has actively promoted policy-oriented products such as micro-injury insurance and small-sum whole life insurance. These efforts were recognized with five major awards from the Financial Supervisory Commission for 2024, including the "Outstanding Sales Award" and the "Care for Persons with Mental/Physical Disabilities Award" of Microinsurance Contest; the "Aging Friendly Award" and "Universal Security Award" of Small Amount Whole Life Insurance Competition; and the "Financial Investment Portfolio" in the Six Core Strategic Industries and Public Construction Investment Competition.

Upholding its core values of "Putting the customers first and providing services in honesty and efficiency," Chunghwa Post has earned widespread recognition for its exceptional service quality and customer satisfaction. In 2024, the Company was honored with "Life Insurance Category – Excellence Customer Trust Award" at the 2024 Insurance Excellence Awards held by *Excellence Magazine*. With a strong focus on customer experience and service innovation, Chunghwa Post actively advanced digital payment systems and financial innovation services, earning the "Excellence in Inter-Institutional Service Promotion Award" at the 2024 Annual Financial Information Systems Conference hosted by Financial Information Service Co., Ltd. By building on a foundation of information security, the Company delivers reliable, user-friendly, efficient, and innovative digital financial services. This earned Chunghwa Post two honors in the banking category of the 4th *Commercial Times* Digital Financial Awards: the "Outstanding Digital Service Award" and the "Gold Award for Digital Information Security (Security Category)."

Furthermore, the Company participated in the government's "Universal Cash Distribution Program" contributing to the successful implementation of the largest cash disbursement initiative in Taiwan's financial history. For its exemplary collaboration with the government, Chunghwa Post was honored with the "2024 FinTech Taipei Awards – Collaborative Innovation Award."

In addition, leveraging its strengths in financial, logistics, and information flows, Chunghwa Post has actively supported local farmers in Taiwan by promoting diversified sales channels through its "iPost Mall" e-commerce platform. By helping market and promote high-quality agricultural and specialty products, the Company has received widespread recognition across sectors. In acknowledgment of its outstanding contributions to agricultural product marketing, Chunghwa Post was honored with the "2024 Award for Outstanding Corporate and Organizational Contribution to Agricultural Product Marketing" by the Agriculture and Food Agency, Ministry of Agriculture.

Chairperson

WANG, KWO-TSAI



Chunghwa Post is deeply committed to fulfilling its environmental, social, and corporate governance (ESG) responsibilities and advancing corporate sustainability. These efforts have earned the Company the “Best CSR Merit Award” in Life Insurance Category, at the “2024 Faith, Hope & Love Awards of Insurance” hosted by RMIM Inc. At the 2024 Taiwan Sustainability Action Awards organized by the Taiwan Institute for Sustainable Energy, Chunghwa Post received three distinctions: the Gold Award for “Environmental Sustainability,” the Gold Award for “Economic Development,” and the Silver Award for “Social Inclusion.”

Additionally, at the 2024 Taiwan Corporate Sustainability Awards, the Company was honored with the “Top 100 Taiwan Sustainable Companies Award for Overall Performance” and the “Platinum Award in Sustainability Reporting – Service Industry Category I.” In recognition of its outstanding performance in promoting digital trust and enhancing ESG performance, Chunghwa Post also received the “Digital Trust - ESG Advocacy Award” at the BSI (British Standards Institution) Digital Trust Standards Summit.

Since 2004, Chunghwa Post has hosted the “2024 Chunghwa Post Life Insurance Table Tennis Cup for People with Physical and Mental Disabilities” with 17 sessions held through 2024. The Company’s longstanding dedication to sports promotion has been widely acknowledged, culminating in the receipt of the “Sports Pushing Hands Award” at the 2024 Taipei Sports Contribution Group and Personnel Awards.

Facing considerable challenges across its core business domains, Chunghwa Post remains steadfast in expanding its three major business areas—mail services, savings, and life insurance—while also enhancing capital utilization. Embracing the digital era driven by AI, the Company is integrating technological innovation to reinforce financial and logistics services and optimize operations to accelerate transformation. The Company has outlined five strategic development priorities: accelerating digital transformation; deepening customer relationships; revitalizing interest in philately; positioning “iPost Mall” as Taiwan’s most distinctive and high-quality e-commerce platform; and implementing a succession plan for managerial personnel to build a solid foundation for long-term sustainability.

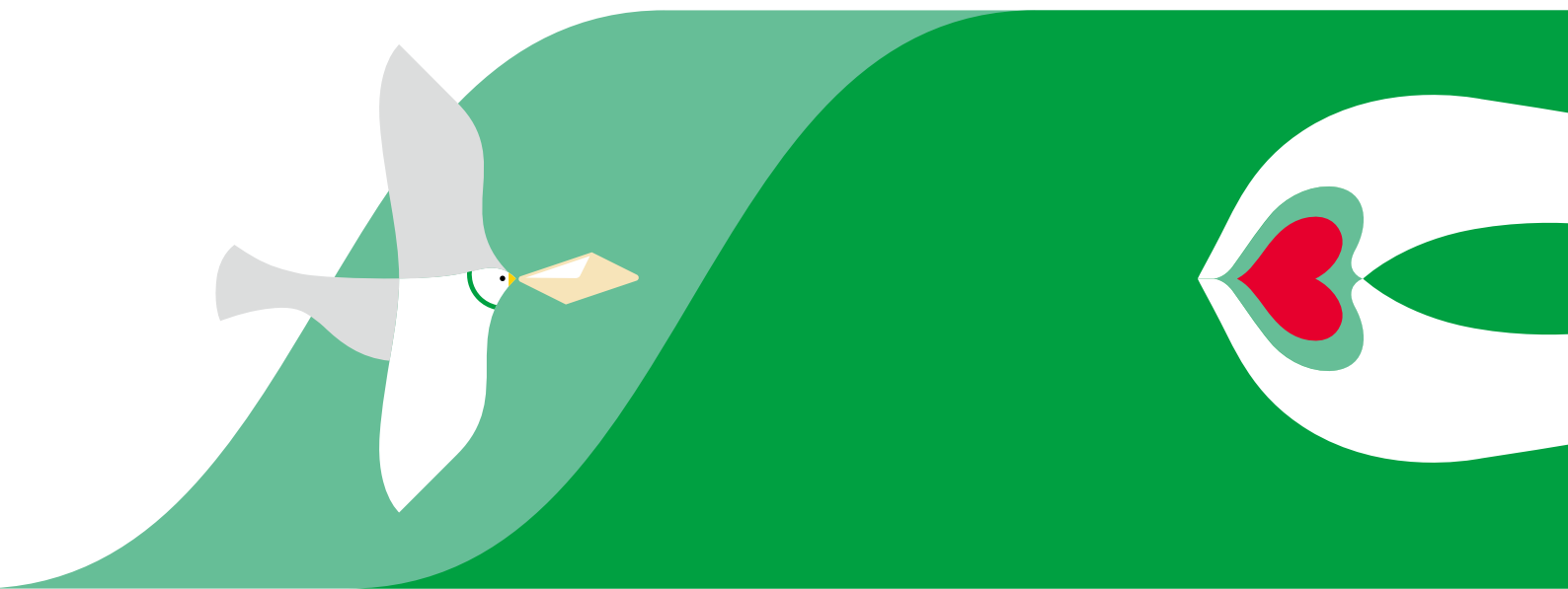
At this pivotal moment of reform and transformation, I call upon all colleagues to work in unity, leveraging our strong brand image and deep local connections. By capitalizing on our extensive distribution network and diversified services, we aim to deliver innovative, high-quality, and accessible solutions that meet the evolving needs of the public. Through these collective efforts, we will continue to enhance the century-old Chunghwa Post brand, laying a solid foundation for the next era of postal excellence and legacy, and realizing our vision of becoming “a postal company of exceptional service and nationwide trust.”



## **Business Report**

**8 I. 2024 Operation Results**

**9 II. 2025 Outline of Operation Plan**





President

*CHIANG, JUI-TANG*

Looking back at 2024, global economic volatility<sup>1</sup> intensified amid rising uncertainty stemming from trade policies and geopolitical tensions. Domestically, Taiwan recorded a GDP growth rate of 4.59%. The Light Signal (monitoring indicators) turned red in December, with coincident indicators continuing to rise—suggesting a steady economic expansion—though leading indicators remained on a downward trend, warranting continued close observation. Looking ahead to 2025, global trade volume is expected to grow further, supported by the vigorous development of emerging technologies. This will drive increased investment as the semiconductor supply chain expands advanced capacity and R&D spending. Additionally, increased investment in Taiwan by international corporations and ongoing business initiatives in low-carbon and digital transformation are expected to boost investment momentum<sup>2, 3</sup>. According to the Directorate-General of Budget, Accounting and Statistics (DGBAS), Taiwan's economy is projected to grow by 3.14%<sup>4</sup> in 2025.

To support digital transformation and carbon neutrality goals, Chunghwa Post has actively pursued digital service innovation and optimization, while improving capital utilization efficiency to enhance revenue. At the same time, the Company remains committed to ESG principles and net-zero emission policies, fulfilling its corporate social responsibility and striving to contribute to a more sustainable and livable society.

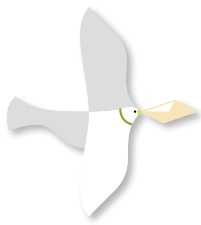
Amid an increasingly challenging and dynamic external environment, Chunghwa Post, as a policy-oriented enterprise, faced considerable operational pressure. Nevertheless, with the dedication and diligence of all postal employees, the Company successfully achieved its major operational targets in 2024. A summary of Chunghwa Post's 2024 business results and 2025 operational plans is provided below.

[1] According to the economic situation overview data from the Department of Statistics, Ministry of Economic Affairs on February 27, 2025.

[2] According to the press release of the national income statistics and domestic economic outlook by the Directorate-General of Budget, Accounting and Statistics of the Executive Yuan on February 26, 2025.

[3] According to the press release of the economic situation in December of 2024 by the National Development Commission on February 5, 2025.

[4] Same as the above footnote 2.



## I. 2024 Operation Results

### (I) Major Operation Items: Estimation and Execution

Operational Items	Unit	Actual (2024)	Budget	Actual (2023)	Budget Achievement Rate	Year-On-Year Growth Rate
Mail Services	1000 pcs	1,813,290	1,741,051	1,825,029	104.15%	(0.64%)
Philatelic Services	NT\$1000	578,449	568,900	629,290	101.68%	(8.08%)
Savings Services (Average Daily Balance)	NT\$100 million	72,591.38	69,670.00	70,922.90	104.19%	2.35%
Remittance Services (Transaction Volume)	NT\$100 million	16,785.62	15,384.00	15,677.40	109.11%	7.07%
Simple Life Insurance Services (Premium Income)	NT\$100 million	758.41	853.36	802.37	88.87%	(5.48%)
Agential Services (Transaction Volume)	NT\$100 million	51.40	49.22	373.37	104.43%	(86.23%)

Notes: 1. Total mail volume slightly declined compared to the previous year. Letter mail was affected by the ongoing trend toward paperless operations, while parcel and speedposts volumes dropped due to reduced orders from major clients impacted by economic conditions and inflation. Additionally, e-commerce vendors increasingly turned to shared logistics providers for the delivery of lightweight small parcels, further contributing to the decline in mail business volume.

2. Philatelic revenue decreased year-on-year, mainly because there were no major stamp exhibitions held in 2024. In contrast, the previous year benefited from the "TAIPEI 2023 – The 39th Asian International Stamp Exhibition," which significantly boosted stamp-related income.

3. Premium income from simple life insurance declined compared to the previous year. The primary reasons were reduced consumer purchasing power due to inflation, customers reallocating funds to other financial products amid an active financial market, and the maturity of savings-type policies and the end of premium payment terms for valid contracts.

4. The volume of agential services handled declined significantly compared to the previous year, primarily due to Chunghwa Post's participation in the government's universal cash distribution program from April 2023 to January 2024. In 2024, the transaction volume was NT\$59.13 million, compared to NT\$31,759.55 million in 2023—a decrease of NT\$31,700.42million.

### (II) The Use of Funds

The use of postal funds has been legalized and is conducted in accordance with Article 18 of the Postal Remittances and Savings Act and Article 27 of the Postal Simple Life Insurance Act. The details of the use of postal funds as of the end of December 2024 are as follows:

#### 2024 Postal Capital Utilization

Unit: NT\$100 million

Item	As of the End of Dec 2024	Percentage in Postal Capital (%)	As of the End of Dec 2023	Increase/Decrease (%)
Demand Deposits (including reserves against deposits in the Central Bank of the ROC and the revolving funds in all branch offices)	3,607	4.35%	3,306	9.10%
Time Deposits (including time savings deposits)	29,135	35.17%	24,622	18.33%
Inter-Bank Call Loans and Short-Term Notes and Bills	9,940	12.00%	14,437	(31.15%)
Bonds (including government bonds, corporate bonds, and financial bonds)	23,695	28.61%	23,096	2.59%
Overseas Investment	13,274	16.03%	12,112	9.59%
Stocks and Mutual Funds (including investment outsourcing)	2,686	3.24%	2,406	11.64%
Mortgage Loans on Certificates of Deposit, Insurance Policies and Real Estate	341	0.41%	343	(0.58%)
Real Estate Investment	160	0.19%	138	15.94%
Total	82,838	100.00%	80,460	2.96%



### (III) Financial Status and Profitability Analysis

In 2024, Chunghwa Post recorded total revenue—including operating and non-operating income—of NT\$261,997.21 million. Total expenditures—including operating costs, operating expenses, and non-operating expenses—amounted to NT\$261,355.97 million. Pre-tax net income was NT\$641.24 million, while income tax benefits totaled NT\$2,013.92 million, resulting in a net profit of NT\$2,655.16 million for the year. This represented a shortfall of NT\$6,869.97 million compared to the budgeted net profit of NT\$9,525.13 million. The post-tax return on assets (ROA) was 0.03%, the return on equity (ROE) was 1.09%, and the net profit margin was 1.02%. Although net profit after tax fell short of the budget target, realized gains from the disposal of financial assets contributed an actual remittance of NT\$8,584.26 million to the national treasury.

### (IV) Research and Development Status

The relevant business units of our company regularly and irregularly analyze domestic and international financial conditions, industry dynamics, and trends, compiling various business research reports for reference. The key research and development activities for 2024 are as follows:

#### 1. A total of 348 regular research analyses on domestic and international financial conditions:

- (1) Monthly reports on domestic and international macroeconomic analysis.
- (2) Weekly reports on the domestic fixed income market.
- (3) Weekly reports on the domestic stock market.
- (4) Weekly and monthly reports on international investment research and analysis.

#### 2. Commissioned Research Projects with Experts and Academic Institutions

- (1) A study on drone-based mail delivery, focusing on drone models, operational environments, and commercial models.
- (2) A carbon footprint assessment of debit cards.
- (3) A research project on implementing data governance for the Postal Big Data Platform.

#### 3. A total of 8 reports on overseas study and research.

## II. 2025 Outline of Operation Plan

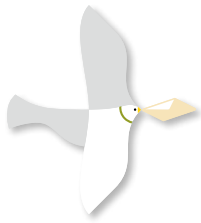
### (I) Strategy

By integrating postal logistics, financial flows, and information flows, we aim to provide universal and high-quality mail, savings and remittance, and life insurance services. By developing smart logistics, e-commerce, and digital finance, we aim to expand business advantages to promote inclusive finance. By enhancing the efficiency of postal fund utilization and optimizing asset management, we aim to improve operational effectiveness.

### (II) Policy

#### 1. On executing government policies:

- (1) Support major public infrastructure and private investment projects to boost national competitiveness.
- (2) Expand diverse financial services to promote inclusive finance and sustainable finance.
- (3) In response to climate change policies, promote green energy, green transportation, and green finance, while balancing economic development with environmental sustainability.
- (4) Optimize asset management to enhance development benefits and increase revenue.



- (5) Strengthen postal exchanges and cooperation with other countries and cross-strait postal services to provide convenient postal services to the public.

## **2. Regarding business management:**

- (1) Advocate for regulatory relaxation to integrate postal resources, develop postal savings and life insurance services, and provide universal, high-quality services.
- (2) Develop smart logistics services to expand postal business, drive demand for speedpost services, parcel, and small packet delivery, and expand business advantages.
- (3) Continue to promote financial technology, advance the digitalization of financial services, and expand the scope of diversified financial offerings.
- (4) Properly plan asset allocation to enhance fund utilization efficiency, activate asset usage, and increase development benefits.
- (5) Utilize digital technology to strengthen information security and personal data management, optimize operational processes, and enhance service efficiency.
- (6) Strengthen human resource management, diversify recruitment, and cultivate professional talent to enhance human resource utilization efficiency.
- (7) Strengthen corporate governance, implement risk management, information security, and compliance with regulations.
- (8) In line with net-zero emissions and environmental sustainability goals, leverage emerging transportation technologies to enhance delivery services.
- (9) Actively promote various public welfare activities, continue to organize postal senior activities and care for the elderly living alone, fulfill social responsibilities, and shape a positive corporate image.

## **3. About supply and demand matching:**

- (1) Actively acquire and beautify postal offices to improve service facilities, creating a bright, comfortable, and user-friendly postal environment to enhance service quality and operational efficiency.
- (2) Expand information equipment and system functions to meet diverse customer needs and improve operational efficiency.
- (3) Promote postal transformation, develop smart logistics, and establish postal logistics parks to provide industrial support services and strengthen corporate competitiveness.
- (4) Build a comprehensive cross-border logistics public service platform and system to drive the transformation and development of traditional postal services domestically and support the expansion of domestic industries into international markets.

### **(III) Operational Targets**

1. Mail Services: Projected to handle 1,741.254 million pieces of mail.
2. Philatelic Services: Projected revenue of NT\$568.9 million from philatelic services.
3. Savings Services: Projected average daily balance of NT\$7,300,000 million for the year.
4. Remittance Services: Projected annual transaction volume of NT\$1,393,000 million.
5. Simple Life Insurance Services: Projected annual premium income of NT\$85,336 million.
6. Agential Services: Projected annual transaction volume of NT\$4,541 million.

### **(IV) Profit Target**

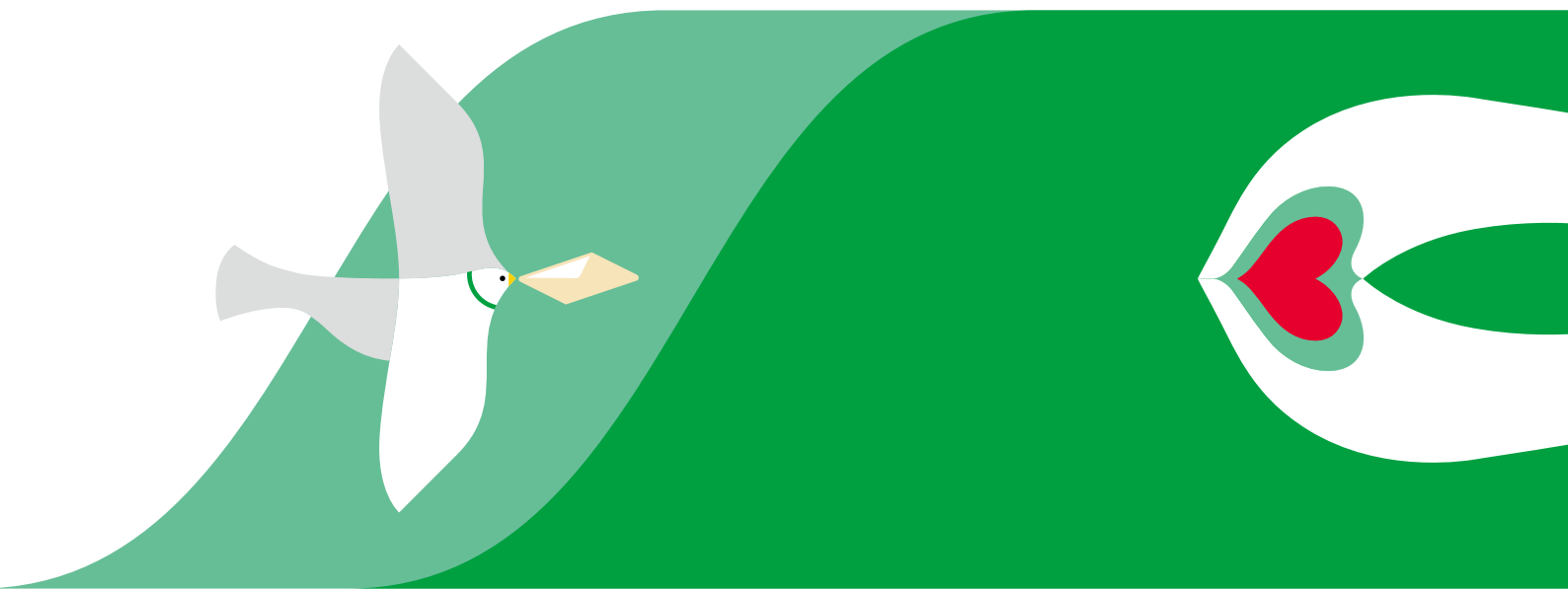
Projected pre-tax net profit of NT\$4,402.601 million.

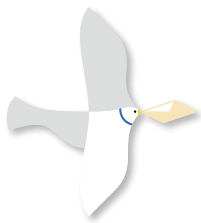


## Corporate Governance

### **12 I. Organizational Structure**

### **15 II. Information about Board of Directors and Supervisors, President, Vice Presidents, Department Heads and Managers of Various Branches**





## I. Organizational Structure

### (I) Structure

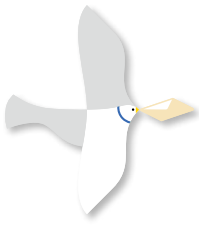
The Company is under the command of the Ministry of Transportation and Communications and has an organizational structure as follows:

1. Board of Directors comprises eleven to fifteen members. In accordance with the law and the Company's Articles of Incorporation, the board has the authority to make decisions for the Company's operations while the Secretariat of Board of Directors is established to take charge of all related administrative affairs.
2. Three Supervisors are elected pursuant to the law and the Company's Articles of Incorporation to oversee the financial and business operations
3. In conformity with the law and the Company's Articles of Incorporation, as well as decisions made by the board of directors, the president is appointed to oversee the Company's operations and supervise all staff and departments. Four vice presidents, three assistant presidents, and one chief secretary are assigned to assist the president. The President's Office shall be established, with divisions set up as needed according to business requirements.
4. The Chief Risk Officer is responsible for risk management. The Office of Risk Management is set up with one director shall be appointed, with divisions set up as needed according to business requirements.
5. The Chief Legal Compliance Officer is responsible for overseeing the compliance with the law and other legal matters. The office of Legal and Compliance is set up with one director, with divisions set up as needed according to business requirements.
6. The Chief Corporate Governance Officer is the top executive responsible for matters related to corporate governance.
7. The Auditor General, appointed by the Board of Directors, is responsible for conducting the Company's audits and is required to report to the Board and Supervisors on a regular basis. The Department of Auditing (right under the command of the Board), headed by a Director and supervised by the auditor general, is also established.
8. The Strategic Planning Committee has one chairperson, a position that can be held by the President concurrently. The committee also consists of five vice chairpersons (one of whom works on a full-time basis) and several committee members.
9. The Postal Capital Operations Committee serves as the Company's dedicated unit for effectively utilizing postal capital. Composed of nine to thirteen members. One of the members serves as the convener, concurrently served by the president.
10. The Risk Management Committee is responsible for overseeing risk management operating mechanisms, led by the chairperson, and composed of several committee members.
11. The Digital Development Committee serves as the Company's dedicated unit for advancing data and digital technology development. The committee consists of the Chairperson (also being the convener), President, and five senior executives.
12. The Sustainable Development Committee serves as the Company's dedicated unit for decision-making and promotion of sustainable development. The committee is chaired by the Chairperson, the president as the vice chairman, and several committee members.

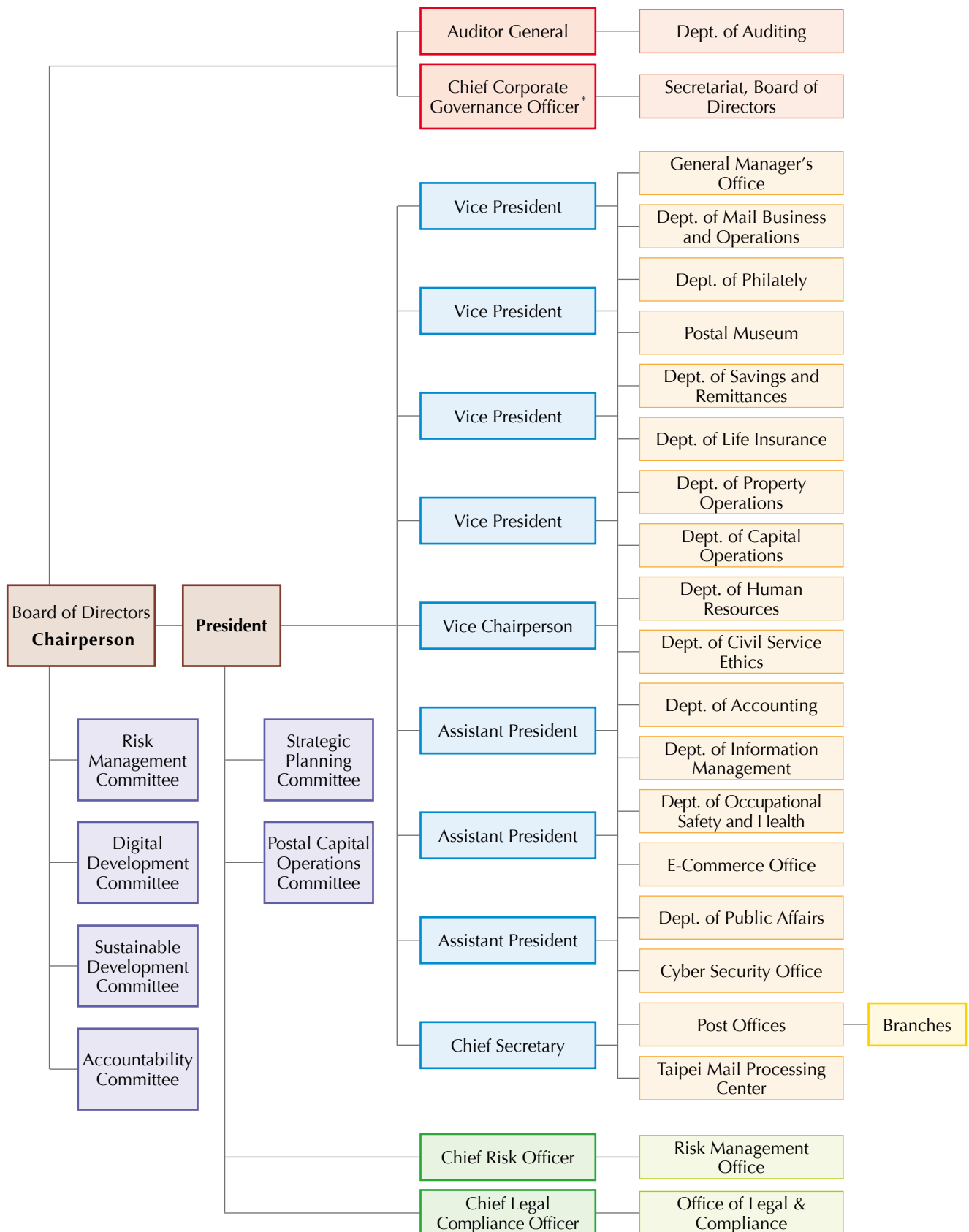


The Management Team (from left: Chief Secretary C. N. Cheng, Assistant President L. C. Huang, Assistant President Y. H. Chien, Vice President T. L. Chen, Vice President S. C. Lan, President J. T. Chiang, Chairperson K.T. Wang, Vice President C. L. Chen, Vice President W. C. Tsai, Vice Chairperson W. R. Wang, Assistant President C. F. Tsai, Auditor General M. Y. Huang)

13. The Accountability Committee is established to handle matters of accountability and to facilitate the implementation of the Responsibility Mapping System. The committee consists of five members, chaired by the Chairperson, and the Chairperson further appoints two members from the board of directors and two others from the supervisors.
14. The Company also sets up the Department of Mail Business and Operations, the Department of Philately, the Department of Savings and Remittances, the Department of Life Insurance, the Department of Property Operations, the Department of Capital Operations, the Department of Human Resources, the Department of Civil Service Ethics, the Department of Accounting, the Department of Information Management, the Department of Occupational Safety and Health, the Department of Public Affairs, Postal Museum, the E-Commerce Office, and the Cyber Security Office.
15. Nineteen post offices are designated as Responsibility Center Offices to serve as an administrative and supervisory bodies, leading the branch offices they oversee to form operational teams.
16. To meet the need for mail business operations, Taipei Mail Processing Center is established to coordinate mail processing operations and mail delivery network through a high-performance automatic system.

**(II) Organization Chart**

Record Date: 2025.02.08



\* Remark: The chief corporate governance officer is filled concurrently by vice president.

### (III) Structural Division and Its Adjustments

The current organizational structure is divided into the administrative branch and the business branch. The business branch is further subdivided into self-management branch and agential service branch. As of the end of 2024, the total number of the offices reached 1,994. The administrative branch ran 20 offices, including the head office and 19 post offices. The business branch operated 1,974 offices, out of which 1,296 belonged to self-management sub-branch, including 1 mail processing center and 1,295 post office branches. The other 678 offices were part of the agential service sub-branch, including 422 postal agencies and 256 stamp-sales agencies.

#### Branches of Postal Services

Unit: Office

Types		2023	2024	Growth %	
Administrative Branch		Headquarters	1	1	0%
		Post Offices	19	19	0%
		Subtotal	20	20	0%
Business Branch	Self-Management	Mail Processing Center	1	1	0%
		Post Office Branches	1,296	1,295	(0.08%)
		Temporary Post Offices	0	0	0%
		Subtotal	1,297	1,296	(0.08%)
	Agencies	Postal Agencies	439	422	(3.87%)
		Stamp-Sales	271	256	(5.54%)
		Subtotal	710	678	(4.51%)
	Total		2,027	1,994	(1.63%)

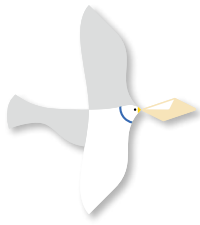
## II. Information about Board of Directors and Supervisors, President, Vice Presidents, Department Heads and Managers of Various Branches

### (I) Information about Directors and Supervisors

2025.02.10

Title	Name	Education	Major Experience(s)	Date Elected
Director	K.T. Wang	Ph.D. in Institute of Traffic and Transportation, National Chiao Tung University	Minister, Ministry of Transportation and Communications; Political Deputy Minister, Ministry of Transportation and Communications; Chairman, The Grand Hotel; Chairman, China Aviation Development Foundation; President, Intelligent Transportation Society of Taiwan; Chairman, iPASS Corporation; Advisor, Kaohsiung City Government & Director, Kaohsiung City Government, Taipei Office; Director General, Transportation Bureau, Kaohsiung City Government; Chairman, President, THI Consultants Inc.	2024.08.21
Director	J. T. Chiang	Department of Law, National Taiwan University	Vice President and Chief Secretary, CHP; Manager of Taichung, Taoyuan Post Office, and Deputy Manager of Changhua Post Office	2024.08.21
Director	S. J. Su	Master in American Studies, Tamkang University	Director, Kaohsiung Customs; Director, Keelung Customs; Deputy Director, Taichung Customs; Deputy Director, Taipei Customs; Deputy Director, Keelung Customs; Chief Secretary, Customs Administration, Ministry of Finance	2024.08.21
Director	C. H. Chen	Department of Land Economics, National Chung Hsing University	Deputy Director, Senior Specialist, Section Chief, National Property Administration, Ministry of Finance	2024.08.21





Title	Name	Education	Major Experience(s)	Date Elected
Director	C. J. Hsiao	M.A., Institute of Naval Architecture, National Taiwan University	Counselor, National Development Council, Executive Yuan; Chief of Staff, Senior Assistant Trade Representative, Office of Trade Negotiations, Executive Yuan; Deputy Director-General, Industrial Development Bureau; Division Chief, Industrial Policy Division, Division Chief, Deputy Division Chief, Electronics and Information Division, Senior Technical Specialist, Sustainable Development Division, Section Chief, Technology Division, Industrial Development Bureau, Ministry of Economic Affairs	2024.08.21
Director	P. W. Chen	Ph.D., Institute of Finance, National Taiwan University	Assistant Manager, Section Chief, Commissioner, Department of the Economic Research, Central Bank of the Republic of China	2024.08.21
Director	C. L. Chang	Ph.D., in Civil and Construction Engineering Management, National Taiwan University of Science and Technology	Engineering Superintendent and Executive Secretary of Major Construction Supervision, Ministry of Transportation and Communications; Engineering Superintendent and Executive Secretary of Transportation Mobilization Committee; Ministry of Transportation and Communications; Deputy Magistrate, Hualien County; Chief Engineer, Taoyuan International Airport Corporation Ltd., Ministry of Transportation and Communications; Confidential Secretary of the Magistrate, Technical Specialist of Construction Bureau, Director of the Public Works Bureau, Hualien County Government; Engineer and Assistant Engineer, Ret-Ser Engineering Agency, Veterans Affairs Commission	2024.08.21
Director	H. C. Wang	Master, Institute of Labor and Human Resources, Chinese Culture University	Deputy Director, Department of General Planning; Section Chief, Department of Labor Relations; Senior Executive Officer; Section Chief, Legal Affairs Committee, Council of Labor Affairs, Executive Yuan	2024.08.21
Director	H. T. Hsu	Ph.D., Institute of Law, National Chung Cheng University	Adjunct Assistant Prof. National Tsing Hua University; Executive Secretary, Legal Affairs Committee, Ministry of Transportation and Communications; Director, Taiwan Postal Association	2024.08.21
Director	K. F. Chang	Ph.D., Institute of Architecture, National Cheng Kung University	Director, National Housing and Urban Regeneration Center; Director, Taiwan Tobacco & Liquor Corporation; Director, Department of Urban and Rural Development, Pingtung County; Vice President, Office of General Affairs, National Pingtung University	2024.08.21
Director	C. Y. Yang	Master, Division of Civil and Commercial Law, Graduate Institute of Law, National Taiwan University	Chairperson, Pingtung Bar Association; Arbitrator, Chinese Arbitration Association, Taipei; Member of Pingtung County Domestic Violence Prevention Committee; Member of Pingtung County Sexual Harassment Prevention Committee; Member of Pingtung County Medical Review Committee; Volunteer Lawyer, Consumers' Foundation, Chinese Taipei; Attorney, Legal Aid Foundation	2024.08.21
Director	S. F. Lai	Ph.D., Institute of Civil Engineering, Transportation Engineering Division, National Taiwan University	Associate Professor and Chairperson, Department of Distribution Management, Takming University of Science and Technology; Associate Professor and Director, Teaching-Learning Resources Center; Assistant Professor; 5th Secretary-General, Intelligent Transportation Society of Taiwan; Engineer, S. F. Lai's Traffic Engineering Office; Associate Researcher, Transportation Planning Office, Department of Transportation, Taipei City Government; Senior Planning Officer and Assistant Manager, THI Consultants Inc.	2024.08.21
Director	S. C. Chen	Department of Biological Science and Technology, Meiho University	5th and 6th Director, CPWU, Pingtung Division; Committee Member, and Convener of Audit Committee, Chunghwa Post Employee Benefits Committee; Manager, Donggang Post Office; Subsection Chief, Mail Business Subsection, Postal Affairs Section, Subsection Chief, Marketing and Development Subsection, Marketing Section, Assistant Clerk, Personnel Office	2024.08.21
Director	Y. H. Chan	National Open University	Branch Office Manager, Subsection Chief, Taichung Post Office; 6th Term, Labor Director, Board of Directors, CHP; Director, 3rd to 6th Term, CPWU; 5th to 6th Term, Vice Chairman, CPWU; Representative, Director, Vice Chairman, 3rd to 6th Term Chairman, CPWU Taichung Division; Section Chief, Welfare Section, Central Region Taiwan, CPWU	2024.08.21



### III. Corporate Governance

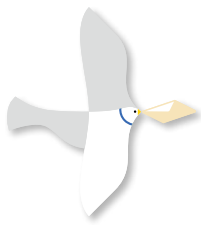
Title	Name	Education	Major Experience(s)	Date Elected
Director	Y. Y. Chen	Hungkuo Delin University of Technology (Junior College)	Mail Inspector, EMS/Speedpost Subsection, Taipei Post Office	2024.08.21
Supervisor	N. H. Pan	Master, Institute of Statistics, National Chung Hsing University	Deputy Director, Department of Census, Directorate-General of Budget, Accounting and Statistics, Executive Yuan; Director, Department of Statistics, Ministry of Education	2024.08.21
Supervisor	H. L. Geeng	Master, Institute of Public Administration and Policy, National Taipei University	Section chief, Department of Transportation, Environment and Natural Resources, Executive Yuan	2024.08.21
Supervisor	K. N. Chen	Master of Eminent Public Administrators, National Chengchi University	Chief Accounting Officer, Budget, Accounting and Statistics Office, Civil Aviation Administration, Ministry of Transportation and Communications; Chief Accounting Officer, Budget, Accounting and Statistics Office, Section Chief, Department of Accounting, Tourism Bureau	2024.08.21

Note: Said officers are all nationals of R.O.C.

#### (II) Information about President, Vice Presidents, Department Heads, and Managers of Various Branches

2025.05.15

Title	Name	Education	Major Experience(s)	Date Assuming Current Post
President	J. T. Chiang	Department of Law, National Taiwan University	Vice President, Chunghwa Post Co., Ltd. (CHP)	2019.05.17
Vice President (concurrently Chief Corporate Governance Officer)	C. L. Chen	Master in Business Administration, University of California	Director, Department of Savings and Remittances, CHP	2021.08.12
Vice President	S. C. Lan	Department of Political Science, National Taiwan University	Assistant President, CHP	2024.01.30
Vice President	W. C. Tsai	Master in Mechanical Engineering, National Taiwan University	Vice Chairperson, Strategic Planning Committee, CHP	2025.01.16
Vice President	T. L. Chen	Master in Management Science, National Chiao Tung University; Master in Law, Soochow University	Assistant President, CHP	2025.01.16
Vice Chairperson, Strategic Planning Committee	W. R. Wang	Department of Law, National Taiwan University	Assistant President, CHP	2025.01.16
Assistant President	Y. H. Chien	Department of Economics, Soochow University	Director, Department of Life Insurance, CHP	2024.01.30
Assistant President	C. F. Tsai	Executive Master of Business Administration, National Chengchi University	Chief Secretary, CHP	2025.01.16
Assistant President	L. C. Huang	Master in Institute of Management, National Chiayi University	Manager, Taipei Post Office	2025.01.16
Auditor General	M. Y. Huang	Master in Institute of Law, Soochow University	Director, Department of Auditing, CHP	2025.01.16
Chief Secretary	C. N. Cheng	Master in Public Administration, National Chengchi University	Manager, Banqiao Post Office	2025.01.16
Chief Legal Compliance Officer	C. T. Lin	Department of Law, National Chung Hsing University	Director, Department of Auditing, CHP	2025.05.15
Chief Risk Officer	L. C. Cheng	Master in Institute of Accounting, National Taipei University	Chief Auditor, Department of Auditing, CHP	2024.01.16



Title	Name	Education	Major Experience(s)	Date Assuming Current Post
Director, Department of Auditing	Y. C. Yu	Department of Banking and Insurance, National Taipei College of Business	Deputy Curator, Postal Museum, CHP	2025.05.15
Director, Department of Mail Business and Operations	C. C. Ke	Master in Information Management, National Taiwan University of Science and Technology	Senior Executive Officer, General Manager's Office, CHP	2024.09.10
Director, Department of Savings and Remittances	K. L. Chen	Department of Business Administration, Soochow University	Senior Executive Officer, General Manager's Office, CHP	2025.01.16
Director, Department of Life Insurance	P. H. Hsu	Department of Business, National Open University	Senior Executive Officer, General Manager's Office, CHP	2024.05.02
Director, Department of Philately	L. H. Cheng	Department of Business Administration, National Chung Hsing University	Deputy Director, Department of Philately, CHP	2023.9.14
Director, Department of Property Operations	W. C. Tsai	Master in Mechanical Engineering, National Taiwan University	Vice Chairperson, Strategic Planning Committee, CHP	2025.01.16
Director, Department of Capital Operations	W. W. Lu	Master in Management Science, National Chiao Tung University	Deputy Director, Department of Capital Operations, CHP	2021.01.16
Director, Department of Information Management	C. F. Chen	Department of Business Administration, Feng Chia University	Deputy Director, Department of Information Management, CHP	2022.01.21
Director, Department of Public Affairs	H. L. Hsu	Department of Administration, Junior Supplementary College of National Open University	Senior Executive Officer, General Manager's Office, CHP	2024.01.16
Director, Department of Human Resources	P. K. Li	Department of Industrial Engineering and Management, National Taipei University of Technology	Deputy Manager, Banqiao Post Office	2025.03.05
Director, Department of Civil Service Ethics	H. C. Lu	Department of Business Education, National Open University	Deputy Manager, Banqiao Post Office	2024.02.01
Director, Department of Accounting	H. M. Tu	Master in Accounting, National Taiwan University	Senior Executive Officer, General Manager's Office, CHP	2025.01.16
Director, Department of Occupational Safety and Health	A. R. Yeh	Department of Administration, Supplementary Open Junior College For Public Administration National Chengchi University	Manager, Kaohsiung Post Office	2024.01.16
Curator, Postal Museum	L. M. Tseng	Department of Economics, National Taiwan University	Committee Member, Strategic Planning Committee, CHP	2020.11.24
Director, Office of Legal and Compliance	H. F. Tang	Department of Law, Chinese Culture University	Section Chief, Legal Affairs Section, Office of Legal and Compliance, CHP	2019.10.01
Director, Office of Risk Management	Y. H. Chang	Executive Master of Business Administration, National Chengchi University	Section Chief, Comprehensive Planning Section, Office of Risk Management, CHP	2025.01.16
Director, E-Commerce Office	S. Y. Kuan	Department of Accounting, National Chung Hsing University	Deputy Manager, Sanchong Post Office	2025.01.16
Director, Cyber Security Office	P. S. Wu	Master in Information Management, Fu Jen Catholic University	Section Chief, Mail Information Section, Department of Information Management, CHP	2025.02.05
Director, Secretariat of Board of Directors	H. Y. Huang	Department of International Trade, Tamkang University	Committee Member, Strategic Planning Committee, CHP	2024.07.16
Manager, Taipei Post Office	L. C. Huang	Master in College of Administration, National Chiayi University	Manager, Tainan Post Office	2025.01.16
Manager, Banqiao Post Office	C. L. Chang	Master in College of Administration, National Chiayi University	Manager, Chiayi Post Office	2024.01.16

### III. Corporate Governance

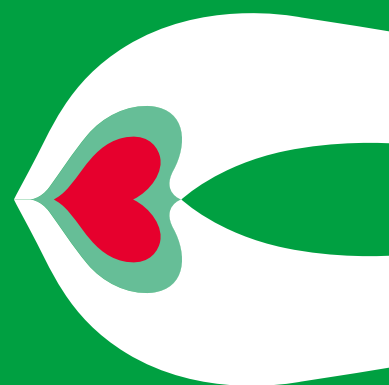
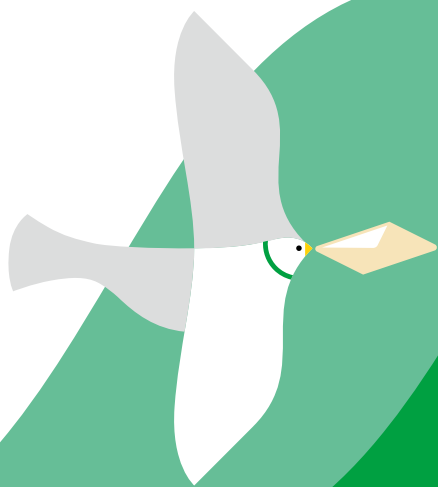
Title	Name	Education	Major Experience(s)	Date Assuming Current Post
Manager, Taoyuan Post Office	C. F. Kang	Executive Master of Business Administration, National Chengchi University	Director, Department of Philately, CHP	2023.09.14
Manager, Taichung Post Office	Y. H. Yeh	Master in Management, Yuan Ze University	Manager, Hsinchu Post Office	2024.09.16
Manager, Tainan Post Office	L. Y. Liang	Master in Financial Management, CTBC Business School	Manager, Kaohsiung Post Office	2024.09.19
Manager, Kaohsiung Post Office	S. C. Yu	Executive Master of Business Administration, National Sun Yat-sen University	Deputy Manager, Tainan Post Office	2024.09.20
Manager, Keelung Post Office	S. P. Lin	Master in Marketing Management, National Chung Hsing University	Deputy Director, Department of Philately, CHP	2025.01.15
Manager, Sanchong Post Office	M. H. Hu	Master in Management Science, Ming Chuan University	Deputy Manager, Taipei Post Office	2025.01.16
Manager, Hsinchu Post Office	C. Y. Wu	Department of Public Administration, National Open University	Deputy Manager, Hsinchu Post Office	2024.09.16
Manager, Changhua Post Office	L. M. Chen	Master in Accounting, National Changhua University of Education	Deputy Manager, Changhua Post Office	2024.09.16
Manager, Chiayi Post Office	Y. C. Chen	Master in Public Policy and Management, Shih Hsin University	Deputy Manager, Taoyuan Post Office	2025.01.16
Manager, Pingtung Post Office	S. Y. Hsu	Department of Business Administration, National Yunlin University of Science and Technology	Manager, Yunlin Post Office	2024.09.16
Manager, Miaoli Post Office	P. H. Guo	Department of International Business, National Taichung College of Business	Section Chief, Planning and Marketing Section, Taichung Post Office	2024.01.16
Manager, Nantou Post Office	C. L. Huang	Department of English Language, Literature and Linguistics, Providence University	Section Chief, Planning and Marketing Section, Taichung Post Office	2022.01.17
Manager, Yunlin Post Office	H. H. Weng	Professional Master's Program in Business Administration, National Taiwan University	Section Chief, Planning and Marketing Section, Taoyuan Post Office	2024.09.16
Manager, Yilan Post Office	R. Y. Wang	Executive Master of Business Administration, National Taiwan Normal University	Section Chief, Hybrid Mail Section, Taipei Post Office	2024.01.16
Manager, Hualien Post Office	C. W. Chien	Executive Master of Business Administration, National Taiwan Normal University	Section Chief, Planning and Marketing Section, Taipei Post Office	2025.01.16
Manager, Taitung Post Office	H. Y. Feng	Department of Accounting, Feng Chia University	Section Chief, Business Management Section, Kaohsiung Post Office	2024.01.16
Manager, Penghu Post Office	C. H. Wu	Master in Business Management, Tatung University	Section Chief, Planning and Marketing Section, Chiayi Post Office	2023.09.07
Director, Taipei Mail Processing Center	Y. C. Tien	Department of Applied Business, Open College, National Taipei College of Business	Deputy Director, Taipei Mail Processing Center	2025.01.16

Note: Said officers are all nationals of R.O.C.

## **IV**

### **Fulfilling Our Social Responsibility**

- 21 I. Promoting Corporate Governance**
- 22 II. Maintaining Social Welfare Services**
- 24 III. Developing Sustainable Environment**
- 26 IV. Protecting Our Clients' Rights and Interests**
- 30 V. Caring for Our Employees**
- 31 VI. Reinforcing Information Disclosure and Other  
Related Services**



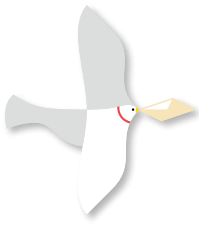
### I. Promoting Corporate Governance

- (I) The management philosophy of Chunghwa Post consists of the following three principles: placing our clients at the top priority; devoting ourselves to a corporate culture based on reliability, geniality, efficiency and innovation; and striving to improve along with the society. We devise our annual business plans in accordance with the government's policies. In addition, we make timely adjustments by taking social changes into consideration. Our business policies and executive performance are periodically reviewed, and we also modify our management strategies and style when necessary.
- (II) We hold departmental management meetings on a regular basis. The Chairperson holds a high-level management meeting once every two weeks. Business reports and department meetings are held on a monthly basis. In order to strengthen the cooperation between senior managers and operative executives, debriefings of business expansions are conducted on a quarterly basis, so as to establish the foundation for decision formulation and implementation.
- (III) We provided postal capital in the amount of over NT\$1,612,500 million to support the government's major construction projects, and also to offer project financing for private investments.
- (IV) A total of 119 directors and supervisors attended the corporate governance courses offered by the Taiwan Academy of Banking and Finance, the Chinese Corporate Governance Association, the Securities and Futures Institute, and KPMG in 2024.
- (V) In order to enhance our robust operation, a set of internal control procedures is stipulated and should be followed by the board of directors, management personnel and all staff members, so as to ensure the attainment of the following objectives:
  - 1. To boost the efficiency of our company operation and to maintain the security of our assets.
  - 2. To ensure the credibility and completeness of our financial and management information.
  - 3. To abide by related laws and regulations.
- (VI) To boost employee morale, employees who put our corporate ethics into practice can be recommended by the department head to participate in our company's Outstanding Postal Service Personnel Competition or the Exemplary Civil Servant Competition held by the Ministry of Transportation and Communications for commendation.



Participants in the Inclusive Financial Service Inspection





## II. Maintaining Social Welfare Services

- (I) We have devised and continuously practiced the *Guidelines for Promoting Social Welfare via Postage Discounts* to aid disadvantaged groups. The discounted postage reached NT\$ 8,560,000 in total in 2024.
- (II) We have continued to run the Post Office Cares for Solitary Elderly Citizens Campaign and encouraged our postmen to pay visits to solitary elderly citizens and watch out for their daily needs while delivering mail. Our postmen made a total of 88,306 visits of the elderly in 2024.
- (III) We have continuously offered disaster relief donation accounts for the Ministry of the Interior with the exemption of administration fees.
- (IV) We have helped maintain the order of the financial market and safeguard transaction security by successfully preventing 2,281 scam cases in 2024, thereby securing approximately NT\$896.38 million from scammers.
- (V) To fulfill our social responsibilities, we have continuously set up barrier-free ATMs at appropriate sites to provide wheelchair users and the visually impaired with easy access to ATMs. By the end of December 2024, 2,425 barrier-free ATMs in total have been installed at 1,451 sites. Moreover, 290 ATMs with voice features suitable for visually impaired customers have been set up by the end of December 2024.
- (VI) In order to align with the government's public welfare policies, we have continuously provided discounts for physically and mental disabilities customers since 2017. Physically and mentally challenged depositors can enjoy inter-bank ATM transactions free of processing fees 3 times per month after filing applications to our company. The number of the applicants totaled 5,936 by the end of December 2024.
- (VII) In order to align with the government's policies to support economically disadvantaged families, we have helped to process the payment and saving collections of the Saving Accounts for the Future Education and Development of Children and Teenagers. Through the cooperation between public and private sectors in promoting the saving mechanism, the government and families can together help accumulate future education and career development funding for the saving accounts of children and teenagers. The number of saving collections processed in 2024 totaled 169,216 with a total saving of over NT\$186.13 million.
- (VIII) To introduce the public to the Postal VISA Debit Card and digital services for postal savings and remittances, and be in line with the government's policies to promote the prevention of fraud and money laundering, we hold lectures on financial literacy on a yearly basis, through which financial



Participants in Post Office Cares for Solitary Elderly Citizens Campaign



The activity of "Donating Blood with Chunghwa Post"

## IV. Fulfilling Our Social Responsibility

education can be promoted and enhanced and financial literacy can be popularized. In 2024, a total of 126 such Lectures were held.

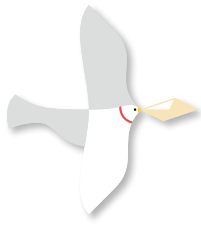
- (IX) We held the fundraising events "Postal Love: Supporting Students Facing Economic Hardship" and "Walking with Sunshine: Helping Children Face the Future with Courage" in collaboration with the Puren Youth Care Foundation and the Sunshine Social Welfare Foundation, respectively. Through these efforts, we demonstrated our care and provided practical assistance to disadvantaged groups, fulfilling our social responsibility.
- (X) On June 20, 2024, we received the Service Quality Award and the Information Security Award in the Banking category of the 2024 Financial Services Awards held by Want Want China Times Media Group.
- (XI) On October 1, 2024, we received the Financial Anti-Fraud Role Model Award from the National Police Agency, Ministry of the Interior.
- (XII) On October 29, 2024, we received the Outstanding Digital Service Award and the Gold Award for Digital Information Security (Security Category) in the Non-Financial Holding Bank category of the 2024 Digital Financial Awards from *Commercial Times*.
- (XIII) We participated in the Universal Cash Handout Program and received the 2024 Taipei FinTech Awards – Collaborative Innovation Award.
- (XIV) We organized blood donation campaigns called "Donating Blood with Chunghwa Post" in 2024, collecting 46,285 bags of blood in total, each containing 250 cc.
- (XV) We offered Scholarships for Dependents of Postal Life Insurance Policyholders in 2024. 3,000 recipients were awarded a total amount of NT\$5,000,000 in such Scholarships.
- (XVI) In 2024, we held a series of elderly events called 2024 Chunghwa Post Rejuvenation Campaign, and the number of participants reached 3,895.
- (XVII) In 2024, we organized a series of Insurance and Anti-Fraud Knowledge Lectures in communities and campuses, aimed at promoting the concept of using insurance to manage life's risks, introducing the features of Postal Simple Life Insurance, and strengthening awareness of fraud prevention. These lectures were jointly held by 19 of our responsibility center offices and targeted a diverse audience, including young people, elderly community members, new immigrants, and indigenous groups. A total of 68 sessions were conducted throughout the year, attracting 3,527 participants, and effectively helping participants gain essential knowledge about insurance and fraud prevention.



Participants in Mother's Day postcard-writing events



Press Conference for "Chunghwa Post x TFCF: Sharing Food, Spreading Love to Children"



- (XVIII) In 2024, a total of 20 sessions of the Postal Life Insurance Exchange Workshop were held, with a total of 1,391 participants.
- (XIX) In 2024, we organized 2 beach cleanups, with a total of 146 participants, and a total of 56 bags (402 kg) of litter were cleaned up.
- (XX) In 2024, we held 18 donation drives, providing agricultural products, daily necessities, and school supplies to disadvantaged families, solitary elderly citizens, individuals with physical or mental disabilities, remote elementary schools, and care institutions.
- (XXI) To encourage individuals with disabilities to engage in physical activities that promote physical and mental well-being, "2024 Chunghwa Post Life Insurance Table Tennis Cup for People with Physical and Mental Disabilities" was held on July 14, 2024, at Taipei Gymnasium. The event brought together 138 athletes from 22 teams across the country.
- (XXII) We held 29 Mother's Day postcard-writing events from April to May in 2024, attracting 4,669 participants in total.
- (XXIII) The Postal Welfare Fundraising Platform on our official website offers a free service for charitable organizations to submit fundraising campaign applications. As of the end of 2024, a total of 201 fundraising applications from social welfare groups had been approved.
- (XXIV) To continuously promote quality local agricultural products and support small farmers in Taiwan, we have implemented a well-planned agricultural marketing campaign. By integrating postal services with both online and offline marketing channels and providing home delivery, we enable consumers to enjoy fresh, seasonal produce delivered directly from farms. Meanwhile, participating farmers donate a small portion of their proceeds to support disadvantaged groups in their communities, creating a win-win-win situation for farmers, consumers, and those in need. In 2024, a total of 27 caring agricultural marketing activities were held. The donation amount totaled about NT\$520,000, and the donations include 20 charity organizations: Eden Social Welfare Foundation, Yilan Branch (Toucheng Wuying Station), Taiwan Fund for Children and Families, Pingtung Center, Donation Account for School Lunch for Disadvantaged Students at Ji Dong Elementary School (Meinong District, Kaohsiung), Tatzu Children's Home, Taichung Municipal Lishan Elementary and Junior High School, Yuren Elementary School, Citing Township (Yunlin County), Yongguang Elementary School, Gukeng Township (Yunlin County), Kids Alive International – Anisef Children's Home, Taitung, Tatzu Children's Home (Kaohsiung City), Disability Employment Assistance Association (Kaohsiung City), Lingya Tribal Cultural and Health Station, The Teresa Catholic Foundation Tainan Private Derlan Development Center, Daniel A. Poling Memorial Babies' Home (Taichung City), National Yi-lan Special Education School, Emergency Relief Fund Account — Guanmiao District Office, Tainan City, Tainan City Cerebral Palsy Association, Child Welfare League Foundation, Huashan Social Welfare Foundation, Genesis Social Welfare Foundation, Caotun Branch, Taitung Savior Care Center.

### III. Developing Sustainable Environment

- (1) To continuously improve our occupational safety and health performance and prevent occupational disasters in compliance with relevant occupational safety and health laws and regulations, in December 2024, we commissioned the Safety and Health Technology Center (SAHTECH) to provide guidance in continuing to promote the occupational safety and health management system and SGS Ltd. to perform the validation of occupational health and safety management systems conforming to ISO 45001 and TOSHMS, and obtained accreditation.



## IV. Fulfilling Our Social Responsibility

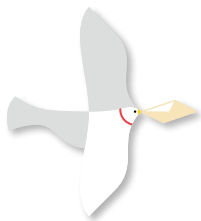
- (II) When construction projects are applied for in our buildings, contractors will be given the Guidelines for the Hazardous Factors and will be advised to follow the guidelines, in order to improve the safety of our work environment and reduce the occurrence of occupational accidents. In addition, we organize the Educational Trainings of General Laborers' Safety and Health to raise our employees' awareness of safety and health.
- (III) Specialist staff members are assigned to be in charge of the cleaning, disinfection and disease prevention tasks of our workplaces. Cleaning, waxing, and disinfection are periodically performed in our offices. We add an extra tinge of beauty to our work environment by constantly cleaning up wastes and tending potted plants.
- (IV) We regard neatness as a core value of our corporate culture. By regularly holding cleaning contests and environmental assessments, we create comfortable workspaces and postal environments, improve our service quality, and cultivate a positive corporate culture and image that emphasizes cleanness. The results of the environment assessment in 2024 were as follows. Tainan Post Office ranked top, Taitung Post Office second, and Sanchong Post Office third.
- (V) In 2024, we offered online courses on workplace violations and communication skills, and environmental education on our e-University website to strengthen our employees' awareness of occupational safety and health and environmental protection.
- (VI) In compliance with the Operational Guidelines on Usage Reduction of Disposable Tableware and Packaged Drinking Water for Administrative Bodies and Schools stipulated by the Environmental Protection Administration, Executive Yuan, since December 26, 2022, we no longer provide disposable tableware, packaged water, and disposable cups in meetings, training sessions, or events. Instead, we offer reusable tableware (lunch boxes) and provide water dispensers or 5-gallon bottled water, encouraging our colleagues to make good habits in line with the new environmental protection concept of "refill, reuse to reduce waste," and implement energy-saving and waste-reduction actions. In 2024, a total of 1,248 meetings, training sessions, and events were held, all of which utilized non-disposable (environmentally friendly) lunch boxes. This thorough implementation of energy conservation and waste reduction policies resulted in the use of 20,139 eco-friendly lunch boxes.
- (VII) We have cooperated with the government's Green Public Procurement Policy and reached the green purchasing achievement rate of 100% in 2024, surpassing the annual goal of 95%.



Award ceremony of the 2024 Taiwan Sustainability Action Awards, where we received Gold awards for Environmental Sustainability and Economic Development, and a Silver Award for Social Inclusion



Honored with the "Top 100 Taiwan Sustainable Companies Award for Overall Performance" and the "Platinum Award in Sustainability Reporting – Service Industry Category I." at the 2024 Taiwan Corporate Sustainability Awards



- (VIII) We have continued to implement various energy-saving measures in accordance with the Energy Efficiency Enhancement Program for Government Agencies and Schools formulated by the Executive Yuan. The Energy Conservation Promotion Team convenes meetings every six months to strengthen training and promote awareness of energy-saving practices. In 2024, total electricity consumption reached 95,778,995 kWh, representing a reduction of 2,676,317 kWh compared to 98,455,312 kWh in 2023 (the base year), achieving an energy-saving rate of 2.72%.
- (IX) To enhance energy efficiency and establish an energy audit and management system, we initiated the implementation of the ISO 50001:2018 Energy Management System in 2019. In 2022, a total of 19 sites, including the headquarters (Jinshan Building), Taipei Da'an Post Office, and Keelung Post Office, completed the system implementation. In 2023, 18 additional sites, including the Penghu Post Office, were added. In 2024, continuous improvements were made to the energy management system by our company and accountable branch offices, with Special-Class and First-Class (A) post offices also incorporated into its scope. As of January 30, 2025, a total of 104 sites had completed third-party certification and were officially accredited.
- (X) To enhance digital learning for students in remote areas, in 2024 we continued the computer donation project Supporting Rural Students: Refurbished Computers to Let Love Pass On, collecting, refurbishing, and donating 2,162 scrap computers to primary and secondary schools in these areas. Through this project, we promoted resource recycling and reuse while embodying our commitment to giving back to society.

#### IV. Protecting Our Clients' Rights and Interests

- (I) We have set up different levels of postal service establishments all over Taiwan. As of the end of 2024, a total of 1,974 establishments have been founded, including 1,296 self-run post office branches, 422 postal agencies and 256 stamp-sales agencies.
- (II) We have expanded our operations to remote rural areas and offshore islands, offering quick, dependable and efficient services and establishing sufficient postal facilities. Regardless of regional differences, the postage fees are fixed at reasonable rates. Approximately 233 post office branches have been established in these areas nationwide.
- (III) Starting from March 20, 2014, interest accruals resumed for dormant postal passbook savings accounts. For branch-unlimited accounts, depositors may apply for account termination or transfer at any post office nationwide, and may also report lost passbooks or seals and close their accounts free of charge after replacement at any post office nationwide. However, for depositors without branch-unlimited accounts, such settlements must be made at the post office where the account was originally opened.
- (IV) When a beneficiary applies for death benefits or disability benefits, our computer system will jointly search for all the tracking numbers of valid contract policies that the insured has yet claimed settlements, thus enabling related units to notify the relevant beneficiary upon death or accident of the insured to initiate the procedures of claim settlements as soon as possible.
- (V) Units in charge of life insurance claims conduct cross comparisons between the data of the deceased insured provided by the Life Insurance Association with the data of our insured clients on a daily basis. If the insured is found deceased and has yet filed for claims, the bureaus in charge of processing the life insurance contract will be notified to contact the contract beneficiary to apply for relevant claims and payments.

## IV. Fulfilling Our Social Responsibility

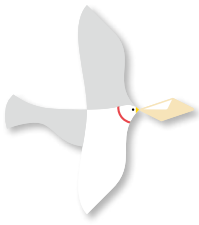


Joining Forces to Combat Fraud – Chunghwa Post Signed a Letter of Intent for Anti-Fraud with the Criminal Investigation Bureau



Officials Attending the Mobile Post Office App Video & AI Marketing Competition

- (VI) We have established a Database of Unclaimed Benefits. When an insured client visits our post office counters to make relevant life insurance transactions or consult with our staff at our Customer Service Center, our staff member will notify the client to claim relevant benefits as soon as possible if data of unclaimed benefits is retrieved. As for the unclaimed benefits of the insurance contracts that have filed changes in addresses, we will resend notices of benefits claim according to the new addresses every six months.
- (VII) To provide more disability-friendly insurance services, individuals with physical or mental disabilities who wish to purchase insurance, make policy changes, or file claims may contact our 24-hour customer service hotline or any post office in advance to schedule an appointment. Upon arrival, a designated staff member will assist them in completing the necessary documents and clearly explain the procedures using handwritten notes or other appropriate communication methods. Furthermore, we provide annual training on financial accessibility and disability inclusion for our insurance agents to enhance the quality of services delivered to customers with disabilities.
- (VIII) We have joined the Life Insurance Association to provide the Electronic Policy and Attestation Service on the Insurance Technology Application Sharing Platform. The Service offers electronic policies, allows for digital signatures with certificates issued by a certificate authority, and ensures that the digitally signed policies are verified and attested by the Life Insurance Association, the third party for attestation, which also record insurance purchases and changes made to the policies. Through this Service, where there is any dispute over the authenticity of an electronic policy, the content of the policy can be provided by an impartial third party as the proof of insurance coverage.
- (IX) We have implemented measures to protect the rights and interests of elderly customers, which include audio or video recording of the insurance sales process, understanding customers' insurance needs and suitability, assessing their ability to identify situations that may be detrimental to their insurance rights, and making elderly care phone calls to ensure customer rights.
- (X) We have integrated the Insurance Alliance Chain and the Uni-Portal Linking Insurance Claims to Medical Industry into our services. Through these platforms, policyholders or beneficiaries can log into iPost ([ipost.post.gov.tw](http://ipost.post.gov.tw)) to update their contact information (including correspondence address, telephone/mobile number, and email address) or submit insurance claims online. With the policyholder's or beneficiary's consent, relevant document images can be transmitted via the Insurance Technology Application Sharing Platform to other insurance companies for joint processing. This streamlined process eliminates the need to apply separately to each insurer, providing greater convenience.



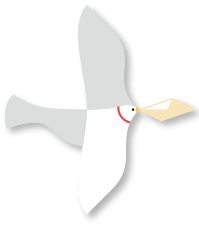
- (XI) To strengthen care for senior policyholders and those aged 18 or 19, we conduct telephone interviews when these policyholders apply for policy termination, partial withdrawals, policy loans, or when the premium payers are senior citizens.
- (XII) The Mobile Post Office APP has integrated new functions for insurance planning and protection analysis, allowing customers to plan their insurance coverage according to their life stage and select products suitable for their needs, optimizing the customer experience.
- (XIII) We have integrated a recording function into our insurance application webpage to allow our sales agents to record, in a more convenient way, the application process for senior customers. This simplifies the otherwise complicated process of recording, saving, and sending files. Additionally, the new function helps prevent the leakage of personal information and accelerates the underwriting review process.
- (XIV) We have launched a service for electronically authorizing mobile insurance premium transfers and deductions by digitizing the letter of transfer and payment authorization. With this new service, policyholders no longer need to fill out the authorization letter manually, reducing paper consumption. Furthermore, authorizing premium deductions electronically ensures that they are endorsed by the policyholder personally, enhancing the security of premium deductions.
- (XV) The Mobile Post Office APP has integrated new functions for policy borrowing and repayment, offering our customers 24/7 access to these services for greater convenience.
- (XVI) On the inner pages of our insurance policies, we have added Life Insurance Reminders and QR Codes that link to the Instructions for Policyholders and the Explanation of Important Rights for Policyholders (in multiple languages), creating a more user-friendly financial services environment.



Chunghwa Post partners with National Taiwan University of Science and Technology to Launch an AI Talent Training Program



- (XVII) To provide friendly access for our insurance customers, we have placed the Friendly Financial Services section in a prominent position on the insurance webpage of our official website. Additionally, we have incorporated a Friendly Reading Operation Manual to guide elderly or physically disabled customers in adjusting the font size or reading layout, or in using the file reading function according to their needs. Furthermore, we have integrated the Policyholder Care section into our website to provide policyholders with reminders (translated into eight languages) to help new residents quickly understand their relevant rights and interests, ensure their policyholder rights, and create a more user-friendly service environment.
- (XVIII) To strengthen business resilience, protect customer rights and interests, and align with international standards, Postal Life Insurance has been accredited to the international standard ISO 22301:2019 Business Continuity Management Systems established by the British Standards Institution.
- (XIX) To strengthen the insurance protection rights of customers, the amendment to the Simple Life Insurance Act took effect on December 1, 2023. The amendment includes provisions for taking out simple life insurance policies with minors under the age of 15 as the insured, with limited benefits provided for funeral expenses in the event of death. Additionally, the amendment removes the provision that exempted the payment of insurance benefits if the insured died due to war or other disturbances.
- (XX) The Mobile Post Office APP has introduced new functions that allow policyholders to apply for the transfer of maturity and survival benefits. Upon application, insurance agents proactively provide policy servicing assistance, enabling policyholders to complete the process without visiting a post office, thereby enhancing the overall customer experience.
- (XXI) The Mobile Post Office APP has introduced new functions that allow policyholders to download electronic insurance policies and endorsement documents on their mobile devices, making access to policy information convenient and available anytime, anywhere.
- (XXII) Our online insurance portal has added an audio CAPTCHA feature on the login page to assist visually impaired or low-vision customers in accessing our services. In addition, a zoom-in function has been introduced on the mobile insurance application interface to help customers more easily review their policy information.
- (XXIII) Our iPost website has introduced accessible web features for life insurance services to meet the online insurance needs of diverse customer groups, including individuals with disabilities and the elderly.
- (XXIV) We offer mailing, savings and remittances, and life insurance services to help improve people's livelihoods, maintain social stability and meet national policy requirements. We aim to safeguard the confidentiality, authenticity and availability of important personal and trading information in our information security control system, and the system has been reinforced to ensure the safety of private information, operating system, hardware equipment and Internet network. By adopting innovative information security techniques and practicing tight information protection procedures, we create a reliable trading environment and provide high-end services for our clients.
- (XXV) In May 2024, we integrated our systems with the National Police Agency's "Electronic Platform for Financial Data Access and Joint Defense Notifications" to support the government's anti-fraud initiatives. This connection allows authorized agencies to inquire about account opening information and transaction records within a specified period using a national ID number, business registration number, or designated account number.



- (XXVI) In June 2024, the Mobile Post Office App introduced a new feature allowing members to subscribe to delivery notifications before a mail item reaches an “undelivered” status—such as when the recipient is unavailable or the address is incorrect. Once the mail is successfully delivered, the system automatically sends a notification through the app, enhancing the overall customer experience.
- (XXVII) In July 2024, we launched a new small-amount remittance service, enabling Indonesian migrant workers to transfer funds via the Mobile Post Office App. The full amount can be remitted to local banks in Indonesia, converted into the local currency, and deposited into the recipient's account. This service offers migrant workers a legal, secure, and convenient way to send money home. To further improve user accessibility, we also added an Indonesian language interface, fostering a more inclusive and user-friendly financial environment.
- (XXVIII) In November 2024, we enhanced our voice-assisted ATMs for the visually impaired by adding a voice-guided deposit function. This upgrade improved the convenience of ATM services and empowered customers with greater autonomy, reflecting our commitment to providing equal and inclusive financial services.
- (XXIX) In December 2024, we optimized the domestic shipping interface of the EZpost mailing website. Based on customers' input of sender and recipient details, package weight, and dimensions, the system automatically estimates postage fees and recommends suitable shipping options, thereby enhancing the overall customer experience.

## V. Caring for Our Employees

- (I) In compliance with related labor laws, to protect the legitimate rights and interests of our employees, we have devised appropriate management methods and procedures:
1. The legitimate rights and interests of our employees are stipulated in laws and regulations. Our code of conduct and human resource service regulations are devised in accordance with administrative laws such as the Labor Standards Act. Additionally, our employees are enrolled in civil servant insurance, employment insurance, labor insurance, national health insurance, and retirement pension plans.
  2. To enhance the physical and mental health of all employees, we provide regular employee health checks and employee assistance programs that offer psychological, legal, financial, health, and management counseling services and take various employee-assistance measures to ensure our employees work with a healthy mind and body as well as improve their morale and our service effectiveness.
- (II) To enhance the expertise of our employees so as to improve the overall competence of our company, we hold educational trainings of various business operations and keynote speeches on diverse topics as per each year's annual training plan. Also, we offer a great variety of online self-learning courses on the e-University website.
- (III) We boast a comprehensive remuneration system and a fair promotion structure. We cultivate talent through concrete, step-by-step measures, including educational training programs for managerial staff at the junior, middle, and senior levels, as well as regular job rotations. Through these efforts, we recruit and retain outstanding talent who contribute meaningfully to our company's success.
- (IV) We hold labor-management meetings periodically. Labors and managers communicate and

negotiate with each other in terms of improving labors' working conditions, employees' rights, interests and welfare, so as to maintain stable and harmonious management-union relations between both sides.

(V) We stipulated a set of *Guidelines for Prevention, Complaint and Investigation of Sexual Harassment at Workplace* and founded the *Sexual Harassment Complaint and Investigation Commission* pursuant to the *Sexual Harassment Prevention Act* and *Gender Equality in Employment Act*. Appropriate preventive, corrective, or punitive measures are taken upon the occurrence of sexual harassment cases in order to protect the rights, interests and privacy of our employees.

(VI) Implementing the Newcomer Partnership Program:

Our Newcomer Partnership Program is implemented in order to take care of new employees and offer all kinds of information. By helping newcomers adapt to the workplaces and fit into their departments as early as possible, we hope to foster a sense of belonging and an enthusiastic urge to serve among our employees, thereby creating a positive corporate culture. We believe through this program, the important cultural assets and practical work experiences can be passed on to newcomers, resulting in positive outcomes such as increasing our employee retention rate and boosting our company's competitiveness.

(VII) In compliance with occupational safety and health regulations, we conducted health checkups in 2024 for employees aged 40 and above, as well as for field employees under 40. Additionally, we organized health lectures on a regular basis to enhance employees' health awareness.

(VIII) Every year we hold educational trainings on safety and health regularly to reduce the occurrence of occupational accidents, ensuring workplace safety.

(IX) We have established nursing rooms to provide a supportive and friendly environment where female employees can breastfeed or express milk with peace of mind. Our Jinshan and Ai-Kuo buildings received the "Excellent Breastfeeding (Expressing) Room Certification" from the Department of Health, Taipei City Government in 2023, with a top-tier rating of Outstanding. The certification is valid from September 1, 2023, to August 31, 2026.

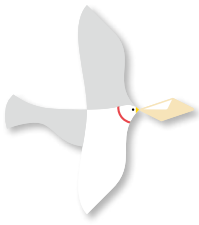
(X) In accordance with labor health protection rules, we employ or contract physicians or nursing staff to provide regular on-site labor health services.

## VI. Reinforcing Information Disclosure and Other Related Services

(I) Essential information such as our business operations, interest rates, exchange rates and service fees is fully disclosed on our website.

(II) In order to protect our clients' privacy, all of the necessary information that our staff should clearly notify our clients upon collecting their personal data is fully disclosed on our website as per the regulations of the Personal Information Protection Act.

(III) The *Instructional Document for Public Disclosure of Life Insurance Information* was drafted pursuant to the *Regulations Governing Public Disclosure of Information by Life Insurance Enterprises*. In addition to posting the electronic file of the document on the *Public Information Observatory of Insurance Industry* website of the Insurance Bureau and Chunghwa Post global website, paper copies are also available for public inspection at each post office, with the digitization process of the document completed at the end of 2022.



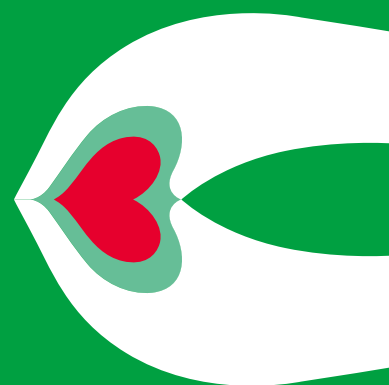
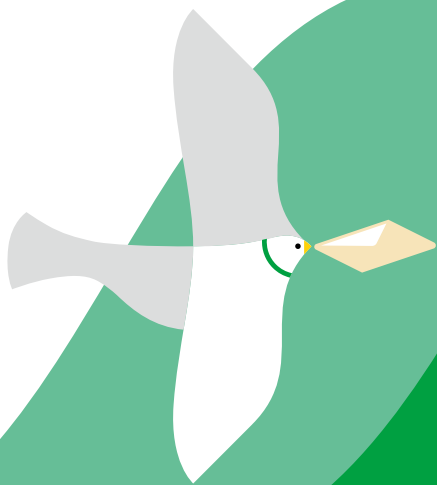
- (IV) We created webpages about micro-insurance and elderly insurance on our website to reinforce information disclosure, so as to make our products and sales information more transparent, and to promote the product and concept of micro-insurance.
- (V) In May 2024, we added a "Sign Language Interpretation Service" section to the Friendly Financial Services section within the Information Center on our official website, enabling customers to learn about and apply for sign language interpretation services at designated post offices.
- (VI) We continuously update the Anti-Fraud Section on our official website in a timely manner, publishing information about fraudulent activities conducted under our company's name. This helps educate customers on how to identify scams and take appropriate preventive measures.
- (VII) The Certification Standards for Our Certified Products or Information Services:
1. Establishment of Personal Data Management System.
    - (1) During the first stage, we focused on certain sections for certification, including savings and remittances, life insurance, electronic commerce, and information operations. We received the BS10012:2009 certificate of personal information management system from the British Standards Institution (BSI) in August 2012.
    - (2) During the second phase, we extended the scope of certification to all business operations of the company, including the hybrid mail printing and packing operations. In October 2013, we successfully expanded the certification scope and obtained the BS10012 standard certificate. This certificate was upgraded to the BS10012:2017 version in July 2018. In July 2024, we further expanded the certification scope to include the Taichung Minquan Road Post Office and the Kaohsiung Xinxing Post Office. We have maintained the validity of the certification by consistently passing biannual surveillance audits and triennial recertifications.
  2. Establishment of Information Security Management System and Privacy Information Management System
    - (1) Savings and Remittances Operation System: In February 2005, we obtained the BS7799 Information Security Management System certification, which was upgraded to the ISO27001:2005 version in January 2007. In November 2009, the certification scope was expanded to include the Disaster Recovery Center in Taichung. The certificate was further upgraded to ISO27001:2013 in January 2015. In July 2021, we obtained certification for the ISO27701:2019 Privacy Information Management System. In July 2024, the certificate was upgraded to ISO27001:2022.
    - (2) Hybrid Mail printing and packing operations: In August 2006, we obtained ISO27001:2005 certification for the Information Security Management System. The certification was upgraded to ISO27001:2013 in July 2015. In July 2021, we obtained certification for the ISO27701:2019 Privacy Information Management System. In July 2024, the certification was upgraded to ISO27001:2022.
  3. The aforementioned Personal Data Management System, Information Security Management System, and Privacy Information Management System will continue to undergo semi-annual surveillance audits and triennial recertification to maintain the validity of their certifications.

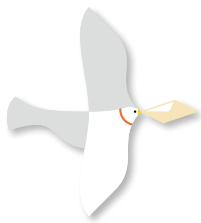


# V

## Capital Raising

- 34 I. Capital and Shares**
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## I. Capital and Shares

### (I) Source of Capital

Unit: NT\$

Month and Year	Issuance Price	Authorized Share Capital		Paid-in Capital	
		No. of Shares	Amount	No. of shares	Amount
April, 2024	10	10 billion	100 billion	8.4262 billion	84.262 billion (*)

\* Total amount of NT\$84.262 billion after capital surplus of NT\$2.501 billion transferred to capital on April 30, 2024, as approved by Ministry of Economic Affairs Shangzi Letter No. 11330078420 dated May 20, 2024

### (II) Share Capital Structure, Distribution of Shares Ownership, and a List of major Shareholders:

At the end of 2024, our paid-in capital amounts to NT\$ 84.262 billion, and with a par value of NT\$10, totaling 8.4262 billion shares. The company is 100% owned by the MOTC, and the shares are not available for the public.

### (III) Market Price, Net Worth, Earnings, and Dividends per Share in the Past 2 Years:

Unit: NT\$

Item		2023	2024
New Worth per share	Before Distribution	28.81	30.87
	After Distribution	27.82	29.85
Weighted Average No. of Shares		8.1761 billion shares	8.4262 billion shares
Earnings per Share	Earnings before Adjustment	(0.20)	0.32
	Earnings after Adjustment ***	(0.20)	
Dividends per Share	Cash Dividends ***	0.99	1.02
	Stock Grant	Stock Dividend from Retained Earnings	0.306
		Stock Dividend from Capital Reserve	
	Accumulated Dividends		

\* CHP is 100% owned by MOTC, neither a public-listed nor an OCT company. Therefore, there is no market price information available.

\*\* The 2024 earnings are based on the accountants' financial statements and is subject to review by the National Audit Office.

\*\*\* On April 30, 2024, the company transferred capital surplus to capital, making a total paid-up capital of NT\$ 84.262 billion. Therefore, there are readjustments in 2023's Net Worth per Share, Earnings per Share, and Dividends per Share.

### (IV) Policies and Implementation of Dividends

1. In accordance with Article 18 of the Company's Articles of Incorporation, after payment of taxes and before the distribution of surplus, the Company shall set aside 25% of the surplus as legal reserve and may also set aside a special reserve.
2. In accordance with the "Guidelines for Profits from State-Owned Enterprises to be paid to the Treasury," surplus paid to the National Treasury should be specified in the annual financial statement, and the payment should be made within a month of the end of the fiscal year. In the event that there is a difference in amount as determined by the Directorate General of Budget, Accounting, and Statistics of the Executive Yuan and the National Audit Office of the Control Yuan, the company should make up the difference or proceed to refund within two weeks of the notice.

3. The following table summarizes the distribution of surplus cash in the past 5 years.

Unit: NT\$ 1,000

Item		2020	2021	2022	2023	2024 (*)
Stock (State-owned) Dividends and Bonuses	Cash	7,911,027	8,589,089	8,575,411	8,347,227	8,584,261
	Stock Grant	5,256,000	26,000	1,803,000	2,501,000	
Legal Reserve		4,161,032	3,464,494	5,431,101	2,783,056	3,893,032
Special Reserve		4,572,067	1,804,392	7,717,893	1,940	3,094,834
Replenishment of Loss					1,655,379	
Surplus not Allocated						

\* The 2024 earnings are based on the accountants' financial statements and is subject to review by the National Audit Office.

**(V) The effects of stock grant on the company's performance and earnings per share as put on agenda at the last shareholders' meeting: None**

**(VI) Employees' bonuses, remunerations to directors and supervisors: None**

**(VII) Share repurchasing: None**

**II. Financial Bonds: None**

**III. Preferred Shares: None**

**IV. Overseas Depositary Receipts: None**

**V. Employee Stock Option Certificates: None**

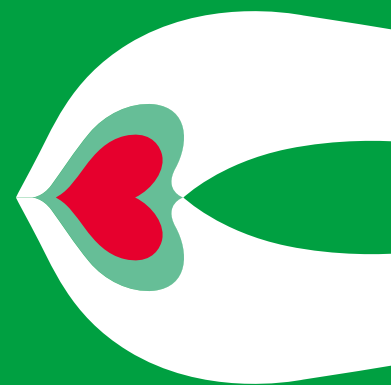
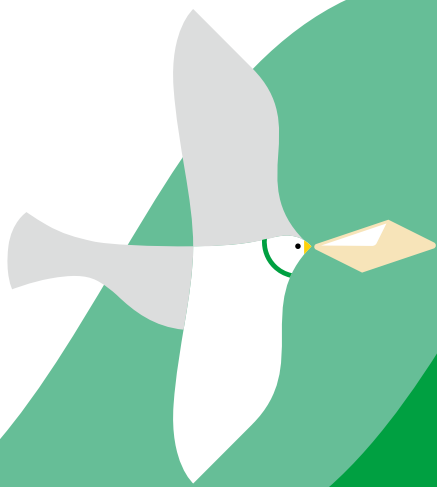
**VI. Mergers and Acquisitions of other Financial Institutions: None**

**VII. Plans for Capital Investment and Utilization: None**

## VI

### Operations Summary

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## 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.

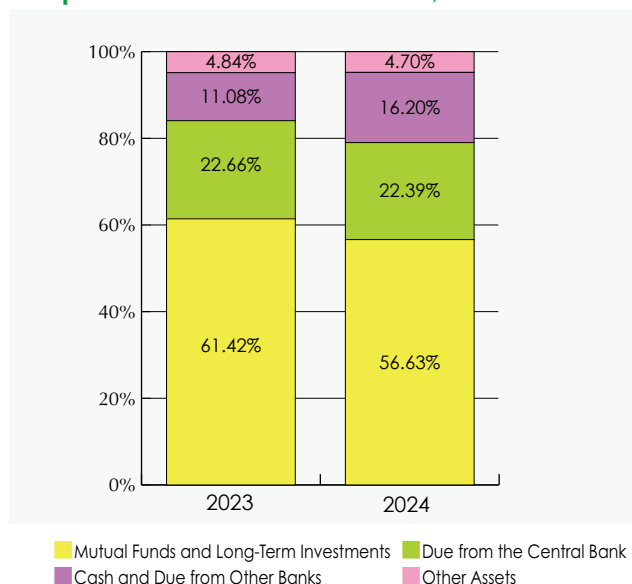
### Percentage of Major Assets and Liabilities to Total Assets, 2023 and 2024

Unit: NT\$1,000; %

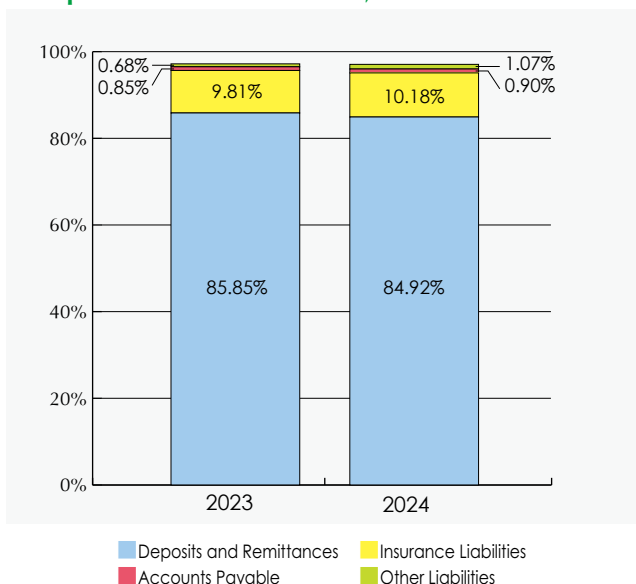
Major Items	2023		2024	
	Amount	%	Amount	%
Total Assets	8,331,665,170	100.00	8,571,488,608	100.00
Mutual Funds and Long-Term Investments	5,117,158,074	61.42	4,854,177,405	56.63
Due from the Central Bank	1,887,966,573	22.66	1,919,209,927	22.39
Cash and Due from Other Banks	922,931,679	11.08	1,388,770,001	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

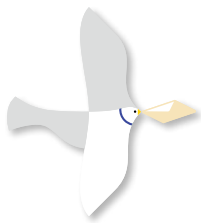
Note: Figures for 2023 are readjusted by the CPA in accordance with figures approved by the National Audit Office; figures for 2024 are CPA approved.

### Comparison Chart of Asset Allocation, 2023 and 2024



### Comparison Chart of Liabilities, 2023 and 2024





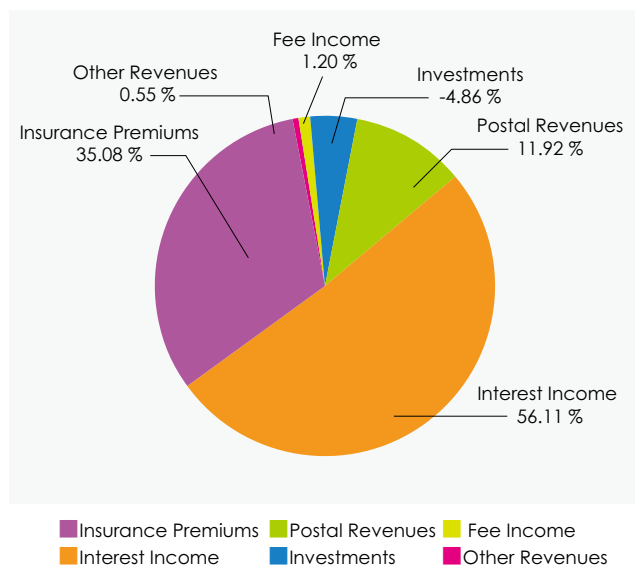
## Percentage of All Business Revenues, 2023 and 2024

Unit: NT\$1,000; %

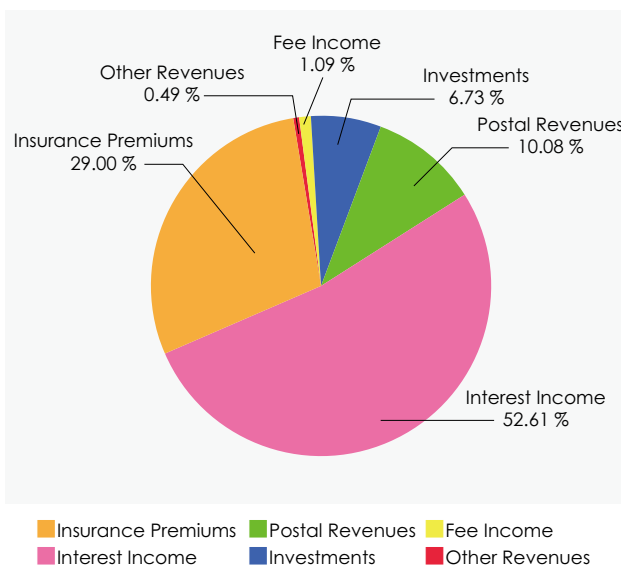
Item	2023		2024	
	Amount	%	Amount	%
Insurance Premiums	80,237,025	35.08	75,841,231	29.00
Interest Income	128,355,698	56.11	137,610,220	52.61
Postal Revenues	27,257,071	11.92	26,355,159	10.08
Investments	(11,112,068)	(4.86)	17,595,146	6.73
Fee Income	2,755,916	1.20	2,862,295	1.09
Other Revenues	1,259,917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



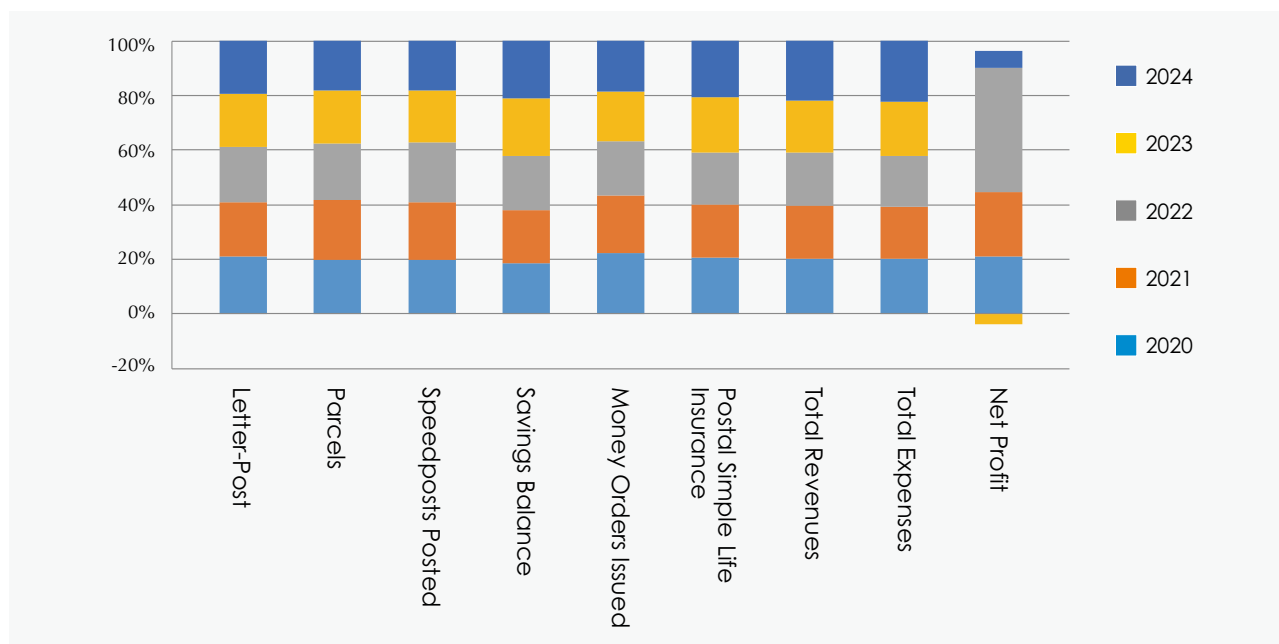
## Business Highlights over the Past 5 Years

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

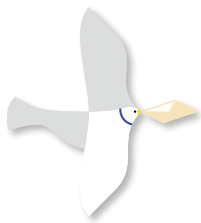
In recent years, with the rapid advancement of information technology and the widespread use of the internet and email, customers have gained easier access to information and services, leading to a gradual decline in traditional forms of communication. In the area of mail services, in addition to facing 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.

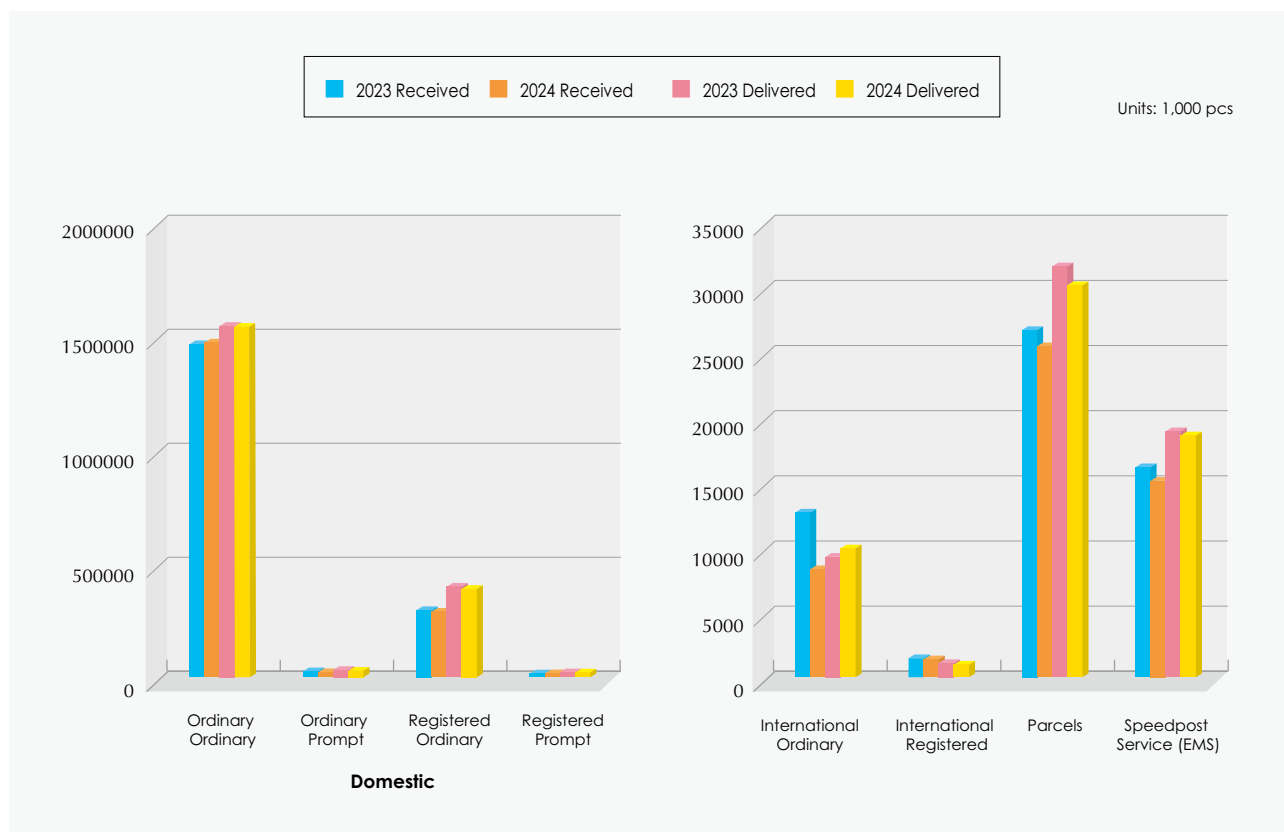


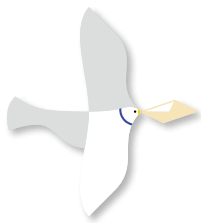
### Number of Mail Items Received and Delivered, 2023 and 2024

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.

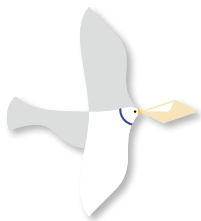
### 2. Improved working procedures

#### (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.

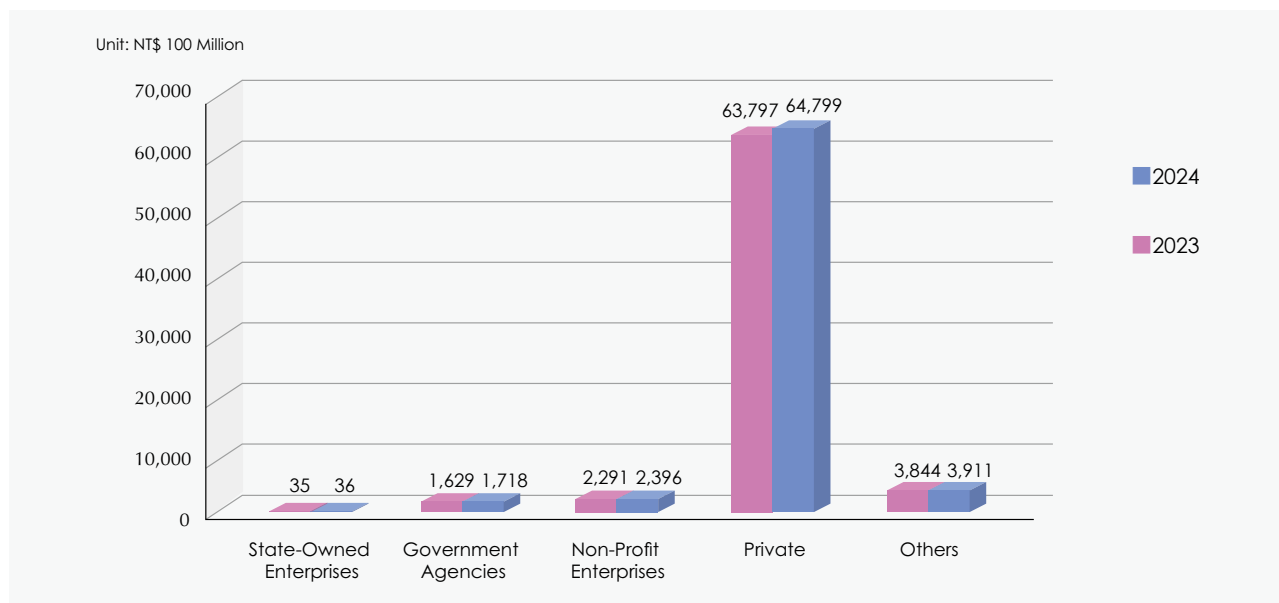
### (6) To make it more convenient for remittances, the Company continuously increases the number of handling branches providing inter-bank remittances. By the end of 2024, there were 1,265 branches providing the service.

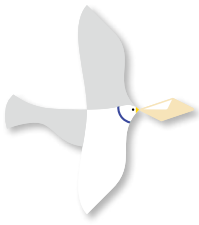
## Volume of Postal Savings Services

Unit: NT\$ Million

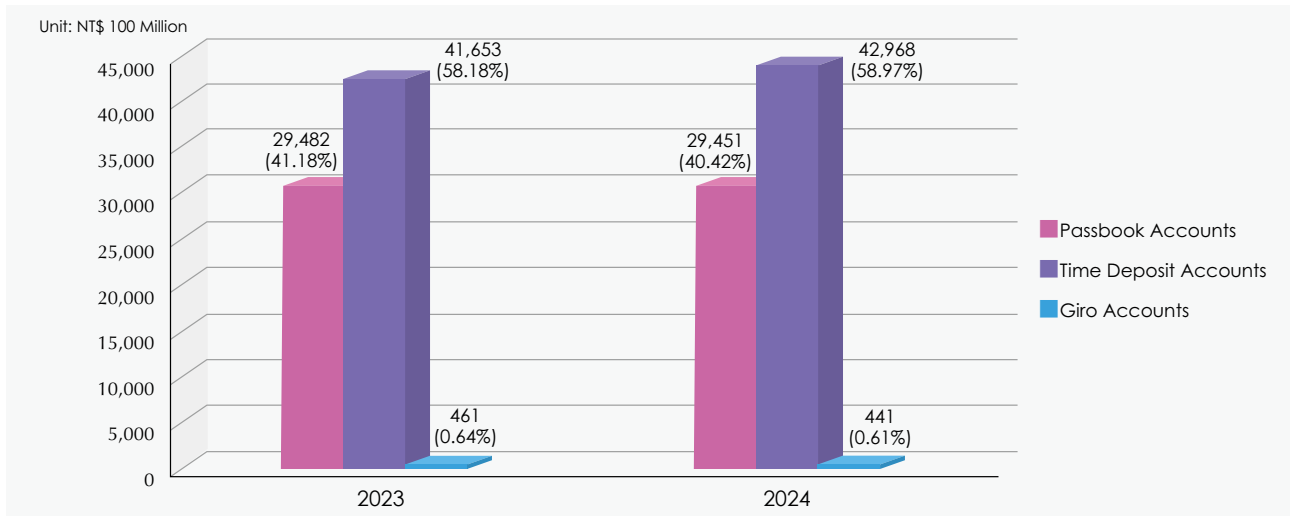
Type	Number of Deposits		Number of Withdrawals		Number of Accounts		Total Balance	
	2023	2024	2023	2024	2023	2024	2023	2024
Passbook Accounts	338,884,686	339,221,094	496,446,061	525,726,209	29,349,364	29,509,656	2,948,132	2,945,110
Time Deposit Accounts	7,510,664	7,735,329	43,009,629	45,234,221	6,558,706	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

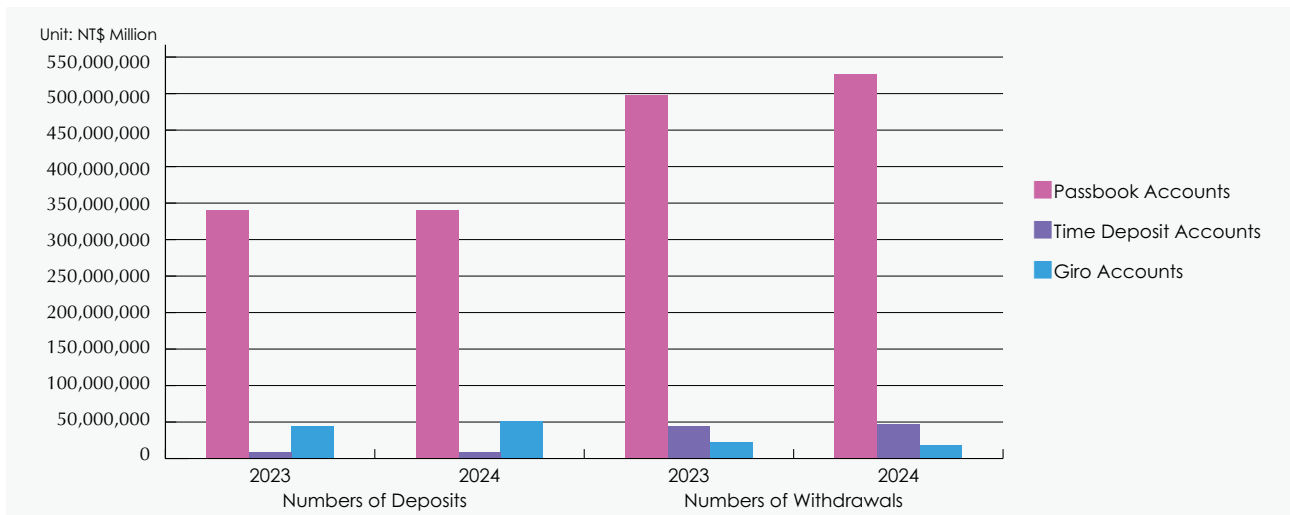




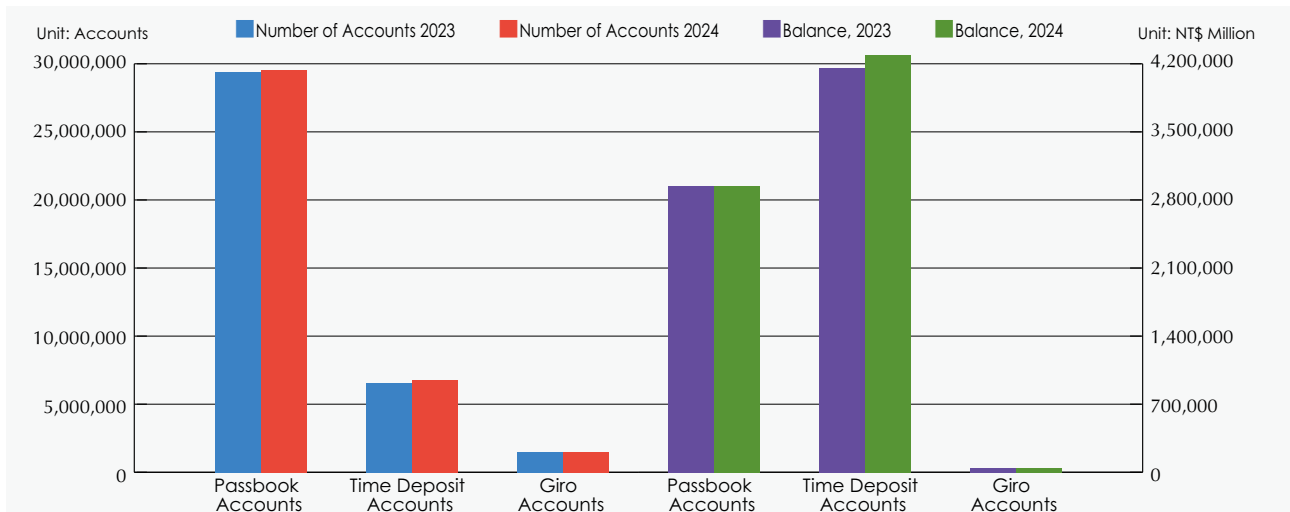
### Comparison Chart of Postal Savings Services, 2023 and 2024



### 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.

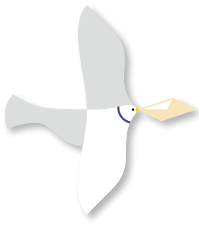
### Volume of Remittance Services

Unit: NT\$ 1,000

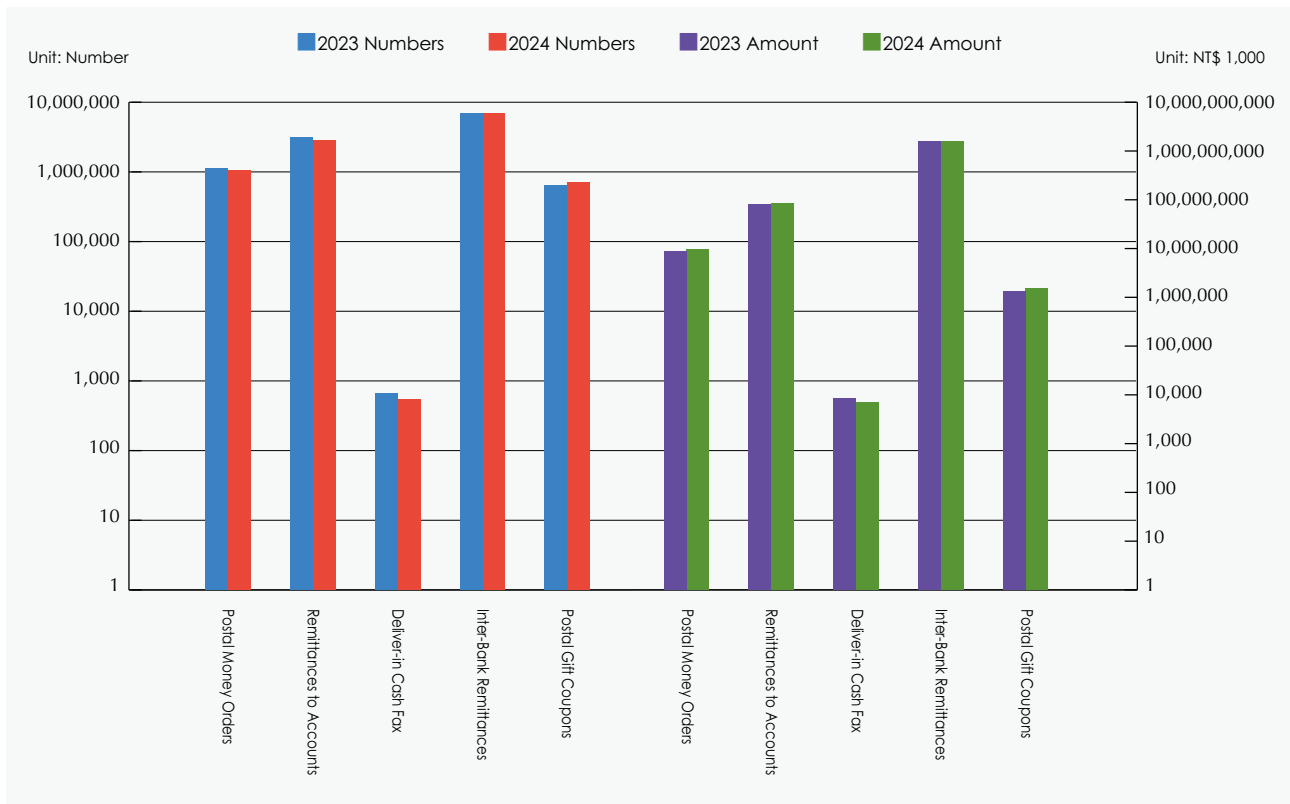
Type	Number of Transactions		Total Remittance Amount	
	2023	2024	2023	2024
Postal Money Orders	1,096,873	1,063,931	9,428,791	9,665,601
Remittances to Accounts	3,130,858	2,911,645	81,564,946	83,273,141
Deliver-in Cash Fax	666	569	8,762	7,268
Inter-Bank Remittances	6,973,211	7,003,766	1,471,972,658	1,580,234,270
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.

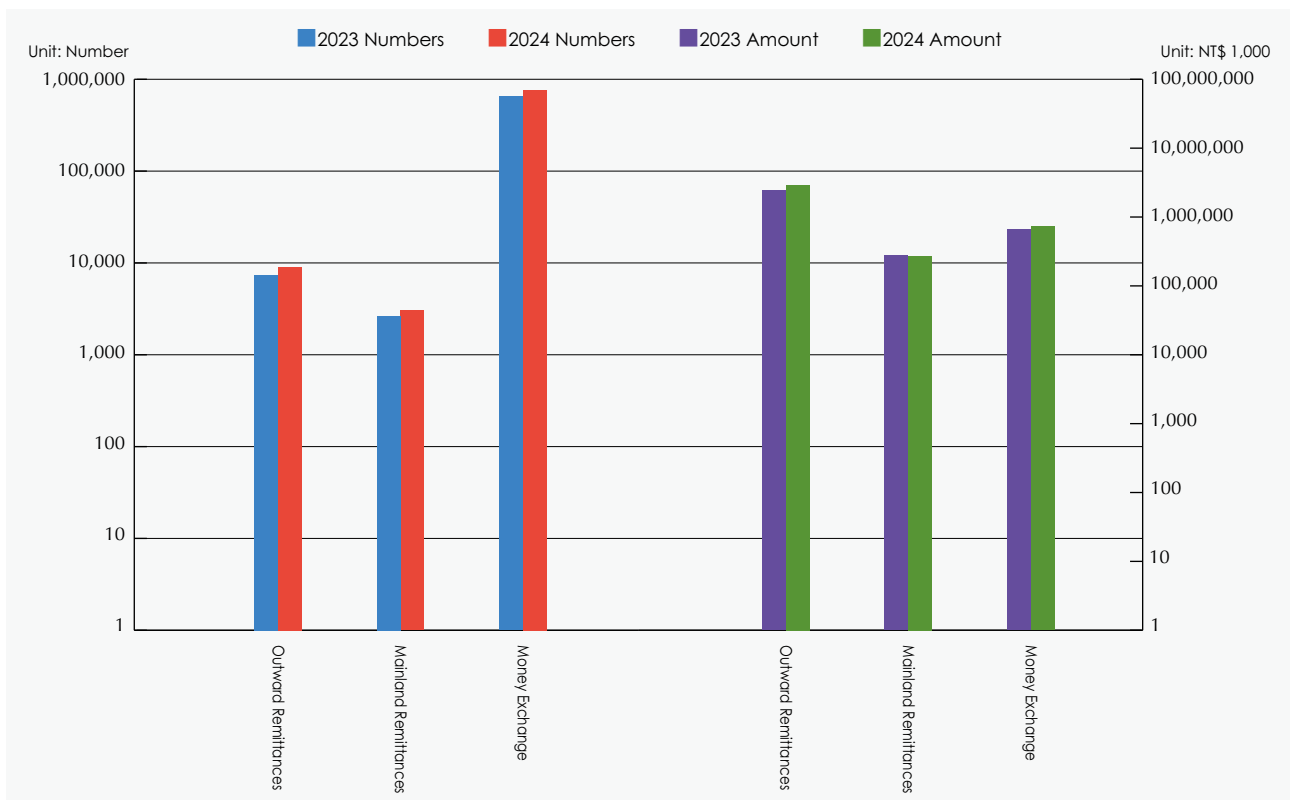




## Volume of Domestic Remittance Services, 2023 and 2024



## 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.

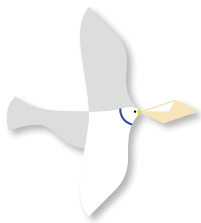
##### (4) Premium payment

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



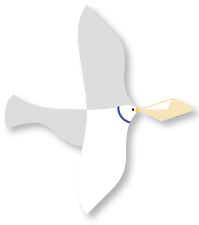
2024 Chunghwa Post Life Insurance Table Tennis Cup for People with Physical and Mental Disabilities

### New Policies by Type

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

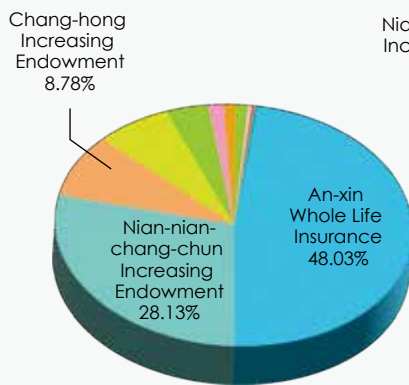
Types		Number of Policies	%	Sum Insured	%	First-year Premium Income	%
Total		178,681	100.00	69,019,317	100.00	8,745,462	100.00
Endowment	Nian-nian-chang-chun Increasing Endowment	44,961	28.13	9,715,538	15.21	3,631,687	44.07
	Chang-hong Increasing Endowment	14,043	8.78	3,110,220	4.87	1,418,117	17.21
	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.

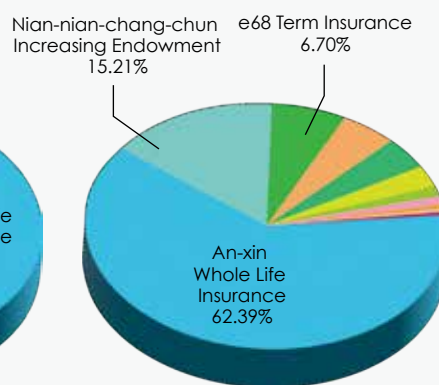


## Percentage Distribution of New Policies by Type

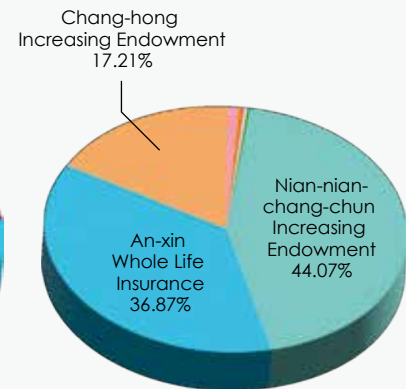
An-hsin	48.03%	An-xin	62.39%	Nian-nian-chang-chun	44.07%
Nian-nian-chang-chun	28.13%	Nian-nian-chang-chun	15.21%	An-xin	36.87%
Chang-hong	8.78%	e68 Term	6.70%	Chang-hong	17.21%
1-year Term	6.78%	Chang-hong	4.87%	Jhen-ai-015	0.86%
e68 Term	3.90%	Microinsurance	4.29%	You-e-kao	0.28%
Jhen-ai-015	1.35%	1-year 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

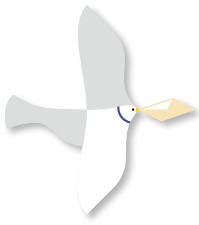
In 2024, the number of in-force postal life insurance policies were 2,195,285, the sum assured amounted to NT\$ 717,773.53 million, and the premium income was NT\$75,841.23 million.

#### In-Force Policies by Type

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

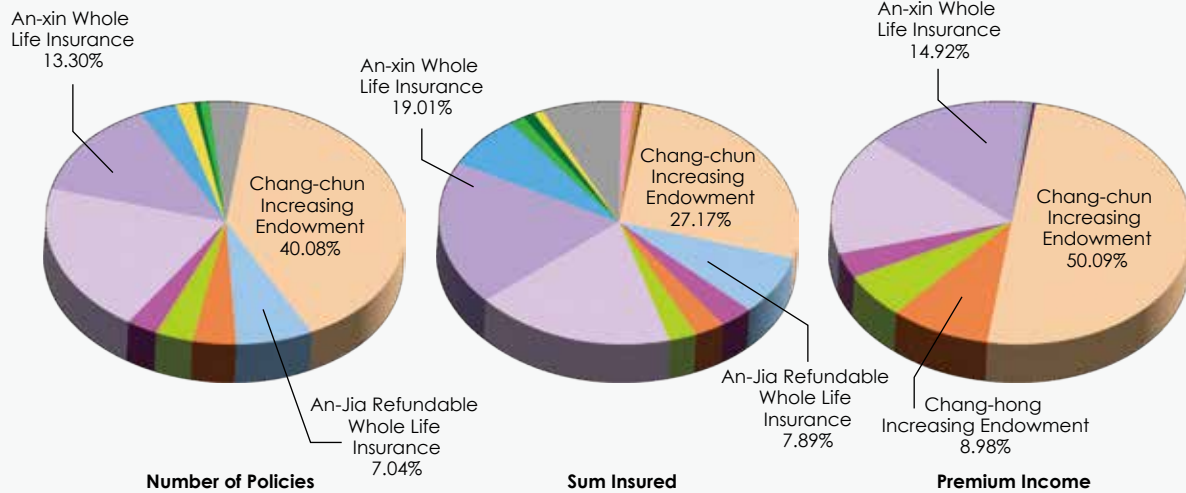
Types		Number of Policies	%	Sum Insured	%	Premium Income	%
Total		2,195,285	100.00	717,773,533	100.00	75,841,231	100.00
Endowment	Chang-chun Increasing Endowment	879,763	40.08	194,983,995	27.17	37,990,128	50.09
	An-jia Refundable Whole Life Insurance	154,529	7.04	56,633,527	7.89	10	0.00
	Chang-hong Increasing 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.

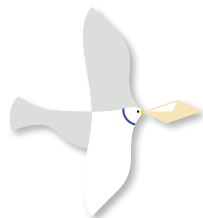
### 8. Business Operations in Recent Years

#### (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

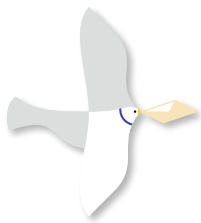
A "2023 Stamp Yearbook Lucky Draw Campaign" was held from January 5 to April 30, 2024. Each purchase of the 2023 Stamp Yearbook came with a lottery entry card. Customers could register their draw numbers on a dedicated campaign website. A total of 66 winners were drawn across three rounds to receive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

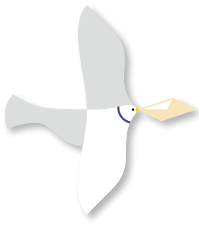


Launch Ceremony of the "Railway Tourism of Taiwan Postage Stamps (Issue of 2024)"



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.

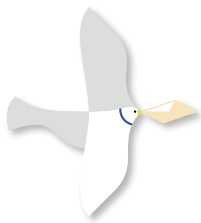
### (14) Establishment of Senior Philatelic Clubs

- 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.



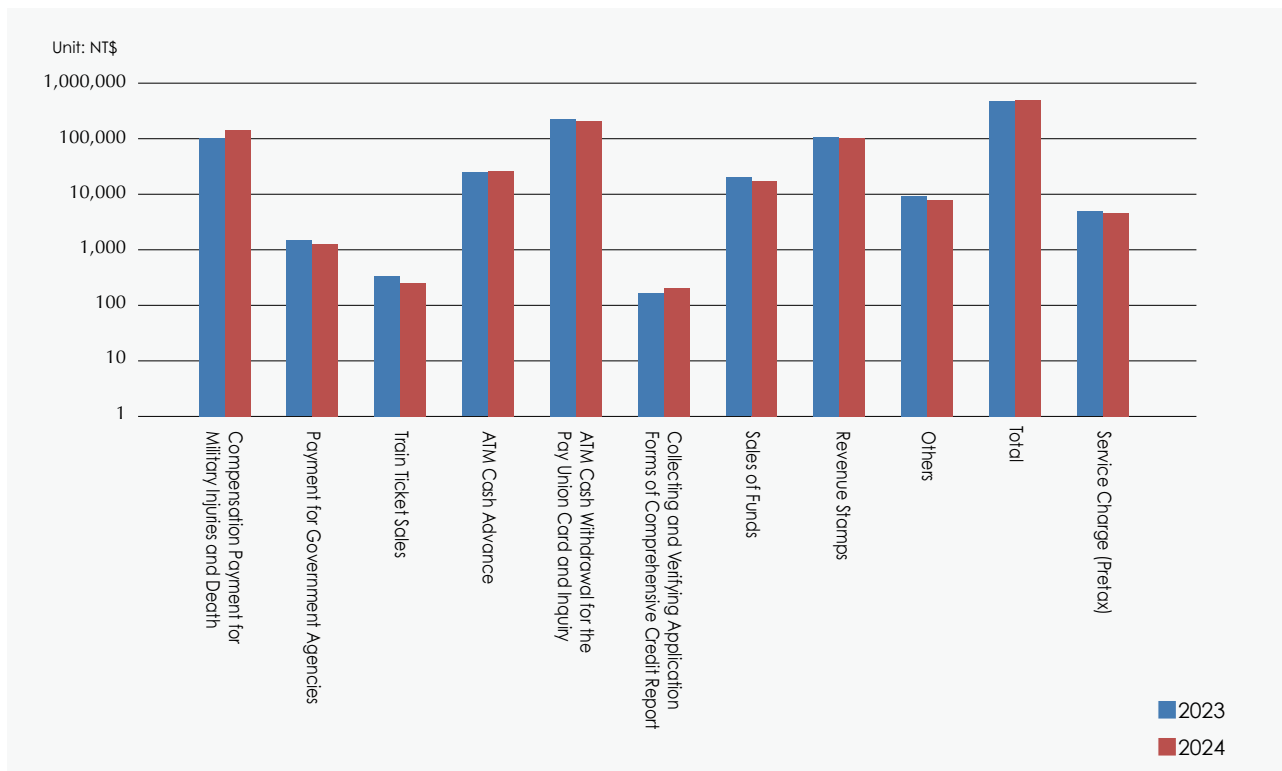


## Volume of Agential Services (exclusive of bonds and military honorable discharge pension)

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.

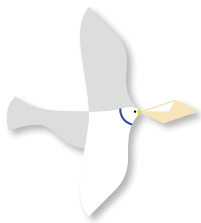
#### 2. Asset development

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.

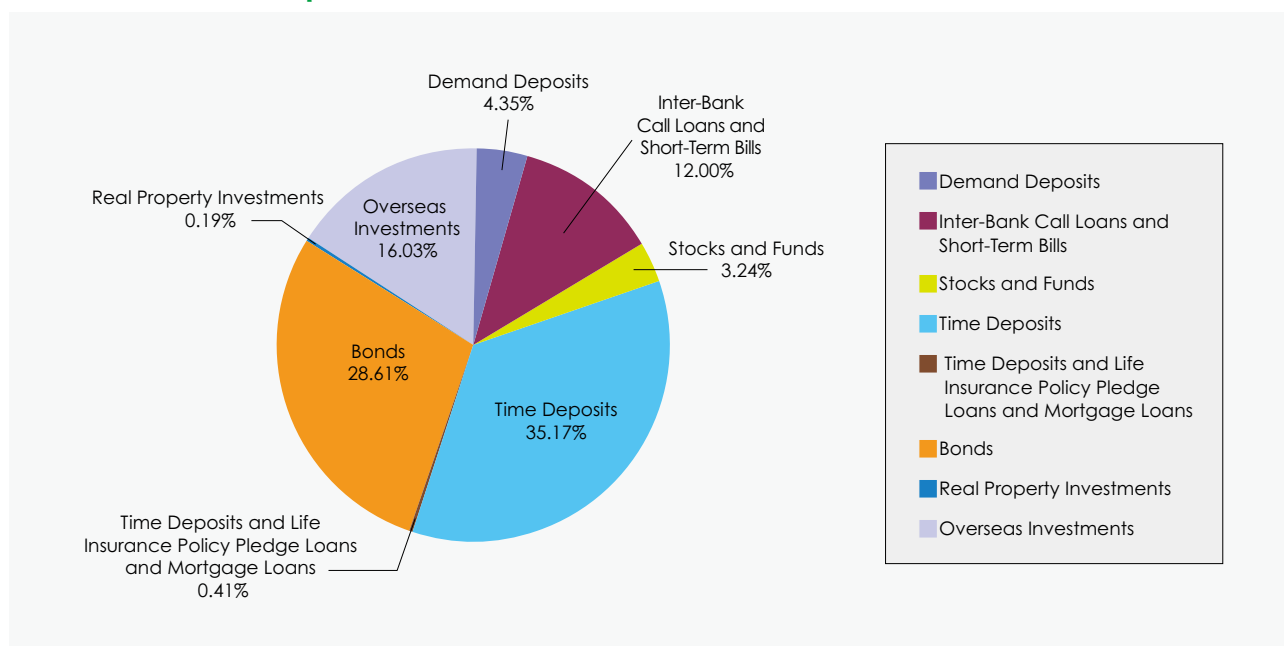
### (VIII) Capital Utilization – Supporting state construction programs

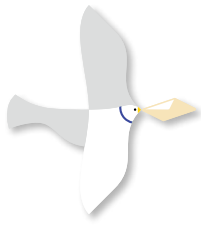
Chunghwa Post keeps attracting non-government idle capital, accumulating a steadily growing amount of postal capital, which shall be spent in accordance with Article 18 of the Postal Remittances and Savings Act and Article 27 of the Simple Life Insurance Act. Portions of the capital shall be re-deposited 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.

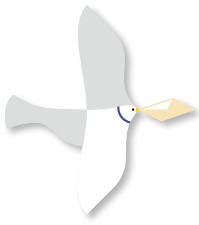
### (III) Workforce structure

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.

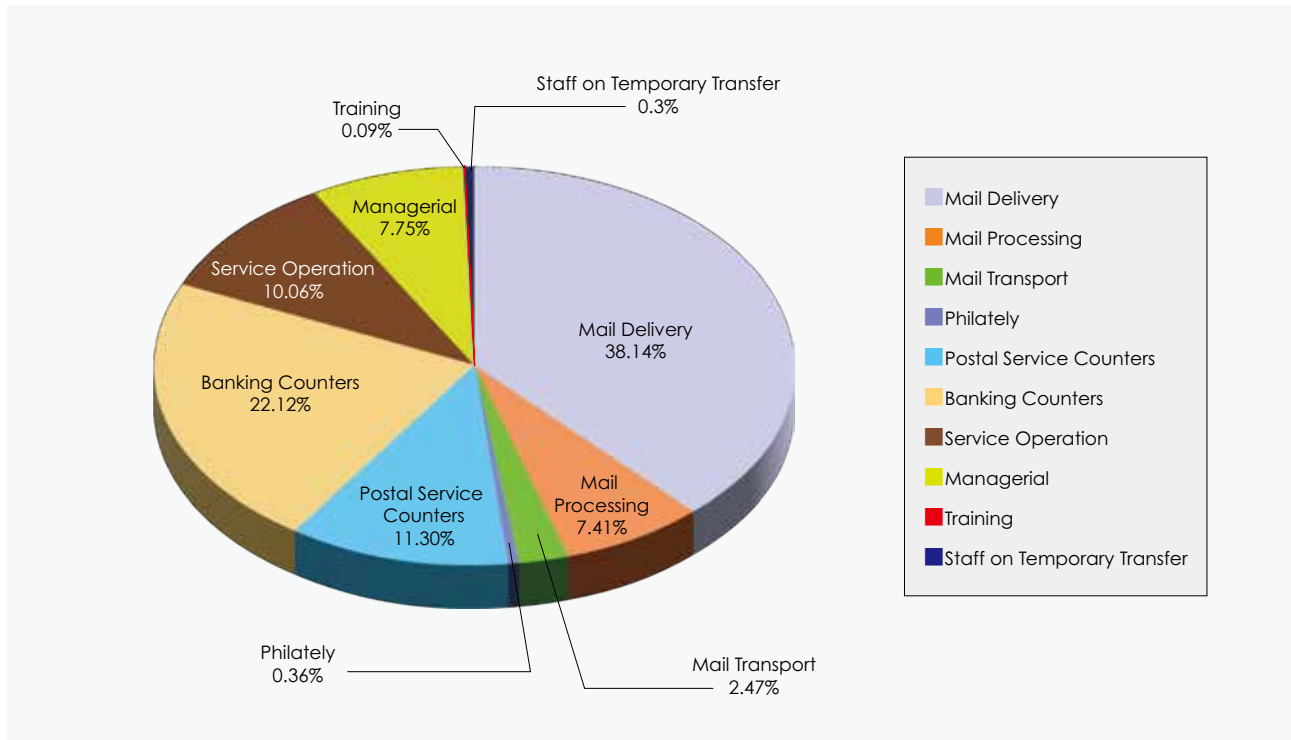
#### Employee by Function

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

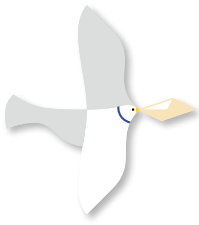
Chunghwa Post's central computing system in Taipei consists of two IBM 8562-V04 operational mainframes (each equipped with four central processors running z/OS version 2.5) and one IBM 8562-A00 external interface processor. These systems are configured in a Sysplex environment, forming a dual-mainframe 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.**

# 2024

## Annual Report Of Chunghwa Post



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**Address:** 55, Sec. 2, Jinshan South Road, Taipei 106409, Taiwan

**Tel. No.:** (02) 2392-1310, Ext. 2402

**Fax:** (02) 2341-9340

**Email:** [jocilyna@mail.post.gov.tw](mailto:jocilyna@mail.post.gov.tw)

**Website:** <https://www.post.gov.tw>

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