

# VI. Status of Operations

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### I. Scope of Business

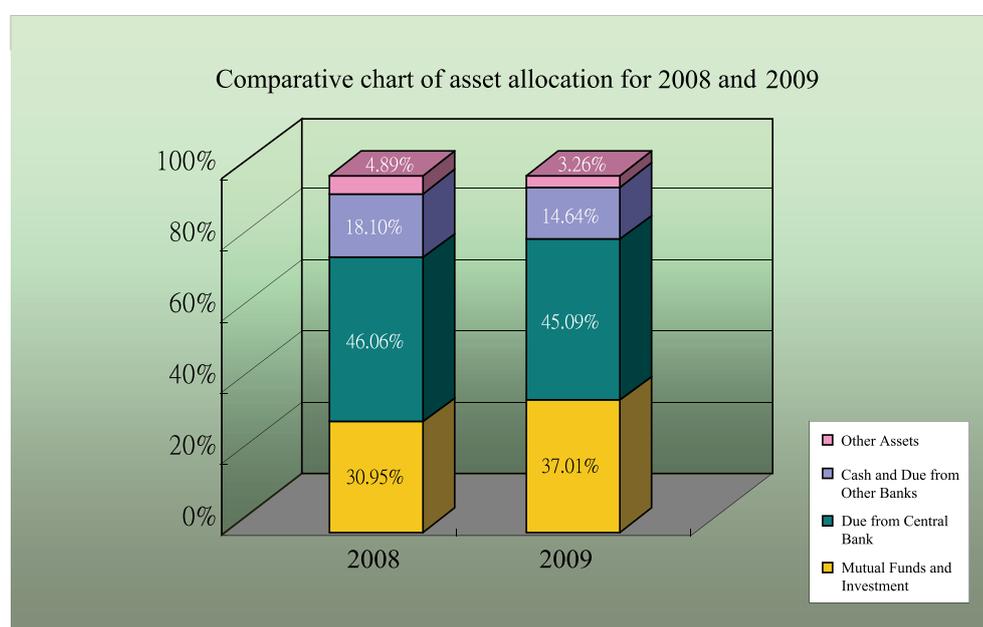
In accordance with Article 5 of the Postal Act, the company may engage in the following businesses:

1. Delivery of mail.
2. Postal savings.
3. Remittances.
4. Simple life insurance.
5. Philately and related merchandise.
6. Management of postal assets.
7. Subject to approval by the MOTC, the company may also operate as an agent for other businesses, make investments, or operate related businesses as described under subparagraphs 1 to 6 of the Postal Act.

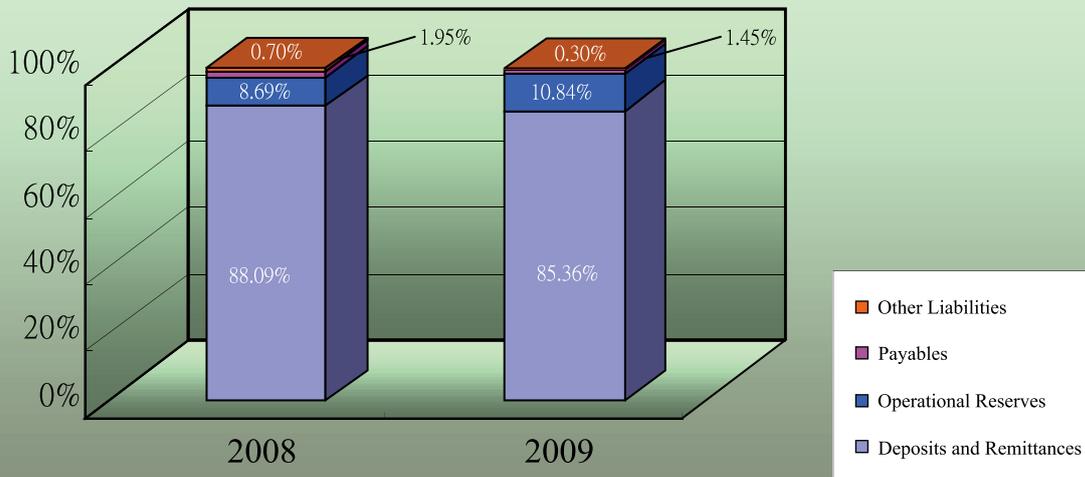
### Ratio of Major Assets & Liabilities Items to Total Assets and Their Changes

Unit:NT\$1,000,%

Major Items	2009		2008	
	Amount	Asset Ratio %	Amount	Asset Ratio %
Assets	5,322,510,365	100.00	5,048,486,991	100.00
Mutual Funds and Investment	1,970,049,319	37.01	1,562,557,584	30.95
Due from Central Bank	2,399,944,883	45.09	2,325,582,003	46.06
Cash and Due from Other Banks	779,279,331	14.64	913,632,363	18.10
Other Assets	173,236,832	3.26	246,715,041	4.89
Liabilities	5,213,609,185	97.95	5,019,876,996	99.43
Deposits and Remittances	4,543,373,127	85.36	4,447,242,318	88.09
Operational Reserves	577,078,565	10.84	438,671,102	8.69
Payables	77,158,236	1.45	98,526,959	1.95
Other Liabilities	15,999,257	0.30	35,436,617	0.70



Comparative chart of liabilities for 2008 and 2009

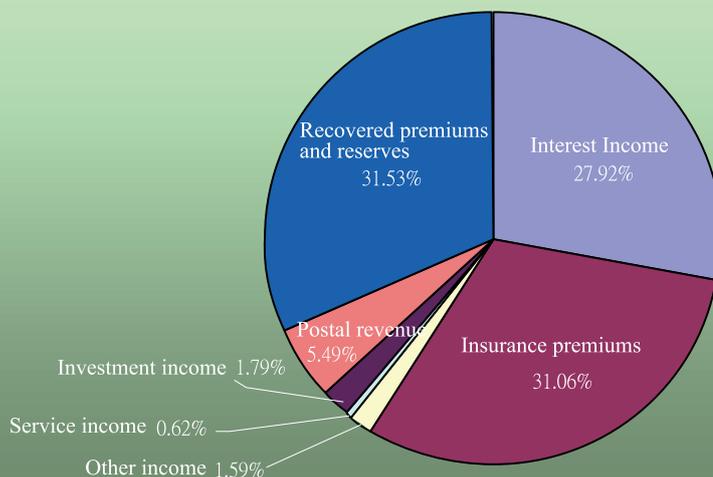


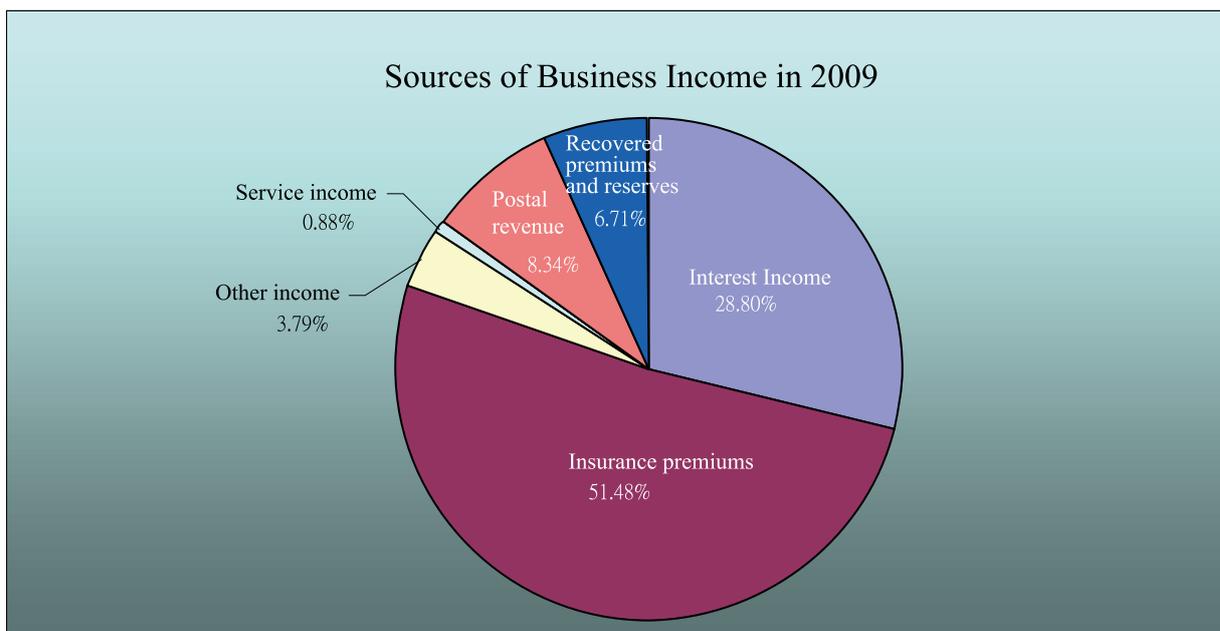
Percentages of all the business revenues and the changes

Unit: NT\$1,000, %

Item	2009		2008	
	Amount	ratio%	Amount	ratio%
Insurance premiums	148,108,605	51.48	140,116,878	31.06
Recovered premiums and reserves	19,301,250	6.71	142,237,028	31.53
Interest income	82,861,738	28.80	125,955,304	27.92
Postal revenue	24,001,111	8.34	24,747,267	5.49
Investment income	-	0.00	8,076,128	1.79
Service income	2,526,672	0.88	2,802,703	0.62
Other income	10,910,979	3.79	7,192,257	1.59
Total operating revenue	287,710,355	100.00	451,127,565	100.00

Sources of Business Income in 2008



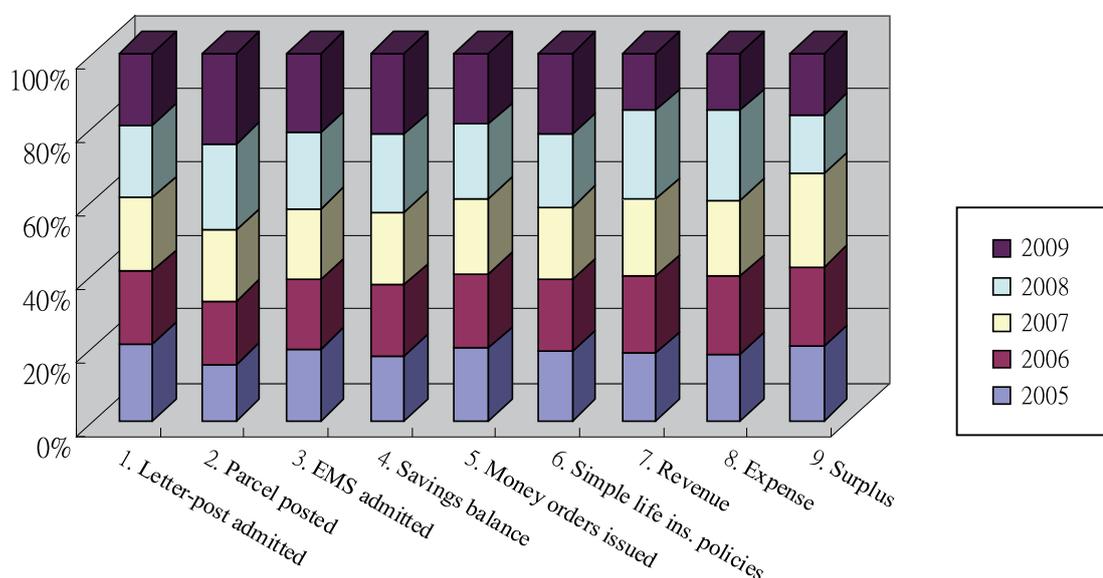


Business Highlights of Chunghwa Post over the Past 5 Years

Items	Unit	2005	2006	2007	2008	2009
1. Letter-post admitted	million	2,808	2,663	2,670	2,646	2,626
2. Parcel posted	thousand	15,767	17,897	19,959	24,269	25,351
3. EMS admitted	thousand	5,908	5,674	5,794	6,294	6,497
4. Savings balance	million	3,680,061	4,043,903	4,137,041	4,457,459	4,595,999
5. Money orders issued	thousand	15,768	16,163	16,294	16,156	15,453
6. Simple life ins. policies	thousand	2,380	2,454	2,481	2,508	2,767
7. Revenue	million	336,093	389,285	385,532	443,785	287,382
8. Expense	million	323,275	375,591	369,308	433,649	276,759
9. Surplus	million	12,818	13,694	16,224	10,136	10,623

Notes: The figures for 2005-2008 come from the approved final accounts; the figures for 2009 come from the proposed account.

Business Highlights of Chunghwa Post over the Past 5 Years



## (I) Mail Operations

### 1. Letter-Post Items

With the rapid development of Information Technology, as well as the widespread use of the Internet and e-mail boxes, it's easier and faster for customers to get information, causing traditional mailing to be increasingly less important. As for letter-post items, in addition to low rate competition caused by non-widespread service offered by private corporations, bills of telecommunication and banking industries have integrated. Some of them have even been sent by emails. Furthermore, some industries are moving outside. Because of these reasons, the volume and value of this item are growing uneasily. In 2009, the post office handled 2,607.62 million domestic letter post items, a decrease of 0.61% from the previous year. The number of correspondences per capita stood at 113.5. The slight decrease in the number of domestic letter post items can be attributed to the impacts of the global financial turmoil which led to rapid shrinking of the domestic consumer market and bulk mail customers such as credit card issuing banks and shopping malls drastically reduced the use of advertisement mails. The company also handled 18.18 million international items, a decrease of 18.05% from the previous year.

### 2. Parcels

To make its parcel service more competitive and show forth its ambition to expand business, Chunghwa Post has striven to be more flexible and to offer a greater diversity of services by offering extra nighttime and weekend delivery services, door-to-door deliveries, more carrier pickup services, as well as promotional campaigns on all major occasions and holidays (student rates during summer and winter vacations, discount rates for packages and Speedposts during Chinese New Year and book exhibitions, etc.) Under the staff's joint endeavor, in 2009, domestic parcel volume reached 24.66 million pieces, a 4.47% increase over 2008 and international volume stood at 0.695 million pieces, a 5.20% increase over 2008.

### 3. Electronic Mail

To promote its electronic mail service and safeguard the security of customer data, the company passed the second review of ISO27001 for information systems in 2009, through which it has continued to earn the trust of the customers and raise its competitiveness. In 2009, the volume of business stood at 265.292 million pieces, representing a growth of 4.0% and bringing it to 97.5% of its goal.

### 4. Express Mail Service and Speedpost

Express Mail Service and Seedpost is one the main developing part of the company's businesses. Yet the promotion of the service is challenging as private delivery operators focus their service on urban core areas by intensively canvassing for mail handling opportunities with low prices in these areas while CHP has to cover a vast region for the delivering express mails. In 2009, Taipei Post Office successfully collected 599,000 items of industrial and business certifications posted by MOEA, the volume of domestic Seedpost reached 4.791 million pieces, a 4.42% increase over 2008; the volume of international EMS reached 1.707 million pieces, a 0.04% increase over 2008.

Please refer to the Appendices 1 at page 88 for EMS destinations.

### 5. Mainland Mail Items

The end of 2009 marked the anniversary of the launch of direct mail delivery service across the Taiwan Strait. Since the launch of the direct mail service, parcels and express mail services have been added to provide a comprehensive postal service. In addition, with the increase of sea and air freights which transport the mail items directly to the dispatching office, the delivery time has been dramatically saved and delivery efficiency has been largely improved.

#### (1) Meeting the needs of the people by expanding the service scope

In addition to the existing letter delivery services, the delivery service of parcels and express mails was launched. The people now can send documents, materials, samples and products of which timeliness is required so the convenience and timeliness of postal service is realized.

#### (2) Improving postal delivery efficiency by increasing direct mail routes

In addition to the 5 cities (Beijing, Shanghai, Guangzhou, Xiamen and Fuzhou) to which mails from Taiwan are directly forwarded, the direct mail routes of Xiamen to Kinmen and Fuzhou to Matsu by sea were established in May, 2009 and the mail route of Nanjing to Taipei by air was established in July, 2009, shortening the time of postal delivery and improving the delivery efficiency.

#### (3) Enhancing normalization of cross-strait postal delivery

During earlier days of indirect correspondence, no mutual account closing was practiced and compensation was made individually when a mail was lost. After the launch of direct mail routes, the dispatch, transportation, delivery, inquiry and compensation of the mails sent across the strait can be carried out in accordance with international conventions

Future operation emphases:

#### (1) Truly observe the Cross-strait Postal Service Agreement and related operation regulations to ensure timely delivery of mails and mail security across the straits for the people on both sides to enjoy high-quality postal service.

#### (2) Strengthen cross-strait postal cooperation, expand scope of service and provide more services to businesses on both sides.

Not only can this enhance growth of trade across the straits, but also increase the postal revenues and create a win-win situation.

### 6. 2009 new offerings

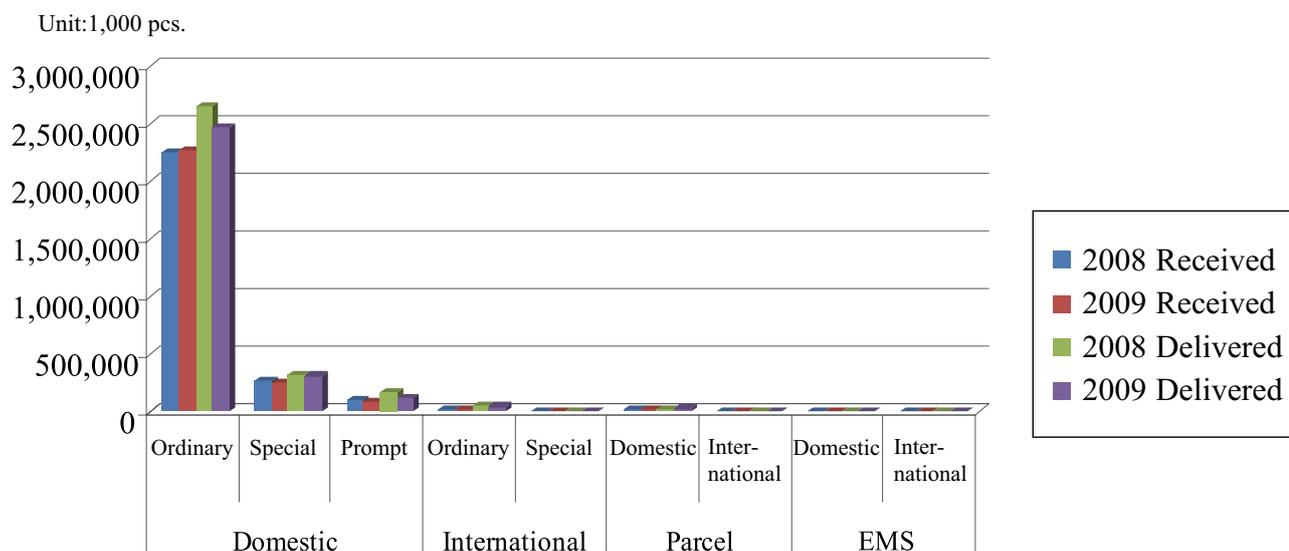
- (1) To complement the government's policy of energy saving and carbon reduction and increase competitiveness in the logistics, E-business market and mail markets, on July 1, 2009, a reduction of NT\$ 5-10 postage was offered to customers repeatedly using convenience boxes provided by the post office when sending parcels.
- (2) On Sept. 1, 2009, 100 postal agencies providing services on a 24/7 basis were launched as the cooperation with the "Smile" gas stations of the President Group.
- (3) A pilot project was launched to scan register mails from sealing, delivery and receipt and mail inquiry to provide an integrated electronized service.
- (4) To meet the needs of E-shopping operators in receiving and distributing goods items, the "third place express mails reception service" was launched on Dec.16, 2009 whereby local post offices dispatched staff to the suppliers or the warehouses to receive mails and deliver the mails to all destinations as a prompt delivery service.
- (5) CHP was commissioned by international logistics operators to receive international (including mainland China) express air mails. The company's comprehensive services made up for the limitations of EMS service.
- (6) CHP developed cross-strait bulk item export logistics business via strategic alliance.
- (7) CHP cooperated with local agricultural cooperatives to start the delivery of gift-boxed agricultural products to help the farmers establish distribution channels.

### Number of Mail Items Received and Delivered

Unit : 1,000 pcs.

Postal Items		Received		Delivered	
		2008	2009	2008	2009
Domestic	Ordinary	2,253,232	2,261,190	2,643,814	2,464,127
	Special	268,565	257,877	323,684	311,468
	Prompt	101,948	88,553	164,738	122,410
	Sub-total	2,623,745	2,607,620	3,132,236	2,898,005
International	Ordinary	20,273	16,245	51,881	43,038
	Special	1,913	1,935	902	972
	Sub-total	22,185	18,180	52,784	44,010
Parcel	Domestic	23,608	24,657	25,813	26,568
	International	661	694	416	412
	Sub-total	24,269	25,351	26,229	26,980
EMS	Domestic	4,588	4,791	5,325	5,627
	International	1,706	1,706	1,046	1,074
	Sub-total	6,294	6,497	6,371	6,701
Total		2,676,493	2,657,648	3,217,620	2,975,696

## Number of Mail Items Received and Delivered



### (II) Mail Routes

#### (1) Domestic mail routes

To attain the goal of speedy, safe, accessible, accurate and affordable mail service, the company, for its domestic mail operations, uses various public and private transportation services as well as its own vehicles and equipment. Combining delivery by road, railway, water and air, these form a combined delivery network of 124,558.25 kilometers (at the end of 2009), covering Taiwan proper, Penghu, Kinmen and Matzu.

#### (2) International mail routes

Taiwan is an island. Correspondences between Taiwan and the rest of the world are mainly transported via airmail and maritime mail routes. These mail routes start at Taiwan, extending to all over the world, and finally reach the terminals, that is, foreign offices of exchange. The recent economic prosperity and rapidly growing export business of Taiwan has resulted in a high volume of international mail and more and longer mail routes. At the end of 2009, the mileages for airmail routes (including express routes) and maritime mail routes were 1,201,551 kilometers and 593,400 kilometers respectively.

### Comparative Chart of Mileage of Mail Route

Unit: KM

Type	2008	2009	Growth%
I. Land	115,329.52	118,958.27	3.1
1.High-speed Railway	-	345.00	-
2.Railway	771.00	426.00	- 44.7
3.Highway	32,208.52	26,251.90	- 18.5
4.Others	82,350.00	91,935.37	11.6
II. Sea	594,160.30	594,968.98	0.1
1.Domestic	1,478.30	1,568.98	6.1
2.International	592,682.00	593,400.00	0.1
III. Air	1,203,341.00	1,205,582.00	0.2
1.Domestic	5,541.00	4,031.00	- 27.2
2.International	1,197,800.00	1,201,551.00	0.3

### (III) Savings and Remittances Business

#### 1. Postal Savings and Giro

Postal savings, including passbook savings, fixed savings and Giro savings service is intended to benefit the citizens by virtue of the popularity of the post offices which spread across the country. It can also serve to encourage thrift and savings and divert hot money to the major national development projects and for stabilizing the financial market. Through years of sound operation, the number of accounts and the balance amount of the postal savings still top the financial institutions in Taiwan in spite of the impacts of financial storms, economic recession, industrial and capital outflow. As investors have turned conservative in the aftermath of the recent global financial tsunami, capital has flown back to the postal savings which is seeing an increase in the market share. In the future, CHP will work out new services to increase the competitiveness and expand the E-commerce channels to provide multiple payment and money transfer systems for the convenience of customers.

Postal Giro is a unique operation in Taiwan's financial industry. It allows account holders to make deposits and withdrawals, to designate payments and to make remittances. Moreover, its special deposit account service provides data stored in an electronic medium to customers so as to eliminate manual accounting and secure fund transfer services. An account holder can make collections or payments through direct account transfers by computer tape or disk, as well as by online transfers or via a touch-tone phone. In addition, account holders will be able to apply for checks. Chunghwa Post will continue to promote special-deposit accounts services for postal Giro accounts, as well as expand collection and payment channels and provide on-line, ATM and self-service kiosk payment mechanisms to make things more convenient for its customers. At the end of 2009, the cumulative balance for Giro accounts stood at NT\$ 86,347 million, representing a dramatic increase of 109.85%; the number of accounts stood at 1,852,128, an increase of 3.2% over the previous year; revenues from handling fee stood at NT\$1,479 million, a decrease of 5.43% over the previous year.

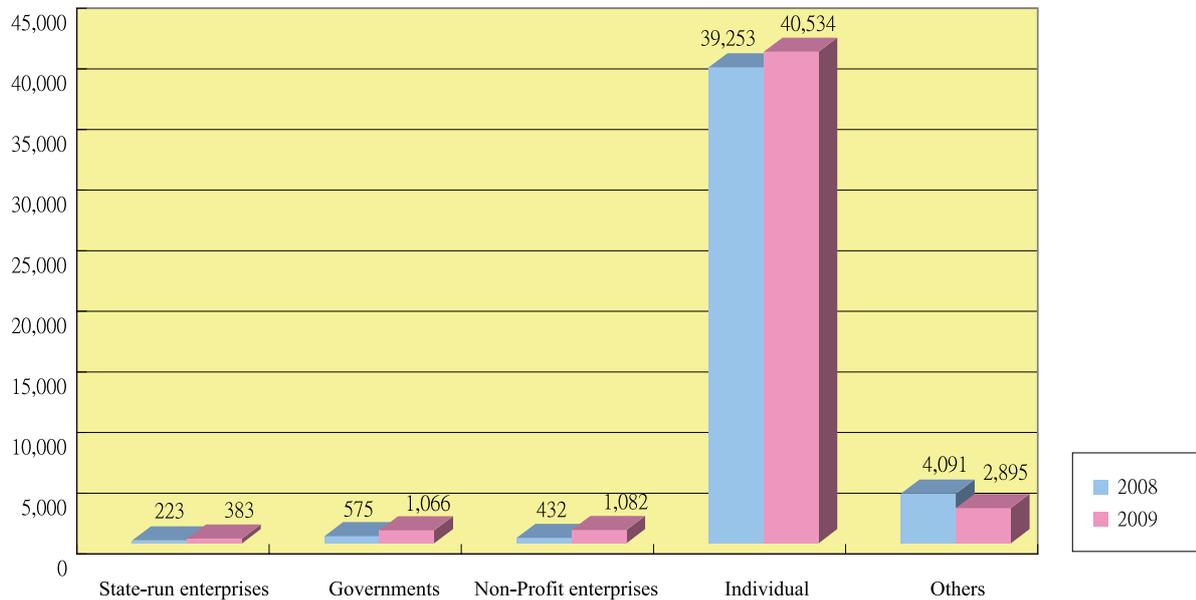
At the end of 2009, the total for various types of savings accounts stood at NT\$ 4,595,999 million, representing a 3.11% growth over the previous year. The total number of savings accounts stood at 32,430,000, an increase of 0.43% over the previous year. The average account balance stood at NT\$ 141,711.

#### 2009 New Offerings:

- (1) To complement the government's policy to stimulate economic growth, the post offices across the island served as the distribution points of the consumer's vouchers from Jan. 19, 2009.
- (2) To enable more convenient remittance across the straits, the service of receiving remittance from mainland China began on Feb. 26, 2009, allowing funds to be remitted to the CHP passbook saving accounts from the "Postal Savings Bank of China".
- (3) On June 8, 2009, money transfer service for Taipei County parking fee payment was started for customers to apply for automatic money transfer payment for cars and motorcycles parking fees at the post office counters or online post office.
- (4) The company cooperated with VISA and issued the postal VISA cards on Sept. 30, 2009. The cards, besides the functions of money depositing, withdrawal and transfer of current postal ATM cards, can be used in the VISA contract stores and withdraw cash from ATMs carrying the mark of "VISA" both home and abroad.
- (5) On Nov.18, 2009 post office counters began to accept payments owed to the electronic toll collection (ETC) system on the freeway.
- (6) The phase 1 of the cooperation project between the auction website of Yahoo! Taiwan and the CHP online ATM payment function was completed. The service, formally launched on Dec.16, 2009, allowed buyers to remit payments into the sellers' accounts via the CHP online ATM after deals are closed.

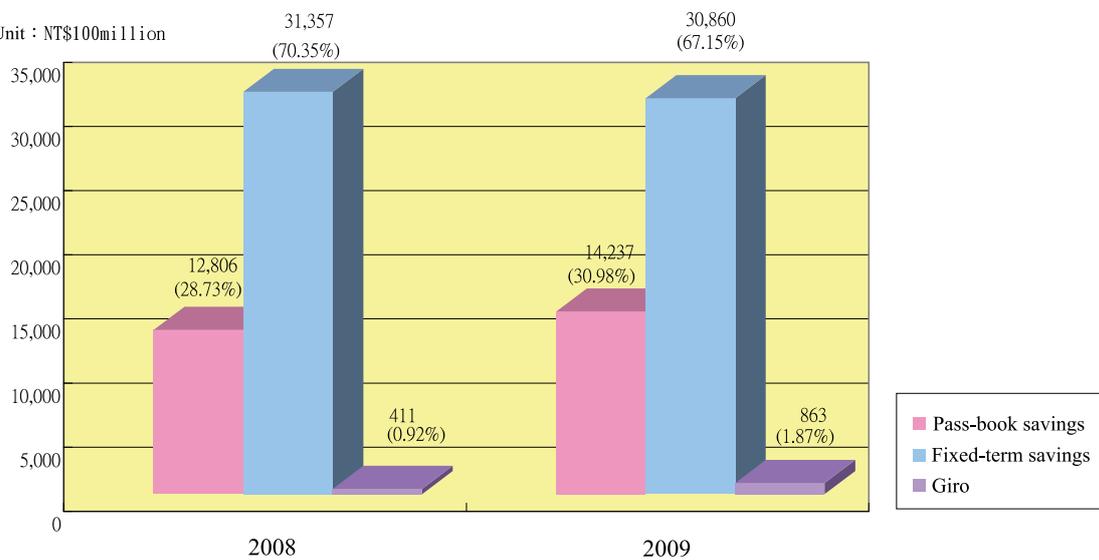
Savings Account Holders Chart for 2008 and 2009

Unit : NT\$100million



Savings Business Chart for 2008 and 2009

Unit : NT\$100million

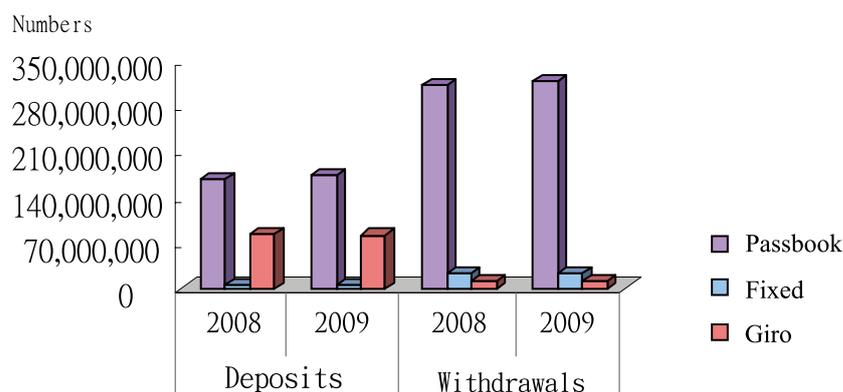


Volume of Postal Savings Service

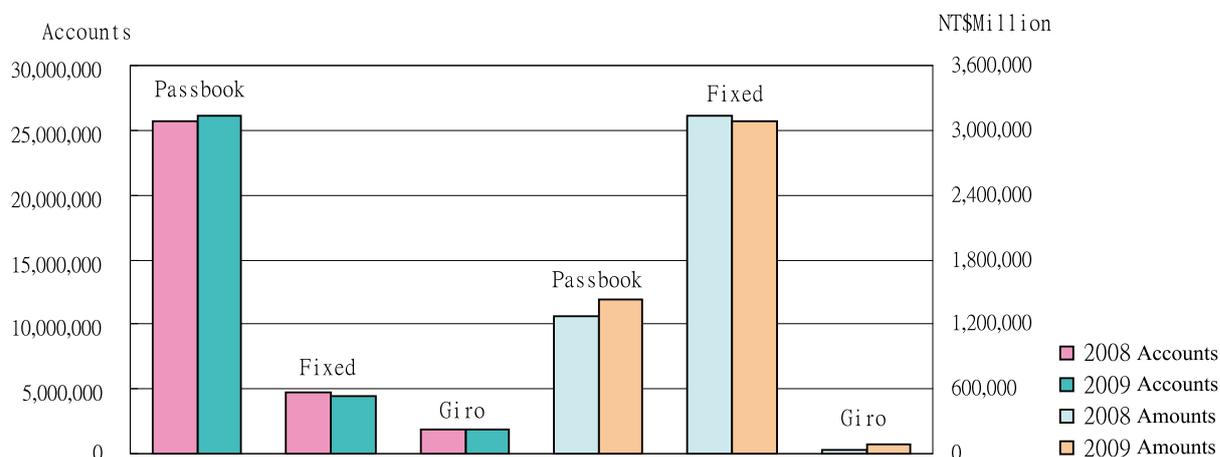
Unit: NT\$Million

Type of Savings	Number of Deposits		Number of Withdrawals		Number of Accounts		Total Balance	
	2008	2009	2008	2009	2008	2009	2008	2009
Passbook	167,487,755	173,949,554	311,619,719	317,696,632	21,799,026	26,068,595	1,279,879	1,423,666
Fixed	5,663,581	5,398,825	23,455,575	24,231,876	4,663,553	4,511,522	3,135,715	3,085,986
Giro	83,098,013	81,869,352	11,886,770	11,115,972	1,794,742	1,852,128	41,148	86,347
Suspended					4,036,390		717	
<b>Total</b>	<b>256,249,349</b>	<b>261,217,731</b>	<b>346,962,064</b>	<b>353,044,480</b>	<b>32,293,711</b>	<b>32,432,245</b>	<b>4,457,459</b>	<b>4,595,999</b>

Volume of Deposits/Withdrawals of Various Types of Postal Savings in 2008 and 2009



Volume of Account/Amounts of Various Types of Postal Savings in 2008 and 2009



2. Postal Remittances

Postal remittances serve to stimulate the flow of capital and enliven the financial activities with a country wide network to provide fast and easy remittance functions. Currently, domestic money order services include postal money orders, remittances to accounts, cash-delivering faxed money orders, postal gift coupons and inter-bank remittances. International money order services include international postal money orders, international outgoing remittances, foreign worker money remittances and foreign currencies (including Renminbi), cash and traveler's checks. At the end of 2009, there were a total of 111 post offices providing foreign exchange services including the buying and selling of foreign currencies and 48 tourist spots including the Taoyuan International Airport or regional post offices provided the service for buying and selling foreign currencies (including Renminbi) and US-dollar travelers' checks.

In 2009, money remitted by the company totaled NT\$ 1,500,908 million, a 11.01% decrease over the previous year; all told, 15,450,000 money orders were issued, a 4.35% decrease over the previous year.

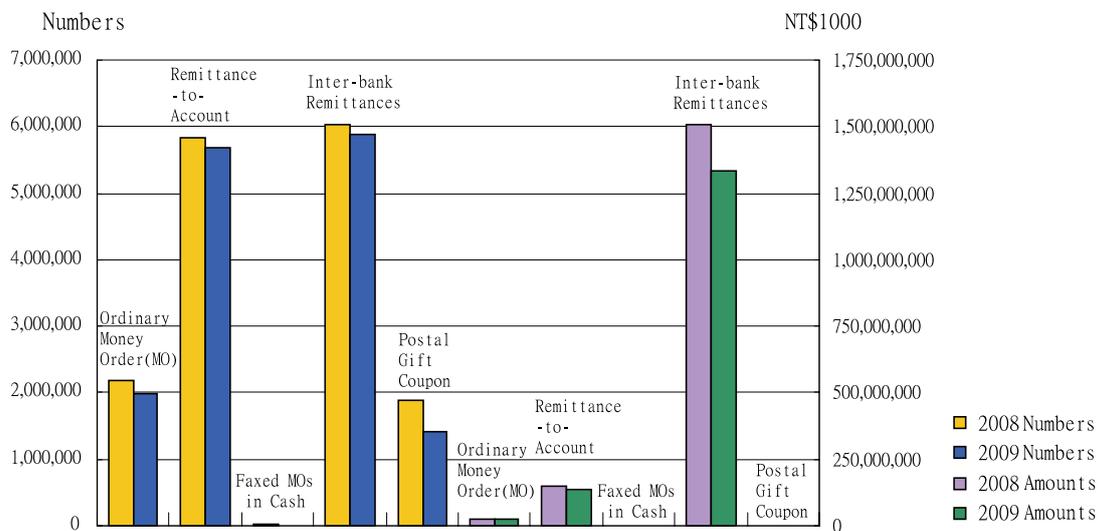
Volume of Remittance Service

Unit: NT\$1,000

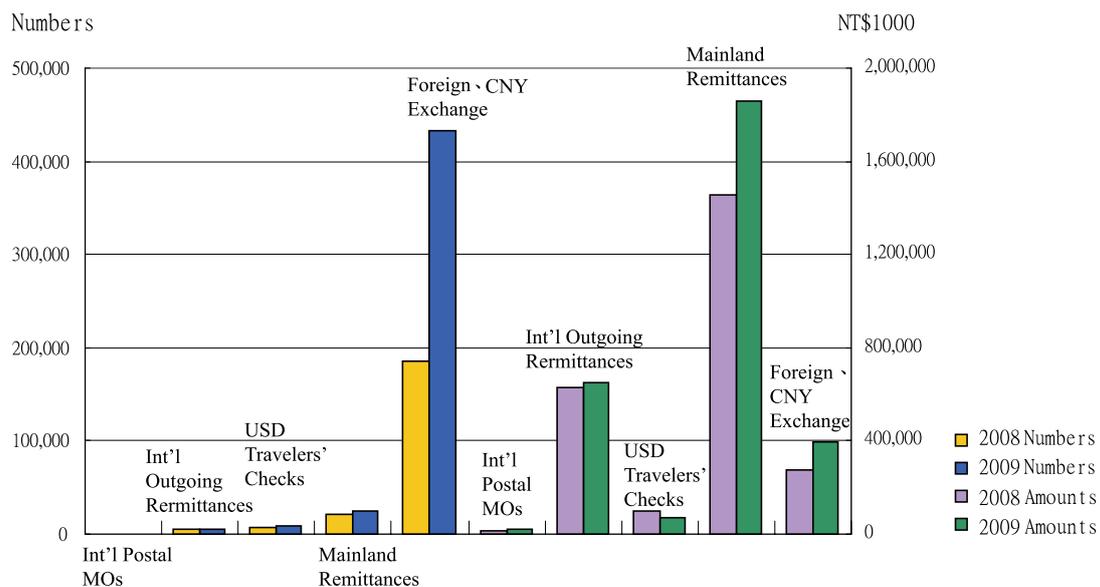
Types	Numbers		Amounts	
	2008	2009	2008	2009
Ordinary Money Order(MO)	2,176,435	1,978,788	23,249,211	22,800,839
Remittance-to-Account	5,824,084	5,690,537	149,315,819	137,222,831
Faxed MOs in Cash	13,050	10,164	126,614	97,855
Inter-bank Remittances	6,025,620	5,887,804	1,507,335,461	1,334,844,370

Postal Gift Coupon	1,896,210	1,413,373	4,060,994	2,952,145
Int'l Postal MOs	618	543	13,492	17,727
Int'l Outgoing Remittances	5,792	5,094	628,135	650,856
USD Travelers' Checks	7,926	8,210	96,127	69,643
Mainland Remittances	21,464	24,979	1,452,738	1,855,425
Foreign 、 CNY Exchange	184,849	433,079	275,506	396,387
<b>Total</b>	<b>16,156,048</b>	<b>15,452,571</b>	<b>1,686,554,097</b>	<b>1,500,908,078</b>

Volume of Domestic Remittance Service for 2008 and 2009



Volume of Int'l Remittance Service for 2008 and 2009



### (IV) Postal Simple Life Insurance

The Postal Simple Life Insurance plans are established with an aim to provide citizens with basic financial security. Easily available through the post offices dotted throughout the country, these plans serve as a vehicle of money saving, financial management and pension funding. In addition, they help to divert the idle capital to the major national development projects and help to stabilize the financial market. The Postal Simple Life Insurance plans are easy to apply and require no physical examination and therefore have been a preferred and trusted choice of the general consumers. The sales of the insurance plans have grown steadily since inception in 1935.

Since the Directorate General of Posts was corporatized to become Chunghwa Post in 2003, the Postal Simple Life Insurance has been working out favorable business opportunities with the philosophy of “customers first” in mind and adequately applied the information technology to develop multiple products and provide comprehensive services to meet the needs of the customers. Adhering to the goal of “comprehensive service and ceaseless caring”, the department will continue to recruit and promote the most qualified people so as to deliver the highest quality services with a highly efficient team in possession of professional knowledge.

In 2009, the total premium income of policies (in force) reached NT\$ 148,108.61 million, reaching 119.12% of the goal of the year and an increase of 5.70% over the previous year.

#### 1. 2009 New insurance products:

(1) Post Simple Life Insurance Shi-le-nien-nien Whole-life Premium Payback was launched on Sept. 28, 2009.

- Meeting the requirements of insurance, premium payback and pension provision
- 10% of the insured amount is paid back every year during the payment period; 20% of the insured amount is paid back every year from the expiration date of payment period to the date the insured person is 95 years old. A good means to prepare funds for education and retirement.
- The insured amount is paid to the insured person if he or she is still alive at the age of 96 at the anniversary of the policy in effect.

(2) Post Simple Life Insurance An-kang Term-life was launched on Dec. 1, 2009.

- A term-life policy providing insurance against risks
- Low premium making life easier
- Meeting basic insurance needs

(3) Post Simple Life Insurance Fu-An Whole-life was launched on Dec. 1, 2009.

- Regular premium payments, life-long insurance.
- Fixed premium, cost-effective.
- Meeting basic insurance needs.

(4) Post Simple Life Insurance Daily Hospitalization Indemnity Rider was launched on Dec. 2, 2009.

- Guaranteed renewal up to 70 years old.
- Heartwarming “healing indemnity” allowing care-free healing for the insured after leaving hospital.
- Doubly paid “intensive care unit and burn unit indemnity” offering the insured more care and support.

### Volume of Simple Life Insurance 2009

Unit: NT\$ Million

Year	Number of Policies			Sum Insured			Premium Income	Accumulated Reserve
	New	In Force	Payment	New	In Force	Payment		
2008	474,297	2,508,002	427,623	105,901	761,905	145,201	140,117	435,860
2009	343,007	2,766,571	66,452	135,972	868,215	19,818	148,109	574,783

#### 2. New Policies

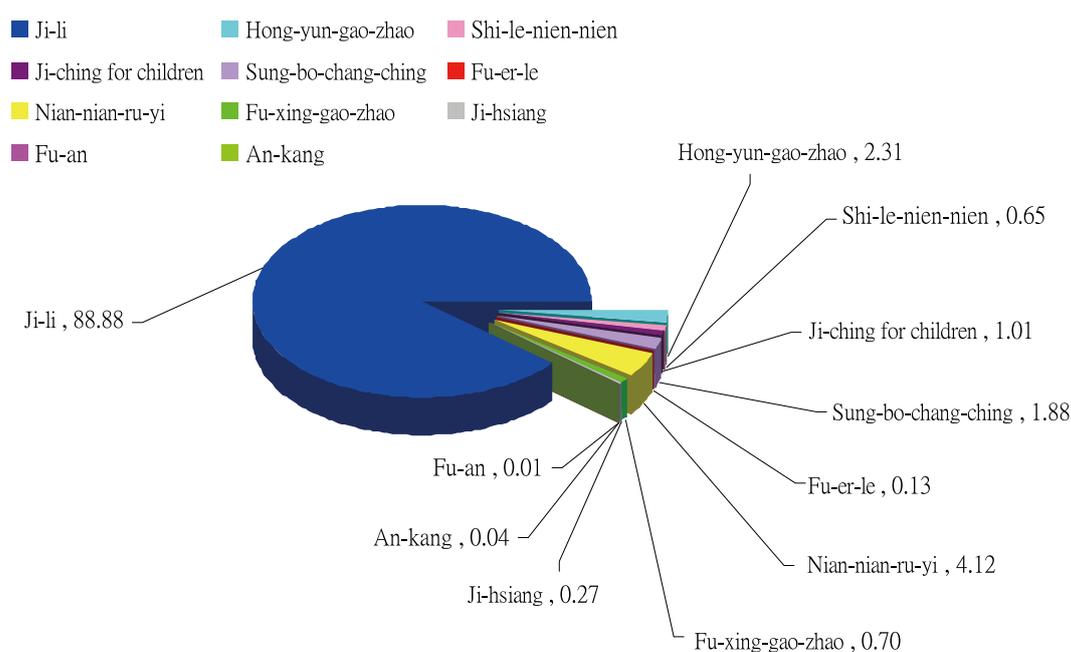
A total of 343,007 new policies were issued in FY 2009, a decrease of 27.68% from FY 2008. The total amount insured reached NT\$ 135,972.16 million, an increase of 28.40%.

## New Policies by Type

Unit : NT\$ 1,000

Types		Number of Policies	%	Sum Insured	%
Total		343,007	100.00	135,972,163	100.00
Endowment	Ji-li 6-year-term	304,848	88.88	115,555,197	84.99
	Ji-ching for children	3,481	1.01	1,089,837	0.80
	Ji-hsiang	914	0.27	725,770	0.53
	Nian-nian-ru-yi	14,123	4.12	4,499,431	3.31
	Hong-yun-gao-zhao	7,923	2.31	3,831,933	2.82
	Fu-er-le	436	0.13	150,662	0.11
	Shi-le-nien-nien Whole-life	2,245	0.65	342,160	0.25
Insurance Against Death	Sung-bo-chang-ching term	6,453	1.88	6,033,165	4.44
	Fu-xing-gao-zhao whole life	2,398	0.70	1,729,610	1.27
	An-kang Term-life	137	0.04	124,020	0.09
	Fu-an Whole-life	49	0.01	37,800	0.03
Accident Insurance	Ji-an accident(addendum)	3,506		1,537,124	1.13
	Jin-ping-an accident(addendum)	648		315,140	0.23
Health Insurance	Daily Hospitalization Indemnity Rider	205		314	0.00

Note: Accident Insurance is sold as a rider and therefore not included in the total.



Breakdown of the Number of New Policies

### 3. Policies in Force Overview

A total of 2,766,571 life insurance policies were in force in FY 2009, an increase of 10.31% over FY 2008. The amount insured stood at NT\$ 868,214.72 million, up 13.95% from FY 2008.

#### Policies in Force by Type

Unit: NT\$ 1,000

Types	Number of Policies	%	Sum Insured	%	
<b>Total</b>	<b>2,766,571</b>	<b>100.00</b>	<b>868,214,716</b>	<b>100.00</b>	
Endowment	5-year-term ( 90 )	260	51,629	0.01	
	5-year-term	122	22,300	0.00	
	Double-indemnity Endowment	4,934	1,661,615	0.19	
	Ji-li 6-year-term	1,582,951	500,111,678	57.60	
	Little-sun 15-year-term	65,793	18,594,812	2.14	
	Little-sun 15-year-term ( 91 )	33,645	9,516,687	1.10	
	Ji-ching for children	20,726	6,155,239	0.71	
	Ji-hsiang Endowment	16,668	9,677,386	1.12	
	Nian-nian-ru-yi Endowment	29,343	8,028,835	0.93	
	Bu-bu-gao-sheng Endowment	374,668	42,205,940	4.86	
	Hong-yun-gao-zhao Endowment	14,990	5,467,092	0.63	
	Fu-er-le Endowment	3,013	970,280	0.11	
	Liu-liu-jin-shun Endowment	141,437	16,592,669	1.91	
	An-jia refundable	179,245	65,309,870	7.52	
	An-fu increasing with survival benefit	67,017	26,495,523	3.05	
	Kwai-ler for children	25,029	8,333,898	0.96	
	Shi-le-nien-nien Whole-life Premium Payback	1,912	289,570	0.03	
	Other endowment	285	78,045	0.01	
	Sub total	2,562,038	92.61	719,563,068	82.88
	Insurance Against Death	Sung-bo-chang-ching term life insurance	25,952	19,002,354	2.19
Fu-xing-gao-zhao whole life		4,418	3,165,564	0.37	
An-ho whole life		95,005	62,891,108	7.24	
An-pin Double-indemnity whole life		19,044	9,834,384	1.13	
An-pin Double-indemnity whole life ( 91 )		1,972	591,751	0.07	
An-kang Term-life		134	121,120	0.01	
Fu-an Whole-life		48	37,300	0.01	
Other whole life		57,960	34,579,620	3.98	
Sub total		204,533	7.39	130,223,201	15.00

Accident Insurance	Ji-an accident insurance	52,134	17,986,734	2.07
	Jin-ping-an accident (addendum)	963	441,415	0.05
	Sub total	53,097	18,428,149	2.12
Health Insurance	Daily Hospitalization Indemnity Rider	194	298	0.00

Note : Accident Insurance is sold as a rider and therefore not included in the total.

#### 4. Policy Loans

Once premiums have been fully paid for more than one year, the policyholder may apply for a loan no greater than the amount of the policy value reserve. With convenient procedures, these loans can help meet a policyholder's need in a convenient and flexible manner. For even speedier services, policyholders may take out loans at automatic teller machines or online ATM.

In FY2009, there were 1,148,942 policy loans, a 35.60% increase over the previous year. A total of NT\$17,759.84 million was loaned out, a 32.97% increase over the previous year.

#### 5. Real Estate Mortgage Loans

The department started to offer real estate loans in 1997. This service is not limited to Chunghwa Post policyholders, anyone who qualifies can apply. Each person can borrow a maximum of NT\$ 8 million. This service is available everywhere in Taiwan with the exception of the islands of Kinmen and Matsu. Currently, 23 branches oversee these loans and 201 postal outlets are authorized to accept applications from them.

In FY 2009, there were 10,780 policy loans, a 3.68% growth over the previous year. A total of NT\$20,555.12 million was loaned out, an increase of 2.56% over the previous year.

#### 6. Benefit Payments

##### (1) Maturity

In FY 2009, 11,317 life insurance policies reached maturity, down 96.87% over FY 2008. The total insured amount paid was NT\$ 3,594.58 million, down 97.14%.

##### (2) Payment to Claims

In FY 2009, 4,480 insurance claims were paid, up 8.74% from the previous year. The paid amount for claims was NT\$1,588.41 million, an increase of 5.13% over the previous year. Among these claims, 272 were double-indemnity payments, totaling NT\$ 287.16 million with An-pin Double-indemnity whole-life insurance taking up the highest percentage of 41.54%.

##### (3) Surrender

In FY 2009, 50,655 life insurance policies were terminated, down 17.77% over the previous year; the amount totaled NT\$ 14,634.41 million, down 18.83%.

#### 7. Financial Status

Postal Simple Life Insurance is a state-run business, and in accordance with the Simple Life Insurance Act, its books and accounts are handled separately from other Chunghwa Post businesses. In FY 2009, revenue totaled NT\$183,920.73 million, down 40.48% from the previous year. Expenditures totaled 183,388.02 million, down 39.75% from the previous year. Profits for the year totaled NT\$ 532.71 million, down 88.51% from the previous year. The sharp decrease of the profits was a result of the financial tsunami which led to the lowering of interest rate and changes of exchange rate.

#### 8. Features

##### (1) No physical checkup required

The Postal Simple Life Insurance is not compulsory, no physical checkup is required for the insured, however, the insured and the applicant are obliged to provide truthful information for the insurer to perform correct underwriting.

##### (2) Insured amount

The maximum total insured amount per insured is NT\$ 4 million.

##### (3) Premium payment

Premiums are due monthly. Policyholders may pay premiums through transfers from their postal savings or Giro accounts. If paid in advance, a discount will be offered accordingly.

### (4) Types of Insurance Products

Postal Simple Life Insurance includes endowment insurance and mortality insurance. Health insurance and accident insurance are offered as riders. All ROC citizens are eligible.

### 9. General Performance of the Business in the Last Five Years

#### General Performance of the Business in the Last Five Years (I)

Unit : Pieces ; NT\$ Million

Fiscal Year	2005	2006	2007	2008	2009
New Business (Policies)	467,046	478,277	387,029	474,297	343,007
Growth Rate (%)	19.84	2.40	-19.08	22.55	-27.68
New Business (Amount)	163,175	116,068	93,529	105,901	135,972
Growth Rate (%)	25.48	-28.87	-19.42	13.23	28.40
Reinstatement (Policies)	10,851	14,218	9,941	9,791	15,019
Growth Rate (%)	-12.31	31.03	-30.08	-1.51	53.40
Reinstatement (Amount)	3,504	4,591	3,115	2,982	4,622
Growth Rate (%)	-13.95	31.02	-32.15	-4.28	55.00
Business in Force (Policies)	2,379,586	2,453,927	2,481,459	2,508,002	2,766,571
Growth Rate (%)	5.16	3.12	1.12	1.07	10.31
Business in Force (Amount)	853,274	829,968	809,531	761,905	868,215
Growth Rate (%)	6.98	-2.73	-2.46	-5.88	13.95
Premium Income	118,768	129,753	132,598	140,117	148,109
Growth Rate (%)	5.16	9.25	2.19	5.67	5.70
Accumulated Reserves	371,514	386,386	430,903	435,860	574,783
Growth Rate (%)	9.37	4.00	11.52	1.15	31.87

Note: growth rate is based on the figure of the preceding year.

#### General Performance of the Business in the Last Five Years (II)

Unit : Pieces ; NT\$ Million

Fiscal Year	2005	2006	2007	2008	2009
Benefit Payment to Beneficiaries (Number of Policies)	334,493	386,809	343,260	427,623	66,452
Growth Rate (%)	5.13	15.64	-11.26	24.58	-84.46
Matured Endowment	286,003	319,351	270,859	361,899	11,317
Growth Rate (%)	4.24	11.66	-15.18	33.61	-96.87
Death & Disability	3,949	3,851	3,927	4,120	4,480
Growth Rate (%)	-3.61	-2.48	1.97	4.91	8.74
Surrender	44,541	63,607	68,474	61,604	50,655
Growth Rate (%)	12.17	42.81	7.65	-10.03	-17.77
Benefit Payment to Beneficiaries (Amount)	98,897,155	130,978,603	105,170,893	145,201,002	19,817,664
Growth Rate (%)	7.70	32.44	-19.70	38.06	-86.35
Matured Endowment	83,387,427	109,518,745	83,040,638	125,660,778	3,594,850
Growth Rate (%)	7.16	31.34	-24.18	51.32	-97.14
Death & Disability	1,483,893	1,522,714	1,487,659	1,510,855	1,588,407
Growth Rate (%)	-5.20	2.62	-2.30	1.56	5.13
Surrender	14,025,835	19,937,144	20,642,596	18,029,369	14,634,407
Growth Rate (%)	12.74	42.15	3.54	-12.66	-18.83

Note: growth rate is based on the figure of the preceding year.

## (V) Philately

Philately is one of the main operating businesses. In 2009, philatelic sales reached NT\$ 607.02 million. To strengthen service to the stamp-collecting customers and promote philately, the company has exerted considerable efforts in the following areas:

### 1. New Stamps Releases:

- (1) In 2009, 21 sets of postage stamps were issued, including 13 sets of special issues, 3 sets of commemorative issues, 4 sets of definitive stamp issues and 1 set of surtax stamps. Other associated products included “2009 Stamp Album (deluxe and looseleaf)”, stamp catalogue, maximum cards, scenery postal cards (2009 edition), New Year’s Greeting Postal Cards (2009 edition), special envelopes, 5 types of stamp folios, 2 stamp pictorials and limited “New Year Stamps (2009 edition)”.
- (2) In commemoration of “The World Games 2009 Kaohsiung ROCUPEX” and “First Anniversary of the Cross-strait Mail Services” 2 postage labels were issued.

Please refer to Appendix 2, 3 and 4 in page 90-99 for details of newly issued postage stamps.

### 2. New Philatelic Products:

Development of philately-related products: two models of 2009 postal baby, 3 models of the big panda stamp products, 1 model of blue magpie stamp products, 1 set of postal baby and postal emblem soap gift box were developed and sold; the company also authorized the post offices to develop and sell 35 models of philately-related products.

### 3. Organization of “The World Games 2009 Kaohsiung ROCUPEX”

The event was held during the World Games 2009 in Kaohsiung from July 16th to 21st, 2009 at Hanhsin Arena and Ming Hua Junior High School where a total of 313 frames (248 for competition category and 65 for honorary category) were displayed.

### 4. Participation in international philately activities for expansion of Taiwan's presence in the international philatelic community:

#### (1) Participation in the “IBRA '09 International Philatelic Exhibition (IBRA'09)” in Essen, Germany

The exhibition was held at the Essen Fair Ground in Essen, Germany from May, 6th-10th, 2009. Delegates from Chunghwa Post set up a booth and exchanged with the post services and businessmen from other countries to enhance philatelic cooperation.

#### (2) Participation in the PHILAKOREA 2009 24th Asian International Stamp Exhibition

The exhibition was held at COEX in Seoul, Korea from Jul. 30th to Aug.4th, 2009. The company painstakingly made three showcases with a total of 48 pages for participation in the public affairs category exhibition and set up booths to sell the stamps. The delegates also visited the philatelic department of the Korean Post Service for exchanges of philately promotion experiences.

### 5. Sponsoring of philatelic groups to participate in philatelic activities both home and abroad

- (1) Sponsored the Chinese Taipei Philatelic Federation for payment of 2009 annual fees to the International Federation of Philately and the Federation of Inter-Asian Philately.
- (2) Sponsored the representatives of the Chinese Taipei Philatelic Federation for participation in the Executive Committee Board of the Federation of Inter-Asian Philately, China 2009 World Stamp Exhibition, Hong Kong 2009-23rd Asian International Stamp Exhibition and PHILAKOREA 2009 24th Asian International Stamp Exhibition.
- (3) Sponsored the Philatelic Federation and other groups for organization of 78 stamp exhibitions and philatelic activities.

### 6. Honoring and rewarding outstanding philatelists

In accordance with the principles of honoring and rewarding outstanding philatelists, the company honored 56 philatelists who gold medals at international stamp exhibitions in 2008 or promoted philately with success on 2009 Postal Day.

### 7. Organizing the “Personalized Stamp Icon Design Contest”

This contest was held to allow the vast stamp users the opportunity to participate in the design of the stamps and diversify the stamp layouts. Ten outstanding designers were selected to be offered a prize money of NT\$200,000 each. An additional reward of NT\$300,000 was given to those whose works were adopted by the company as the stamp icons.

### (VI) Agential business

1. The company launched consignment in accordance with the Article 5, Section 7 of the Postal Service Law which was revised in 2001. The consignment products now include telephone cards, commemorative coins, cosmetics, clothes and ornaments, health foods, liquors, rice, appliances, seasonal gift items and other daily supplies.
2. The company began prize money claim service of the Uniform Invoice lottery in April, 2005 and renewed the service contract with the Ministry of Finance in 2006, 2007, 2008 and 2009. The revenue from the service charge reached NT\$ 236.54 million in 2009.
3. Since the beginning of the sale of mutual funds on December 7th, 2005, to meet the investment needs of the deposit account clients, the company has added new sales locations and new funds. At the end of 2009, 1,023 office branches were selling 41 domestic mutual funds.

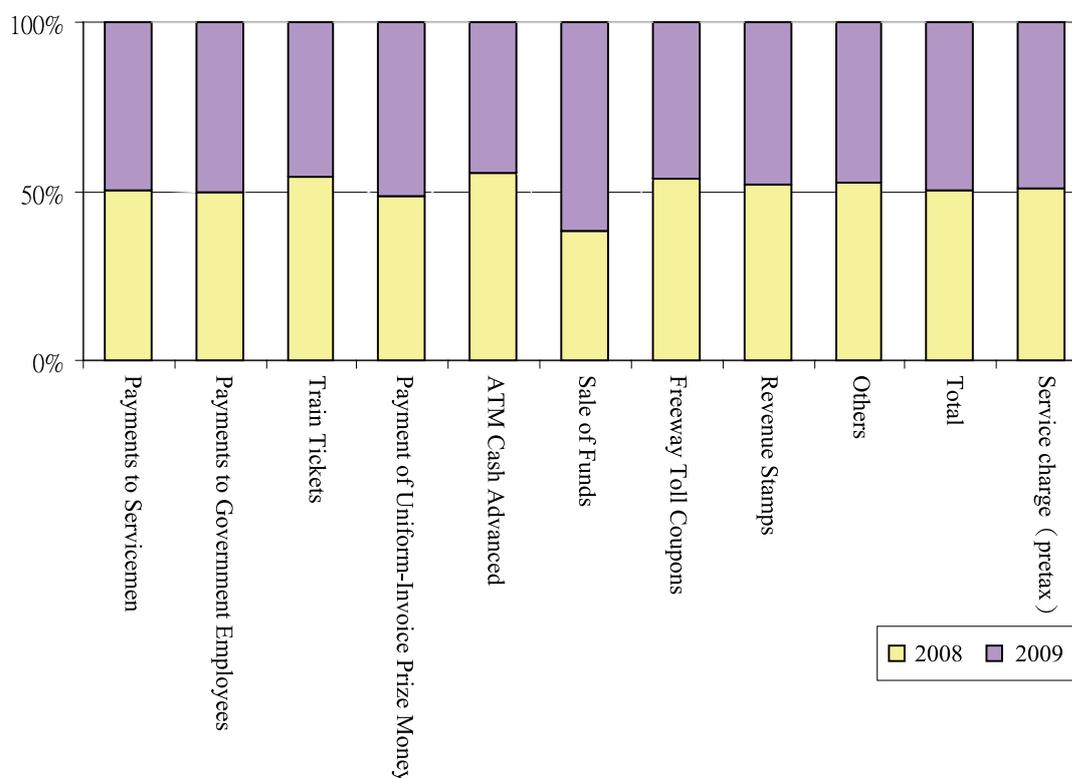
### Business Volume of Agential Services

Unit: NT\$ Million

Items	2008	2009	Growth Rate%
Payments to Servicemen	76,482	75,403	-1.41
Payments to Government Employees	2,690	2,739	1.82
Train Tickets	422	354	-16.11
Payment of Uniform-Invoice Prize Money	4,633	4,885	5.44
ATM Cash Advanced	1,000	807	-19.30
Sale of Funds	731	1,192	63.06
Freeway Toll Coupons	3,762	3,262	-13.29
Revenue Stamps	1,985	1,840	-7.30
Others	464	423	-8.84
Total	92,169	90,905	-1.37
Service charge (pretax)	417	402	-3.60

Note: The sale of Franklin Series mutual funds was discontinued in mid-December, 2007.

Comparative chart of agential services in 2008 and 2009



### (VII) Use of Postal Capital

Postal capital comes from the idle capital and has been steadily growing. Postal capital is employed in accordance with Article 18 of the Postal Remittances and Savings Act and Article 27 of Simple Life Insurance. Part of this capital is deposited with the Central Bank of the Republic of China to be used as a tool to regulate currency fluctuations, whereas the rest is either deposited in other banks; invested in bonds, bills, domestic stocks or foreign stocks; or used to fund Chungwa Post's policy loan and real estate mortgage business. The post office also supports government policies by financing mid-and long-term major public infrastructure projects in order to promote the nation's economic development.

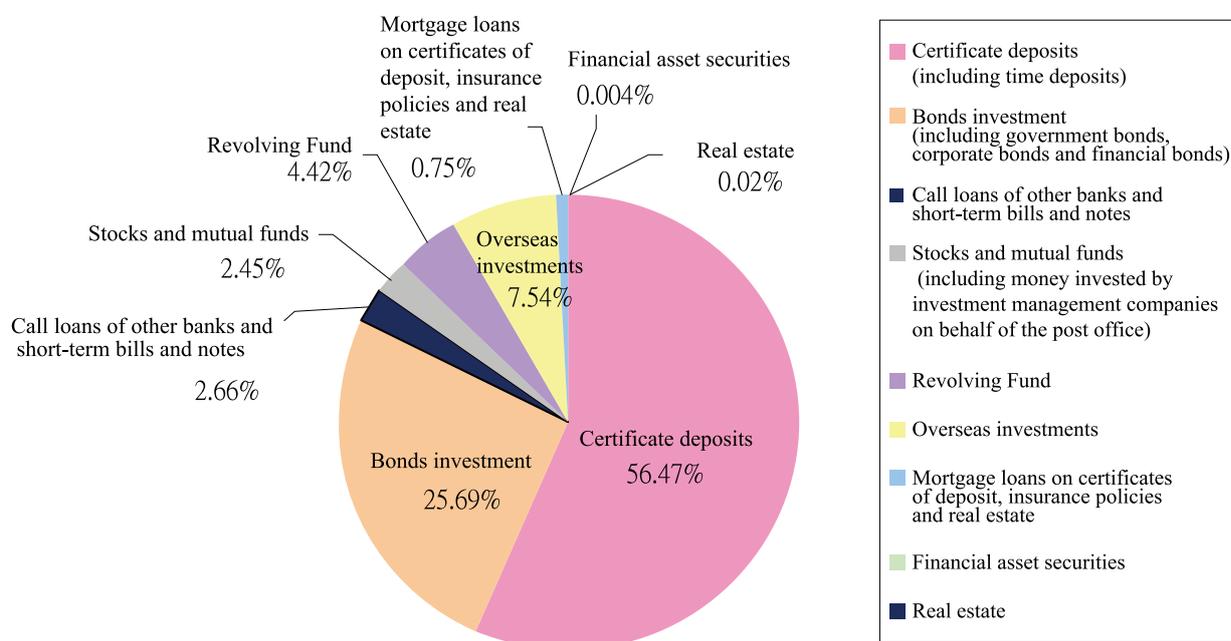
As of December 31st, 2009, total postal capital (including savings, remittances and life insurance capital) stood at NT\$5,240 billion. This was divided among the following:

1. Certificate deposits (including time deposits and certificates issued by the Central Bank): NT\$ 2,958.8 billion (NT\$ 2,275.9 billion in the Central Bank of the Republic of China and NT\$ 682.9 billion), or 56.47% of the total.
2. Bonds investment (including government bonds, corporate bonds and financial bonds): NT\$1,346 billion, or 25.69% of the total.
3. Call loans of other banks and short-term bills and notes: NT\$139.4 billion, or 2.66% of the total.
4. Stocks and mutual funds (including money invested by investment management firms on behalf of the company): NT\$ 128.2 billion, or 2.45% of the total.
5. Revolving (including savings in current accounting, reserves against deposits in the Central Bank of the Republic of China and the revolving funds of its branch offices): NT\$ 231.6 billion, or 4.42% of the total.
6. Overseas investments: NT\$ 395.2 billion, or 7.54% of the total.
7. Mortgage loans on certificate of deposit, insurance policies and real estate: NT\$ 39.5 billion, or 0.75% of the total.
8. Financial asset securities: NT\$ 0.2 billion, or 0.004 of the total.
9. Real estate: NT\$ 1.1 billion, or 0.02 of the total.

At the end of 2009, the post office provided NT\$1,597.3 billion to finance major public infrastructure and private investment projects of which the details are listed below:

Project Names	Amount NT\$100 Million	Remarks
Major Infrastructure and Private Investment Projects	9,620	In coordination with the Committee for Planning and Promoting the Utilization of Long-Term Funding of Council for Economic Planning & Development
SME Root Establishment Project Loans	1,318	In coordination with the Small & Medium Enterprise Administration of the Ministry of Economic Affairs
First Time Homebuyers Loans	1,057	In coordination with the Construction & Planning Administration of the Ministry of the Interior
Manufacturing Industry & Small- and Midsized Business Project Loans	727	In coordination with the Central Bank of the ROC
First Time Homebuyers Loan for Those Who Do Not Own Any Property	2,715	In coordination with the Central Bank of the ROC
Home Reconstruction Loans for 921 Quake Victims	510	In coordination with the Central Bank of the ROC
Reconstruction/ Repair Loans for Schools, Medical Facilities, Temples and Churches Damaged in the 921 Quake	26	In coordination with the Central Bank of the ROC

### Use of Postal Capital



### (VIII) Research

1. Research results for 2009: please refer to page 9, I. Business Report for 2009 (IV).
2. Research Projects in 2010

Project Names	Research Funding (NT\$ 1,000)	Nature of the Projects
A study on the consumer behavior of electronic money transfer.	900	Administrative
Customer satisfaction survey for 2009 (conducted each in the first and second half of the year)	904	Administrative
An assessment and analysis on the best development proposal of the foundation of the CHP Ta-an Building in Taipei.	900	Administrative
Assessment project of upper limit of the insured amount of the Postal Simple Life Insurance.	940	Administrative

(IX) Business Development Plan for 2010: please refer to page 9, II. 2010 Business Plan Outline.

## II. Employee Information

Year		2009	2008	Ending on January 20, 2010
Number of Employees	Staff	12,609	12,660	12,583
	Laborers	11,627	11,860	11,560
	Contract Workers	1,588	1,461	1,587
	Total	25,824	25,981	25,730
	Average Age	46.9	46.2	47.2
Average Seniority		20.2	19.5	20.2
Educational Back-ground (Non-reduction-by-half calculation of half-day employees)	Doctorates	1	1	1
	Masters	284	262	283
	Bachelors Degree	12,747	12,462	12,759
	Senior High School	11,459	11,533	11,394
	Junior High School and Below	1,870	2,249	1,831
Number of Employees with Professional Certificates		5,780	5,667	
Employee Training	The company provided 1,154 training classes of executive skills, computer, expertise, service enhancement and business skills to 95,791 person-time. The learning hours of the employees totaled 575,503.6 hours.			
Volunteer Work	In 2009, 2,601 volunteers worked for a total of 1,224,389 hours in various branches and mail processing centers.			

### (I) Outsourcing:

In order to reduce labor costs, the post office continued to outsource its non-core businesses, including mail transportation, mail processing, mail counter services, posting undelivered registered mails for claim, postal agencies, etc.

### (II) Labor structure:

On December 31, 2009, the postal service employed 25,824 employees, including one chairperson, one president, one confidential secretary, 20,449 transferred employees, 3,784 staff members and 1,588 contract workers. Among them, 23,714 were

## ▶ VI. Status of Operations

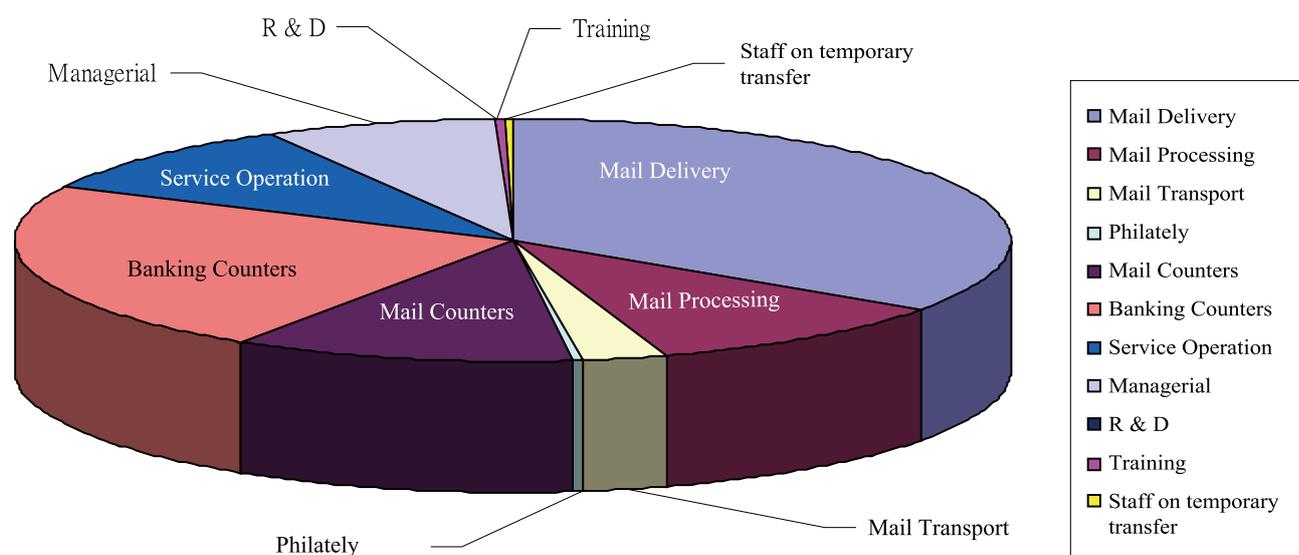
basic level clerks (91.83% of the entire workforce); 1,936 worked in management (7.50% of the workforce); 56 were R&D personnel (0.22% of the workforce); 31 were training staff (0.12% of the workforce) and 87 were staff on temporary transfer (0.34% of the workforce). It is plain to see that the majority of postal employees are basic level employees involved in sales, services, operation and distribution. The company has a very lean management structure.

### Breakdown of Employees by Function

Dec. 31, 2009 Unit: Person

	Total	Percentage%	HQ	P.O.	Mail Processing Centers
Total	25,824	100.00	1,627	22,666	1,531
Total of Clerks	23,714	91.83	786	21,502	1,426
Mail Delivery	8,967	34.72		8,896	71
Mail Processing	2,622	10.15		1,705	917
Mail Transport	731	2.83	27	266	438
Philately	111	0.43	62	49	
Mail Counters	2,830	10.96		2,830	
Banking Counters	6,004	23.25		6,004	
Service Operation	2,449	9.48	697	1,752	
Managerial	1,936	7.50	726	1,113	97
R & D	56	0.22	56		
Training	31	0.12	31		
Staff on temporary transfer	87	0.34	28	51	8

### Breakdown of Employees by Function



### III. Labor/ Management Relations

#### (I) Employee benefits, retirement system, labor-management negotiations and employees' rights protection

##### 1. Employee benefits

- (1) Organized and paid for by the company: sports and entertainment events, birthday parties, vacation subsidies, and continuing education courses.
- (2) Organized and paid for by the company's Employee Benefits Committee: gifts and gift certificates for the three major Chinese holidays and Labor Day, scholarship for children of employees, as well as supplements for wedding, childbirth and funeral of employees.

##### 2. Retirement system

Depending on the employment dates and employee status (civil servant concurrently with labor status, or only labor status), different regulations apply regarding their retirement, severance and indemnity. These regulations include 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, Labor Standards Act, Labor Pension Act, Regulations Governing the Severance of Transferred Employees of Chunghwa Post, Regulations Governing the Retirement and Severance of Employees of Chunghwa Post.

##### 3. Labor-management negotiations

To promote harmonious labor-management relations, labor-management meetings are held at least once every three months in accordance with Article 83 of the Labor Standards Law and Convocation Rules of the Labor-Management Conference. Labor and management representatives for these meetings are elected or appointed in accordance with the law. Issues discussed in these negotiations include salary, benefits, retirement, severance, pensions, and so forth.

##### 4. Employee Rights Protection

To clearly set out the rights and duties of workers and management, the company has established a set of work regulations under the provisions of Article 70 of the Labor Standards Act, and it has signed a group contract with the Chunghwa Post Workers' Union. In addition, to facilitate harmonious labor-management relations, the company holds a meeting with the union once a year (and additional ad hoc meetings when necessary) to deal with issues regarding the rights of its employees. The company makes a point of replying to and handling suggestions made during meetings with the union or by employees belonging to the union in a timely manner.

#### (II) From the most recent fiscal year to the annual report printing date, losses and possible future losses resulting from labor-management disputes and response measures: None

### IV. IT Equipment

#### (I) IT hardware and software deployment

##### 1. Mainframe computer in the Taipei main computer center:

This main computer center has a IBM2084-303 mainframe computer with three central processor units, running at 1215 MIPS. It has a 16 GB memory and uses z/OS V1.6 operating system. According to the needs of the company, the system is divided into five logical partitions: partition 1 is the account processing system, which handles online processing and batch jobs for the banking and life insurance business of the 1,321 post office branches; partition 2 holds the information processing system for the company's personnel, accounting and mail business; partition 3 holds the accounting test system; partition 4 holds the information management test system; and partition 5 holds the backup test system in Taipei.

##### 2. The Mainframe system of the Taichung disaster recovery center:

The disaster recovery center has an IBM2084-303 mainframe computer with three central processor units, running at 1215 MIPS. It has a 16 GB memory and uses an z/OS V1.6 operating system. According to the needs of the company, the system had been divided as Taipei mainframe system in order to open backup system once hit by disasters.

##### 3. Open system:

In 2005, the company installed a three-tiered open system calculation environment. The front end is equipped with a blade server in charging of network services; the rear end is a storage area network (SAN), storing the databases of various systems; the middle is equipped with a high-end server, integrating the various systems to access the data at the rear end. In 2006, a load balance was installed; in 2008, information random storing mechanism was installed; in 2009, a virtual environment was installed to reduce the use of the servers and sufficiently use the resources and backup mechanisms (such as the internet ATM ) for important systems such as the internet service in a different place was also completed to attain the goal of providing 7×24 services.

### 4. Maintenance

Mainframe software and hardware maintenance for both centers is provided by IBM, which sends its engineers over on a daily basis to ensure everything runs smoothly. The system software is leased, and it is maintained by the company's own personnel.

### (II) Emergency backup and safety measures

1. Starting in 2003, the company has held two disaster recovery drills each year. The procedures include:

(1) Switching the operating system from the Taipei main computer center over to the Taichung disaster recovery center twice a year.

A. Switching WANs over to the disaster recovery center.

B. Asking control personnel to handle all inquiries at the counters and ATM transactions.

C. Resuming operations in the Taipei main computer center after the drill and then reviewing the drill.

D. Ensuring that operations can be resumed promptly when problems occur in the Taipei main computer center.

(2) The Taipei main computer center holds two local backup recovery drills a year. The purpose of these drills is to familiarize its staff with the local backup recovery procedures and make sure the backup data are valid, so that the Taipei center will be able to quickly resume operations in case of a minor mishap.

(3) Area control centers (stations) drills—held periodically:

A. These drills simulate an emergency situation in one of its area control centers (stations) where normal online operations are disrupted. The control center backup system of the Taichung disaster recovery center would then be activated and the staff of the center would manually dial the branch offices that were disrupted with an ISDN backup mechanism to take over operations.

B. There are 1,309 branch offices of the company equipped with an ISDN backup mechanism, so when any of these branch offices has a line problem, the ISDN backup activates automatically to ensure uninterrupted service.

2. Apart from the backup measures mentioned above, the company has established a security operation center for its WANs to monitor the network operation in the whole area and unidentified potential intrusions from within and outside. In addition, its banking operation systems has received BS-7799 certification in February 2005, which was upgraded to ISO 27001 in January 2007 and continued to maintain effective accreditation. This accreditation was conducted in the Taichung backup center on November 27th, 2009 and no non-conformities were found during second-review. These are strong evidence of the company's emphasis on information security and its sizable measures.

## V. Major contracts

### (I) Business cooperation:

Project name	Partner	Major business	Period
Postal Agency Contractor's Agreement	Mech Smile Inc.	100 agencies operating on a 24/7 basis were set up at the Smile gas stations of the President Group.	2009.09.01~ 2011.08.31
Chunghwa Post-TAI-TRA Strategic Alliance Memorandum	Taiwan External Trade Development Council, TAITRA	1. Provided discount to TAITRA members for using international express delivery (EMS) service. 2. Provided value-added services to members ( franchise vendors ) of the B2C online shopping mall.	2009.12.14~ 2010.12.31
Postal Agency Contractor's Agreement	Kuo-Kuang Motor Transportation Company Ltd.	36 agencies were set up at the ticket booths of the Kuo-Kung company.	2010.03.01~ 2012.02.29

Acceptance for the collaborative agreement on providing collection services for international air express freight-forwarders	FedEx Taiwan	About 1,000 post offices were authorized to accept items on behalf of the FedEx IP service.	2010.04.01~ 2011.03.31
New agreement of incoming remittances from mainland China	Citibank	Launched the service of acceptance of incoming remittances from mainland China.	2009.02.09~ continues to be effective
Launched the services of out-going international remittances, outgoing remittances of foreign workers and indirect remittances to mainland China.	Citibank	Cooperated with Citibank in the services of out- going international remittances, outgoing remittances of foreign workers and remittances to mainland China.	2009.08.01~ 2010.07.31
VISA membership agreement	VISA International	Became a member of VISA International and was authorized to issue VISA cards	2009.09.30~ continues to be effective

## (II) Service Procurement Contracts:

Project name	Bid winner	Period	Restriction clause
Open selection of second-term overseas financial institutions for asset management	Deutsche Investment Management Americas Inc.	2009.08.20~2014.12.31	None
	Goldman Sachs Asset Management International		
	Schroder Investment Management Limited		
	Allianz Global Investors Advisory GmbH		
	Templeton Asset Management Ltd.		
Renewal of 2004 contracts with overseas financial institutions for asset management	Citibank Hong Kong	2009.03.16~2013.03.15	None

International Air Transportation Fare for 2 years (EVA Airways)	EVA Airways Corp.	2009.04.01~2011.03.31	None
Delivery of international air mails (China Airline)	China Airline Taipei Branch	2009.02.14~2010.02.13	None
International Air Transportation Fare (Thai Airways International)	Thai Airways International	2009.04.01~2011.03.31	None
Mails delivery outsourcing, Taipei Mail Processing Center	Li Cheng Construction	2010.04.01~2011.03.31	None

### (III) Construction Procurement Contracts:

Project name	Bid winner	Period	Restriction clause
Hisnchu Postal Building construction project	Fu Chiang Construction	2009.05.07~2011.05.25	None
Kaohsiung Chienchin Post Office construction project	Chien Kuo Group Construction B.U.	2009.07.14~2012.06.01	None