



元大金控

*Yuanta
Financial Holdings*

SUSTAINABILITY
REPORT 2024



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About This Report

Yuanta Financial Holding Co., Ltd. (hereinafter referred to as "Yuanta Financial Holdings") has long been committed to promoting positive developments in environmental, social, and corporate governance (ESG) areas with the goal of steady growth and increasing shareholder value. We deepen our climate risk management mindset and invest in financial products and services that have a positive impact on society and the environment. We disclose our goals and progress publicly to demonstrate our commitment to sustainability.

Reporting Period

Yuanta Financial Holdings prepares and publicly discloses our Sustainability Report on a yearly basis. This year we published the "Yuanta Financial Holdings 2024 Sustainability Report" in July 2025 (hereinafter referred to as this report). The fifteenth (15th) edition of our report can be downloaded in both Chinese and English versions from the "Sustainability" section of the Yuanta Financial Holdings website.

This report covers the Group performance in 2024 (January 1, 2024 to December 31, 2024) in three ESG dimensions-environmental, social, and corporate governance-as well as the management of the Group and its response to material issues.

The previous report was issued in July 2024.

Report Boundaries and Scope

The organizational boundaries of this report are set based on consolidated reporting principles and cover Yuanta Financial Holdings, our eight subsidiaries and Yuanta Cultural and Educational Foundation. The report's scope of disclosure is primarily focused on Taiwan-based operations and activities. If there is any re-editing or special disclosure requirement of information, the scope definition and calculation methods will be indicated in the relevant data and sections.

All financial figures within this report are calculated in New Taiwan Dollars (NT\$). All calculations adhere to international standards.

Within this report, "the Company" shall refer to Yuanta Financial Holdings, while "the Group" shall encompass Yuanta Financial Holdings and all eight subsidiaries (including Yuanta Securities, Yuanta Bank, Yuanta Life, Yuanta Funds, Yuanta Futures, Yuanta Venture Capital, Yuanta Asset Management, and Yuanta Securities Investment Consulting), and "the Foundation" shall refer to the Yuanta Cultural and Educational Foundation.

Report Authoring Principles

Sustainability

- Global Reporting Initiative (GRI) Sustainability Reporting Standards (GRI Universal Standards) 2021
- United Nations Sustainable Development Goals (SDGs)
- Sustainability Accounting Standards Board (SASB) Standards-Investment Banking and Brokerage, Commercial Banks
- Task Force on Climate-Related Financial Disclosures (TCFD)
- Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies
- Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies

Financial

- International Financial Reporting Standards (IFRS)
- Regulations Governing the Preparation of Financial Reports by Financial Holding Companies

Environmental

- ISO 14001
- ISO 14046
- ISO 14064-1
- ISO 14067
- ISO 20400
- ISO 50001
- PAS 2060

Social

- ISO 22301
- ISO 26000
- ISO 27001
- ISO 45001

Report Quality Management Process

1. Integrate

Information for the report is provided by each unit of the Group, which is responsible for ensuring completeness and correctness of this information before submitting to the Corporate Sustainability Office for overall planning.

2. Compile

The Corporate Sustainability Office is responsible for coordination and compilation of information regarding 2024 sustainability performance and progress toward related goals.

3. Review

- Internal
Verified by the responsible persons and supervisors of each unit and each subsidiary.
- External
 - This report has been verified by BSI Taiwan according to AA1000AS v3 assurance standards and GRI standards. Following verification, this report is compliant with GRI standards Universal Standards 2021 and AA1000 Type II moderate-level assurance.
 - In accordance with R.O.C. Statement of Auditing Standards No. 1, "Assurance Engagements Other than Audits or Reviews of Historical Financial Information", PwC Taiwan has provided limited assurance on certain key performance information.

4. Finalize

Approved by the Board of Directors.

Contact Information

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A Word from the Chairman

Chairman, Yuanta Financial Holdings
Tony Shen



After undergoing a rapid cycle of interest rate hikes, various global economic indicators are further influenced by international political dynamics and the broader economic environment, making the market highly uncertain. Businesses must remain vigilant in managing risks.

Thanks to the joint efforts of all colleagues, our company achieved steady growth in 2024 while maintaining profitability. With a post-tax net profit of NT\$35.83 billion and earnings per share of NT\$2.77, we ranked fourth among the 14 TWSE-listed financial holding companies. Once again, we demonstrated our ability to provide comprehensive, efficient, and value-added financial management services to clients despite market volatility. Guided by our three core principles—"Stable Profitability," "Risk Management," and "Sustainable Development"—we continue to safeguard assets and create wealth for our clients and shareholders.

The World Economic Forum has themed this year's discussions around "Collaboration for the Intelligent Age," exploring how countries worldwide can rebuild trust, revitalize economic growth, develop talent, protect the planet, and foster industrial progress amid rapid AI development. We recognize that the dawn of the intelligent age brings both opportunities and challenges. Our company remains committed to working alongside shareholders, customers, and employees to steadily advance toward two key goals—becoming the best financial services provider in the Asia-Pacific region and an international benchmark enterprise for sustainability—in an ever-changing world.

| Environmentally Friendly, Coexisting with the Future |

Our company continues to advance climate action, earning international recognition for its environmental efforts. We have made the CDP Climate A List for five consecutive years and maintained a Leadership Level ranking for seven consecutive years. Additionally, we were honored as an Asia-Pacific Climate Leader by the Financial Times in 2024. Our efforts in low-carbon operations have been widely recognized.

To enhance financial asset resilience, we have further aligned with international standards by adopting the Taskforce on Nature Related Financial Disclosures (TNFD) framework to assess the impact and dependence of the Group's investments and financing on the natural environment, making us one of the world's first TNFD Early Adopters. Beginning in 2024, the Group officially implemented an internal carbon pricing mechanism at NT\$2,000 per ton, encouraging departments to reduce carbon emissions. This initiative was successfully executed in 2024, resulting in a 5.2% decrease in the Group's Scope 1 and Scope 2 carbon emissions compared to the previous year, saving approximately NT\$1.93 million in carbon costs. Moreover, more than one-third of our branches in Taiwan now operate on green electricity, proving our commitment to climate action and our accomplishments in it.

| The World's Movement Relies on the Momentum of the Financial Industry |

Although the financial sector is not a major carbon emitter, it plays a vital role in capital flow. Our company places great importance on managing carbon emissions within its investment and financing portfolios. We have signed the Partnership for Carbon Accounting Financials, adopted international standards for carbon emissions management in our investment and financing portfolios, and completed carbon footprint verification of our invested and financed assets. Additionally, we have joined the international nature and biodiversity initiative TNFD as one of the world's first TNFD Early Adopters and have become a member of the Partnership for Biodiversity Accounting Financials, advancing alongside global enterprises.

At the end of 2024, Yuanta Financial Holding officially assumed the rotating chairmanship of the Coalition of Movers and Shakers on Sustainable Finance under the Financial Supervisory Commission. In active alignment with the policy: "Taiwan's Pathway to Net-Zero Emissions in 2050," we integrate the concept of net-zero transition into our daily operations and business decision-making in accordance with international sustainability standards and initiatives. Furthermore, we invest heavily in cultivating talent in sustainable finance, assisting the Securities and Futures Institute in promoting Taiwan's first "Sustainable Finance Certification." By being the first to fully subsidize employees' certification fees, the Group aims to set an example and encourage a culture of certification among domestic enterprises. With a total investment of over NT\$15 million, we demonstrate a strong commitment to developing talent in sustainable finance.

Our company is committed to becoming an international benchmark enterprise for sustainability by integrating global sustainability standards into our daily operations. We have been included in the Dow Jones Sustainability World Index and the Dow Jones Sustainability Emerging Markets Index as a constituent stock for six consecutive years and have earned the top ranking in the diversified worldwide three times. In the Financial Supervisory Commission's second Sustainable Finance Evaluation, our subsidiaries—Yuanta Securities, Yuanta Bank, and Yuanta Funds—were recognized among the top 25% of model enterprises, showcasing the Group's efforts and achievements in promoting sustainable finance.

| Inclusive Growth and Shared Prosperity, Becoming a Stabilizing Force in Society |

Sustainability is about building our shared future. Our company upholds the philosophy of creating a public welfare platform, connecting and integrating social service resources. In response to recent concerns concerning child abuse cases, we partnered with the Taiwan Fund for Children and Families (TFCF) as its sole financial industry supporter for the "Child Protection Neighbor" initiative. For 12 years, Yuanta has stood by TFCF's mission to protect children. Upon identifying a child in need of help or suspected of mistreatment, more than 300 of our branch locations across Taiwan transform into reporting stations, providing immediate care for disadvantaged and abused children—turning attention into the best form of assistance.

Additionally, according to the 165 Anti-Fraud Dashboard of the National Police Agency of Taiwan's Ministry of the Interior, 520 fraud cases were reported in 2024, resulting in total financial losses exceeding NT\$360 million. To uphold our commitment to safeguarding customer assets, we launched the first Anti-Fraud Consultation Hotline, providing 24/7 real-time consultation and assistance services. Utilizing AI technology for proactive defense, we detect abnormal financial transactions in advance, reduce the number of flagged accounts, and significantly lower the fraud incidence rate.

An enterprise's influence extends beyond its operational model in driving social progress; it is also rooted in collaboration with stakeholders to jointly achieve sustainable development goals. We aspire to continuously create value for our customers, shareholders, and society in an ever-changing world, fostering inclusivity and shared prosperity while serving as a stabilizing force.

Important Achievements and Sustainable Management Outcomes in 2024



Selected as a constituent stock of the Dow Jones Sustainability (DJSI) Emerging Markets Index and World Index for the 6th consecutive year; ranked 1st in the category of diversified financial services and capital markets globally



S&P Global "The Sustainability Yearbook 2024"



- The 8th Consecutive Year | FTSE4Good Emerging Index constituent stock
- The 7th Consecutive Year | FTSE4Good TIP Taiwan ESG Index constituent stock



Selected as MSCI ESG Ratings AA



Ranked in the top 5% of the Taiwan Stock Exchange's 10th Corporate Governance Evaluation



Taiwan Corporate Governance Association | CG6014 (2023) Corporate Governance System Assessment "Outstanding Certification" (Certificate valid for December 27, 2024 to December 26, 2026)



CDP (formerly Carbon Disclosure Project) | We have been ranked in the Leadership Level A for seven consecutive years.

- Executive Yuan National Council for Sustainable Development's National Sustainable Development Awards (Corporate Category – Non-Manufacturing Group)
- Corporate Governance Asia Magazine
 - Asia's Best CEO (Investor Relations) – CEO Chien Weng
 - Asia's Best CFO (Investor Relations) – CFO Hsu-Shu Mai
 - Best Investor Relations Professional – Executive Vice President Ching-Tang Wu
 - Best Investor Relations Company
 - Asia's Best CSR Award
 - 2024 Asia Sustainability Award
- British Standards Institution (BSI) | 2024 Sustainability Award – Excellence Award
- Taiwan Institute of Directors: Ranked First in the "Taiwan FINI FIG 10 Companies" Awards

- Global Views Monthly | ESG Corporate Sustainability Awards : Financial Insurance Industry Category–Exemplary Award
- CommonWealth Magazine | CommonWealth Sustainable Citizenship Award: Large Enterprises – 5th Place in the Financial Industry
- Wealth Magazine | Taiwan Financial Award: Financial Holdings CSR Premium Award
- Time Magazine: World's Best 500 Companies in Sustainable Growth 2024
- Financial Times: Asia-Pacific Climate Leaders 2024
- Recognized as one of the "Top 100 Carbon Competitive Companies" by Business Weekly
- Ministry of Environment | The 6th National Enterprise Environmental Protection Award Silver Level Award
- Top 10 constituent stocks in the Taiwan Net-Zero Transition ESG 50 Index
- Selected as one of the top 10 constituent stocks in the S&P TIP "Taiwan Net-Zero Transition ESG 50 Index"

- TCSA (Taiwan Corporate Sustainability Awards) | Taiwan Top 100 Sustainable Exemplar Enterprises Award, Corporate Sustainability Report Platinum Award
- Selected as one of the top 10 constituent stocks in the S&P and TIP "Taiwan Net-Zero Transition ESG 50 Index."
- HR Asia | Best Company to Work for in Asia
- Taiwan Blood Services Foundation | Outstanding Blood Donor Group for the 9th consecutive year
- TCSA (Taiwan Corporate Sustainability Awards) | Social Innovation/Inclusion Leadership Award, Growth through Innovation Leadership Award, Talent Development Leadership Award, Climate Leadership Award, and Creative Communication Leadership Award
- TSAA (Taiwan Sustainable Action Awards) | Environmental Sustainability Award, Social Inclusion Award, and Economic Development Award



Milestone

2011

- A dedicated CSR unit was established; voluntarily published the **first CSR Report**.

2015

- Supported Carbon Disclosure Project (CDP) and replied to the Climate Change Questionnaire.

2016

- Start the group sustainable development strategy roadmap.

2019

- Selected as a constituent stock of the Dow Jones Sustainability (DJSI) Emerging Markets Index and World Index.
- Established "Sustainable Finance Guidelines" at the financial holding company level.
- The first diversified financials company in Taiwan to sign the Science-Based Targets Initiative (SBTi).
- Imported Internal Carbon Pricing (ICP)**.

2021

- Approved the renaming of "**Sustainable Development Committee**", "Corporate Sustainability Office" and "Integrity Management Office" at the meeting of the board of directors.
- The first branch in Taiwan's financial industry to use **100% green electricity**.
- Followed the Sustainability Accounting Standards Board (SASB) indicators for investment banks and brokers, disclosed ESG information related to investors, and confirmed through third parties.
- Yuanta Life introduced the principle of perpetual insurance and published the Principles for **Sustainable Insurance (PSI) report**.

2023

- Joined the **Partnership for Carbon Accounting Financials (PCAF)**.
- Yuanta Financial Holdings and Yuanta Futures ranked in the top 5% of the Taiwan Stock Exchange's **8th Corporate Governance Evaluation**.
- Yuanta Bank ranked in the top 20% in the First Sustainable Finance Evaluation.
- The TCFD report received the highest-level certification of "Level 5+: Excellence".
- Completed carbon neutrality verification: Yuanta Bank "Full Series of Credit Cards", Yuanta Securities "Online Investment and Financial Management Services".
- Completed carbon footprint verification: Yuanta Securities "Online Investment and Financial Management Services".

2025

- Serve as the rotating **chair of the Coalition of Movers and Shakers on Sustainable Finance**.
- Completed carbon footprint verification: Yuanta Life "Yuanta Mobile Insurance Application App."

2018

- Establishment of the Sustainability Committee at the level of the board of directors.
- Imported Task Force on Climate-Related Financial Disclosures (TCFD).

2020

- Yuanta Bank became a member bank of the **Equator Principles Association**.
- Initiated the Group-wide carbon emission inventory and disclosure of investment and financing assets in 2020 through scientific methods, following the Partnership for Carbon Accounting Financials (PCAF) methodology.
- Calculated the carbon intensity of the Group's investment and financing positions in accordance with **TCFD's disclosure indicators**.
- The first company in Taiwan's financial industry to sign a renewable energy power purchase **agreement (PPA) to use green energy**.
- Entered the sustainable development strategy roadmap with the "DREAM" sustainable development strategy.

2022

- The first diversified financials company in Taiwan to pass the **SBTi science-based carbon reduction target**.
- Published the first **TCFD report**.
- Yuanta Securities "Mr. Investor" APP and Yuanta Bank "Mobile Banking" APP **passed zero-carbon product verification**.
- Joined the "Coalition of Movers and Shakers on Sustainable Finance."

2024

- Joined the **Task Force on Nature Related Financial Disclosures (TNFD)**, becoming **one of the global Early Adopter companies**.
- Joined the Partnership for **Biodiversity Accounting Financials (PBAF)**.
- Selected for six consecutive years in both the Dow Jones Sustainability (DJSI) Emerging Markets Index and World Index constituent stocks, once again earning **the top global ranking in the category of diversified financial services and capital markets**.
- Made CDP's Climate A List, ranking at the leadership level for seven consecutive years.
- Yuanta Financial Holdings and Yuanta Futures were ranked **in the top 5% in the Corporate Governance Evaluation**.
- Yuanta Securities, Yuanta Bank, and Yuanta Funds were ranked in the top 25% in the Second Sustainable Finance Evaluation.
- Implemented the Task Force on Nature Related Financial Disclosures (TNFD) framework.
- The Board of Directors approved the name of the head of the corporate sustainability office as the **"Chief Sustainability Officer"**.





01

About Yuanta

1.1 YUANTA FINANCIAL HOLDINGS PROFILE

1.2 OPERATING PERFORMANCE

The Company continues to adopt the development strategy of "solidifying the cores and driving growth," emphasizing two key aspects: "focusing on Taiwan's capital market" and "expanding overseas profit engines." Under the balanced consideration of the three core principles of "steady profitability," "risk control," and "sustainable development," we manage growth-driven businesses, markets, and client bases. We aim to leverage the growth benefits of cross-industry and cross-border integration within the Group, effectively stabilizing and enhancing earnings while steadily progressing toward two major goals: becoming the "best financial service provider in the Asia-Pacific region" and an "international benchmark enterprise for sustainability."

In the future, the Group will simultaneously advance in services and products, creating an investment and wealth management ecosystem while leveraging the brand advantage of being a "capital market expert." We strive to become the primary choice for young people entering the investment field. We will continue integrating the Group's resources in distribution channels, products, customers, and marketing, collaboratively promoting customer resource flow and business cooperation among subsidiaries. At the same time, we will effectively utilize the Group's leading position in the securities domain and its influence on the domestic capital market to support the business development of subsidiaries, maximizing the Group's overall benefits.

1.1 Yuanta Financial Holdings Profile

Basic information of Yuanta Financial Holdings

Location of headquarters	No. 157, Sec. 3, Ren'ai Rd., Da'an Dist., Taipei City 106085, Taiwan
Established	February 4, 2002
Chairperson	Mr. Tony Shen
Chief Executive Officer	Mr. Chien, Weng
Capital	NT\$ 129,428,640,000
Total assets	NT\$ 3,715,729,804,000
Number of employees ^{Note}	11,898
Industry type	Finance and Insurance
Stock code	2885

Note:

1. The number of employees includes both domestic full-time staff and contract employees.

Global Locations

As of the end of 2024, we had a total of 316 locations in Taiwan, with operations across entire Taiwan to provide our customers with a full range of financial services. In recent years, Yuanta Financial Holdings has focused on overseas development, and we currently have 104 overseas locations. In the future, we will continue to respond to business development needs by strengthening overall competitiveness through organizational adjustments.

Overseas locations

Company	No. of overseas brick-and-mortar locations	
Yuanta Securities	97	Hong Kong, Korea, Cambodia, Indonesia, Thailand, Vietnam, Shanghai, Beijing, Shenzhen, Singapore ^{Note2}
Yuanta Bank	5	Korea, Hong Kong, Philippines, Myanmar
Yuanta Futures	2	Hong Kong, Singapore ^{Note3}
Total	104	

Taiwan locations

Company	No. of Taiwan locations
Yuanta Financial Holdings	1
Yuanta Securities	148
Yuanta Bank	149
Yuanta Life	8
Yuanta Funds	2
Yuanta Futures	5
Yuanta Venture Capital	1
Yuanta Asset Management	1
Yuanta Securities Investment Consulting	1
Total	316



Note:

2. Yuanta Wealth Management (Singapore) Pte., Ltd. was established as a subsidiary investment of Yuanta Securities Co., Ltd. on April 29, 2022. Its business operations are currently pending approval from Singapore's regulatory authorities.

3. Yuanta Global (Singapore) Pte., Ltd. was established as a subsidiary investment of Yuanta Futures Co., Ltd. on November 23, 2022. On January 23, 2025, it obtained a Capital Markets Services license issued by the Monetary Authority of Singapore and is now applying for membership with the Singapore Exchange.

1.2 Operating Performance

Financial Performance

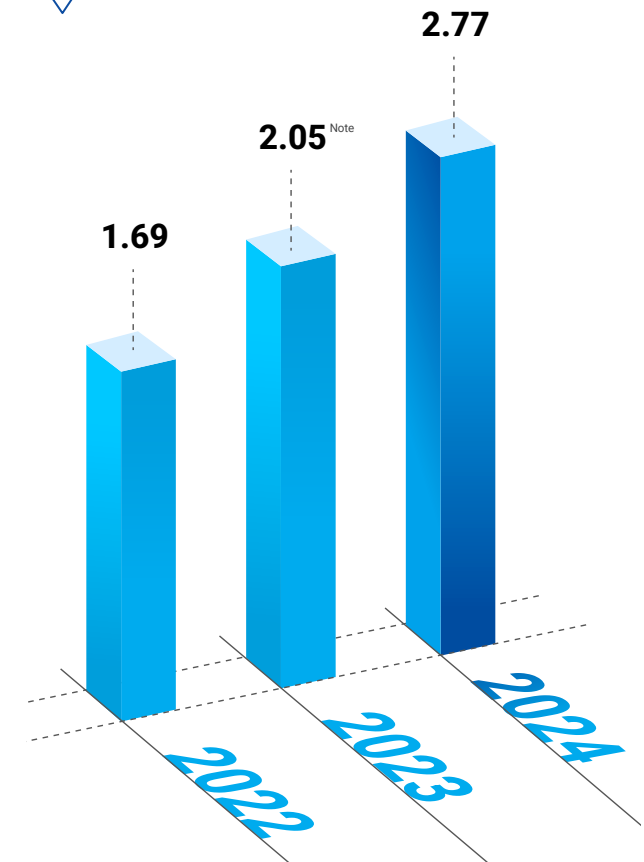
Looking back of the fiscal year 2024, financial markets were shaken by the effects of major central banks in the U.S. and Europe initiating an easing cycle, geopolitical tensions, and a weak manufacturing sector. Our company persisted to adhere to our prudent and sound operating principles, making internal adjustments in response to external changes. In 2024, our company generated after-tax net profits of NT\$35.83 billion with an earnings per share (EPS) of NT\$2.77, and ranked fourth among fourteen listed financial holding companies.

Unit: NT\$ thousand

		2022	2023	2024
Direct Economic Value	Net interest income	30,701,365	30,332,080	33,122,767
	Net non-interest income	60,800,517	67,757,803	87,576,915
	Service fees and commissions	25,120,057	25,769,977	33,826,207
	Insurance business	13,377,691	8,389,197	6,114,618
	Investment income	(1,642,031)	17,740,767	23,243,180
	Foreign exchange profit	19,127,589	2,827,594	10,869,519
	Other income	4,817,211	13,030,268	13,523,391
	Subtotal of direct economic value	91,501,882	98,089,883	120,699,682
Distributed Economic Value	Operating expenses	37,456,374	34,188,226	38,748,365
	Employee salary and benefits	25,428,255	29,759,901	36,124,721
	Donation to governmental agency	33,775	32,343	54,166
	Donation to school fund	4,837	4,977	4,312
	Social welfare	127,953	117,869	8,619
	Political donations	—	—	—
	Pay dividends and interest	18,206,154	10,001,247	13,957,991
	Income tax expenses	9,102,438	2,821,086	7,147,580
	Fines	36,875	916	7,378
	Subtotal of distributed economic value	90,396,661	76,926,565	96,053,132
Retained Economic Value ^{Note}		1,105,221	21,163,318	24,646,550

Note: Retained Economic Value = Direct Economic Value- Distributed Economic Value.

Group EPS (NT\$)



Note: The Group EPS is adjusted retrospectively based on the increased capital stock after the earnings capitalization in 2024.

Operating Performance of Subsidiaries

Unit: NT\$ thousand

Company	Operating Direction of Subsidiaries	Item	2022	2023	2024
Yuanta Securities	Balancing the development of various businesses domestically, and actively promoting the regional layout in Asia overseas	Total assets	430,070,051	498,423,232	692,161,451
		After-tax gains and losses	12,051,504	13,793,474	21,157,892
		EPS (NT\$)	1.83	2.09	3.21
Yuanta Bank	Expanding lending scale and deepening customer base, enhancing customer service through emerging technologies and digital platforms	Total assets	1,712,135,805	1,834,464,451	2,051,940,102
		After-tax gains and losses	7,288,388	8,657,463	10,015,301
		EPS (NT\$)	0.99	1.08 ^{Note}	1.25
Yuanta Life	Focusing on USD traditional insurance and investment-linked products, and steadily expanding protection-type and long-term products	Total assets	415,054,660	433,372,854	456,510,317
		After-tax gains and losses	1,376,517	2,018,960	1,922,588
		EPS (NT\$)	0.58	0.83 ^{Note}	0.77
Yuanta Funds	Focusing on four core developments ①Expanding Taiwan equity fund base ②Actively promoting high dividend quality products ③Promoting global themed products ④Actively developing digital financial transformation	Total assets	7,157,085	7,659,524	10,030,544
		After-tax gains and losses	1,820,634	2,547,106	3,947,571
		EPS (NT\$)	8.02	11.22	17.40
Yuanta Futures	Strengthening the domestic and international brokerage business to maximize the benefits of the business channels and enhance brokerage revenue	Total assets	109,878,680	110,060,069	158,712,471
		After-tax gains and losses	1,145,348	1,852,719	2,166,896
		EPS (NT\$)	3.95	6.39	7.47
Yuanta Venture Capital	Emphasizing on both core and growth businesses, with the industry changes, grasping local business opportunities, supplemented by overseas markets	Total assets	2,913,675	3,281,118	3,651,472
		After-tax gains and losses	(197,272)	361,007	701,067
		EPS (NT\$)	(0.73)	1.33	2.58
Yuanta Asset Management	Deepening the handling of existing assets, implementing the management of non-performing loan (NPL) cases, refining foreclosure real estate appraisal, real estate management and maintenance planning within the Group, appraisal and participation in urban renewal and renewal of old and dangerous buildings	Total assets	4,121,624	4,186,698	4,509,207
		After-tax gains and losses	126,379	147,022	320,682
		EPS (NT\$)	0.38	0.44	0.96
Yuanta Securities Investment Consulting	Continuously providing real-time, professional and abundant investment analysis and research reports to enhance customer service	Total assets	307,872	301,856	372,251
		After-tax gains and losses	10,850	3,981	2,134
		EPS (NT\$)	1.09	0.40	0.21

Note: The Group EPS is adjusted retrospectively based on the increased capital stock after the earnings capitalization in 2024.



Regional Net Income

Unit: NT\$ thousand

Regions	2022	2023	2024
Taiwan	77,385,770	81,435,070	103,124,177
Korea	10,267,024	12,354,420	13,435,234
Others	3,849,088	4,300,393	4,140,271
Total	91,501,882	98,089,883	120,699,682

Regional Net Profit before Tax

Unit: NT\$ thousand

Regions	2022	2023	2024
Taiwan	25,988,433	30,674,154	42,574,645
Korea	1,765,771	2,406,407	2,459,154
Others	659,609	905,090	718,322
Total	28,413,813	33,985,651	45,752,121

Taxation Governance

In response to international trends, the increasingly complex cross-border taxation environment, and to strengthen our implementation of sustainable corporate development, in 2021 the Board of Directors passed the Company's "Tax Governance Policy" to implement the following principles:

- 1. Compliance with laws and regulations:** The Company shall comply with the tax laws and regulations of each country in which it operates and the spirit of its legislation, complete tax returns, and make tax payments in accordance with the law, fulfilling its social responsibility as a tax payer.
- 2. Tax structure:** Tax planning and organizational restructuring is to be conducted legally and not for the primary and sole purpose of tax avoidance.
- 3. Economic substance:**
 - (1) The Company is not to deliberately transfer profits or organizational structure to the Organization for Economic Cooperation and Development (OECD) or the EU List of Non-cooperative Jurisdictions for Tax Purposes, or to countries or regions with low tax burden outside of Taiwan as defined by the Income Tax Act. (e.g., tax havens).
 - (2) Transactions with related parties shall comply with the principles of regular transactions, and the pricing shall reflect the economic substance and comply with the OECD and the laws and regulations of each country in which the Company operates to prepare transfer pricing related documents in order to comply with the transfer pricing regulations.

4. Risk Management:

- (1) Each tax plan must comply with the principles of sustainable development, corporate social responsibility, and risk management to protect shareholders' rights and interests and create shareholder value.
- (2) In order to reduce the Company's and subsidiaries' domestic and overseas tax risks, the Accounting Department is to actively participate in the discussions of important or special tax issues between the Company and its subsidiaries due to differences in tax opinions and planning; if necessary, external professional advisors may be appointed or consulted to effectively control tax risks and evaluate countermeasures.

5. Active communication: Maintain a good, appropriate communicative relationship with the tax authorities and provide our perspective and experience as part of the industry to help improve the tax environment and national taxation system.

6. Information transparency: Comply with International Financial Reporting Standards (IFRS) and other relevant laws and regulations and regularly disclose tax information in public, such as financial statements, to ensure that tax information is open and transparent.

7. Personnel training: Continue to improve and strengthen professional tax-related capabilities through education, training, and participation in various taxation-related seminars.

Group Tax Information

Unit: NT\$ thousand

Items	2023	2024	Average
Net profit before tax (A)	33,985,651	45,752,121	39,868,886
Income tax expenses (B)	5,457,422	7,439,717	6,448,570
Adjustment items (C)	Time differences	331,451	675,364
	Tax-exempt income	1,633,643	2,448,105
Effective tax rate (%) ((B)+(C)) / (A)		21.84	23.09
Income tax cash payment (D)		2,821,086	7,147,580
Cash tax rate (%) (D) / (A)		8.30	15.62

The tax rate of the Group differs from the average effective tax rate and the average cash tax rate in the diversified financials industry provided by the Global Industry Classification Standard (GICS) because:

1. Single jurisdiction tax law

The income tax rate in Taiwan is 20%, while the average effective tax rate for the comprehensive financial industry is 19.32%. This lower rate compared to the statutory national tax rate is due to provisions in Taiwan's tax laws that exempt certain types of income, such as securities trading income, from taxation. The amount of tax-free income affected in 2023 and 2024 were NT\$1,633,643 thousands and NT\$2,448,105 thousands, respectively.

2. Time differences

Mainly due to deferred income tax items not recognized for temporary differences, overestimation of income tax in previous years and unrecognized tax losses in previous years were used in this year. The impacted amounts for 2023 and 2024 were NT\$331,451 thousands and NT\$675,364 thousands respectively.

Tax Deductions Recognized by National Taxation Bureau of Taiwan

Unit: NT\$ thousand

Items		Donation/ Contribution	2022	2023	2024
Unrecognizable Deductions		Donation	—	—	—
Recognizable Deduction without a Limit Amount	Donations to aid in national defense infrastructure, support the military, to government at all levels, to the Small and Medium Enterprise (SME) Development Fund, and otherwise approved by the Ministry of Finance	Donation	38,189	36,661	58,078
Recognizable Deduction with a Limit Amount	Donations to education, culture, philanthropy, charitable groups/institutions, and charitable trusts	Donation	126,489	109,140	5,305
	Election donations that comply with the Political Donations Act	Donation	—	—	—
	Donations to the China region	Donation	—	—	—

Note: The Group mainly gave donations for public welfare and charitable purposes in 2024. Yuanta did not give any improper donations or sponsorships.

The Domestic and Overseas Tax of the Yuanta Group

Unit: NT\$ thousand

Items	2022	2023	2024
Domestic (Taiwan) tax amount	7,927,733	2,311,707	5,353,226
The ratio of domestic (Taiwan) tax amount to the total tax amount (%)	87.09	81.94	74.90
Overseas (Korea) tax amount	887,598	320,729	1,562,770
The ratio of overseas (Korea) tax amount to the total tax amount (%)	9.75	11.37	21.86
Overseas (other countries) tax amount	287,107	188,650	231,584
The ratio of overseas (other countries) tax amount to the total tax amount (%)	3.15	6.69	3.24

Tax Information

Unit: NT\$ thousand

Country/Region	2024				
	Total Employees <small>Note</small>	Operating Income (Net Income)	Net Profit before Tax	Income Tax Expenses	Income Taxes Paid
Taiwan	11,872	103,124,177	42,574,645	6,741,318	5,353,226
Korea	1,815	13,435,234	2,459,154	529,066	1,562,770
Others	1,530	4,140,271	718,322	169,333	231,584

Note: According to International Accounting Standards 19, the term "employees" as referred to in this table includes directors of the board, managers, regular employees, and contract workers, but excludes supervisors, dispatched workers, and those employed through labor or business outsourcing.

Major Positions on Public Associations

Public Association	Position Held
The Bankers Association of Taipei	director
The Bankers Association of the Republic of China	director
Taiwan Securities Association	executive director
R.O.C. Bills Finance Association	member
Trust Association of R.O.C	member
Securities Investment Trust & Consulting Association of the R.O.C. (SITCA)	director general
Chinese National Futures Association	executive director
The Life Insurance Association of the Republic of China	member

The Group actively participates in various public association activities, such as banking associations, securities associations, investment trust and consulting associations, life insurance associations, trust associations, and Chinese National Association of Industry and Commerce, Taiwan. The purpose of some public associations is to assist the government in the implementation of financial policies. Expenses related to implementation of financial industry policy research and promotion incurred by these types of public associations was NT\$66,502 thousands in 2024.

In practicing sustainable finance, Chairman Tony Shen of Yuanta Financial Holdings joined the Financial Supervisory Commission's (FSC) Coalition of Movers and Shakers on Sustainable Finance on behalf of the Company in 2022. Through taking more proactive and practical actions in the five areas of "green procurement", "funding and engagement", "information disclosure", "assistance and promotion", and "international outreach", we lead the financial industry in addressing climate change issues, gathering and leveraging influence, and promoting sustainable development.

In the area of promoting ESG financial products, Chairman Tsung Sheng Liu of Yuanta Securities Investment Trust Co., Ltd. (Yuanta Funds), also serving as the Chairman of Securities Investment Trust & Consulting Association of the ROC, actively promoted the sustainable transformation of the securities investment trust and consulting industry in 2024. In response to the new regulatory requirements for funds and other financial products, he collaborated with competent authorities to establish ESG financial product regulations, investments, risk management, ecological systems, and infrastructure. This will enable the securities investment trust and consulting industry to launch more ESG financial products, while assisting businesses and society in practicing sustainability.

In promoting TCFD disclosure in the banking industry, Chairman Tony Shen of Yuanta Financial Holdings served as a director of the Bankers Association of Taipei. In 2024, he actively promoted TCFD-related research in climate change risk and opportunity. The competent authorities will require all banking industry participants to disclose climate-related financial information based on the research findings of the bankers associations, assisting banks in quantifying the potential financial impact of climate change risks and strengthening risk management.

Financial Industry Policy Research and Promotion Related Expenditure Statistics Table

Unit: NT\$ thousand

Unit	2021	2022	2023	2024
Chinese National Futures Association	31,693	30,475	28,788	29,447
Taiwan Securities Association	14,535	21,691	23,379	25,858
The Bankers Association of the Republic of China	2,602	5,081	5,071	4,762
Securities Investment Trust & Consulting Association of the R.O.C.	3,566	3,629	3,608	3,436
Others	4,224	6,529	4,975	3,000
Total Expenditures	56,620	67,405	65,820	66,502
Data Coverage (%)	100	100	100	100

Note: Expenses related to the research and promotion of financial industry policy in 2024 were mainly aimed at promoting the development of Taiwan's financial industry. The Group actively participates in various public association activities, such as those organized by securities associations, futures associations, banking associations, and funds associations, and our directors of the board or senior executives hold important positions in the associations, providing practical experience and helping promote the development of fintech and innovative digital technology to build a smart finance environment. We support the development of green finance and financial inclusion to build a sustainable financial society. In addition, the Group has made no contributions to political groups, lobbying activities, and other tax-exempt groups and related expenses.



Governance Mechanisms for Public Policy Engagement – Climate Consistency

Climate policy statement

Released the "Yuanta Financial Holding Company Net-Zero Declaration", with net-zero emissions in 2050 as the development direction, and formulated the "Sustainable Finance Guidelines", "Climate Finance Operations Guidelines", "Environment and Energy and Climate Change Management Policy", and "Supplier Sustainable Procurement Guidance" as the core, it is committed to building a sustainable financial ecosystem, responding to national policies and participating in the global low-carbon transformation process, and is consistent with the Paris Agreement.

Lobbying activities and management mechanisms of industry associations

Governance structure and management responsibilities

- Lobbying activities: According to the nature of the lobbying topic, an internal task force is established to divide the powers and responsibilities of each relevant unit to more efficiently integrate internal opinions. For example, the internal task force of the Coalition of Movers and Shakers on Sustainable Finance was established, with the chief executive officer as the convener, and divided into five groups according to sustainable issues, responsible for advocating sustainable financial policies and practical development.
- Industry associations: The corporate planning department implements the participation process of industry associations, reports to the chairperson of the board according to the public policy issues promoted by industry associations, and assigns corresponding internal units to participate in order to assist industry associations to promote public policy development smoothly.

Review, monitoring, and management procedures

- When participating in lobbying activities and industry associations, for different lobbying or discussion issues, the relevant responsible units will give feedback and form consensus according to practical feasibility to examine whether there is any violation of the Paris Agreement through meeting discussion or written reply, etc., and report to senior management and governance unit for review according to the content of the resolution. In addition, since the participation of industry associations is mandatory by law in Taiwan, the pre-participation review procedures cannot be implemented. However, the Company will review whether the public policy positions of industry associations are consistent with the Company every year, and take corresponding management actions.
- Review and monitor lobbying activities and industry associations related to climate issues, and examine whether there is any violation of the Paris Agreement, actively manage the risks and impacts of climate change, join hands with all stakeholders to cooperate with the spirit of the "Yuanta Financial Holding Company Net-Zero Declaration", and lead the industry and value chain in net-zero transformation.
- When participating industry associations have inconsistent policy positions on climate change with the Company, we will follow the Company's internal management mechanism to communicate with participating industry associations in real time, and consider withdrawing financial support or terminating membership.

Scope of application: The scope of climate-related lobbying and industry association management mechanisms covers operating bases in all regions.

Results of climate-related lobbying and industry association participation

- The Company was invited by FSC to jointly organize the "Coalition of Movers and Shakers on Sustainable Finance" together with the leaders in Taiwan's financial industry, and went hand in hand with the competent authorities to lead Taiwan's financial industry to face up to the issue of climate change, gather and exert influence, and together promote sustainable development.
- The securities, futures, banking, life insurance, and investment trust/funds industry associations that the Group participates in actively promoted the progress of climate change issues, including financial disclosure of climate change risks and opportunities (TCFD), and greenhouse gas emission inventory (scopes 1, 2 and 3).




02



Sustainability Strategies and Commitments

- 2.1** SUSTAINABLE COMMITMENT
- 2.2** SUSTAINABLE GOVERNANCE
- 2.3** STAKEHOLDER ENGAGEMENT
- 2.4** SUSTAINABILITY STRATEGIES AND GOALS

2.1 Sustainable Commitment

Actively responding to the policy on "Taiwan's Pathway to Net-Zero Emissions in 2050," the Company adheres to international sustainability standards and initiatives. We are progressively refining mechanisms for carbon inventory of our operations and investment portfolios, as well as for managing climate risks and opportunities. By implementing an internal carbon pricing mechanism, we further embed climate risk management into our strategic thinking. At the same time, we prudently address the physical and transition risks posed by climate change. Through sustainable financial products, responsible investments, low-carbon operations, and sustainable supply chain practices, we support the nation's four major transformation strategies: "Energy Transition," "Industrial Transition," "Lifestyle Transition," and "Social Transition." We incorporate the principles of net-zero transition into our daily operations and business decision-making.

Commitments	Projects	2024 Implementation
<div><div>Sustainable Finance</div></div> <p>Green finance has become a trend in the international financial industry, incorporating environmental and social risk considerations in the evaluation of financial instruments and projects. Contributes to a virtuous cycle of investment and industry pursuit of sustainable development.</p>	Responsible Investment Engagement	<ul style="list-style-type: none">• The Group voluntarily adheres to the "United Nations Principles for Responsible Investment (PRI)" to strengthen sustainable financial services. Detailed actions are outlined in Appendix IV on Compliance with the PRI and Principles for Responsible Banking (PRB).• Yuanta Securities, Yuanta Bank, Yuanta Life, and Yuanta Funds actively engage with investee companies, assisting them in formulating response strategies, improvement plans, and future goals on major sustainability issues. Examples of engagement include:<ul style="list-style-type: none">◦ Biodiversity and Energy Transition Engagement: Through Group-level initiatives, investee companies are encouraged to actively respond to international nature advocacy organizations and establish biodiversity conservation guidelines. By understanding energy transition policies and corresponding measures, the Group supports investee companies in piloting IFRS Sustainability Disclosure Standards S1 ("General Requirements for Disclosure of Sustainability-related Financial Information") and S2 ("Climate-related Disclosures"), aligning with international sustainability trends and enhancing their commitment to sustainability and climate-related disclosures.◦ Supply Chain Engagement: Continuous dialogue with investee companies to ensure that their operations comply with ESG standards. To implement supply chain management, investee companies are prohibited from using conflict minerals that may lead to severe human rights issues during metal extraction, incorporating this into procurement requirements to guarantee human rights protection at raw material extraction sites.◦ Cybersecurity, Pollution, Waste, and Other Social Responsibility Engagement: Enhancing management and monitoring of chemical usage and information security among overseas investee companies. Companies are committed to meeting regulatory requirements through testing, audits, and strengthened employee training, minimizing negative environmental and social impacts of their production processes. Additionally, third-party cybersecurity agencies are engaged to certify and ensure information security, fulfilling both product and social responsibility.
	Responsible Lending	<ul style="list-style-type: none">• The "Industry-Specific Environmental and Social Risk Management Rules" were established to strengthen the risk control of high-carbon emission industry.• Yuanta Bank referred to the Guidelines for Sustainable Economic Activities Recognition and expanded the scope of projects. This includes enhancing incentive programs related to green buildings to promote industry efforts in reducing building energy consumption and greenhouse gas emissions.• Yuanta Bank actively promotes sustainability-linked loans to encourage companies to implement sustainable practices. It has approved a total of 73 cases, with a loan balance of NT\$47.7 billion.• Yuanta Bank voluntarily adheres to the "United Nations Principles for Responsible Banking" to support projects and enterprises with positive impacts on ESG issues, ensuring that financing activities or investment portfolios create meaningful positive influence. For details of relevant actions, please refer to Appendix IV PRI and PRB Compliance.

Commitments		Projects	2024 Implementation
 Net-Zero Carbon Emissions	<ul style="list-style-type: none"> Yuanta Financial Holdings supports the Paris Climate Agreement's "50% global carbon reduction by 2030 and net-zero carbon emissions by 2050" target Group-wide carbon governance and carbon reduction target setting with reference to the Science-Based Targets (SBT) and the Partnership for Carbon Accounting Financials (PCAF). 	Green Energy Procurement and Utilization	<ul style="list-style-type: none"> The entire Group utilizes green energy, encompassing nine subsidiaries: Yuanta Financial Holdings, Yuanta Securities, Yuanta Bank, Yuanta Life, Yuanta Funds, Yuanta Futures, Yuanta Venture Capital, Yuanta Asset Management, and Yuanta Securities Investment Consulting. Additionally, 30% of branch locations are already using green energy. Green energy supplied: 5.28 million kWh; overall green energy usage by the entire group in 2024: 13.64%.
		Carbon Governance	<ul style="list-style-type: none"> For the first time, overseas locations have conducted greenhouse gas inventory, with plans to continuously expand the scope of inventory in the future. Internal carbon pricing has been officially implemented, with an established management mechanism. A "Internal Carbon Pricing Task Force" has been formed, and regular "Internal Carbon Pricing Review Meetings" are held to monitor relevant issues and progress toward targets. The carbon reduction goals are linked to management performance evaluations, demonstrating a strong commitment to reducing emissions. This year, carbon emissions decreased by 968.31 metric tons compared to the previous year, representing a reduction rate of 5.2%, equivalent to an approximate carbon pricing value of NT\$1.93 million.
 Talent Cultivation	Yuanta is committed to the transmission of financial knowledge. In addition to using its financial expertise to train its employees to perform multiple functions internally, Yuanta also conveys financial knowledge to students, the general public, and the senior community, so that the Company, the public, and its customers can grow together and grasp the trends of financial management.	Sustainable Financial Talent Development Program	<ul style="list-style-type: none"> Actively encouraging all Group employees to obtain sustainable finance certifications by revising the training system and providing examination subsidies. These efforts aim to enhance employees' sustainability competencies and strengthen competitiveness and influence in the sustainable finance field. This year, a total of 372 employees obtained the "Sustainability Competency" certification, with subsidies amounting to NT\$483,600. Establishing the "Sustainability Academy," which offers courses in areas such as sustainable finance and investments, sustainable development strategies and trends, sustainability disclosure standards, energy transition and management, and sustainable procurement, to comprehensively enhance employees' professional knowledge in sustainable finance.
		New Generation Financial Literacy	<ul style="list-style-type: none"> Yuanta Bank has been implementing the "Yuanta Campus Diamond-Gold Ambassador" program for three consecutive years, deeply engaging with the younger generation. Through an entertaining and educational approach, the program promotes knowledge on digital finance, transaction security, financial management, fraud prevention, and ESG. This not only expands the digital financial ecosystem but also nurtures correct financial concepts among young people. To cultivate students' ability to apply theoretical knowledge learned in the classroom to actual investment trading, a leveraged margin simulation trading competition was held to help students from colleges and universities across the nation experience the rapid changes in the financial market, while learning investment concepts and developing risk awareness.

Yuanta Financial Holdings Takes Over as the Rotating Chair of the Coalition of Movers and Shakers on Sustainable Finance, Collaborating with Industry Peers to Drive the Net-Zero Transition

The Financial Supervisory Commission (FSC) established the Coalition of Movers and Shakers on Sustainable Finance in 2022, bringing together six financial holding companies in Taiwan to drive net-zero emission policies. Over the past two years, the coalition has made significant contributions. Our company has now assumed the third rotating chairmanship of the coalition. At the third-term kickoff press conference, FSC Chairman Peng Jin-Lung emphasized the government's strong commitment to achieving net-zero carbon emissions by 2050. He also expressed gratitude to coalition members for leveraging their influence to inspire various sectors to participate in net-zero initiatives, fostering the integration of sustainable finance concepts within Taiwan. Each working group has further introduced new opportunities for innovation in Taiwan's financial market, making significant contributions to the future of sustainable development.

The six coalition members—Yuanta Financial Holdings, CTBC Holding, E.SUN FHC, First Financial Holding, Cathay Financial Holdings, and Mega Holdings—have collectively pledged to intensify efforts in five key areas: green procurement, information disclosure, international alignment, support and promotion, and investment and financing engagement. Additionally, the coalition has jointly established six working groups within the Net-Zero Action Platform, aligning with regulatory policies and focusing on enhancing policy integration with global standards, optimizing the carbon emission information reporting process, developing an industry-wide average carbon emissions database, establishing mechanisms for sustainable talent cultivation, and promoting international exchanges. Each working group will collaborate with financial associations and other relevant entities to advance the development of sustainable finance in Taiwan.

The Coalition of Movers and Shakers on Sustainable Finance has entered its third term, with six financial holding company members continuously advancing ESG strategic initiatives. Their outstanding achievements have been widely recognized by both industry and international communities. Meanwhile, they have fostered strong mutual understanding and collaboration, working steadily together to drive various industries toward deeper sustainable development and progress toward the goal of net-zero emissions by 2050.



The launch press conference for the third term of the Coalition of Movers and Shakers on Sustainable Finance was held on February 21, 2025, with Yuanta Financial Holdings taking over as the rotating chair for 2025.

2.2 Sustainable Governance



Sustainable Governance

In an effort to uphold the concept of sustainable development and to implement corporate governance, under the Board of Directors, there is a "Sustainable Development Committee" consisting of the Chairman and four independent directors, with the Chairman serving as the convener. The proportion of independent directors being as high as 80%. In 2024, a total of five meetings were held, with a 100% attendance rate by the committee members. In response to the "Sustainable Development Action Plans for TWSE- and TPEX-Listed Companies," the 34th meeting of the ninth Board of Directors on December 25, 2024 approved naming the head of the Corporate Sustainability Office as the "Chief Sustainability Officer." It is expected that the Chief Sustainability Officer will lead the Corporate Sustainability Office in continuously coordinating the promotion of sustainability strategies, facilitating cross-departmental collaboration, and overseeing the effectiveness of sustainability project implementation.

The Sustainable Development Committee is responsible for the following:

- 1. Assisting in integrating the values of integrity management and sustainable development into the Company's business strategies.
- 2. Compliance with laws and regulations to establish measures to ensure integrity management and fulfill corporate sustainable development.
- 3. Supervising and implementing company policies regarding integrity management and sustainable development, as well as evaluating their effectiveness.
- 4. Any other matters pertaining to the establishment, supervision, and implementation of policies on integrity management and sustainable development.

Important Motions of the Sustainable Development Committee

Name of Meetings	Number of Meetings	Attendance Rate	Important motions
Sustainable Development Committee	5	100%	<ul style="list-style-type: none">Implementation plan and status of the IFRS Sustainability Disclosure StandardsThe Group's greenhouse gas inventory and verification statusPublishing the 2023 Sustainability (ESG) Report of Yuanta Financial HoldingsCommunication status and materiality assessment process regarding stakeholder concernsThe name of the head of the Corporate Sustainability Office has been designated as Chief Sustainability OfficerIntegrity Management Office's "2025 Annual Work Plan"Corporate Sustainability Office's "2025 Annual Work Plan"Implementation status of the whistleblowing system

Sustainable Governance Operating Model

In order to implement the sustainable development policy, the Sustainable Development Committee has established the "Corporate Sustainability Office" and the "Integrity Management Office", which are responsible for the promotion and coordination of daily related affairs, and regularly report the work plan and implementation results to the Sustainable Development Committee.

The Corporate Sustainability Office is the core unit of the Company to promote corporate sustainability. Six functional groups are set up under the office, with members being senior executives of the Company and each subsidiary. The office holds quarterly meetings and reports regularly to the Board of Directors through the Sustainable Development Committee on important issues and implementation of resolutions.

IFRS Sustainability Disclosure Standards Project Promotion Task Force

The Company established the "IFRS Sustainability Disclosure Standards Project Promotion Task Force" in 2024, with the Chief Executive Officer serving as the leader. The Chief Accounting Officer and Chief Sustainability Officer act as deputy leaders, collaborating with relevant departments to ensure smooth alignment with the IFRS Sustainability Disclosure Standards. Regular reports on the project's implementation progress and results are submitted to the Board of Directors.

2.3 Stakeholder Engagement

Stakeholder Communication

Yuanta Financial Holdings takes into account domestic and international trends in sustainability, and through cross-departmental and cross-subsidiary discussions among members of the Corporate Sustainability Office, in accordance with AA 1000 SES (AA 1000 Stakeholder Engagement Standard), eight categories of stakeholders, including shareholders and investors/creditors, government agencies, current employees, potential employees, customers/debtors, media, community, and suppliers, were selected as the main targets for communication.

In the process of promoting corporate sustainability, the Company attaches great importance to the expectations and needs of its internal and external stakeholders, and regularly discloses its operational performance and ESG-related information through the publication of annual reports, sustainability reports, and press releases. We have also set up a stakeholder area on our website and a communication line to understand the needs of stakeholders and their expectations of the Company.

Stakeholder Communication Topics of Interest

Stakeholder	Topic	Communication channels, feedback methods	Communication frequency	2024 Key communication achievements
Shareholders and Investors /Creditors	Corporate governance	Announcement of operation profile on Market Observation Post System and company website	Monthly	<ul style="list-style-type: none"> 1 shareholders meeting. The Company has been selected for multiple international ESG assessments, including being listed for 6 consecutive years in the Dow Jones Sustainability World Index and Dow Jones Sustainability Emerging Markets Index; S&P Global Sustainability Yearbook Gold Class; CDP Climate A List; MSCI ESG Ratings AA ; FTSE4Good Emerging Index; and FTSE4Good TIP Taiwan ESG Index. The Company, along with Yuanta Securities and Yuanta Bank, has been certified for outstanding corporate governance systems by the Taiwan Corporate Governance Association through the CG6014 (2023) corporate governance assessment. (Certificate valid from December 27, 2024 to December 26, 2026). The 2023 Yuanta Financial Holdings Sustainability Report has been released in both Chinese and English versions and will be regularly updated on the Company's official website. We received invitations to participate in 8 investor conferences and conduct more than 90 meetings (including video and phone conferences) with analysts and institutional investors. As part of our ongoing efforts, we frequently gather investor feedback and analyze areas of concern, such as net-zero transition, risk management, and market trends, among others, which are in turn reported to senior management on a regular basis. Following the SASB's sustainability accounting standards for "Investment Banks and Brokerage Firms" and "Commercial Banks"; transparent disclosure of TCFD climate risk and opportunity management earned BSI's highest level of certification, "Level 5+: Excellence." A third-party institution has been contracted to oversee and audit compliance with corporate debt obligations on behalf of the debt holders.
		Announcement of financial reports and investor presentations on the Company's website	Quarterly	
		Shareholders meeting	Annual	
		International ESG ratings	Annual	
	Integrity management	Participating in credit rating	Annual	
	Legal compliance	Issuance of Annual Report and Sustainability Report in English and Chinese	Annual	
	Risk management	Setting up Chinese and English websites and stakeholder contact area	On a regular basis	
	Sustainable finance	Domestic and international investor presentations	Nonscheduled basis	
	Financial inclusion	Disclosing the latest information on corporate governance and sustainable development	Nonscheduled basis	
	Information and transaction security	Communication with investors through bond underwriters, preparation of public prospectuses	Nonscheduled basis	
	Climate action	Providing the Company's credit rating report and disclosing the latest financial and operational information for reference in credit evaluation	Nonscheduled basis	

Stakeholder	Topic	Communication channels, feedback methods	Communication frequency	2024 Key communication achievements
Government Agencies	Legal compliance	Routine Meeting of the Coalition of Movers and Shakers on Sustainable Finance	Quarterly	<ul style="list-style-type: none"> Under the leadership of the FSC, we have organized the "Coalition of Movers and Shakers on Sustainable Finance" with our financial industry peers and jointly promoted the "Financial Industry Net-Zero Promotion Working Platform" with financial related associations. On a monthly/quarterly basis, operational status reports and declarations have been submitted to the competent authorities, enabling them to grasp the overall financial landscape. The Company has not violated any regulations regarding information disclosure, material news, and press conference reporting requirements set forth by the Taiwan Stock Exchange.
		Reporting operations overview	Quarterly	
	Customer rights Friendly and excellent working environment	Responding to inquiries from the competent authorities through official documents, meetings, phone calls, emails and public information	Nonscheduled basis	
		Announcement of material information	Nonscheduled basis	
		Reporting the results to the Market Observation Post System within 2 days of receiving the credit rating	Nonscheduled basis	
Current Employees	Corporate governance Integrity management Talent cultivation and development Friendly and excellent working environment	Club activities	Quarterly/ Monthly	<ul style="list-style-type: none"> Supervisors at all levels incorporated sustainable development objectives and ESG business into their annual work objectives and linked them to the reward system to implement sustainable business development. To develop and implement occupational health and safety prevention programs such as maternal health protection plans, prevention for diseases induced by abnormal workloads, ergonomic hazard initiatives, and other measures for infringements of job duties, to proactively take care of employees. The average training hours per employee were 58.8 hours, with an average training cost of NT\$6,213 per person. In response to the trend of diversified talent development, the Group's subsidiaries actively promote personnel transformation and multi-functional skills. The total training hours increased by 10% compared to the previous year, and the total training expenses rose by 16.9%.
		Convening labor-management meetings and occupational safety and health committees	Quarterly	
		Performance evaluation and feedback	Half year	
		Employee engagement survey	Every two years	
		Occupational safety and health training	On a regular basis	
		Organized Summit Forum / "Yuanta e-Learning" online courses	On a regular basis	
		Employee complaint mailbox, internal communication channel, e-newsletter	On a regular basis	
		Employee Benefit Committee, Employee Stock Ownership Committee, and Labor Retirement Reserve Committee	Nonscheduled basis	
Potential Employees	Talent cultivation and development	Lectures, industry-academia cooperation	On a regular basis	<ul style="list-style-type: none"> The Group actively nurtures young financial professionals through continuous collaboration with major universities and colleges. This collaboration involves classroom lectures, plenary speeches, corporate visits, internships, and campus competitions. Through these activities, we aim to nurture young individuals in building financial knowledge and gaining practical experience. They explore career opportunities in the financial industry, enhancing their competitiveness and financial literacy. In the current year, a total of 14,570 new-generation talented individuals were nurtured through academia-industry collaboration. We operate a Facebook fan page and an official internship opportunity website to assist students in understanding Yuanta and its various internship and employment opportunities.
		Recruitment website, company website, company Facebook	On a regular basis	
		Industry-academic cooperation internship	Annual/Half year	
		Course cooperation, career counseling	Nonscheduled basis	

Stakeholder	Topic	Communication channels, feedback methods	Communication frequency	2024 Key communication achievements
Clients / Debtors	Customer rights Financial product innovation and services Information and transaction security Financial inclusion Sustainable finance	E-News and various investment research reports	Daily/ Monthly	<ul style="list-style-type: none"> The weighted average of customer satisfaction for the five major subsidiaries is 98.96%. Yuanta Securities' "Mr. Investor" and Yuanta Bank's "Yuanta Mobile Banking APP" are the first zero-carbon apps in their respective industries to pass both ISO 14067 and PAS 2060 international certifications ; Yuanta Securities' "Online Investment and Financial Management Services," Yuanta Bank's "Mobile Scan Payment," and Yuanta Funds' "Online Service Application and Transaction Inquiry" have all passed ISO 14067 verification and obtained carbon labels. Yuanta Bank has approved 73 sustainability-linked loans with a total outstanding balance of NT\$47.7 billion. Yuanta Life has undertaken micro-injury insurance policies with a total coverage amount of NT\$1.73 million. Yuanta Funds issued Taiwan's first ETF implementing ESG investment strategies, the "Yuanta Taiwan ESG Sustainability ETF-Linked Fund" (the source of the fund's dividends may include an income equalization reserve), with a scale of approximately NT\$19.905 billion and 92,000 beneficiaries. Yuanta Securities, Yuanta Bank, Yuanta Life, and Yuanta Futures were recognized by the Financial Supervisory Commission as top 25% outstanding performers in the "Assessment Based on Principles for Financial Service Industries to Treat Clients Fairly." Yuanta Securities, Yuanta Bank, and Yuanta Funds were recognized by the Financial Supervisory Commission as top 25% outstanding performers in the "Sustainable Finance Evaluation." Yuanta Securities Investment Consulting has established the "Financial Management Frontline" YouTube channel, producing and broadcasting 1,110 videos, accumulating nearly 5.72 million views. A comprehensive grievance channel with dedicated units for dispute and complaint resolution. www.yuanta.com/EN/ESG/Stakeholder-Engagement/Contacts
		Payment discount program notification letter	Daily/ Monthly	
		Repayment negotiation	On a regular basis	
		Customer service center, customer service and complaint hotline	On a regular basis	
		Web services and mobile services app	On a regular basis	
		Investment and financial management seminars, talks and forums	Nonscheduled basis	
		Customer satisfaction survey	Nonscheduled basis	
		Debenture replacement	Every 5 years	
Media	Corporate governance Integrity management Legal compliance Financial product innovation and services	Providing the latest market overview and financial commodity information	Regular	<ul style="list-style-type: none"> Issued 217 press releases this year. Specialized staff is responsible for media communication between the Company and its subsidiaries, and respond to media questions immediately. Issued press releases or statements on major issues. Provided the latest market overview and financial products information to help the public keep abreast of market trends. From time to time, the Company and its subsidiaries hold press conferences and events.
		Media, press conferences, and advertising	Nonscheduled basis	
		Explanation of unexpected events	Nonscheduled basis	

Stakeholder	Topic	Communication channels, feedback methods	Communication frequency	2024 Key communication achievements
Community	Social welfare	Yuanta Blood Donation Campaign	Annual	<ul style="list-style-type: none"> The Group invested 17,557 volunteers, logged 35,993 volunteer hours, and benefited 750 thousand people from its annual public welfare activities. For eight consecutive years, we have organized the "Dream Big Project" and provided human and material resources to assist 45 small social welfare organizations in need, benefiting 200 thousand people in total. For the past 14 consecutive years, we have been promoting the Yuanta-FJCU Dreams Take Flight Project and have provided 2,315 Yuanta scholarships, including 148 undergraduates and 7 graduate students, as well as academic tutoring for more than 397 primary and secondary school children in rural areas. Disclosure of the status of public donations on our website www.yuanta.com/EN/ESG/Social-Engagement
		Dream Big Project /Yuanta-FJCU Dreams Take Flight Project	Annual	
		Social welfare, academic education, and environmental protection activities	On a regular basis	
		Community care and neighborhood visits	Nonscheduled basis	
		Collaboration with NPO/NGO groups	Nonscheduled basis	
Suppliers	Supplier management Information and transaction security Social welfare	Supplier reviews	Annual	<ul style="list-style-type: none"> Annual evaluation of 172 major suppliers, classified into 3 grades of ABC according to the evaluation results, including 52 grade A (excellent), 116 grade B (qualified), and 4 grade C (engaging and coaching). Following the "Yuanta Financial Holding Co., Ltd. and Subsidiaries Guidelines of Supplier Management" and evaluating both new and existing suppliers based on 3 ESG dimensions. Organized 3 supplier conferences to communicate and provide training on sustainability-related issues such as net-zero emissions and information security. The entire Group has obtained ISO 20400 Sustainable procurement certification, incorporating ESG terms and conditions into supplier contracts, including the Supplier Sustainable Procurement Guidance, Supplier's Terms and Conditions for Sustainable Procurement, and Integrity Management Guidelines.
		Supplier self-assessment	Annual	
		Supplier conference	Annual	
		Signing of Supplier's Terms and Conditions for Sustainable Procurement	Regular	

Materiality Assessment Procedures

Our Company values the views of our stakeholders. Our stakeholders include shareholders and investors/creditors, government agencies, customers/debtors, current employees, potential employees, media, communities, and suppliers. We employed various channels and stakeholder communication to understand and identify their concerns. The Company conducts material topic assessments and reviews every year, of which the results are presented, along with the potential internal/external risks of financial-related business, and presented reports to the Board of Directors to implement Enterprise Risk Management (ERM). The material topics of 2024 were evaluated and adjusted in accordance with the GRI Sustainability Reporting Standards: Universal Standards and the practical situations reflected within and outside the Company, through discussions and joint decisions made by the head of the Corporate Sustainability Office and the group leaders. In response to these material topics, corresponding management policies and concrete actions are disclosed, and the assessment process and identified material topics are as follows:

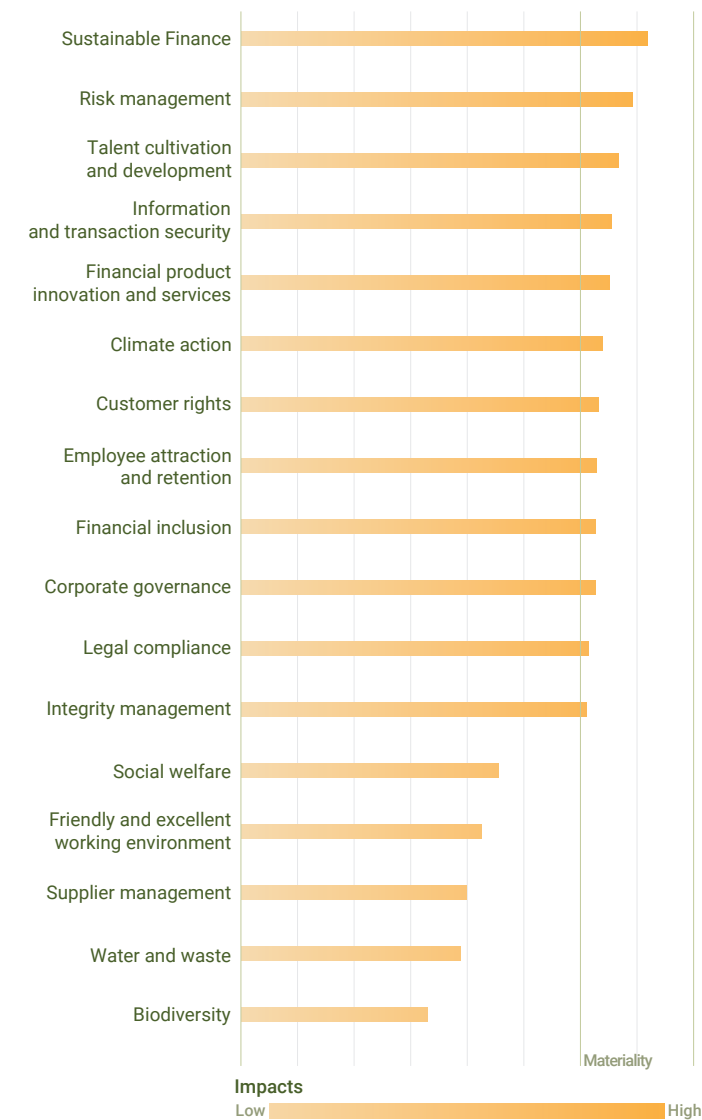
Procedures for identifying material topics

- 1 Identify** Based on the GRI standards and upholding the dual importance principle, the Company selected 17 key sustainability issues by taking into account factors such as international standards (SASB, DJSI, and TCFD), international trends, peer development in the industry, industry characteristics, and the concerns raised by stakeholders through communication channels.
- 2 Evaluate** Based on the expertise of each sustainability group, the Company assesses the degree of internal and external impacts of each sustainability issue in the following manner:
 - External Sustainability Impact Assessment: To evaluate the probability and magnitude of positive and negative impacts on the external economy, environment, and people, including impacts on their human rights (ESG) in each sustainability issue.^{Note1}
 - Internal Sustainability Impact Assessment: To evaluate the potential financial impacts and likelihood of occurrence of various sustainability issues within the Company.^{Note2}
- 3 Prioritization**
 - External Sustainability Impact Assessment: To calculate the impact level of each sustainability issue based on the probability and magnitude of positive and negative impacts and rank the impact levels accordingly. Sustainability issues with impact levels reaching 60% or above are considered material. Internal Sustainability Impact Assessment: Potentially material financial impacts are also recognized as material topics when assessed for financial impact and likelihood of occurrence.
 - In 2024, 12 material topics were identified and confirmed by the head of the Corporate Sustainability Office and the leaders of each sustainability group to ensure that important ESG information has been fully disclosed in the report.
- 4 Review** After the completion of the report, the Corporate Sustainability Office's groups conduct a final review and report to the Sustainable Development Committee and the Board of Directors to determine whether there are any ESG information and performance improperly or unfaithfully expressed. The results of the identification of material topics and feedback from stakeholders are also used as an important reference for the next annual report.

Note:

- 1 The positive impact assessment focuses on the probability of occurrence, as well as the size and scope of the impact. The negative impact assessment focuses on the probability of occurrence and the severity of the impact.
- 2 Evaluate the financial impacts for the current year, potential future financial impacts, and the likelihood of future risks and opportunities.

Ranking of Material Topics for Dual Materiality Identification



Material Topics and Their Impact Boundaries

In 2024, 12 material topics were identified, and remained the same ones as those identified in 2023. The results of the analysis differed only in the impact level order. The following is an analysis of the involvement levels of these material topics in terms of the "Value Chain Impacts", "Impact Dimensions", and "Impact Categories".

Degree of impact involvement: ■ Direct shock, * Indirect shock, ◆ Shock caused by business relationship

Material Topics	Corresponding sections	Impacted Parties-Value Chain								Impact Dimensions			Impact Categories		
		Yuanta Financial Holdings	Shareholders and investors / creditors	Government agencies	Potential employees	Customers/debtors	Media	Community	Suppliers	Environment	Social	Governance	Business conduct	Product/Service	Supply chain
Sustainable finance	3.1 Sustainable finance	■	■			■◆				■	■			■	
Financial inclusion	3.2 Financial product innovation and services	■				■				■	■			■	
Climate action	4.1 Climate action	■						*		■			■	■	
Customer rights	3.3 Customer rights	■				■		■◆			■			■	
Financial product innovation and services	3.2 Financial product innovation and services									■	■			■	
Employee attraction and retention	6.1 Employee attraction and retention	■									■		■		
Talent cultivation and development	6.2 Talent cultivation and development	■	■	■	*						■		■		■
Corporate governance	5.1 Corporate governance	■	■	■							■	■	■		■
Integrity management	5.2 Integrity management	■	■	■		■		■	■◆		■	■	■		■
Legal compliance	5.4 Legal compliance	■	■	■		■				■	■	■	■	■	
Risk management	5.3 Risk management	■	■	■		■				■	■	■	■		
Information and transaction security	5.5 Information Security	■	■	■		■			■◆		■	■	■	■	■

Material Topics Management and Commitment

● Actual Positive Impact ○ Potential Positive Impact ▲ Actual Negative Impact △ Potential Negative Impact

Material Topics	Importance to Yuanta	Impact Category	Impact Description	Potential Risk Factors	Policy	Evaluation/Mitigation Measures	Corresponding sections
Sustainable finance	The Group places emphasis on sustainable financial development and is in line with international trends. We have developed Sustainable Finance Guidelines and are gradually incorporating ESG considerations into our lending, investment and financial products and services development. We also combine the business expertise of each subsidiary to provide diversified financial services and support the development of enterprises with sustainable concepts, and use our influence as a capital provider and manager to channel capital to sustainable industries and expand the influence of sustainable finance.	●△	Encourage our business partners to set sustainable goals, promote green energy, and support sustainability-related industries as well as companies with good ESG performance to drive society to engage in sustainable practices. We also enhance the Company's revenue performance through low-carbon products and services.	Failure to consider ESG factors in investment and financing decisions	<ul style="list-style-type: none"> Sustainable Finance Guidelines Industry-Specific Environmental and Social Risk Management Rules 	Semi-annual tracking of the effectiveness of our subsidiaries' implementation of sustainable finance; through the half-yearly meetings of the financial holdings and Corporate Sustainability Office, we review the progress and performance of sustainable investment and financing, ESG products and services, and ESG consultation and engagement, and discuss relevant international trends and directions for promoting sustainable finance, so that ESG can be implemented in our operations.	3.1 Sustainable finance
Information and Transaction Security	With the increasing development of technology, the financial trading environment is becoming more and more dependent on the Internet, and the diversification of services also brings the impact of information security risks. The Group aims to provide stable and secure information services with the sustainable goals of "protecting the security of information assets" and "maintaining business continuity to achieve sustainable business operation".	●△	Strengthen information security protection networks and employee information security awareness to prevent hackers and to prevent private customer information from leaking, protecting the rights and interests of our stakeholders.	Information leakage, theft or loss of data	Information Security Policy	The information security team of the Company and each subsidiary holds regular group meetings and management review meetings every year to evaluate and improve on the effectiveness of information security management, audit and evaluation results, and feedback from stakeholders.	5.5 Information Security
Talent Cultivation and Development	In the ever-changing financial industry, human resources are one of the foundations of the Company to provide good services and corporate innovation. The Company actively cultivates multiple functions of its staff, consolidates core professions, and develops new functions to meet the needs of the financial industry and the Group's business development and enhance the Group's overall competitiveness.	●△	Spend extra on employee training courses, invest in diversified resources for employee development, and provide them with favorable and equal career development opportunities in order to improve employee engagement and the Group's competitiveness.	Lack of accessible learning resources	The Group's talent cultivation strategy is to align with "solidification of cores and driving of growth", encourage employees to learn and transfer to other positions, and promote lifelong learning by combining physical and online training courses and providing learning resources through five course structures: Management College, Professional College, License College, Life College, and Sustainability College.	Managing employee education and training coverage rate, cultivating green financial talents, and reviewing employee performance evaluation.	6.2 Talent Cultivation and Development
Corporate governance	The Company believes that good corporate governance and integrity management are the foundation of its operations. In particular, the financial industry plays an important role in maintaining the stability of the financial environment and the flow of commercial capital. Therefore, we are committed to sound management, decision-making oversight, and professional and ethical operations, which are key to gaining the trust of our stakeholders.	●△	Enforce relevant laws and regulations and operational practice formulations such as the Corporate Governance Guidelines to help build favorable corporate governance systems and ensure stable company operations.	Poor or unstable governance and operational decisions	Corporate Governance Guidelines	<ul style="list-style-type: none"> Every 2 years, the Taiwan Corporate Governance Association is commissioned to conduct an evaluation of the Company's corporate governance system. Through regular and in-depth reviews by external institutions and experts, the evaluation examines the completeness of the Company's relevant governance system, effectiveness of the system operations, implementation of disciplinary measures, and relevance and integrity of disclosures. The results of this evaluation serve as a reference for the Company to continuously improve and strengthen its corporate governance system. The performance of the Board of Directors and Functional Committees is evaluated annually (self-assessment), and every 3 years, the performance of the Board of Directors is evaluated by an outside professional and independent organization or outside experts. 	5.1 Corporate governance

● Actual Positive Impact ○ Potential Positive Impact ▲ Actual Negative Impact △ Potential Negative Impact

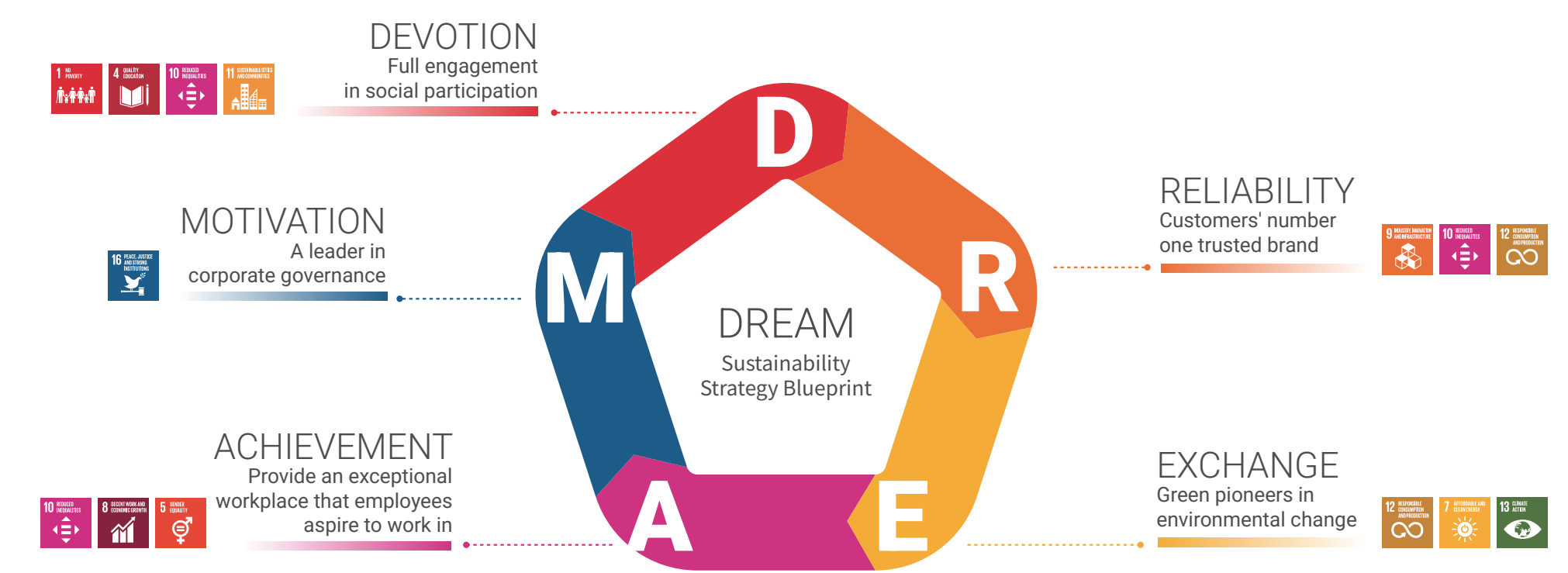
Material Topics	Importance to Yuanta	Impact Category	Impact Description	Potential Risk Factors	Policy	Evaluation/Mitigation Measures	Corresponding sections
Integrity Management	Integrity has always been our management philosophy. In order to carry out our corporate philosophy of sustainable management, we have been promoting corporate governance, strengthening the management of the Board of Directors on integrity management and practicing corporate social responsibility, and integrating integrity and ethical values into our management strategy.	●△	Implement integrity management to help stabilize market order and protect the rights and interests of our stakeholders.	Ineffective implementation of integrity and ethical standards, or incidents of dishonesty	<ul style="list-style-type: none"> Integrity Management Guidelines Procedures for Integrity Management and Guidelines for Conduct Whistleblowing System and Implementation Measures Professional Code of Ethics 	<ul style="list-style-type: none"> The prevention plan and the related regulations established by the Company. Internal control and other related regulations for each unit to follow internal control and operating procedures. General business audits conducted by the auditing unit on an annual basis. 	5.2 Integrity Management
Risk Management	The global financial environment is becoming more complex and the risks involved in the financial industry are more diversified and intensified. Through the 3 lines of defense of risk management, the Company can effectively diversify, transfer or reduce risks to achieve a win-win-win situation for customers, shareholders, and employees.	●△	Establish comprehensive risk management measures to help improve operational resilience against crises, safeguard assets, and maintain financial market stability.	Inadequate risk management or failure to promptly report and address emergencies	<ul style="list-style-type: none"> Risk Management Policy Crisis Management Policy and Procedure Rules Various risk management measures 	<ul style="list-style-type: none"> Compliance and enforcement of regulations and internal control systems are verified through the Internal Auditing Department, which is part of the Board of Directors. An annual risk management mechanism assessment is conducted, and the assessment results are reported to the Audit Committee and the Board of Directors. 	5.3 Risk Management
Legal compliance	Good compliance with laws and regulations is an important basis for companies to gain the trust of their stakeholders. In order to reduce compliance risks and ensure that the Company operates in compliance with relevant laws and regulations, we aim to strengthen employees' awareness of compliance, maintain an effective and appropriate internal control system, and promote sound operation of the Company.	●▲	Comply with relevant laws and regulations to help stabilize market order and protect the rights and interests of our stakeholders.	Failure to properly enforce legal compliance	<ul style="list-style-type: none"> Compliance Manual Anti-Money Laundering and Counter-Terrorist Financing Policy 	Through the Internal Auditing Department under the Board of Directors, the Company conducts general business audits at least once a year and project business audits every 6 months.	5.4 Legal compliance
Employee attraction and retention	Talent is an important driving force for companies to move forward. The Group actively invests resources in recruiting outstanding and diversified talents, and through the employment of diversified talents, the Group is able to further expand into Taiwan.	●△	Pay attention to the issues of retaining old employees as well as attracting talented domestic and foreign workers to improve the competitiveness of domestic industries and to increase employment opportunities, including those for disadvantaged groups.	Difficulty in recruiting and retaining talent	We have established multiple channels to source talents and provided a comprehensive compensation and benefit system to recruit domestic and overseas talents.	We have established a long-term incentive plan linked to sustainable performance, actively retained high-performing personnel, and conducted regular employee engagement surveys.	6.1 Employee attraction and retention

● Actual Positive Impact
 ○ Potential Positive Impact
 ▲ Actual Negative Impact
 △ Potential Negative Impact

Material Topics	Importance to Yuanta	Impact Category	Impact Description	Potential Risk Factors	Policy	Evaluation/Mitigation Measures	Corresponding sections
Customer rights	From the perspective of customers' needs, the Group leverages the diverse core business characteristics of its subsidiaries to introduce diversified and innovative products, strengthen customer communication, cultivate customer trust and loyalty, and continue to provide attentive and caring services to customers.	●△	Care about the rights and interests of customers and provide them with complete communication mechanisms to understand their needs promptly and protect their rights and interests.	Inequality in accessing financial services for all customers	<ul style="list-style-type: none"> Personal Data Protection Act Cyber Security Management Act Financial Holding Company Act Regulations on Joint Marketing among Subsidiaries of Financial Holding Companies 	We incorporate the principles of fair treatment into our daily core business. Each of the 5 subsidiaries has established a specialized unit, with the chief executive officer as the convener, to hold regular meetings to plan, review, and promote improvement plans on matters related to the principle of fair treatment of customers and product review, and to report the implementation status to the Board of Directors to strengthen implementation from the top down.	3.3 Customer rights
Financial Product Innovation and Services	Digital platforms and mobile services have become part of our daily life. In response to the gradual changes in the behavioral patterns of consumers and the financial industry, the Group has been improving the functions of its financial digital platform based on its business characteristics, optimizing the investment process and customer habits through a convenient and fast digital experience, cultivating customer loyalty, and strengthening the Group's digital competitiveness.	●△	Continue to promote financial product innovations and services, increase the reach of financial services, and reduce the use of paper and carbon emissions through the increased use of digital media.	Complexity of operating digital financial platforms	<ul style="list-style-type: none"> Digital platform development process Design criteria specification document and production design specification XD file 	We hold monthly meetings and occasional meetings with colleagues in the digital finance department of each subsidiary to discuss and ask the head of the digital finance department of each subsidiary to report on the content, progress, schedule, and promotion of mobile device development and optimization. Every 6 months, we evaluate the growth rate of mobile users of each subsidiary's digital finance department.	3.2 Financial product innovation and services
Financial Inclusion	The Group is committed to strengthening the inclusiveness of its financial services and integrating the core idea of "fulfilling your biggest dreams" to provide diversified, convenient, and lower-cost financial services to the disadvantaged people and micro-enterprises in the society, effectively promoting the development of local finance and expanding the reach of financial services, such as micro-insurance, public trust, and barrier-free financial services. We hope to enable disadvantaged groups to enjoy equal access to financial services.	●△	Continue to promote financial inclusion, protect the rights and interests of the public to obtain financial services, promote social equity, and achieve inclusive growth.	Lack of affordable financial services for the general public	-	We track and manage the performance of each subsidiary's financial inclusion products on a quarterly basis. Through each subsidiary's quarterly reports on the new financial products developed, the number of participants, and the amount of money involved, as well as their achievements of the FSC's financial inclusion targets, in order to fulfill the financial inclusion policies of the competent authorities.	3.2 Financial product innovation and services
Climate action	We are committed to building a corporate green culture by managing internal energy consumption and greenhouse gas emissions, continuously improving energy efficiency, and actively purchasing green power and renewable energy to reduce the environmental impact of our operations.	●△	Care about climate action issues, set carbon reduction targets, and implement GHG inventory, energy management, climate finance, and supply chain carbon reduction management to mitigate global warming; and use our financial power to promote low-carbon industrial transformation.	Absence of strategies to mitigate the impact of climate change	Environmental and Energy and Climate Change Management Policy	<ul style="list-style-type: none"> Environmental related ISO standard system is introduced and third-party verification is obtained. Annual review of carbon reduction, energy saving, renewable energy use, water saving, and waste reduction targets. 	4.1 Climate action

2.4 Sustainability Strategies and Goals

The Group launched the "Sustainable Development Strategy Roadmap" in 2016, aligning with the seventeen United Nations Sustainable Development Goals (SDGs) and establishing short-, medium-, and long-term sustainability goals over a five-year period. In 2021, it initiated the second five-year plan, adhering to the service philosophy of "Making Your Biggest Dreams Come True." Using "D.R.E.A.M" as the guiding keyword to promote the five sustainable initiatives: DEVOTION (full engagement in social participation), RELIABILITY (customers' number one trusted brand), EXCHANGE (green pioneers in environmental change), ACHIEVEMENT (provide an exceptional workplace that employees aspire to work in), and MOTIVATION (a leader in corporate governance). We integrate ESG principles into our corporate culture and operational strategies, establishing 52 medium- and long-term goals and action plans. Guided by international standards as the Group's overarching objectives, we actively engage in various sustainability projects, regularly reviewing and making rolling adjustments to align with domestic and international trends. The targets for 2024 were achieved as follows:



DEVOTION · Full engagement in social participation

Sustainability Topic	Item	2024 Target	Achievement Status	2024 Implementation	Mid-Term/ Long-Term Goal
Social welfare	Employee participation in volunteer activities (Base year 2021, 2588 participations).	Employee participation in volunteer activities increase by 23% compared to the base year.	●	17,557 participations in volunteer activities.	Employee participation in volunteer activities increase by 25% compared to the base year.
	Expanding stakeholders' social engagement activities.	An accumulative total of 7% supplier involved.	●	An accumulative total of 13% supplier involved.	An accumulative total of 8% supplier involved.
	Continuing to support social activities of senior care and medical services.	14 sessions per year.	●	16 sessions per year.	15 sessions per year.
	Empowering local social organizations and groups to promote social betterment.	Empowering at least 7 local organizations or groups.	●	Empowering at least 9 local organizations or groups.	Empowering at least 8 local organizations or groups.
		13% of the branch locations of the entire Group complete community care activities.	●	15.1% of the branch locations of the entire Group complete community care activities.	15% of the branch locations of the entire Group complete community care activities.
	Continuing to provide additional assistance to students who wish to complete their studies.	Collaborate with key partners to continue to help motivated students complete their education.	●	<ul style="list-style-type: none"> "Yuanta-FJCU Dreams Take Flight Project" has been held for 14 consecutive years and 108 people received the scholarships in 2024. "Yuanta Scholarship for Outstanding Underprivileged Talent" has been held for 9 consecutive years and 87 people received the scholarships in 2024. 	Collaborate with key partners to continue to help motivated students complete their education.
	A long-term concern for children and disadvantaged groups in remote areas.	Collaborate with 110 key partners.	●	Collaborate with 125 key partners.	Collaborate with 120 key partners.
	Financial education for disadvantaged groups.	Provide 14 sessions of financial education.	●	Provide 32 sessions of financial education.	Provide 17 sessions of financial education.
Financial Inclusion	Integration of financial business models with social participation.	Continue to promote the integration of financial business models with social participation.	●	<ul style="list-style-type: none"> Yuanta Bank's "Give Love, Give Warmth" charity donation platform had a total of 654 donations, with a total amount of NT\$ 1,650,507. Donated NT\$1,727,570 in micro-insurance premiums, benefiting 6,194 people. 	Continue to promote the integration of financial business models with social participation.
				The number of regular fixed deduction accounts reached 1.017 million, increasing 10% participation compared to the previous year's 925,000 accounts.	Participation increase by more than 10% compared to the previous year.

RELIABILITY · Customers' number one trusted brand

Sustainability Topic	Item	2024 Target	Achievement Status	2024 Implementation	Mid-Term/ Long-Term Goal
Sustainable finance	Complying with voluntary green investment and financing guidelines (Principles for Responsible Banking PRB), (Principles for Responsible Investment PRI), (Principles for Sustainable Insurance PSI).	Plan execution schedule.	●	The Group's voluntary compliance with the PRI and PRB has been disclosed in the 2024 Sustainability Report. Yuanta Life has published the "Principles for Sustainable Insurance (PSI) and Due Diligence Governance Report."	Plan execution schedule.
	Continuing to promote the Group's sustainable finance commodity development strategies - Implemented "Sustainable Finance Guidelines" assessment.	Introduce "Sustainable Finance Guidelines" and evaluate 14,000 cases in total.	●	12,521 assessment cases this year; evaluated 40,134 cases in total.	Introduce "Sustainable Finance Guidelines" and evaluate 18,000 cases in total.
	Evaluate project financing cases based on the Equator Principles.	Promote and implement the Equator Principles industry-specific environmental and social risk management mechanism.	●	Based on the Equator Principles, four project financing cases have been evaluated, and all four have been declined after careful evaluation of the absence of an Environmental and Social Management Plan (ESMP), among other factors.	Promote and implement the Equator Principles industry-specific environmental and social risk management mechanism.
	Social and environmental risks are taken into account in transactions (for companies in the steel, plastic materials, and semiconductor manufacturing industries).	Complete 1,000 social and environmental risk assessments.	●	262 assessment cases this year; evaluated 1,407 cases in total.	Complete 1,000 social and environmental risk assessments.
	Growth in revenue of ESG-related products/services (about NT\$255 billion in 2020).	Total sustainable investment / lending amounted to NT\$320 billion.	●	Total sustainable investment / lending amounted to NT\$1,492.2 billion.	Total sustainable investment / lending amounted to NT\$340 billion.
	Issue/underwrite/invest in sustainable development bonds.	Continue to issue/underwrite/invest in sustainable development bonds.	●	Issued/underwrote in sustainable development bonds worth NT\$17.07 billion; invested in sustainable development bonds worth NT\$86.31billion.	Continue to issue/underwrite/invest in sustainable development bonds.

RELIABILITY · Customers' number one trusted brand

Sustainability Topic	Item	2024 Target	Achievement Status	2024 Implementation	Mid-Term/ Long-Term Goal
Financial product innovation and services	Making digital accounts convenient to increase the number of users.	The ratio of online account opening/member registration is 39%.	●	The average online account opening/member registration ratio reaches 47%.	The ratio of online account opening/member registration is 39%.
	Digital mobile user activity levels.	Committed to the development of digital financial system deployment, providing customers with a full range of digital services related to their lives.	●	All 5 subsidiaries continue to promote digital services.	Committed to the development of digital financial system deployment, providing customers with a full range of digital services related to their lives.
	Carbon footprint verification for financial products or services.	Continuing to promote carbon footprint verification for financial products or services.	●	<ul style="list-style-type: none"> Yuanta Bank: The "Mobile Scan Payment Service" has obtained a carbon label, and all credit cards across the bank have achieved carbon neutrality. Yuanta Life: The "Carbon Footprint Verification and Certification for Mobile Insurance Application Services" has obtained a carbon footprint certificate. 	Continuing to promote carbon footprint verification for financial products or services.
Customer services	Customer satisfaction.	Yuanta Securities 97.5% Yuanta Bank 95.0% Yuanta Life 92.5% Yuanta Funds 95.8% Yuanta Futures 96.0%	●	All 5 major subsidiaries achieved their goals.	Yuanta Securities 97.5% Yuanta Bank 95.0% Yuanta Life 92.5% Yuanta Funds 95.8% Yuanta Futures 96.0%
	Providing reliable and high-quality customer complaint management process using ISO 10002.	Ongoing annual certification.	●	All 5 major subsidiaries achieved their goals.	Ongoing annual certification.
	Implementing the principle of fair treatment of customers.	More than 5 hours of training per person per year on the principles of fair treatment.	●	All 5 major subsidiaries achieved their goals.	More than 5 hours of training per person per year on the principles of fair treatment.
Information Security	ISO 27001 Information security management system certification.	Annual verification is conducted to more effectively ensure the security of both financial and confidential information, and reduce the risk of unauthorized or illegal use of information.	●	All 5 major subsidiaries achieved their goals.	Annual verification is conducted to more effectively ensure the security of both financial and confidential information, and reduce the risk of unauthorized or illegal use of information.
	Establishment of security operations centers (SOC) for information security incident monitoring mechanism.	Establish Group-wide SOC for information security incident monitoring mechanism.	●	Yuanta Securities, Yuanta Bank, and Yuanta Life have been selected to conduct evaluations on the integration of security monitoring centers with Security Orchestration, Automation, and Response (SOAR).	Establish Group-wide SOC for information security incident monitoring mechanism.
	Implementation of an AI analysis mechanism.	Establish a Group-wide AI analysis mechanism.	●	Network Detection and Response (NDR): Yuanta Financial Holdings, Yuanta Bank, Yuanta Life, and Yuanta Futures have successfully completed implementation.	Establish a Group-wide AI analysis mechanism.

EXCHANGE · Green pioneers in environmental change

Sustainability Topic	Item	2024 Target	Achievement Status	2024 Implementation	Mid-Term/ Long-Term Goal
Climate action, Water, and Waste	Implementation of climate change adaptation and mitigation.	Continuing to improve on financial impact assessment and disclosure of risks and opportunities.	●	<ul style="list-style-type: none"> Completed the revision of the Yuanta Financial Holdings Climate Finance Operations Guidelines. The TCFD report was released and obtained the highest level certification of BSI "Level 5+: Excellence". 	Continuing to improve on financial impact assessment and disclosure of risks and opportunities.
	Actively participate in international climate evaluation.	Proactively responding to CDP climate change questionnaire and continuing to achieve the leadership level.	●	Made CDP's "A-List" for 5 consecutive years.	Proactively responding to CDP climate change questionnaire and continuing to achieve the leadership level.
	Control the carbon emission target of the whole Group (Based on the SBT methodology) (Base year is 2020). ^{Note}	7% reduction in carbon emissions and 6% reduction in energy consumption per unit of revenue.	●	29.22% reduction in carbon emissions and 12.40% reduction in energy consumption per unit of revenue.	8% reduction in carbon emissions and 7% reduction in energy consumption per unit of revenue.
	Control of group-wide waste reduction (Base year is 2019).	Waste per capita reduced by 2.5% compared to base year.	●	Waste per capita reduced by 84.36% compared to base year.	Waste per capita reduced by 3% compared to base year.
	Control of group-wide water reduction (Base year is 2019).	Water consumption per square meter reduced by 3% compared to base year.	●	Water consumption per square meter reduced by 3.50% compared to base year.	Water consumption per square meter reduced by 4% compared to base year.
	Use green energy (Base year is 2020).	The use of green energy has reached 4.5% of the benchmark year's electricity consumption (equivalent to approximately 2.00 million kWh).	●	The use of green energy has reached 12.01% of the benchmark year's electricity consumption (equivalent to approximately 5.28 million kWh).	The use of green energy has reached 6% of the base year's electricity consumption (equivalent to approximately 2.4 million kWh).
	Newly constructed office buildings have received the Green Building Label.	Yuanta Bank's newly constructed office building on Ren'ai Road in Taipei (Yuanta Financial Plaza) has been green-building certified.	●	Target achieved.	The Nanjing Fuxing urban renewal project and Yuanta Life's newly constructed office buildings on Songjiang Road in Taipei are green-building certified.
Supplier Management	Audit suppliers on ethical and sustainability issues through ISO 20400 sustainable procurement guidelines.	Continuous supplier process management optimization with ISO 20400 sustainable procurement guidelines.	●	ISO 20400 certified.	Continuous supplier process management optimization with ISO 20400 sustainable procurement guidelines.
	Suppliers are required to comply with Supplier's Terms and Conditions for Sustainable Procurement.	100% coverage of contracted manufacturers.	●	100% coverage of contracted manufacturers.	100% coverage of contracted manufacturers.
	Risk assessment and audit of major suppliers.	The self-assessment questionnaire retrieval rate is 100%, and the on-site inspection rate for high-risk suppliers is 40%.	●	The self-assessment questionnaire retrieval rate is 100%, and the on-site inspection rate for high-risk suppliers is 46%.	The self-assessment questionnaire retrieval rate is 100%, and the on-site inspection rate for high-risk suppliers is 50%.
	Supplier Sustainability Management and Evaluation.	<ul style="list-style-type: none"> Percentage of C-tier suppliers reduced compared with previous year. C-tier suppliers are listed as a non-priority procurement list, and the cooperation with C-tier suppliers is reduced year by year. 	●	<ul style="list-style-type: none"> There are 4 C-tier suppliers, a decrease of 1 from the previous year. There has been no C-tier supplier for 3 consecutive years. 	<ul style="list-style-type: none"> Percentage of C-tier suppliers reduced compared with previous year. If the supplier becomes a C-tier supplier for 3 consecutive years, it will be deleted from the procurement list.

Note: The Group has established Category 1 and Category 2 carbon reduction targets based upon the SBT methodology. Category 1 and Category 2 carbon reduction targets are set to reduce emissions by 31% by 2034 and 51% by 2050, respectively. Progress towards these targets will be reviewed and refined every five years as part of a phased approach to carbon reduction.

ACHIEVEMENT · Provide an exceptional workplace that employees aspire to work in

Sustainability Topic	Item	2024 Target	Achievement Status	2024 Implementation	Mid-Term/ Long-Term Goal
Friendly and excellent work environment	Committed to demonstrating corporate responsibility through safe, healthy and sustainable processes.	<ul style="list-style-type: none"> ISO 45001 Occupational health & safety management system has been implemented and covers over 30% of employees throughout the entire Group. The completion rate of occupational safety and health proposals raised at the Occupational Safety and Health Committee/Labor-Management Meeting reached over 80% annually. 	●	<ul style="list-style-type: none"> ISO 45001 Occupational health & safety management system has been implemented and covers over 30% of employees throughout the entire Group. The completion rate of occupational safety and health proposals raised at the Occupational Safety and Health Committee/Labor-Management Meeting reached 100% annually. 	<ul style="list-style-type: none"> ISO 45001 Occupational health & safety management system has been implemented and covers over 60% of employees throughout the entire Group. The completion rate of occupational safety and health proposals raised at the Occupational Safety and Health Committee/Labor-Management Meeting reached over 85% annually.
	Promoting employee health, safety and welfare programs.	<ul style="list-style-type: none"> The frequency rate (FR) and severity rate (SR) of disabling injuries are better than the average of 2% in the financial services sector. The improvement rate of measures to prevent occupational accidents and false alarms is over 85%. 	●	<ul style="list-style-type: none"> The frequency rate (FR) and severity rate (SR) of disabling injuries are better than the average of 3% in the financial services sector. The improvement rate of measures to prevent occupational accidents and false alarms is over 90%. 	<ul style="list-style-type: none"> The frequency rate (FR) and severity rate (SR) of disabling injuries are better than the average of 3% in the financial services sector. The improvement rate of measures to prevent occupational accidents and false alarms is over 85%.
	Application for workplace health label certification.	The Group achieve workplace safety and health certification for 82% of its operations. (A total of 1+7 or more obtained)	●	A total of 9 companies in the Group have achieved "Workplace Safety and Health Week (Badge)" certification.	The Group achieves workplace safety and health certification for 88% of its operations. (A total of 1+7 or more obtained)
Employee attraction and retention	Long-term bonus and reward plan.	Implement a long-term compensation plan that links sustainable development and performance to encourage commitment and long-term engagement.	●	Designed a long-term incentive plan linked to sustainable development, along with a performance evaluation mechanism.	Implement a long-term compensation plan that links sustainable development and performance to encourage commitment and long-term engagement.
	Employee engagement survey.	<ul style="list-style-type: none"> Over 85% participation rate in the survey of employee engagement in Taiwan and abroad. Employee engagement rate 85% or higher for both Taiwan and overseas employees. 	▲ Note	The next survey is scheduled to take place in April 2025, and the analysis and review of the previous survey results have been completed, along with improvements.	<ul style="list-style-type: none"> Over 85% participation rate in the survey of employee engagement in Taiwan and abroad. Employee engagement rate 85% or higher for both Taiwan and overseas employees.
	Excellent talent retention rate.	Maintain 93% - 95% retention rate of high performers.	●	The retention rate of high performers is 95.4%.	Maintain 93% - 95% retention rate of high performers.

Note: Employee engagement surveys are conducted every two years. No survey was conducted in 2024, and the next one is scheduled for 2025.

ACHIEVEMENT · Provide an exceptional workplace that employees aspire to work in

Sustainability Topic	Item	2024 Target	Achievement Status	2024 Implementation	Mid-Term/ Long-Term Goal
Talent Cultivation and Development	Ratio of employees receiving education and training.	<ul style="list-style-type: none"> 100% of employees in Taiwan receive education and training. 94% of employees in Taiwan and overseas receive education and training. 84% or more of employees in Taiwan and overseas satisfied with their learning and development. 	▲ Note	<ul style="list-style-type: none"> 100% of employees in Taiwan receive education and training. 98.9% of employees in Taiwan and overseas receive education and training. 81% or more of employees in Taiwan and overseas satisfied with their learning and development. 	<ul style="list-style-type: none"> 100% of employees in Taiwan receive education and training. 95% of employees in Taiwan and overseas receive education and training. 85% or more of employees in Taiwan and overseas satisfied with their learning and development.
	Green finance talent development program.	<ul style="list-style-type: none"> Total number of individuals increase by 10% compared to the previous year. Total number of hours increase by 10% compared to the previous year. 	●	Actively promote green finance talent development program this year. <ul style="list-style-type: none"> Total number of individuals increase has reached the target growth rate. Total number of hours increase has reached the target. 	<ul style="list-style-type: none"> Total number of individuals increase by 10% compared to the previous year. Total number of hours increase by 10% compared to the previous year.
	Percentage of employees included in performance evaluation.	<ul style="list-style-type: none"> Taiwan employee performance evaluation coverage rate of 100%. Taiwan and overseas employee performance evaluation coverage is over 94%. 	●	<ul style="list-style-type: none"> Taiwan employee performance evaluation coverage rate of 100%. Taiwan and overseas employee performance evaluation coverage is 100%. 	<ul style="list-style-type: none"> Taiwan employee performance evaluation coverage rate of 100%. Taiwan and overseas employee performance evaluation coverage is over 95%.
Human rights	Human rights due diligence and issue management.	<ul style="list-style-type: none"> The value of existing risks remain or decrease from the previous year through the continued management of effective mitigation measures. Continue to systematically review and manage potential new risk issues. 	●	<ul style="list-style-type: none"> Conducted human rights risk investigations and managed potential new risk issues. Continued comparing risk issues highlighted in the past two years to maintain existing risk levels unchanged. 	<ul style="list-style-type: none"> The value of existing risks remain or decrease from the previous year through the continued management of effective mitigation measures. Continue to systematically review and manage potential new risk issues.
	Number of locations covered by the human rights risk mitigation measures; expanding the scope of human rights risk mitigation measures introduced.	Overseas companies with over 200 employees have implemented human rights due diligence investigations and measures for human rights risk mitigation.	●	Overseas subsidiaries Yuanta Securities (South Korea) , and Yuanta Securities (Thailand) have introduced human rights due diligence, and the group's overall coverage rate has reached 94%.	Overseas companies with over 200 employees have implemented human rights due diligence investigations and measures for human rights risk mitigation.

Note: The learning satisfaction survey for domestic and overseas employees is conducted every two years. It was not conducted in 2024, and the next survey is planned for 2025.

MOTIVATION · A leader in corporate governance

Sustainability Topic	Item	2024 Target	Achievement Status	2024 Implementation	Mid-Term/ Long-Term Goal
Corporate Governance and Integrity Management	Top 5% listed companies by Corporate Governance Evaluation of Taiwan Stock Exchange.	Consistently ranked in the top 5% of listed companies by the Corporate Governance Evaluation of the Taiwan Stock Exchange.	●	Ranked in the top 5% of listed companies by the Corporate Governance Evaluation of the Taiwan Stock Exchange.	Consistently ranked in the top 5% of listed companies by the Corporate Governance Evaluation of the Taiwan Stock Exchange.
	Conduct regular board performance evaluations.	Plan for the 2024 external board performance evaluation.	●	Taiwan Corporate Governance Association submitted its evaluation report on October 29, 2024.	-
	Plan diversified director education programs to enhance the professional functions of directors of the board.	In line with the Corporate Governance 3.0 Sustainable Development Roadmap, we provide director education courses in line with the international trend development.	●	<ul style="list-style-type: none"> Conducted "Cybersecurity Threat Trends and Crisis Management" training, with 51 directors and supervisors participating, totaling 153 hours. Conducted "Trends in Sustainable Financial Development and the Nature Related Financial Disclosure Framework (TNFD)" training, with 40 directors and supervisors participating, totaling 120 hours. 	In line with the Corporate Governance 3.0 Sustainable Development Roadmap, we provide director education courses in line with the international trend development.
	Improving information transparency.	Publish annual financial report within 2 months after the end of the accounting year.	●	Published the annual financial report according to the schedule stipulated by regulations.	Publish annual financial report within 2 months after the end of the accounting year.
Legal Compliance	Money Laundering Prevention Unit staff certified as international anti-money launderers.	70% of subsidiaries' specialists passing the international anti-money laundering exam.	●	74% of subsidiaries' specialists passing the international anti-money laundering exam.	70% of subsidiaries' specialists passing the international anti-money laundering exam.
Risk management	Provide risk management sustainability goals.	<ul style="list-style-type: none"> Continue to improve climate change risk management and develop a climate change quantitative analysis module. Develop risk quantitative modules, expand integrated system analysis functions, and increase the breadth and depth of financial investment and financial service risk management. 	●	<ul style="list-style-type: none"> Assisted in the integration of financial engineering resources of Yuanta Financial Holdings to support pre-sale risk assessment and post-sale risk and reward monitoring of wealth management and trust business. Completion of the 2023 quantitative climate risk analysis and disclosure in the 2023 TNFD report. 	<ul style="list-style-type: none"> Continue to improve climate change risk management and develop a climate change quantitative analysis module. Develop risk quantitative modules, expand integrated system analysis functions, and increase the breadth and depth of financial investment and financial service risk management.



Customers' Number One Trusted Brand

3.1 SUSTAINABLE FINANCE

3.2 INNOVATIVE SOCIAL FINANCIAL PRODUCTS

3.3 CUSTOMER RIGHTS

3.1 Sustainable Finance

Supporting Sustainable Economic Development

Sustainable Financial Management Structure

Sustainable finance has become a key focus in the development of financial markets worldwide. In October 2024, the Financial Supervisory Commission launched the "Green and Transition Finance Action Plan," which mandates financial institutions to disclose carbon emissions information, making the promotion of industry-wide carbon reduction through investment and financing one of its core strategies. Financial institutions play a critical role in raising the consumers, investors, and industries' awareness of sustainable development.

In recent years, the Group has actively responded to the international trend of net-zero transformation, gradually improved its sustainable financial management mechanism, and implemented the following internal management policies:

Sustainable Finance Guidelines

The "Sustainable Finance Guidelines" serve as a principle-based framework and guidance at the financial holding company level. The Company incorporated ESG factors into its daily operations and decision making, regulated a list of ESG issues of concern, instituted a list of industries to be actively supported, standardized the list of companies to be avoided, and strengthened due diligence and prudent evaluation of ESG high-risk targets. Also, in order to guide our counterparties to pay attention to governance, environmental, and social risks and to fulfill their responsibilities as global citizens, we assessed their ESG performance when conducting "know your customer" (KYC), "customer due diligence" (CDD) or drafting investment reports. The "Sustainable Finance Guidelines" is used as a standard for our subsidiaries to implement criteria for sustainable lending and investment. We follow the rules to implement sustainability into our business planning and operations, and incorporate the spirit of sustainability into financial products and relevant services. Our business counterparties' awareness of sustainability is also enhanced through the constant communication of sustainability-related risks and opportunities during the business process.

Industry-Specific Environmental and Social Risk Management Rules

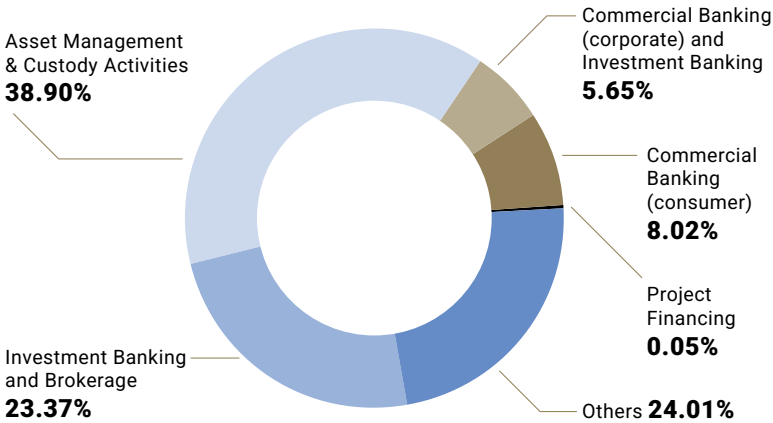
In order to further strengthen the ESG screening mechanism in the Group's investment and lending business, the Company set up the "Industry-Specific Environmental and Social Risk Management Rules," stipulating that when performing business with companies engaged in environmental and socially risky industries, such as steel manufacturing, semiconductor manufacturing, and plastic material manufacturing, case processors are to fill out the "Industry-Specific Environmental and Social Risk Management Checklist" applicable to their subsidiary to understand the management measures of business counterparties in the social and environmental aspects, to examine the potential social and environmental risk impact of the customers and their ability to adjust to environmental and social risks, and ensure risk control of the transactions.

Key Points of Engagement and Voting Operations

In order to enhance the overall interests of the Company and its subsidiaries' customers, beneficiaries, and shareholders, the Yuanta Financial Holding Company "Key Points of Engagement and Voting Operations" have been established. These guidelines delve into understanding the risks and sustainable development strategies faced by credit and investment counterparties, and list the ESG issues of concern and their measurement aspects. During engagement actions, the performance of ESG-related issues is evaluated, and their sustainable implementation is continuously monitored to determine the subsequent investment and financing strategies of the Group. Additionally, when exercising voting rights at shareholders' meetings, careful evaluation of the content of each proposal is conducted in accordance with the ESG issues and their measurement aspects addressed in this policy to determine how to exercise voting rights. If information provided by third-party service providers is used to assist in determining voting opinions, it should also be aligned with the principles and regulations outlined in these guidelines.

If the resolutions of invested companies involve a major ESG issue or an ESG issue with potential major risks, the Group may discuss the resolutions with the invested company before shareholder meetings; if necessary, the Group may vote against the topic or waive the right to vote. Along with the communication and interaction with credit and investment counterparties on ESG-related issues, we encourage our counterparties to understand and prioritize sustainable development, leveraging the financial influence of institutional investors.

Proportion of Each Business Revenue



The exacerbating climate change and biodiversity loss have presented the world with increasingly urgent challenges these days. As pivotal drivers of industrial transition and technological advancement, financial institutions face the risk of channeling funds into projects or enterprises that may harm the ecological environment or violate labor rights if they fail to effectively measure various ESG indicators of their transaction counterparties. This could lead to significant potential environmental or social risks.

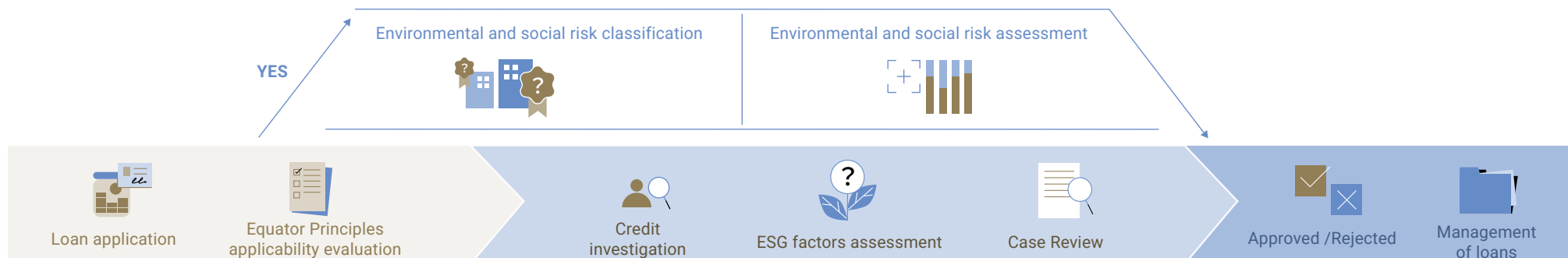
The Group proactively responds to and manages ESG risks by voluntarily signing and adhering to the Equator Principles and disclosing sustainability indicators with significant financial impacts in accordance with the SASB Standards. This highlights industry risks and opportunities and facilitates effective communication of sustainability information. Through the "Sustainable Finance Guidelines", "Industry-Specific Environmental and Social Risk Management Rules", and "Key Points of Engagement and Voting Operations", we carefully evaluate the business activities of our counterparties to assess whether there are potential risks to the environment or society in their use of funds. For high-risk counterparties, we conduct thorough due diligence investigations and may decline engagements with enterprises prohibited from undertaking credit business. Furthermore, if assessments indicate that there may be significant potential risks in the ESG performance of credit and investment counterparties, it is recommended for them to develop improvement plans on their own. We will then keep track of the implementation to determine whether to continue transacting with them. We also maintain good communication with customers through various channels such as customer service hotlines, email, online service platforms, customer satisfaction surveys, and proactive engagement. Yuanta Securities, Yuanta Bank and Yuanta Funds ranked among the top 25% in the Financial Supervisory Commission's second sustainable finance evaluation in 2024. The Group aims to leverage our investment and financing capabilities to drive our counterparties to accelerate their transition to net zero, becoming a trusted brand that accompanies customers' growth.



Yuanta Securities, Yuanta Bank and Yuanta Funds ranked among the top 25% in the Financial Supervisory Commission's second sustainable finance evaluation.

Responsible Lending

Responsible Lending Flowchart (including Equator Principles)



Yuanta Bank follows the "Sustainable Finance Guidelines" to incorporate sustainable financial risk management into the lending business review and decision-making process. It also requires the completion of sustainable financial assessment for its lending business, stipulating that the lending business should carefully assess whether there are potential risks of environmental and social hazards in the counterparty or transaction content, and should incorporate ESG factors into KYC and CDD investigation processes to understand the regulatory compliance of the lending counterparty, international sustainability index scores, and the presence of negative ESG issues to ensure risk control. For project financing, we joined the "Sustainable Finance Guidelines" review program to examine the potential ESG risks of our creditors at the risk assessment stage. In accordance with the "Key Points for Project Financing Management," the Company conducts due diligence and evaluates the financial, legal, insurance, and technical feasibility, and risks of the project. If necessary, we commission external experts (e.g., lawyers, accountants, etc.), professional consultants or third-party inspection and testing organizations to issue evaluation reports.

Yuanta Bank is committed to adhering to the United Nations Principles for Responsible Banking (PRB). Through the implementation of responsible lending processes, it actively supports projects and enterprises that have a positive impact on ESG issues. Additionally, by offering sustainable financial products and services, Yuanta Bank leads its borrowers in generating positive environmental and social outcomes. For details on actions taken in response to the PRB, please refer to Appendix IV: Compliance with Principles for Responsible Investment and Principles for Responsible Banking.

Post-loan management, review and follow-up examinations are conducted by Yuanta Bank to see if the creditors properly utilized the loan according to the original loan plan and actually fulfilled the contractual requirements and other contractual matters. We will continue to pay attention to the use of funds after the contract is signed and funded and to the implementation of the tracing of the sustainable development, thus avoiding any significant adverse impact on the environment and society through the implementation of various mechanisms and the strengthening of review procedures.

If a company is involved in events such as workplace accidents, environmental pollution, legal violations, or money laundering that may have a significant negative impact on society or the environment, enhanced due diligence (EDD) is conducted. In 2024, we did not have any lending customers with environmental or human rights issues that required the suspension of financing. Incorporating the ESG factor assessment process into the credit business process is as follows:

Assessment Items for ESG Factors in Credit Business

	Assessment of ESG Factors				
	Review whether the economic activities of the credit counterparty are in line with sustainability	Review whether the credit counterparty is an enterprise prohibited from undertaking credit	Review whether the credit counterparty is considered as a controversial or highly sensitive enterprise in terms of environmental and social issues	Assess ESG issues of concern	Communicate and interact with customers
Pre-credit assessment	<ul style="list-style-type: none"> Assessing whether major economic activities or project items in corporate operations meet technical screening criteria for sustainable economic activities, and whether they contribute substantially to any environmental objective. Ensure that the activities do not cause significant harm to environmental objectives such as "climate change mitigation," "climate change adaptation," "sustainable management and conservation of water and marine resources," "transition to a circular economy," "pollution prevention and control," and "conservation and restoration of biodiversity and ecosystems." Confirm that the activities do not pose significant harm to social security-related issues. 	<ul style="list-style-type: none"> Check if the credit counterparty has been sanctioned by regulatory authorities according to anti-money laundering, counter-terrorism financing, or related laws and regulations. Ensure that the credit counterparty is not engaged in illegal arms manufacturing, buying, selling, or trading. Confirm that the credit counterparty is not involved in illegal gambling activities, including underground or online gambling. 	<ul style="list-style-type: none"> Significant environmental violations, occupational/food safety issues, and labor disputes, without presenting specific improvement plans. Highly controversial industries, such as wildlife poaching or habitat destruction. Other major violations, such as anti-money laundering and counter-terrorism financing, without presenting specific improvement plans. 	<ul style="list-style-type: none"> Environmental issues: Climate change, biodiversity, water usage and wastewater management, packaging materials and waste management, emission of hazardous substances, and environmental impact assessment of collateral. Social issues: Human rights, labor rights, gender diversity among employees, corporate product responsibility, information security, and fair customer treatment principles. Governance issues: Board performance, gender diversity on the board, independence of the board, shareholder and stakeholder rights, transparency of corporate governance information, and supply chain management. 	<ul style="list-style-type: none"> Evaluate whether the primary economic activities of the company align with concepts such as "green," "ESG," or "sustainability" based on the Financial Supervisory Commission's Guidelines for Sustainable Economic Activities Recognition. Engage with businesses to see if they are interested in applying for sustainable financial products. Engage with customers and review loan application conditions to ensure compatibility with sustainable financial products, such as sustainability-linked loans.
Post-credit assessment	Post-loan management				
	Continuously monitoring the sustainability practices of credit and investment counterparties to assess whether their actions may have adverse effects on ESG factors is essential. If the review indicates potential adverse impacts on ESG factors or violations of environmental and social regulations:				
	<ul style="list-style-type: none"> Recommend the development of improvement plans and track their implementation. Subsequently, assess whether to continue transactions based on the progress. Depending on the severity of the situation, consider reducing the loan amount on a case-by-case basis. 				

Yuanta Bank's corporate banking lending business has implemented environmental and social (E&S) review in the CDD and KYC process to identify and manage customer risk cases. The number and amount of cases reviewed and approved by the "Sustainable Finance Guidelines" and "Industry-specific Environmental and Social Risk Management Rules" in 2024 were as follows:

Unit: NT\$ thousand

Industries	Cumulative approval of cases through the Sustainable Finance Guidelines this year	
	Number	Amount
Financial services and securities & futures	433	207,600,235
Real estate development and operation industry	227	94,005,837
Computer, electronic products and optical products manufacturing industry	78	60,882,247
Semiconductor manufacturing industry	46	47,645,577
Wholesale industry	140	44,407,690
Retail	83	33,081,568
Electronic component manufacturing industry	99	30,565,471
Metal product manufacturing	79	25,999,424
Specialized construction	44	17,882,599
Steel manufacturing	24	16,337,134
Other	890	338,850,016
Total	2,143	917,257,798

Unit: NT\$ thousand

Industries	Cumulative approved cases by Industry-Specific Environmental and Social Risk Management Rules this year	
	Number	Amount
Plastic materials manufacturing	8	3,684,717
Steel manufacturing	24	16,337,134
Semiconductor manufacturing industry	46	47,645,577
Total	78	67,667,428

Note: All cases approved by the "Industry-Specific Environmental and Social Risk Management Rules" are evaluated by the "Sustainable Finance Guidelines".

Implementation of Responsible Lending Practices

Yuanta Bank follows the spirit of the "Sustainable Finance Guidelines" and provides sustainable products and services to corporate clients, aligning with both domestic and international advocacy principles and guidelines through a rolling review mechanism. The bank evaluates the achievement of ESG indicators and refines its business processes to better meet clients' operational goals and transformation plans, catering to their needs for green and transition financing.

Rolling Adjustment Framework

 Advocating for sustainable principles; continuously monitoring guidelines and applying them	 Continuously refining sustainable products and services through stakeholder engagement	 Continuously tracking achievement of corporate sustainability goals
<ul style="list-style-type: none"> Responding to domestic and international sustainability initiatives and policies. Following the Guidelines for Sustainable Economic Activities Recognition, and focusing on core elements of Green Loan Principles, Sustainability-Linked Loans Principles, and Social Loan Principles. Applying the guiding principles set forth in the Suggested Coverage Items for Transition Plans. Adhering to the Group's internal regulations such as the "Sustainable Finance Guidelines", and prohibiting greenwashing practices. 	<ul style="list-style-type: none"> Hosting forums on sustainable development and net-zero transition, and exploring related guidelines through industry-focused projects and external advisory partners to strengthen sustainability indicators and transition techniques. Incorporating sustainability factors evaluation and due diligence into business manuals to understand clients' sustainability-related funding needs. Allocating green and transition capital to companies with set sustainability goals and net-zero transition plans. 	<ul style="list-style-type: none"> Monitoring corporate sustainability targets and evaluating alignment with sustainable economic activities. Tracking the use of green and transition funds and assessing whether they generate actual benefits in alignment with sustainability objectives.

In response to the goal of net zero transition set by the government, Yuanta Bank has been actively promoting Six Core Strategic Industries by approving loans for green power and renewable energy industries and supporting relevant industries that endeavor to fulfill environmental protection and pollution control requirements through resource integration and green innovative material research and development. With such actions, Yuanta Bank receives the "Excellent Bank for Offering Loans to Six Core Strategic Industries" award.

Unit: NT\$ thousand

Corporate Banking Lending						
Categories	2023			2024		
	Loan Amount	Total Lending Amount ^{Note 4}	Proportion of Total Lending (%)	Loan Amount	Total Lending Amount ^{Note 4}	Proportion of Total Lending (%)
Sustainable lending ^{Note 1}	200,709,500	904,895,894	22.18	238,825,248	1,004,878,844	23.77
Sustainability-Linked loan ^{Note 2}	51,980,335		5.74	80,859,840		8.05
Sustainable SME loans ^{Note 3}	25,449,903		2.81	48,576,239		4.83
Total	278,139,738		30.73	368,261,327		36.65

Note:

1. Sustainable lending includes green loans, social loans, and sustainable loans. The industries or projects financed include: the green power and renewable energy industry as well as related infrastructure, and uses resource integration and innovative green material-related R&D to increase industries' demands for environmental protection equipment, lower water consumption, diminish the harmful impact of waste on the environment, prevent pollution and engage in related construction, build low-carbon buildings, and develop/carry out transportation-related industries and projects.
2. The loan programs are designed based on the Sustainable Linked Loan (SLL) principles, as we consistently negotiate sustainability-related indicators with clients. If the relevant conditions are met, the preferential interest rates will be provided as an incentive.
3. Companies that use the loans for "green expenditure" and those that engage in renewable energy power generation, cleaning technology, and energy efficiency are companies belonging to the ESG industry.
4. In this table, the total lending amount and loan amount are defined as the amount of money from newly approved cases in the current year.

Equator Principles

Yuanta Bank signed the Equator Principles and became a member bank of the Equator Principles Association in 2020. Yuanta Bank also completed the formulation of the "Guidelines for Managing Equator Principles Financing Cases" and related operational procedures in the same year. The Equator Principles were officially implemented on June 1, 2021.

When providing customer credit or related financial advisory services, if the transactions meet the conditions for applying the Equator Principles and are assessed as cases with medium to high environmental and social risks, the credit counterparties will be required to commission an independent third-party organization to conduct environmental and social risk assessments, and issue an assessment report as a reference basis for the environmental and social risk assessment of the case.

		Pre-loan	During-loan	Post-loan
Equator Principles Review Process	Responsible Units	<ul style="list-style-type: none"> Corporate Banking Division Offshore Banking Units Overseas Branches 	<ul style="list-style-type: none"> Task force on Environmental and Social Risk Credit Review Department 	<ul style="list-style-type: none"> Corporate Banking Division Offshore Banking Units Overseas Branches Task force on Environmental and Social Risk Credit Review Department Operations Service Department
	Tasks	<ul style="list-style-type: none"> Determining the applicability of the Equator Principles to the case Classifying environmental and social risk (applicable if rated as Category A or B) Collecting and reviewing documentation related to the Equator Principles 	<ul style="list-style-type: none"> Commissioning third-party consultants to prepare environmental and social risk assessment reports Conducting environmental and social risk reviews and providing recommendations Performing credit risk assessments 	<ul style="list-style-type: none"> Commissioning third-party consultants to prepare environmental and social risk monitoring reports (implementing corrective measures when necessary) Conducting case re-evaluations Performing annual periodic reviews under the Equator Principles

The "Task Force on Environmental and Social Risk" was established by Yuanta Bank to evaluate, review, and monitor the environmental and social risks of lending cases. A classification is employed to manage environmental and social risks of large-scale project financing cases. The environmental and social impacts that the projects may cause in terms of climate change, greenhouse gas emissions, and important stakeholders are carefully evaluated under the framework of Equator Principles 4.0. At the environmental and social risk assessment stage, for credit cases rated as Category A or B, an environmental and social risk assessment report shall be completed. If the report lists post-loan monitoring conditions, the borrower shall, as required, commission an independent third-party organization to conduct environmental and social risk monitoring on a regular basis (at least once a year) and issue an "Environmental and Social Risk Monitoring Report." Adequate environmental and social risk monitoring reports and improvement action plans should be obtained when relevant conditions apply to ensure compliance with the Equator Principles and to raise the awareness of environmental protection and social responsibility among our customers.



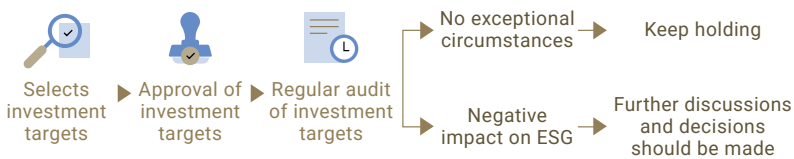
Four project financing cases were reviewed according to the Equator Principles. However, all cases were declined, totaling NT\$1.2 billion of the rejected cases. Two cases were respectfully declined during the initial assessment stage, and therefore no related documentation was collected. Assessment summaries for the remaining two cases are as follows:

Project name	Industry category	Project description	Environmental and social risks							
			Environmental and social risk assessment and management	Labor	Resource efficiency and pollution prevention and control	Community health/safety and security	Risk category	Region	Independent third-party review	Reasons for refusal and subsequent control actions
Project A	Energy and power industry	Funds are used for the construction of an energy storage system in Shuishang Township, Chiayi County.	Based on the characteristics and development scale of the project, it is recommended to strengthen the establishment of an Environmental and Social Management System (ESMS) as well as Environmental and Social Management Plans (ESMP) for the construction and operational phases. However, the project has not yet established formal environmental and social policies. Instead, it has developed an Environmental, Health, and Safety (EHS) Management Plan and an Emergency Response Plan tailored to its features. These plans include coordinating and managing EHS personnel of suppliers and subcontractors, and formulating relevant environmental and health management measures to ensure that all suppliers and contractors fully understand and comply with the measures during the project's operational phase.	All human resource policies, employee benefits, and compensation systems referred to the Global Reporting Initiative (GRI) standards and are disclosed in the sustainability report, which has obtained moderate assurance from a third-party verifier. No related human rights risks were identified during the project's assessment period.	Appropriate measures have been taken to prevent air pollution. Approval letters for the runoff and wastewater pollution reduction plan, as well as for the industrial waste disposal plan, have been issued. These measures have also been incorporated into the ESMP for tracking and management. Additionally, the construction project air pollution control fee was paid prior to commencement of construction.	According to the construction plan, mitigation and control measures have been specified for potential noise, vibration, air pollution, water pollution, and waste generated during the construction phase. In addition, to ensure the safety of the construction site and surrounding communities, an emergency response and disaster prevention plan has been established, which includes preventive preparations, response procedures, and clearly defined roles and responsibilities.	Risk category B	Asia Pacific	Yes, WSP conducted an independent review covering the ESMP and the ESMS. Monitoring and reporting will be carried out during the financing period, and monitoring information will be verified and submitted.	The project company has not established an ESMP; therefore, the case was respectfully declined.
Project B	Energy and power industry	Funds are used for the construction of an energy storage system in Longjing District, Taichung City.	The project has been assessed to adhere to common industry practices in the region, and all site designs comply with the Guidelines for Enhancing Fire Safety Management in Energy Storage Systems, effectively mitigating disaster risks.	The project is deemed reliable in terms of safeguarding labor occupational safety and working conditions.	Upon review of the ESMP, it has been confirmed that the plan is applicable to the energy storage system project site in compliance with local regulations.	Upon review of the ESMP, to minimize the impact of construction and operations on the surrounding environment and communities, a communication and consultation plan has been developed, along with a clear grievance mechanism and workflow to mitigate associated risks.	Risk category C	Asia Pacific	Yes, UL conducted an independent review covering the ESMP and the ESMS. Monitoring and reporting will be carried out during the financing period, and monitoring information will be verified and submitted.	Considering the excessively high construction cost per megawatt for the energy storage system, the case was respectfully declined.

Note: The following assessment items—biodiversity and sustainable management of natural resources, land acquisition and involuntary relocation, cultural heritage, and climate change — are not applicable to the scope of the above projects, and no related risks have been identified.

Responsible Investment

Responsible Investment Process



Each subsidiary of Yuanta Financial Holdings incorporates ESG-related screening criteria into investment-related regulations according to its business type and establishes internal mechanisms to implement the spirit of responsible investment. Yuanta Securities, Yuanta Bank, and Yuanta Life, in order to make the best use of the sustainable development of the financial industry, incorporates the assessment of ESG factors into the selection of medium- and long-term investment targets, and considers the environmental and social performance when selecting investment targets, so as to reduce environmental or social risks caused by the investment and to support the development of sustainable enterprises with capital. The Group also voluntarily adheres to the United Nations Principles for Responsible Investing, aiming to integrate ESG topics into investment decisions while enhancing the long-term value of assets. This approach positions the Group as a stabilizing force in promoting sustainable development across industries and society as a whole. For details on the Group’s responsible investment actions, please refer to Appendix IV: Compliance with Principles for Responsible Investment and Principles for Responsible Banking.

Yuanta Securities selects investment targets in proprietary trading, and if the target is a medium- to long-term securities investment, the trading staff of the Securities and Investment Department should fill out the ESG checklist, perform the ESG audit operation process, and have the ESG assessment report approved by the department head of the Securities and Investment Department before executing the transaction. If the target is a bond, an ESG checklist is completed by the bond trader and signed by the senior executive of the bond department to ensure the quality of ESG audit operations. In addition, the Group follows the "Guidelines for Sustainable Economic Activities Recognition" issued by the Financial Supervisory Commission, incorporating relevant industries into investment decisions or target selections.

The ESG audit criteria is formulated with reference to ESG-related indicators from domestic and international databases. The audit process is then conducted by Yuanta Securities’ internal staff through the evaluation of relevant indicators and information including Bloomberg ESG indicator scores of investees, listed company websites, exchange websites, TDCC website and Bloomberg information. Furthermore, in the business of regular fixed-amount purchases of Taiwan stocks, Yuanta Securities selects investment targets based on a medium- to long-term investment principle, while also considering whether the targets are constituent stocks of the Taiwan Sustainability Index, in the hope of guiding customers to select companies with good ESG performance.

Yuanta Bank has established the "Establishment and Review Guidelines for the Medium- and Long-Term Investment Review Committee of the Financial Market Business Division" and the "Operational Guidelines for Bank Book Funds Utilization and Transactions" for investment review. In addition to incorporating "the enhancement of social or environmental positive impact" into investment decision-making, ESG risks and opportunities are evaluated throughout the investment process. The bank has also implemented the "Climate Change Risk Management Measures", which regularly assess fluctuations in climate risk values of investment targets to mitigate investment risks.

Incorporating ESG factors into the investment screening process (Regular audit of investment targets)

Prohibited undertakings checklist	Enterprises with controversial issues	Enhancing Positive Social or Environmental Impact	ESG indicators evaluation	Industry-specific (steel, plastic, or semiconductor industry) ESG checklist
<ul style="list-style-type: none">• Entities sanctioned by regulatory authorities according to counter-terrorism financing laws and regulations.• Engagement in illegal arms manufacturing, buying, selling, and trading.• Involvement in illegal gambling activities (including underground and online gambling).	<ul style="list-style-type: none">• Occurrence of significant environmental compliance violations.• Occurrence of human rights violations (such as forced labor, child labor, etc.).• Occurrence of major disputes related to labor rights.• Occurrence of significant issues related to corporate governance.• Engagement in activities such as pornography, wildlife poaching or habitat destruction, or the use of internationally banned or restricted chemicals/ drugs/ pesticides/ herbicides or radioactive materials.	<ul style="list-style-type: none">• Industries that reduce greenhouse gas emissions.• Industries that improve the efficiency of natural resource utilization.• Enterprises involved in environmental pollution prevention and pollution reduction.• Industries that promote biodiversity.• Industries that support food security.• Industries that enhance health and well-being.• Industries that contribute to quality education.• Enterprises that promote environmental and social sustainability, including constituents of domestic or international sustainability indices.• Other enterprises engaged in ESG-enhancing businesses or activities.	<ul style="list-style-type: none">• Bloomberg ESG score indicators (quantitative) (score standards are based on regulations of each subsidiary):<ul style="list-style-type: none">◦ S&P Global ESG Rank◦ Bloomberg ESG Disclosure score◦ Sustainalytics ESG risk score◦ MSCI ESG Rating• Bloomberg ESG score indicators (qualitative) (score standards are based on regulations of each subsidiary):<ul style="list-style-type: none">◦ Environmental item scores compared with historical data and industry peers◦ Social item scores compared with historical data and industry peers◦ Corporate governance item scores compared with historical data and industry peers• Whether the company is included in domestic and foreign ESG ETF components or sustainability index components.• Whether there are material ESG issues involved, and if there are relevant improvement efforts.	<ul style="list-style-type: none">• Engagement and policy commitments on environmental and social communication:<ul style="list-style-type: none">◦ Public disclosure of environmental and social risk information◦ Obtaining external independent verification◦ Establishing highest-level commitments and policies and reviewing ESG practice• Environmental risk assessment<ul style="list-style-type: none">◦ Climate change (climate change assessments, etc.)◦ Raw material acquisition (developing action plans, etc.)◦ Energy consumption (use of renewable energy, etc.)◦ Pollution prevention and control action plans (air and noise pollution control, water resource management, waste management and recycling, etc.)• Social risk assessment<ul style="list-style-type: none">◦ Occupational health and safety (employee health management activities, etc.)◦ Labor rights (establishing labor-management communication channels, etc.)◦ Community care (supporting vulnerable groups, supporting local development, etc.)

Sustainable Stewardship

Yuanta Securities, Yuanta Bank, Yuanta Life, and Yuanta Funds have all signed the Stewardship Principles for Institutional Investors and announced on the Company's website the "Statement of Compliance with the Stewardship Principles", "Stewardship Report" and "Voting Record of Attendance at Shareholders Meetings of Investee Companies". We continue to pay attention to news, financial information, industry performance, business strategy, environmental protection, social responsibility, and corporate governance of our investee companies, expressing the Company's goal of actively implementing responsible investment.

The Company has established engagement and voting guidelines. The goal is to prompt the invested companies to improve their corporate governance quality and promote overall positive development towards society and the industry through credit issuing and other lending interactions. Crucial ESG issues such as climate change and biodiversity have been listed, so that all subsidiaries can establish relevant evaluation mechanisms or indicators. Companies with low ESG indicator scores will be engaged first. If these companies do not address or improve issues in question, the Group may limit the amount of funds available for them. Moreover, the Group does not rule out the possibility of expressing its appeal jointly with other financial institutions, industry associations, and/or government organizations. The Group has established a decision-making process in favor of the shareholder resolutions that allows us to participate in the invested company's decision making through voting. If the discussion topic involves a major ESG issue or an ESG issue with potential major risks, the Group may discuss the topic with the invested company's management before the shareholders meeting; if necessary, the Group may vote against the topic or waive the right to vote.

The Group also communicates with invested companies through telephone calls, e-mails, or meetings (such as institutional investors conferences and shareholders meetings). When an invested company violates ESG principles on specific issues and damages the rights of the Group's customers or beneficiaries, each subsidiary will exercise its voting rights or other shareholders' rights to express its demands to the management of the invested company and further influence the conduct of the invested company. The total responsible investments of Yuanta Securities, Yuanta Bank, and Yuanta Life this year were NT\$53.13 billion.

The "Sustainable Finance Guidelines" and the "Industry-Specific Environmental and Social Risk Management Rules" are implemented in the Group's investment business, the cumulative amount and number of cases approved this year were as follows:

Unit: NT\$ thousand

Industries	Cumulative approval of cases through the Sustainable Finance Guidelines this year	
	Number	Amount
Government Agencies	86	25,551,369,850
Financial Insurance	200	17,484,768,048
E-commerce	22	4,464,841,213
Healthcare	22	3,043,629,891
Communication Network	23	2,853,069,438
Semiconductor Industry	85	2,686,965,563
Information Services	17	2,264,262,436
Leasing	18	2,085,606,984
Shipment Service	37	1,985,177,452
Retail & Trade	13	1,745,854,742
Other	283	6,685,713,214
Total	806	70,851,258,831

Note: Data coverage includes Yuanta Securities, Yuanta Bank, and Yuanta Life.

Unit: NT\$ thousand

Industries	Cumulative approved cases by the Industry-Specific Environmental and Social Risk Management Rules this year	
	Number	Amount
Plastic Materials Manufacturing	1	650,000
Steel Manufacturing	16	577,367
Semiconductor Manufacturing	75	12,808,417
Total	92	14,035,784

Note:

1. All cases approved by the "Industry-Specific Environmental and Social Risk Management Rules" are evaluated by the "Sustainable Finance Guidelines".
2. Data coverage includes Yuanta Securities, Yuanta Bank, and Yuanta Life.





Responsible Investment Engagement Initiatives

Yuanta Financial Holdings spares no effort in supporting the sustainable transformation of industries, continuously monitoring the actions and progress of invested companies in topics such as climate change, low-carbon transition, supply chain management, and corporate sustainability policies. We aim to promote concrete climate response actions and enhance climate resilience through interaction with investee companies. The Company has engaged with sixteen key invested companies in 2024. Industries involved include domestic semiconductors, electronic components, and textiles. Among them, five companies undertook specific improvement actions following engagement. These actions are: proactively piloting IFRS Sustainability Disclosure Standards S1 "General Requirements for Disclosure of Sustainability-related Financial Information" and S2 "Climate-related Disclosures"; actively responding to the International Union for Conservation of Nature (IUCN); establishing biodiversity conservation guidelines; and evaluating the setting of net-zero targets, serving as successful engagement cases for the Group. Every year, Yuanta Bank engages in ESG-focused dialogue and interaction with investee companies through questionnaires. These questionnaires primarily inquire whether the companies are continuously investing in energy-saving or green energy-related sustainable equipment, engaging in nature and ecological conservation efforts, addressing the impact of their operations on biodiversity, and participating in positive-impact initiatives such as supply chain engagement—all of which are considered in investment decisions.

Yuanta Securities, Yuanta Bank, Yuanta Life, and Yuanta Funds have conducted engagements as institutional investors with invested companies and relevant partners to help them establish relevant response strategies, improvement plans, and future goals on major environmental issues. Examples of such engagements are as follows:

 Female Board Member Ratio, Renewable Energy, and Impact of Carbon Emissions on the Carbon Footprint

 Engaged partners: Invested companies

 Engagement objectives: Manage ESG risks and opportunities and deliver sustainable results


Engagement results:

- In 2023, the company proactively aligned with the International Sustainability Standards Board by adopting Sustainability Disclosure Standard S1 ("General Requirements for Disclosure of Sustainability-related Financial Information") and Standard S2 ("Climate-related Disclosures").
- The company conducted a series of analyses on opportunities and challenges related to Taiwan's power supply and demand transition.
- In the future, the company plans to gradually increase both the number and proportion of female board members.

Yuanta Funds leads the group engagements of Yuanta Financial Holdings, establishing engagement themes with reference to regulatory policies and sustainability trends. This approach helps assess how investee companies respond to changes in environmental regulations and technological innovations, enabling the proactive identification of potential risks and opportunities.

The Group facilitates engagement actions to support investee companies in their sustainability transition and the advancement of ESG initiatives. The engagement topics are as follows:

- Impact of Carbon Emissions on the Carbon Footprint: Currently, the company primarily utilizes industrial waste and biomass fuels as alternative fuels. The combustion process is assessed using data from Taiwan's Carbon Footprint Information Platform, the Trial Calculation Guide for Carbon Auditing in Mainland China's Cement Industry, and international databases such as Ecoinvent. The resulting carbon emissions are compiled into statistical data and internally managed, while the biomass ratio is submitted for factory testing to determine the bio-carbon content of the alternative fuels, which is then used for emission estimation.
- Renewable Energy: Over the past three years, both the usage and proportion of renewable energy have steadily increased. Solar power systems have been installed on rooftops and unused areas across all operational sites, ensuring that renewable energy is self-built, self-generated, and self-used rather than relying primarily on the purchase of renewable energy certificates. The company is currently evaluating its renewable energy targets and actively fulfilling its obligations as a major electricity consumer.
- The proportion of female board members will be gradually increased to 30%

 Supply Chain


 Engaged partners: Invested companies


 Engagement objectives: Manage ESG risks and opportunities and deliver sustainable results


Engagement results:

To achieve labor equality and diversity, and to diversify supply chain management risks, the investee company has established manufacturing facilities in multiple cities. This strategy helps avoid overconcentration of geopolitical risks in a single region and enables the promotion of health checks, wellness activities, and training programs at each site to improve talent retention. Additionally, to implement effective supply chain management, the investee company prohibits the use of conflict minerals—which may involve serious human rights violations during metal extraction—in its procurement process. All suppliers are required to complete relevant due diligence questionnaires prior to cooperation to ensure that human rights are protected in the regions where raw materials are sourced.

Yuanta Securities engages with investee companies through investor conferences, shareholder meetings, phone calls, and on-site visits to understand the concrete measures taken to implement sustainable supply chain practices. These practices encompass policies and disclosures related to labor rights, supply chain management, and human rights. Through continuous dialogue, Yuanta Securities urges investee companies to align their operations with ESG standards and improve production processes and supply chain management mechanisms. Yuanta Securities remains committed to responsible stewardship practices and closely monitors ESG developments among investee companies, aiming to guide them toward sustainable operations and stable growth.

 Cybersecurity, Pollution, Waste, and other Social Responsibility

 Engaged partners: Overseas invested companies

 Engagement objectives: Manage ESG risks and opportunities and deliver sustainable results

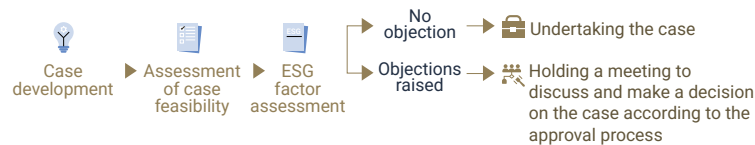
Engagement results:

Efforts have been made in the management and monitoring of chemical usage and information security among overseas investee companies who have committed to strengthening compliance with relevant standards through testing, audits, and employee training. In terms of information security, investee companies have engaged third-party cybersecurity agencies to assist in obtaining certifications to heighten the security level of company information. They aim to continuously improve internal management, raise safety standards, and fulfill product and social responsibility.

Yuanta Funds places strong emphasis on the ESG performance of overseas investee companies. Through engagement, it seeks to understand how these companies implement management plans to minimize potential negative social impacts from their operations. During discussions, specific ESG-related issues are explored to help companies identify potential risks and encourage them to take improvement actions, making sure that they are ready to address emerging risks. Yuanta Funds continues to monitor the actions of investee companies with the goal of promoting the integration of sustainable development thinking into their operations and production processes.

Underwriting and Consulting Services

Underwriting and Consulting Services Process



Yuanta Securities is responsible for the business development and customer relationship management of domestic listings, over-the-counter (OTC), and first listings of overseas companies as well as domestic and overseas capital raising and financial management services for listed companies. In order to implement the spirit of responsible investment, according to Yuanta Securities' proprietary investment trading decision-making operating guidelines, underwriting decisions should be based on the "Principles for Responsible Investment (PRI)" and its spirit. As the lead underwriter, cases are evaluated for their ESG compliance according to the "Responsible Investment Checklist." In addition, if the industries belong to industries regulated by the "Yuanta Financial Holding Co., Ltd. Industry-Specific Environmental and Social Risk Management Enforcement Rules" or bond underwriting services involve coal-fired power generation industries, coal-related industries, or unconventional oil and gas industries, an evaluation using the "Industry-Specific Environmental and Social Risk Management Checklist" should be included for subscriptions or underwriting. Underwriting cases shall exclude companies that are prohibited by the "Sustainable Finance Guidelines", as well as those proposed by "Yuanta Securities Investment Management Policy". In addition, the Company shall support or strengthen the assessment of relevant industries in accordance with the guidelines, and shall state the relevant reasons if it resolves to subscribe or underwrite the industries with enhanced assessment. In addition to undertaking projects, we follow the "Guidelines for Sustainable Economic Activities Recognition" to evaluate whether a company's economic activities meet sustainability standards. If they do not, we assist clients with sustainability transition through engagement.

Regarding ESG Review Process, Yuanta Securities staff refers to ESG-related indicators from domestic and international databases, including Bloomberg ESG score indicators, relevant domestic and international ESG ETF constituent stocks or sustainability index constituent stocks, Market Observation Post System, Taiwan's Ministry of Labor, Taiwan Stock Exchange - Corporate Governance Center, DJSI constituent stocks, and MSCI constituent stocks.

This year, Yuanta Securities engaged in discussions with consulting and advisory firms, as well as Second Party Opinion (SPO) providers to reinforce their corporate governance and sustainable development, establish their sustainable development committees, create risk identification mechanisms and related systems and establish sections regarding investors, stakeholders, and company sustainable development on their websites. After the consultation, the companies have to provide sustainability (ESG) reports and prove that they have completed ESG issue risk assessment and critical information disclosure as a way to lay the foundation for sustainable governance.

Incorporation of ESG Factors into Underwriting Procedures (ESG Factor Assessment)

Prohibited undertakings checklist	<ul style="list-style-type: none"> Engage in transactions with "entities sanctioned by the regulatory authorities in accordance with counterterrorism financing laws and regulations" or "entities sanctioned by the regulatory authorities in accordance with anti-money laundering and counterterrorism financing laws and regulations" as per Article 7 of "Sustainable Finance Guidelines" of the Company. Engagement in illegal arms manufacturing, buying, selling, and trading. Involvement in illegal gambling activities (including underground and online gambling).
Enterprises with controversial issues	<ul style="list-style-type: none"> Occurrence of significant environmental compliance violations in recent 2 years causing discontinuing of work or shutdown. Occurrence of human rights violations (such as forced labor, child labor, etc.) in recent 2 years causing discontinuing of work or shutdown. Occurrence of major disputes related to labor rights in recent 2 years causing discontinuing of work or shutdown. Occurrence of significant issues related to corporate governance in recent 2 years causing discontinuing of work or shutdown. Occurrence of significant issues related to financing of terrorism in recent 2 years causing discontinuing of work or shutdown. Engagement in activities such as pornography, wildlife poaching or habitat destruction, or the use of internationally banned or restricted chemicals/drugs/pesticides/herbicides or radioactive materials.
ESG indicators evaluation	<ul style="list-style-type: none"> The issuer is a government entity. Those who have conducted assessments on all topics of sustainable finance or industry-specific environmental, social and governance risk and opportunity management in the past year. Pre-trade investment inventory (The bond department's investment position is less than NT\$1 billion; the securities investment department's medium- and long-term investment is less than NT\$600 million) Underwriting or subscription (Investment Banking Business Department: emerging stock subscription is less than NT\$100 million; capital increase underwriting amount is less than NT\$200 million; convertible bonds (including overseas) is less than NT\$600 million) Bloomberg ESG score indicators (quantitative): RobecoSAM or Sustainalytics or Bloomberg ESG Disclosure ≥ 50; Or Bloomberg ESG score Indicators (qualitative): The result of historical and peer evaluations has equal or less than 2 "Poor" ratings. Whether the company is included in domestic and foreign ESG ETF components or sustainability index components.
Industry-specific ESG checklist	<ul style="list-style-type: none"> ESG engagement and policy commitments: <ul style="list-style-type: none"> Public disclosure of ESG information (For example, corporate official website, annual report, sustainability report) Obtaining external sustainability-related awards in the past year Establishing a dedicated ESG risk unit (For example, Risk Management Committee, Sustainability Committee, other functional committees or working groups) Identifying ESG issues of concern to stakeholders Respond to domestic and international ESG initiatives ESG risk and opportunity management: <ul style="list-style-type: none"> Establishing climate change risk assessment and energy efficiency improvement Developing pollution prevention and control action plans Establishing response measures for occupational health and safety management Social care and labor rights action plans Disclosure of corporate governance information Penalties may apply for violations of ESG-related policies

Promote Sustainable Finance Development

Featured Case: Assisting Enterprises with The Circular Economy Concept in Achieving Initial Public Offering (IPO) Listing

Yuanta Securities successfully assisted a provider of comprehensive resource recycling solutions, Chung-Tai Resource Technology Corp. (Ticker Symbol: 6923), in listing on the stock exchange in September 2024. This had a significantly positive effect on the development of the circular economy. The provider focuses on the research, development, and application of resource recycling technologies, aiming to transform waste into reusable resources while reducing environmental burdens. In line with international trends and policies, the provider is also developing recycling technologies for waste lithium batteries, discarded solar panels, and refined copper, converting them into reusable resources and energy, thereby promoting green transition. With Yuanta Securities' guidance, the provider entered the capital market this year, obtaining crucial funding to expand the application scope of its technologies and market influence. This IPO case illustrates the unique role securities firms play in moving forward sustainable development by acting as intermediaries in capital markets to help enterprises raise funds in the secondary market and accelerate their growth.

**Featured Case: Underwriting the First Sustainability-Linked Convertible Bond in Taiwan**

In December 2024, Yuanta Securities acted as the lead underwriter for Taiwan Cement Corporation's issuance of the first sustainability-linked convertible bond (SLCB) in the domestic market. This bond represents the largest SLCB and sustainability-linked bond issuance in Taiwan to date in terms of scale.

The bond's yield to maturity is tied to greenhouse gas emissions reduction targets, demonstrating the issuer's strong commitment to its climate pledges and green transition. As the very first cement company in the Greater China region to pass the Science Based Targets (SBT), the TCC Group Holdings has committed to achieving carbon neutrality in concrete by 2050 and is dedicated to addressing the challenges of climate change together with the industry and society, while actively participating in the global transition to a low-carbon economy.

By underwriting such sustainable development bonds, Yuanta Securities aims to expand its market influence, encourage other companies to issue sustainable development bonds, and provide investors with easier access to financial products with environmental or social benefits, thereby advancing the impact of sustainable finance.



Underwriting Performance of Sustainable Development Bonds

In 2024, Yuanta Securities assisted in underwriting of Sustainable Bonds, participating in the underwriting of 16 Green Bonds including Taiwan Semiconductor Manufacturing Co., Ltd., Taiwan Power Company, and Far Eastern New Century Corporation; participating in the underwriting of 3 Sustainability Bonds including First Commercial Bank, and E. Sun Commercial Bank, Ltd.; participating in the underwriting of 8 Social Bonds including Taipei City Government, Chang Hua Commercial Bank, Ltd., and Taiwan Mobile Co., Ltd., and participating in the underwriting of 1 Sustainability-linked Bond with TCC Group Holdings Co., Ltd. As of December 31, 2024, the outstanding issued bonds balance amounted to a total of NT\$21.87 billion.

The proceeds from the issuance of bonds by the aforementioned companies will be used for the development of renewable energy and energy technology, energy efficiency and energy conservation, greenhouse gas reduction, waste recycling or reuse, and other industrial applications related to the development of green energy. In terms of social benefits, we support affordable housing to enhance socio-economic development and rights protection, and we will continue to take practical actions to assist the development of green technology, care for the community, and enhance people's well-being.

Unit: NT\$ thousand

Categories	2023			2024		
	Bonds Value	Total Value of Underwritten Bonds	Proportion of Total Underwritten Bond Value (%)	Bonds Value	Total Value of Underwritten Bonds	Proportion of Total Underwritten Bond Value (%)
Green Bond Underwriting / Social Bond Underwriting / Sustainable Bond Underwriting ^{Note 1}	13,673,540		13.85	17,070,000		13.75
Sustainability-Linked Bond Underwriting ^{Note 2}	800,000	98,730,000	0.81	-	124,180,000	-
Sustainability-Linked Convertible Bond Underwriting ^{Note 2}	-		-	4,800,000		3.87
Total	14,473,540		14.66	21,870,000		17.62

Notes:

1. Bonds that meet the definitions of green bonds, social bonds, and sustainability bonds described in Article 3 of the Taipei Exchange Operation Directions for Sustainable Bonds.

2. Bonds that meet the definitions of sustainability-linked bonds described in Article 3 of the Taipei Exchange Operation Directions for Sustainable Bonds.

3. In this table, the underwriting value and underwriting amount are defined as the amount of money from new cases in the current year.

Sustainable Development Bond Underwriting

The revenue and number of cases of Yuanta Securities' bond underwriting business to be evaluated for implementation of the "Sustainable Finance Guidelines" in 2024 were as follows:

Unit: NT\$ thousand

Industries	Cumulative approval of cases through the Sustainable Finance Guidelines this year	
	Number	Amount
Semiconductor Industry	4	5,800
Cement Industry	1	24,196
Components	1	1,900
Financial Insurance	8	1,550
Public Business	4	1,430
Other	10	4,490
Total	28	39,366

Consulting Services ESG Factor Audit and Evaluation

Yuanta Securities has been actively implementing the "Sustainable Finance Guidelines" and has held a total of 102 IPO and SPO meetings to evaluate cases in 2024 and 79 cases have been completed in the current year. The list of industries and underwriting amount is as follows:

Unit: NT\$ thousand

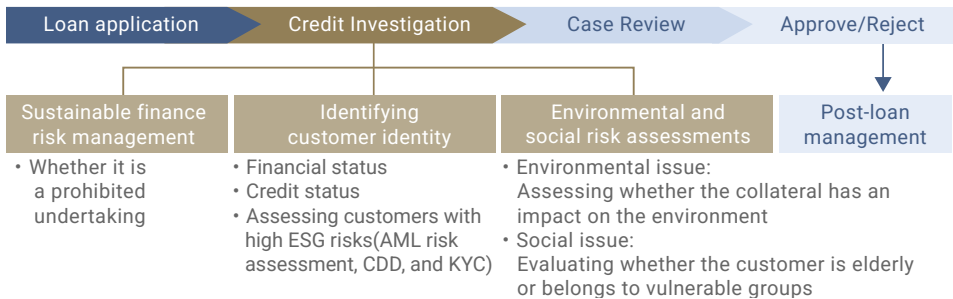
Industries	Cumulative approval of cases through the Sustainable Finance Guidelines this year	
	Number	Underwriting Amount
Electronic	21	10,715,725
Biotechnology and Medical	4	6,246,773
Cement	1	4,800,000
Shipping industry-related	2	2,785,400
Energy Storage	3	2,357,376
Tourism and Hospitality	10	1,963,193
Chemicals	2	1,267,202
Computer peripherals-related	1	1,042,071
Semiconductor-related	7	970,614
Financial Insurance	3	898,300
Optoelectronics-related	4	755,621
Information services-related	4	584,381
Telecommunications network-related	7	311,837
Electrical machinery-related	2	301,259
Automotive industry-related	3	77,420
Steel	1	15,075
Other	4	869,818
Total	79	35,962,065



Creating a Sustainable Financial Life

Consumer Banking Lending Business

Personal Credit Granting Process



Credit Business ESG Factor Assessment Items

Pre-credit Assessment (Credit Investigation Stage)	
Environmental Issue	Social Issue
<ul style="list-style-type: none"> Assessing whether the collateral is located in <ul style="list-style-type: none"> areas with high flood risk or those with physical risks such as geological sensitivity or high potential for soil liquefaction. 	<ul style="list-style-type: none"> Evaluating whether the counterparty is elderly (over 65 years of age) or belongs in vulnerable groups. <ul style="list-style-type: none"> Assessing the borrowing individuals or guarantors aged 65 or above based upon the "Enhanced Risk Assessment Form for Elderly Customer Loans." This involves observing or inquiring about their health, daily life events, financial statuses, education levels, and ability to access financial services information to understand their capability to recognize any adverse impact on their right to borrow. Providing relevant consultation services for transactions involving elderly customers, and if witnessing is required, a third party can assist as a witness. For mortgage applications involving elderly customers or vulnerable groups as applicants or guarantors, ensure to confirm and select the "Care Inquiry and Declaration Form" option. Evaluating whether the counterparty is exposed to negative news.

Performance of Personal Financial Instruments and Services

Unit: NT\$ thousand

Categories	2023			2024		
	Loan Amount	Total Lending Amount	Proportion of Total Lending (%)	Loan Amount	Total Lending Amount	Proportion of Total Lending (%)
Sustainable loans and mortgages ^{Note 1}	10,086,730	142,133,187	7.10	10,791,140	185,439,962	5.82

Notes:

- Sustainable mortgages and new-energy vehicle loans.
- In this table, the total lending amount and loan amount are defined as the amount of money from new cases in the current year.

Risk Assessment Process

Yuanta Bank takes the initiative to understand KYC and strengthen due diligence when customers apply for loans (including corporate accounts for auto loans). It checks through search systems to assess whether there are negative news stories about credit counterparties or if they belong in high anti-money laundering (AML) risk groups in order to carefully evaluate whether there is any violation of the relevant regulations. In 2024, a total of 168,538 cases underwent CDD, and 24,266 cases underwent EDD. If there are any negative findings, the application will be declined, aiming to reduce any harmful impact on the environment or society. Reasons for refusal in this fiscal year are unrelated to environmental or social impacts but primarily due to high credit risks associated with borrowers or their employment in high-risk or highly dangerous industries.

Yuanta Bank maintains a professional approach to lending, carefully evaluating the customer’s creditworthiness, capital needs, financial capacity, and collateral value to grant the appropriate credit limit. In the process of evaluating ESG-related risks and opportunities, all cases are subject to customer credit interviews and collateral checks. If the collateral is located in "areas with high flood risk," "directly in potential or sensitive areas," or in "areas with high potential for soil liquefaction," these reasons and the assessment of the collateral's impact on credit risk are stated in the appraisal report or review form for review and credit approval consideration. We are fully aware of our customers’ financial capability and collateral status.

Yuanta Bank has also adopted the Guidelines for Sustainable Economic Activities Recognition to implement its "Green Building Promotion Project" for personal banking customers. During loan processing, the bank actively inquires whether the property is a green building and requests supporting documentation, or checks publicly available project data online. If the property is qualified as a Silver Level Green Building Certification or under the green housing finance incentive program, or if the collateral holds a valid green building label, the customer may receive preferential loan interest rates upon verification. To date, two loans have been approved under this program, with a total amount of NT\$27 million. To promote hybrid or low-carbon vehicles, Yuanta Bank also checks whether the purchase qualifies as a new energy vehicle when processing car loan applications. The bank offers exclusive preferential loan rates for new energy vehicles to achieve the goal of building a sustainable homeland.

Yuanta Bank continues to cooperate with new-energy vehicle dealers this year, offering preferential auto loan programs to encourage the public to purchase new-energy vehicles. In 2024, Yuanta Bank credit cardholders who purchase electric scooters from partner brands are eligible for 0% interest installment plans across all models. Additionally, upon reaching a designated spending threshold and completing registration, they can enjoy cashback rewards. We encourage customers to give priority to sustainable products and join hands with Yuanta to create a sustainable home.

Going Paperless Promotes Green Living

Diamond-Gold Carbon Lucky Account

Yuanta Bank launched the "Diamond-Gold Carbon Lucky Account," allowing customers to track their carbon footprint through the "My Carbon Account" section in the Yuanta Mobile Banking app. This feature helps customers understand the reduction in paper usage achieved through electronic transactions, encouraging them to integrate such practices into their daily lives. Additionally, the bank introduced preferential rates for online currency exchange and promotions for online applications for regular fixed-amount daily deductions. These initiatives make it easy for customers to participate in carbon reduction efforts with just a few clicks while enjoying various benefits. This year, Yuanta Bank customers saved approximately 340 million A4 sheets through digital services, representing a 33% increase compared to the previous year.

Moreover, Yuanta Bank has launched a special section on its official "Diamond-Gold Carbon Lucky Account" website, featuring articles that explore the connections between daily climate, dietary, and ecological issues with carbon reduction topics. These articles encourage customers to change their behaviors to maximize the benefits of digital transactions in conserving resources and reducing overall energy consumption. To achieve its environmental sustainability goals and fulfill its social responsibility, Yuanta Bank obtained dual international certifications for its mobile banking services in 2022, completing both the ISO 14067 product carbon footprint verification and PAS 2060 carbon neutrality verification. In 2023, it carried out the ISO 14067 product carbon footprint verification for its Mobile Scan Payment Service after passing verification by the third-party certification body, British Standards Institution (BSI). In 2024, the bank received the carbon label for "Financial Online Services" issued by Taiwan's Ministry of Environment.

To further promote "environmental protection, low-carbon lifestyles, healthy living, and eco-friendly recreation," Yuanta Bank partnered with the Cycling Life Style Foundation to launch the "FunBike Free Ride" event in 2024. Participating customers who rent bicycles at the Fun Bike rental station along the New Taipei City riverside using mobile payment (Taiwan Pay) can enjoy exclusive discounts and rewards. Through this campaign, Yuanta Bank wishes to make a greater active contribution to environmental protection and healthy lifestyles.



Note: The carbon reduction calculation is based on multiplying the number of paper sheets saved by using electronic transactions by the carbon footprint value of virgin wood pulp copy paper published on the Carbon Footprint Information Platform ($4.24E+0 \text{ kgCO}_2\text{e}$).

Financial Services Carbon Footprint Verification

The carbon footprints across all Yuanta Bank credit card types were certified by the BSI in 2022, making Yuanta the first in the industry to inventory the carbon footprint of its mobile banking app. In addition, Yuanta Bank implemented a carbon neutrality project which was likewise certified by the BSI. The bank became the first financial institution in Taiwan to obtain both ISO 14067 Carbon Footprint verification and PAS 2060 Carbon Neutrality verification. In response to growing demand for mobile payment services, Yuanta Bank's "Mobile Scan Payment Service" passed the British Standards Institution (BSI) ISO 14067 Product Carbon Footprint verification in November 2023, becoming the first financial institution to voluntarily conduct carbon footprint verification for its "Mobile Scan Payment Service." Furthermore, in February 2024, it advanced to obtain carbon labels issued by the Ministry of Environment.

The mobile application known as "Mr. Investor" of Yuanta Securities has already obtained ISO 14067 product carbon footprint verification and PAS 2060 carbon neutrality verification from the BSI in 2022, which is the very first mobile application among the entire securities industry to pass the international carbon neutrality certification. In 2023, Yuanta Securities provided assistance to the Ministry of Environment in the formulation of the Product Category Rules (PCR) for the "Securities, Futures, and Investment Trust/Consulting Industry Online Services." This initiative led the securities, futures, and investment trust and consulting industry to establish rules as industry-standard practices. Under "Yuanta Securities Online Financial Service," carbon footprint verification was conducted for various online services including application, transactions, and inquiries. The ISO 14067 International Carbon Footprint Calculation Standard was used to examine the carbon footprint of online services used by investors of the Company, covering stages from raw material acquisition to service delivery and waste disposal. The carbon footprint of each online service was approximately 285 milligrams. In April 2023, "Yuanta Securities Online Financial Service" passed the BSI ISO 14067 Product Carbon Footprint verification, and in June, obtained the Environmental Protection Administration's carbon footprint labels. This achievement marked Yuanta Securities as the first benchmark operator in the securities industry to pass international carbon footprint verification and obtain domestic carbon labels. It aims to reduce the environmental impact during operations and encourage customers to move towards a low-carbon and green lifestyle.



Wealth Management App – ETF Digital Statements

For carbon reduction and paperless practices, Yuanta Funds offers an online application function for ETF digital statements, allowing investors to apply for digital statements online rapidly. In 2024, the service was integrated with the "Mr. Investor" app by Yuanta Securities, enabling customers to automatically populate their data through information sharing, rendering the application process even more convenient. In total, there were 451,000 new digital statement applications in 2024, representing a collective effort to contribute to a more sustainable planet.

Investing in a Sustainable Future

Existing Product ESG Investment Management



Yuanta Funds focuses on ESG risk management when developing investment products and services. Yuanta Funds imports information from the internationally renowned ESG rating databases to establish a set of daily ESG risk assessment for investment objectives and combines fundamental analysis to evaluate whether portfolio companies are continuing to develop towards sustainable operations. If the ESG risk level of an invested company increases, Yuanta Funds will hold internal discussions to decide if the investment weighting of the company should be adjusted, and regularly reviews the ESG risks of its funds to ensure that its products have sustainability features, providing customers with the ability to invest in a sustainable future.

In addition, in response to the "Guidelines for Financial Institutions on Greenwashing Prevention" issued by the Financial Supervisory Commission on May 30, 2024, Yuanta Bank has incorporated the principles of these guidelines into its "Compliance Checklist for Wealth Management Product Advertisements (Applicable to Fund Products)", thereby enhancing the robustness of its internal control system. Yuanta Funds has also integrated greenwashing prevention measures into its "Advertising Compliance Self-Assessment Form", requiring relevant departments to conduct self-assessments, reviews, and audits of promotional materials before launching financial products or services.

Sustainability Related Trending Products

Due to environmental changes, many environmental issues will be emphasized in the future, such as carbon dioxide emission rights, alternative energy, water resources and other infrastructure, which can create new market opportunities. With the limited traditional energy sources and the emergence of environmental issues, governments are actively developing new energy sources and providing various subsidy programs, giving infinite potential to the development of new energy sources. Based on these trends, the Group's subsidiaries have launched the following products:

Trend	Products	Features
Infrastructure	Yuanta Global Realty & Infrastructure Fund	Linking to infrastructure targets such as electricity, water resources, and transportation, and focusing on emerging market infrastructure issues.
Bioenergy, Food Crisis	Yuanta Global Agribusiness Fund	Linking to agro-finance related industry targets, we focus on agro-food and water industry related issues, covering the agricultural industry chain including basic resources, agricultural production, processing and wholesale sales.
Alternative Energy	Yuanta Global Utility Fund	Our investment targets include wind, hydro, and solar power plants and power transmission and distribution companies. We are able to take hold of the opportunities of high dividend and steady growth in the power industry.
	Yuanta Green Energy ETN (Tracks Selected Taiwan Listed OTC Green Energy Compensation Index)	Linked with Yuanta Taiwan Green Energy Total Return ETN; the index constituents are stocks in the supply chain of solar and wind power industries in Taiwan.
	Yuanta Electric Vehicles Total Return ETN (Tracks the Taiwan Electric Vehicle Representative Compensation Index)	We invest in 10 to 20 upstream to downstream companies in Taiwan's electric vehicle industry chain, covering the complete industry chain index components including high-quality Taiwanese companies specializing in electric vehicle power systems, charging stations, batteries, and other components.

Best Sustainability Companies

The Yuanta Group is committed to staying aligned with sustainability trends and integrating them into the development of sustainable products, offering clients timely and accurate solutions that embody the spirit of ESG. Studies have shown that sustainable funds and companies with high ESG evaluation are more resilient, have better returns, and less volatility than traditional companies. Based on the above trend, the Group's subsidiaries have launched the following list of products. As of December 31, 2024, Yuanta Securities has 7 ETNs that tracks the sustainability index compiled by Taiwan Index Plus Corporation (including ESG, green energy and electric vehicles) with 50,000 units of ETNs outstanding in circulation and an outstanding amount of approximately NT\$0.415 billion; as of December 31, 2024, Yuanta Funds has 2 ESG-themed funds with a total fund size of NT\$19.914 billion; in 2024, Yuanta Futures promoted 2 overseas ESG futures and 1 Taiwan ESG Index Futures, F4G TIP TW ESG Futures, with an annual trading volume of 735 contracts.

Products	Features
High sustainability performers	
Yuanta ESG High Dividend N (Tracks Selected ESG High Dividend Payout Index)	Screening the top 20% of listed companies with high ESG scores, the composition of the constituent stocks has mainstream market characteristics, and the industries include semiconductor, finance, electronic communication, construction and other targets, diversified investment in listed companies with good sustainable development and high dividends.
Yuanta TPEX ESG Growth ETN (Tracks TIP Customized TPEX ESG Growth Total Return Index)	In addition to the ESG index screening strategy, the Company also uses "growth indicators" to screen for high performance in revenue, earnings, market capitalization, and profit growth.
Yuanta TPEX ESG High Dividend Total Return ETN (Tracks Selected ESG High Dividend Payout Index)	The first ever ETN with dividends; exclusively investing in listed companies with high ESG scores and high dividends. The dividends are paid yearly.
Yuanta ESG Dividend Distribution (Tracks Selected ESG High Dividend Payout Index)	The "Selected ESG High Dividend Yield Index" link includes component stocks with high sustainability scores, good profitability, and strong dividend yield performance. The index selection strategy helps long-term investors enjoy relatively stable high dividends and returns.
Yuanta OTC ESG Leader (Tracks Selected OTC ESG Leader Return Index)	Tracking the "Selected OTC ESG Leader Return Index" compiled by Taipei Exchange and Taiwan Index Plus Corporation, and adopting the "Taiwan Sustainability Evaluation" model designed by Taiwan Index Plus Corporation; 10 to 20 component stocks are screened based on profitability, ESG indicators, volatility, and market capitalization, using the ESG-adjusted free float market capitalization weighting method to recognize the investment performance of OTC stocks that emphasize sustainability, profitability, and market representation.
Yuanta FTSE4Good TIP Taiwan ESG ETF (The source of dividends for this fund may come from income equalization reserves.) (Tracks FTSE4Good TIP Taiwan ESG Index)	An exchange-traded fund (ETF) primarily invests in the constituents of the "Taiwan ESG Index," diversifying across companies in various Taiwanese industries that demonstrate strong ESG performance, while excluding those that have not published sustainability reports.
Yuanta FTSE4Good TIP Taiwan ESG ETF Feeder Fund (The source of dividends for this fund may come from income equalization reserves.) (Tracks FTSE4Good TIP Taiwan ESG Index)	This is an ETF feeder fund that primarily invests in the "Yuanta FTSE4Good TIP Taiwan ESG ETF" (The source of dividends for this fund may come from income equalization reserves.) This ETF invests in companies across various industries in Taiwan with strong ESG performance, excluding those that have not published sustainability reports.
Quality futures sustainable products	
TAIFEX - Sustainability Futures (Link to FTSE4Good TIP Taiwan ESG Index)	Launched by the Taiwan Futures Exchange, FTSE Russell's international standard ESG rating model is used to select 66 constituent stocks by integrating their risk exposure and financial indicators. In response to the global trend of sustainable investment development, it meets the demand for spot market risk and related trading needs.
EUREX-Europe ESG Futures (Link to STOXX® Europe600ESG-X Index)	Based on the United Nations Global Compact principles, we have selected 581 constituent stocks from the European 600 Index, which is the first ESG-themed external commodity approved by foreign countries in Taiwan.
CME-E-mini S&P 500 futures (Link to Standard & Poor's 500)	The ESG Index is an index made up of S&P 500 Index constituents. Filtering of heavy participation from specific industries (e.g., tobacco and controversial firearms) and low scoring on the United Nations Global Compact was conducted on S&P 500 Index constituents to determine the ESG Index. Additionally, companies with their ESG scores on the bottom 25% of each GICS group according to S&P DJSI ESG evaluation are excluded.

Proprietary Sustainable Investment Products^{Note1}

Unit: NT\$ thousand

Categories	2023			2024		
	Asset Size	Total Assets	Proportion of Total Assets (%)	Asset Size	Total Assets	Proportion of Total Assets (%)
ESG Integration ^{Note2}	29,432,933		1.98	22,339,761		1.00
Best in Class ^{Note3}	636,383,564		42.71	870,453,322		39.07
Thematic ^{Note4}	10,530,193	1,489,860,084	0.71	9,657,048	2,228,027,600	0.43
Impact Investing ^{Note5}	-		-	-		-
Other ^{Note6}	95,503,368		6.41	217,981,973		9.78
Total	771,850,058		51.81	1,120,432,104		50.28

- Note:
- It references the S&P Global Corporate Sustainability Assessment (CSA) for the classification of sustainable investment products.
 - Incorporate the ESG model into the design of financial products or set up relevant selection principles to systematically integrate ESG factors into investment analyses and decision-making.
 - Select industries, companies, or projects with relatively more favorable ESG performance when designing financial products.
 - Invest in a single or multiple thematic sustainability-related targets (e.g., climate change or clean energy) when designing financial products.
 - Have measurable social and environmental impact and financial returns when designing financial products.
 - Other: Funds that promote environmental or social characteristics, or have sustainable investment objectives—including but not limited to funds categorized under Articles 8 or 9 of the EU Sustainable Finance Disclosure Regulation (SFDR), or funds not classified under the above categories.

Issuance of Sustainable Development Bond

Yuanta Bank refers to the "Guidelines for Financial Institutions on Greenwashing Prevention" when issuing bond products, and evaluates these products in accordance with the standards of the International Capital Market Association (ICMA), including the Green Bond Principles (GBP), Social Bond Principles (SBP), and Sustainability Bond Guidelines (SBG). Bond issuance is also conducted in compliance with the "Taipei Exchange Operation Directions for Sustainable Bonds." The funds raised are primarily used to support green investment projects and social benefit investment projects through loan activities, helping enterprises obtain medium- to long-term funds; benefits achieved include reducing greenhouse gas emissions and promoting affordable housing development.

Issuance Amount	Use of Funds	Expected Benefits
Green Bond		
NT\$500 million	To meet the funding needs for constructing Yuanta Bank's headquarters green building, the funds are allocated for the construction of the headquarters green building or for loans supporting green investment projects. From the initial design, the bank's headquarters building has aimed to achieve Taiwan EEWB Diamond Level Green Building Certification. The building incorporates energy-saving recycling systems such as low-emissivity double-glazed windows, LED lighting, variable-frequency central air conditioning, water-saving sanitary equipment with eco-labels, carbon dioxide detectors, and a rainwater harvesting system.	The project will achieve five energy-saving and carbon-reduction benefits, including carbon fixation in line with greening indicators (TCO2), daily energy savings, water conservation (demand reduction and source expansion), resource recycling, and the recovery of demolition steel waste. The overall carbon reduction efficiency is estimated at 53%, promoting the symbiotic and mutually beneficial relationship between buildings and the environment, while achieving sustainable environmental benefits.
NT\$1 Billion	To support green investment projects through loan activities *	The categories of green investment projects include renewable energy and energy technology development, improvements in energy efficiency and energy conservation, greenhouse gas reduction, and other climate change adaptation projects or those recognized by the Taipei Exchange (e.g., green buildings).
Sustainability Bond		
NT\$2 Billion	To support both green investment projects and social benefit investment projects through loan activities, including financing for medical care, urban renewal, and renewable energy generation industries.	The goal is to expand financing for sustainability-related industries while assisting sectors such as green energy technology, the circular economy, and socially beneficial enterprises in securing medium- to long-term funding. This initiative aims to reduce greenhouse gas emissions and foster the development of affordable housing. For specific impacts and benefits, please refer to the Sustainability Bond Investment Plan.

Third-Party Sustainable Investment Products^{Note1}

Unit: NT\$ thousand

Categories	2023			2024		
	Asset Size	Total Assets	Proportion of Total Assets (%)	Asset Size	Total Assets	Proportion of Total Assets (%)
ESG Integration ^{Note2}	643,533		0.32	148,376		0.07
Best in Class ^{Note3}	1,411,684		0.70	1,306,932		0.65
Thematic ^{Note4}	1,664,693	201,872,831	0.82	1,220,411	201,431,937	0.61
Impact Investing ^{Note5}	2,356,020		1.17	809,532		0.40
Total	6,075,930		3.01	3,485,251		1.73

- Note:
- It references the S&P Global Corporate Sustainability Assessment (CSA) for the classification of sustainable investment products.
 - Incorporate the ESG model into the design of financial products or set up relevant selection principles to systematically integrate ESG factors into investment analyses and decision-making.
 - Select industries, companies, or projects with relatively more favorable ESG performance when designing financial products.
 - Invest in a single or multiple thematic sustainability-related targets (e.g., climate change or clean energy) when designing financial products.
 - Have measurable social and environmental impact and financial returns when designing financial products.

3.2 Innovative Social Financial Products

Social issues have become increasingly diverse and complex. Without timely response, underprivileged groups will be unable to obtain affordable financial services. Insufficient accessible facilities result in impairment of the rights and interests of people with disabilities. Yuanta Group continues to pay attention to the financial service needs of underprivileged groups and regularly review global trends of financial inclusion and social issues. We utilize the core business of the financial industry to design financial products and service measures that meet the needs of underprivileged groups, develop innovative products, promote suitable services, and appoint professionals to each branch office and online to help the underprivileged groups to use financial services. The subsidiaries stay in constant with their customers via the customer service telephone line, email, online customer service channel, and customer satisfaction surveys to manage customer relationships, leverage influence, drive economic developments in inclusive growth, make changes, and eliminate inequality to improve social welfare.

To strengthen a finance-friendly environment, the Group has established and is implementing policies of financial inclusions. We tailor financial and non-financial inclusive financial products and services to underserved populations, such as establishing procedures to prevent over-indebtedness, training staff to avoid hard-sell tactics, providing easy and efficient communication channels, promoting market research and customer feedback, and strengthening partnerships and external initiatives. Moreover, our Board of Directors is the highest supervisory body for financial inclusion, and we are committed to protecting the rights and interests of the underprivileged.

On the other hand, besides making every effort to implement financial inclusion, Yuanta Group places great emphasis on the accuracy and appropriateness of descriptions and promotional materials with regard to insurance and financial products in an attempt to protect consumers from misleading claims about sustainability features. As a response to the "Guidelines for Financial Institutions on Greenwashing Prevention" issued by the Financial Supervisory Commission in May 2024, Yuanta Bank revised its "Insurance Product Promotional Material Review Checklist" in August 2024. The revised checklist is used to review product promotional documents provided by insurance companies, incorporating principles for sustainability-related statements as assessment criteria, in order to ensure consumer rights and further establish brand trust.

Commitment to Implementing Financial Inclusion

Inclusive Financial Products and Services

Type	Products and Services	Targeted Clients	Product/Service Content	Number of Clients Reached	Number of Transactions/ Contracts
Micro-insurance	Micro-insurance	Low-income households and the elderly	To help disadvantaged individuals obtain basic insurance coverage at a low premium and avoid severe financial impact from unexpected events, Yuanta Bank, Yuanta Life, and Yuanta Funds offer micro accident insurance. These policies feature low insured amounts, low premiums, and simple coverage terms to provide basic protection for economically disadvantaged groups.	6,194	NT\$1,728 thousands
Loans	Government-Subsidized Mortgage Loans for Individuals and Affordable Housing Loans	Low- to middle-income households, displaced individuals, the elderly, persons with disabilities, and Indigenous peoples	In coordination with the Ministry of the Interior Construction and Planning Agency's approved interest subsidy programs for home purchase and renovation loans, the Kinmen County Government's Youth Home Ownership Project, and programs supporting disadvantaged groups without self-owned housing, Yuanta Bank offers low-interest or government-subsidized loan options to reduce the burden of loan interest.	3,701	NT\$2,498,195 thousands
	0403 Disaster Relief Loan	Displaced individuals	To assist customers affected by the Hualien earthquake on April 3, 2024, who are unable to make timely loan payments, Yuanta Bank offers a payment deferral assistance program. Interest accrued during the deferral period is fully waived.	7	NT\$23,015 thousands
Others	Disability Trust	Persons with disabilities	Yuanta Bank provides trust services to persons with disabilities. Beneficiaries must hold a government-issued Disability Identification Card. The trust is primarily designed to help individuals with disabilities protect and manage their assets through trust planning, ensuring that funds are available for future education or living care needs.	5	NT\$23,328 thousands


Non-Financial Support for Financial Inclusion

Type	Project Name	Target Groups	Project Description	Quantitative Social Impact KPI
Financial or Digital Literacy Training	Growth Companion Train	Rural individuals or residents in remote areas and children in remote areas	Yuanta Life has long been committed to supporting underprivileged children in remote areas. Through the "Growth Companion Train" initiative, financial education is introduced at an early age. Yuanta Life's employees volunteer to teach children about identifying, preventing, mitigating, and transferring risks through game-based learning, helping them develop sound risk awareness and financial knowledge.	2 sessions held; 220 participants benefited
	Yuanta Financial Management Day	Rural individuals or residents in remote areas and children in remote areas	Since 2018, Yuanta Financial Holdings and Yuanta Cultural and Educational Foundation have recognized the lack of financial education and resources for economically disadvantaged and rural schoolchildren. By leveraging the Group's financial expertise, the initiative aims to teach children basic financial concepts and knowledge.	243 students benefited
Incentives for Opening Savings Accounts	Online Application Promotion	Persons with disabilities	The online application counter offers customers with disabilities the benefit of "3 free interbank ATM withdrawals per month." Additionally, an NT dollar non-designated transfer service has been added to enhance the online platform's inclusiveness and better serve diverse user groups.	A total of 402 individuals have benefited from this initiative.
	Digital Account Discounts	Rural individuals or residents in remote areas	Residents in remote areas can open accounts without needing to visit a branch in person. They can also apply online for various banking products and services. This initiative promotes saving and investment habits by offering deposit incentives and discounted handling fees for online fund subscriptions.	A total of 218 residents in remote areas benefited from this digital account initiative.
Corporate Management Skills or Training	Promotion of Mobile Payment Services	Micro-businesses	<ul style="list-style-type: none"> Traditional Market Vendors <p>Yuanta Bank, in collaboration with the renovation of the Nanmen Market, provides various local online financial services. In addition to installing ATM machines for deposits and withdrawals as well as foreign currency withdrawal machines, the bank assists vendors in adopting Taiwan Pay and organizes reward activities to encourage consumer spending. Furthermore, a mobile payment promotional seminar is held at the Beitou Interim Market to help small businesses understand the convenience of mobile payments, implement more efficient payment methods to increase sales, and receive guidance on subsequent implementation. The bank also offers preferential handling fee plans and marketing activities to assist vendors in boosting transactions, encouraging more enthusiastic participation from local vendors.</p> <ul style="list-style-type: none"> Micro-businesses in Remote Areas and Environmental Industries <p>The bank assists in promoting the widespread adoption of mobile payments among micro-businesses by offering preferential handling fee plans, which aim to enhance the businesses' willingness to apply for mobile payment services and boost consumer spending.</p>	The number of new merchants in the acquiring business increased by 62% compared to the end of previous year.
	Yuanta Foundation's 8 th Dream Big Project	Micro-businesses	<p>The Yuanta Foundation aims to be a public welfare platform that supports small public welfare enterprises or organizations. Over the years, it has accumulated a wealth of experience in public welfare planning, event management, and resource integration, becoming a solid backing for small public welfare enterprises or organizations.</p> <p>The foundation helps corporate groups improve their marketing and business planning capabilities through various channels. This year, the "Dream Fulfillment Workshop" invited external professional consultants to give lectures and explore fundraising topics. Furthermore, based on different fundraising methods and types, the foundation helps enterprises understand their strengths, weaknesses, and opportunities, as well as how to plan suitable fundraising projects. Training is also provided on the overall packaging and advertising of projects, enabling resource-limited micro-businesses to raise funds independently, thereby supporting the development of micro-businesses.</p>	A total of 4 micro-businesses benefited.

Social Issue-Related Financial Products

The Group implements the core concept of financial inclusion and observes issues derived from social trends. In response to the needs of the relevant groups behind the issues, we have designed a wide range of products to cater for the underprivileged and low-income groups, allowing customers to choose the most suitable protection plan for their life stage according to their needs. We use our core business to leverage the impact of the financial industry and address social change issues on multiple fronts.

Elderly Group



Retirement financial planning

Reducing economic volatility and providing long-term stability and steady cash flow for retirement life are top priorities. The promotion of Yuanta Life will be focused on traditional products with guarantee features, giving policyholders a stable plan unaffected by economic changes. Investment-linked products allow policyholders to participate in market trends and hold investment targets when opportunities arise, thereby achieving better returns. We continue to select investment targets related to ESG and integrate them into our product offerings. These two types of products can be matched according to individual policyholders' risk tolerance to meet their retirement financial planning needs.

Retirement medical and long-term care

Elderly individuals are prone to hospitalization needs and medical care for bone fractures due to accidents. We shall continue to monitor the gap in demand and develop suitable products accordingly. In response to the elderly population losing their ability to perform daily activities due to illness or accidents, the Company provides comprehensive care protection. Our designs will include both lump-sum and installment payments, tailored to the needs of policyholders that hopes to alleviate the economic burden on the caregiver in the family and serves as the best backup force for our customers.


A total of cases in 2024

466

Premium income

12.10 million

Maternal and Child Protection



The social structure of Taiwan is moving towards an aging population and low birth rate. According to the Ministry of the Interior's survey on the "average age of women at first childbirth," the average age of women giving birth to their first child reached 31.09 years old in 2020, with approximately 30% being over 35 years old. This indicates that late marriage and delayed childbirth are becoming increasingly commonplace domestically. As the average age of expectant mothers continues to rise each year, the risk of infants developing congenital diseases also increases. Yuanta Life has been paying attention to the infant insurance market for many years, launching the first infant lifetime medical insurance to meet the medical care needs of newborns and reduce the economic burden on new parents.


A total of cases in 2024

135

Premium income

3.57 million

Health Management



Modern busy lifestyles and unhealthy habits and diets lead to an increasing incidence of chronic diseases and cancer. Cancer is the number one cause of death among the population for many years, posing a significant health threat and incurring considerable treatment/living expenses each year. This often leads to a serious burden on people's lives. Yuanta Life has been paying close attention to the health issues facing the population for years and has introduced overflow insurance policies to encourage people to undergo annual cancer screenings and health check-ups through rebate rewards. We encourage policyholders to pay attention to their own health conditions, enhance their self-managed health mechanisms, and cultivate risk awareness in order to reduce the burden on society and families.

A total of cases in 2024

568

Premium income

356 million

Products for Disadvantaged Groups

Quasi-Long-Term Care Insurance and Low-Cost Elderly Insurance

Yuanta Bank and Yuanta Life offer insurance products such as "Quasi-Long-Term Care Insurance" and "Low-Cost Elderly Insurance" to provide affordable and accessible coverage protection for the public and plan for any personal risks.

Unit : NT\$ thousand

Insurance Product	Number of Policies	Total Premiums	Intended Customer
Quasi-Long-Term Care	92	4,833	<ul style="list-style-type: none">Concerned with healthcare quality, risk consciousFamily history of illness, potentially high-risk groupPrimary breadwinnerSingle or married without children
Low-Cost Elderly Insurance	63	1,665	<ul style="list-style-type: none">Limited financial capacity, but wants basic life insurance protectionsOlder customer who wants basic life insurance protectionsDoes not want to be an economic burden on their children
Total	155	6,498	

Charity Donation Platform

Yuanta Bank's "Give Love, Give Warmth" online donation platform has been completely upgraded and revamped, providing people with the convenience of using any bank IC card and a card reader to connect with the network of love. The platform offers support and assistance to social welfare organizations. The cumulative number of donations made this year by Internet bank transfer was over 37 with a donation amount of about NT\$52,215, and 617 by credit card with a donation amount of NT\$1.598 million.

Support for SMEs and New Startups

As of December 31, 2024, the balance of loans outstanding qualified to programs designed to promote stable operation to 7,627 small and medium-sized enterprises was NT\$227,387,936 (thousand dollars). The lending targets are SMEs that meet the criteria for SMEs forwarded by Taiwan's Executive Yuan. We hope to provide funding to assist SMEs with cash flow and in maintaining working capital, and to help SMEs to stabilize their operations. Among the total loan amounts for small and medium-sized enterprises (SMEs), outstanding loans for micro-businesses, small businesses, and startup SMEs amount to NT\$176.6 billion across 5,683 accounts. The remaining loan accounts and balances pertain to general SMEs, ensuring continuous support for the operational growth of SMEs and startup enterprises and promotion of economic development.

Unit : NT\$ thousand

Lending Categories	2023			2024		
	Loan Amount	Total Amount of Lending ^{Note}	Proportion of Total Lending (%)	Loan Amount	Total Amount of Lending ^{Note}	Proportion of Total Lending (%)
SME/micro/small/small and medium-sized start-ups Loans	187,632,352	536,589,703	34.97	227,387,936	640,163,183	35.52

Note: Total Amount of Lending is defined as the total lending balance from Corporate Banking for the Yuanta bank.

Diversified Trusts

Yuanta Bank offers charitable trust services to help corporations or individuals plan and set up charitable trusts. Each year, we publish the annual trust transaction report and asset statement of each trust on our website to make donation flows more transparent. Actions that directly or indirectly promote public welfare can be achieved without the involvement of the principal. Through the Yuanta Bank, the general public can assist socially disadvantaged groups by donating or joining public trusts, allowing altruistic individuals with the opportunity to contribute to society. As of 2024, Yuanta Bank has handled five charitable trusts including "Mountains Fund", "Huangwu Social Welfare Fund", "Taian Social Welfare Fund", "Shanlin International Charity Trust", and "Cheng Shin Maxxis Social Welfare Fund". The overall donation amount for public trusts reached NT\$7 million.

Yuanta Bank responded to the Financial Supervisory Commission's policy on trusts for the elderly and people with disabilities by launching the "Eldercare Trust Warmth Project" in the fourth quarter of 2021. The "Elderly Care Trust Foresight Program" was launched in October 2022, assisting the elderly in planning for eldercare trusts to safeguard their property and achieve the goal of life care and support. As of 2024, the total trust assets amounted to NT\$34.786 billion, with elderly care trust assets and disability trusts totaling NT\$449 million, accounting for 1.29% of the total trust assets. A total of 1,918,952 individuals have met the criteria for opening elderly care trust and disability trusts accounts, with 381 beneficiaries.

Unit : NT\$ thousand

Type	2023			2024		
	Total Trust Assets	Total Trust Assets Overall ^{Note1}	Proportion of Total Trust Assets (%)	Total Trust Assets	Total Trust Assets Overall ^{Note1}	Proportion of Total Trust Assets (%)
Elderly Care/Disability Trusts ^{Note2}	453,352		1.33	448,997		1.29
Urban Renewal Trusts	3,137,911	33,974,229	9.24	4,289,680	34,785,515	12.33
Employee Welfare Trusts	7,373,694		21.70	7,588,077		21.81
Charitable Trusts	165,185		0.49	175,187		0.50
Total	11,130,142		32.76	12,501,941		35.94

Note:
1. Total Trust Assets overall does not include specific-amount trusts and funds under custody.
2. The total amount of disability trusts in 2024 is NT\$23,328 thousand, accounting for 0.07% of the total trust assets, and there are 5 people benefited from this program.

Yuanta Bank responded to the government's Trust 2.0 initiative by actively assisting its employees in obtaining certification as "Elderly Financial Planning Consultants." In order to assist the elderly to formulate appropriate eldercare plans, the staff was provided training to understand the basic psychology, behavior, and medical care of the elderly and took courses on eldercare trusts and related trust products. As of 2024, a total of 47 managerial colleagues have obtained certification as "Elderly Financial Planning Consultants."

Expanding Financial Accessibility

Friendly Service Measures

In recent years, the Financial Supervisory Commission has been actively promoting the development of financial technology. In 2023, it released the "FinTech Development Roadmap (2.0)" to shape a friendly ecosystem for financial technology development, facilitating the introduction of relevant services or business models for greater efficiency, accessibility, usability, and quality of financial services. The Group values the digital financial service needs of different demographic groups. Following are the services this year:

Residents in Remote Areas



Physical Financial Services

- Mobile payment plan

With the rapid development of technology and the digitization of financial services, the broader adoption of mobile payments can help bridge the urban-rural gap. Yuanta Bank continues to promote the widespread adoption of mobile payments by introducing small local businesses in Kinmen and offering preferential handling fee plans to encourage them to apply for mobile payment services. As of the end of 2024, over 200 small businesses had joined the initiative.

Digital Financial Services

- Digital Account Opening and E-Payment Services

Residents in remote areas can open digital accounts without visiting branches. They can apply for multiple products and services online. A securities settlement account and a Yuanta Funds account can be applied for and opened simultaneously (dual account opening). Distance is no longer a barrier to financial service needs. In 2024, nearly 20,000 customers completed the "dual account opening" service. Through cross-industry collaboration, Yuanta Bank has completed its integration with seven major E-payment services, expanding customers' access to daily necessities and transportation. This allows customers in remote areas to conveniently use financial services.

- Digital Deposit Account Promotions

The online application service is fully functional, allowing users to conveniently apply for a variety of banking products and services. It promotes saving and investment habits by offering deposit interest rate incentives and discounts on online fund subscription fees. In 2024, the number of digital deposit account applications increased by 18% compared to the previous year.

Foreign Visitors or New Immigrants



Physical Financial Services

- Bilingual branches

In accordance with the "2030 Bilingual Nation Policy Development Blueprint," Yuanta Bank has established bilingual branches, forming frontline bilingual service counters and bilingual financial services to propel Taiwan's financial industry towards internationalization. As of the end of 2024, there are four bilingual branches across the bank service area, with aims to gradually increase the proportion of bilingual branches. This initiative will facilitate Taiwan's overall bilingual financial environment and the internationalization of Taiwan's financial services.

- Bilingual ATMs

To facilitate the use of financial services for foreigners, Yuanta Bank has installed bilingual (Chinese and English) ATMs nationwide, totaling 517 machines.

- Foreign Language Translation Services

Yuanta Life provides multilingual translation devices at designated service counters and has in-person interpreters available at customer service desks.

Digital Financial Services

- Communication with no borders

In active response to the "2030 Bilingual Nation Policy Development Blueprint," Yuanta Bank aligns with international development by digitizing its services in bilingual formats, making information accessible to foreign customers. An English version of the official website is also available, including bilingual information on branch service locations. Make financial services more convenient for foreign visitors in Taiwan.

- Minors opening digital accounts

For underage children of new immigrants who need digital deposit accounts, parents holding Taiwanese ID cards can assist them in account opening, facilitating their learning of digital financial services. A total of 11 accounts were opened in 2024.

People with Disabilities



Physical Financial Services

- Accessible ATMs

Since 2013, Yuanta Bank has incorporated international accessibility standards into the procurement of new ATMs, aligning with specifications from the United States, Japan, or the European Union. Currently, all Yuanta Bank ATMs meet the specifications for greater accessibility.

In 2024, there were 422 ATMs in Taiwan designed for wheelchair users, accounting for 82% of all ATM machines. For locations where the ATM setup environment has not yet met accessibility standards, improvements will be prioritized during renovation or relocation. Additionally, to ensure the rights of visually impaired individuals, Yuanta Bank has installed 50 ATMs equipped with audio features for the visually impaired.

- Accessible facilities

Special facilities for people with mobility impairments are available in various branches, including wheelchair-accessible desks, elevators, ramps, handrails in stairs, and none-thresholds designs to address mobility issues.

- Guidance by specialized counter staff

Yuanta Bank digital initiatives are successful at 149 branches, conducting monthly digital service education and training to ensure inclusive digital services across all channels, thus bridging the digital gap for people with disabilities.

- Real-Time Sign Language Interpretation Services

Yuanta Life offers sign language video interpretation services at counters for hearing-impaired clients. On-site interpretation services can also be scheduled via the customer service hotline or online booking. Yuanta Funds has partnered with the Taiwanese Association of Sign Language Interpreters to provide sign language interpretation, assisting clients with account opening and contract signing at counters.

Digital Financial Services

- Accessible Website and APP

Yuanta Life and Yuanta Futures have completed the setup of the "Yuanta Futures Financial Friendly Service Section," meticulously incorporating accessibility coding into every detail of the website and obtaining the Level AA Accessibility certification. Yuanta Bank has placed the "Friendly Service Zone" in the top position on the official website. At the tip of the finger, people with disabilities can access with ease comprehensive information on all banking services, including branch environment navigation, customer service channels, accessibility facilities at various branch locations, Taiwan dollar and foreign currency exchange rate inquiries, and digital channel entrances. Our official website, online banking, and web ATM have received the "Grade A" certification mark from the Ministry of Digital Affairs. The mobile banking app has also passed accessibility testing, certified by the Taipei Parents' Association for the Visually Impaired. Yuanta Securities' "Mr. Investor" app features an accessible user interface, enabling visually impaired users to check market quotes and conduct trades via mobile phones, enhancing their digital investment experience. In December 2024, we applied for accessibility certification from the Taipei Parents' Association for the Visually Impaired, with approval expected in 2025.

- Thoughtful Smart Customer Service

To help visually impaired users access online customer service more easily, a friendly font-enlargement function is provided. In response to care-related concerns of people with disabilities, we have developed Q&A and online application services for elder care trusts and disability trusts. Additionally, live text-based customer service is integrated with ATM services to create a more convenient and human-centered financial environment. Deaf customers can simply scan the "Live Friendly Service" QR code on the ATM screen using their mobile phones to provide more convenient and friendly contact channels for mute customers.

- Document reading

QR Code versions of various product agreements are provided, allowing customers to scan with their phones and link to text files/web pages, with the content being read aloud via the phone's built-in voice broadcasting function, making it easier for visually and hearing impaired customers to understand transaction-related plans and risks.

- Accessible digital services

The official website, internet banking, and internet banking ATMs have obtained A-grade certification from the Ministry of Digital Affairs, while the mobile banking app has obtained the Accessibility Testing Qualified Report from the Taipei Parents' Association for the Visually Impaired.

- Friendly service video introduction

Introducing Yuanta Bank's video production of "Friendly Banking Services for People with Disabilities," in collaborated with the National Association of the Deaf R.O.C. (Taiwan). Contents include introducing Yuanta Bank's online and offline friendly financial service measures and related friendly environment facilities. The video was broadcasted on the association's social media "Deaf News," with sign language interpretation and subtitles provided throughout the video, allowing deaf compatriots to better understand the friendly financial services provided by Yuanta Bank.

Elderly Groups



Physical Financial Services

- Branch digital seeds

Yuanta Bank has placed digital seeds in its branches to directly understand the service needed by the elderly. Through hands-on teaching, they act as professional digital assistants, bridging the digital information gap for elderly customers.

- Personalized Assistance

Yuanta Securities provides extra care during the account opening process for senior customers through the use of financial consultation rooms. Digital contracts are projected onto a large screen for easier viewing, and contracts are signed via a tablet to enhance service quality and improve the experience for elderly clients.

Additionally, to ensure better protection and care for seniors, account managers conduct monthly follow-ups for clients experiencing a monthly loss exceeding 25% of their entrusted amount or for new clients making their first trade. These follow-ups assess customers' physical and mental well-being while promoting anti-fraud awareness.

- Large-Print Documents

Yuanta Securities and Yuanta Life provide documents and frequently used forms in large print to help elderly customers read more comfortably.

- Friendly Assistance Tools

Yuanta Securities, Yuanta Life, and Yuanta Funds provide assistive reading tools at branches specifically for seniors, such as magnifying glasses, reading glasses, and wheelchairs.

Digital Financial Services

- Thoughtful Smart Customer Service

The smart customer service of Yuanta Bank offers a user-friendly font enlargement feature. It also includes topics relevant to the elderly, such as elderly insurance, care trusts, and frequently asked questions from customers, and an instant online Q&A communication channel. Additionally, real-time text-based customer service is available for immediate financial requests. In response to an aging society, Yuanta Bank's smart customer service provides information on the "Senior-Friendly Insurance Products" section."

- Digital Transaction Warning Messages

To enhance online transaction safety and prevent seniors from being misled into financial fraud, Yuanta Bank has implemented warning messages for digital transfers. When transactions exceed a certain amount, a pop-up message appears, reminding senior customers to double-check before proceeding.

- Easy-to-Read User Manuals

Understanding that seniors may be less familiar with online banking, Yuanta Bank has created illustrated, easy-to-read guides titled "How to Use Online Banking – Simplified Version." These guides are published on the official website for public access.

- Senior-Friendly Service Section

Yuanta Securities has added a "Senior-Friendly Service Section" to its official website, providing information on long-term care benefits, trusts, medical services, healthy diets, insurance, taxes, retirement, learning, and anti-fraud awareness. The section also includes handling agent for stock affairs, making "Senior Appointment Service" more accessible for customers aged 65 and above. Besides, the Mr. Investor APP provides broadcasting features for market quotes and document signing to help customers clearly understand trading plans and risks. The horizontal layout design makes it easier for customers to make transactions on large-screen devices, improving users' experiences. On the other hand, the official website and securities transactions platform also provide large font options to accommodate the needs of elderly customers and fully optimize their trading experience.

Youth Groups



Physical Financial Services

- Campus Diamond-Gold Ambassador Program

Facing with the diverse financial environment, Yuanta Bank's Pioneering "Campus Diamond-Gold Ambassador Program" is equipped with financial knowledge through entertaining materials, covering topics such as financial transaction security, investment and wealth management, anti-money laundering and fraud prevention, as well as sustainable ESG initiatives. This effectively captures the attention of younger generations while establishing correct financial values. Additionally, various activities are incorporated to encourage students to learn through practice, fostering financial literacy among young people.

Digital Financial Services

- Yuanta Mobile Digital Finance Classroom

To instill correct payment concepts in younger generations and help them avoid the risks of excessive spending, basic digital financial knowledge is incorporated into campus experience promotions, ensuring that inclusive education and financial inclusion go hand in hand. Through the interactive design of "Yuanta Mobile Digital Finance Classroom," students engage in quick Q&A sessions guided by staff explanations, enabling them to rapidly learn about electronic payment application and usage while promoting mobile payment services on campus.

- Lowering the Investment Threshold

Yuanta Bank offers high-quality fund services, including "100-Dollar Investment, Daily Deduction, and Flexible Selection." These services adopt a regular fixed-amount investment approach, making them suitable for beginners and young investors with no prior investment experience, as well as young professionals who lack time to monitor the market while advancing their careers.

- Yuanta Securities Mr. Investor APP

Yuanta Securities has a "Stock Market Learning Section" in the Mr. Investor APP, introducing transaction rules and systems in a simple and interesting way via comics, reducing the difficult impression of investment and allowing people new to the stock market can learn basic stock market knowledge from educational comics.

Financial Literacy Promotion

Due to the technical and complex nature of financial products, financial institutions should reduce information asymmetry and establish communication channels to increase information transparency, so that different groups can understand financial products, social equity can be promoted, and consumer rights can be protected. The Group has been holding campus competitions and implementing various industry-academia cooperation projects with universities and colleges, and is deeply involved in public welfare activities to promote financial knowledge while providing quality financial services. For more details, please refer to 6.2 Talent Cultivation and Development - Financial Specialty Training and 7.3 Public Service Highlights Section.

Financial Instruments Innovation and Services

Creating Digital Journeys for Customers

The Group has insight into the changes and impact brought about by innovative technologies in the financial industry in recent years. We prudently maintain and regularly review the stability and security of our digital financial services pipeline. We eliminate abnormal conditions based on the results of the examination to avoid the occurrence of information system malfunctions, resulting in market interruption, trading stagnation, unsmooth transfers, and other circumstances that impede the conduct of trading business. If an actual incident occurs, we will take immediate action to determine the scope and the level of impact, provide any impacted clients with required assistance and compensate them for their losses (if applicable), and then promptly issue an external explanation of the incident. We will also take all necessary proactive measures to minimize any negative impact to clients or the business.

In recent years, the Group has been committed to developing digital low-carbon service processes, enhancing service quality and digital platform standards at the user experience level. Each subsidiary leverages digital technology combined with business expertise and channel resources, applying big data and AI artificial intelligence to investment decisions. From the perspective of digital transformation, we continue to refine and enhance the digital investment platform, integrating diverse investment products and services to offer a variety of investment channels and types. This connects the financial services needed across different customer life scenarios, forming a financial ecosystem designed to provide customer-centric real-time services. Additionally, while improving digital service quality, we conduct regular system assessments to analyze vulnerabilities and potential threats, enabling timely prevention and improvement. This ensures information security and system stability, while we continually monitor digital financial trends and gather customer feedback to consistently enhance digital service quality. At the internal operational level of the Group, we continue to optimize the review and approval processes and execution methods. By introducing process automation robots, we reduce labor costs associated with highly repetitive tasks and minimize paper consumption. This also lowers the probability of human errors in operations and decision-making. Through resource integration and application, we significantly mitigate risks, ultimately achieving the goal of enhancing customer experience.

Digital themes	Items	Function Description	This year's performance and execution results
Online Application	Yuanta Securities, Yuanta Funds – Opening accounts online	Yuanta Securities provides a variety of online opening account services. The clients can simultaneously open accounts for securities trading, wealth management, brokered trading, and futures and apply for a New Taiwan Dollar or foreign currency digital savings account for securities with Yuanta Bank. Yuanta Securities also utilizes Optical Character Recognition (OCR) technology to streamline processes and implements Fast-ID identity authentication service to allow for automatic inclusion of basic customer information and bank account details stored at the bank when opening an account online with Yuanta Securities, significantly reducing the time required for customer account opening. Additionally, Yuanta Bank clients can open a Yuanta Securities account, further eliminating geographic barriers and expanding the reach of digital financial services. Yuanta Funds provides a fast and convenient online account opening service, offering three identity verification and payment authorization methods: online banking, electronic payments, and chip financial cards. In collaboration with Yuanta Bank, customers who open an account with Yuanta Bank can automatically transfer their basic information to complete the Yuanta Funds account opening process, reducing account setup time. This approach creates diverse online verification options, significantly enhancing the convenience of online account opening and improving the digital financial experience.	<ul style="list-style-type: none"> Yuanta Securities recorded 105,000 online account openings, accounting for 42% of total new accounts. Yuanta Funds recorded 27,000 online account openings, accounting for 99% of total new accounts.
	Yuanta Bank – Mobile Security, Mobile Financial Consultant	Building upon the remote insurance services launched in 2023, Yuanta Bank has integrated emerging technologies with eKYC identity verification to provide customers with a new "paperless, contact-free" insurance application process. This upgrade enhances mobile insurance services and introduces "Mobile Security." In addition to assisting customers with insurance applications via iPad, representatives can process changes to insurance contract details. By digitizing traditionally paper-based procedures, this initiative offers customers a more convenient and efficient service experience. With the digital transformation of finance, financial advisors can use the "Mobile Financial Consultant" system on iPad devices to present clients with real-time deposit and loan balances, as well as investment asset positions. Through face-to-face financial consultations, combined with the latest market outlook, they assist clients in adjusting asset allocations and executing trades instantly. By integrating financial technology into business operations, Yuanta Bank enhances efficiency, saves time, and promotes eco-friendly practices such as paperless transactions. This approach helps clients seize investment opportunities while fulfilling their financial management needs.	<ul style="list-style-type: none"> Mobile Security saved approximately 260,000 A4 pages, reducing carbon emissions by an estimated 1.9 metric tons. Mobile Financial Consultant Services saved approximately 154,000 A4 pages, reducing carbon emissions by an estimated 1.1 metric tons.
	Yuanta Bank – Yuanta e-counter services	Yuanta E-Counter offers a one-stop online application service. Besides applying for a securities digital savings account, clients with a New Taiwan Dollar savings account can open a digital foreign currency savings account online. Customers also enjoy the option to open an account with Yuanta Funds (banking and investment trust dual account). After granting authorization, their basic information and identification documents will be automatically imported when opening an account on the Yuanta Funds website. This allows them to enjoy the benefits of opening an account online and eliminating the need for redundant form filling and document uploads, thereby significantly reducing the time and process required for account opening. The applications for credit cards, personal mortgage loans, credit loans, and auto loans can all be done online. By connecting with My Data platform established by the Ministry of Digital Affairs, when clients apply for a New Taiwan Dollar savings account, a foreign currency savings account, or other services online and upload their documents, OCR technology can be applied to autofill corresponding information, shortening the application time.	Yuanta Bank's online digital deposit account openings increased by 18% from the previous year. Digital personal loan applications accounted for 94% of total applications, increase 6% from the previous year, while digital auto loan applications surpassed 70%, marking a 28% increase compared to the prior year.
	Yuanta Life – Distance Insurance Contracts	Yuanta Life established a new distance insurance contract signing model and implemented the model in all the channels so that insurance services can be offered online. The process is completely paperless. AI technology is used to examine watermarks and laser labels as means of identity authentication, and the latest biometric technology is used to determine whether the ID matches the user in front of the camera. In addition, all video calls are recorded to protect the rights of our clients. The recordings are immediately saved in a cloud server to minimize the risk of information leakage.	A total of 94 contracts were signed.

Digital themes	Items	Function Description	This year's performance and execution results
Smart Financial Management	Yuanta Securities – Mr. Investor APP	<p>The "Mr. Investor" app features stock selection indicators and market trend analysis. Users can browse introductions to corporate governance of TWSE- and TPEx-listed companies, as well as Taiwan ESG index constituents, via the "Mr. Investor" app, desktop application, or web interface as a reference for investment decisions. The app also includes a dedicated fund section, offering over 3,000 different domestic and international fund products. Continuous optimizations to the user interface and navigation simplify complex product information and monthly dividend cash flow, allowing investors to intuitively find topics and investment areas of interest. Additionally, users can check product details at any time, tailor their investment portfolios, and set personalized price alerts and stop-loss/take-profit notifications to easily track changes in their fund holdings.</p> <p>In 2024, the "Mr. Investor" platform launched a newly redesigned homepage, placing investors' most critical concern—portfolio gains and losses—front and center. This allows investors to quickly track their portfolio value and returns while optimizing asset utilization. The platform also includes a privacy toggle feature, enabling users to choose whether to display their portfolio information. Additionally, users can freely customize the layout, drag and reposition icons, and rearrange sections for an intuitive visual experience. The homepage integrates Yuanta Securities Investment Consulting's research reports and financial video content, making browsing more convenient and providing investors with real-time market trends and hot topics for better engagement. Furthermore, a dedicated ETF section has been newly introduced, displaying the market value and returns of clients' Taiwan ETFs. It also helps investors consolidate ETF information across Taiwan, the U.S., Japan, and other international markets, offering curated ETF portfolios for easy selection.</p>	<p>The Mr. Investor App registered the following usage statistics for its various features:</p> <ul style="list-style-type: none"> • New Homepage: 735,000 • ETF Section: 2.485 million • Stock Selection Indicators & Market Trend Analysis Section: 1.13 million • Fund Section: 4.568 million
	Yuanta Securities – Inescapable Net Automated Trading System	Yuanta Securities established the Inescapable Net Automated Trading System; as soon as the user activates the system and completes the settings, the system will track specific stocks and automatically place orders to buy or sell according to the price range set by the user. With this system, the user can profit from the price differences through constantly buying low and selling high, overcome their own blind spots in facing market changes, and save time from following market movements.	The total number of users is 1,809 with NT\$42.9 billion in trades.
	Yuanta Securities – Smart Conditional Orders	Yuanta Securities has launched Smart Conditional Orders, featuring automatic market monitoring, real-time condition triggers, and long-term order placements. Designed with an intuitive and user-friendly interface, it differs from high-barrier algorithmic trading tools, allowing all investors to easily get started and enjoy an efficient, automated trading environment. By offering various condition-setting options and multiple trigger mechanisms, the system accommodates different trading strategies and risk preferences. Additionally, it provides historical record and past order query functions, enabling investors to track condition statuses, analyze trigger timing, and refine strategies for a more comprehensive and customized trading experience, ultimately enhancing transaction efficiency.	The number of traders reached 11,000, with a total transaction volume of NT\$19.9 billion.
	Yuanta Bank – Diamond-Gold Digital Financial Management Ecosystem	Yuanta Bank established the Diamond-Gold Digital Financial Management Ecosystem that allows the clients to receive investment and financial management services, including currency exchange, investing in Taiwanese and foreign funds, investing in foreign bonds, and investing in ETFs, via a mobile phone. With the diversified financial options such as the mutual fund plan of NT\$100 investments at daily intervals offered by the bank, investors can adjust their investment methods and targets according to their own risk tolerance; the function is well-received by clients.	Approximately 85% of scheduled recurring fund transactions were conducted through digital platforms.
	Yuanta Bank – Currency victory strategy	Yuanta Bank offers online currency exchange discounts for 13 different currencies every day. Zero time lag in exchange services provide "Regular Fixed Exchange," "Leave Order Exchange," and "Foreign Currency Arrival Notification" to instantly track changes and fluctuations in the global foreign exchange market. You can now exchange foreign currencies online through services such as "Yuanta Personal Internet Banking, Mobile Banking, Diamond-Gold Business Network, Telephone Banking Voice Service, and Telephone Banking Personal Service." All of these services provide greater convenience for foreign currency investment and financial management.	The number of online foreign exchange transactions exceeded 600,000, reflecting a 15% growth compared to the previous year.
	Yuanta Funds- Yuanta Mr. Funds APP	<p>Yuanta Funds developed the Yuanta Mr. Funds App establishing an all-in-one digital wealth management solution with a 24-hour access to fund trading and information inquiry services. This solution encompasses various aspects of the investment process, including target selection, fund subscription, and inventory management, all of which are streamlined through digital technology, enabling investors to complete subscriptions in just three minutes. Furthermore, it offers two diversified automated investment methods, namely regular investment plans and feeder funds, to address the challenge of purchase timing and promote disciplined investing.</p> <p>The meticulous digital financial services provided by the "Yuanta Mr. Funds APP" enable all novice investors to quickly get started. We are committed to promoting financial inclusion and lowering the investment threshold by not only reducing the minimum subscription amount but also offering electronic payment account deduction options. This allows investors to easily participate in the profit growth of global leading companies with a minimum monthly investment of NT\$1,000.</p>	Since its launch in October 2021, the total number of installations has reached 345,000 as of December 2024.
	Yuanta Futures – iTRADER trading platform	Yuanta Futures developed iTRADER trading platform order platform with an upgraded trading system and operation interface that allows personalized window combination to improve the speed and efficiency of placing orders. Developing multiple smart order tools and chart-based order placement features eliminates the inconvenience of manually entering stop-loss and take-profit prices, making trading more precise, efficient, and personalized. The platform spans 11 exchanges, integrating 700 domestic and international futures and options products, providing customers with a comprehensive one-stop trading experience.	The average number of monthly users reached 600.

Digital themes	Items	Function Description	This year's performance and execution results
Digital Cash Flow	Yuanta Bank – Account Link	Yuanta Bank offers Account Link service and allows the account to be linked to seven major mobile payment services. Clients with a savings account can apply to link their accounts to an electronic payment service. The mobile banking App allows Taiwan Pay QR code scan and pay service; transfers, purchases, and paying taxes or fees can be completed by showing or scanning the QR code, extending the range of services such as shopping, dining, transportation and accommodation into mobile payment applications. This year, the account linking service has been expanded to Easy Wallet, O'Pay, and Pxpays Plus; such cross-industry collaborations promoted non-cash payment services. In addition to enhancing convenience for general consumers, the Taiwan Pay acquiring service has been introduced. The bank promotes relevant services to remote areas such as the offshore island of Kinmen through local branch offices, offering special discount to encourage local stores to adopt electronic payment so that stores and vendors in remote areas that rely heavily on cash can simplify their money collection process. The most interesting case is that of an old temple; measures such as setting up a QR code sign, establishing an exclusive QR code for social media, assisting congregations visiting the temple, paying offerings, and making donations were established to improve the efficiency in checking the account balance, optimizing cash flow management of the temple, and applying digital financial services to non-profit scenarios. Moreover, the adoption of electronic payment can reduce the risks of contact and cash leakage and simplify the management process.	The number of newly linked accounts increased by 19% compared to the previous year; the number of customer transactions grew by 55%; and the total transaction amount rose by 41% year over year.
	Yuanta Bank – Campus Cash Flow Service	Through Yuanta E-payment, Yuanta Bank has been focusing on the student market for years. With years of practical experience and information integration technology, the bank is capable of developing payment collection platforms with the flexibility to meet the requirements of different schools and expand the service to customers without a credit card (e.g., students). The platform now accepts various payment channels, including convenience stores, credit cards, UnionPay card/ Alipay, iPayment, and post office, to achieve the benefits of financial inclusion. The tuition fee collection platform also allows the collection of administrative fees; the use of various payment tools is acceptable without the need to download additional Apps or link to a specific wallet, which minimizes the risk of handling a large amount of cash, and the digital records of the payment can serve as a way to educate students of financial management. Considering the needs of different groups such as students, schools, and faculties, Yuanta Bank has established a brand new "Yuanta Enjoy Learning platform." On the basis of tuition fee payment collection, the platform includes other additional functions such as mobile payment function, the Diamond-Gold Business Network Corporate Payroll Transfer Service, and domestic payment collection on campus to cultivate the mobile payment ecosystem on campus.	The number of transactions increased by 9% compared to the previous year.
	Yuanta Bank –Diamond-Gold Business Network	Yuanta Bank launches the all-new "Diamond-Gold Business Network," offering all kinds of cash flow management services for enterprises to minimize the financial operation cost for corporate clients, to optimize fund procurement efficiency, and to adopt the top FXML security control certificate. This secured and highly efficient digital platform offers both Chinese and English interfaces to provide international online services and transactions. The secured and convenient Yuanta Diamond-Gold Business Network can optimize operation procedures and reduce labor costs to accelerate the realization of sustainability through digital transformation.	The number of transactions increased by 15% compared to the previous year, while the total transaction amount grew by 51% year over year.

Digital themes	Items	Function Description	This year's performance and execution results
Digital Security	Yuanta Securities, Yuanta Bank, Yuanta Life, Yuanta Funds, and Yuanta Futures – Fast-ID Identity Authentication Service	<p>To safeguard customer data security and for a better user experience, Yuanta Bank has introduced the "Fast-ID" identity authentication service, partnering with four major companies to provide two key services: "Yuanta Group Asset Overview" and "Automated Account Opening/Registration Data Transfer." To activate the service, customers must register for Yuanta Fast-ID. They can use their Yuanta Bank chip financial card at Yuanta e-Counter or ATMs to generate a registration barcode, then scan it using the Yuanta Fast-ID app to complete registration.</p> <p>The "Yuanta Group Asset Overview" feature enables customers to achieve one-stop personal asset management. By authorizing Yuanta Fast-ID on the "Yuanta Mobile Banking app, Yuanta Securities Mr. Investor app, Yuanta Life iCare app, and Yuanta Funds Mr. Funds app," customers can access detailed asset information for banking, securities, insurance, futures, and investment trusts—eliminating the need to log into multiple apps separately.</p> <p>The "Automated Account Opening/Registration Data Transfer" service streamlines the customer application process and removes the hassle of uploading documents. When opening online accounts for securities, futures, or investment trusts, or registering as an online member for insurance services, customers can authorize Yuanta Fast-ID to retrieve their basic personal information from Yuanta Bank, reducing the risk of data entry errors.</p> <p>"Yuanta Fast-ID" was showcased at "FinTech Taipei 2024." Moving forward, the bank remains committed to providing secure, reliable, and convenient financial services.</p>	User registrations across Yuanta's digital platforms continue to grow steadily. Integrating group resources and launching innovative services, the future will witness the development of more applications and creation of a safer and more efficient financial transaction environment.
Smart Customer Service	Yuanta Securities, Yuanta Bank, and Yuanta Life – Mr. Yuan	<p>To provide customers with a 24-hour online consultation service platform, we employ AI technology to precisely grasp customer inquiries. The system offers thousands of pre-configured response templates and utilizes extensive card-based dialogue to answer difficult questions online at any time, and quickly help customers solve problems, thereby improving processing efficiency. The service scope includes credit cards, loan services, inquiry and application services, premium information, policy changes, investment-linked policies, claims services, insurance product information, password-related issues, certificate application procedures, and others.</p> <p>Yuanta Securities utilizes a 24-hour "Smart Customer Service Bot" to provide thousands of pre-configured response templates and extensive card-based dialogue, offering real-time answers to various investment-related inquiries. These include password issues and certificate application procedures, enabling quick problem resolution, improving processing efficiency, and helping reduce operational costs.</p>	<ul style="list-style-type: none"> The total inbound service traffic for Yuanta Securities and Yuanta Life reached approximately 270,000 instances. Yuanta Bank's smart customer service accounted for 42.8% of total interactions.
Operational Automation	Yuanta Futures – Invisible Manager	Yuanta Futures has introduced the "Invisible Manager"—a process automation robot—to streamline the account approval process. By integrating RPA (Robotic Process Automation), the system enables a single-click execution of nine verification queries and 59 data entry operations. Previously, account approvals required extensive manual work, but by identifying rule-based, mechanized, and high-accuracy tasks, the platform leverages digital automation to eliminate repetitive and complex manual processes. According to statistics, the processing time for individual approvals has been reduced by 10 minutes, online account opening completion speed has been shortened by 12 hours, and in-person applications now take 15 minutes less. Immediate approval upon submission has increased the same-day completion rate to 99%, significantly improving workforce efficiency while reducing customer wait times—resulting in a vastly enhanced user experience.	Approximately 15,181 new accounts were opened, reducing the total approval processing time by 151,810 minutes. Online account openings reached around 10,762, shortening completion time by a total of 129,144 hours. In-person account openings totaled approximately 4,419, reducing completion time by 66,285 minutes.

Digital Finance Highlights

Yuanta Funds pioneered the use of electronic payment accounts for fund purchases, advancing digital financial services and securing an invention patent

Yuanta Funds observed that the consumers in Taiwan have grown accustomed to electronic payment. Therefore, on January 11, 2023, Yuanta Funds collaborated with icash Pay for fund purchases. Users of icash Pay can open a Yuanta Funds account and link the account for online payment. In addition, to offer investors more diverse payment options, starting in May 2024, Yuanta Funds partnered with PX Pay Plus, enabling the linking of e-payment accounts as fund deduction accounts. Investors can now subscribe online to 25 popular Yuanta funds, including ETF-linked funds such as the 0050 ETF and 0056 ETF. For both a one-time purchase and dollar cost averaging purchase plan, the minimum monthly purchase amount is NT\$1,000. A limited-time waiver on payment fees is offered, along with a special promotion allowing designated funds subscribed to in 2024 to enjoy a lifetime 0% handling fee. Yuanta Funds has collaborated with innovative fintech industry partners and successfully obtained an invention patent in November 2024 for the "System and Method for Fund Institution Account Opening via Electronic Payment Providers." This initiative aims to create seamless financial services, leveraging scenario-based financial applications to provide differentiated offerings and continuously expand the financial ecosystem. As of 2024, account openings through PX Pay Plus and iCash Pay electronic payment services have reached 2,695, with a total of 6,216 fund purchase transactions, amounting to NT\$53.47 million in transaction value.



National Brand Yushan Award "Best Product Category – Diamond-Gold Payment Ecosystem"

Product design concepts

Yuanta Bank leverages innovative technology to enhance payment solutions, expanding from domestic transactions through Taiwan Pay to cross-border payments via Alipay. The bank has collaborated with seven major electronic payment providers and was an early adopter of the "TWQR" standard set by the Financial Information Service Co., Ltd. With this upgrade, Yuanta Bank introduced the "Diamond-Gold Payment Hub" service, offering merchants diversified collection methods. A single QR code now enables seamless payments across different e-payment institutions and across domestic and international transactions, enhancing mobile banking services. Yuanta Bank continues to expand account-linked payment options, refining the transaction experience for both merchants and consumers. By integrating mobile payments into various environments, the service provides cross-platform and cross-border advantages, ensuring a secure and highly efficient transaction platform that delivers a premium and convenient digital experience for customers. In 2024, the number of transactions increased by 143.6% compared to the previous year, while the total transaction amount grew by 129.6% year over year.

Product features

Merchants can process multiple mobile payment transactions using a single shared QR code, while customers have the flexibility to choose their preferred payment method to complete transactions. This seamless "merchant collection, customer payment" experience enhances mobile payments by enabling cross-platform and cross-border functionality, fostering financial inclusion that benefits all participants.



Digital Marketing to Encourage Customer Digital Transformation

Yuanta Bank continues to implement digital marketing initiatives, encouraging and guiding customers in their digital transformation journey. Through precise digital marketing strategies, the bank provides a diverse range of financial products and services while strengthening customer engagement and communication through digital channels. By enhancing the online service experience, Yuanta Bank fosters and builds customer loyalty in the digital space. In recent years, the bank has primarily focused on promoting digital accounts, mobile payments, and personalized services via LINE. By the end of 2024, the number of digital deposit accounts had exceeded 150,000, while mobile payment account bindings surpassed 410,000.



3.3 Customer Rights

Customer Relationship Management

The Group has incorporated the spirit of fair treatment of customers into its corporate culture and implemented the "Principle for Financial Service Industries to Treat Clients Fairly" set by the Financial Supervisory Commission (FSC). The Group's subsidiaries, including Yuanta Securities, Yuanta Bank, Yuanta Life, and Yuanta Futures, have all been recognized among the top 25% in the 2024 Fair Customer Treatment Evaluation.

Fair Treatment of Customers

Management Mechanism

Each of the five subsidiaries of the Group has set up a dedicated unit to ensure fair customer treatment, which are responsible for promoting the Fair Customer Treatment Plan and reporting the implementation status to the Board of Directors. These units stay in contact with their clients via the customer service telephone line, email, online customer service channel, and client satisfaction survey.

The Company and its subsidiaries have established strict grievance handling procedures in accordance with the regulations of their respective industries. When receiving complaints from customers, they will classify the complaints according to their nature and immediately notify relevant units to deal with them while reporting to the complainants, Yuanta Financial Holdings, or the competent authority to accurately understand the situation and handling progress. Concurrently, they strengthen the education and training of colleagues and improve their professional capabilities, as well as trying their best to assist customers in response to their demands.

The Group incorporates internal compliance regulations and codes of conduct into its educational training programs, as well as into our internal control and auditing programs. It has been observed that, in recent years, younger customer segments have gradually become an important source of clients. The Group adheres to the Fair Customer Treatment Principle. Before establishing contracts or providing financial products or services, the Group will attempt to understand about the young clients to the fullest extent, ensuring the suitability of financial products and services for the young community while confirming their appropriateness through multiple verifications to maintain information parity and transparency.

The Group has also committed to addressing the digital divide affecting elderly and disabled communities. For initiatives related to the elderly and young clients, please refer to Fair Customer Treatment Measures section in this report (p. 67). For more information on financial services friendly to the disabled demographic, please refer to section 3.2 Innovative Social Financial Products - Expanding Financial Accessibility in this report (p. 58).

Demonstrating Professional Integrity in Service

The Group engages in business activities based on the principles of fairness, honesty, trustworthiness and transparency. In order to implement the policy of integrity management, ensure integrity management and its duty of care. The Group's Integrity Management Guidelines, as well as Procedures for Integrity Management and Guidelines for Conduct, explicitly outlines preventative measures, including: to ensure the accuracy and integrity of information and data provision and disclosure in business services, to comply with the confidentiality of trade secrets and intellectual property protection mechanism, and to ensure the correct production, management, preservation of documents and information practices and obligations. In the course of conducting business, the Company shall abide by the principle of interest avoidance and shall not receive any improper benefits or engage in any other acts of integrity violation, illegal conduct, or breach of fiduciary duties. If a person is proven to have been involved in an illegal act, he or she will be punished according to the relevant laws or the Company's internal rules and regulations.

The Group categorizes risk levels based not only on factors such as customer age, education, and income but also considers whether they are professional investors or high-net-worth clients, as well as the types of financial products they subscribe to, in order to assess product suitability. At the same time, the Group prioritizes the rights and interests of younger generations, mid-life customers, elderly individuals, and those with disabilities or other disadvantaged or minority groups. By fostering a "people-centered" financial image and adhering to fair customer treatment principles, the Group ensures equitable business practices that promote social welfare.

When processing credit applications, Yuanta Bank adheres to the principle of fair customer treatment, ensuring that consumers are treated without discrimination or unjust rejection. The bank conducts thorough due diligence on primary and secondary debtors, evaluating factors such as creditworthiness, fund usage, repayment sources, debt security, and credit prospects based on the "5P" principles of credit assessment. Decisions on loan approvals are made only after a comprehensive review in accordance with relevant credit investigation and approval regulations. Additionally, transaction control measures and enhanced verification mechanisms are established to safeguard the rights and interests of all customer groups. In addition to blind customers applying for account opening, loans, or financial services, the blind customers could choose whether to process notarization according to the provisions of the Notary Act, or be assisted by one witness. Relevant procedures are also formulated for providing other financial services to disadvantaged groups.

The Group also conducts education and training to internal colleagues, strengthens communication with disadvantaged groups, and improves professionalism in business to make the communication between the two parties more effective and provide appropriate financial inclusion services to enhance the protection of customer rights and interests and to establish a corporate culture of fair treatment to customers.

Fair Customer Treatment Measures

Groups	Principles	Practical process and corresponding actions
Younger Groups	Assessment of Product or Service Suitability and Disclosure of Product Information	<ul style="list-style-type: none"> Based on market changes and risks, Yuanta Bank constructs a customer investment portfolio blueprint according to the investment risk attributes of young customers. It combines market advice provided by the investment research team and the most suitable investment products carefully selected by product units to offer an investment planning document for young customers' reference. Starting in July 2024, Yuanta Life launched the "Insurance Academy" section on its official website. Through eDM, it introduces the characteristics of various insurance products, enabling younger customer segments to gain a comprehensive understanding of the financial products, services, and contract details they wish to purchase, while also disclosing potential risks.
	Cultivating Sustainable Financial Literacy for the Younger Generation	<ul style="list-style-type: none"> Yuanta Securities and Yuanta Bank raise the financial awareness and sensitivity of young customers by hosting campus lectures.
Elderly Groups	Assessment of Product or Service Suitability and Disclosure of Product Information	<ul style="list-style-type: none"> Yuanta Securities gives warnings to elderly clients when they buy securities, based on factors such as product characteristics, price fluctuations, or risk levels. A large-font version of the "Customer Investment Risk Attribute Classification Questionnaire Including an Assessment of Characteristics Specific to Elderly Customers", is provided for senior clients. Additionally, when necessary, they are required to sign the "Customer Prudence Investment Statement" as an added safeguard. Yuanta Bank prepares an investment risk disclosure statement to be duly signed by elderly clients after they fully understand the investment risks, as an additional layer of confirmation for added security. Yuanta Life not only follows the "Insurance Business Personnel Business Solicitation Processing Systems and Procedures" for sales-related procedures, but also gives prominent expressions of important matters in sales documents to ensure financial consumer protection. For individuals aged 70 and above who wish to open an account, Yuanta Futures requires the submission of a risk declaration form, relevant knowledge, and financial proof. The trading limit is then approved based on their risk tolerance (risk profile). Additionally, the "Customer Care Questionnaire and Assessment Form" is issued to ensure proper execution of Know Your Customer (KYC) procedures, accurately evaluating the suitability of products or services and ensuring that elderly customers are fully aware of transaction details and risks.
	Bridging the Digital Divide	<ul style="list-style-type: none"> Yuanta Securities' customer service hotline features a "Senior Priority Line," where elderly customers can select interactive voice response options tailored made and receive direct assistance from dedicated staff. This convenient channel is to address various issues, including digital service usage. The establishment of "digital seeds" at Yuanta Bank's different branches involves face-to-face interactions to better understand the needs of the elderly. Through hands-on teaching, the seeds serve as professional digital assistants, bridging the communication gap more effectively. Yuanta Life has developed a large-font version of its website within the policyholder platform. The system automatically identifies customers aged 65 and above and enlarges the website content for a clear browsing experience for seniors to enhance the browsing experience for elderly customers and reduce the digital divide.

Fair Treatment of Customers Education and Training

Company	Sessions	Personnel Trained	Hours of Training	Completion (%)
Yuanta Securities	23	15,351	26,967	100
Yuanta Bank	22	16,490	15,861	100
Yuanta Life	18	1,086	2,013	100
Yuanta Funds	7	696	1,774	100
Yuanta Futures	14	1,702	2,168	100
Total	84	35,325	48,783	100

Financial Education Activities

The Group highly values the rights and interests of customers, interacts directly with them through in-person and online briefing sessions and other activities, and continues to convey the latest financial trends. Concurrently, it also holds campus competitions and diversified industry-academic cooperation programs with various colleges and universities under a long-term arrangement. Please refer to 6.1 Employee Attraction and Retention of this report for more details.

Company	Description (Methods to Improve Customer Financial Knowledge)		Number of Events Held	Activity Highlights and Performance Results ^{Note}
	Object	Content		
Yuanta Securities	Investors	Joint Seminar with Taiwan Stock Exchange	4	437 people
		Joint Seminar with the Taipei Exchange	4	348 people
	General customers	Mr. Investor APP Class	1	Provided 20 instructional comics 32,905 views
		Customer briefings	1,823	38,140 people
		Joint Forum with Wealth Magazine	3	909 people
	Young customers	Campus Financial Seminars and Practical Courses	67	819 people
Yuanta Bank	General customers	Financial Advisory Briefings	692	12,098 people
Yuanta Life	General customers	Insurance Planning Principles and Insurance Trust Briefings	2	100 people
	Young customers	Financial Literacy Seminars for Young Generations	8	345 people
Yuanta Funds	General customers	Investment Briefings	19	3,506 people
		New Product Briefings	6	1,230 people
		Taiwan's Future: AI x Sustainability – The New Global Game Forum	2	404 people
		Global Economic Reshuffle: New Investment Strategy Forum for the U.S., Japan, and Taiwan	3	700 people
		ETF Investment Forum	4	1,220 people
Yuanta Futures	General customers	Customer briefings	2,773	28,228 people
		Introduction to Subjective Trading	150	160,447 people
		Introduction to Program Trading	41	99,243 people
		Consulting Courses / Seminars	11	17,323 people

Note: Performance results include number of attendees, views, clicks and cumulative number of users.

Highlights of Financial Literacy Promotion

Yuanta Securities Investment Consulting Research Team set up a Youtube channel - "Financial Management Frontline"

Yuanta Investment Consulting has established a new YouTube channel called "Financial Management Frontline", with its Chairwoman, Christine Hu, as the program host. Chairwoman Hu has more than 25 years of experience in the financial news sector. Her professional financial knowledge and eloquence have attracted a large number of loyal audiences.

The program started broadcasting in September 2022. By January 2025, 1,110 videos had been produced and broadcast, with a cumulative view count of about 5.72 million and the channel subscriptions exceeding 110,000. In addition to focusing on domestic and foreign finance current affairs, the program themes include objective analyses of macroeconomic and industry trends, presented in an easy-to-understand manner. In the program, financial industry experts and scholars are regularly invited as guests, so that the audience can hear various financial perspectives.

Among the 731 episodes and short videos produced in 2024, topics such as "The Impact of Fed's Rate Cuts," "AI Trends," and "Regular Fixed-Amount Investment" were particularly well-received by viewers, sparking lively discussions in the comment section. The customers showed strong support for the program. Compared to 2023, the channel's subscriber count grew by 55%, and the number of videos increased by 124%. Through diverse platform tools such as audio visual equipment and social media, Yuanta Securities Investment Consulting provides investors with up-to-date financial knowledge to promote financial education amongst its customers.

**ESG Summit Forum: Deepening Financial Transformation and Supporting Sustainable Industry Development**

In light of the growing importance of ESG in corporate development, the Company collaborated with *Commercial Times* to invite professionals from academia and industry to co-host the ESG Summit Forum. The forum explored how the financial industry, beyond its own sustainable development and financial transformation, can leverage its influence to lead investment and financing companies in addressing ESG issues. This aligns with the competent authorities' ongoing focus on international sustainability trends. By integrating resources, we aim to assist companies in their systematic transformation, harnessing the influence of larger entities to support smaller ones. We will work with clients to set net-zero goals and carbon reduction strategies, jointly advancing the transition to sustainable finance.

**FinTech Taipei 2024**

At the FinTech Taipei 2024 event, a dedicated session focused on domestic fintech exhibitions and international forums, the Group's six subsidiaries—Yuanta Securities, Yuanta Bank, Yuanta Life, Yuanta Funds, Yuanta Futures, and Yuanta Securities Finance—participated under the theme "Sustainable Investment, Smart Wealth Management." The exhibition incorporated the concepts of "Glacial Poles and Kaleidoscopes," with the public invited to experience diverse, paperless digital financial services and products, demonstrating our commitment to addressing energy conservation, carbon reduction, and global warming issues. This initiative aims to create a financial future that balances both economic and environmental considerations. Furthermore, Yuanta Bank was honored with the "Taipei FinTech Award – Green Financial Technology Award" by the event organizers.

**ESG Sustainable Investment Forum: Embracing Green Transformation and Fulfilling Net-Zero Commitments in Sustainable Investment**

The Company, in collaboration with the *Economic Daily News*, hosted the "Yuanta ESG Forum – Embracing Green Transformation and Fulfilling Net-Zero Commitments in Sustainable Investment." The forum featured insights from our President, Mr. Chien Weng; the Deputy Executive Director of the Executive Yuan's Office of Energy and Carbon Reduction, Mr. Tze-Luen Lin; the Chief Sustainability Officer at United Daily News, Mr. Kuo-Chun Lo; and the Chairman of PwC Sustainability Services, Ms. Eliza Li. The discussion focused on how financial institutions can collaborate with clients to implement low-carbon and net-zero actions, leveraging financial resources to drive social and economic transformation. Key topics included the responsibilities and roles of the financial industry in achieving net-zero goals, as well as potential challenges in practical implementation. Through Group-wide sustainability initiatives, the Company remains dedicated to three core net-zero commitments: achieving net-zero carbon emissions, sustainable finance, and talent development. The forum emphasized that in addition to developing financial business and generating profits, the financial industry must consider its sustainability impact, take on corporate social responsibility, and engage in collaborative initiatives to help customers reduce their negative impact on the environment.

**Deepening Campus Empowerment: Diamond-Gold Ambassador Program**

In response to the evolving financial landscape, Yuanta Bank launched the "Campus Diamond-Gold Ambassador" program in 2022. Now in its third year, the program has trained a total of 78 Campus Diamond-Gold Ambassadors, working collectively to enhance financial literacy on campuses. Through engaging and interactive educational materials, the program promotes financial knowledge, covering topics such as transaction security, investment and wealth management, anti-money laundering, fraud prevention, and sustainable ESG initiatives. These efforts effectively capture the attention of younger generations while laying a foundation for sound financial awareness. Additionally, the program emphasizes hands-on learning, guiding students through practical experiences to cultivate professional skills that will benefit their future careers.



Customer Satisfaction

The group adopts a proactive attitude in addressing customer complaints, emphasizing the management of critical moments, empathetically listening to customer concerns and understanding the full context of the situation while being mindful of attitude and wording. We conduct follow-up evaluations to determine customer satisfaction with the complaint handling process. Additionally, the group strengthens and establishes a holistic customer service system centered around customer satisfaction through training programs and daily guidance from supervisors, enhancing communication skills and handling techniques in interactions with customers.

Yuanta Securities monitors service quality by having supervisors randomly review recorded call content and conduct regular customer service satisfaction surveys. Additionally, by sharing outstanding call examples among employees, the company enhances overall service capabilities. At the same time, in order to seek an objective perspective on customer satisfaction, Yuanta Bank conducted a mystery customer engagement with third-party vendors, dispatching audit personnel to conduct observation and evaluation as customers. Based on the results of the evaluation, we formulated improvement measures and included these measures as service performance indicators to further improve our customer service and protect customer rights and interests.

Customer Satisfaction Survey(%)	2021	2022	2023	2024	2024 Goal
Yuanta Securities	98.87	99.43	99.40	99.16	97.50
Yuanta Bank	98.96	99.02	98.88	99.07	95.00
Yuanta Life	97.40	98.82	99.96	98.78	92.50
Yuanta Funds	97.90	98.01	97.60	99.61	95.80
Yuanta Futures	97.16	98.12	97.63	98.28	96.00
Subsidiary Weighted Results ^{Note 1}	98.19	98.98	99.40	99.01	95.12
Data Coverage Rate (Revenue Coverage Rate) ^{Note 2}	100.00	100.00	100.00	100.00	100.00

Note :

1. Average of subsidiary customer satisfaction results for the year in question weighted by subsidiary income.
2. The ratio of the revenue of domestic subsidiaries conducting customer satisfaction surveys to the revenue of domestic subsidiaries with customers for the current year.

Digital Channel Customer Satisfaction Survey

To effectively develop the bank's digital finance business, we integrate resources among various departments to coordinate in the planning and development of digital finance business. The objective is to improve operational synergies and the market competitiveness of the bank. We have established a digital development strategy committee and hold meetings on a regular basis. The committee is responsible for the development strategy of the bank's digital finance business, the creation of virtual and physical channels, the formulation and review of digital customer service strategies, and the promotion of improvement plans.

To improve the quality of our digital finance services and provide a positive online customer experience, Yuanta Bank conducts a customer satisfaction survey for digital channels. The bank sends electronic questionnaires to customers who have recently used digital channels, asking them to rate their overall satisfaction with "functionality," "operating experience," "aesthetic design," "web speed," and "overall satisfaction." In addition to conducting data analysis and collection, we incorporate customer feedback into optimizing and improving our digital finance services, creating a virtuous cycle. This also provides customer relationship management benefits.

In this year's customer satisfaction survey, the average overall satisfaction score was 4.21 (out of 5). Customers were also analyzed by gender. The overall satisfaction score for male customers is 4.22, while female customers score slightly higher at 4.24. When analyzed by age group (dividing customers into six age ranges). The overall satisfaction rate for customers aged 60 years and older was 4.41. This indicates that Yuanta Bank's promotion of digital financial services, alongside continuous innovation and optimization, not only provides platform functions and services that satisfy customers but also effectively meets the service quality and related needs of the senior customers.

This year, Yuanta Securities and Yuanta Life conducted customer satisfaction surveys regarding their smart customer service. For Yuanta Securities, overall customer satisfaction with the smart customer service is rated at 4 points, reflecting an 11% increase compared to 2023. Meanwhile, Yuanta Life achieves an overall customer satisfaction score of 4.6. Yuanta Group will continue to maintain its proactive customer service approach, reviewing feedback and optimizing service quality through cross-departmental communication to sustain high levels of customer satisfaction.

Customer Complaint Mechanism



Yuanta subsidiaries have set up various open channels including their own corporate website, customer service hotline, and web-based email for customers to use to request consultation and to address their needs at all times. Customers can file a consumer dispute complaint by telephone, visiting a branch office, letters, faxes, e-mails, or by raising it directly with competent authorities. We have also set up rules including regulations governing the internal control system and customer complaint handling process to effectively track and resolve outstanding issues, with the aim of providing high service levels and protecting our clients' rights.

Subsidiaries	Complaint Handling Measures	Yuanta Securities	Yuanta Bank
Diverse Complaint Channels and Customer Complaints			
	Dedicated Units	Customer Service Center	Operations Service Department – Customer Service Division
Channels	Dedicated Hotlines	(02)2718-5886	Consumer Complaint Hotline for Financial Institutions: (02)7732-5266 Yuanta Bank Complaint Hotline: (02)2592-1170
	Email	webmaster@yuanta.com	service@yuanta.com
	Service Locations	Branch Office Operating Locations	All Branches Nationwide
	Others	Written Correspondence: 11F, No. 219, Section 3, Nanjing East Road, Zhongshan District, Taipei City	Smart Customer Service, Fax, Mail, Financial Holdings Transfer Notifications, and Other Correspondence from County/City Governments
Number of Complaints	Financial Ombudsmanw Institution or Competent Authority Notifications	133 cases	265 cases
	Internal Channel Statistics	42 cases	24 cases
Criteria for Inclusion in Complaint Statistics		<ul style="list-style-type: none"> • Objections, opinions, or letters submitted to external entities. • Cases involving specific monetary compensation. • Repeated complaints from the same customer. • Special circumstances as determined by the accepting unit supervisor. 	This refers to consumer disputes filed by Yuanta Bank customers via telephone, in-person visits to branches, letters, faxes, emails, competent authorities, or other channels.
Complaint Handling Status		100%	100%
Improvement Actions		<ul style="list-style-type: none"> • Through monthly company video conferences, fair treatment care messages are sent and complaint cases are regularly promoted. • For customers who insist on their original claims or responses, follow-up actions are conducted one month after case closure. • Customer complaint incidents are reported to independent directors on a quarterly basis. 	<p>Improvement of Consumer Dispute Handling System:</p> <ul style="list-style-type: none"> • Establish a risk-oriented complaint handling mechanism and trace the root causes of complaint issues. • Strengthen the division of work and responsibilities in handling consumer disputes. • Refine the complaint handling process. <p>Regular Training:</p> <ul style="list-style-type: none"> • Conduct educational training or hold review meetings on key products, audit deficiencies, and customer complaint cases, analyzing various complaint causes and patterns.
Exclusion Criteria for Customer Complaints Count		816 cases	167 cases
Reasons for Exclusion		Exclusion of "Financial Ombudsman Institution or competent authority notifications and internal channel statistics" from customer complaints, and as the reasons have been clarified, the customer has accepted the explanation or resolution after initial communication.	<ul style="list-style-type: none"> • Repeat Complaints: If the same customer submits multiple complaints within the same year about the same incident (including complaints via different channels), they will be considered as repeat complaints and will not be counted again. • Self-Withdrawal: Complaints that are withdrawn by the customer before being formally filed. • Non-financial Consumer Cases: Customer requests that are unrelated to financial consumer disputes. • Not Our Business: Complaints directed at an entity other than the bank (incorrect target of the complaint).
Soundness of Complaint Handling Mechanism			
Graded Reporting Mechanism (Based on the Content of the Complaint)		Complainants are categorized into the following groups based on their age and identity, with each group managed by different units and reporting processes: <ul style="list-style-type: none"> • Elderly customers • Young customers • New customers • Vulnerable groups 	Yuanta Bank's current complaint handling process follows the "Consumer Dispute Handling Procedures" and the "Key Points of the Consumer Dispute Complaint Handling Procedure" with incidents classified as follows: <ul style="list-style-type: none"> • Level 1 Consumer Dispute Complaints shall be reported for approval by the supervising manager/ department head. • Level 2 Consumer Dispute Complaints shall be reported for approval by the Chief Executive Officer (or higher). • Level 3 Consumer Dispute Complaints shall be reported for approval by the Chairperson of the Board.
Analysis of Complaint Patterns		Complaints are categorized into the following types based on their nature: <ul style="list-style-type: none"> • Personal Subjective Awareness • Communication Issues with Sales Representatives • Electronic Platform Operations or Abnormalities • Account Opening or Settlement Issues • New Business Types • Privacy-Related Issues • Others (Brief Description Required) 	<ul style="list-style-type: none"> • At the end of each quarter, a detailed analysis of that quarter's complaints and the corresponding actions is prepared and reported at the department meeting. This report is also submitted to the Business Management Department for review during the Fair Treatment meetings. • For major complaints or cases with potential compensation decisions, a monthly report is presented during department meetings led by the department heads and the Chief Executive Officer.



Subsidiaries	Complaint Handling Measures	Yuanta Life	Yuanta Funds
Diverse Complaint Channels and Customer Complaints			
Dedicated Units		Customer Service Department	Fund Affairs Department – Customer Service Division
Channels	Dedicated Hotlines	Complaint Hotline: 0800-009-019	0800-009-968 02-8770-7703
	Email	life@yuanta.com	cs@yuanta.com
	Service Locations	Regional Service Centers	2F-1, No. 68, Section 1, Dunhua South Road, Songshan District, Taipei City
	Others	Written Correspondence: 17F, No. 156, Section 3, Minsheng East Road, Songshan District, Taipei City	-
Number of Complaints	Financial Ombudsman Institution or Competent Authority Notifications	192 cases	28 cases
	Internal Channel Statistics	120 cases	22 cases
Criteria for Inclusion in Complaint Statistics		According to the Financial Consumer Protection Act and Yuanta Life's Consumer Dispute Handling Procedures, the criteria for calculating customer complaints pertain to disputes between the customer and the company that arise from products or services.	Standards for establishing Yuanta Funds' Customer Dispute Handling Procedures.
Complaint Handling Status		100%	100%
Improvement Actions		Monthly and quarterly analysis reports are produced, and dispute cases are regularly disseminated to responsible units for further promotion.	<ul style="list-style-type: none"> Each case is graded according to regulations, with the responsible response unit identifying the root cause of the complaint and taking appropriate actions in a timely manner based on the following process. Handling Process: The process is overseen by a supervisor at the vice president level or higher, with dedicated departments responsible for planning and implementation. The issue shall be reviewed at senior management meetings and reported regularly to the Board of Directors.
Exclusion Criteria for Customer Complaints Count		-	41 cases
Reasons for Exclusion		-	Among these cases, three were repeats, and 38 were related to time-sensitive account-related matters during the ETF fundraising period.
Soundness of Complaint Handling Mechanism			
Graded Reporting Mechanism (Based on the Content of the Complaint)		Yuanta Life "Financial Consumer Dispute Handling Procedures" and Financial Consumer Dispute Case Improvement and Investigation Procedures have been established. In the event of a significant dispute, it should be reported to the supervising manager.	Major dispute cases shall be handled by the responsible response unit according to the "Operation Guidelines of the Yuanta Funds' Fair Treatment Task Force" and promptly reported to the Legal Affairs Department, which will oversee the collection and reporting of significant legal disputes or major customer complaints.
Analysis of Complaint Patterns		Quarterly Complaint Committee Meetings are held to consolidate and provide related analysis reports.	Complaint cases are categorized into three levels, with the evaluation considering the severity of the case, the business areas and departments involved, potential litigation risks, compensation amounts, whether the complaint is a joint case, and other major special circumstances.

Subsidiaries	Complaint Handling Measures	Yuanta Futures
Diverse Complaint Channels and Customer Complaints		
Dedicated Units		Customer Service Trading Department
Channels	Dedicated Hotlines	0800-037888
	Email	futures@yuanta.com
	Service Locations	Nationwide Branch Office Operating Locations
	Others	-
Number of Complaints	Financial Ombudsman Institution or Competent Authority Notifications	9 cases
	Internal Channel Statistics	17 cases
Criteria for Inclusion in Complaint Statistics		<ul style="list-style-type: none"> Upon receiving customer inquiries or complaints via the customer service email that indicate a dispute, suspected complaint cases are reported for customer care follow-up. The handling unit evaluates the possibility of filing a complaint based on the reported customer care notification.
Complaint Handling Status		100%
Improvement Actions		<ul style="list-style-type: none"> Some customers experience disputes due to unfamiliarity with electronic platforms operations, a lack of understanding of market mechanisms, or concerns regarding their transactions through electronic platforms. Efforts have been increased to promote awareness and emphasize customer care. Delays in disclosing certain information on electronic platforms may cause concerns; however, optimization has been completed. Important customer rights and relevant information have been reiterated through the official website, trading platforms, SMS, and trade reports. Through regular and non-periodic online training sessions and offline nationwide conferences, laws and case studies are promoted to continuously strengthen the professionalism of business management units and enhance service quality.
Exclusion Criteria for Customer Complaints Count		-
Reasons for Exclusion		-
Soundness of Complaint Handling Mechanism		
Graded Reporting Mechanism (Based on the Content of the Complaint)		Reports on complaint cases are presented to the Board of Directors on a quarterly basis.
Analysis of Complaint Patterns		Complaint Case Categories: <ul style="list-style-type: none"> Customer Service and Communication Customer Misunderstanding Electronic Platform Information Disclosure or Operations Others (Transactions/Accounts/Operations/Settlements)

The number of customer complaints received by the Group in the year was 852, of which 627 were from the Financial Ombudsman Institution or the competent authority, and 225 were through Yuanta channels. Upon receipt of a customer complaint, each subsidiary immediately notifies the relevant unit to handle the case and replies to the complainant, Yuanta Financial Holdings or the competent authority to keep track of the status and progress of the case. The Company and its subsidiaries have established strict complaint handling procedures in accordance with the regulations of their respective industries in order to properly handle and respond to each complaint case. We also enhance the education and training of our employees and raise their professional ability to provide assistance to our customers to avoid the reoccurrence of customer complaints.

In order to establish a customer-oriented, consistent, systematic and responsive complaint handling process, Yuanta Securities, Yuanta Bank, Yuanta Life, Yuanta Fund and Yuanta Futures obtained renewed certification of ISO 10002 Customer Satisfaction and Complaints Handling this year to establish an international standard customer complaint handling system. It is hoped that this will strengthen the mechanism for protecting consumers.

Customer Care and Anti-Fraud

Customer care measures

Yuanta Group introduces diversified care measures to protect the rights and interests of its customers.

Caring For Investments Of Customers	<ul style="list-style-type: none"> Yuanta Securities notified customers of products with high price fluctuations: 952 times of 50 funds, 36 times of 20 overseas structured products and 3 times of 3 overseas bonds. When sub-account customers execute deposits or withdrawals, Yuanta Securities will send a notification email to them. If a withdrawal exceeds NT\$500,000, the branch will follow up with the customer via phone to ensure their rights and interests are protected. Yuanta Securities informs customers about risk-related issues, such as ASML’s financial report falling short of expectations, TLAC bonds, and adjustments to credit ratings, providing market updates to show care and concern for its clients. When market prices are highly volatile, Yuanta Bank’s Private Banking Department will notify clients via text message. Each text message will be reviewed by the Legal Affairs Department and Legal Compliance Department. In 2024, a total of 1,642 text messages were sent to inform customers of market risks. Yuanta Bank implements a monthly customer care program by visiting customers in person, conducting face-to-face interactions at branches, or sending text messages to show care and concern. In response to market risk events and price fluctuations, the bank executed 37 care plans this year, reaching out to 18,070 customers and reducing risk-related assets by nearly NT\$0.658 billion. Yuanta Futures monitors clients' overall maintenance ratio at all times. For high-risk clients, it immediately sends SMS and email notifications to safeguard their interests. Yuanta Futures closely monitors clients' futures and options positions daily. For physically settled products, it sends SMS and email reminders to traders in advance, advising them to close or roll over their positions. It also monitors potential risks arising from options exercise converting into futures contracts. Yuanta Futures monitors market price fluctuations daily. In addition to regularly publishing global index market updates on its official website, it sends SMS alerts to traders holding positions in highly volatile products to remind them of potential risks.
Wealth Management Customer Care Program	<p>Yuanta Bank divides customer care situations into proactive care and passive care based on the key points of customer care program implementation.</p> <ul style="list-style-type: none"> Proactive care includes any of the following: <ol style="list-style-type: none"> Risk prediction: After the Wealth Management Products Department alerts market risks, the relevant unit in charge of the product will predict product risk based on the market risk alert and assess product risks in advance and informs the Private Banking Department to carry out customer care. Target case: The Private Banking Department evaluates the nature of clients’ assets and initiates the care mechanism and plans implementation measures when necessary. Passive care refers to any of the following situations: <ol style="list-style-type: none"> Significant warning from competent authorities: Based on the relevant information released by competent authorities to strengthen investment risk monitoring (e.g. high yield bond fund investment risk, enhanced management of senior citizens financial management), the Private Banking Department plans the client care program for the month, and implements it after approval by the department head. Significant market events: The distinction is made between significant market news and significant price fluctuations. When there is a major market event that may trigger investor panic, the Private Banking Department uses an external data collection and analysis system to monitor and filter valid information for follow-up alerts. The Private Banking Department monitors market signals and price changes of mutual funds and ETFs on the shelf. If significant information or major price fluctuations are detected, the client care mechanism will be activated. A total of 37 customer care programs were executed in 2024, including 4 proactive care-risk predictions, 13 proactive care-target cases, and 20 passive care-significant market events.
Major Disaster Care Services	<p>Yuanta Life announces the activation of client care measures for major disasters, such as earthquakes and typhoons. These measures include proactive claims services, consultation services for policyholders, deferred premium payments, interest-free loans on insurance policies, extension of loan interest payments on insurance policies, and waiving of fees for reissuing insurance policies.</p>

Prevention of Financial Frauds

Implementing the Mechanism of Caring for Customers at the Counter

In cooperation with the FSC, the Ministry of Finance and the Bureau of Investigation of the Ministry of Justice in promoting anti-fraud policies, Yuanta Bank's 517 ATMs broadcasted 17 anti-fraud videos 24 hours a day. The contents of the videos included: remittance operations, ATM operations, and fraud prevention reminders. The anti-fraud videos were played about 450,000 times per ATM during the year, increasing fraud prevention awareness.

Anti-Fraud Measures

In light of the increasingly prevalent and diverse financial fraud tactics in recent years, Yuanta Bank has introduced the "Night Trading Suspension" feature. This allows users to set up online suspension of trading during nighttime hours via the Yuanta Mobile Banking app. During the nightly period from midnight to 6 a.m., account-linked transactions are suspended. Account linking services for top-ups, purchases, withdrawals, etc. are unavailable during late-night hours. This feature ensures that users can sleep peacefully at night without worrying about transaction security.

Meanwhile, Yuanta Bank has also introduced the "Limit Reduction Setting" feature, enabling users to lower the transaction limit for account-linked payment services within their personal usage habits. This strengthens account application security. The above measures successfully blocked 20,832 suspicious transactions in 2024, effectively reducing the risk of fraud. In recent years, Yuanta Financial Holdings has actively leveraged innovative technology in fraud prevention. Yuanta Bank is one of the first domestic banks to independently apply AI-assisted fraud prevention and developed its own "SkyNet AI Fraud Prevention Model," which features "multivariable comprehensive judgment, early detection, and big data feedback learning." Since the model's official launch on January 1, 2024, the identification efficiency and accuracy of abnormal accounts have significantly improved. The model now detects about 60% of warning accounts 20 days in advance, reducing nearly 70% of fraudulent and money-laundering transactions. According to statistics from the Criminal Investigation Bureau, Yuanta Bank has significantly outperformed industry averages in the growth trend of warning accounts and the rate of advance management. The bank's fraud prevention efforts have been highly recognized by the Criminal Investigation Bureau and have won multiple domestic and international awards, such as the National Brand Yushan Award – Best Product Award, Wealth Magazine Intelligent Innovative Application Award, the 12th Elite Awards for Taiwan Banking Excellence – Best Risk Management, the Achievement Award in the Social Innovation category of the ESG Business Sustainability Awards by the Global Views Monthly, and The Asset Triple A Digital Awards. In 2024, the SkyNet AI Fraud Prevention Model controlled 536 cases with a total controlled amount of approximately NT\$9 million. Additionally, Yuanta Bank continues to build a "multi-dimensional AI fraud prevention module," using big data analysis to monitor the behavior of foreign migrant workers’ warning accounts. By utilizing both the SkyNet AI Model and expert rule-based cross-checking, abnormal cash flows are detected, and suspicious accounts are controlled to prevent fraud or money laundering through migrant workers’ accounts. Starting from late October 2024, the bank has been generating daily lists of suspicious ATM withdrawals/transfers for foreign migrant workers’ accounts. These are reviewed and managed by dedicated personnel. As of February 2025, the bank controlled 15 accounts, blocking transactions totaling approximately NT\$320,000.

Anti-Fraud Education and Advocacy

Company	Event name	Event content	Performance of implementation
Yuanta Securities	Electronic Trading Platform Anti-Fraud Awareness	When investors log in to the electronic trading platform, a pop-up window alerts them to fraud-related issues, reminding investors to assess carefully.	Monthly or weekly pop-up announcements
	International Financial Network Anti-Fraud Awareness	The event reminds all to be vigilant about foreign securities trading fraud, and informs investors that the Company will never invite "stock speculation" via phone calls, text messages, or social media, URLs are also provided to investors for verification.	Continuous display of announcements in the bulletin area
	Customer Briefings on Anti-Fraud Awareness	Anti-fraud concepts and case studies are presented at customer briefings held by branch offices.	A total of 558 sessions were held, reaching 6,364 participants.
	Care Letters	Regular and ad-hoc care letters are sent to allocation clients, emphasizing that the company does not solicit clients for allocations through social media groups. The letters also provide company contact information to facilitate inquiries and serve as a reminder to prevent fraud.	A total of 77 care letters were sent.
	Anti-Fraud Surveys	Surveys are distributed to elderly and younger customer groups to gather feedback and suggestions on anti-fraud measures. The results are analyzed to optimize and enhance anti-fraud strategies.	A total of 70,000 survey forms were distributed.
	Anti-Fraud Awareness eDM Campaigns	Anti-fraud awareness is promoted via eDM campaigns, encouraging customers to stay vigilant.	A total of 3.18 million eDMs were sent.
	Ongoing Anti-Fraud Awareness Campaigns	Anti-fraud awareness is raised through various digital pop-up fraud warnings delivered via electronic platforms: Official LINE accounts of Yuanta Securities and Yuanta Warrants, company e-newsletters, fraud alerts on the company website's fraud dashboard, fraud reminders in electronic and paper account statements, and irregular anti-fraud updates posted on the website.	A total of 134 anti-fraud reminders were issued.
Yuanta Bank	Financial Planning Seminars - Fraud Prevention Advocacy	At financial seminars, we give presentations on fraud prevention to educate customers about recognizing and preventing financial scams, enhancing customers' knowledge of financial fraud and preventing its occurrence.	A total of 692 sessions were held, with 12,098 participants.
	Fraud Prevention Section	A new fraud prevention section has been added to the official website, consolidating information on common fraud types, what to do if one encounters fraud, fraud prevention measures, how to identify official Yuanta websites, and links to anti-fraud resources for customer reference.	Added in October 2024.
	Digital Fraud Prevention Awareness	Thematic anti-fraud educational materials have been created and widely promoted through digital media, including the official website, personal banking platforms (including the new online banking system), business banking platforms, mobile banking, personalized LINE notifications, and eDM distributions, to enhance customer awareness of fraud prevention.	A total of 7.08 million anti-fraud eDMs were sent.
	Routine Anti-Fraud Awareness	Anti-fraud videos are played in branch lobbies, on the official website, and at ATMs to educate both staff and customers. Anti-fraud signboards are displayed at branch counters and service desks.	Continuous playback of anti-fraud awareness videos
Yuanta Life	Routine Anti-Fraud Awareness	On the policyholder platform, we offer anti-fraud guidance prompts.	Average monthly users about 36,387
		Anti-fraud promotional materials are displayed at the counters of the headquarters in the northern region and service centers in the central and southern regions.	Monthly service users about 723
		Anti-fraud warnings are included in investment-related daily account statements, quarterly and annual reports, premium payment notices, and policy anniversary notifications.	A total of 1.7 million anti-fraud messages were sent.
		Anti-fraud awareness messages and care reminders have been added to customer survey forms to alert policyholders, encourage vigilance, and reinforce fraud prevention efforts.	Approximately 2,600 survey responses were collected.
Yuanta Funds	Routine Anti-Fraud Awareness	Anti-fraud messages are included in monthly statements, daily transaction confirmations (for subscriptions and purchases), and monthly or quarterly dividend distribution notifications.	A total of 16.12 million anti-fraud messages were sent.
		The customer service system now includes anti-fraud audio prompts.	At least 30,000 voice alerts were played.
		A prominent fraud prevention banner has been placed on the homepage of the official website, directing users to the dedicated fraud prevention section.	The banner has garnered at least 3,000 views.
Yuanta Futures	Sharing Fraud Cases and Advocating Prevention	Periodically updated fraud case examples are shared via the E-Learning Academy. Biannual fraud case updates are provided to all staff, ensuring that they are well-informed about various fraud schemes.	Ongoing advocacy
	Routine Anti-Fraud Measures	Anti-fraud awareness announcements have been published on the official website and digital platforms, with important clarification notices proactively displayed on the website's pop-up pages. Additionally, enhancements to fraud warning messages in account statements were completed in February 2024.	Continuously integrating fraud prevention reporting mechanisms to enhance the processes for fraud incident reporting, handling, and statistical analysis.



Establishment of Dedicated Anti-Fraud Unit

To protect customers' rights and safeguard their assets, Yuanta Securities established a dedicated anti-fraud division in 2023. This unit is committed to identifying and blocking financial fraud at the forefront, integrating anti-fraud efforts into daily operations. The division is responsible for providing consultation services to investors on handling fraud cases, and conducting fraud detection, prevention, and education for both investors and internal staff. Additionally, the directors and independent directors of the Board offer advice on anti-fraud measures, leading the company in strengthening fraud prevention awareness. To further refine financial fraud prevention, Yuanta Bank established a cross-departmental "Financial Fraud Prevention Task Force" in July 2024. This team continues to discuss measures to prevent financial fraud, aiming to reduce warning accounts, decrease fraudulent transaction amounts, and increase the amount successfully intercepted.

Customer Care and Fraud Prevention Achievements

2024 TWSE Anti-Fraud Evaluation for Securities Firms – Outstanding Award

Yuanta Securities has long prioritized the prevention of financial investment fraud and was honored with the Outstanding Award in the 2024 Anti-Fraud Evaluation for Securities Firms, organized by the Taiwan Stock Exchange (TWSE). Since 2023, Yuanta Securities has established a dedicated unit to promote fraud awareness and prevention, implementing strategic initiatives while leveraging the keen insight of business personnel to promptly detect anomalies in transactions, effectively preventing fraud. Yuanta Securities has demonstrated proactive efforts across four key evaluation areas: anti-fraud organizational management and effectiveness, fraud prevention advocacy and training programs, fraud-related information disclosure, and customer care measures. Moving forward, Yuanta Securities will continue collaborating with competent authorities to enhance public fraud awareness and vigilance, ensuring the effective protection of customer assets.

2024 Financial Services Charity Carnival

Yuanta Financial Holdings, along with its subsidiaries—Yuanta Securities, Yuanta Bank, Yuanta Life, Yuanta Funds, and Yuanta Futures—participated in the "2024 Financial Services Charity Carnival" organized by the Taiwan Financial Services Roundtable in Taipei and Tainan. The event aims to promote financial literacy and highlight the financial industry's commitment to advancing financial education and social welfare. The carnival's themes include financial knowledge advocacy, promotion of mobile payment services, charitable initiatives, and fraud prevention. Through interactive and engaging activities, the event seeks to instill correct financial concepts among participants while demonstrating care and support for rural and underprivileged communities.

Protection of Customer Rights

Personal Data Protection Policy

Yuanta Financial Holdings, Yuanta Securities, Yuanta Bank, Yuanta Life, Yuanta Funds, and Yuanta Futures have established internal regulations (including but not limited to policies and procedures related to personal information protection) according to the nature and type of business it conducts, which include:

Regulatory segment	Regulatory content
Responsibilities Of The Personal Data Protection Task Force	A personal data protection team was set up. The personal data protection team is a permanent cross-departmental task group responsible for promoting, coordinating and supervising the company's various personal data protection related matters. The CEO designates the relevant department heads as the convener and deputy convener of the personal data protection team, with each department assigning a representative to form as its team members. The personal data protection team convenes meetings to discuss personal data protection matters based on implementation of its business affairs.
Personal Data Protection Management Process	The collection, processing, use, transmission, storage, and destruction of personal data held by the Company shall be managed in a manner that ensures the legality and appropriateness of such operations. All personnel (including employees and outsourced vendors) who are involved in the various operations mentioned above are required to comply with the rules and regulations related to personal data.
Risk Assessment	Risk assessments are conducted at least once a year with respect to personal information risks faced by the Company's business, and control measures based on the assessment results are established. The evaluation results and analyses are reported at the personal data protection team meetings. In the event of personal information security or leakage, in addition to the notification of operational risks by each department and office in accordance with the prescribed procedures, for those involved in information risks, the Information Technology Department is to follow regulations related to information security risks. The Risk Management Department is to provide prevention or improvement suggestions on the causes of personal information security incidents.
Incident Reporting and Response Measures	When employees, customers or anyone else find any concern of personal data leakage or breach of relevant personal data protection regulations at the Company, they can immediately notify the Company's dedicated unit and personnel in writing, by phone, email or by any means; the personal data protection team members shall collect and review the reported incidents, analyze the causes of incidents, and provide suggestions for improvement on the work items they are responsible for. If a staff is found to have violated the personal data protection policy and related regulations, which led to losses of others, he or she will be subject to the relevant disciplinary measures in accordance with the work rules.
Education and Training	The protection of personal information is included in the items for Company's internal auditing, and regular annual education and training courses are held to enhance employee awareness of personal information protection.
Regular Reviews	The personal data protection team conducts a personal information protection management review at least once a year.

Customer Personal Information Management

The subsidiaries of Yuanta Financial Holdings have established regulations and management practices in line with the "Personal Data Protection Act" and regulations from the competent authorities to protect the privacy of customers and investors. Each subsidiary handles and collects customer information in accordance with the Personal Data Protection Act, and customers shall be informed of the information as required by the Act to ensure that personal information is properly collected, processed, and used.

Yuanta Securities' "Personal Data Protection Implementation Team" is tasked with formulating personal information protection regulations governing the collection, processing, and use of personal data. Each year, a personal data safety breach contingency drill is held to ensure our ability to respond to any potential personal data incidents. We also hold an annual personal data protection management review to ensure personal data protection policies are implemented properly. Yuanta Securities, Yuanta Bank, Yuanta Life, Yuanta Funds, and Yuanta Futures completed the BS 10012: 2017 Personal Information Management System (PIMS) annual surveillance audit this year. The Group had no data breach (including personal data breach) in 2024.

The Group has established regulations, such as the Customer Data Confidentiality Measures, and promotes training courses on personal data protection and information security management. This year, a total of 48 personal data protection training sessions were conducted, with 13,161 participants passing the training and amounting to a total of 15,032 training hours. 174 information security management training sessions were conducted, with 41,166 people passing the training, cumulating in 45,950 total training hours. These courses aim to ensure that all our staff fully understand the importance of personal data processing and protection to maintain the privacy of customers and investors.

The Group uses customer information for non-primary collection purposes (secondary use) in compliance with laws and regulations and with customer consent for the Company to engage in telephone marketing, email marketing, mail marketing, SMS marketing, and app promotion to specific customer groups. There is no incident of inter-subsidiary use of customer information for marketing purposes. We comply with relevant government laws and regulations and information management principles, ensure that the collection and the use of data is within the scope of data authorization set by the Group, and that appropriate technical and organizational security measures are used to maintain a highly secure and stable data storage system, and fulfill our duty of confidentiality of personal information of customers or investors. The Group's secondary use of customer information rate for the year was 34.39%.

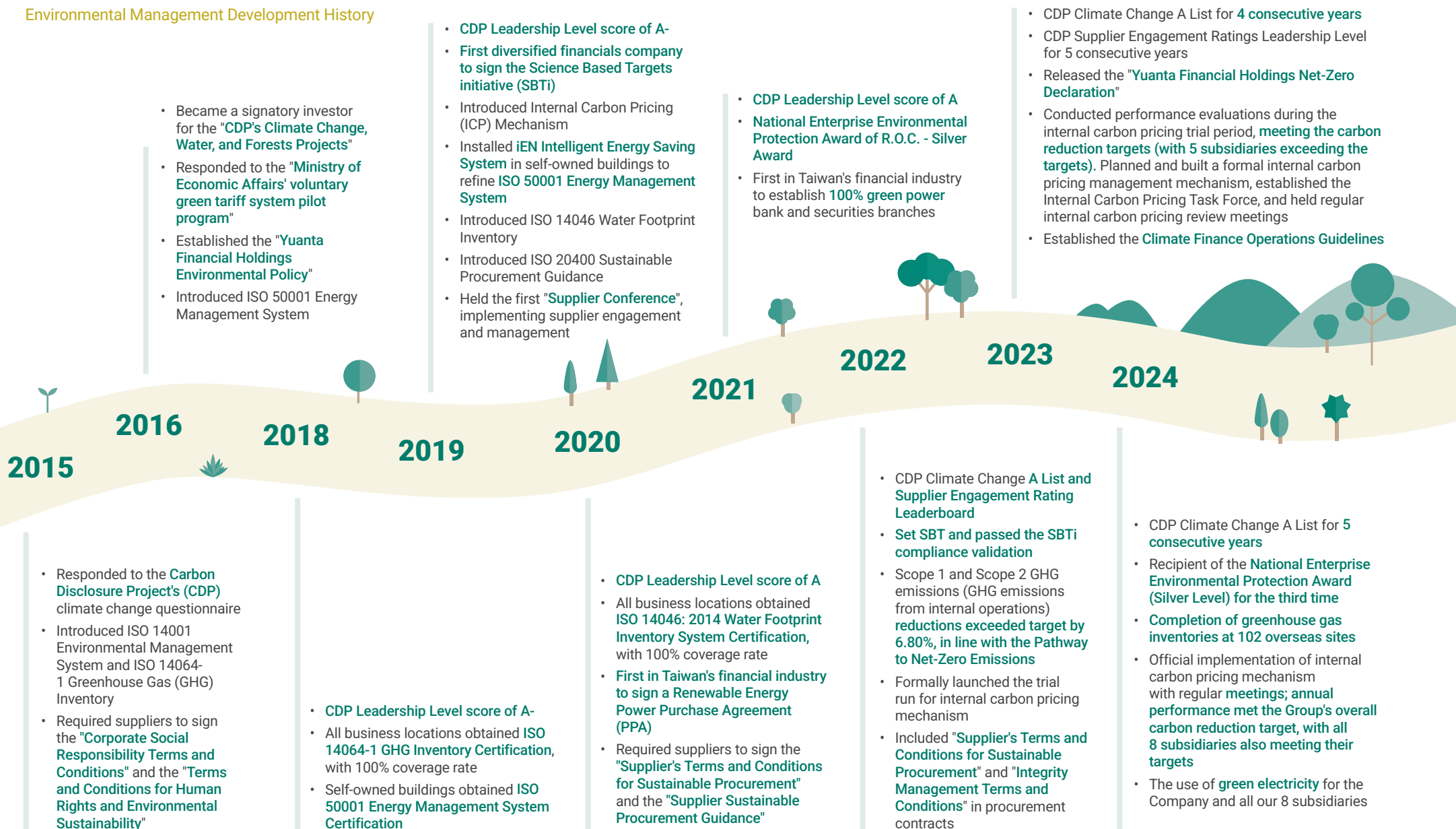


04

Green Pioneers of Environmental Change

- 4.1** RESPONSE TO THE INTERNATIONAL CARBON REDUCTION PROGRAM
- 4.2** CONTRIBUTION TO THE DEVELOPMENT OF GREEN OPERATIONS
- 4.3** ENVIRONMENTAL SUSTAINABILITY ACTIVITIES AND INITIATIVES

Environmental Management Development History



4.1 Response to the International Carbon Reduction Program

The Group actively engages in carbon reduction. In line with international practices, we formulated climate change governance in reference to international standards and initiatives such as the Task Force on Climate-Related Financial Disclosures (TCFD), Partnership for Carbon Accounting Financials (PCAF), Science Based Targets (SBT), and CDP. We are gradually perfecting the management mechanism for carbon inventories in our operations and investment/financing assets, as well as risks and opportunities related to climate change, while enhancing the climate risk management philosophy at the core of our operations through the ICP mechanism, and fulfilling our sustainable responsibilities in the finance industry.

TCFD Climate Risk and Opportunity

Scientific evidence has confirmed that the impacts of climate change are imminent, drawing significant international attention to climate issues. Countries around the world have successively announced declarations and actions toward "net-zero emissions by 2050." The 2024 United Nations Framework Convention on Climate Change 29th Conference of the Parties (COP29) aims to promote global climate action through multilateral cooperation, with the goal of limiting the global temperature rise to within 1.5° C. It urges nations to gradually decrease their fossil fuelsand work. The Executive Yuan has recently introduced "Taiwan's Pathway and Strategies to Net-Zero Emissions in 2050", which calls upon the financial industry to guide industries towards net zero emissions and promote sustainability by leveraging its funds, products, engagement, financial prowess and the market mechanism. To further the cause, we have developed a group-wide net-zero transformation plan to demonstrate our commitment to achieve sustainability and net-zero emissions. Through the Climate and Nature Related Financial Disclosure Report, we aim to ensure the completeness and transparency of our climate-related data disclosure, meeting stakeholder expectations and demonstrating Yuanta's proactive response to the risks and opportunities presented by climate change.

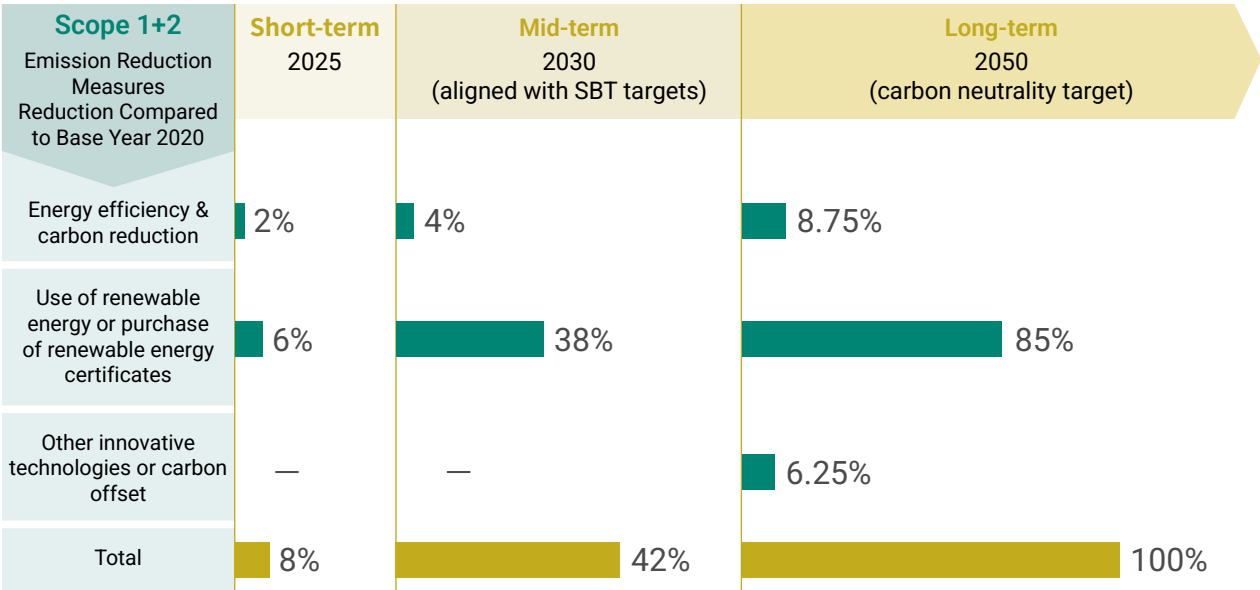
Yuanta Financial Holdings
Climate and Nature Related
Financial Disclosures
Report 2024



Net-zero Transition, Sustainable Yuanta

In response to the global goal of achieving "net-zero emissions by 2050", following the approval of its targets by the Science Based Targets initiative (SBTi), the Company signed the SBTi Net-Zero Commitment in July 2023, issuing a Net-Zero Declaration and establishing Climate Finance Operations Guidelines, to further demonstrate its responsibility as a global citizen through concrete actions. We have also launched carbon reduction actions in four major areas, namely low-carbon operations, sustainable finance, low-carbon supply chain, and sustainability initiatives, in which we integrated the vision of net-zero transformation into day-to-day operations and business decision-making process.

In 2019, the Group signed the Science Based Targets Initiative (SBTi), to become the first diversified financial company in Taiwan to undertake this initiative, and further set carbon reduction targets using SBT methodologies and passed the validation process in 2022. In the future, we will continue to respond to latest changes in international net-zero transition trends, track and disclose the GHG emissions inventory of our own operations and investment and financing assets on an annual basis, and adjust our carbon reduction strategies and actions to give full play to our financial influence to promote the low-carbon transformation of the industry. Category 1 and Category 2 GHG inventory information is detailed in section 4.2.1 Low-Carbon Operations, and GHG inventory information for financial assets is detailed in the 2024 Climate and Nature Related Financial Disclosure Report.



SBT Targets ^{Note1}				2024 Targets		Target Status		Carbon reduction actions	
Category 1 and Category 2				2030 absolute GHG emissions reduce 42%, compared to 2020.		Reduce 7% absolute GHG emissions compared to 2020.		Reduce 26.11% absolute GHG emissions compared to 2020.	
Category 5	By Investment and Financing Target	Electricity generation project finance		49% reduction in GHG emissions per MWh by 2030 in comparison to 2019 for electricity generation project finance portfolio.		23% reduction in GHG emissions per MWh compared to 2019.		100% reduction in GHG emissions per MWh compared to 2019.	
		Corporate loan	Commercial real estate	59% reduction in GHG emissions per square meter by 2030 in comparison to 2019 for corporate loan portfolio for commercial real estate sector.		29% reduction in GHG emissions per square meter compared to 2019.		20% reduction in GHG emissions per square meter compared to 2019.	
			Electricity generation	49% reduction in GHG emissions per MWh by 2030, in comparison to 2019 for corporate loan portfolio for electricity generation sector.		23% reduction in GHG emissions per MWh compared to 2019.		23% reduction in GHG emissions per MWh compared to 2019.	
			Other long-term loans	58% reduction in GHG emissions per square meter by 2030, in comparison to 2019 for long-term corporate loan portfolio for finance, retail, service, food and lodging, and real estate development sectors.		28% reduction in GHG emissions per square meter compared to 2019.		29% reduction in GHG emissions per square meter compared to 2019.	
				By 2027, 38% (out of the amount of loan) of longterm corporate loan portfolios in fossil fuel ^{Note 2} , electrical and electronic equipment as well as general manufacturing sectors have set SBT.		24% of specific investment portfolios have set SBT.		22% of specific investment portfolios have set SBT.	
		Listed equity and bonds ^{Note3}		By 2027, 39% (out of the invested value) of listed equity and bonds investment have set SBT.		24% of specific investment portfolios have set SBT.		19% of specific investment portfolios have set SBT.	
1. Introduced internal carbon pricing, internalizing external costs. 2. All newly constructed self-owned building shall obtain green building label by 2050. 3. Procured renewable energy and the installation of solar power systems is underway, with the Group aiming for green electricity use to account for 10% of total power consumption by 2025. 4. Replaced high-energy-consuming equipment, installed LED energy-saving lamps and motion-sensor light fixtures, utilized power-controlled equipment, implemented smart energy consumption monitoring, upgraded air conditioning systems, and designed building insulation. 5. Review the list of key targets every year and strengthen discussions on low-carbon transformation with investees. 6. Gradually reduce the risk exposure of existing investment and financing sectors in thermal power generation, coal and unconventional oil and gas related industries. 7. Continue to track net-zero policies and developments at home and abroad, and evaluate the net-zero transformation process of thermal coal and unconventional oil and gas related industries.									

Note :

1. For targets validated by SBTi, please refer to: https://sciencebasedtargets.org/resources/files/Target-language-and-summary_Yuanta-Financial-Holding-Co.-Ltd.docx.pdf

2. The target includes 100% of the Group's fossil fuel corporate loans.

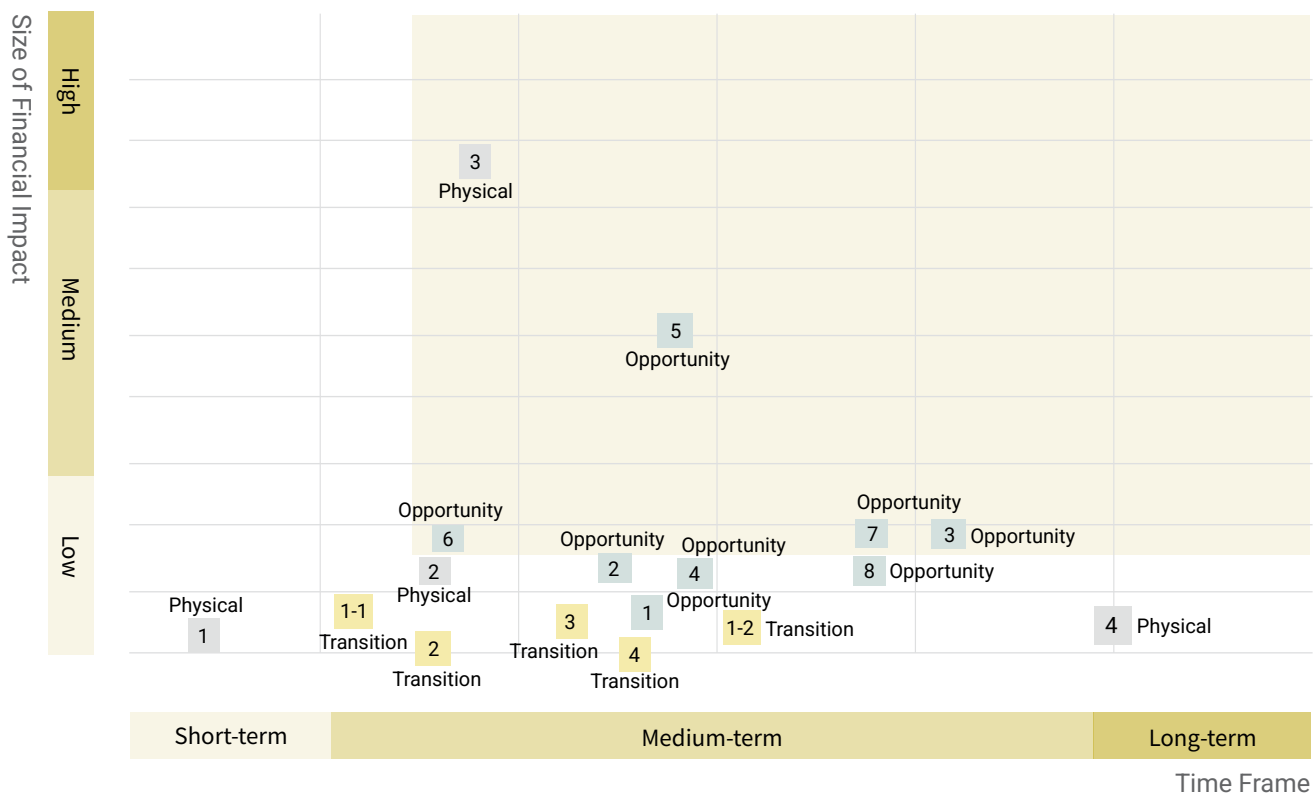
3. The listed equity and corporate bond investment portfolio includes common stock, preferred stock, corporate bonds, exchange-traded funds (ETFs), real estate investment trusts (REITs) investments and mutual funds.



TCFD Executive Summary and Highlighted Performance

Dimension	Executive Summary	Performance Highlights	Climate and Nature Related Financial Disclosures Report
Governance	<ol style="list-style-type: none"> The Company's Board of Directors is the highest climate related supervisory authority and has established the "Risk Management Committee" and "Sustainable Development Committee" under it, chaired by the Chairman of the Company, which are responsible for overseeing and managing climate-related risks and opportunities, and promoting the Group's overall climate strategy and policies. The independent directors of the two aforementioned committees possess expertise in governance and ESG, ensuring effective implementation of related policies. The Board of Directors considers climate and Nature Related issues as key factors in corporate governance and operating strategy, strengthening risk management and greenhouse gas inventory efforts to drive sustainable development. The TCFD Working Group, consisting of the Risk Management Department is responsible for identifying, evaluating and monitoring climate related risks and opportunities, and reporting important climate risk related information to the Risk Management Committee on a quarterly basis. The Corporate Sustainability Office is responsible for the Group's sustainability strategy and overseeing the management and progress of various climate and environmental goals. Plans and outcomes related to climate and nature are regularly reported to the Sustainable Development Committee. 	<ul style="list-style-type: none"> Incorporated the Group's carbon reduction targets into senior management performance evaluations and offered rewards based on the evaluation results. Board members actively participated in climate change forums and training programs covering topics such as sustainable finance and the TNFD. They also encouraged senior executives to engage in learning, enhancing awareness of climate trends and fostering a culture of sustainable governance. Formulated the Climate Finance Operations Guidelines, establishing emission reduction commitments for project financing pertaining to thermal coal and unconventional oil and gas industries, with a policy to fully divest by 2035. Established an internal carbon pricing team to monitor international carbon reduction targets, carbon fees, and changes in net zero transition-related investment costs. Released Yuanta Financial Holding Company Statement on Lobbying and Policy Engagement. 	CH2
Strategy	<ol style="list-style-type: none"> We regularly identify short-, medium- and long-term climate risks and opportunities. 4 transition risks, 4 physical risks, and 8 climate-related opportunities were identified for this year. Developed management measures and strategies for climate-related risks and opportunities that significantly impacted company operations and financial planning. Followed the Climate Finance Operations Guidelines, formulating the Group's carbon reduction strategies in four dimensions: low-carbon operations, sustainable finance, low-carbon supply chain, and sustainability initiatives. 	<ul style="list-style-type: none"> Signed the SBTi net zero emissions commitment and issued the Yuanta Financial Holding Company Net-Zero Declaration. Continued to implement the internal carbon pricing (ICP) mechanism. Purchased a total of 4,550 metric tons of carbon credits as the first batch of buyers after the launch of the Taiwan Carbon Solution Exchange's international carbon trading platform. Continuously promoting climate finance products and services, and implementing responsible investment and responsible financing. 	CH1、CH3
Risk Management	<ol style="list-style-type: none"> Incorporated climate change risks into the Group's risk management policy and integrated the policy into its 3 lines of defense to ensure that such risks were considered in daily operations. The Company has also established internal guidelines for managing climate change risks pertaining to investment, financing, and its own operations, to ensure the adequacy of risk management. Actively implemented climate risk management processes in the Group's core business, including carefully assessing high-risk industries and parties of business transactions. Modeling of scenario analysis and quantifying financial impacts: <ul style="list-style-type: none"> Analysis of the transition risk and physical risk scenarios for the Top Down and Bottom Up scales of the investment and financing positions. Scenario analysis of the transition and physical risks in its own operations. Analysis of financial opportunities in a transition risk scenario. 	<ul style="list-style-type: none"> Established climate risk management mechanisms for the Group's core business, continuously considering climate-related risk factors in credit, investment, underwriting, and consultation review processes. Continuously improving and refining the climate risk scenario analysis model. The Group has established climate risk monitoring indicators and thresholds, with Risk Management Department monitoring the Group's climate value at risk monthly. 	CH4
Metrics and Targets	<ol style="list-style-type: none"> The Group sets targets and goals for major climate risks and opportunities, including greenhouse gas emissions and green power usage, and regularly tracks and discloses their progress. Annual disclosure of various types of greenhouse gas emissions and obtaining external verification. This year, new climate-related opportunity management indicators and targets were introduced to continuously track sustainable finance performance and demonstrate the impact of investments and lending. 	<ul style="list-style-type: none"> Set the threshold for monitoring the Groups overall climate risk value. Subsidiaries' overseas locations conducted greenhouse gas inventories for the first time, improving the coverage of emissions data. The use of renewable energy continued to increase, with a total of 5.28 million kWh of green electricity used in 2024—exceeding the original target of 2 million kWh. Over 30% of branch locations used green electricity. The total amount of sustainable investments and loans reached NT\$1.4922 trillion, surpassing the 2024 target. 	CH5

Short-, Medium- and Long-term Risks and Opportunities



Note :
1. The Company defines short-term, mid-term, and long-term events as those that may occur within 1 year, between 1-5 years, and in over 5 years, respectively.
2. The Company defines the impact levels as low (potential gain or loss reduction of up to NT\$603 million); medium (potential gain or loss reduction between NT\$603 million and NT\$1.81 billion); and high (potential gain or loss reduction of over NT\$1.81 billion). These levels are weighted based on the company's ownership in each subsidiary.

Type	Item	Description
Risk	Transition 1-1	Cost for decarbonization policies and legal compliance- Investment and financing clients.
	Transition 1-2	Cost for decarbonization policies and legal compliance - Own operations.
	Transition 2	Cost for eco-friendly green energy transformation.
	Transition 3	Investors divestment from high-polluting industries.
	Transition 4	Impact on the Company's reputation for investing in highly polluting industries.
	Physical 1	Increase in insurance premium cost for extreme climate.
	Physical 2	Extreme climate causes investment targets/ instituional clients to halt their operations.
	Physical 3	Losses from business locations and collateral damages due to flooding.
	Physical 4	Losses from business locations and collateral damages due to sea level rise.
Opportunity	Opportunity 1	Improving energy efficiency in business locations.
	Opportunity 2	Green procurement and supplier management.
	Opportunity 3	Develop and promote low-carbon products and services.
	Opportunity 4	Customer engagement on sustainability and green consumption concepts.
	Opportunity 5	Sustainable investment and green loan.
	Opportunity 6	Sustainable development bond market.
	Opportunity 7	Cooperation with government agencies.
	Opportunity 8	Natural disaster crisis management and early warning measures.

Climate Risks and Opportunities Financial Impacts and Countermeasures Table

#	Risk/ Opportunity	Financial Impact and Response Measures	
		Current	Future
Physical Risk 3	Losses from business locations and collateral damages due to flooding	<ol style="list-style-type: none"> Establishing policies and procedures such as the Major Contingency Event Reporting Guidelines, the IT Operations Manual – Business Continuity and Disaster Recovery Management, and the Crisis Management Policies and Procedures. Incorporating climate change risks, flood prevention measures, and disaster insurance considerations into site selection and relocation assessments using the Yunta Financial Holdings Operational Site Evaluation Form. Including environmental and climate-related policies as evaluation criteria in the Yunta Financial Holdings Group Supplier Evaluation Form to reduce potential financial impact from suppliers. <p>Financial Impact: No actual financial losses incurred.</p>	<p>Climate change risk factors will continue to be considered in operational site planning, real estate investments, and supplier evaluations.</p> <p>Financial Impact: A projected loss of approximately NT\$1.49 billion in bank real estate collateral under the RCP 2.6 scenario.</p>
Opportunity 5	Sustainable Investment and Green Loan	<ol style="list-style-type: none"> Investment decisions are executed in accordance with the Principles for Responsible Investment (PRI) and their spirit, with a total balance of NT\$53.13 billion invested in sustainability-related bonds. The Principles for Responsible Banking (PRB) framework and related measures have been adopted. Due diligence and review are conducted based on the Green Loan Principles and Sustainability-Linked Loan Principles to support corporate sustainability goals. The cumulative balances reached NT\$41.5 billion and NT\$47.7 billion, respectively. <p>Financial impact: Includes revenue from sustainable finance-related business, interest income, and investment returns, totaling approximately NT\$963 million.</p>	<ol style="list-style-type: none"> In accordance with the Group's Sustainable Finance Guidelines and Industry-specific Environmental and Social Risk Management Rules, ESG due diligence is conducted on all investment and financing targets to ensure no significant adverse impact on society or the environment, while increasing holdings of various sustainability-related bonds. By applying the sustainability screening criteria of the Sustainable Economic Activities Recognition Guidelines, the Group strengthens financial support for industries transitioning to sustainability, promoting industrial sustainable development. Additionally, the banking subsidiary has established the Equator Principles Financing Case Management Guidelines to implement the Equator Principles in practice. <p>Financial Impact: The amount is currently unquantifiable due to high uncertainty.</p>
Opportunity 6	Sustainable Development Bond Market	<ol style="list-style-type: none"> Underwriting a total of 28 sustainable development bonds (including sustainability use-of-proceeds bonds, sustainability-linked bonds, and sustainability-linked convertible bonds), with a 59.9% year-over-year increase in value, reaching NT\$21.87 billion. Assisting Taiwan Cement Corporation in issuing Taiwan's first sustainability-linked convertible bond, raising NT\$8 billion—the largest fundraising case of the year—with Yunta Securities underwriting NT\$4.8 billion. <p>Financial impact: Includes income and interest expenses related to sustainable finance and investment business, totaling approximately NT\$381 million.</p>	<ol style="list-style-type: none"> Will continue underwriting sustainable development bonds to boost the sustainable development bond market and support enterprises in transitioning toward sustainability. In accepting cases, evaluate whether the issuer's economic activities meet sustainability standards based on the Sustainable Economic Activities Recognition Guidelines; if not, assist clients in transitioning to sustainability through engagement. <p>Financial Impact: The amount is currently unquantifiable due to high uncertainty.</p>
Opportunity 3	Develop and Promote Low-carbon Products and Services	<ol style="list-style-type: none"> The balance of individual green building mortgages and new energy vehicle loans grew by 27.1% year-over-year to NT\$24.53 billion. Issued the "Yunta FTSE4Good TIP Taiwan ESG ETF Feeder Fund" (The source of dividends for this fund may come from income equalization reserves.) reaching NT\$410 million in assets by the year-end. <p>Financial Impact: Revenue from low-carbon and ESG-related products and services (e.g., brokerage fees, fund management fees, interest income) was approximately NT\$325 million. Investment cost for developing ESG and low-carbon products and services was approximately NT\$66 million.</p>	<ol style="list-style-type: none"> In 2025, the securities subsidiary plans to launch features on the "Mr. Investor" app, including investment partnership, dividend reinvestment, and day trading strategies. Facial recognition will also be introduced for password retrieval and certificate requests to enhance identity verification. The banking subsidiary plans to launch an online NTD deposit program to serve customers who are unable to visit branches. The Group's main channels shall continue leveraging digital technology combined with diverse products and services, linking financial services to different customer life scenarios to build a financial ecosystem and deliver zero-delay, customer-centric service. Launch diversified and innovative financial products focused on climate change and sustainability themes to meet customers' sustainable investment needs, and promote existing sustainable products by expanding the scale of sustainable asset management through multiple channels. <p>Financial Impact: The amount is currently unquantifiable due to high uncertainty.</p>
Opportunity 7	Collaboration with Government Agencies	<ol style="list-style-type: none"> In cooperation with the Ministry of the Interior Construction and Planning Agency's interest subsidy programs for home purchase and renovation loans, the Kinmen County Government's Youth Home Ownership Project, and programs supporting youth or disadvantaged groups without self-owned housing, low-interest or government-subsidized loan options, were provided to help with secure home ownership. New loans totaled NT\$150 million, with an outstanding loan balance of NT\$2.5 billion. Assisted regulatory authorities in promoting the over-the-counter trading system for sustainable convertible/exchangeable bonds. Sustainability-linked convertible bonds (SLCBs) were listed in Q3, expanding the application of sustainable bonds, increasing flexibility in capital operations, and enhancing corporate willingness to participate in the sustainable bond market. <p>Financial impact: Includes compliance-related expenses and business revenue from products and services implemented in alignment with government policies, totaling approximately NT\$385 million.</p>	<ol style="list-style-type: none"> As a member of the Coalition of Movers and Shakers on Sustainable Finance, we support national policy by increasing investment and financing in designated industries, including emerging economic activities and key strategic industries identified in the Executive Yuan's "Taiwan 2050 Net-Zero Emissions Pathway and Strategy," guiding industries in their net-zero transition. Subsidiaries actively participate in the formulation of sustainability policies by regulatory authorities and provide recommendations to stay ahead of sustainability trends in various sectors. In response to the demand for green supply chains, businesses are facing capital needs for transformation. The Group is strategically investing in industries expected to be impacted by carbon fee implementation, supporting transition funding to generate asset returns. <p>Financial Impact: The amount is currently unquantifiable due to high uncertainty.</p>

Note: This table illustrates the Group's financial impacts and response measures using examples from the top-right quadrant of the Climate Risk and Opportunity Matrix: Physical Risk 3 and Opportunities 3, 5, 6, and 7.

Carbon Emissions Inventory of Investing and Financing Business

In order to capture the impact of investment financing on climate change, the Group has estimated the GHG emissions from investment and financing cases since 2018 (1,866,739.76 metric tons of CO₂e; 1.02 metric tons of CO₂e per NT\$1 million). As the relevant accounting methodologies mature, the Group continues to expand the scope of the inventory in accordance with the PCAF methodology and TCFD disclosure recommendations as a basis for managing climate risks and opportunities of investment and financing business, and discloses the results of the inventory on a yearly basis. Regarding the scope of carbon emissions from investment and financing business in 2024, Yuanta Financial Holdings has commissioned Deloitte to conduct limited assurance based on Assurance Standard No. 3410 issued by the Accounting Research and Development Foundation. Detailed information is disclosed in the 2024 Climate and Nature Related Financial Disclosure Report.

Investment and Financing	2021	2022	2023	2024 ^{Note 4}
Greenhouse gas emissions (metric tons of CO ₂ e) ^{Note 1}	2,939,046.21	3,536,366.38	3,938,259.58	13,102,322.93
Greenhouse gas intensity (metric tons of CO ₂ e/ NT\$ million) ^{Note 2}	4.73	4.39	4.24	7.94
Data quality	2.09	1.57	1.87	2.71
Data coverage (%) ^{Note 3}	27.51	35.14	37.45	59.27

Note :

1. GHG emissions from investment and financing are calculated based on assets inventory using the Global GHG Accounting and Reporting Standard for the Financial Industry published by the Partnership for Carbon Accounting Financials (PCAF) on December, 2022, as reference. The relevant GHG emission data comes from the external database, self-collection and estimation.

2. Carbon intensity of financial assets: The methodology recommended by TCFD Guideline has been used to calculate the carbon intensity of each financial asset. Calculation formula: Total financial assets greenhouse gas emissions (metric tons of CO₂e)/Total financial assets inventory risk position (NT\$ million) = Carbon intensity of financial asset (metric tons of CO₂e/ NT\$ million).

3. The data coverage rate is the proportion of the total number of assets included in the inventory to the total number of investments and loans.

4. The 2024 GHG inventory for investment and financing activities covers Scope 1, Scope 2, and Scope 3 emissions data.

TCFD Scenario Analysis

Contextual Analysis General Description

The Group enriched its climate risk scenario analysis model every year by integrating Top Down analysis (the overall investment position) and Bottom Up analysis (the level of individual company in high climate risk industries) to analyze climate related financial impacts at different points in time and under different scenarios from multiple perspectives. In 2024, climate risk quantification methods were integrated into AI models, combined with existing measurement approaches to improve accuracy and quantitative management of climate risks.

- Top Down analysis: Calculate the additional loss of investment position due to the impact of climate change at the industry level by incorporating information on climate risks derived from economic model.
- Bottom Up Analysis: Analyze the impact of individual investment and financing targets on the Group through using industry-specific climate risk assessment tools to understand industry climate risks and risk exposures.

(1) Top Down Scenario Analysis Steps

- ① **Establishing a climate-economic model:** Evaluate and decide on a climate-economic model that links climate factors to economic losses.
- ② **Economic scenario generator:** Based on the data required for financial instrument evaluation, the market risk factors are screened and economic scenarios are generated through the climate-economic model to calculate the impact of climate scenarios on economic damage, and by extension, on market risk factors.
- ③ **Value loss calculation:** The adjusted market risk factors of each investment position and the economic variables of each country are incorporated into the financial instrument pricing model to calculate the value loss of each subsidiary investment position.

(2) Bottom Up Scenario Analysis Steps

- ① **Matrix analysis:** With reference to industry climate risk reports, financial market trends, and the Groups investment and financing risks exposure by industry, industries with higher climate risk and higher industry risk exposure are prioritized for analysis.
- ② **Additional cost calculation:** Inventory the relevant data (e.g., financial information, greenhouse gas emissions, etc.) of investment and financing targets, and calculate additional costs under different scenarios and time scales.
- ③ **Expected loss calculation:** Additional costs are brought into different valuation methods to calculate the expected losses arising from changes in financial factors of the investment and financing targets.

Quantitative analysis of financial impact

Strategies	Top Down	Bottom Up		
Risk Type	Overall Climate Risk	Transition Risk—Cost of Carbon Reduction		
Climate Scenario	SSP1-RCP2.6+NGFS Net Zero 2050、SSP1-RCP2.6+NGFS Divergent Net Zero、SSP5-RCP8.5+NGFS Current Policies	NGFS Net Zero 2050(1.5° C)、Well Below 2° C		Climate Scenario
Evaluation Period	2025、2029、2034	2025、2030、2035、2040、2045、2050		
Analyzed Industry	All Industries	Cement, steel and iron, plastics, land transportation, energy, and power generation		Analyzed Industry
Analyzed Subject	Mid-term and long-term investment positions, including the Group's subsidiaries	Corporate banking loan position	Analyzed Subject	Mid-term and long-term investment positions, including the Group's subsidiaries
Evaluation Method	Linking macroeconomic model and climate model	Expected Credit Loss Model	Evaluation Method	Linking macroeconomic model and climate model

Top Down Quantitative Analysis Chart

- 1
Analysis: The loss of financial transaction market value caused by climate change in the mid- and long-term investment positions of each subsidiary.
Assessment results: The investment portfolio of the Group may be affected by the long-term impacts of climate change, potentially resulting in a decrease in market value of approximately 0.95% of the portfolio's market value as of the benchmark date. As the Group invests in a multitude of products, climate-induced impacts are not significant after a diversification of risks.
- 2
Analysis: The loss of expected credit caused by climate change from financial transactions.
Assessment results: The increment of long-term relative ECL of the whole Group's investment positions incurred by climate impact represents a 0.36% of the market value on basis date. Risk exposure entities are mostly investment grade bonds, ECL variation caused by climate-induced impacts are not significant.
- 3
Analysis: The loss of market liquidity of financial transactions caused by climate change in the mid- and long-term investment positions of each subsidiary.
Assessment results: The increase in long-term relative loss from market liquidity risk due to climate impacts on the entire investment portfolio is approximately 0.026% of the market value on basis date. The increment of potential losses from market liquidity derived from climate change is insignificant.

Note:For the process and results of a detailed top-down quantitative analysis, please refer to 4.3 Quantitative Financial Analysis of Climate Change of the 2024 Climate and Nature Related Financial Disclosures Report.

Response Measures

Through establishing indicators for monitoring the Climate Value-at-Risk (VaR) based on the estimated loss of the investment portfolio by integrating the results of the Top Down analysis, the Group reduces additional credit and liquidity losses on various financial products caused by climate change, striving to prevent value losses and other impacts caused by extreme climate risks. In addition, the Group has been combining the results of the Bottom Up analysis with the analysis of individual companies to manage the investment and financing targets that have a greater impact, and continues to develop related measures, such as strengthening the examination of customers' ability to cope with transformation risks in the credit process, reducing the investment and financing of enterprises with high climate risks, and conduct engagement with the target companies of high carbon emission industries. The Group will continue to monitor changes in climate risk trends and regularly review the results of risk analysis, which will be used as a basis for formulating relevant countermeasures and promoting sustainable financial strategies.

Bottom Up Quantitative Analysis Chart

- 1
Analysis: Expected losses due to carbon fees for various industrial asset positions in equity investment positions under the scenarios of 1.5° C and <2° C).
Assessment results: In equity investment positions, steel industry and cement sectors showed significant impact year after year. Analysis suggests that this is because most assets concentrate on the targets with slightly higher net loss rates.
- 2
Analysis: Expected losses due to carbon fees for various industrial asset positions in corporate loan positions under the scenarios of 1.5° C and <2° C.
Assessment results: The steel industry and cement industries showed significant impact year after year., where the impact of the 1.5 ° C scenario is more significant than that of the <2 ° C scenario.
- 3
Analysis: Quantitative Evaluation of the promotion of renewable energy carbon reduction.
Assessment results: The expected cost of procuring green energy and using it as the main approach to carbon reduction, In 2024, it reached NT\$20 million, accounting for 0.02% of operating costs , and estimated to reach NT\$50.8 million by 2030 and NT\$109 million by 2050.

Note:For the process and results of a detailed bottom-up quantitative analysis, as well as scenario analysis and results for each type of opportunity and risk, please refer to 4.3 Quantitative Financial Analysis of Climate Change of the 2024 Climate and Nature Related Financial Disclosures Report.

Furthering Natural Risk Assessment Mechanisms: Analyzing Natural Sensitivity at Operational Sites

The Company is committed to promoting sustainable development, actively responding to international initiatives and promoting localized actions. In 2024, the Company became one of the first movers and shakers to adopt the Taskforce on Nature Related Financial Disclosures (TNFD Early Adopters) and joined the Partnership for Biodiversity Accounting Financials (PBAF). In addition, the "Yuanta 188 Sustainability Relay Program" was launched to exert our influence on sustainability.

This year, the Company has furthered its natural risk assessment by evaluating 327 operational sites across Taiwan for natural sensitivity. The assessment was based on eight Nature Related data layers from the Forestry and Nature Conservation Agency's "National Ecological Green Network Blueprint." These layers were used to identify spatial overlaps between operational sites and key ecological conservation areas or biodiversity hotspots. Furthermore, with the major update of the ENCORE database^{Note} expected in October 2024, the Company used the Group's latest investment and financing data to identify the dependencies and impacts of financial assets on natural capital, and further respond to and manage related risks.

Looking ahead, the Company will continue to monitor emerging trends in natural environmental risk management, strive to minimize the potential harm of business activities on nature, and create a positive effect on the environment and society.

► For detailed Nature Related financial disclosures and analysis results, please refer to the Yuanta Financial Holdings 2024 Climate and Nature Related Financial Disclosures Report.

Note: ENCORE (Exploring Natural Capital Opportunities, Risks and Exposure) is a tool developed through collaboration with the United Nations Environment Programme (UNEP) and other organizations, designed to help businesses and financial institutions evaluate the dependencies and impacts of their economic activities on natural capital.

CDP Disclosure Project

CDP, launched in 2000, began by asking enterprises to disclose their impact on climate and has gradually expanded the scope and subjects of its disclosures. Currently, it focuses on four major areas: climate, water, forests, and plastics (including biodiversity). The disclosure subjects have also extended from enterprises to cities and countries. CDP collects disclosures through questionnaires and evaluates the performance of respondents, providing a reference for investors and other stakeholders in their decision-making and actions.

In January 2016, we became an investor signatory of the "CDP Climate Change, Water and Forests Project". Since then, every year we have responded to the questionnaire to assess the risks and opportunities brought by climate change, reviewed the organization's climate governance and risk management, and implemented various energy-saving and carbon-reducing actions and green financial services to reduce the impact of our operations on the environment. We also hope that we can lead other enterprises to join the global trend toward low carbon, be in line with international standards, as well as enhance our climate resilience. In the 2024 CDP Climate Change Questionnaire, our Company achieved high scores in GHG emissions, emission reduction activities, risk disclosure, value chain engagement, and climate risk assessment of investment and financing portfolios, and was ranked "Leadership Level score of A", which is the highest CDP rating, for five consecutive years.

Internal Carbon Pricing (ICP) Mechanism Program

With Taiwan's carbon fee system set to launch in 2025 and the EU's Carbon Border Adjustment Mechanism (CBAM) soon to take effect, many enterprises have begun preparing for the challenges of a carbon-priced era. In 2020, the Group implemented a "Shadow Price" mechanism across its operations as an internal carbon pricing tool. By assigning a hypothetical (non-actual) cost to carbon emissions, we help management gradually internalize the concept of carbon pricing in decision-making, as the very first financial institution in Taiwan to explicitly price greenhouse gas emissions, effectively internalizing external environmental costs.

The Group sets an internal carbon price for greenhouse gas emissions based on international carbon pricing benchmarks and projected carbon costs under 2050 net-zero scenarios, with adjustments made annually. During the 2023 trial period, the internal carbon price was set at NT\$1,500 per metric ton. After official implementation in 2024, the price was increased to NT\$2,000 per metric ton.

Internal carbon pricing is integrated with the planning of carbon reduction targets for each subsidiary, supporting the evaluation of the effectiveness of various energy-saving and carbon-reduction projects. The input and output of energy efficiency improvement plans are calculated using the carbon price as a parameter. An internal carbon pricing task force regularly tracks the achievement rates of each subsidiary's carbon reduction targets. Subsidiaries that fail to meet their annual greenhouse gas reduction targets are required to propose corrective actions and plans, which are reported during task force meetings. Carbon reduction targets are also linked to management performance evaluations, reinforcing our commitment to decarbonization.

During the formal implementation period in 2024, the Group's total carbon emissions decreased by 968.31 metric tons compared to the previous year, representing a 5.20% reduction—equivalent to approximately NT\$1.93 million in carbon value. Aiming to become a model of international sustainability, the Group aspires to lead the financial industry in low-carbon transition by fulfilling its climate responsibilities through internal carbon pricing.

2020	2021	2022-2023	2024	2025
Preparation period	Initiation period	Trial period	Formal implementation	Continuous improvement
<ul style="list-style-type: none">Conducted internal research on carbon price trading-related information.	<ul style="list-style-type: none">Established the internal carbon pricing team.Set the internal carbon pricing initial price per ton of carbon at NT\$1,500 during the trial period.	<ul style="list-style-type: none">Yuanta Financial Holdings and its subsidiaries implemented internal carbon pricing mechanisms.Performance during the trial period was evaluated, achieving carbon reduction targets, with five companies exceeding their original reduction goals.	<ul style="list-style-type: none">Established formal management mechanisms and the "Internal Carbon Pricing Task Force," and held internal carbon pricing review meetings to refine related management matters.Regular meetings are held to track relevant issues and the progress of goals.	<ul style="list-style-type: none">Each company's achievement of carbon reduction targets is regularly tracked. For those failing to meet annual targets, improvement measures are proposed.An annual review is conducted to continuously improve related management systems.

4.2 Contribution to the Development of Green Operations

Low-Carbon Operations

To mitigate and adapt to the impact of weather incidents on the Company's operations, Yuanta Financial Holdings will include economic benefits, climate change (flood and soil liquefaction), protective facilities, and sustainable architecture (e.g., Green Building Label, renewable energy power system, rainwater collection system, and Energy Conservation Label) when selecting the site for operational expansion. The site evaluation will be completed to prevent possible disasters and operating losses in the future.

The Group follows the SBT targets and adopts strategies such as improving energy efficiency and actively procuring green energy to support the government's energy transition goals and the "RE10x10" climate declaration initiative launched by Greenpeace. A comprehensive greenhouse gas inventory is conducted, and since 2018, third-party verification according to ISO 14064-1 has been obtained annually (Note). This year, the scope has been expanded to include overseas sites. Going forward, we will continue to focus on taking inventories of our carbon footprint, strengthening operational resilience, and leverage sustainable impact to advocate low-carbon transition throughout the industry, thereby reinforcing our goal to achieve sustainable financing through climate management.

Note: The verification categories include Category 1, Category 2, Category 3 business travel, Category 4 waste disposal, and purchased electricity (upstream emissions).

Group Greenhouse Gas Emissions

Greenhouse Gas Emissions(Metric tons CO ₂ e)	2021	2022	2023	2024	2024Targets	Target Status	2025Targets
Category 1	1,660.71	1,436.98	1,359.64	1,124.75	1,527.96	Achieved	1,512.68
Category 2 (Location-based)	20,593.33	18,562.91	17,254.23	16,520.81	20,680.71	Achieved	20,218.36
Category 2 (Market-based)	20,407.59	18,562.91 ^{Note5}	17,254.23	16,520.81	20,680.71	Achieved	20,218.36
Category 1+2(Location-based)	22,254.04	19,999.89	18,613.87	17,645.56	22,208.67	Achieved	21,731.04
Carbon Intensity (Metric tons CO ₂ e/ NT\$1 billion revenue) ^{Note 6}	186.63	218.57	189.76	146.19	250.43	Achieved	245.42
Data Coverage Rate (%) ^{Note 7}	100.00	100.00	100.00	100.00	-	-	-
Category 3~5 ^{Note 8, 9, 10}	4,035.19	125,777.62	97,629.53	97,509.17	123,199.14	Achieved	116,578.17

Group Greenhouse Gas Emissions from Overseas Sites

Greenhouse Gas Emissions (Metric tons CO ₂ e) ^{Note15}	2024
Category 1	792.31
Category 2 (Location-based)	4,028.56
Category 2 (Market-based)	4,028.56
Category 1+2 (Location-based)	4,820.87
Data Coverage Rate (%) ^{Note 15}	100.00

Note :

1. The inventory is conducted for Category 1~4 based on ISO 14064-1. The operational control approach is used to set the organizational boundary, and the base year was the 2021 location-wide inventory.

2. Based on the emission factor methodology, GHG emissions = activity data x emission factor x Global Warming Potential (GWP). The GWP values used in 2020 reference to IPCC AR5 version. From 2021 onwards, the GWP values reference to IPCC AR6 version.

3. Category 1 and 2 GHG emissions include carbon dioxide(CO2), methane(CH4), nitrous oxide(N2O), hydrofluorocarbons(HFCs), perfluorocarbons(PFCs), sulfur hexafluoride (SF6) and nitrogen trifluoride (NF3).

4. Category 1 GHG emissions mainly come from gasoline and refrigerant. The emission factors are calculated using the "Ministry of Environment Greenhouse Gas Emission Factor Management Table 6.0.4."

5. Category 2 GHG emissions are externally procured electricity. The Category 2 (market-based) GHG emissions are calculated using the quantitative method of the Ministry of Environment "Operating Guidelines for Greenhouse Gas Emissions Inventories.

6. Carbon intensity refers to the emissions of Category 1 and Category 2 greenhouse gases generated per NT\$1 billion in revenue.

7. Data coverage rate represents the ratio of locations included in the Category 1 and 2 data compared to total locations in the specified year.

8. Category 3~5 GHG emissions do not include the carbon emissions related to investing and financing activities.

9. The source of significant Category 3~5 GHG emissions in 2020-2021 are from business travel and waste disposal and purchased electricity (upstream emissions). Business travel emissions in 2020 - 2022 dramatically dropped owing to the impact of COVID-19.

10. The Categories 3-5 GHG emissions in 2022-2024 include Scope 3 emissions under the GHG Protocol. For the disclosure details of Categories 3-5 emissions items this year, please refer to Appendix 4.

11. The Group's external energy consumption items in 2024 included business travel, waste disposal (excluding transportation), and purchased electricity (upstream emissions), totaling 144,478 GJ. Domestic business travel energy consumption was calculated based on the sales volume (rail transport) and train energy usage data announced by the Taiwan High Speed Rail, whereas international business travel energy consumption was calculated by referencing the ICAO flight carbon footprint calculation methodology and the numerical values published in the "2023 Energy Statistics Handbook of the Ministry of Economic Affairs: Product Energy Consumption Table." High speed rail energy consumption and aviation fuel consumption were calculated at 197.53 kJ/km and 8,000 kcal/L, respectively. Waste disposal energy conversion was calculated by referencing the 2018 waste lower heating value of 2,029.61 kcal/kg published in the "Environmental Protection Administration Greenhouse Gas Emission Coefficient Management Table (version 6.0.4)." Energy conversion for purchased electricity (upstream emissions) was calculated by referencing the conversion units published by the International Bureau of Weights and Measures and the numerical values published in the "2023 Energy Statistics Handbook of the Ministry of Economic Affairs: Product Energy Consumption Table," with electricity calculated at 860 kcal/kWh and energy consumption being converted at 4.1868 kJ/kcal.

12. The calculation method is to multiply and then sum up the figures for each subsidiary; so, there will be some slight differences from the GHG emissions data calculated directly based on electricity consumption.

13. Referring to the approved SBT pathway, the Group aims to reduce Scope 1 and Scope 2 greenhouse gas emissions by 42% by 2030 compared to the base year (2020). Scope 1 emissions in the base year were 1,492.17 metric tons of CO₂e, and Scope 2 emissions were 22,388.12 metric tons of CO₂e.

14. For Scope 3~5 emissions (excluding financed emissions), the base year and target year for short-term goals are 2022 and 2025, respectively. The base year carbon emissions were 125,777.62 metric tons of CO₂e, with an absolute emission reduction of 7.3 % by the target year compared to the base year. The Company will continue to enhance its carbon reduction targets and actions in alignment with the Group’ s 2050 net-zero emissions pathway and internal strategic planning.

15. The scope of greenhouse gas inventory for overseas locations in 2024 includes overseas subsidiaries of consolidated subsidiaries, conducted in accordance with ISO 14064-1 guidance.

Group Main Energy Use

Items		2021	2022	2023	2024	2024 Targets	Target Status	2025 Targets
Non-Renewable Energy	Power Consumption (kWh)	41,022,562	36,454,150	34,823,076	33,442,945	40,976,680	Achieved	40,905,601
	Other Energy Consumption (GJ)	5,147	4,402	4,531	4,699	-	-	-
	Other Energy Consumption (MWh)	1,429.72	1,222.78	1,258.61	1,305.28	-	-	-
	Total Energy Consumption (GJ)	152,828	135,637	129,894	125,115	154,146	Achieved	153,015
	Total Energy Consumption (MWh)	42,452.22	37,676.93	36,081.69	34,754.19	42,817.92	Achieved	42,504.36
	Energy Intensity (GJ/NT\$1 billion revenue)	1,281.68	1,482.34	1,324.23	1,036.59	-	-	-
Renewable Energy	Power Consumption of Green Power Wheeling & Renewable Energy Certificates (kWh)	527,341	945,924	2,643,358	5,280,786	2,000,000	Achieved	2,400,000
	Total Renewable Energy Consumption (GJ)	1,896	3,405.32	9,516.08	19,014.25	-	-	-
	Total Renewable Energy Consumption (MWh)	527.34	945.92	2,643.36	5,280.79	-	-	-
Data Coverage Rate (%)		100.00	100.00	100.00	100.00	-	-	-

Note :

1.The primary form of energy use is purchased electricity. The item of other energy includes gasoline and diesel.

2.The conversions of heating value of energy are calculated with reference to the conversion units published by the International Bureau of Weights and Measures and to the "2023 Energy Statistics Handbook – Table for Unit Heating Value of Energy Products" of Taiwan's Bureau of Energy, MOEA. We calculated the data using 860 kcal/kWh for electricity, 7,800 kcal/L for gasoline, and 8,400 kcal/L for diesel, and converted units by 4.1868 kJ/kcal, 0.277778 MWh/GJ.

3. Data coverage rate represents the ratio of locations included in the data compared to total locations in the specified year.

Energy Management System

The consumption of purchased electricity accounts for the largest part of the energy used in our services. Through a systematic management structure and process, we implement energy saving plans to achieve effective improvement of energy performance, decrease of energy usage, and reduction of environmental impact. In accordance with Yuanta Financial Holdings' "Environment and Energy and Climate Change Management Policy", the Company continued to improve energy use and reduce greenhouse gas emissions. In 2024, all nine buildings owned by the Group (Yuanta Financial Plaza, Yuanta Financial Tower, Yuantai Plaza, Taichung Building, Chongde Building, Yongkang Building, Fucheng Building, Kaohsiung Building, and Mingcheng Building) have obtained ISO 50001 Energy Management System certification. To achieve scientific real-time energy management, the Group has established Intelligent Environment Network, iEN, which uses real-time electricity usage data to manage and reduce power consumption. We have also implemented alerts for excessive electricity consumption, enabling us to manage and promptly respond to situations of overuse, thus fulfilling our energy management goals.

01

A smart energy monitoring system is used to monitor electricity consumption in the building and various environmental indicators.

02

When electricity consumption exceeds limits, environmental indicators exceed standards, or equipment malfunctions, the system automatically sends notifications.

03

The responsible unit in the building immediately receives SMS and email alerts from the system.

04

The responsible unit addresses the anomalies, issues a preventive and corrective action form according to ISO 50001 for root cause analysis and corrective measures, and prevents recurrence.



Renewable Energy

The Group has actively responded to the changes in Taiwan's renewable energy regulation. In terms of purchasing renewable energy, in the beginning, the Group focused mostly on solar power plants based on the operating model in our offices. We also requested the power plants to provide actual photos and describe their plans, ensuring that power generation at the sites did not affect land and environmental ecosystems. In addition, the Group completed the signing of the "Renewable Energy Power Purchase Agreement (PPA)" in 2020 and officially switched to renewable energy power supply in the third quarter of 2021. In 2024, the green power procurement plan encompassed Yuanta Financial Holdings and all eight of the its subsidiaries. Additionally, over 30% of locations began using green energy. The Group is committed to further expanding the coverage of green energy supply. The Group will continue to expand the coverage of green energy supply. This year, the total green energy supplied was 5.28 million kWh. In 2024, 13.64% of the energy used by the Group was green energy. Compared to 2023, the volume of green power supplied has nearly doubled this year.

In addition to renewable energy purchases, the Group is actively installing renewable energy equipment. Solar panels are also planned for newly constructed self-owned buildings. In 2024, the Yuanta Financial Plaza officially commenced operations, with 71 solar panels installed on the rooftop, providing an installed capacity of 24.85 kW. This meets the daily energy-saving indicators required for green building certification, demonstrating the Group's active and effective use of renewable energy.

In summary, the cumulative use of renewable energy (including Renewable Energy Certificates) from 2016 to 2024 reaches 11,907,368.00 kWh, reducing greenhouse gas emissions of 5,972.83 metric tons of CO₂e^{Note 1}, which is equivalent to the amount of carbon absorbed by 615.20 hectares of forest.^{Note 2}

Note :

1. Calculated based on the latest announcement of Taiwan's Bureau of Energy, MOEA on the electricity emission factors for each year.
2. The annual carbon sequestration by forests is calculated based on the latest announcement of the "National Greenhouse Gas Emissions Inventory Report 2024 - Land Use, Land Use Change, and Forestry Sector" for carbon removal from forest land and forest floor area data.
3. The cumulative usage of renewable energy encompasses renewable energy certificates, and the amount of power consumed through green power wheeling.



Item	2021	2022	2023	2024	2024 Targets	Target Status	2025 Targets
Green Power Wheeling (PPAs) (kWh)	15.73	94.59	264.34	528.08	—	—	—
Total Renewable Energy Consumption (kWh) ^{Note}	52.73	94.59	264.34	528.08	200.00	Achieved	240.00
Electricity Emission Factor (kgCO ₂ e/kWh)	0.509	0.509	0.495	0.494	—	—	—
Carbon Reduction (Metric tons CO ₂ e)	264.70	481.46	1,308.46	2,608.72	—	—	—
Equivalent annual forest carbon absorption (hectare)	26.17	49.52	134.81	268.70	—	—	—

Note: The total renewable energy usage from 2020 to 2021 included the number of renewable energy certificates purchased. Since 2022, energy supplied has been exclusively green power wheeling. Detailed disclosures are available in the 2022 Sustainability Report.

Energy Saving Actions and Results

Among the "12 Key Strategic Action Plans" announced by the Executive Yuan, "energy conservation" is highlighted as a key strategy for improvement in energy self-sufficiency and both national and corporate resilience. The International Energy Agency (IEA) also regards it as a top priority in advancing net-zero and energy transition.

Using energy-saving initiatives and reducing energy consumption is an important part of creating low-carbon operations. Through various energy-saving initiatives, including the replacement of high-energy consumption equipment, the installation of LED energy-saving lighting, induction lighting, control of electrical equipment usage, intelligent monitoring of energy consumption, air-conditioning system upgrade, building insulation design, replacing old vehicles and installing electric vehicle charging sockets in new buildings, etc., and through education and promotion, the Group has enhanced employees' awareness of energy saving, carbon reduction and environmental protection in order to reduce the potential risks of carbon emissions from the Company's operations and mitigate the impact of climate change.

Energy Saving Actions	Reduction of Power Consumption (kWh)	Reduction of Energy Consumption (MJ)	Carbon Reduction Performance (Metric tons CO ₂ e)	Project Input Cost (NT\$ thousand)
Installation of LED energy-saving lighting	155,578	560,080	76.86	3,410
Replacement of old air conditioning equipment	174,998	629,992	86.45	15,928
Total	330,576	1,190,072	163.30	19,338

Note :

1. The reduction in electricity consumption is calculated by converting the project's electricity savings over 12 months of 2024.
2. The carbon reduction performance is calculated based on the 2023 Electricity Emission Factor = 0.494 (kg CO₂e/kWh) as most recently announced by the Taiwan's Bureau of Energy, MOEA.
3. The GHG reductions of the major energy saving actions take place in the scope of Category 2.
4. The reduction in electricity consumption was calculated based on the ISO 50001 Energy Management Systems, comparing the power, load rate, and usage time of newly replaced equipment in 2024 with the baseline data from 2023.

Green Building

The Group aims to obtain green building certification for all newly constructed self-owned buildings, improving building energy efficiency and reducing energy consumption to achieve low-carbon buildings. In 2024, the newly completed Yuanta Financial Plaza received the Ministry of the Interior's Green Building Silver Label, and to date, three new self-owned buildings have also achieved the same honor of the Green Building Silver Label.

1 Energy-Saving Actions

- Use of LED lighting with sensor and system-based control.
- Use of air conditioning equipment meeting Tier 1 energy efficiency standards.
- Installation of a smart energy monitoring system in the building.
- Installation of solar panels (Financial Plaza).

2 Materials and Resource Recycling

- Use of recycled and low-carbon building materials.
- Double-glazed energy-efficient glass curtain walls.
- Installation of electric vehicle charging stations.
- Designated areas for waste, leftovers, recyclable materials, and a refrigerated storage room.

3 Water Conservation Actions

- Installation of a rainwater harvesting system for irrigation use.
- Use of water-saving devices for urinals, toilets, and faucets.
- Wastewater connected to the sewage system.

Green Office

Taiwan's net-zero transition begins with the promotion of a "Net-Zero Green Lifestyle." The Ministry of Environment is committed to driving change through shifts in public behavior and consumption patterns, which in turn influence changes on the industry supply front. In response to Taiwan government's promotion of energy saving and carbon reduction in the office and green living, the Company has joined in the "Green Office" project launched by the Ministry of Environment in July 2021. In 2024, the initiative was expanded to include all subsidiaries and operational sites across the Group, with a total of 316 sites participating in the green office campaign. Based on the five major indicators of "energy conservation and resource saving", "source reduction", "green procurement", "environmental greening" and "advocacy", 34 environmental protection measures were selected and implemented in the company's daily operations. The Group has implemented the most green office measures among financial holding companies. Under the "Resource and Energy Conservation" indicator, various paper reduction initiatives have been promoted, including internal document digitization, online document approval systems, and digital services. Combining the quantifiable paperless actions, the total paper reduction for this year was about 341,719,835 sheets, equivalent to the carbon reduction of 2,460,382.82 metric tons CO₂e.

Quantification of Paperless Measures	Number of Sheets of Paper Saved	Equivalent Carbon Reduction (kg CO ₂ e)	Equivalent Annual Amount of Carbon Absorbed by Forests (hectares)
Electronic internal documents	339,412	2,443.77	0.25
Electronic payroll for employees	142,776	1,027.99	0.11
Switching to tablet computers for major meetings	123,900	892.08	0.09
Yuanta e-Academy	1,113,747	8,018.98	0.83
Digital services	340,000,000	2,448,000.00	252.14
Total	341,719,835	2,460,382.82	253.42

Notes:

1. The carbon emissions of paper are calculated using the Carbon Footprint Information Platform of Taiwan's Ministry of Environment, virgin pulp copy paper 3.6 kg CO₂e/500 sheets per pack.
2. The annual carbon sequestration by forests is calculated based on the latest announcement of the "National Greenhouse Gas Emissions Inventory Report 2024 - Land Use, Land Use Change, and Forestry Sector" for carbon removal from forest land and forest floor area data.
3. The GHG reductions of the paperless actions take place in the scope of Category.

(1) Paperless Operations

- Used double-sided paper for internal operation documents, and used recycled envelopes repeatedly for internal correspondence.
- Electronic internal documents, online signing system.
- Used recycled paper to fabricate cash bags and environmentally friendly ink to print envelopes, annual reports, etc.
- Used the online bulletin board to publish various types of information.
- Electronic payroll for employees.

(2) Paperless Meetings

- Providing meeting information in electronic format.
- Switching to tablet computers for major meetings (Board of Directors and Audit Committee).
- Using video conferencing as much as possible for daily business and business communication to reduce travel and improve administrative efficiency.

(3) Paperless Business Services

- Introducing digital services for marketing, transactions, payments, and billing (e.g., e-policies, credit card e-statements/online applications, online credit applications/appropriations, e-statements/online account openings/online orders), as described in the section "3.1.2 Going Paperless Promotes Green Living."
- Promoted environmental conservation and energy-saving activities through ATM displays.
- Introduced new electronic billboard equipment to reduce the printing of traditional advertising paper and posters.

(4) Paperless Training

- Building online teaching system and digital learning platform (E-Learning), developing common platform system cloud, database and E-learning materials.
- Conducting physical classes with presentation slides or tablets.

(5) Paperless Living

- Reducing the use of paper cups, paper lunch boxes, etc.



Water Resources and Waste Management

Water Resources Management

According to the Aqueduct Water Risk Atlas (AWRA) developed by the World Resources Institute (WRI), Taiwan is not located in areas with high or extremely high baseline water stress. Therefore, the Group's operational sites are not situated in regions with high water resource stress.

The water resource consumed by the Group is 100% from tap water. No groundwater or other water supply is used. The water used in each office building and business location is used only by employees and customers, and mainly for the purpose of cleaning, drinking and air-conditioning cooling systems, with no significant negative impact on water sources. Wastewater generated is discharged legally to the sewer or designated drainage systems in compliance with local laws and regulations, meeting the standards of drainage water.

Since 2019, the Group has implemented ISO 14046 Water footprint accounting, and has obtained third-party verification annually since 2020. In 2024, we continued to introduce the ISO 14046 Water Footprint Verification to cover a total of 327 business locations of the Company and its subsidiaries, with a coverage rate of 100%. According to the inventory results, we in-depth traced the bases with large water consumption, and investigate whether there is any abnormality of water equipment or leakage of pipelines in order to understand the environmental impact of water consumption caused by the operation process, and to implement data management and target setting as a comprehensive evaluation indicator for internal measurement of water resources use.

Items	2021	2022	2023	2024	2024 Targets	Target Status	2025 Targets
Water Withdrawal (million liter)	172.67	167.04	165.29	178.89	179.81	Achieved	177.96
Water Intensity (liters/m ²)	637.20	636.27	629.60	625.04	628.27	Achieved	621.79
Data Coverage Rate (%)	100.00	100.00	100.00	100.00	-	-	-

Water Conservation Actions

Uneven rainfall periods and water scarcity are on the rise as climate extremes intensify. In recent years, the international community has promoted the Water Positive initiative to protect precious water resources. In alignment, Taiwan's Ministry of Economic Affairs continues to advance four major water resource management strategies: source development, conservation, allocation, and backup, to ensure stable water supply for both residential and industrial needs.

The Group has set up the rainwater recycling system on the top floor of the Yuanta Financial Plaza, Yuanta Financial Tower and Yuantai Plaza. Rainwater from the building rooftops, terraces, and surrounding sidewalks is effectively collected and stored during rainfall. We use the collected rainwater for watering the plants used in greening of buildings and for sanitary facility. In the future, we also plan to equip all newly-constructed Yuanta buildings with rainwater recycling systems to help realize the environmental protection and reduce the use of public water resources through water resource recycling. This year, the volume of rainwater recycled was 2,618.51 cubic meters, accounting for 1.46% of the total annual water use.

In addition, the Group plans to gradually install water-saving devices, and approximately 62% of the water-saving devices are installed , such as water-saving faucets, and dual-flush water-saving toilets, etc. The Group also plans to use devices with water-saving labels when new buildings and business locations are built, relocated, or renovated. The newly opened Yuanta Financial Plaza has installed a total of 300 water-saving devices, including faucets, toilets, and urinals. At the same time, we will adjust the amount of water discharged from the faucets and regularly promote the concept of water conservation internally to effectively reduce water consumption and improve on water waste.



Waste Management

The Group's waste is mainly general household waste and no hazardous waste is generated. All waste is disposed of by outside contractors. General waste is transported to incineration plants, while recyclable waste and food waste are processed by recyclers. All contractors are required to provide the location and official documentation of their waste disposal for verification. We carefully select qualified waste removal companies to ensure cautious and legal disposal of waste and that it does not cause secondary impact on the environment.

When offering services, a large amount of paper is used. Confidential documents are destroyed in accordance with the key points of the Personal Data Protection Act and related regulations. We entrust qualified manufacturers to use safe and environmentally friendly water destruction treatment to ensure that information does not leak out. We also keep the certificate of destruction and allow the waste paper to be made into recycled paper, in order to achieve the effect of resource recycling and waste reduction.

Items (Metric Ton)			2021	2022	2023	2024	2024 Targets	Target Status	2025 Targets
General Waste	Incineration	without Energy Recovery	—	—	—	—	—	—	—
		with Energy Recovery	407.45	398.00	368.62	379.46	—	—	—
	Landfilling		—	—	—	—	—	—	
	Other		—	—	—	—	—	—	
	Subtotal		407.45	398.00	368.62	379.46	409.99	Achieved	401.79
	Recyclable Waste		253.73	253.70	247.46	256.64	—	—	—
Total Volume		661.18	651.70	616.08	636.10	3,087.10	Achieved	3,960.72	
Waste per Person (kg/person)		59.88	57.91	53.46	53.46	315.06	Achieved	331.58	
Data Coverage Rate (%)		100.00	100.00	100.00	100.00	—	—	—	

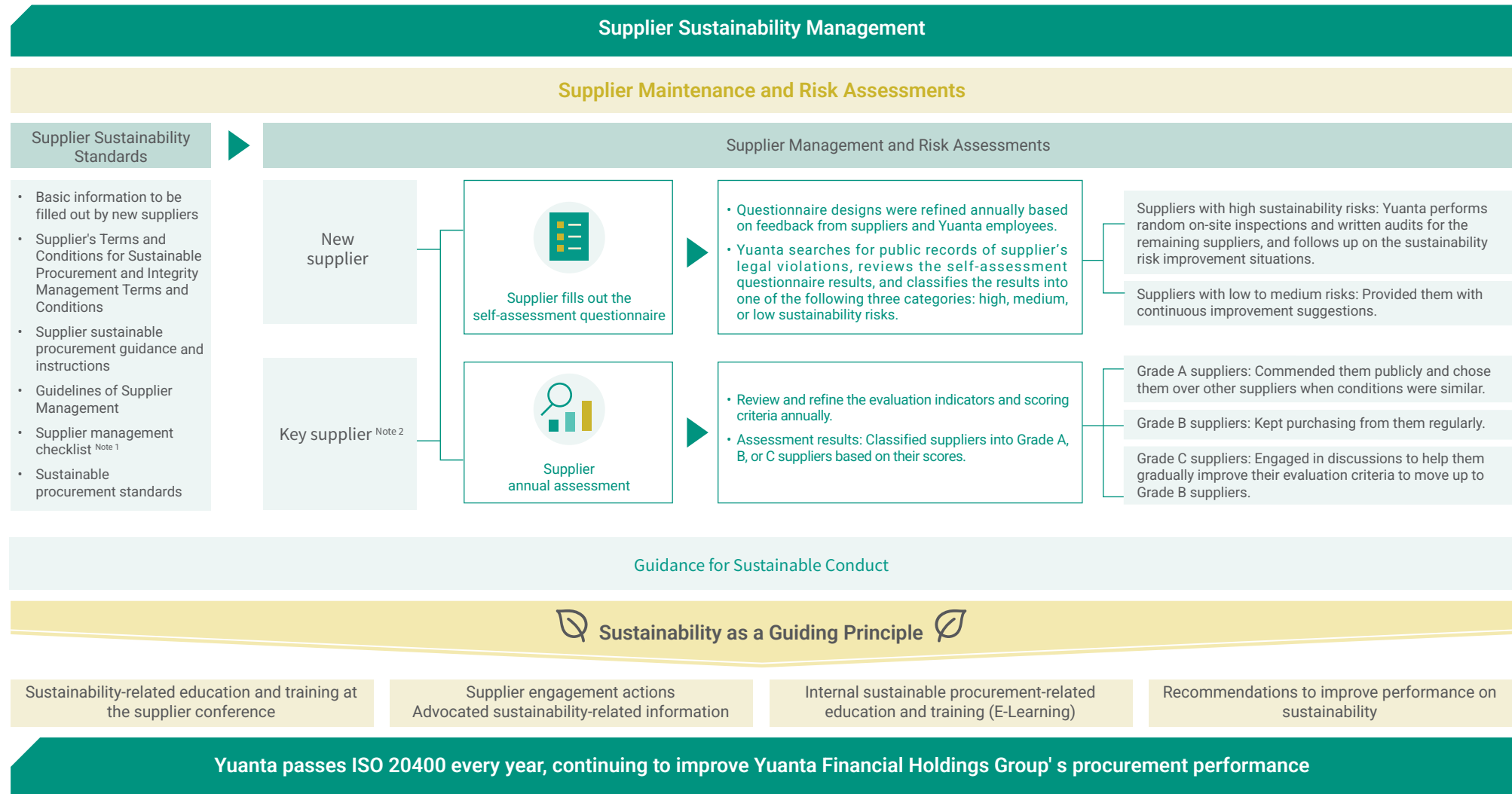
Waste Reduction Actions

To fulfill our commitment to environmental sustainability, the Group has been obtaining annual third-party verification for its ISO 14001 Environmental Management Systems since 2016. At the same time, we actively promotes waste reduction initiatives. We have set up separate garbage bins for recycling, weighed the volume of garbage, and monitored garbage and waste reduction targets on each floor. We have promoted specific waste reduction measures among our staff and implemented them in our offices on a nonscheduled basis. We have installed water dispensers, boxed lunch steamers, and microwave ovens to encourage employees to bring their own meals and tableware. We also stop using disposable and melamine tableware if meals are served. Within the Group, it is promoted that no disposable cups or plastic bottled water be provided during important meetings or for guest receptions. Instead, reusable glass bottled water is used, and employees are encouraged to bring their own reusable cups to reduce plastic waste.



Sustainable Supply Chain

Supply Chain Management Process



Note:

1. Included managing the behavior of non-contract suppliers and subcontractors.

2. Transaction amount reaching/exceeding a specific number and with at least one transaction in the previous year.

Supplier Screening

 Sustainability Specifications	 Risk Assessment	 Communication and Improvement
<ul style="list-style-type: none"> Supplier Integrity Management Guidelines Supplier Sustainable Procurement Guidance Guidelines of Supplier Management Supplier Management Checklist 	<ul style="list-style-type: none"> Supplier sustainability risk analysis Supplier evaluation 	<ul style="list-style-type: none"> Tracking counseling and improvement for sustainability risk analysis results Supplier conferences (including education and training) Recommendations for Sustainability Improvements




Supplier Screening

In addition to creating a green corporate culture and an environmentally friendly workplace, a company shall leverage its influence from the procurement perspective to reduce the negative environmental impact of its own operations—encouraging and practicing green consumption, helping increase the market share of green products, and in collaboration with suppliers to factualize sustainability initiatives.

The Company not only focuses on the growth of the Group's business, but also attaches importance to the control of procurement risks and the implementation of responsible procurement. We have invited suppliers to join sustainable action to create a resilient and sustainable future by promoting sustainable supply chain management.

This year, 100% of suppliers with contractual relationships met our sustainability standards. In addition, we continue to screen and evaluate new and existing suppliers according to the "Key Points for Procurement of Goods" and ESG three dimensions that was established internally. At the same time, we consider the conditions of bribery-related Judicial Yuan record, the size, professionalism and experience of the suppliers, and acquisition of international standards, etc., and conduct terrorism financing checks on major suppliers of procurement amount of NT\$25 million or more. Only those who pass the checks become qualified suppliers of the Company. For suppliers without formal contracts, the Group also communicates expectations through awareness efforts, including the Integrity Management Guidelines and Supplier Sustainable Procurement Guidance.

ESG Screening Dimensions for New Suppliers

 Environmental	 Social	 Governance
<ul style="list-style-type: none"> Engaging with suppliers to implement specific actions for climate change management. Priority is given to supplying products that have obtained certified labels as eco-friendly, energy saving, water saving and green-building materials. Reducing environmental hazards in the process of manufacturing or providing services. Complying with relevant environmental regulations and pollution prevention measures. 	<ul style="list-style-type: none"> Advocating that suppliers should follow "Supplier Sustainable Procurement Guidance" related matters. Suppliers for which specific criteria of occupational safety and health are involved, should provide a "Supplier Safety and Health Commitment". Contracts for construction and maintenance work are to include "Occupational Safety and Health Provisions to Prevent Occupational Hazards". 	<ul style="list-style-type: none"> Determining the integrity and ethical management of the supplier. Checking the website of the Judicial Yuan for any records of unethical conduct by the supplier. Including the Integrity Management Terms and Conditions in the contract.

Supplier Integrity Standards

Suppliers who sign contracts with us, in accordance with the Company's "Procedures for Integrity Management and Guidelines for Conduct" (hereinafter referred to as "Conduct Guidelines"), are required to comply with the terms and conditions of the "Integrity Management Guidelines" and "Conduct Guidelines". In addition, to facilitate the evaluation of procurement contracts with suppliers, the Company conducts supplier management checks when suppliers provide their quotation.

Supplier Sustainable Procurement Guidance

In order to establish a better "sustainable procurement process", the Group's subsidiaries continued to introduce and obtained certification for the ISO 20400 Sustainable Procurement Guidance from 2021 onwards. Through systematic management of the sustainable procurement process, we have implemented the concept of sustainability in the procurement process of all subsidiaries.

In terms of management system, the Group has required subsidiaries to incorporate the "Supplier's Terms and Conditions for Sustainable Procurement "and "Integrity Management Terms and Conditions" into the procurement contract with major suppliers. The terms and conditions specify that suppliers are to fulfill and comply with various laws and regulations of labor conditions, occupational safety and health, environmental protection, and labor human rights, etc. The contract also contains a clause which stipulates the contract may be terminated or canceled if suppliers violate the relevant laws and regulations.

Supplier Sustainability Risk Analysis

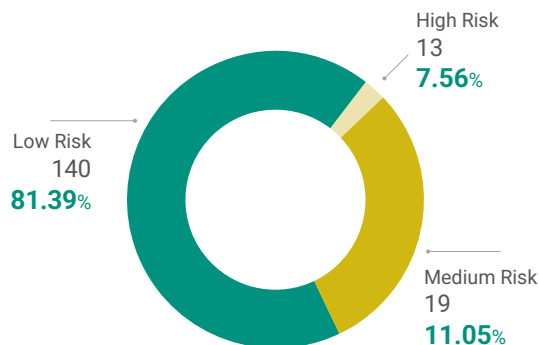
Supplier Annual Self-Assessment

The company enhances its sustainable supplier management by continuously optimizing the supplier self-assessment mechanism and questionnaires each year. In 2024, these self-assessment questionnaires were revised based on the results of an internal sustainable procurement risk analysis. In addition to evaluating the five major aspects of human rights, labor practices, environment, fair operations, and consumer issues, the questionnaire now includes more advanced topics such as biodiversity, human rights risk assessments, and greenhouse gas inventories. The results from the self-assessments are used to analyze the current risk levels of key suppliers, categorizing them into major deficiencies, general deficiencies, and legal violations, and also to understand their sustainability practices. This analysis helps classify suppliers into three risk levels: high, medium, and low. By doing so, we can effectively monitor and address specific deficiencies, ensuring that any risks remain under control.

In order to enhance suppliers' sustainability awareness and self-awareness, the Company advocates the supplier self-assessment mechanism through three supplier conferences held each year, individual communications, training, and promotions. In addition, to increase the response rate and the suppliers' awareness of sustainability, we will communicate and follow-up on the individual supplier that do not turn in the self-assessment form. The Company posted a self-assessment questionnaire response rate of 100% this year, achieving this year's target. The questionnaire was sent to key suppliers across the Group with annual procurement amounts over NT\$2 million, and also included newly added suppliers in 2024 and those rated as "Grade C" in the previous year—a total of 172 suppliers.

The risk categories most frequently violated by suppliers this year predominantly pertained to environmental issues, human rights, and consumer protections. The primary causes for these violations may include the absence of regulatory requirements for suppliers or insufficient resources to adequately assess and address relevant sustainability issues, resulting in a lack of awareness and consequent non-compliance. The Company has strived to reduce the percentage of high-risk suppliers over the years and increase the number of low-risk suppliers. We explained the implications of high-risk issues, relevant international trends and regulations, providing sustainable action-related observation and improvement suggestions. In addition, the tracking and confirmation of 13 high-risk suppliers were conducted as follows: (1) Six high-risk suppliers were selected for on-site audits, and analysis and feedback were provided on their various risk issues. (2) All high-risk suppliers were individually explained and provided with self-assessment questionnaire analysis results and feedback. We acquired detailed reasons for the high risks, and their risk mitigation and violation improvement actions and results were tracked, with 100% confirmation. (3) For suppliers that violated laws and regulations, written reports on mentoring and improvements were required to verify their actual improvements.

The Results of 2024 Supplier Self-Assessment Questionnaire Analysis



- Total Number of Self-Assessed Suppliers 172
- Total Number of Returned Questionnaires 172

Supplier Evaluation

The Company hopes to encourage and guide our suppliers to continuously enhance product and service quality through implementing the self-assessment mechanism, as well as developing sustainable actions. In accordance with the "Guidelines of Supplier Management", the Procurement Department conducts an annual evaluation of major suppliers, covering: (1) The top 150 suppliers in annual transaction amounts with the Group; (2) The top 5 suppliers in annual transaction amounts with Yuanta subsidiaries in the previous year; and (3) New suppliers of Yuanta subsidiaries evaluated in the previous year. The evaluation is based on the seven core themes of the ISO 20400 Sustainable Procurement Guidance and other relevant international standards. Based on the assessment results, major suppliers are classified into three grade levels: A, B and C (Note). Grade A suppliers are commended publicly at supplier conferences and selected over their competitors if they offer similar conditions during price comparison, negotiation, or supplier selection processes. Grade C suppliers will receive enhanced training and will be re-evaluated the next year for tracking purposes. The Company may refuse to do business with suppliers rated as Grade C for 3 consecutive years. Furthermore, if a supplier is found to violate sustainable development policies resulting in considerable negative environmental and social impacts, the Group will refuse to deal with the supplier.

The Results of 2024 Supplier Evaluation



- Total Number of Evaluated Suppliers 172

Note: A — Excellent; B — Qualified; C — Engaging and coaching.

Sustainable Supply Chain Engagement

We are committed to promoting sustainable corporate development. In addition to our own efforts, we also ask our supplier partners to fulfill corporate social responsibility and join the ranks of sustainable actions. In addition to promoting its sustainability values through direct communication with suppliers via letters, the Company further advocates ESG principles and the spirit of sustainable development through supplier conferences and educational training, inviting suppliers' participation in the journey toward sustainability.

Supplier Conferences

In 2024, we held three supplier conferences. A total of 90 major suppliers participated. Through this event, we share the concepts and practices of supply chain management and sustainable procurement and explain how to make the most of corporate social influence and actively embrace a new future of sustainability. We give recognition to Grade A suppliers with excellent sustainable performance; each year, the theme is changed to facilitate suppliers to get on board with the new trends in sustainability and the invitations are adjusted according to different themes and major suppliers.

This year's supplier conference covered both environmental and social themes, which gather suppliers and partners to jointly implement carbon reduction actions, seeking solutions to climate change, and continue to deepen sustainable influence.

Contents of the 2024 Supplier Conferences

	Theme	Description of content	Participation	Effectiveness
1 st	Biodiversity	<ul style="list-style-type: none"> Under the theme "Integrating Corporate and Natural Capital," the Group shared practical experiences of aligning business operations with nature-positive growth. It also highlighted the role of "forest carbon sinks in achieving net-zero emissions" and promoted the use of carbon credits to drive carbon reduction outcomes. 	<ul style="list-style-type: none"> Participated by 30 suppliers. Publicly commended and awarded 10 suppliers that achieved A-grade rankings. 	Suppliers participated in a hands-on tree seedling activity, learning about the importance of reforestation in supporting biodiversity and accumulating carbon sinks, in support of carbon reduction efforts.
2 nd	Circular Economy	<ul style="list-style-type: none"> The Resource Circulation Administration of the Ministry of Environment presented a session on "Circular Resources: A New Sustainable Mindset," and a tech company on invitation shared practical experiences in implementing the circular economy. The event promoted the concept of a circular economy among suppliers, encouraging a shift in waste management perspectives to achieve resource recycling and carbon reduction goals. 	<ul style="list-style-type: none"> Participated by 30 suppliers. Publicly commended and awarded 15 suppliers that achieved A-grade rankings. 	The Group engaged in dialogue with suppliers on environmental sustainability topics, such as biodiversity advocacy and the promotion of circular economy practices.
3 rd	Inclusive Care & Creating a Friendly, Happy Workplace	<ul style="list-style-type: none"> Under the theme "Healthy Workforce – A Model for Emerging ESG Leaders," best practices were shared to address workforce sustainability. The Yuanta Securities Human Resources Department presented its "Happy Workplace" initiative, working together with suppliers to promote a friendly and supportive work environment. 	<ul style="list-style-type: none"> Participated by 30 suppliers. Publicly commended and awarded 20 suppliers that achieved A-grade rankings. 	The Group led the supply chain in building healthier and safer working environments, progressing toward a diverse, equitable, and inclusive (DEI) workplace that is friendly and fulfilling, while moving forward together in ESG sustainable management.

Supplier Education and Training

To enhance suppliers' understanding and implementation of sustainability practices, this year's training program focused on themes such as biodiversity, circular economy, and creating a happy workplace, helping suppliers stay up to date with the latest sustainability trends while encouraging their active participation in Yuanta's sustainability initiatives.



Supplier Grievance Mechanism

To safeguard stakeholders' rights to seek remedies and to continuously improve sustainable procurement practices, the Group has established a comprehensive supplier grievance mechanism, which is publicly available on its official website. Suppliers and relevant stakeholders can submit complaints—either with their names or anonymously—through the supplier feedback and grievance channel. This mechanism is open to employees, suppliers, and other stakeholders. As of 2024, no complaints have been received through the supplier grievance mechanism.

The Group is committed to maintaining strict confidentiality for any future cases, protecting the privacy of involved parties while ensuring fairness and impartiality throughout the investigation process.

Green Procurement

To align with global trends in sustainable resource use and promote green production and consumption within Taiwan, the Ministry of Environment has added Article 96: Green Procurement Clause to the Government Procurement Act, defining product categories, preferential ratios, and priority procurement methods, while also setting incentive regulations to encourage the implementation of green procurement among government agencies.

The suppliers can be separated into eight categories: information (software and hardware), building construction and renovation, office equipment, consulting (labor), stationery and printing, media and advertising, gifts, and miscellaneous. The bulk of procurement spending is for products in the information category. To lessen environmental impact and promote green procurement to drive a green production chain, the Group has formulated "Green Procurement Terms and Conditions" in accordance with the procurement regulations, giving priority to products with eco-friendly, energy-saving, Energy Star, water-conservation, green-building materials, FSC sustainable forestry, and carbon-reduction labels. Through green procurement and supplier management, we exert a green influence and give priority to local suppliers in our purchases, with 97.00% of purchases made from local suppliers in Taiwan in 2024. We support local companies that provide low-carbon and sustainable goods or services, while reducing procurement risks.

Promoting Sustainable Procurement Internally

This year, four quarterly procurement meetings were held to share the key points of improvement for procurement-related audits of the Group and promote the integration of ESG and supplier management practices. Procurement personnel training is also organized during the quarterly procurement meetings in order to advocate sustainable procurement. A total of 74 persons were trained with the cumulative number of training hours reaching 148 and 100% training completion rate. Various sustainable procurement tasks have been implemented, including amending the procurement operating guidelines, adopting and advocating consistent and green procurement reporting boundaries by the Group, initiating sustainable procurement consultancy, optimizing the Group's supplier database, and organizing supplier engagements. Through these actions, we continue to carry out supplier management and review procedures, strengthen management effectiveness, and integrate the ESG aspects with supplier management in practice.

Moreover, we held eleven "Procurement Seminars" for the Procurement Department this year, which not only enhanced the ability for joint negotiation, but also strengthened the awareness of green purchasing and promoted related auditing and improvement issues to put into practice the Group's green purchasing spirit.

The Group has incorporated sustainable procurement into the Yuanta Sustainability Academy online training curriculum to promote awareness and practical knowledge among employees. In 2024, the course was provided to Yuanta Financial Holdings staff and part-time employees, totaling 386 participants, with a combined 386 training hours and achieving 100% coverage of Yuanta Financial Holdings personnel.

Green Procurement, Sustainable Future

As the world moves toward sustainable development and achieving net-zero emissions by 2050, procurement is no longer just about cost and quality—it serves also as a key component of a company's environmental responsibility. Through internal promotion of sustainable procurement, the Group advocates the concept of a circular economy, aiming for efficient resource utilization. By purchasing eco-friendly and low-carbon products, the Group reduces waste and energy consumption and thrives on green living by lowering its carbon footprint—doing its part for the planet. In 2024, the Group procured carbon-neutral Mid-Autumn Festival gift boxes and sportswear made from recycled coffee grounds, along with other green procurement initiatives such as use of eco-friendly ink for printed materials and leasing instead of purchasing office equipment. Through sustainable procurement, the Group supports the development of the environmental industry and jointly advances toward the goal of carbon neutrality and sustainable operations.

Carbon-Neutral Mid-Autumn Festival Gift Boxes

The Group's Mid-Autumn Festival gift boxes align with actions certified under the United Nations Framework Convention on Climate Change (UNFCCC), acquiring carbon credits through the achievement of carbon reduction to fully offset the carbon emissions from production.

While carbon emissions during the production process are unavoidable, the Group chose to support certified carbon offset projects and purchased carbon credits verified by Gold Standard (GS). The selected project involves cookstove improvements and access to drinking water in Cameroon and the Central African countries. It not only reduces emissions but also improves water safety for local residents. The volume of carbon credits obtained from this project exceeds the total carbon emissions generated from the gift box production, ensuring the realization of carbon neutrality.

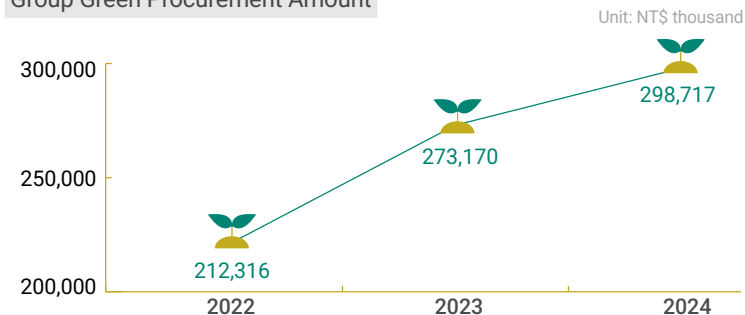
Sportswear Made from Recycled Coffee Grounds

The Group procured eco-friendly recycled products, including clothing made with reused coffee grounds. The coffee grounds, with natural deodorizing properties, are incorporated into fabric fibers—pushing the boundaries of traditional materials. This effectively reduces odors while minimizing environmental impact by repurposing waste. It combines technology with environmental sustainability, giving new life and value to materials.

Green Procurement Performance

The amount of green procurement in 2024 is NT\$298,717,000, reflecting a 9.35% increase compared to 2023. This expenditure represents 5.47% of the total procurement amount. In addition, the Company continued to participate in the "Green Procurement Program for Private Enterprises and Organizations" promoted by the Taipei City Government, and actively responded to green procurement activities. The Company has been awarded by the Taipei City Government in recognition of its "outstanding performance in green procurement" for 14 consecutive years (2011-2024) and has been awarded by Taiwan's Ministry of Environment of the Executive Yuan in recognition of its outstanding performance in implementing green procurement for 13 consecutive years (2012-2024).

Group Green Procurement Amount



4.3 Environmental Sustainability Activities and Initiatives

Carbon Reduction Activities

Turning Off Lights for Earth Hour

The Group has participated in the world's largest environmental and energy-saving initiative, Earth Hour, for four consecutive years. On the evening of March 23, from 8:30 PM to 9:30 PM, lights were off in sync with the world. The lights on the exterior of the Group's Baoqing Building were turned off for one hour. Additionally, there were calls to action for overseas branches such as those in Hong Kong, Indonesia, South Korea, Vietnam, Thailand and Philippines. To leverage sustainable impact, Yuanta also calls on over 80 suppliers to join the initiative to face the issue of climate change and global warming, showing everyone that they have the ability and responsibility to change the world.



Care for Earth ~ Carbon Reduction Starts with Yuanta

Yuanta Securities' Family Day is all about health awareness among employees and their families through a walking activity. The event featured five checkpoints, raising awareness on important sustainability topics such as global warming, plastic reduction, biodiversity, and net-zero carbon emissions, deepening the attention of employees and their families to environmental sustainability.

A total of 4,588 participants took part in the Family Day, collectively walking approximately 25.77 million steps, which is equivalent to reducing 3.7 metric tons of CO₂e emissions. In addition, Yuanta Securities collaborated with six suppliers to offer 3,349 tree saplings in donation to eight schools, demonstrating Yuanta Securities' commitment to sustainable development.



RE10x10 (Green Peace)

The Company has joined the "RE10x10 Climate Pledge" initiative launched by Greenpeace in 2020 to promote the use of renewable energy by Taiwanese companies. We were the first financial company in Taiwan to declare that 10% of our total electricity consumption will be green energy by 2025 and that we will strive to achieve 100% renewable energy by 2050, combating climate change with proactive and practical actions and contributing efforts in sharing global climate responsibility. In 2024, the Group's green energy usage accounted for 13.6% of its total electricity consumption, achieving its 2025 green energy usage target ahead of schedule.

Yuanta Earth Conservation Walkathon

The Company held walkathon to encourage employees to walk instead of taking vehicles or elevators. In 2024, the Company organized both an in-person and an online walking event. The online walking event, with a cloud-based step tracking system, recorded each participant's walking steps, helping cultivate exercise habits and improve personal health, for greater energy-saving and carbon-reduction environmental benefits. 695 people participated in two events, accumulating a total distance of 17,948 kilometers. This is equivalent to a carbon reduction of 4,247.7 kg CO₂e.



Note: Carbon reduction by walking is calculated as 80 cm per pace and as 1.42 kg CO₂e per 6 km as released by Taiwan's National Health Administration, Ministry of Health and Welfare.

Biodiversity Habitat Protection

Watershed Co-Prosperity

As a pioneer of the Tamsui River Covenant, Yuanta takes the lead in protecting Taiwan's largest "mother river" in the northern region—the Tamsui River. In 2024, Yuanta Financial Holdings and its subsidiaries continued to support Watershed Co-Prosperity, an upgraded river initiative by Commonwealth Magazine. This initiative called on employees, their families, and suppliers to participate in beach clean-ups. The clean-up efforts extended to Wangli District's Guihou Fishing Port, Shijiao Beach, Dingliao Beach, Taoyuan Xinwu District Beach, and Kaohsiung's Mituo Beach, where over 1,879 kilograms of beach litter were collected, clearing ecological hazards and contributing to the care of the Tamsui River and other watersheds across Taiwan.



Project Blue 1095

For four consecutive years, Yuanta Financial Holdings has participated in Project Blue 1095 initiated by the Business Today magazine. This initiative saw participation from 28 public and private entities, and through regular waste collection, the waste is recycled into products, helping preserve coastal and terrestrial ecosystems. This effort not only restores the original richness to the ocean but also extends the lifecycle of waste. This year, the project united the strength of volunteers. This year, a total of 932 kg of marine debris was collected.



Environmental Education

Yuanta 188 Sustainability Relay Program

Yuanta is committed to promoting environmental awareness through environmental education.

In 2024, eight subsidiaries of the Yuanta Group launched the "Yuanta 188 Sustainability Relay Program." Every year, during the family days of its subsidiaries, employees and their families pay on-site habitat visits and DIY environmental education activities to learn about the impact of habitat diversity on ecosystems. Aiming to raise employees' awareness of ecological conservation, environmental education concepts are established during the events; participants are encouraged to use eco-friendly cups and avoid all single-use or disposable packaging such as bottled water or beverages, in support of environmental conservation efforts. Yuanta Bank, Yuanta Life, and Yuanta Futures jointly organized the "Zhishanyan Biodiversity Ecological Activity" at the Zhishan Cultural and Ecological Garden, advocating for wildlife conservation in everyday life. Topics included bird rescue and injury treatment, all contributing toward environmental sustainability.

In 2024, a total of 19 ecological interpretation sessions were held, with around 1,800 participants joining the cause.



Sustainable Ecology Charity Run

To implement the ESG concept of sustainable development and highlight the importance of biodiversity conservation, Yuanta Futures participated in the 2024 "National Geographic Wildlife Run" organized by National Geographic Magazine. This event is held in honor of wildlife protection and awareness of issues such as habitat loss and species conservation. It also demonstrated the corporate commitment to employee well-being as well as physical and mental health through sport. Part of the event's proceeds were donated in support of the Taipei Zoo's "Animal Adoption Program." Moreover, wildlife conservation groups were invited to share insights and education on wildlife rescue, endangered species breeding programs, and biological research.



Supporting Supplier Initiatives

The Group is committed to ecological and environmental education as an active proponent of initiatives launched by its suppliers. Yuanta Financial Holdings, together with its securities, banking, life insurance, and futures subsidiaries, took part in a beach clean-up activity organized by supplier partner HP Taiwan Information Technology Ltd. The event brought together other friendly counterparts, mobilizing nearly 100 participants to clean up 123 kilograms of marine waste in a joint effort to advocate for environmental sustainability. Additionally, the Group participated in invasive species removal activities, targeting plants such as Mikania micrantha, organized by Fujifilm Taiwan to help protect native ecosystems.



Circular Economy

The Group boosts the circular economy by reducing waste and encouraging resource reuse. Yuanta Securities held a public book donation campaign titled "Old Books, New Value: Zero-Waste Reading," collecting books from employees at Yuantai Plaza with invites extended to Yuanta Securities Finance for collaborative efforts. A total of 273 books were collected, achieving an estimated carbon reduction of approximately 213 kilograms of CO₂e. All books were donated to the Sunshine Social Welfare Foundation.

Yuanta Venture Capital organized a charity clothing recycling event titled "Creating a Sustainable New World—Let's Join Forces for the Environment," where volunteers sorted second-hand clothing for donation to the Eden Social Welfare Foundation to support underprivileged families across Taiwan. The resource recycling initiative was in place to reduce carbon emissions and prevent excessive waste. A total of 190 clothing items were collected, contributing to an estimated carbon reduction of 798 kilograms of CO₂e and water savings of approximately 475,000 liters.





05

Leader in Corporate Governance

- 5.1** CORPORATE GOVERNANCE
- 5.2** INTEGRITY MANAGEMENT
- 5.3** RISK MANAGEMENT
- 5.4** LEGAL COMPLIANCE
- 5.5** INFORMATION SECURITY

5.1 Corporate Governance

Structure and Operation of the Board of Directors

Following the Company's Director Selection Process, on June 10, 2022, the Company convened the 2022 Annual General Meeting of Shareholders to elect the ninth (9th) term Board of Directors (including independent directors) with the directors to serve a term of three years. All directors are eligible for re-election. The ninth (9th) term Board of Directors is comprised of five directors and four independent directors (no separate executive directors). Eight are males and one is female, with an average tenure of 7.8 years. The number of independent directors accounted for 44% of the Board of Directors.



Procedures of
Director Election

Director Attendance

In accordance with the Rules and Procedures of Board Meetings, the Board of Directors convened at least once a month and the annual attendance rate of each director's attendance at the Board of Directors (excluding proxy attendance) was clearly defined in 2019. The attendance rate should reach more than 80% and be included in the director performance evaluation. A total of twelve Board meetings were held in 2024. The average attendance rate of directors was 100% (attendance rate including proxy attendance was 100%). The attendance rate of individual directors was over 100%.



Operation of
Committees



Responsibilities and Operation of Committees

Committee Name	Organizational Status	Minimum Number of Meetings per Year	2024 Number of Meetings	Average Attendance Rate
Audit Committee	Composed of 4 independent directors.	12	13	100%
Remuneration Committee	Composed of 4 independent directors.	2	6	100%
Risk Management Committee	Composed of 1 director and 2 independent directors.	4	5	100%
Sustainable Development Committee	Composed of 1 director and 4 independent directors.	2	5	100%
Nominating Committee	Composed of 2 directors and 3 independent directors.	2	3	100%

Responsibilities and Operation of Function-Based Committees

In order to enhance the sharing benefits of the Group's customers and overall business synergy, Yuanta Financial Holdings have dealt with each functional business through each functional group, besides regular management meetings. The operation of the relevant functional committees are as follows:

Committee Name	Main Responsibilities	Organizational Status	2024 Number of Meetings	Average Attendance Rate
Financial Trading and Performance Management Committee	Coordinating and supervising the Group's financial trading affairs. Main responsibilities include assisting with drafting trading-oriented financial product operations strategies and investment portfolio management, as well as assisting in management of operating quotas and supervising operational performance.	Currently convened by the chief executive officer of Yuanta Financial Holdings with the chairperson of Yuanta Futures as deputy convener. The chairwoman of Yuanta Securities Investment Consulting, the chief executive officer of Yuanta Bank, the chief executive officer of Yuanta Futures, the senior vice president of Yuanta Securities, the chief financial officer and the chief risk officer of Yuanta Financial Holdings are members. These 8 individuals make up this 8-person committee.	11	90%
Product Marketing Channels Committee	Primarily coordinating the product development, cross-selling business of each channel, and shared marketing strategy planning. Aiming to leverage combined resources for overall business synergy.	Convened by the chief executive officer of Yuanta Financial Holdings and composed of members of relevant managers from the Group.	4	83%
Product Launch Policy Review Committee	The committee is responsible for coordinating the issuance and sales of financial products across all relevant subsidiaries within the Group. Its responsibilities include the following: 1. Coordinating the formulation and review of principles for the issuance and sales of financial products within the Group. 2. Supervising the implementation of the principles for the issuance and sales of financial products within the Group by all relevant subsidiaries.	Convened by the chief executive officer of Yuanta Financial Holdings and composed of members of relevant managers from the Group.	4	85%

Corporate Governance Enhancement of Board Directors

In order to implement corporate governance, strengthen the support provided by the Company to directors in exercising their duties, and facilitate the board of directors to perform its due functions, in accordance with the policy plan of the new corporate governance roadmap of the competent authorities, the Company establishes a "Head of Corporate Governance" who is responsible for providing information necessary for directors (including independent directors) to execute their business, assisting directors in complying with laws and regulations, and conducting board of directors' and shareholders' meetings in accordance with the law, in order to protect shareholders' rights and interests and strengthen the functions of the board of directors.

Business Performance of Head of Corporate Governance in 2024

1. Handled matters pertaining to the 2024 Annual General Meeting of Shareholders.
(1) Coordinated with relevant departments to carry out matters related to the shareholders meeting agenda in accordance with the Company's Articles of Incorporation and Article 57-2 of Yuanta Financial Holdings' Corporate Governance Guidelines.
(2) Assisted in convening the Annual General Meeting of Shareholders.
(3) Assisted in refining procedures related to the shareholders meeting to ensure the smooth execution of meeting agendas.
(4) Assisted shareholders in understanding the Company's corporate governance practices and supervised updates to the website to safeguard shareholder rights.
2. Supervised the revision of important company board of directors' regulations, including amending the Company's Articles of Incorporation, Rules and Procedures of Board Meetings, Audit Committee Charter, Nominating Committee Charter, Risk Management Committee Charter, Method for the Continuing Education of Directors, Corporate Governance Guidelines, Board and Functional Committees Evaluation Procedures, etc.
3. Supervised the implementation of the 10th (2023) corporate governance evaluation, ranking in the top 5% among listed companies; ranking 10% in the financial and insurance category.
4. Assisted in handling the CG6014 (2023) Corporate Governance System Assessment and received an Outstanding Certification.
5. Conducted an external evaluation of the Board of Directors and functional committees' performance, which takes place every three years, and developed improvement action plans based on the evaluation recommendations.
6. Conducted the self-assessment of the Board of Directors and functional committees' performance for the current year.
7. Managed the meeting operations of the Board of Directors and functional committees, and strengthened compliance with legal procedures and matters pertaining to conflicts of interest.
8. Provided directors with the necessary information for performing their duties, reminded them to comply with relevant laws and regulations when and after executing business or board resolutions, and follow-ups on the progress of revision after suggestions or opinions made by directors at board meetings.
9. Assisted in facilitating the signing of the Statement of Integrity and Financial Report Confidentiality Statement by the Board of Directors, and strictly monitored anti-money laundering and insider trading prevention operations.
10. Assisted in diverse training mechanisms and matters related to director training.
11. Disseminated information on legal changes to directors, assisted them in compliance with laws and regulations, and handled related reporting matters.
12. Assisted directors in complying with the regulation that prohibits trading company shares during the 30 days prior to the announcement of the annual financial report and the 15 days prior to the announcement of each quarterly financial report, and lawfully announced the dates of the board meetings for the annual and quarterly financial reports.

Director Professionalism and Independence

Director Professionalism

The members of the Company's board of directors have professional backgrounds covering financial holdings, securities, banking, and life insurance and have extensive practical experience and expertise in legal, risk management, international business operations, mergers and acquisitions, financial accounting, actuarial science, corporate governance, and information security, which can help improve board decision-making quality, strengthen internal supervision mechanism. For more information on the academic and professional backgrounds of the directors, please refer to the board membership section on the Company website.



The members of the Company's Board of Directors

Director Independence

The Scope of Duties for Directors of the Board of Yuanta Financial Holdings clearly lays out the primary duties and responsibilities of directors and the Scope of Duties for Independent Directors of Yuanta Financial Holdings lays out the primary duties and responsibilities of the independent directors. Independent directors shall maintain their independence within the scope of their business operations and shall not have any direct or indirect interest in the Company and shall comply with the relevant provisions of the "Regulations Governing Appointment of Independent Directors and Compliance Matters for Public Companies."

In addition, the Company evaluates the external independence of directors in accordance with the expectations of the S&P Global Corporate Sustainability Assessment (CSA) on the qualification elements of director independence.

Name	Title	External Independence ^{Note1}	Nationality	Gender	Industry Experience ^{Note2}
Tony Ting Chien Shen	Chairperson	Director is independent	Republic of China	M	Financials
Chien Weng	Director/Chief executive officer	Executive director	Republic of China	M	Financials
Wei Chen Ma	Director	Director is independent	Republic of China	M	Financials Information technology Real estate
Chung Yuan Chen	Director	Director is independent	Republic of China	M	Real estate
Daniel Y.M. Song	Director	Director is independent	Republic of China	M	Consumer Discretionary
Ming Ling Hsueh	Independent director	Director is independent	Republic of China	M	Consumer Discretionary
Kuang Si Shiu	Independent director	Director is independent	Republic of China	M	Financials
Hsing Yi Chow	Independent director	Director is independent	Republic of China	M	Consumer Discretionary
Sharon S. Yang	Independent director	Director is independent	Republic of China	F	Financials Consumer Discretionary

Note:

1. The following criteria were used to evaluate the external independence of directors. Directors must be nonexecutive directors that are independent by meeting at least 4 of the 9 criteria (of which at least 2 of the first 3 criteria) listed below:

- The director must not have been employed by the Company in an executive capacity within the past five year.
- The director must not accept or have a family member who accepts any payments from the Company or any subsidiary of the Company in excess of \$60,000 during the past three years, other than those permitted by SEC Rule 4200 definitions.
- The director must not have been employed or have a family member who is employed by the Company or by any subsidiary of the Company as an executive officer during the past three years.
- The director must not be (and must not be affiliated with a company that is) an adviser or consultant to the Company or a member of the company's senior management while serving as a director.
- The director must not be affiliated with a significant customer or supplier of the Company while serving as a director.
- The director must have no personal services contract(s) with the Company or with a member of the Company's senior management while serving as a director.
- The director must not be affiliated with a notforprofit entity that receives significant contributions from the Company while serving as a director.
- The director must not have been an auditor or accountant of the Company during the past three years.
- The director must not have any conflict of interest with the board itself while serving as a director.

2. It refers to the industry work experience of non-director positions; the industry is classified according to GICS Level 1.

Director Diversity

Director Diversity

In addition to professional backgrounds and practical experience, the Group also focuses on diversity and gender equality. The Company has elected one female director in the ninth board of directors and on April 24, 2024, at the 26th meeting of the ninth board of directors, the Company adopted the goal of revising the diversity policy of the board of directors. The Company held the 2025 General Meeting of Shareholders on June 13, 2025 to elect the 10th Board of Directors (including independent directors). This board of directors consists of 5 directors and 4 independent directors, with a total of 6 male and 3 female seats, achieving the goal of one-third of female director seats. Six of eight Yuanta's subsidiaries had female directors or supervisors, and we will continue to increase the number of women involved in corporate governance and business decisions, thereby helping inject a more diverse perspective into the Group's development for the sake of sustainable operations.

Company	Number of Female Directors and Supervisors
Yuanta Financial Holdings	1
Yuanta Securities	1
Yuanta Bank	3
Yuanta Life	3
Yuanta Futures	3
Yuanta Venture Capital	2
Yuanta Securities Investment Consulting	3

Data Base Date: December 31, 2024

Age Distribution of Directors

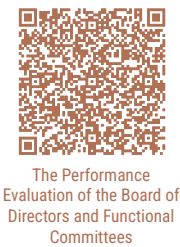
The average age was 67.

Age	51-60	61-70	71 or more	Total
Number	2	4	3	9
Distribution	22%	45%	33%	100%

Board of Directors' Performance Evaluation

Board of Directors' Performance Evaluation Mechanism

In order to improve the performance of its board of directors, Yuanta Financial Holdings has established the Board and Functional Committees Evaluation Procedures. The performance evaluation of the board of directors and functional committees shall be conducted annually, with each director completing the evaluation questionnaire by himself/herself or his/her peers. Based on the results, the Board also considers adjusting its member composition. To strengthen the Board of Directors' oversight function in sustainability and to reflect the Company's strong commitment to sustainable development, the Board performance evaluation includes several ESG (Environmental, Social, and Governance) related topics. Additionally, performance evaluations of the board of directors shall be conducted by either an independent third-party institution or outside experts at least once every three years. In July 2024, the Company commissioned the "Taiwan Corporate Governance Association" to conduct an evaluation of the effectiveness of the board of directors for the period from August 1, 2023 to July 31, 2024. The Association appointed three evaluation experts to form an external review team for the board performance evaluation. The team completed the review by examining various written materials provided by the Company, the results of an online questionnaire completed by board members, publicly available information, and by conducting interviews with relevant members. The online questionnaire assessed the board's operational effectiveness across five key dimensions: Board composition and division of duties; Board guidance and supervision; Board authorization and risk management; Board communication and collaboration; and Board self-discipline and continuous improvement. There were 30 sub-questions in total. Board members were anonymously asked to express their level of agreement with each sub-question under the five dimensions. The organization and the experts conducting the evaluation have no business dealings with the Company and are independent and have presented their evaluation report on October 29, 2024. The evaluation results were reported to the 34th meeting of the ninth Board of Directors on December 25, 2024. These results serve as a reference for the Company's future planning, development, and enhancement of board functions.



Performance Evaluation	BOD's Performance Evaluation	Board Member (self or peer) Performance Evaluation	Third-Party Institution
Assessment Items	<ul style="list-style-type: none"> Level of participation in Company operations Decision-making quality of the board Composition & structure of the board Director selection and continuing education Internal controls Participation in ESG initiatives 	<ul style="list-style-type: none"> Mastery of the Company's goals and tasks Awareness of director's responsibilities Level of participation in Company operations Internal relationship management and communication Director professionalism and continuing education Internal controls 	<ul style="list-style-type: none"> Board composition and division of duties Board guidance and supervision Board authorization and risk management Board communication and collaboration Board self-discipline and continuous improvement Other aspects

Remuneration Policy

Regarding the details for the highest governance unit and senior management, please refer to the Corporate Governance Report section on remuneration paid to directors, chief executive officer, vice presidents, consultants, etc. and distribution of employee remuneration in the most recent year in the Company's 2024 Annual Report.

Remuneration Policy for Directors (Including Independent Directors)

The director's remuneration includes director's fees, fixed monthly compensation, as well as transportation and attendance allowances for meetings, among other items. The allocation of director's fees is subject to the Company's Articles of Incorporation, taking into account the overall performance of the current year, the usual industry standards, and the reasonableness of the connection to future risks, which is determined by the remuneration committee and the Board of Directors, and reported to the shareholders meeting. The fixed monthly compensation for independent directors is determined by the Board of Directors subject to the Company's Articles of Incorporation, with reference to the usual industry standards. The salary of the chairperson of the board is not to exceed 1.5 times that of the chief executive officer. The resignation/retirement benefits of the chairperson of the board are determined by the board of directors, based on their involvement in the company operations, their contribution value, and the usual industry standards.

Remuneration Policy for Executive Managers

The senior management of the Company are remunerated according to their level of responsibility, professional ability, and academic experience. Each year, the senior management sets their own work objectives (including operational development strategy, annual priorities, operation and talent management, group resource integration and support, internal control and compliance, etc.) in accordance with the Company's strategic objectives and sustainable development goals. In accordance with the Performance Management Regulations of the Company, midterm and final performance appraisals are conducted annually to review the actual implementation results of various work objectives of senior management staff, and the performance ratings of senior management staff are evaluated by weighting the various objectives together.

The Company has established a Bonus Plan, which provides for a group performance bonus each year based on the operating performance and earnings achieved by the Company. The remuneration committee and the Board of Directors shall consider the reasonableness of the relationship between individual performance, the Company's operating performance and future risks, and shall determine the performance bonuses with reference to industry standards.

In order to ensure and deal with future risk-adjusted profits, the Company has put in place a method for awarding bonuses to executive managers. Bonuses for the chief executive officer and executive managers are awarded based on the Company's operating performance and consideration of the deferred issuance of future risk factors. The variable bonus of fifteen percent (15%) is deferred for risk consideration, and is stored in a savings-type stock ownership trust for a period of 3.5 years. The performance measurement period for the variable bonus is up to five years, linking personal rewards, corporate profits, and shareholder benefits.

The Company has designated an executive managers' shareholding guideline ^{Note} to encourage executive managers holding Company's stock, so that their executive duties can be connected with the Company's long-term performance and their interests and actions are consistent with the interests of Company shareholders, so as to strengthen the Company's corporate governance. The chief executive officer's total shareholding value at the end of each year shall not be less than five times the total annual fixed salary converted from the current year since the next calendar year after holding the position for three years. The total value of shares held by executive managers other than the chief executive officer at the end of each year shall not be less than three times the total annual fixed salary converted from the current year since the next calendar year after holding the appointed position for three years.

The ratio of the annual total remuneration of the highest-paid individual employee to the median of the annual total remuneration of other employees (excluding the highest-paid individual employee) is 50.8. The percentage increase in total compensation for the highest-paid individual compared to the median percentage increase for all other personnel (excluding the highest-paid individual) is 20% vs. 15%.

Note: Executive managers' shareholding guideline is applicable to the chief executive officer, functional executives, and executives above the vice president level. The average total shareholding value of executive managers other than the chief executive officer in 2024 was 6.61 times the total annual fixed salary.

Salary Recovery Policy

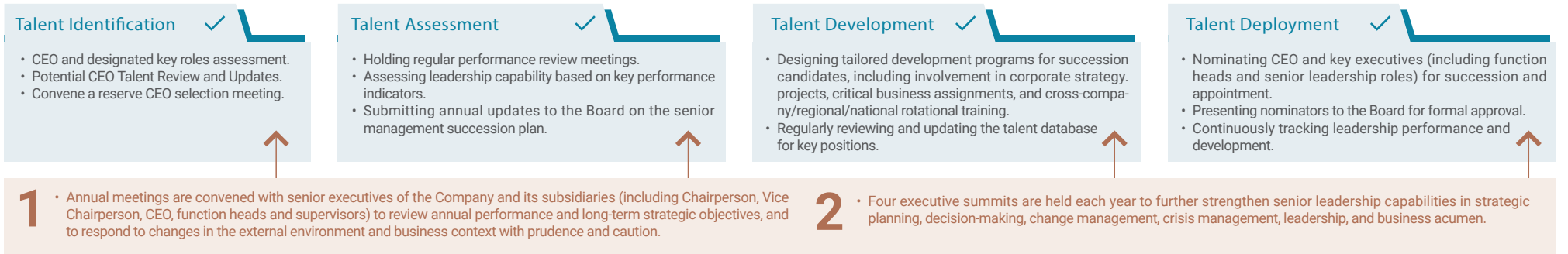
Regarding the distribution of bonuses to the chief executive officer and other senior management personnel: in the event of significant risks that result in company losses, the distribution percentage may be adjusted or the reward distribution may be recovered, subject to approval by the board of directors.

Remuneration Measure Matrix

The annual work targets of the Group's chief executive officers are divided into four categories, including financial objectives, business objectives, sustainable development objectives, and Group objectives. The annual targets and measurement standards for each subsidiary's chief executive officer are set furthermore according to different lines of business, such as financial holdings, securities, banking, life insurance, funds, futures, and securities investment consulting. With the achievement progress regularly reviewed every month, and mid-term and end-of-term assessments conducted annually, target achievements are used to measure the performance of the chief executive officer and the variable bonus is directly linked to performance level.

Category		Ratio	Description
Operational Objectives	Financial Objectives	70%	1. Financial indicators: Revenue achievement rate, return on equity (ROE), operating expense ratio, performance achievement rate, capital adequacy ratio, capital utilization efficiency, common stock equity ratio, the income structure of life insurance, and new business value (NBV). 2. Competitiveness indicators: Market share, ROE, return on assets (ROA), double leverage ratio, debt-to-equity ratio, and asset-liability ratio.
	Business Objectives		1. Annual business indicators: business scale and profit ratio, asset scale, system platform construction, Group resource efficiency, operational efficiency, etc. 2. Risk management indicators: Non-performing Loan (NPL) ratio, loan coverage ratio, and stress testing. 3. Performance management indicators for reinvested businesses.
	Sustainable Development Objectives (above 5%)		1. 2021-2025 Sustainable Development Strategy Roadmap for the Group: Based on five major dimensions, specific indicators and targets have been established, including 15 items and 52 KPIs. 2. Annual ESG key projects: Proportion of green energy and green procurement, internal carbon pricing management and carbon reduction performance, domestic and international ESG ratings, ESG risk management mechanisms, Corporate Governance 3.0, number of sustainable finance projects, etc. 3. Medium- to long-term (3-5 years) development goals: Business and revenue structure transformation, financial product development strategy, overseas development strategy and synergy, progress in blue ocean strategy, employee sustainable engagement, etc.
Group Objectives		30%	1. Succession planning team and talent cultivation indicators. 2. Compliance with laws and regulations and internal control system management indicators. 3. Group operation support indicators.

Senior Executive Training and Succession Planning



ESG Performance and Reward System

The Company's Performance Management Regulations stipulate that the work objectives of senior managers in each group company must be linked to ESG. In 2024, the carbon reduction targets for the Chairman, Vice Chairman, Chief Executive Officer, and relevant personnel of Yuanta Financial Holdings and its subsidiaries were also incorporated into their annual key performance indicators (KPIs) evaluations to implement the effectiveness of ESG promotion.

Performance of Material Topic Linked to the Reward System of Senior Managers

Material Topics	Title	Key Performance Index	Percentage
<div>Information and Transaction Security</div>	Chief Information Officer (CIO)	<ul style="list-style-type: none"> Assist each subsidiary in information equipment system maintenance and important security project management. Strengthen the Group's continuous operation system and digital system implementation. Cultivate information talents. Accurately complete information-related internal control checks and legal compliance assessments. 	90%
	Chief Information Security Officer (CISO)	<ul style="list-style-type: none"> Assist in the promotion and management of group security projects and international security standards verification. Strengthen the group's information security monitoring and protection, as well as information security assessment and testing. Cultivate information security talents. Complete information security-related internal control checks and legal compliance assessments. 	90%
<div>Sustainable Finance</div>	Chief Strategy Officer (CSO)	<ul style="list-style-type: none"> Effectiveness in setting strategic goals for Yuanta Financial Holdings. Oversight of the Corporate Planning Department's participation in the Corporate Sustainability Office's activities. 	20%
	Chief Risk Officer (CRO)	<ul style="list-style-type: none"> Strengthen the climate change scenario analysis module. Improve the financial impact assessment and disclosure of climate risks. Develop ESG risk management mechanism. 	10%
	Chief Corporate Banking Officer (CCBO)	<ul style="list-style-type: none"> Promote the Group's sustainable financial product development strategy, and increase the case growth of introducing the "Sustainable Finance Guidelines" assessment. Taking social and environmental risks into transaction considerations, increasing cases of the Group completed "social and environmental risk assessment." The growth of the Group's total sustainable investment and lending. 	15%
	Chief Human Resources Officer (CHRO)	<ul style="list-style-type: none"> Participate in the "Coalition of Movers and Shakers on Sustainable Finance-Empowerment and Certification Working Group," responsible for promoting the integration of ESG training maps and course resources for senior managers in Taiwan's financial industry. 	5%
	Chief Executive Officers (CEOs) of Subsidiaries	<ul style="list-style-type: none"> Assist in promoting sustainable finance, adhering to principles such as the Equator Principles. Develop ESG products and services, such as ESG-related underwriting cases and issuance of perpetual bonds, ESG funds, etc. Pilot internal carbon pricing management system and achieve carbon reduction goals. 	5%~10%
<div>Talent Cultivation and Development</div>	Chief Human Resources Officer (CHRO)	<ul style="list-style-type: none"> Establish a complete talent cultivation, leadership development, and succession system, and regularly report to the board of directors on the talent cultivation system, annual education and training projects, and important management succession projects. Promoting sustainable talent action plans: future financial talent industry-academia cooperation project, core talent cultivation and transformation project, sustainable financial talent project, employee sustainability engagement survey and action plan, Employee Assistance Program (EAP), human rights due diligence and action plan. Implement internal control inspections related to human resources risks and legal compliance assessments. 	75%

Family Member Shareholding

On December 31, 2024, the total percentage of shares held by the Company's founding family members (Ma family) was 20.48% in accordance with "Administrative Measures for the Total Number of Voting Shares Issued by the Same Financial Holding Company Held by the Same Person or the Same Related Party Exceeding a Certain Ratio." For details, please refer to the "Inquiry Information on the Report Form of Changes in the Shareholding of Major Shareholders of Banks (Financial Holding Companies)" in the Market Observation Post System (stock code 2885).



Major Shareholder Holdings and Changes - Disclosure Form Search

5.2 Integrity Management

Mechanism for Integrity Management

Integrity Management Organization and Policy

In order to establish a corporate culture of integrity management and to strengthen the integrity management by the Board of Directors, the Sustainable Development Committee has been set up under the board of directors as a special unit. The Integrity Management Office which is responsible for the promotion and coordination of daily related affairs has been set up under the committee and is composed of department heads from the Company's Secretariat Office, Corporate Planning Department, Administration Department, Human Resources Department, Compliance Affairs Department and Legal Affairs Department. The Integrity Management Office reports regularly to the Sustainable Development Committee on its work plans and implementation results. On the other hand, the committee regularly reports on its management matters to the board of directors, in order to facilitate the board's supervision of the Company's implementation of integrity management practices.

Daily operational tasks of the Integrity Management Office

1. Hold regular meetings.
2. Draft the office's annual work plan for the following year.
3. Compile the company annual performance report on integrity management.
4. Compile the office's achievements and results for the first and second halves of the year.
5. Conduct potential risk assessments related to unethical conduct.
6. Compile the implementation status of integrity management education and promotion.
7. Periodically update disclosure of information related to integrity management.
8. Periodically revise regulations related to integrity management.
9. Respond to and prepare data for domestic and international assessments and evaluations related to integrity management.

In line with the legal system, the Company formulated the Yuanta Financial Holding Co., Ltd., Integrity Management Guidelines (hereafter referred to as the "Integrity Management Guidelines") and Yuanta Financial Holding Co., Ltd., Procedures for Integrity Management and Guidelines for Conduct (hereinafter referred to as "Conduct Guidelines"). The scope of application covers all subsidiaries of the Company and foundations and other organizations or legal entities with substantial control capabilities that accumulate over 50% of direct or indirect donation from the Company, and clearly delineates the matters that the aforementioned directors, managers, employees and assignees with substantial control power in the enterprises and organizations are to focus on, and the laws and regulations they are to observe when engaged in commercial activities and during execution of duties.

Since 2019, the Declaration of Integrity has been included as a required signed document for all directors, supervisors, and senior management within the Group. To facilitate our directors, supervisors and senior management in understanding and practicing the philosophy of integrity management, when directors or supervisors are up for re-election or are newly appointed and there are new senior management members, they must all complete the signing of an Declaration of Integrity form and preserve in a safe place. The main content of the statement includes not engaging in unethical conduct, not offering or accepting improper benefits, not making illegal political contributions or improper charitable donations or sponsorships, and avoiding transactions with unethical business operators. In 2024, 100% of the Company's directors and senior management have signed the Declaration of Integrity, and there is no violation of integrity management related matters.

Furthermore, to effectively implement integrity management-related regulations, the Company has established a clear reward-penalty mechanism. This integrates integrity management with employee performance evaluations and human resources policies, ensuring that all departments and employees genuinely adhere to the integrity management system.

Whistleblowing System

Whistleblowing System and Policy

In accordance with Taiwan's "Implementation Rules of Internal Audit and Internal Control System of Financial Holding Companies and Banking Industries," the Company has established the Whistleblowing System and Implementation Measures. The Compliance Affairs Department is designated as the receiving unit, and the Internal Auditing Department serves as the investigating unit, ensuring the independence of their respective roles. The Company's whistleblowing system operates on a dual-track basis, allowing for both named and anonymous reports. We encourage anyone who suspects criminal activities, fraud, or violations of laws to come forward with a report. If the officer handling the prosecution case discovers that the subject matter of the prosecution is of interest to him/her, he/she is to recuse himself/herself. In addition, the officer handling the prosecution case is to make a written statement to keep the identity of the informant and the contents of the prosecution confidential, and also shall not dismiss, terminate, demote, reduce the salary, impair the rights and interests of the whistleblower under the law, contract, or custom, or impose other improper benefits on the whistleblower because of the reported case.

Reporting Channels

The Company has set up a hotline and an email address to facilitate reporting, and has posted the information on the Company's website. In order to facilitate the Audit Committee's timely detection of possible acts of malpractice, the Company has also set up an "Audit Committee Mailbox" on the Company website which is reviewed by the convener of the Audit Committee, to establish a communication channel between employees, shareholders, and stakeholders and the Audit Committee.

Whistleblowing Reports Unit, Yuanta Financial Holding Co., Ltd.

☎ Telephone: +886 2 2173-6834

📍 Address: No. 157, Section 3, Ren'ai Rd., Da-an Dist., Taipei City 106



Reporting channel
website and email
address

Regarding independent reporting channels, the Financial Supervisory Commission has established a dedicated section for reporting financial violations. Reports can be submitted in writing or by phone, fax, or email, with the Financial Supervisory Commission and its affiliated agencies serving as the receiving bodies. Furthermore, the "Directions for Encouraging the Public to Report Illegal Financial Activities by the Financial Supervisory Commission" provide incentives to whistleblowers whose reports lead to the discovery of financial violations, in order to encourage public reporting and maintain order in the financial markets.

Incentive Measures and Whistleblowing System Promotion

The Company's Guidelines on Reward and Discipline Management stipulate that employees who reported fraud or prevented incidents that harm the Company's reputation or interests and as such saved the Company from suffering losses or mitigated the damage to the Company shall be rewarded with record of minor merit, while those who reported or assisted in the detection of illegal or dereliction of duty cases and saved the Company from significant damage shall be rewarded with a record of major merit.

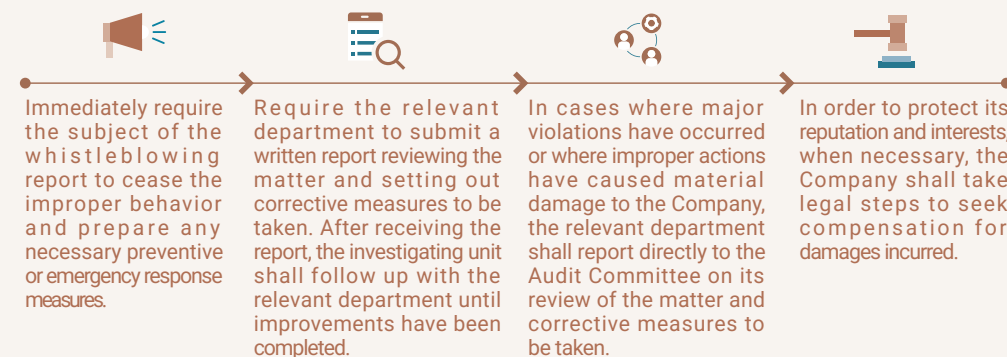
Our Company regularly conducts training and promotion of the whistleblowing system as stipulated in the Whistleblowing System and Implementation Measures for our employees every year. This year, a total of 18,350 participants consisting of managers and employees attended the courses, cumulating to 22,809 hours of awareness courses, representing a completion rate of 100%.

Investigation Procedures

All incidents reported through the reporting channel will be properly recorded and carefully tracked by the Company. If the person being reported is a director of the board (including independent directors) or a manager whose responsibilities are equivalent to those of a vice president or above, the case shall not be reported to the chairperson of the board of directors, but submit reports to the Audit Committee first for review and then present them to the board of directors for separate resolutions or report to the board of directors. If the case is substantiated, the following procedures shall be followed in accordance with the "Whistleblowing System and Implementation Measures":



Whistleblowing
System and
Implementation
Measures



With regard to whistleblowing reports which the content does not involve the Company and the subjects of the report are individuals in the Company's subsidiaries, the processing unit will transfer the case over to the subsidiary for handling according to its whistleblowing system. Subsidiaries are required to notify the Company's designated unit of the follow-up results. If the reported cases received by the subsidiary involve major violations of laws and regulations, they shall be reported to the Company immediately.

Cases received in accordance with the Whistleblowing System and Implementation Measures in the past three years are broken down as follows:

Year	Number of Cases Handled	Report Type
2022	3	External public reporting
2023	3	External public reporting
2024	1 ^{Note}	External public reporting

Note: As of the end of 2024, the Company received one case, and the results of the investigation of the case revealed no criminal behavior, fraud, or violations of laws and regulations.

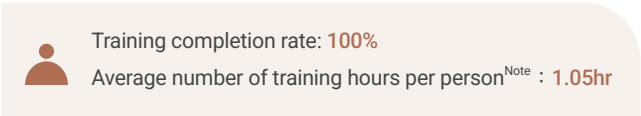
Integrity Management and Response

Implementation of Integrity Management

According to the Company's Integrity Management Guidelines, regular education and training sessions and advocacy activities must be conducted to help directors, managers, and employees develop integrity. In 2024, the Group held two training sessions pertaining to integrity management for its directors and supervisors. The course topics, number of participants, and total training hours were as follows: "Money Laundering Prevention and Countering Financing of Terrorism Practices and Insider Trading Prevention Promotion" — attended by 58 directors and supervisors, totaling 174 training hours. "Financial Consumer Protection Act and Fair Treatment of Customers" (Course content includes "Financial Friendliness and the Convention on the Rights of Persons with Disabilities") — attended by 52 directors and supervisors, totaling 156 training hours.

The Company also conducts annual training sessions for managers and employees on Integrity Management and Regulatory Compliance. The training courses are as follows: Information Protection of Customers and Financial Consumers, Stakeholders Transactions, Regulations of Insider Trading, Merger and Acquisition Information Disclosures, Integrity, Ethics, and Legal Responsibility for Financial Professionals (including anti-bribery and anti-corruption content), Compliance Resources and Whistleblowing System, etc. All aforementioned personnel must attend the course and pass the test. In 2024, a total of 12,900 participants took the course and passed the test, with a total of 12,507 training hours.

2024 Integrity Management Education and Training Statistics



Note: Average number of training hours per person = total hours of training / total number of employees at the end of the year

Evaluation Mechanism

The Integrity Management Guidelines and Conduct Guidelines explicitly lay out prohibited behavior or interest marked by lack of integrity. These efforts are supported by the Company's internal regulations, such as the Professional Code of Ethics, Rules and Procedures of Board Meetings, Audit Committee Charter, and Code of Practice for External Donations, all of which are linked to the Company's internal control system, to facilitate the following of internal control and operation procedures by the various departments. The auditing unit also includes integrity management-related regulations in the annual general business audit to ensure the implementation of the Company's integrity management policy.

Unethical Potential Risks Assessment

The Company regularly analyzes and assesses business activities with higher potential risks of unethical conduct within its scope of operations. The self-assessment units are responsible for reviewing the appropriateness and effectiveness of preventive measures. Also, the results of these evaluations are provided to the audit unit to be incorporated into the annual audit plan. If any company personnel are found to have engaged in unethical behavior, and such behavior is substantiated through investigation, the Company will impose disciplinary actions in accordance with applicable laws and its rules and regulations. In 2024, the Company reported no incidents pertaining to violations of integrity management, such as corruption, bribery, discrimination, harassment, conflicts of interest, money laundering, and insider trading.

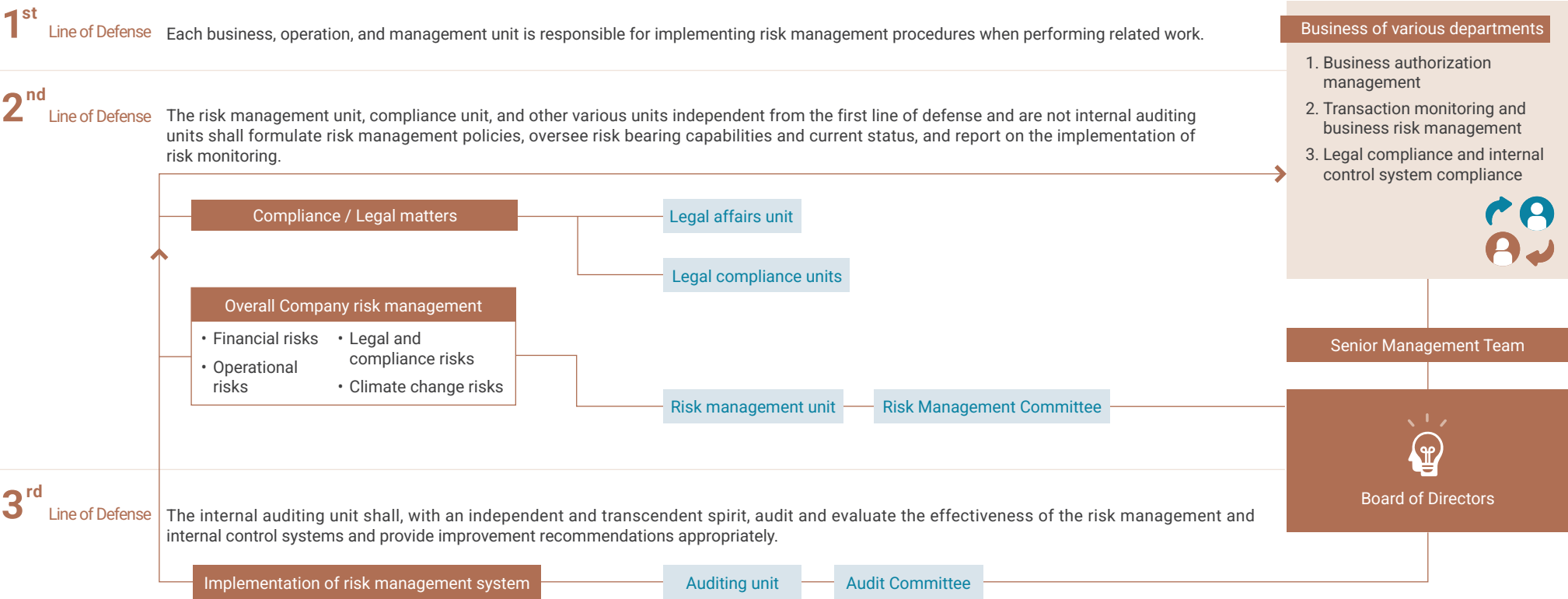
5.3 Risk Management

Risk Management Policy and System

Risk Governance Structure

As global financial environments continue to evolve, the risks faced by the financial industry have become increasingly diverse and complex. In response, the Company strives to strengthen corporate governance and risk management procedures, including risk identification, measurement, monitoring, reporting, and response. Through cross-departmental integration, risk management mechanisms are embedded into decision-making oversight and daily business operations. A comprehensive "three lines of defense for risk management" is established to effectively identify and measure the level of risks and monitor and manage them, so as to reduce the frequency and impact of risks.

The Company has established a Risk Management Committee into a functional committee under the Board of Directors. This functional committee assists the Board in overseeing the implementation and operation of risk management mechanisms. Its members consist of two independent directors and one director, with an independent director serving as the convener and chairperson of the meetings.



Yuanta Financial Holdings has a Chief Risk Officer who is responsible for supervising the establishment of the system and coordinating the risk management activities of its subsidiaries. The matters that have been established and implemented include the risk management items that are to be reported beforehand, the various risk management information that are to be reported regularly, and immediate reporting of major risk incidents. The chief risk officer meets with the heads of risk management of our subsidiaries at least once a month to discuss financial market risk trends, various risk management issues, potential risks of new business, the impact of changes in laws and regulations of the competent authorities and the risk management issues of the business of the subsidiaries' transfer of investment, etc., so that the Company can stay abreast of the business risk orientation of the subsidiaries and the risk profile of various risks and supervise the implementation of risk management of the subsidiaries.

Risk Management Policy

The Company has formulated a Risk Management Policy as the highest guiding principle for its risk management framework, categorizing the risks it faces into the following areas: Financial risk, operational risk, legal and compliance risk, and climate change risk. Systems for managing the various risks are to be based on this policy to categorize the risk category and its potential impact on operational stability and capital security in establishing an appropriate risk management system. Each subsidiary is required to establish an appropriate risk management system based on the Company's Risk Management Policy and the relevant regulations of local regulatory authorities. These systems must align with the business portfolio, operational scale, and capital size of each subsidiary. Additionally, risk factors should be integrated into product design considerations to ensure that each subsidiary can effectively manage the various risks it undertakes in alignment with the Company's overall risk management framework.

Risk Report Mechanism

The Company has established the Key Points for Reporting Significant Risks, which defines the standards and procedures for reporting significant risks and requires each subsidiary and its reinvested and controlled entities to establish their own reporting procedures for such risks to ensure timely reporting and facilitate prompt implementation of corresponding measures.

Crisis Management

The Company has established a Crisis Management Policy and Procedure Rules to ensure that, in the event of a crisis, the situation is effectively assessed, personnel and resources are organized, and appropriate crisis management strategies and procedures are adopted. The goal is to minimize losses and restore normal operations as quickly as possible.

Upon notification, the Company establishes a crisis management team, convened by the chairperson, to analyze and evaluate possible crisis management plans. If the event is considered a major crisis requiring announcement according to regulations, the information should be disclosed within the prescribed time limit on the Market Observation Post System to faithfully communicate the relevant event to the public while safeguarding the interests of stakeholders.

Risk Management & Internal and External Audit

To effectively implement internal control and risk management, The Company's Internal Auditing Department, which reports directly to the Board of Directors, is responsible for conducting business audits. The scope of these audits includes risk management practices, implementation of regulations, and internal control systems across the Company and its subsidiaries in order to identify and control potential risks and ensure that all business operations comply with relevant regulations. In terms of external audits, Taiwan's Financial Supervisory Commission, the competent authority, conducts financial inspections of our risk management mechanisms on a nonscheduled basis. The Company continues to cooperate with the inspections, implement related risk management mechanisms, strengthen self-management, and ensure sound operations. Over the past two years, internal and external audits have been conducted at least once each.

Risk Appetite and Limits

Risk appetite is defined as the level and type of risk that the Company is willing to take in achieving our strategic goals and business plans. On this basis, the Company establishes risk management and quantification procedures, and sets qualitative statements and quantitative limits.

The Company annually sets risk appetite and various limits based on annual operational objectives, considering factors such as statutory capital adequacy ratios for the Company and its subsidiaries, financial budgets, business plans, past utilization rates, funding sources, and financial instruments. These are then submitted to the Risk Management Committee and the Board of Directors for discussion.

Additionally, the Company allocates various limits reasonably among its subsidiaries based on their business portfolios, scale, and capital size to ensure that they can manage various risks. The Risk Management Department incorporates monitoring results into the risk management execution report on a monthly basis, submitting reports to the Risk Management Committee and the Board of Directors quarterly and monthly, respectively.

Risk Management Identification and Response Plan

Risk Management Scope

The Company's risk management framework covers four major categories: Financial risk, operational risk, legal and compliance risk, and climate change risk. It implements a comprehensive risk management process that includes risk identification, measurement, monitoring, reporting, and response. Control mechanisms are developed appropriately based on risk categories, including capital adequacy management, credit risk, and market risk, with exposure changes monitored regularly.

Risk Category	Risk Management Measures		Risk Monitoring	Risk Appetite/Limits	Control Frequency
Capital Adequacy Management	The Company and its subsidiaries comply with the capital adequacy ratio calculation standards and methods set by competent authorities. They regularly calculate, manage, and report capital adequacy levels accordingly.		Regularly monitor the Company's capital to ensure its ability to sustain stable operations across various business activities, even after accounting for potential maximum losses.	The capital adequacy ratio should be higher than 110%.	Monitor the usage status of capital adequacy limits on a monthly basis, and assess the capital adequacy ratio from time to time in response to changes in financial markets, new business ventures, regulatory oversight changes, etc.
Credit Risk	<ul style="list-style-type: none"> Integrate the credit distribution data of the Company and its subsidiaries, monitor changes in credit exposure, and establish control mechanisms such as credit risk grading and reporting procedures. By utilizing more diverse and accurate risk data parameters, the Company adjusts the measurement methods for equity and debt exposures to establish a more refined and precise credit risk measurement framework. Integrate the economic impact of climate scenarios into credit risk factors to assess their effects on expected credit losses for financial transactions. 		<ul style="list-style-type: none"> Regularly monitor the industrial prospects, national political and economic development, individual credit data, and financial statuses of risk exposure subjects to understand the impact of industries, political and economic changes, and credit risks on them. When the credit risk of a risk exposure subject increases, take measures such as liquidating investment positions, requesting additional collateral, or early repayment to strengthen credit, thereby reducing the potential losses that may be incurred by the Company or its subsidiaries. In the event of a significant credit risk event where the exposure exceeds NT\$300 million, immediately notify the financial holding company and report to the Board of Directors. 	Significant credit risk events involving credit extension, investments, or financial transactions exceeding NT\$300 million in exposure.	<ul style="list-style-type: none"> Monthly review and monitoring of credit risk. Quarterly credit risk stress testing.
Market Risk	Set various risk limits and market risk values based on the Company's risk tolerance level to accurately assess potential losses and effectively manage market risk.		<ul style="list-style-type: none"> Regularly monitor various market changes, which include market prices, interest rates, exchange rates, and volatility, while providing relevant alerts and reports to subsidiaries. Based on the nature of different businesses and financial products, specific market risk limits are set accordingly, including Delta, Vega, Gamma, and VaR stop-loss limits, all of which are closely monitored. 	The Company and its subsidiaries adhere to market risk management principles, which include the establishment of effective early warning indicators for risk.	<ul style="list-style-type: none"> Daily review and monitoring of market risk. Quarterly market risk stress testing. Monthly reporting of significant market developments to the Board of Directors and quarterly reporting to the Risk Management Committee to help both the Board and the Committee stay informed of market trends.

Employee Feedback Mechanism

To effectively control the results of risk management, the Company has established an employee risk management reporting mechanism and a feedback channel to actively encourage employees to proactively report any discovered or potential risks. The Company has also established an operational risk reporting mechanism to ensure the timely adoption of appropriate response measures.

Furthermore, subsidiaries have conducted an annual self-assessment for operational risk control, known as the Risk Control Self-Assessment (RCSA) mechanism. Every year, the business units conduct self-assessments and provide feedback on various operational processes as part of the RCSA process, and are rewarded upon adoption of their feedback recommendations through the RCSA. In addition to RCSA feedback rewards, incentives are also given to business units that propose specific executable suggestions or identify potential high-risk operations or procedures regarding risk management.

The Company conducts an Employee Sustainable Engagement Survey every two years for employees worldwide. The survey includes the evaluations and related feedback on risk management from all employees. According to the results of the 2023 survey, 92% of employees hold a positive view of the risk culture.

Education and Training

The Company arranges annual educational training on risk management and internal control for directors of the board and supervisors to enhance their experience and ability to make professional judgments on risk management-related matters. The course topics cover cybersecurity threat trends and crisis management, anti-money laundering and counter-terrorism financing risks, as well as other ESG risks. A total of 149 participations by the directors and supervisors of the Company and its subsidiaries took place in this training with a total of 447 training hours.

The Company also arranges annual training for its staff to strengthen the risk awareness and risk management capabilities of all employees and managers, to familiarize them with the Company's internal risk management mechanism, and to implement risk management procedures in their daily business activities. This year, 19,222 participants attended courses, with a total of 23,007 training hours.

Emerging Risk Management

With the increasing global regulatory requirements, the rapid development of emerging technologies and the threat of climate change, risk management in the financial industry will change dramatically in the future. In order to address this trend as early as possible, the Company has completed the identification of emerging risks and subsequent plans and actions to further improve the efficiency and effectiveness of risk control.

2024 Risk Management/Internal Control Education and Training Statistics



Note: Average training hours per person =Total training hours/ Total number of employees at the end of the year

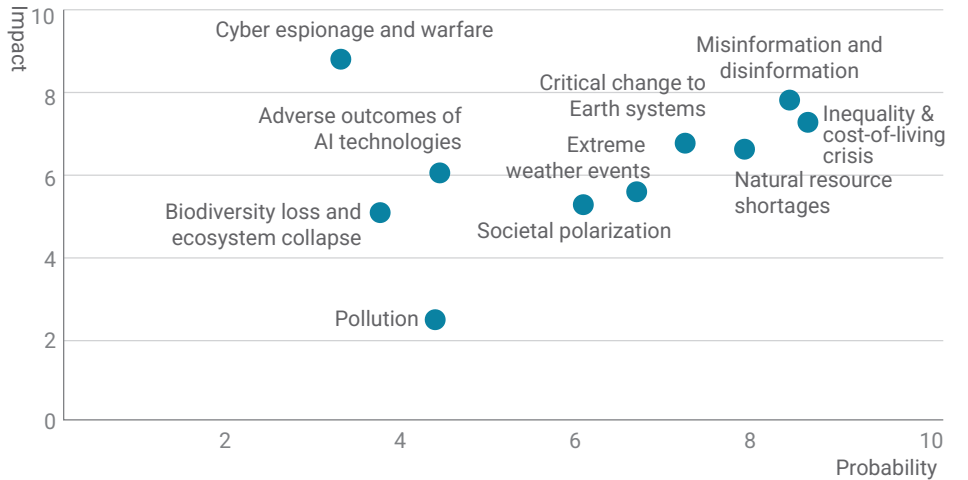
Emerging Risk Identification Process



Ranking of Emerging Risks

The emerging risks within the Group are assessed based on two dimensions: the extent of operational impact and the likelihood of occurrence. "Inequality and cost-of-living crisis" and "misinformation and disinformation" are relatively significant among other emerging risks. To tackle such risks, the Group thus formulates countermeasures to ensure business operations and foster resilience.

Emerging Risks Matrix



Emerging Risk Identification Results and Response Actions

Risk Factors	Risk Description	Operational Impact or Effect	Response
Inequality & Cost-of-living Crisis	<ul style="list-style-type: none"> Recent continuous increases in prices have driven up wages, potentially leading to a spiral of inflation where rising wages fuel further price increases. This could result in increased cost of living for the public. If high inflation persists for an extended period, it may lead to prolonged high interest rates, potentially slowing down investment momentum for businesses and resulting in decreased income and profits. Additionally, central banks may adopt interest rate hikes or tighten monetary policies, increasing operating costs for businesses and raising the risk of default due to debt repayment difficulties. Asset concentration may result in a decline in consumer demand, further affecting economic growth and market performance. If the government decides to implement measures targeting inequality—such as increased taxation or stricter financial regulations—it could impact the profitability and business models of the financial industry, or even lead to capital outflows. Inequality, social polarization, and economic recession are interrelated. Rising living costs or unequal wealth distribution could affect social stability and limit the momentum of global economic recovery. Multiple uncertainties may also lead to financial market volatility, possibly resulting in economic stagnation and several years of near-zero or slow global growth. 	<ul style="list-style-type: none"> The general wage-earning population's income is increasingly unable to keep pace with rising living costs, leading to weakened purchasing power. This has reduced people's willingness to invest or purchase financial products, potentially impacting on the performance of the wealth management business. Tight monetary policy has led to stricter lending conditions in the market. The rising cost of financing and increased difficulty in refinancing may result in liquidity challenges and higher default rates among clients, causing losses for financial institutions. If the government addresses inequality by raising taxes or tightening financial regulations, it could lead to higher compliance costs, reduced profitability, or additional expenditures required to adjust business operations to align with new policies. U.S. President Trump's tariff policies have posed challenges to the global trade order. If emerging markets experience major defaults or significant price fluctuations in oil or bulk commodities occur, the prices of risk assets could undergo major corrections, potentially leading to losses in proprietary trading or client investment portfolios. 	<ul style="list-style-type: none"> Introduce low-value financial products and promote the concept of regular investment, allowing clients to continue accumulating wealth even when disposable income decreases. Continue to enhance its risk assessment mechanisms and analyze borrowers' repayment capacity, while strengthening credit risk monitoring for high-risk groups. Reinforce the management of high-risk countries or industries and monitoring changes in key indicators such as credit risk, market risk, and liquidity risk. Keep a close watch on global economic trends and regulatory policies to ensure that the Company remains resilient and agile during policy implementation, thereby minimizing potential losses and maintaining stable operations. We strengthen the monitoring of changes in the price of risky assets, changes in credit ratings or related negative news and disclose them to our wealth management clients in a timely manner in order to provide the best services to our clients and protect their interests.
Misinformation and Disinformation	<ul style="list-style-type: none"> With advances in mobile communication technologies and the widespread use of social media and digital platforms, the spread of misinformation and disinformation has become increasingly difficult for users to detect and is gradually permeating daily life. These false messages may cause minor inconveniences or, in more severe cases, lead to financial losses or threats to personal safety. Malicious actors exploit emerging technologies for fraudulent activities, such as using generative AI and DeepFake technology to impersonate corporate executives, customer service agents, or official accounts. They may send fake payment requests, personal information verification emails, or system notifications to clients in an attempt to steal funds or personal data for resale. Additionally, through big data analysis, scammers can accurately identify and target potential victims, creating fake investment groups or marketing fronts to illicitly gain profits. Stakeholders repeatedly encounter fraud schemes involving a company across various platforms can erode trust in the brand. If a company is slow to address such scams, it may incur significant costs in handling complaints and negative reviews, or even face sanctions from regulatory authorities. 	<ul style="list-style-type: none"> Hackers and fraudsters gain unlawful profits by hacking networks, stealing personal data, impersonating accounts, and spreading disinformation. In recent years, with the rise of generative AI, DeepFake technology has enabled face-swapping and voice-cloning, which are increasingly used in investment and trading scams, causing losses for both investors and companies. As online interactions between businesses and consumers grow, financial investment scams are becoming more frequent and sophisticated, confusing and misleading investors. Impersonation scams can also damage a company's image and erode customer trust. The spread of false or misleading information can influence investor behavior, potentially triggering irrational and significant volatility in financial markets and impacting investment operations. 	<ul style="list-style-type: none"> A fraud prevention section has been set up on our official website, offering clients information on common scam scenarios. Customers with concerns can contact our customer service center for inquiries and verification. We also continue to implement policies in alignment with the Principles for Financial Service Industries to Treat Clients Fairly. Continue to raise employees' awareness and capabilities in detecting and preventing fraud, especially on the frontlines, while enhancing internal reporting mechanisms. Closely monitor global political and economic developments. In the event of significant market fluctuations, our investment team will promptly convene meetings to evaluate relevant risk events. Based on evaluation results, they will adjust positions as needed and proactively communicate with clients.

5.4 Legal Compliance

System and Management Mechanism

Compliance Handbook

The Company has established a compliance handbook to build foundational compliance concepts and foster regulatory awareness among all Group members. This handbook includes guidance on the operation of the Group's compliance framework, introductions to key regulations, and available compliance resources, serving as an essential reference for Group members in performing their duties.

Governance Structure

The Company has set up Standards for Practical Implementation of Legal Compliance, with the Compliance Affairs Department as the main driver behind compliance to be responsible for planning, management, implementation, and evaluation, ensuring that legal compliance systems are operating effectively.

The Company's Chief Compliance Officer serves as the head office chief compliance officer and the head of the Compliance Affairs Department, and is responsible for managing the Company's compliance affairs, reporting regularly to the Audit Committee and the board of directors, supervising the implementation of regulatory compliance of subsidiaries through hierarchical management as well as the implementation of their investee companies.

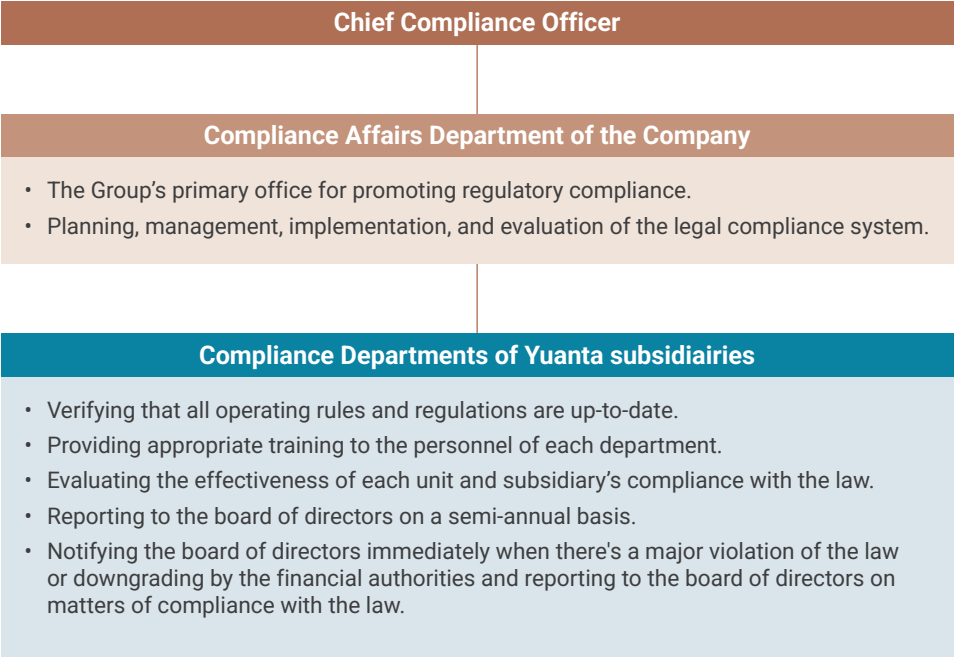
To strengthen legal compliance of overseas branches, Yuanta Financial Holdings Compliance Affairs Department supervises the establishment of legal compliance systems and implements compliance reporting mechanisms (including reporting of changes in important local regulations affecting the overseas reinvestments, major violations of laws and regulations found through internal and external audits, etc.) to assess the legal compliance status of subsidiaries. In addition, the International Operations Division, under the auspices of the Chief Executive Officer, supervises subsidiaries' regular convening of Overseas Unit Management Meetings. Each subsidiary's compliance affairs are reported to the board of directors in accordance with its authority and responsibility, and the report includes the improvement of major deficiencies and major penalty cases.

Anti-Money Laundering and Counter-Terrorist Financing/Anti-Arms Proliferation Financing

Management Policy

In order to achieve the Group's integrated management effectiveness and to enhance the effectiveness of the Anti-Money Laundering / Combating the Financing of Terrorism (AML/CFT) management mechanism and implementation, the methodology and principles of information sharing and consistent risk assessment of money laundering, terrorist financing, and arms proliferation financing at the Group level are clearly defined to enable each subsidiary to effectively identify and assess various risks and to adopt appropriate control measures.

Each subsidiary shall establish relevant internal regulations according to the nature and type of its business and the Board of Directors shall assign a dedicated supervisor to coordinate and supervise the implementation of AML/CFT and report to the Board of Directors once every six months. Any significant violations of the law will be immediately reported to the Board of Directors and the Audit Committee.



Each subsidiary's AML/CFT regulations include but are not limited to the following:

Designate Dedicated Supervisor	Staff Selection and Appointment	Staff Training Program	Independent Audit Test Validity		
<ul style="list-style-type: none"> Each subsidiary allocates appropriate anti-money laundering and anti-counterfeiting personnel and resources according to its size and risk. 			<ul style="list-style-type: none"> The Company holds regular group-level meetings to supervise the implementation of anti-money laundering operations at each subsidiary. 		
Confirm Customer Identity Due Diligence	Check Name and Title	Continuous Monitoring of Accounts and Transactions	Record Retention	Suspicious Transaction Reporting	
<ul style="list-style-type: none"> A customer verification process for remote customers should be applied with the same effectiveness as face-to-face customers. Special and sufficient measures must be taken, including identifying and verifying the customer identity and document authenticity using reliable and independent source documents. Identify and verify the actual beneficiary for corporate clients. Verify client identity by non-documentary means. Approval from senior management must be obtained when establishing a business relationship with high-risk customers. 	<ul style="list-style-type: none"> Compare whether the client, the client's senior management, and the client's beneficial owners are designated as targets of sanctions under the FISA or are being pursued by foreign governments and international organizations as terrorists or groups. Verify whether the client, its senior management and beneficial owners are politically important individuals and their family members or closely related individuals, both domestically and internationally. 	<ul style="list-style-type: none"> A risk-based approach is used to establish account and transaction control policies and procedures, and information systems are used to assist in the detection of suspected money laundering or terrorist transactions. When determining the reasonableness of a transaction, a suspicious activity report is filed with the Financial Intelligence Unit (FIU). 	<ul style="list-style-type: none"> There is an internal control mechanism in place for record keeping, including specification of data retention period, access to data privileges, and attention to data confidentiality. Records are kept for at least 5 years. 	<ul style="list-style-type: none"> Report a currency transaction over a certain amount. Suspected money laundering or terrorist transactions. Notification of property or interests in property and location of designated sanction targets. 	

AML/CFT Three Lines of Defense

The Group is committed to shaping AML/CFT compliance and core cultural values within the Group and its subsidiaries, so that all employees understand their AML/CFT responsibilities. We also implemented the first line of internal control, the second line of supervision, and the third line of independent supervision to create a complete "AML/CFT three lines of defense."



The Company's internal regulations and operating procedures related to AML/CFT include Group-wide risk appetite, standardized risk methodologies, and information-sharing procedures, among others. Each subsidiary has also established a risk assessment framework and risk assessment procedures and reports them to the board of directors, so that the management can understand the risks they face in a timely and effective manner.

Internal Audit

The Internal Auditing Department regularly conducts internal audits of the AML/CFT program to monitor the implementation of the AML/CFT management mechanism and to ensure the effectiveness and compliance of the program implementation. No significant deficiencies were identified in 2024.

- 1 Verify the effectiveness of the implementation of the AML/CFT program and the compliance of the relevant regulations with regulatory requirements.
- 2 The verification shall include independent testing of the Company's assessment of high-risk products, customers, and geographic areas, screening of relevant transactions, and verification of the effective implementation of anti-money laundering and counter-terrorist financing regulations.
- 3 Any identified lapses in the implementation of such management measures shall be provided to the dedicated supervisor for review and shall be used as reference for on-the-job training of employees.
- 4 Any person who is found to have deliberately concealed a major violation without disclosing it shall be dealt with appropriately by the responsible unit.

External Audit

- 1 Competent authorities conduct regular general financial examinations or anti-money laundering and counter-terrorism financing/anti-arms proliferation targeted examinations on a nonscheduled basis.
- 2 Perform anti-money laundering/counter-terrorist financing/anti-arms proliferation audits upon request of competent authorities.
- 3 Annually appoint an external consultant to conduct tests on the AML system name check mechanism and suspected money laundering transaction monitoring mechanism.

The chairperson, chief executive officer, auditor-general, and the head of the anti-money laundering and counter-terrorist financing department of each subsidiary jointly issued a declaration on the internal control system for anti-money laundering and counter-terrorist financing, and made a declaration on the website designated by Taiwan's Financial Supervisory Commission. In 2024, Yuanta Bank appointed an external accountant to conduct anti-money laundering and counter-terrorist financing assurance checks to confirm the effectiveness of the design and implementation of related operations.

Legal Compliance and Response

Information Sharing

In compliance with the data confidentiality regulations of our domestic and overseas subsidiaries, we establish internal rules and operating procedures for information sharing within the Group. The Group's information sharing is carried out in accordance with the Group hierarchical laws and regulations, auditing, and anti-money laundering and counter-terrorist financing functions, and appropriate security measures are implemented for the shared customer information.

Compliance with Laws and Anti-Money Laundering Digital Systems and Databases

The establishment and maintenance of the Company's AML/CFT database adhere to the Company's information security regulations. The database primarily contains the following information:

1. Information pertaining to anti-money laundering and counter-terrorist financing measures published by international organizations and other countries: We have established domestic and international risk trend platforms and share in real-time, within the Group, summaries or key translations of important AML guidelines, risk information, and other relevant information, to deepen the Group's understanding of money-laundering and terrorism-financing risks.
2. Watchlist Sharing System: Through the "Financial Holdings Watchlist Sharing System" developed by the Company, we share lists of rejected counterparties and high-risk customers, or other specific types of lists within the Group.
3. Significant negative news and information related to anti-money laundering and combating financing of terrorism: A database of negative news is being established. This database will collect AML/CFT negative reports from major news media outlets. Then the negative news screening process will gradually be automated and optimized through the use of AI technology and screening bots in assisting with news collection and filtering. This will significantly improve the efficiency and accuracy of negative news screening, and the database will be shared among the Group.



Internal Compliance Audits

Yuanta Financial Holdings establishes effective corporate governance and internal controls through the Internal Auditing Department under the board of directors. This department assists the board of directors and executive managers review and evaluate the effectiveness of risk management and internal control operations and to ensure that the Company operates in compliance with relevant laws and regulations.

At the end of each year, the Internal Auditing Department of the Company prepares an audit plan for the following year. In accordance with the regulations, the Company conducts general business audits at least once a year and project business audits every six months, in which the project business audits include important legal compliance as one of the key items to be audited. The deficiencies identified in the audits are continuously managed and tracked until improvement is completed. No significant deficiencies were found in the Company's internal audits in 2024. Each subsidiary has also established internal auditing practices and conducts internal audits on a regular basis every year.

The Internal Auditing Department includes the operation of the board of directors, stakeholder transactions and other important issues related to corporate governance as the main focus of audits, and reviews the audit reports, system deficiencies, and improvements on the Group's internal control system and self-assessment of compliance with laws and regulations as the basis for the board of directors and the heads of related departments to assess the effectiveness of the internal control system and issue declarations.

2024 Regulatory Compliance Status

In the current year, there was one major monetary penalty case, with a fine totaling NT\$4 million. There were no major non-monetary penalties. For more details on the regulatory penalties and corrective actions, please refer to the Group's 2024 Statement of Internal Control System.

Note: Significant penalty cases are defined according to the provisions of Article 2 of the "Regulations Governing Public Disclosure by the Financial Supervisory Commission of Material Enforcement Actions for Violations of Financial Legislation."

Education and Training

To raise the AML/CFT awareness of board members, the Company conducts annual AML/CFT training sessions for directors and supervisors across the Group. This year, 58 directors and supervisors participated, completing a total of 174 training hours.

In response to domestic and international legal trends, the Group actively arranges diversified legal compliance and internal audit education and training, and introduces training systems and courses for

new personnel to continuously strengthen the legal compliance awareness of our employees. This year, there were 93,946 participants and 108,514 training hours. The AML/CFT training is divided into internal online courses (including practical case studies and post-course self-assessment tests) and physical courses conducted by anti-money laundering and counter-terrorist financing, counter-arms proliferation specialist units and external specialists. The courses are focused on different business areas to help employees understand operating norms and risks and to enhance their financial knowledge with regard to AML/CFT and counter-arms proliferation work. This year, there were 32,092 participants and 47,402 training hours in total.

In addition, the Group encourages its employees to obtain domestic and international professional licenses to enhance their professional knowledge and anti-money laundering capabilities. This year, a total of 93 staff members have passed the Certified Anti-money Laundering Specialist (CAMS) certification.

2024 Legal Compliance Relevant Education and Training Statistics

Compliance/Internal Audit Education and Training



Anti-Money Laundering and Counter-Terrorist Financing, Anti-Arms Proliferation Education and Training



Note: Average training hours per person=Total training hours/ Total number of employees at the end of the year.

5.5 Information Security

Information Security Policy and System

Information Security Policy

The Company has established an Information Security Policy as the highest-level guiding principle for information security management. The policy is submitted to the Audit Committee and approved by the Board of Directors, serving as the foundation for the Group's information security management system, related regulations, and procedures—all of which must be followed by all employees. This policy also applies to third-party contractors to ensure the security of the Company's information assets.

To keep up with regulatory trends and emerging technologies, the Company reviews its Information Security Policy annually and holds at least one Information Security Management Review Meeting per year to continuously enhance information security systems and ensure the confidentiality, integrity, and availability of critical information.

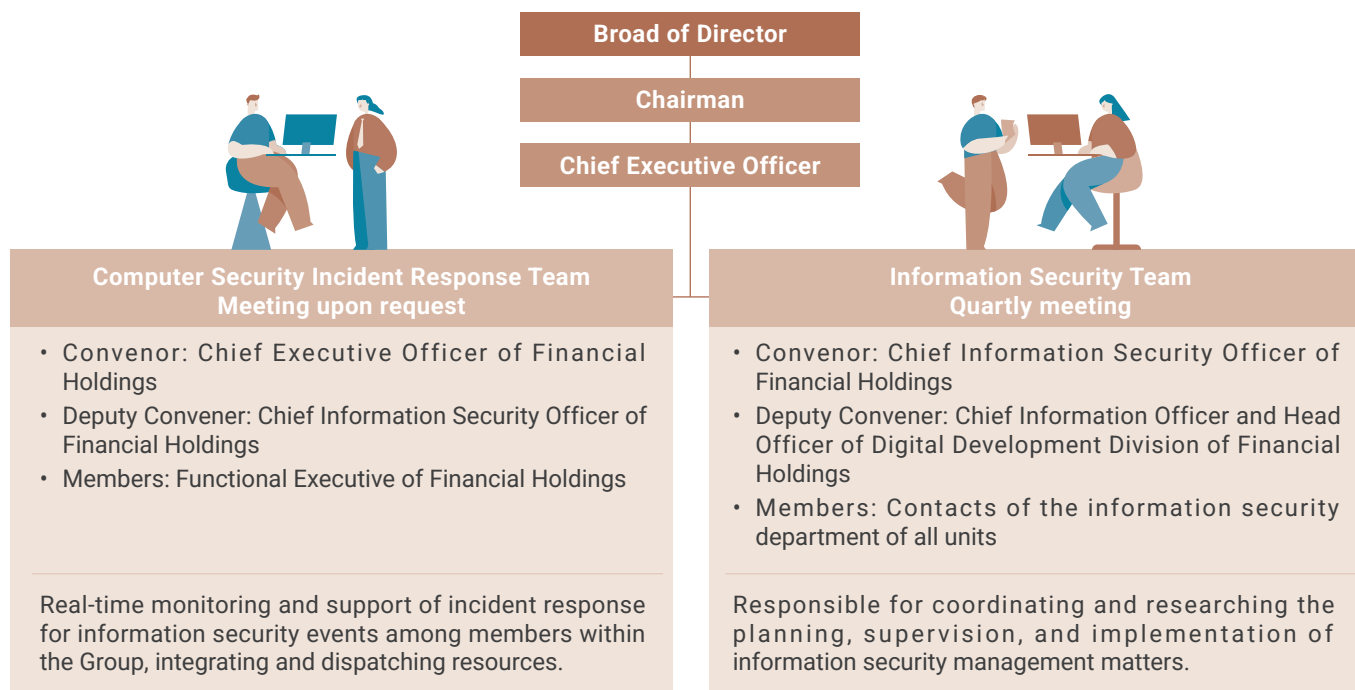
Information Security Governance and Mechanism

The Company and its major subsidiaries have established a Chief Information Security Officer (CISO) position to oversee the development, coordination, and allocation of information security policies and resources. We have also charged dedicated units with specific responsibilities for information security planning, monitoring, and executing information security management operations. These units report on the overall implementation of information security to the board of directors annually to strengthen information security oversight.

Information Security Governance Structure

Responding effectively to major information security incidents demands a high degree of urgency, often surpassing the capacities of individual institutions. To enhance resource integration and coordination at the Group level, a Financial Holdings-level Computer Security Incident Response Team has been established to provide real-time support and coordination in response to incidents affecting Group entities, aiming to minimize systemic losses from major events.

To manage information security in a coordinated fashion, a cross-departmental "Information Security Team" has been set up to oversee information security across the organization. The team is led by the Chief Executive Officer, who appoints a convener and a deputy convener. The Company regularly convenes information security task force meetings and annual management review meetings to discuss the implementation status of information security management and address relevant issues, thereby continuously improving the Group's overall information security governance and resilience.







Strengthening the Information Security of Directors of the Board

The director of the Company, Director Wei Chen Ma, was formerly the chief executive officer of SYSPOWER, whose main business is real-time financial information integration and related software and system development.

Each year, the Company organizes information security-related training for Group directors and supervisors to enhance the Board members' understanding of information security matters. This year's training theme seminar is titled "Cybersecurity Threat Trends and Crisis Management," which was attended by 51 directors and supervisors with a total of 153 hours.

Strengthening Information Security Supervision and Management

The Company has established the Group Joint Information Security Officers Meeting and Subsidiary Information Security Meeting. These committees meet monthly, with the Chief Information Security Officer of the Financial Holdings serving as the convener. Their purpose is to oversee the implementation of information security regulations across subsidiaries, strengthen system defenses, establish a collaborative group security defense system, ensure consistency in information security response and defense across the organization.

Group's CISOs			
	Supervision and management		Regular meetings
	Intelligence sharing		Experience sharing
Agenda	Group Joint Information Security Officers Meeting	Agenda	Subsidiary Information Security Meeting
<ul style="list-style-type: none"> Group strategy The progress of key information security projects within the Group Coordination and discussion items among subsidiaries Information security management experience and case sharing 		<ul style="list-style-type: none"> Information security project execution reports Information monitoring indicators Status of vulnerability remediation Information security mechanism Information security incident reports and information security intelligence 	

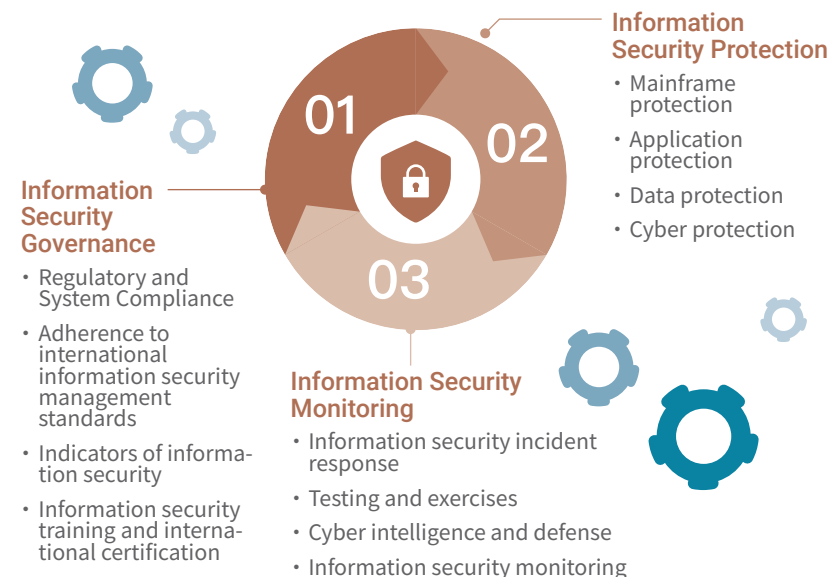
Improving Information Security Management Mechanism

In order to continue to improve the information security management system, in addition to compliance with domestic and international information security laws and regulations, the Company, Yuanta Securities, Yuanta Bank, Yuanta Life, Yuanta Futures, and Yuanta Funds have each implemented ISO 27001 Information Security Management System (ISMS), passed the British Standards Institution (BSI) certification, and followed by annual reviews and re-audits from external and independent third-party organization every three years to ensure the validity of the certification. The Company also conducts regular internal audits of its Information Security Management System and utilizes the PDCA (Plan-Do-Check-Act) cycle-based quality management framework to reinforce the monitoring and management of information security.

Note: Yuanta Securities, Yuanta Bank, Yuanta Life, Yuanta Funds, and Yuanta Futures collectively account for 99.97% of the Group's total capital.

Information Security Management and Response

Information Security Management Framework



Information Security Protection Mechanism and Detection

The Company has established a multi-level defense-in-depth framework to ensure the effectiveness of information security monitoring and protection mechanisms, including network firewall, software application firewall, intrusion detection system, spam filtering, advanced persistent threat (APT), internet behavior management, antivirus system, anti-phishing website and counterfeit APPs monitoring mechanism, endpoint detection and response (EDR), network detection and response (NDR).

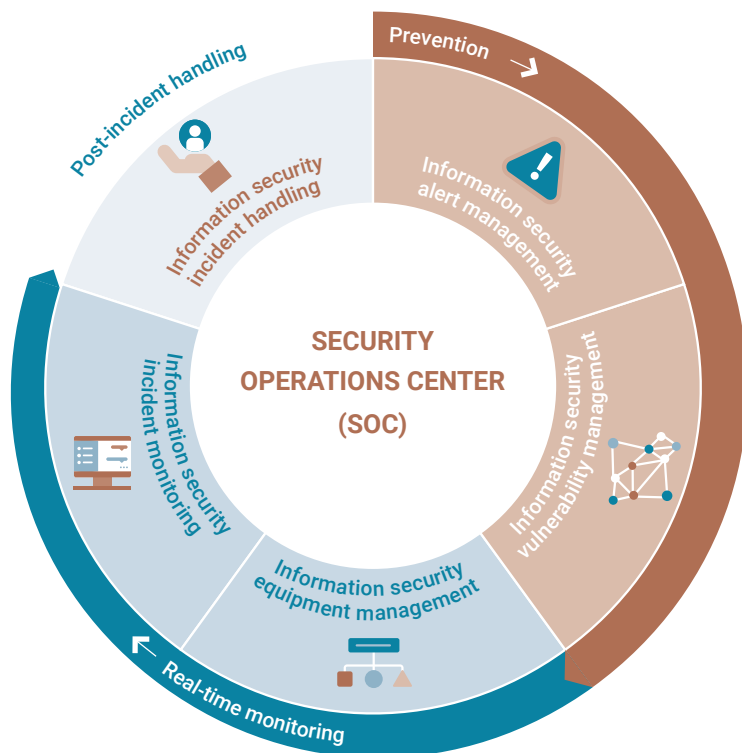
The Company and its major subsidiaries regularly engage independent third parties to conduct vulnerability scanning, penetration testing, Distributed Denial of Service (DDoS) drills, social engineering exercises, and computer system security assessments to ensure the stability and security of information systems and the integrity and effectiveness of existing control measures.

Information Security Intelligence and Joint Defense

To strengthen information security intelligence and collaboration, and to have a grasp of emerging information security intelligence and trends, the Company and its major subsidiaries participated in the Financial Information Sharing and Analysis Center (F-ISAC) and the Financial Security Operations Center (F-SOC) to grasp external information security intelligence. The Company has also implemented a Security Information and Event Management (SIEM) platform to ensure effective information security monitoring and protection.

To enhance the timeliness of detecting abnormal network behaviors, the Group has commissioned a third-party professional organization to establish a Security Operations Center (SOC). Through 24x7 continuous operations monitoring, the SOC provides advance threat intelligence warnings, real-time alerts for ongoing threats, and analysis recommendations for post-incident threats. It also integrates security defense equipment, automates security intelligence, and enhances the team's ability to respond to security incidents, achieving the effectiveness of security monitoring and collaborative operations.

Additionally, in 2024, the Company and Yuanta Bank jointly established the SOC. This dedicated team is responsible for proactive monitoring, detection, analysis, and defense of information security threats. The SOC also focuses on team skill development to improve incident response speed and threat management capabilities.



Information Security Attack and Defense Drills

To assess the depth of defense capabilities and in line with the Financial Supervisory Commission's "Financial Cyber Security Action Plan," the Group conducted Red/Blue Team attack and defense drills in 2024. A professional third party was commissioned to conduct targeted information security exercises using hacker attack methods without disrupting business operations. The Company will take remedial actions for the weaknesses discovered in the drill, and reduce the impact of information security incidents. In addition, the Company, Yuanta Securities, Yuanta Bank, Yuanta Life, Yuanta Funds, and Yuanta Futures have planned Breach and Attack Simulation (BAS) exercises. By using automated tools to simulate multi-vector hacker attacks, these drills aim to identify security vulnerabilities and potential attack paths, evaluate information security risks, and optimize the existing security architecture.

Major Information security Incident Drills

To strengthen systemic information security risk management and collaboration and in line with the Financial Supervisory Commission's "Financial Cyber Security Action Plan," the Company commissioned a professional third-party organization to conduct Group-wide major information security incident notification and response drills in 2024. Based on industry-specific characteristics, the Group was divided into two systems for centralized simulation exercises. Participating entities responded to predefined scenarios, filled out their response procedures and actions, and submitted drill reports within the required timeframe. The scenarios included malware implantation, ransomware, and data breaches to enhance the operation mechanism and capabilities of cross-sector communication and support within the Group.

Social Engineering Exercises

To prevent malicious programs from infiltrating the Company's information systems through social engineering methods and to mitigate the information security risks associated with phishing emails, the Company and its subsidiaries regularly conduct social engineering drills for all employees. Within the scope of security monitoring, four to 12 social engineering drills are conducted on a non-scheduled basis each year. In addition, the Company and its subsidiaries arranged for employees who have not passed the exercises to attend information security education training courses and assessments. The Group's annual staff test completion rate in 2024 was 100%.

AI-Enhanced Information security Defense

The Company, Yuanta Securities, Yuanta Bank, Yuanta Life, Yuanta Funds, and Yuanta Futures have implemented endpoint defense software featuring AI-driven threat detection and automated investigation. These solutions include AI-based automated threat blocking and enhance threat intelligence analysis through automation and intelligent processing. Yuanta Securities has also set up an AI-driven automated information security incident response system, which provides AI-based full-spectrum monitoring and analysis of system network behavior. This enables real-time responses to detected threats, ensuring lateral security defense across system and network behavior.

Implementation of Zero Trust Architecture

Given the increasing severity of global information security threats and rising geopolitical risks, the Company and its key subsidiaries, in accordance with the Financial Supervisory Commission's Guidelines on Implementing Zero Trust Architecture in the Financial Sector, completed their Zero Trust implementation planning in 2024 to ensure secure and stable financial services during digital transformation. Building on existing information security mechanisms, we will integrate Zero Trust principles, solutions, and evolving technologies while conducting annual risk and impact assessments. A phased approach will be adopted to enforce stricter controls over identity verification, device recognition, network access, application authorization, and data protection, thereby improving system and data access control security and elevating the overall level of information security defense.

Supplier Information Security Management

The Company and its five major subsidiaries apply the following evaluation and management mechanisms when selecting outsourced contractors involved in critical information system operations. To meet the connectivity needs of external contractors using the Company's internal network resources, regular information security awareness campaigns and information-sharing sessions are conducted. These initiatives aim to communicate and enforce the Company's information security requirements, while preventing unauthorized access to or misuse of any of the Company's information assets, thereby safeguarding customer rights and interests.



Refer to the market availability ranking of the "Magic Quadrant Analysis" report by a third-party international research and consulting firm.



Confirm the usability and integrity of the equipment or product through Proof of Concept (POC).



Based on the functional requirements of the project, we confirm the degree of compliance, completeness and expansion of each function or specification, and the experience of the industry.



To ensure the quality of internal operational controls and customer rights, supplemental contracts and non-disclosure agreements have been implemented when outsourcing operations to third-party vendors.



Information security requirements include incorporating information security responsibilities, vendor sustainability clauses, and integrity commitments into contracts, as well as providing information security training and education to vendors to enhance their management capabilities.



Throughout the duration of a project, the following areas are supervised and managed to minimize information security risks:

- Risk monitoring
- Incident response and handling
- Oversight and audit mechanisms
- Change management for services

Continuity of Operations Management

To ensure financial services maintain business continuity, both the Company and its main subsidiaries have established business continuity management mechanisms. This includes conducting regular cross-departmental Business Impact Analyses (BIAs) and developing Business Continuity Plans (BCPs). Additionally, they perform information system recovery and backup drills to ensure that critical service operations can resume within an acceptable timeframe in the event of a disaster, safeguarding customer interests.

To enhance business continuity management capabilities and align with the Financial Supervisory Commission's "Financial Cyber Security Action Plan Implementation Measures," Yuanta Securities, Yuanta Bank, Yuanta Life, and Yuanta Funds introduced the International Standard for Business Continuity Management Systems (ISO 22301) and followed by annual reviews from external and independent third-party organization to ensure the validity of the certification. Based upon a risk-oriented approach, the system combines various resources from both the business and system ends to ensure operations remain at acceptable levels under any situation, reducing the risk of business interruptions, and providing the organization with greater resilience and recovery capability.

Information Security Training

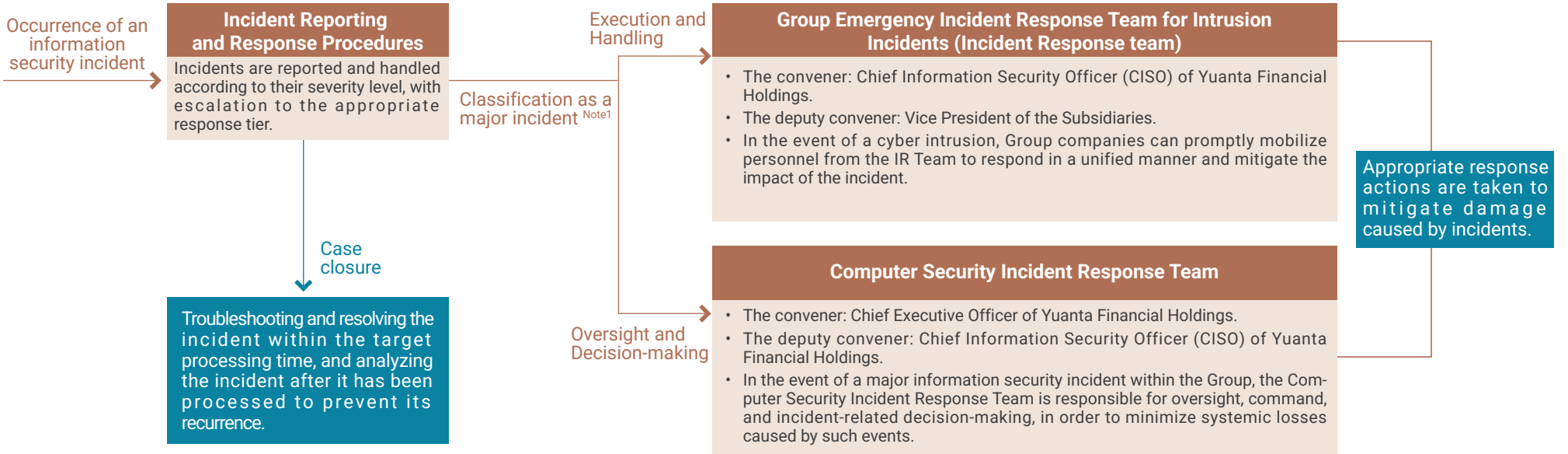
The Group provides general information security education and training to all employees, as well as professional level information security education and training to designated personnel on a nonscheduled basis, so as to reinforce employee information security mindset and encourage them to obtain international information security certifications.

	General Education Training	Professional Information Security Education and Training
Object	All employees of the Group	Group information security specialists
Purpose	Shape a corporate culture that values information security, enhance the awareness of information security among employees, enhance and strengthen internal information security awareness.	Enhance the professional competency and skills of information security personnel.
Training Frequency	Implement at least 3 hours of "Information Security Education Training" course and evaluation for all employees every year.	We provide more than 15 hours of training and evaluation for information security professionals every year.
Training Content	Information on recent major information security incidents, information security regulations, basic information security awareness, personal data protection, attack and defense strategies for social engineering, Internet of Things device security, etc.	Info-security governance, info-security development, info-security operations, info-security intelligence processing and analysis, information security attack and defense exercises, etc.
2024 Result	A total of 174 sessions were held, with 41,166 training participants and 45,950 training hours, representing a completion rate of 100%.	A total of 8 sessions were held, with 888 training participants and 2,328 training hours, representing a completion rate of 100%.

Information Security Incident Processing

Information Security Incident Processing Mechanism

The Company and its subsidiaries all have clearly defined procedures for reporting and handling information security incidents. They have also established a Group Emergency Incident Response Team for Intrusion Incidents and a Computer Security Incident Response Team for major emergencies.



The Company and its five subsidiaries have established personal data management procedures implementation rules. In the event of an information leakage incident involving customers' personal data, the Company will notify ^{Note2} the parties concerned of the facts of the incident, response measures and consultation service lines in an appropriate manner after the incident has been identified, in order to avoid panic and impact on the rights of customers.

Note:

1. Response teams are activated in accordance with the severity level of the incident.

2. The Act on "Notice by Appropriate Means" is based on Article 22 of the "Enforcement Rules of the Personal Data Protection Act" of Taiwan's National Development Council, "Notice by appropriate means as referred to in Article 12 of this Act means immediate notification by word, writing, telephone, SMS, e-mail, fax, electronic document, or other means sufficient to make the person concerned aware or available to him/her. However, if the cost is too high, we may use the Internet, news media or other appropriate means of public disclosure, taking into account the technical feasibility and protection of the privacy of the parties involved."

Information Security Incidents and Results

The Group has not experienced any major incidents ^{Note1} of information security and cybersecurity in the past three years, and no data breaches (including personal data breaches) has occurred in 2024. The percentage of data breaches involving personally identifiable information out of total data breaches for Yuanta Group was 0%, and there were no number of account holders affected by data breaches for Yuanta Group in 2024. Therefore, no related fines were incurred ^{Note2}.

Note:

1. A significant information security incident is defined as an event that occurs in accordance with the Operating Guidelines for Reporting Significant Incidents, pertaining to cyber security incidents that result in damage to customer rights or affect the sound operation of the organization.

2. From 2022 to 2024, the Group did not experience any data leakage (including personal data leakage), and no customer was affected by the information breach; therefore, no relevant fines were imposed.



06

An Exceptional Workplace to Attract and Retain High-Level Employees

- 6.1** EMPLOYEE ATTRACTION AND RETENTION
- 6.2** TALENT CULTIVATION AND DEVELOPMENT
- 6.3** FRIENDLY AND EXCELLENT WORKING ENVIRONMENT
- 6.4** HUMAN RIGHTS
- 6.5** EMPLOYEE COMMUNICATION

6.1 Employee Attraction and Retention

Talent Recruitment Strategies

Recruitment Strategies

Talent is the core driver of corporate and societal development. Outstanding talent forms the foundation for the achievement of corporate strategic goals and is the driving force behind sustainable business growth. In response to challenges such as the rise of financial technology, talent outflow, and generational talent gaps, the Group has continually strengthened its efforts in human resource management across the areas of recruitment, development, utilization, and retention. By optimizing the structure and quality of its workforce, the Group aims to remain competitive in the global talent race.

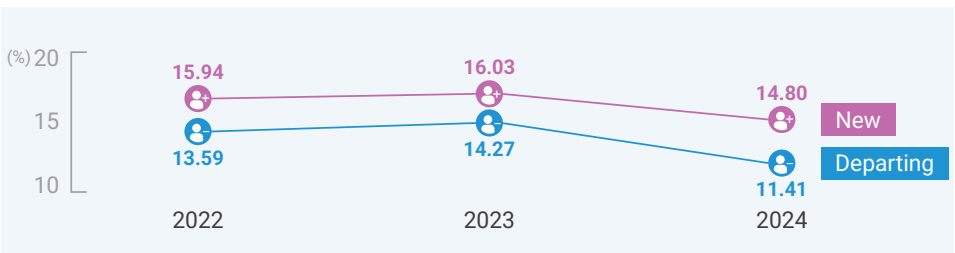
We believe diverse talent is a key element of corporate competitiveness. In recent years, we have actively held campus recruitment events, offered internship opportunities, built industry-academia collaborations, and established social media platforms to showcase our unique value and culture. Through these initiatives, we seek to attract individuals who are team-oriented, resilient, eager to learn, and aligned with the Company's goals.

Furthermore, we enhance our talent development system, implement competitive salary and reward mechanisms, offer diverse benefits tailored to employee needs, and provide comprehensive physical and mental health care for our employees. These measures allow us to attract talented individuals from around the world and provide them with a career platform for sustainable development, collectively creating an inclusive and nurturing workplace environment.

New Hires and Departures

In 2024, the Group recruited 1,761 new full-time employees in Taiwan, which made up 14.80% of the workforce. Among these new hires, 766 were male and 995 were female. During the same period, the total number of departing full-time employees was 1,357, or 11.41% of the total workforce. Among these departing employees, 557 were male and 800 were female.

New and Departing Full-Time Employee Ratios



Diverse, Equitable, and Inclusive Workplace Environment

The Group is committed to creating a diverse, equitable, and inclusive (DEI) workplace environment, and instills DEI principles and spirits into its long-term sustainability goals. Under the "Corporate Sustainability Office," we have established an "Employee Care Group" to promote employee rights protection, workplace gender equality, and DEI-related group policies. Through human rights due diligence examinations conducted regularly by the human resources and administrative departments, workplace safety education and training, and various employee care measures, we ensure that employees of different backgrounds, characteristics and perspectives feel valued and supported at Yuanta. This enables them to fully utilize their strengths and actualize their self-worth.

Embracing Diverse Talent

Embracing the spirit of skills-based hiring, the Company attracts employees of diverse characteristics and professional backgrounds, genders, and sexual orientations to join us. We continuously monitor the proportions of employees from different genders, nationalities, indigenous communities, and individuals with disabilities and set targets for the representation of women in managerial positions, as well as in science, information technology, and math-related roles. We foster innovation by encouraging a wide range of perspectives in decision-making and execution, thereby increasing the Group's operational resilience. (For statistics on employee categories and diversity, please refer to page 159 of this report.)

In 2024, the Group collaborated with Asia University in Taichung to launch a new joint program aimed at integrating resources from the government, industry, and academia to expand the recruitment of international students of diverse nationalities. A total of 28 resumes were received, and 10 students from Vietnam and Thailand were interviewed through both in-person (Vietnam) and virtual sessions. Three students from Vietnam were selected at the end to work as interns at the Group's subsidiaries.

Female Employees Proportion

Item	Percentage of Females (%)
Female Employees	63.40
Management (Percentage of total management positions)	54.39
Senior Management (Percentage of total senior management positions)	39.49
Junior Management (Percentage of total junior management positions)	60.24
Management Positions of Revenue-Generating Functions (e.g., sales business) (excluding support units, e.g., Human Resources, Information, Legal)	49.10
Science, Information Engineering, Mathematics Related Positions	37.18

Workforce Diversity

Category	Number
Employees with Disabilities	89
Indigenous People	9
Foreign Nationals	33

Note: For the calculation method of the proportion, please refer to Appendix I – ESG Data Performance: Social Performance.

Promoting Substantive Equality

All policies and measures of the Company are free from discrimination based on an employee’s race, gender, sexual orientation, age, disability, etc. We prohibit discriminatory treatment. Moreover, we pay attention to the specific needs of different employee groups and provide supportive measures, including accessible workplace facilities for employees with disabilities, time-off for Indigenous employees to participate in cultural ceremonies, and a series of comprehensive care plans for pregnant employees—from family planning through to post-maternity return-to-work, so that each employee can find suitable assistance and support (For details on key achievements in promoting workplace gender equality, please see the DEI Highlights column on the right. For employee benefits and family care measures, see page 130; and for protections for middle-aged to senior workers and maternity care, see page 141.)

Cultivating Inclusive Culture

The Company collaborates with its employees to create an environment of diversity, respect, and acceptance, shaping a positive culture of mutual support and full expression of opinions. We value communication and actively listen to employee voices, establishing various communication channels and providing employee complaint hotlines, labor-management meetings, manager discussions, employee engagement surveys, and learning and development evaluations. Employees are encouraged to express their ideas and suggestions through appropriate channels based on different situations, promoting workplace efficiency and a better working environment. Furthermore, through policy advocacy and regular training, we organize work-life balance courses to help employees eliminate biases, embrace diversity. In addition, social clubs and group activities are organized for physical and mental well-being as well as social bonding to build internal community connections, and support their development. (For more details on employee clubs, see page 130 of this report; and for diverse communication channels, see page 144.)

★ DEI Highlights and Achievements - Promoting Gender Equality in the Workplace

The Gold Award, the highest honor in the Taipei City Workplace Gender Equality Certification

Employee Engagement Surveys - Outstanding Performance on DEI Survey Topics

Colleagues are treated with respect, regardless of role or position.

Positive Response Rate85%

My direct supervisor works well with people of different styles.

Positive Response Rate84%

Colleagues do not form preconceived opinions of others' abilities before getting to know them.

Positive Response Rate81%

Financial Talent Development

The Group actively nurtures a new generation of financial talents. The Group continues to foster close collaboration with colleges and universities through a diverse range of activities, including classroom lectures, guest speeches, corporate visits, internships, and campus competitions. We cultivate students to develop financial knowledge through hands-on experience to explore the possibility of in pursuing a career in finance and to enhance their financial competence.

Financial education promotion and youth empowerment

Campus Recruitment and Financial Promotion Activities

By giving guidance through school clubs, competitions and recruitment activities, we bring students closer to the financial industry.

Cooperated with a total of 57 schools.

A total of 7,091 students participated.

Yuanta Scholarship for Outstanding Underprivileged Talent

By combining the scholarship resources of the Yuanta Cultural and Educational Foundation, we endeavor to assist outstanding students from impoverished families in their future development, and recruit talents from among them to join the Group to serve the community.

Scholarships and Grants NT\$17.09 million.

A total of 87 students received benefits.

A cumulative total of 11 scholarship recipients have been recruited to join the Group.

On-campus financial education

Financial Literacy Program

We share with students the current state of and developments in the financial industry, financial products and practices, and the working experience and insights of practitioner at colleges and universities to actively cultivate international financial talents in Taiwan and build Yuanta brand recognition among students.

Cooperated with a total of 24 schools.




A total of 2,052 students participated.

Course Credit Collaboration

We cooperate with schools in credit-bearing courses to systematically introduce practical application at all levels of the financial industry and help students integrate theory and practice to shorten the learning curve from the classroom to the workforce.

Cooperated with a total of 9 schools.

A total of 4,820 students participated.

 <p>Internships in financial industry</p>	<p>Internship Program</p> <p>We provide students with the opportunity to gain practical experience in the financial industry and to participate in business operations, helping them identify their future aspirations and bridge the gap between graduation and employment.</p> <p>Cooperated with a total of 71 schools.</p> <p>A total of 385 students participated.</p>	<p>Company Visits</p> <p>Students are invited to visit Yuanta for company visits to help them understand the current financial industry, future trends, and the working environment of the financial industry.</p> <p>Cooperated with a total of 6 schools.</p> <p>A total of 222 students participated.</p>	 <p>School campus financial competitions</p>	<p>Forex Trading Competition</p> <p>In order to improve students' ability to apply theories learned in class to actual investment transactions, Yuanta Futures hosted the 2024 National Margin Trading Simulation Competition for College and University Students to experience trading changes in the financial market.</p> <p>A total of 304 students participated.</p>
 <p>Digital finance advocacy</p>	<p>Nurturing Digital Financial Talent</p> <p>Yuanta Financial Holdings and its five major subsidiaries collaborated with Asia University's Department of Finance to explore the theme "Practical Applications of FinTech", helping to further cultivate future digital financial talents on campuses.</p> <p>A total of 55 students participated.</p>	<p>Campus Diamond Ambassador Program</p> <p>Yuanta Bank pioneered the Campus Financial Ambassador Program, centered around the promotion of digital finance. The program uses engaging and educational content to raise financial literacy among young people, covering topics from transaction security, investment and wealth management, anti-money laundering to fraud prevention, and sustainable ESG practices.</p> <p>By integrating various interactive activities, students learn by doing, deepening their understanding of digital finances and developing sound financial values.</p> <p>To date, 78 students from 33 colleges and universities have participated in the program.</p>		

Salary and Compensation

Salaries

Our compensation policy is designed to attract a diverse and professional talent pool, retain and motivate employees, and help them fully realize their potential.

Starting salaries for new employees are based on professional qualifications, job roles, and responsibilities, with no differences based on gender. We regularly monitor gender pay equity and are committed to ensuring equal remuneration for men and women and fostering gender equality in the workplace. We also manages employee working hours and paid annual leave arrangements, calculating overtime pay as per regulations and ensuring fair living wages are paid on time.

Yuanta offers a competitive compensation structure, including base salary, allowances, bonuses, profit-sharing, and employee stock ownership trust. These are supplemented by paid annual leave, insurance, recreational activities, and other benefits, creating a comprehensive reward system.

Yuanta is also a constituent of the "Taiwan High Compensation 100 Index", reflecting a recognition of our efforts in offering fair compensation, sharing profits with employees, and advancing sustainable development.

2024 Pay Ratio (Male : Female) in Taiwan

Employee Level	Salary	Salary and Other Cash Incentives
Executive Level	105:100	109:100
Management Level	112:100	117:100
Non-managerial Level	114:100	108:100

Note:

1.Executive level refers to vice president or department head and above positions; management level refers to all managers who are not included in the executive level.

2.Pay ratios vary slightly due to the number of employees, positions held, and individual performance.

Diversified Benefits

Employee Benefits

In order to create an excellent working environment and to take care of the physical and mental health of our employees, the Group provides diverse benefits for full-time employees, including welfare subsidies, recreational activities, continuing education, and various discount programs to facilitate convenience and overall well-being. For overseas locations, relevant benefit programs are also implemented based on local conditions.

In addition, the Company offers benefits that go beyond statutory requirements, including emergency relief funds through the Employee Welfare Committee and the Employee Stock Ownership Plan (ESOP). Since the launch of ESOP in 2003, the employee participation rate in the program is over 90%.

Employees deposit a fixed amount each month to the ESOP trust and the Company will add on top of it with the provision of matching amount to encourage employee ownership of company stock and become shareholders of the company. The plan not only provides employees with greater protection for their lives after retirement or after resignation, but also further strengthens the connection between employees and the Company, enhancing cohesion and sense of self-worth while also sharing in the Company's results.

The company values the physical and mental well-being of our employees and provides group insurance with coverage that exceeds legal requirements. The coverage includes term life insurance, health insurance, accident insurance, critical illness insurance, and cancer insurance, offering comprehensive care for our employees. We also offer favorable self-funded enrollment plans for employees' family members, extending coverage for children up to the age of 26. The family coverage includes term life insurance, specific accident insurance, daily hospital allowance insurance, and cancer insurance, ensuring the well-being of our employees' families.

Topics	Items	
Learning and Growth	<ul style="list-style-type: none"> e-learning or Online Learning English Certification Award 	<ul style="list-style-type: none"> International Financial License Award Sustainability Competency Certification Award
Family Care	<ul style="list-style-type: none"> Marriage Subsidy Childbirth Subsidy Parental Leave 	<ul style="list-style-type: none"> Family Care Leave Education Scholarship for Children of Workers
Physical and Mental Care	<ul style="list-style-type: none"> Workplace Employee Clubs (15 clubs including Badminton, Culinary Arts, and Flower Arrangement) Health Checks(once a year) Employee Group Insurance and business travel insurance 	<ul style="list-style-type: none"> Medical Subsidy Emergency/Disaster Relief Funeral Subsidy Employee Assistance Programs(EAPs) Health and Safety Seminars
Financial Programs	<ul style="list-style-type: none"> Pension Contribution Stock Ownership Trust Preferential Loan Rate Discounts on Financial Product Purchases Preferential Foreign Currency Exchange Rates and Handling Fees 	<ul style="list-style-type: none"> Salary Transfer Fee Discounts for Employees (and Family Members) Whole Life Insurance (Golden Wealth Global Life, Golden Prosperity Variable Life) for Employees (and Family Members)
Friendly Workplace	<ul style="list-style-type: none"> Flexible Working Hours^{Note1} Working-from-home arrangements^{Note2} 	<ul style="list-style-type: none"> Three Festivals Gifts Birthday Present

Number and Average and Median Salaries of Full-Time Employees ("FTE") in Non-Managerial Positions

Non-managerial FTEs	2022	2023	2024	Difference from the Previous Year (%)
Weighted Average Number of Persons (Persons)	9,308	9,480	9,828	3.67
Average Salary (NT\$ thousand)	1,252	1,368	1,648	20.47
Median Salary (NT\$ thousand)	1,078	1,160	1,397	20.43

Notes:

1.In line with Taiwan Stock Exchange (TWSE) regulations, non-managerial FTEs of a financial holding company include the domestic banking, insurance, and securities subsidiaries of the consolidated entity, but exclude overseas branches as stipulated in Article 4 of the Financial Holding Company Act.

2.The above statistical standards are based on the operational guidelines for reporting salary information for full-time non-managerial employees as compiled and published by the Taiwan Stock Exchange (TWSE).

Family Care

The Group provides employees with a comprehensive marriage and childcare system that is beyond regulatory requirements, as well as subsidies and care plans, including maternity leave^{Note3}, menstrual leave, pregnancy-checkup leave^{Note4} & , pregnancy-checkup accompaniment & paternity leave^{Note5}, family care leave^{Note6}, part-time work^{Note7}, accepting applications for unpaid parental leave^{Note8}, and assisting the employee in returning to work when the unpaid parental leave period ends. This year, 115 employees took parental leave, 89.57% were women and 10.43% were men. (For more information about parental leave, please refer to Appendix I – ESG Data Performance: Social Performance.)

Scholarships for employees' children were also provided, from elementary school through university levels. This year, NT\$270,000 in scholarships were awarded. We also partner with care institutions to provide childcare services for employees to enhance work efficiency and retain talented employees.^{Note9}

Note:

1.The Group's work rules provide for flexible working hours and employees may apply for adjustment of working hours based on their work or personal situation.

2.The Group's employees may apply to work remotely based on their work and according to their personal situation.

3.Employees in the Group can take up to 8 weeks of maternity leave and 2 days of paid miscarriage leave (superior to statutory requirements) are also provided. (Those who miscarry within 3 months of pregnancy can take 9 days of leave, while those who miscarry within 2 months of pregnancy can take 7 days of leave.)

4.The Group's employees are entitled to 7 days of fully paid prenatal examination leave.

5.The Group's employees are entitled to a paternity leave with a total of 10 days which is in excess of the minimum legal requirement by 3 day.

6.Employees of the Group are entitled to a full 7 days of family care leave, which is calculated separately from personal leave days. Depending on the urgency or nature of the situation, they may apply to their respective supervisors for other types of paid leave to support comprehensive family care.

7.Employees who are raising children under the age of 3 or other special reasons, may apply to reduce the number of working hours per day.

8.Employees of the Group are entitled to unpaid parental leave for up to 2 years per child (for those raising two or more children simultaneously, the leave period is combined and capped at 2 years for the youngest child). Additionally, for each child, employees can receive a parental leave allowance and salary subsidy totaling 80% of their average monthly insured salary for up to 6 months (26 weeks).



6.2 Talent Cultivation and Development

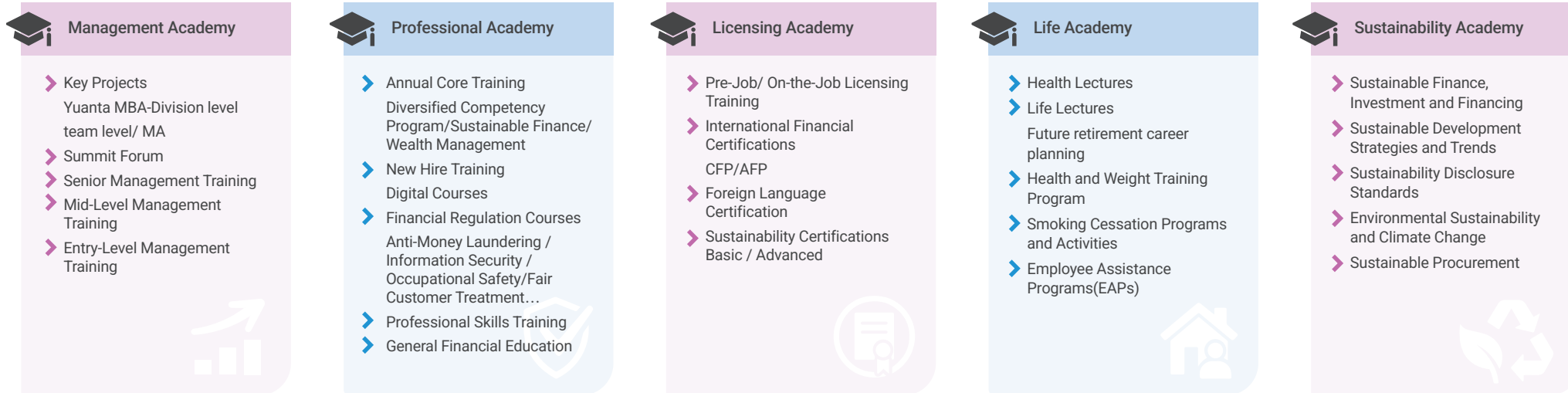
Talent Cultivation System

Talent Development System

To achieve the goal of "meeting the needs of the financial industry and the Group's business development," the Group actively develops diverse on-the-job training mechanisms and educational resources, encompassing comprehensive financial professional training courses and abundant subsidies for further education and life seminars. To support future workforce needs, we are committed to cultivating diverse professional competencies, ensuring that every team member acquires the knowledge and skills required for success. This is reinforced by a robust internal transfer mechanism and multi-dimensional performance assessment system, forming a sound talent development framework—recognized through numerous external awards.

In alignment with Yuanta Financial Holdings' managerial competency framework, the Company provides a range of programs through its Management Academy and digital learning resources to broaden the core thinking and management skills of supervisors at all levels. Managerial talent are developed through a diverse set of methods, including training courses, project assignments, meeting participation, job rotations, industry exchanges, and role substitutions. These hands-on practices are used to build a strong leadership succession pipeline.

Key managerial successors are selected based on professional background, performance, development potential, alignment with corporate values, and personal development interest. Talent cultivation and succession planning are integrated into the performance evaluation indicators for all management levels. Each year, mid-year and year-end reviews are conducted to evaluate the progress and readiness of successors. Development and rotation plans for the following year are then adjusted accordingly. An annual report on training progress and succession development is regularly submitted to the Board of Directors at the beginning of each year.



Human resources and talent development related recognitions received in 2024:

- Best Company to Work for in Asia
- Taiwan Institute for Sustainable Energy - Talent Development Leadership Award
- Insurance Dragon & Phoenix Award: Excellence Award for "Most Desired Financial Holdings Company"
- National Talent Development Award - Large Enterprise Award (Securities Sector)
- Finalist - Global Views Monthly ESG Corporate Sustainability Outstanding Program: Talent Development Category







Financial Specialty Training

Employee Training Program

In accordance with the Group's strategic roadmap for sustainable development, the operational strategy of "solidifying core business and driving growth" and the Group's key objectives, we are promoting projects such as Diverse Competency Development, Succession Preparation Training, Overseas Management and Talent Development, Diverse Branch Talent Seed Programs, Online Retirement Financial Course, and Group Digital Transformation Workshop Training are guided by mentors and coaches who set goals and provide instruction. These projects form diverse teams and resource groups to foster discussion and knowledge sharing, integrating online and offline training resources, with continuous investment in employee education to maintain robust talent development capabilities.

This year, the human capital return on investment is 2.68. The average number of training hours per person was 58.8 hours and the average training cost per person was NT\$6,213, which represented a 10% increase in total training hours and an increase of 17% in total training expense. The main driver for this year's increase was a 26% growth in sustainability-related courses and a 43% increase in the completion of total training hours. The Group firmly believes that sustainable operations hinge on honing employee expertise and innovative client services. Subsidiaries jointly support workforce transformation and diverse career development to comprehensively enhance employees' financial proficiency and productivity.

 <div>Diverse Competency Development</div>	Objectives		
	<ul style="list-style-type: none">Establishing a comprehensive training system and provide a variety of learning resources to promote employee development in diverse functions and enhance their competitiveness to ensure employee sustainability.With an aging population and declining birthrate becoming global concerns, retirement planning is increasingly taking center stage as key to sustainable corporate development.		
Target Participants	Content	2024 Training Outcomes	
 <div>All employees</div>	<ul style="list-style-type: none">Providing group employees with priority access to internal job openings and internal transfer opportunities to match employees who have expectations for career development or are not adapting well to their current positions with opportunities for internal diverse functional development.Promoting personnel transformation and diverse functional training, including financial license training, financial product seminars, and product sales training. We continuously improve the knowledge, skills, and abilities (KSA) required for colleagues' work, providing all employees with diverse statutory training content such as information security, fair treatment of customers, sustainable finance, anti-money laundering, personal data protection, internal audit and internal control, risk management, integrity and legal compliance, and a safe workplace: human rights, labor rights, gender equality, and sexual harassment prevention promotion.The Yuanta e-Academy Weekly Newsletter is issued every week to continuously strengthen employees' professional skills, develop their diverse competencies, and build their advantageous skill-sets for the future through thematic exhibits along with hot topics in the global finance industry and the focus of Group' s business.Online retirement financial planning courses are offered to help people approaching retirement build sound retirement financial concepts. These courses cover income sources after retirement, goal-setting, asset and liability reviews, and financial planning.	<ul style="list-style-type: none">A total of 1,797 employees received cross-functional, inter-departmental, and inter-industry occupational development opportunities, accounting for 15.10% of all employees. 2,376 employees received internal promotions, accounting for 19.97% of all employees.A total of 211,484 hours of diverse competency-related courses were held, accounting for 30.24% of total number of training hours. 67,636 people (headcount) participated in these courses; on average, every employee participated 5.68 times, and an employee coverage rate of 100%.The domestic and overseas employee satisfaction survey showed that 81% of all participating employees gave a positive response on learning and development. This is 5 percentage points higher than the norm of financial service sector in Taiwan, and 2 percentage points higher than the norm of high-performers worldwide.The program promotes financial literacy, understanding of products for financial planning, and awareness of financial exploitation, helping ensure a more secure post-retirement life.	



Succession Talent Development Program

Objectives

- A systematic approach to cultivating a diverse pipeline of sustainable successors within the Group, ensuring the inheritance of company culture and leadership wisdom.
- By facilitating intergenerational knowledge sharing and cross-disciplinary integration, the program nurtures outstanding young talent and fosters new leadership teams for emerging business areas.

Target Participants

Content

2024 Training Outcomes



Yuanta MBA: For high-performing internal employees

- Division-level program: Aimed at cultivating internal reserve cadres at the group division level. Training covers topics such as politico-economic trends, financial expertise, financial management, and leadership. The curriculum balances lectures and case studies, and includes team-based project discussions and presentations focused on business strategy, industry competitiveness analysis, and process improvement.
- Team-level program: Aimed at cultivating internal reserve cadres at the group team level. The curriculum spans five core areas: Group strategy, legal compliance and audit, financial innovation, operations analysis, and leadership management. The program leverages Group resources to foster cross-functional collaboration and strategic thinking.
- High-potential talent bank (including managerial and key positions): Total of 1,880 individuals.
- Division-level program: 32 trainees completed the program this year, with a cumulative total of 115 trained managerial successors and a promotion rate of nearly 45%.
- Team-level program: 30 trainees completed the program this year, with a cumulative total of 127 trained successors and a promotion rate of nearly 48%.



Yuanta MA: For recent university graduates

- To cultivate financial professionals, Yuanta's Management Associate (MA) program offers intensive centralized training. The curriculum includes an introduction to the Group's various financial sectors and an overview of each subsidiary's core financial products and services. On average, trainees complete a weekly in-person group presentation every Friday, with intense training which covers ten distinct topics over ten weeks, accelerating both their understanding of the Group and the development of logical thinking skills.
- In total, 184 individuals have completed the program, with 121 currently employed, resulting in a retention rate of nearly 70%. Among MAs who have served more than six months, the rotation implementation rate is 92%, and the promotion rate after completing the full 2.5-year training program is 42%.



Overseas Management and Talent Development

Objectives

- To strengthen the management of overseas subsidiaries and better understand their operational status and support needs.
- Develop MAs from the International Operations Division through overseas internships and assign more senior MAs to overseas subsidiaries.

Target Participants

Content

2024 Training Outcomes



Chairman, CEO, Chief international operations officer, supervisors, and colleagues related to international operations units.

- Regular visits to overseas locations to evaluate business development plans and implementation by overseas subsidiaries, coordinating Group resources and identifying high-potential talent with international mobility for inclusion in the Group's global talent pool. These visits also include cross-cultural experiences and discussions on unconscious bias, cultural conflicts, and other diversity-related topics.
- A total of 35 employees are stationed in regions including Hong Kong, Beijing, Shanghai, South Korea, Thailand, the Philippines, Vietnam, and Indonesia; 21% of stationed staff are MAs, and nearly 40% of them hold managerial positions. In 2024, the retention rate for overseas MAs was 100%, with one promoted to a senior executive role and one promoted to a department head.





Diverse Branch Talent Seed Training

Objectives

- In response to the increasing demand for financial services from Southeast Asian and foreign clients in Taiwan, English-speaking seed staff at various branches are trained to improve multicultural understanding and communication, promoting inclusion.

Target Participants

Content

2024 Training Outcomes



Bank branch staff

- Through in-person training sessions, employees are encouraged to develop a deeper understanding of different cultures, including their etiquette, values, and communication styles. The objective is to foster respect for cultural differences, reduce misunderstandings that may lead to conflicts while serving customers, and enhance English conversational skills for bank counter services.
- By spreading multicultural seed talent to deposit and remittance personnel in various branches, frontline employees are supported in serving foreign customers in a diverse and inclusive manner, thereby promoting the bank's principle of friendly and equitable treatment of customers.
- In 2024, Yuanta Bank's customer satisfaction rate reached 99.07%, an improvement from 98.88% in 2023.



Performance Improvement Plan

Objectives

- To support employees with significantly underperforming results, the Performance Improvement Plan (PIP) aims to help them improve through a period of structured guidance, enabling them to regain competency in their roles.

Target Participants

Content

2024 Training Outcomes



Employees with
underperformance

- Through regular coaching, guidance, and counseling sessions between direct supervisors and employees, we clarify the skills or training the employee lacks, the performance behaviors the employee must improve, performance improvement goals, improvement metrics, improvement deadlines, and subsequent action plans for non-achievement. If employees with lagging performance fail to meet performance improvement standards after direct supervisor coaching and within the agreed-upon timeframe, they will be eliminated, assisted in leaving the company, and provided with future planning recommendations.
- Among nearly 100 employees at Yuanta Financial Holdings and its subsidiaries who were identified as underperformers in mid-year reviews, 40% successfully enhanced their job competencies and achieved their performance improvement objectives by the end of 2024 through this program.



Group Digital Transformation Workshop Training

Objectives

- Enhance the digital product design mindset of the Group's digital finance team to improve product planning and design efficiency, strengthen collaboration and communication, and boost the competitiveness of the Group's digital products.

Target Participants

Content

2024 Training Outcomes



Yuanta Financial Holdings, Yuanta Securities, Yuanta Bank, Yuanta Life, and Yuanta Funds—designate digital finance seed talent.

- Following the digital product design process, three major training programs are conducted for digital finance seed talent:
- Needs Interview Training Workshop: Identifying types of needs and understanding key communication elements during interviews.
 - Information Architecture Training Workshop: Establishing content models for domain events to more accurately communicate software specification requirements.
 - Usability Testing Workshop: Learn user testing methods for software improvement and principles of issue severity rating through hands-on usability testing exercises.

- Workshops enhance the quality of digital financial services, creating an excellent online customer experience. Yuanta Securities and Yuanta Life conducted customer satisfaction surveys on their smart customer service. The satisfaction score for Yuanta Securities' smart customer service reached 4.0, marking an 11% improvement compared to 2023. Yuanta Life achieved an overall customer satisfaction score of 4.6. Yuanta Bank conducted a survey among customers who had used digital channels, with results showing an average overall satisfaction score of 4.21. This reflects Yuanta Bank's commitment to promoting digital financial services—not only through continuous innovation and optimization but also by providing platform functionalities that meet customer expectations.

Coalition of Movers and Shakers on Sustainable Finance

As a member of the Coalition of Movers and Shakers on Sustainable Finance, the Group serves as the convener of the Empowerment and Certification Task Force. In collaboration with the Financial Supervisory Commission, various financial industry associations, and related organizations, we have jointly planned and developed the "ESG Learning Map Course List for General Financial Practitioners" and conducted the "Net-Zero Transition and Industry Development Trends Awareness Survey for Financial Professionals." Additionally, we advocate the implementation of incentive measures to promote "Sustainable Finance Certification" within the industry. To further integrate sustainability into our corporate DNA and cultivate interdisciplinary sustainable talent, we revised our training framework and management policies this year, and established a Sustainability Academy, aiming to embed sustainable finance values deeper into our corporate structure and culture.

Enhancing the Validity and Efficiency of Sustainable Finance Certifications

- Encourage both designated sustainability personnel and other financial practitioners to obtain certifications.
- Continue improving the professional standards of advanced sustainable finance certifications.
- Offer digital learning options for fundamental courses or programs from other training institutions on sustainable finance certifications.
- Sustainability Competency Certification Incentives:

To motivate employees to improve their sustainability-related skills, we not only provide annual training programs but also offer rewards for completing the "Sustainable Development Basic Abilities Examination." In 2024, a total of 372 employees obtained certifications, with subsidies amounting to NT\$483,600.

Systematic Training with Tailored Courses Based on Business Characteristics

- Gather requirements on ESG training from the financial companies.
- Training institutions (Taiwan Academy of Banking and Finance, Securities & Futures Institute, and Taiwan Insurance Institute) design and develop ESG programs based on various themes.

Establishment and Training of Seed Instructors in Sustainability

- Training institutions (Taiwan Academy of Banking and Finance, Securities & Futures Institute, and Taiwan Insurance Institute) plan a training mechanism for seed instructors in sustainability to spread professional knowledge of sustainability and assist companies in gradually achieving net-zero transition.
- The Group is continuously cultivating advanced sustainability talent across domains such as business development, risk management, and information disclosure. In 2024, 13 individuals obtained certifications, with a total of 537 training hours completed and NT\$375,900 in subsidies provided.

Cross-border Digital Collaboration for Talent Development

The Company has partnered with CWLC to offer digital courses, providing the latest learning materials covering digital trends, industry developments, international finance, and business case studies. In addition to purchasing digital teaching materials for employees to choose from, we also publish the Yuanta e-Learning Weekly Newsletter every week with a learning curatorial mindset, key topics of the global financial industry, and the Group's business focus, expanding employee horizons. In 2024, we published 53 issues of e-newsletters, circulated 244 financial industry news articles and practical English phrases for the workplace, and continued to develop talents in multiple functions to strengthen our employees' professional capabilities with the aim of preparing the competency needed to get an edge in the future.

Education and Training Statistics for the Past Two Years

Items	2023	2024	Increase/ Decrease	Increase/ Decrease (%)
Total Courses Held	4,289	4,347	58	1.35
Training Hours	633,438	699,266	65,828	10.39
Training Attendance	394,643	444,689	50,046	12.68
Training Cost (NT\$1,000)	63,252	73,919	10,667	16.86
Number of Employees	11,463	11,898	435	3.79
Average Hours of Training Per Employee	55.26	58.77	3.51	6.35
Average Number of Training Sessions per Person	34.43	37.38	2.95	8.57
Average Training Cost Per Employee (NT\$)	5,518	6,213	695	12.60

Notes:



1. Currency: New Taiwan Dollar.

2. Information covers Yuanta Financial Holdings, Yuanta Securities, Yuanta Bank, Yuanta Life, Yuanta Funds, Yuanta Futures, Yuanta Venture Capital, Yuanta Assets Management Company (AMC), and Yuanta Securities Investment Consulting.

3. The number of training hours and the number of participation are cumulative data for the whole year; the number of employees is the number of employees in service as of December 31, 2024.

Internal Promotion and Transfer

The Group provides high-performing employees timely opportunities for promotion or transfer based on their interests, expertise, and future career plans. This practice helps the employees achieve personal learning and development objectives that "solidify their existing core competencies, while driving them to develop new, competitive competencies." It also helps the Group systematically nurture high-performers as management reserves. As of December 31, 2024, of all current department heads or above, 92.47% had been promoted to their current positions through internal transfers or promotions.

Mechanism	Description	2024 Results
 Internal promotion	Managers at all levels will identify and maintain a pool of management and professional talents to meet needs of the financial sector and the development of the Group. High-performing employees will receive promotions, and talent training will be carried out through diverse methods including course training, project assignments, meeting participation, and job rotation.	A total of 2,376 employees received a promotion, accounting for 19.97% of all employees.
 Internal transfer	The Group encourages employees to apply for internal transfer and take advantage of the comprehensive range of financial businesses within the Group to plan for cross-functional or inter-company transfers based on organizational needs. This helps the employees to become familiar with business in different areas or fields, while facilitating the integration of cross-field expertise with their own competencies, thereby becoming talents with diverse abilities.	A total of 1,797 employees engaged in job transfers, accounting for 15.10% of all employees. Moreover, 135 employees engaged in cross-company transfers.



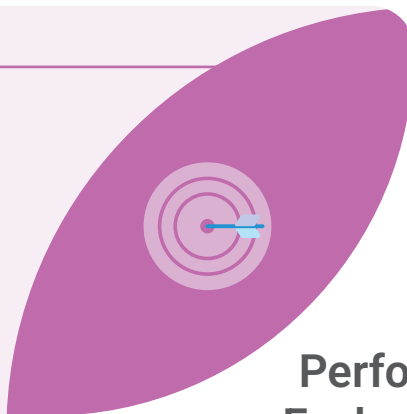
Performance Evaluation and Development

The Group regularly carries out performance evaluation, and assesses employees' annual work performance using "management by objectives," "multi-faceted performance assessment," "team performance evaluation," and "agile conversations." The results of these evaluations will be used as a reference in the human resources decision-making process for performance-based bonuses, promotion and salary adjustments, and talent development. We support employees in their development and in planning future career goals on a daily basis through the management by wandering around (MBWA) technique and communication. In 2024, 100% of employees underwent regular performance evaluations and career development reviews no matter their gender or position.

Management by objectives

- Performance of all employees (sales staff excepted) is reviewed every six months.
- Performance of sales staff is reviewed on a monthly/quarterly basis.

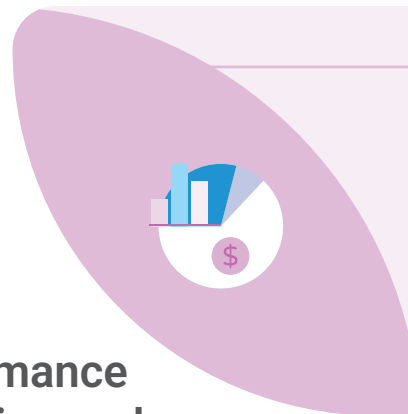
The "target setting" for an individual employee is discussed and set between the employee and his/her department head at the beginning of the period, and performance management is achieved by following up with "midterm tracking and improvement" and "end of period review and assessment." This cycle evaluates the employee's annual work performance and sets his/her career development goals for the future.



Multi-faceted performance assessment

- Performance of all employees (sales staff excepted) is reviewed every six months.
- Performance of sales staff is reviewed on a monthly/quarterly basis.

The multi-faceted performance evaluation system is executed by evaluating the employee's performance and the status of achieving department targets. Feedback from supervisors, colleagues, and customers is also provided to help the employee examine his/her performance from all angles.

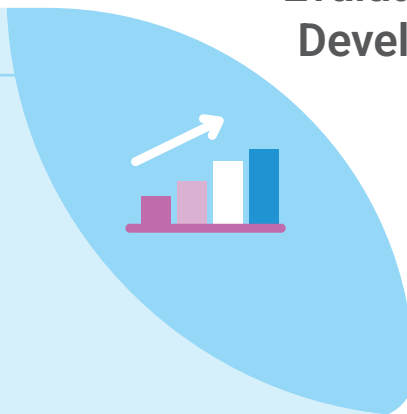


Performance Evaluation and Development

Team performance evaluation

- Performance is regularly reviewed in each month.

All departments will set department KPIs based on the Group's development strategies. The KPIs are also linked with personal performance, and will be regularly examined at monthly meetings, where all departments will share experiences and learn from each other to enhance the overall performance.



Agile conversations

- Instant feedback.

MBWA is actively implemented to promote bi-lateral communication between the staff and supervisors, which helps to form an organizational culture of agile feedback and timely guidance.



6.3 Friendly and Excellent Working Environment

Safe Workplace

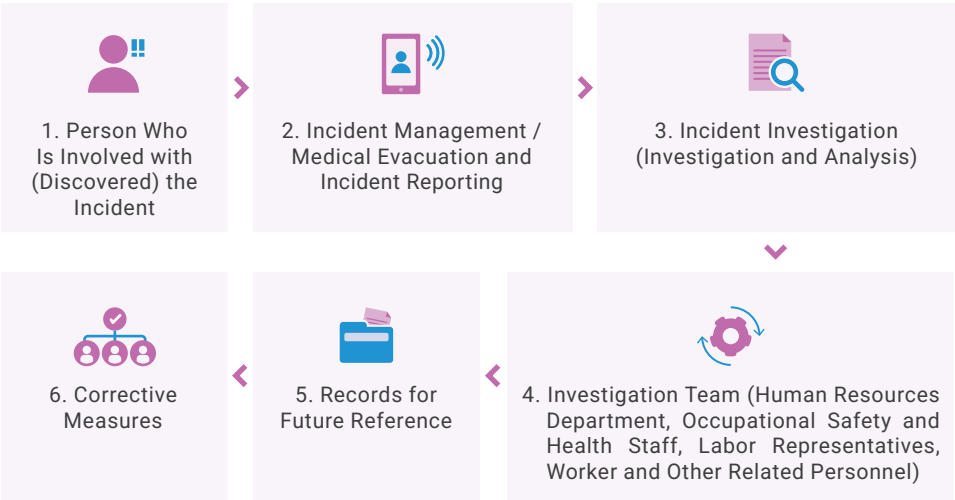
Occupational Health and Safety Management Systems

Workplace safety and employee well-being are long-term commitments that we uphold. For better occupational health and safety performance and harmonious labor-management relations, the occupational health and safety policies of Yuanta Financial Holdings and its subsidiaries are signed by the chairman at the highest management level. We have also developed hazard identification, risk evaluation, and incident investigations dedicated to occupational safety and health issues in line with the Occupational Safety and Health Act and applicable by-laws. In addition, we have established a safety and health unit to promote tasks related to occupational safety and health, and employees can provide feedback and suggestions on optimizing occupational safety and health via labor unions, labor-management meetings, Group Occupational Safety Monthly meetings, or the Occupational Safety and Health Committee meetings convened every quarter.

Since 2019, Yuanta Securities, Yuanta Bank, Yuanta Life, Yuanta Funds, and Yuanta Futures have actively developed their occupational safety frameworks, and have been actively planning and gradually implementing ISO 45001 Occupational Health and Safety (OH&S) Management System for their operations (including employees and contractors). Each year, they receive third-party certifications, including from British Standards Institution (BSI), to reduce health and safety risks for employees for heightened organizational operational efficiency. Each company has designated occupational safety specialists certified in occupational health and safety who regularly attend retraining courses and help implement occupational safety and health management systems to ensure all subsidiaries comply with local occupational safety regulations—demonstrating the Group’s strong commitment to workplace safety.

The Group is committed to maintaining a healthy and safe work environment. We regularly conduct hazard identification and workplace risk prevention. Targeting potential workplace hazards and individual health risks, we set qualitative and quantitative objectives for workplace health. We integrate current events into the planning of physical and mental wellness initiatives, using the PDCA (Plan-Do-Check-Act) management cycle as a framework to strengthen management measures and reduce the likelihood of occupational diseases and accidents. Through internal audits, we ensure the effective operation of the system, pledging to continually enhance the integrity and effectiveness of the occupational health and safety management system, providing a reassuring and friendly work environment. In response to potential emergencies, the Company has also established crisis management measures with the President taking the lead to form a crisis management team. In accordance with Article 18 of the Occupational Safety and Health Act, the Company shall assist employees to stop work immediately and evacuate to a safe location in the event of an incident.

Process for Occupational Injuries, Occupational Disasters, Occupational Disease Investigations



Occupational Safety and Health Committee

Under Taiwan's Regulations Governing Occupational Safety and Health, the Group is classified as a Category 3 business, and both Yuanta Securities and Yuanta Bank have established an Occupational Safety and Health Committee as required by law. The Occupational Safety and Health Committee—comprising employer representatives, labor representatives, and department heads—meets at least once per quarter to deliberate on matters such as occupational disease prevention, employee health protection programs, and work environment monitoring. Implementation is regularly tracked, and employees are encouraged to provide feedback and recommendations for improvement through the Committee, labor-management meetings, or labor unions.

Year of 2024	Yuanta Securities	Yuanta Bank
Total Committee Membership	9	11
Number of Labor Representatives	4	4
Member Term (Year)	2	2
Meetings Held Each Year	4	4




Healthy Workplace




Risk Mitigation and Prevention Measures





The financial industry is a knowledge- and human capital-intensive sector, as well as a highly regulated, government-licensed industry. Our employees are subject to high levels of work stress, so caring for their physical and mental well-being and promoting their health is an ongoing effort.

To prevent occupational diseases and promote employee health, the Group strives to create a safe and healthy workplace environment, cultivating both employee physical and mental well-being. We implement workplace health management programs based on the "three levels and five stages" concept of public health, while incorporating strategies from the Ottawa Charter for Health Promotion to advance workplace wellness initiatives. These efforts aim to provide systematic and cyclical quality-managed health protection plans for employees.


To effectively safeguard the safety and health of the workplace, after analyzing important indicators including the type of work, operating environment, results of health examinations, and the five major health protection plans (maternity protection, ergonomic hazard prevention, preventing diseases induced by abnormal workloads, unlawful infringement prevention, and middle-age and senior care), the Group has identified hazards and risks that directly and indirectly threaten employees' health based on the frequency of occurrence and level of impact. We address various risk and hazard issues such as commuting accidents, metabolic syndrome, stress, accidents, falls in the office leading to injuries, infectious diseases, and musculoskeletal pain. We remain attentive to the protection of specific groups, such as pregnant and postpartum female employees and middle-aged to senior workers. We also establish relevant prevention and improvement plans for high-risk hazards.

1	 <div>Health risk</div> Traffic accidents while commuting	 <div>Level of impact</div> High	 <div>Awards and honors</div> No related awards have been received.		
Risk mitigation/prevention measures		2024 Implementation effectiveness		Goals	Results
<ul style="list-style-type: none">• New and ongoing occupational health and safety education and training courses.• Issuance of electronic newsletters advocating traffic safety month in coordination with Traffic Safety Month.• 27 shuttle bus routes runs daily between office buildings of the Group.		<ul style="list-style-type: none">• The number of participants in occupational health and safety education and training courses reached 2,116.• Traffic safety promotion reached over 14,000 individuals.• There were 38 traffic accidents.		<ul style="list-style-type: none">• The participation rate in occupational health and safety education and training courses advocating safe driving concepts for cars and motorcycles reached 100%.	<ul style="list-style-type: none">• The participation rate of occupational safety and health training reached 100%.

2	 <div>Health risk</div> Metabolic syndrome	 <div>Level of impact</div> Moderate	 <div>Awards and honors</div> <ul style="list-style-type: none">• Received the "Badge of Accredited Healthy Workplace" from the Ministry of and Health and Welfare.• Obtained "Friendly Workplace" certification from the Ministry of Health and Welfare.		
Risk mitigation/prevention measures		2024 Implementation effectiveness		Goals	Results
<ul style="list-style-type: none">• Formulated and enacted the "plan for prevention of diseases induced by abnormal workloads," and planned annual health promotional activities based on the results of employees' health examinations.• Planning and conducting annual health promotion activities.• Regular dissemination of daily health information related to metabolic syndrome.• The Group has hired 10 dedicated nurses and set up a nurse hotline to provide one-on-one health consultation during work hours and emergency medical services.		<ul style="list-style-type: none">• Organized 75 seminars/events related to disease prevention due to abnormal workloads, serving 7,081 participants.• Provided health check-ups and consultation services to 172 participants.• Organized the "Stay Fit! Happy New Year" and "Healthy Habits Passport" campaigns, with a total of 204 participations in various health seminars and activities, plus 33 participants maintaining healthy behaviors for over three months.• Shared daily wellness tips pertaining to metabolic syndrome, reaching over 400 individuals.		<ul style="list-style-type: none">• Exposure of monthly updates on nutrition and health care information related to metabolic syndrome (high blood pressure, high blood cholesterol, and high blood sugar) should reach 10,000 persons.• Organize at least 1 seminar/course/activity related to preventing diseases induced by abnormal workload in each quarter.	<ul style="list-style-type: none">• Exposure of monthly updates on nutrition and health care information related to metabolic syndrome (high blood pressure, high blood cholesterol, and high blood sugar) has reached more than 10,000 persons.• 64 sessions of seminars/courses/activities related to prevention of diseases induced by abnormal workloads were organized this year.

3	 Health risk Stress	Level of impact Moderate	Awards and honors <ul style="list-style-type: none"> Received the "Best Companies to Work for in Asia" award from HR Asia. Received Gold Award in the Taipei City Workplace Gender Equality. Friendly Family and Work Equality Award from the New Taipei City Government's Labor Affairs Department. Ministry of Labor Work-Life Balance Award – Employee Care Award.
Risk mitigation/prevention measures	2024 Implementation effectiveness	Goals	Results
<ul style="list-style-type: none"> Commissioned the Taiwan Institute of Psychotherapy to establish an external "employee assistance program," while internally, we also hired professionals to assist in finding problems, referring cases, and promoting activities related to mental well-being. Monthly updates on reports of psychological issues. Formulated "Guidelines for Workplace Sexual Harassment Prevention, Complaint, and Disciplinary Treatment" to prohibit any form of sexual harassment, prejudice or violence, or threats in order to build a gender-equal and friendly workplace. Formulated the "Prevention Plan for Unlawful Acts of Assault in the Performance of Duties" in line with relevant laws, and set up a regular employee grievance mailbox and employee internal communication channel. 	<ul style="list-style-type: none"> A total of 215 people are using the employee assistance program throughout the Group. Organized a series of work-life balance and health promotional courses. More than 51 sessions were held with a total of 3,500 participants (headcount). Organized 17 seminars on stress management and sleep hygiene, with a total attendance of 2,084 participants. 	<ul style="list-style-type: none"> Complaint cases related to workplace sexual harassment ≤ 2. Completion rate of complaint cases for unlawful infringement prevention plan exceeding 90%. Organize at least 4 work-life balance seminar/course/activity every quarter. 	<ul style="list-style-type: none"> There were no grievance reports related to "Guidelines for Workplace Sexual Harassment Prevention, Complaint, and Disciplinary Treatment." A total of 2 grievance reports related to the "Prevention Plan for Unlawful Acts of Assault in the Performance of Duties" this year. The internal review and investigation results determined that these cases were unfounded, with a completion rate of 100%. Organized more than 29 "work-life balance and health promotion" course sessions.
4	 Health risk Accidents and injuries from tripping / falling in office	 Level of impact Moderate	 Awards and honors <ul style="list-style-type: none"> Certified as a "Heart Safe Site" by the Ministry of Health and Welfare for AED (Automated External Defibrillator) safety.
Risk mitigation/prevention measures	2024 Implementation effectiveness	Goals	Results
<p>Supplier Safety and Health Management:</p> <ul style="list-style-type: none"> To implement external control measures, the signing of supplier's commitment to occupational safety and health is required for all contracts. To fulfill obligations as a business owner, identity verification is required and operating hazards are informed when suppliers enter the operating grounds. Regularly participate in worker safety negotiation groups to discuss and promote occupational safety and health. <p>Worker health protection:</p> <ul style="list-style-type: none"> At least 3 patrols of the environment are conducted every month to ensure occupational safety. Voluntarily install AEDs and implement employee safety skill training. Establish a multifunctional physical and mental health room to provide wound care and health consultation services. 	<p>Supplier Safety and Health Management:</p> <ul style="list-style-type: none"> Participated in 3 worker safety negotiation meetings in 2024 to promote key issues including fall prevention, electrocution, and environmental safety concerns. <p>Worker health protection:</p> <ul style="list-style-type: none"> Organized 3 or more rounds of patrols of the environment which are conducted by occupational safety managers every month. On-site occupational physicians conducted workplace walkthroughs to assist in identifying potential hazards. 	<ul style="list-style-type: none"> Complete 6 patrols of the environment at operating sites every month. Deficiency improvement rate should reach 90%. The number of occupational hazards related to accidents throughout the Group should be less or equal to 20. 	<ul style="list-style-type: none"> Completed 6 patrols of the environment at operating sites every month. Deficiency follow-up and improvement rate reached 100%. There were 2 cases of related accidents reported this year. 

5	Health risk Communicable diseases	Level of impact Moderate	Awards and honors <ul style="list-style-type: none"> Certification for indoor air quality self-management of public places. 	
Risk mitigation/prevention measures		2024 Implementation effectiveness	Goals	Results
<ul style="list-style-type: none"> Established an Emergency Response Task Force for disaster and epidemic prevention, along with a dedicated epidemic prevention section. Promotion of infectious disease prevention (e.g., dengue fever, pneumonia caused by mold, Measles). Regularly tracked updates from the Taiwan Centers for Disease Control regarding respiratory virus outbreaks. 		<ul style="list-style-type: none"> Published 24 e-bulletins regarding communicable diseases and health consulting service, cumulatively reaching more than 14,000 persons. 	<ul style="list-style-type: none"> The number of operating sites with business interruption due to the pandemic should be less than 1. Regular provision of health counseling services. Regular tracking of information on major infectious diseases. 	<ul style="list-style-type: none"> No operating sites had business interruption caused by the pandemic. Organizing over 4 sessions of health counseling services monthly. Convening more than 52 epidemic prevention meetings focusing on major infectious diseases.
6	Health risk Musculoskeletal pain	Level of impact Moderate	Awards and honors <ul style="list-style-type: none"> Obtained Taiwan iSports (Certificate of Corporate Wellness) from the Sports Administration, Ministry of Education. 	
Risk mitigation/prevention measures		2024 Implementation effectiveness	Goals	Results
<ul style="list-style-type: none"> Legally formulating and implementing the "Human Factor Risk Prevention Plan" and conducting annual health promotion activities. Regularly organize occupational safety and health training courses for new and current employees; promote ergonomic hazard prevention in the workplace; and devise pain and soreness prevention measures. Medical staff and occupational safety staff make on-site examination of the workplace to evaluate risks at the site and help to improve the environment and employee's posture. 		<ul style="list-style-type: none"> Organized more than 19 sessions of ergonomic hazard prevention activities such as "technology-assisted physical fitness test" and "musculoskeletal hazard prevention promotion," which were cumulatively participated by more than 456 persons. Visited 154 operating locations to assist in improving musculoskeletal pain caused by office posture and work environment, providing services to a total of 74 colleagues. 	<ul style="list-style-type: none"> The ratio of employees scoring 3 points or more on the quantitative musculoskeletal pain scale in the employee health examination and the situation continues for more than 3 months should be less than or equal to 1%. Organize 1 session or more of ergonomic hazard prevention seminar/course/activity every quarter. 	<ul style="list-style-type: none"> The ratio of employees scoring 3 points or more on the quantitative musculoskeletal pain indicator as part of the employee health examination and the situation continues for more than 3 months in this year was 2%. 6 sessions of ergonomic prevention seminars/courses/activities were held in this year and average satisfaction has reached 92% or above.

7	 Health risk Middle-aged and senior worker protection	 Level of impact Moderate	 Awards and honors <ul style="list-style-type: none"> Certified by the Taipei City Government's Department of Labor as a "Middle-aged and Elderly Friendly Company." Awarded the "Dementia-Friendly Support Station" certification by New Taipei City Government. 	
Risk mitigation/prevention measures	2024 Implementation effectiveness	Goals	Results	
<ul style="list-style-type: none"> Formulated and enacted the Group's "work adaptability management plan for middle-aged and senior workers" and "Healthy Aging" seminars. Organized 6 sessions of environmental inspection in Yuanta's own buildings and operating sites per month with medical professionals to jointly identify the risk of hazards to middle-aged and senior workers. Promoting adult health check-ups, cancer screenings, and vaccines in the workplace to enhance workers' health and immunity. 	<ul style="list-style-type: none"> Organize 6 sessions of environmental inspection to be conducted by occupational safety manager every month; no environmental deficiency was found. Organized screening for four types of cancer during employee health examination at Yuanta's own buildings with 100 persons or more. 	<ul style="list-style-type: none"> Conducting 6 health counseling services every month, with a 100% execution rate for reducing potential workplace risks. Implementing monthly 6 fitness assessments and health improvement recommendations for middle-aged and elderly workers. 	<ul style="list-style-type: none"> Organizing 6 health counseling services every month, identifying , and workplace hazards, discovering. Conducting monthly 9 fitness assessments and health improvement recommendations for middle-aged and elderly workers. 	
8	 Health risk Maternity protection	 Level of impact Low	 Awards and honors <ul style="list-style-type: none"> Certified by the Taipei City Department of Health as a "Top-grade" Excellent Nurse Room. Received the gold medal in Workplace Gender Equality certification from Taipei City Government. Recipient of Taipei City's Friendly Childcare Workplace Award. 	
Risk mitigation/prevention measures	2024 Implementation effectiveness	Goals	Results	
<ul style="list-style-type: none"> Legally formulating and implementing the "Maternal Health Protection Program," planning and providing maternal health resources for employees. Planning nursery rooms with nurses providing breastfeeding counseling. Regularly organize occupational safety and health training courses for new and current employees to advocate workplace gender equality and equal rights. Regularly disseminating maternal health protection-related information and organizing fitness activities for mothers. 	<ul style="list-style-type: none"> Provided 55 "Good Pregnancy Gift Sets" (digital gift vouchers for baby essentials and prenatal care booklets). Conducting positive parenting communication seminars with 48 participants, achieving a satisfaction score of 4.5 out of 5 in the questionnaire. 	<ul style="list-style-type: none"> Continue to care for pregnant workers and mothers; the maternity protection consultancy ratio should reach 85% or above. Achieving a 100% participation rate in training for the Maternal Health Protection Program and workplace gender equality awareness and advocacy. Continue to be certified for providing quality nursing rooms. 	<ul style="list-style-type: none"> The maternity protection consultancy rate reached 93.20% this year. Achieving a 100% participation rate in training for the Maternal Health Protection Program and workplace gender equality awareness and advocacy. The participation rate of occupational safety and health training courses (including maternity protection plan, as well as workplace gender equality awareness and rights advocacy) reached 100%. All Yuanta group's own buildings in Taipei City have obtained the "Quality Nursing Room" certification. 	

Employee Mental Health

To help employees maintain a positive work-life balance, the Group promotes a culture of health at the workplace, and establishes Employee Assistance Programs (EAPs), which combine external social resources and company community activities to provide resources on five major topics, including "psychological counseling," "legal counseling," "medical prevention and treatment," "care/other counseling," and "self-assessment," to promote employee physical and mental health and enhance work efficiency.

Since 2021, we have collaborated with external nonprofit professional counseling organizations to provide free counseling services. Through counseling hotlines, one-on-one meetings with psychologists, and other methods, we assist employees in resolving family, interpersonal, legal, and other related issues. Consultation services are available to assist employees in planning for retirement. In 2024, a total of 215 consultations were conducted and all the employees who used the consultation service gave positive comments in a survey. Internally, the Group also assists employees in utilizing internal and external resources to improve and solve the issues they are facing.

In response to rapid external regulatory changes, we swiftly revised the Workplace Sexual Harassment Prevention, Complaint, and Disciplinary Guidelines in 2024. At the same time, the content of gender equality training was comprehensively updated. Sexual harassment prevention was established as a standalone course, separate from gender equality training. All employees across the Group—including the Chairman, President, and all levels of management—are now required to complete two mandatory training sessions annually of Gender Equality and DEI Awareness as well as Workplace Sexual Harassment Prevention. This initiative aims to further raise gender equality awareness throughout the organization.



Occupational Safety and Health Training Course Statistics

Occupational Health and Safety for New Employees	Annual Occupational Health and Safety Course	Occupational Health and Safety Manager Training	Fire Safety Management Personnel Training	First Aid Personnel Education and Training
1,492 Attendance	21,504 Attendance	117 Attendance	76 Attendance	454 Attendance
25 No. of Sessions	34 No. of Sessions	57 No. of Sessions	39 No. of Sessions	98 No. of Sessions
4,476 Total Hours	21,394 Total Hours	1,343 Total Hours	592 Total Hours	3,193 Total Hours






6.4 Human Rights

Human Rights Policy

The Company recognizes and supports the spirit and basic principles of human rights protection as outlined in international covenants including the Universal Declaration of Human Rights, United Nations Global Compact, and International Labour Conventions and complies with the relevant labor laws and regulations of the Company's locations.

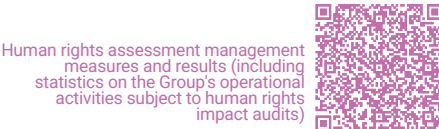
In 2018, the Company established its "Human Rights Policy", which is applicable to its subsidiaries and covers the protection of human rights in the workplace, the implementation of equal remuneration for men and women, the provision of a healthy and safe workplace, the support of freedom of association, the promotion of labor harmony, the protection of personal data, and the promotion of human rights policies. We are not only committed to respecting and upholding internationally recognized fundamental human rights but also fully comply with relevant labor regulations. We protecting the legal rights of employees, and prohibiting any acts that violate or infringe upon human rights. In addition to infusing human rights principles into our corporate values and culture, we take concrete actions to fulfill our responsibility to respect and protect human rights.

Business Operation	Value Chain and Related Business	
<div>  </div> <div>Employees</div>	<div>  </div> <div>Suppliers and Partners</div>	<div>  </div> <div>Customers and local communities</div>
<p>The Company has established the "Human Rights Policy," which includes the protection of human rights in the workplace, the implementation of equal pay for equal work, the provision of a healthy and safe workplace, the support of freedom of association, the promotion of labor-management relations, the protection of personal data, and the propagation of human rights policies. In addition to the commitment to respect and protect the basic human rights recognized internationally, we comply with relevant labor laws and regulations, protect the legal rights of our employees, and prohibit any acts that violate or infringe upon human rights.</p>	<p>In addition to supporting and practicing human rights protection, the Company has established the "Human Rights and Environmental Sustainability Terms" to encourage its partners, including suppliers, to work together to pay attention to human rights issues and to manage related risks.</p>	<p>The Company has established the "Sustainable Finance Guidelines" as a reference for each subsidiary's investment and financing decisions and further ensures the implementation of human rights policies for its customers by incorporating ESG considerations.</p> <p>The Company has formulated the "Personal Data Protection Policy" and actively ensures the confidentiality of important customer information by enhancing the quality of information governance and maintaining the right to personal data privacy.</p> <p>The Company has formulated the "Social Welfare Activity Management Guidelines" based on our three major social welfare strategies, and actively addresses social and environmental issues we are concerned with through commercial activities, donations, corporate volunteer services, or other substantive actions through charity services.</p>

Human Rights Due Diligence

In order to implement the "Human Rights Policy", the Company has established a human rights due diligence procedure. This aims to safeguard the basic human rights of stakeholders including employees, suppliers, and customers. Every year, we review human rights advocacy both domestically and internationally, along with labor regulations, to identify major human rights concerns and potential impacts. We classify risks according to the level of risk associated with each issue and then establish corresponding risk mitigation and compensation measures. We also regularly monitor and review these measures to effectively manage the impact and implications of human rights risks.

Each year, we conduct human rights risk assessments for identified target groups based on potential exposure to human rights-related risks. Based on the results, we develop or adjust follow-up measures for management, mitigation, compensation, and improvement, while disclosing the Company's human rights risk assessment and management chart. In 2024, a total of 15 human rights issues were included in the Company's risk identification procedures. Among them, 11 were confirmed as major areas of concern through investigation and were subjected to due diligence processes. Risk mitigation measures and plans for compensation were then developed accordingly. No human rights violations occurred in 2024.



Human Rights Due Diligence Process

Relevant groups: Employees, suppliers/partners, customers, local communities and new business relations

1	<div>  </div> <div>Risk Identification</div>	<ul style="list-style-type: none"> Examine the spirit and basic principles of human rights protection as revealed in international human rights conventions and the relevant labor laws and regulations in Taiwan to identify potential human rights risk issues. Discern the parties whose human rights are affected.
2	<div>  </div> <div>Risk Assessment</div>	<ul style="list-style-type: none"> Assess the proportion of human rights risks for each potential issue.
3	<div>  </div> <div>Risk Mitigation & Compensation</div>	<ul style="list-style-type: none"> Develop and implement risk mitigation measures for those with potential human rights risks. Plan and implement compensatory measures for those who have suffered actual negative influences or impact on human rights. Confirm the implementation results.
4	<div>  </div> <div>Improvement & Tracking</div>	<ul style="list-style-type: none"> Disclose the results of human rights due diligence. Track the improvement of each potential issue risk.
5	<div>  </div> <div>Periodic Review</div>	<ul style="list-style-type: none"> Review risk assessment tools and processes to improve human rights due diligence mechanisms. Review related procedures and management practices to continuously optimize the management of human rights risks.

6.5 Employee Communication

The Group is committed to fostering a transparent and open communication culture by establishing comprehensive and diverse mechanisms for employee communication, complaints, and whistleblowing. These measures aim to effectively prevent labor disputes and occupational safety risks, ensuring smooth internal communication and stable human resource development. In terms of labor-management relations and communication, the Company has set up an employee complaint hotline, holds regular labor-management meetings, conducts performance feedback interviews, and implements institutionalized practices such as domestic and international employee engagement surveys and learning/development evaluations. These efforts help us understand employee needs and feedback, thereby facilitating two-way communication. Regarding occupational safety and health issues, employees can express opinions and suggestions through the Occupational Safety and Health Committee or labor-management meetings. The Company actively listens and incorporates this feedback into decision-making, making risk management more effective. The Company also encourages all employees to actively communicate and give suggestions. Through a structured feedback process, the management team optimizes policies and practices to ensure that organizational operations and human resources management remain aligned with current trends. No major labor disputes occurred this year, demonstrating steady and effective governance in labor relations.

Union Participation

The Group has always valued communication with unions and employees. Every 3 months we hold regularly scheduled 4 and discuss issues to promote labor-management harmony with unions or labor representatives to strengthen labor-management relations. The contents of the labor-management agreement apply to 100% of all employees. Should any operating activities significantly impact employees, such activities will promptly be announced on the Company intranet and where necessary, management shall engage all employees in the communication.

The Group maintains an open and liberal attitude towards employees joining unions. As of the end of 2024, the total number of union members accounted for 37.65% of our Taiwan employees.

Union	Number of Union Members	Number of Union Members as a Percent of Total Employees (%)	Number of Union Representatives as a Percent of Total Employee (%)
Yuanta Financial Holding Co., Ltd. and Subsidiaries Corporate Unions	455	3.93	0.13
Yuanta Commercial Bank Co., Ltd. Corporate Union	2,884	59.44	0.31
Yuanta Commercial Bank Co., Ltd. Union	1,070	22.05	0.52
Yuanta Life Insurance Co., Ltd. Corporate Union	71	9.62	1.76

Note:

1. The number of people that is applicable to the collective agreement with corporate union accounts for 9.01% of the Group's domestic employees.
2. Union representatives are members and supervisors of the union and the representatives of the members.

Employee Engagement Surveys

Since 2017, the Human Resources Department has planned and commissioned a foreign management consultant to independently conduct the Employee Sustainable Engagement Survey (ESES) on a third-party platform, inviting Taiwan and overseas full-time employees who have completed their probation period to participate in the survey. Based on the consultant's recommendation, the engagement survey was conducted biennially from 2019 onwards, with plans to conduct the survey annually starting from 2025.

In 2023, 13,694 employees from both domestic and international locations were invited to participate in the Employee Engagement Survey. Male response rate accounts for 42% and female response rate 58%. The survey covered four dimensions: Work Experience, Organizational Operations, Strategic Focus, and Talent Management, with 19 aspects including job satisfaction, purpose, happiness and stress management. In several aspects, the Company received positive ratings surpassing industry standards. Notably, in the Work Experience dimension, the Group has been proactive in developing diverse on-the-job training mechanisms, resources for further education and comprehensive salary, reward, and benefits systems for a long time, with the survey results showing strong performance in learning and development as well as compensation and benefits—both exceeding the high-performance benchmark. Additionally, in the area of Organizational Operations, the Group organized core value communication activities to deepen employees' grasp of corporate culture and development goals with the of boosting their confidence in the Group's growth. The results of these efforts contributed to the high marks in Organizational Communication and Team Collaboration, which were also above the high-performance benchmark.

In 2024, the Company continued to improve based on employee engagement survey results, focusing on feedback through diverse communication channels to create a productive and harmonious work-life environment, aiming to improve employee engagement from different areas.

Employee Engagement Survey Data by Year					
Year	Region	No. of Participants	No. of Respondents	Survey Ratio (%)	Positive Response (%)
2019	Taiwan and Overseas	12,945	11,148	86	88
2021	Taiwan and Overseas	13,186	11,183	85	86
2023	Taiwan and Overseas	13,694	11,735	86	80

Notes :

1. The base dates for the number of employees responding to the engagement survey in 2019, 2021 and 2023 were August 1, 2019, June 30, 2021 and June 1, 2023 respectively. The base date for the total number of employees in each year is the number of employees in employment as of December 31 of that year.
2. We were recommended to conduct biennial survey by the consulting company in 2019; therefore, the survey was not carried out in 2020, 2022, and 2024.
3. The response rate is calculated as the number of employees who responded divided by the total number of participants.



07

Our Commitment To Social Participation

7.1 PUBLIC WELFARE STRATEGIES

7.2 PUBLIC WELFARE GOAL AND PERFORMANCE

7.3 PUBLIC SERVICE HIGHLIGHTS SECTION

7.1 Public Welfare Strategies

The Group leverages financial expertise to connect with stakeholders and collaboratively engage in social welfare initiatives. The Community Engagement Group of the Corporate Sustainability Office coordinates resources and sets development goals in three major directions (Care for Society, Helping to Educate, and Positively Impact Society), as part of the overall social welfare strategy. The Group not only shares the results of social welfare initiatives through diverse public channels, but also actively gathers feedback to continuously enhance the impact of these efforts. We take concrete actions in response to the United Nations' Sustainable Development Goals, upholding our commitment to long-term engagement in social welfare.

As a member of the Financial Supervisory Commission's "Coalition of Movers and Shakers on Sustainable Finance," we are dedicated to advancing social development and amplifying social impact. With "goodness" as our core value, we strive to create a positively impactful society that aligns with various United Nations' sustainability indicators. In 2024, employees contributed a total of 301 instances and 3,555 hours of volunteer leave, fulfilling the commitment of the Group to social responsibility.

<div></div> <div>Total investment 10,662 million</div>	<div></div> <div>Total beneficiaries 754,053 persons</div>	<div></div> <div>Volunteers 17,557 persons</div>
<div><div><div>1</div><div>NO POVERTY</div><div></div></div><div><div>Care for Society</div><div>SDG1 No Poverty</div><div>Because we are concerned about social change, we encourage our subsidiaries to integrate their operations with the concept of giving back to the community and work with stakeholders to expand their social impact.</div></div></div>	<div><div><div>4</div><div>QUALITY EDUCATION</div><div></div></div><div><div>Helping to Educate</div><div>SDG4 Quality Education</div><div>We continue to provide in-depth support for education and increase the number of beneficiaries to protect the rights of disadvantaged students to receive fair and high-quality education and to provide employment opportunities to help young people become self-sufficient.</div></div></div>	<div><div><div>11</div><div>SUSTAINABLE CITIES AND COMMUNITIE</div><div></div></div><div><div>Positively Impact Society</div><div>SDG11 Sustainable Cities and Communities</div><div>We use our sales office as a relay station for community exchange, deepen the interaction with the community, and build a safety net for support, and utilize the power of volunteers to promote cultural and creative industries and care for social and environmental issues as well as prioritize cooperation with strategic partners.</div></div></div>
<div>To care for underprivileged groups and promote equal access to social resources, the Group leverages financial expertise to create a charitable donation platform. This platform unites the efforts of shareholders, customers, employees, suppliers, communities, and the media to jointly support children in rural areas, children from disadvantaged families, and individuals with physical and mental disabilities. We actively promote the equitable distribution of resources, striving to realize the vision of an inclusive society with equal opportunities for all.</div>	<div>The Group believes in the concept of "giving back to society as we gained from society" and actively participates in cultural, educational, and philanthropic activities. Using our own strength to contribute to society, we promote initiatives that help youth with academic excellence and outstanding character from underprivileged families complete their education with peace of mind. We also provide fair and high-quality educational and learning opportunities to foster balanced social development. Additionally, to advance the dissemination of knowledge and skills related to sustainable development, we offer internships and employment opportunities, striving to strengthen the development of a healthy social and financial ecosystem.</div>	<div>The Group is committed to the belief that "the power of change begins with caring." By cooperating with campuses, social welfare units, and medical and nursing institutions, the Group has made its operating locations the center of community development to hold public welfare activities regularly such as blood drives, provide space for public welfare cultural and creative exhibitions, and construct a safety net for community support, deepening interaction with the community, and empowering local organizations or groups to become hubs for fostering community interaction. At the same time, through the efforts of volunteers, we address environmental issues to further reduce the negative impact of urban areas on the environment, and promote an inclusive, safe and sustainable living environment.</div>
<div><div>2024 Key Performance</div><div><div>"Give Love, Give Warmth" Donation Platform: NT\$1.65 million</div><div>Microinsurance Donation Amount: NT\$1.73 million</div><div>Collaborating Beneficiary Organizations: 241</div><div>Financial Public Welfare Activities for Underprivileged Rural Areas: 15 events, benefiting 1,732 persons (including 1,118 persons in Yuanta Happiness Day)</div></div></div>	<div><div>2024 Key Performance</div><div><div>Cumulative Number of Interns and New Employees Recruited: 133</div><div>Provision of Scholarships: NT\$44.67 million</div><div>Nurturing Disadvantaged Students: 405 persons</div><div>Yuanta Financial Management Day / Financial Management Camp: benefiting a total of 243 students.</div></div></div>	<div><div>2024 Key Performance</div><div><div>Elderly Health and Caring Services: 15 events, benefiting 1,624 persons. Yuanta Life held 4 events in 2024 for elderly care and financial fraud prevention, with a total of 119 beneficiaries</div><div>Beach Cleaning / Community Cleanup Activities: 18 events, cleaning up 3,098 kilograms of waste</div><div>Yuanta Dream Big Project: Sponsoring 9 organizations with dream project grants totaling NT\$2.7 million, benefiting 28,264 persons</div></div></div>

7.2 Public Welfare Goal and Performance

1 NO POVERTY



Care for Society

Stakeholders

Government, Employee, Potential Employee, Supplier, Client

Secondary Goals (SDGs)



Long-Term Goals

1. Combining corporate financial services with public welfare efforts to help charity organizations and disadvantaged groups who lack material goods and equal opportunities because of financial difficulties.
2. Supporting the activities of social welfare organizations and inviting stakeholders to join us in caring for the rural areas, children from disadvantaged families, the physically and mentally challenged, and underprivileged groups, and put corporate influence into action and build good relationships.
3. Continuing to develop digital core business and use financial innovation technology and the convenience of mobile payment, with the aim of mitigating the problem of insufficient service in remote areas or small-scale stores.
4. Caring about vulnerable groups affected by major disasters and supporting them with practical actions to help them overcome their financial difficulties through our corporate influence.

Action Plans

- Care for disadvantaged groups affected by major disasters
- Yuanta Bank "Give Love, Give Warmth" Donation Platform
- Yuanta Happiness Day
- Financial education for disadvantaged groups
- Long-term cooperation and support of social welfare organizations: Taiwan Fund for Children and Families, Taitung Kids' Bookhouse, Harmony Home Taiwan
- Microinsurance donations

Investment and Beneficiaries



Total investment
NT\$39.12 million



Total beneficiaries
18,398 persons

SDG1 Public Service Highlights

Yuanta Growth Companion Program Series

Yuanta Life has long been committed to supporting underprivileged children in rural areas and actively promotes inclusive financial education. Apart from providing basic coverage through microinsurance, it also brought financial education to the grassroots level through two "Yuanta Growth Companion Series" events, in which Yuanta Life employees served as volunteers and shared through lectures or combined education with games to teach children about risks, and the prevention, diversification, and transfer of risks, so they can develop proper risk concepts and financial knowledge, benefitting a total of 220 children. At the same time, Yuanta Life also connected with "suppliers", which is among one of its stakeholders to take part in the activities and collectively support disadvantaged children and youth. Five suppliers responded to the initiative, contributing to the impact of social welfare efforts.



Charity Donation of Supplies

Yuanta Funds has organized the "Shoebbox Donation Drive" program for seven years in a row to care for children in rural areas and those in special circumstances. This project aims to start from Hualien and spread love around Taiwan. This year, the charity effort spread to Yunlin County. Yuanta Funds, with the assistance of education bureaus of city/county governments, first surveys the needs of disadvantaged children, and then employees voluntarily take up the responsibility to fulfill these needs, packing the items into shoebox-sized packages. The packages are delivered on the eve before Christmas as Christmas presents for the children, with the aim of becoming a beacon to encourage disadvantaged children to continue their studies and strive upward. The program benefited 486 children of 45 schools along the coastline of Yunlin County this year, accumulating to more than 3,000 beneficiaries over the seven years of the project.



4

QUALITY EDUCATION



Helping to Educate

Long-Term Goals

1. Continue to help the underprivileged pursue education and employment opportunities, deepening social care through talent cultivation.
2. Invest in disadvantage school districts and communities where resources are most needed.
3. Provide higher education research grants to encourage and support the development of related industries and the nurturing of professional talent.

Stakeholders

Government, Employee, Potential Employee, Supplier, Client


Secondary Goals (SDGs)




Action Plans

- Yuanta-FJCU Dreams Take Flight Project
- Yuanta Scholarship for Outstanding Underprivileged Talent
- Yuanta Cultural and Educational Foundation Physician-Scientist Merit Award
- Yuanta Internship Program with Colleges and Universities
- Yuanta Financial Management Day and Yuanta Financial Management Camp
- "The Love in Humanity" Series Activities

Investment and Beneficiaries



Total investment
NT\$52.63 million



Total beneficiaries
4,757 persons

SDG4 Public Service Highlights

Yuanta Scholarship for Outstanding Underprivileged Talent

Since 2016, the "Yuanta Scholarship for Outstanding Underprivileged Talent " has been awarded annually. This year, a record-breaking 87 students received the scholarship, and over the past nine years, it has supported 582 recipients in their educational journeys. Through continuous efforts, the Group has upheld its firm commitment to education and talent development, accompanying students to grow.

To promote social care, the original intent in establishing the scholarship is to ease the financial burden on students. Through school recommendations, as well as the foundation's application reviews and interview evaluations, the program selects promising students with academic excellence and outstanding character. Each scholarship recipient can receive up to NT\$200,000, making it one of the few scholarships in Taiwan available to students from high school to master's programs. It allows them to concentrate on their studies without worries, and provide opportunities to join Yuanta after graduation to contribute their skills. The Group will continue to invest in education, ensuring the rights of disadvantaged students from schooling to employment, reinforcing our commitment to education and talent cultivation, and accompanying students as they grow.



Financial Management Takes Roots in Rural Education through Education and Games

The "Yuanta Financial Management Day" has been held since 2018, aiming to reach schools in remote areas across Taiwan to promote inclusive financial education. The goal is to help rural children develop basic financial concepts, work toward widespread financial knowledge, and implement the concept of financial friendliness.

The Yuanta Cultural and Educational Foundation has designed three sets of educational board games combining financial knowledge. Employees from the Group volunteer as instructors, communicating money concepts through an educational and fun approach. Additionally, "Yuanta Financial Management Camps" are organized to share knowledge about banking operations, such as deposits, foreign exchange, fraud prevention, and insurance. Over the past seven years, a total of 1,062 rural children have benefited from these initiatives.



11 SUSTAINABLE CITIES AND COMMUNITIES



Positively Impact Society

Stakeholders

Government, Employee, Potential Employee, Supplier, Client, Society

Secondary Goals (SDGs)



Long-Term Goals


1. Leverage business offices of subsidiaries and volunteers at different locations to reach out to the neighborhood in the spirit of serving the customer as a financial services provider and deepen the interaction between stakeholders as well as provide assistance to resolve their issues of concern.
2. Continue to support care for children and elderly care and medical services, build community-based care networks, and promote an atmosphere of mutual support and healthy culture in society.
3. Empower local social organizations or groups, enhance the well-being of the community, and promote cultural and creative industries to become the hub for community exchange.
4. To protect the environment, apply corporate influence to organize public service activities and utilize the power of corporate volunteers to address environmental issues and create positive links between society, the economy, and the environment.

Action Plans

- Yuanta Dream Big Project
- Yuanta Charity Blood Drive
- Taiwan Fund for Children and Families' Good Neighbor Child Protection Program
- Community adoption (pedestrian walkway, trees)
- Promoting rehabilitation care
- Working with community health and hospice organizations to care for seniors
- Beach cleanups and community cleaning activities
- Promoting financial fraud prevention and awareness

Investment and Beneficiaries

 Total investment
NT\$14.88 million

 Total beneficiaries
730,898 persons

SDG11 Public Service Highlights

Promoting Environmental Awareness and Biodiversity Conservation at Yuanta Bank

Yuanta Bank is dedicated to promoting environmental protection and biodiversity conservation, holding four events and inviting over 200 employees and their families to participate in the "Zhishanyan Biodiversity Tour," " Taichung QiuHong Valley Ecological Tour," and " Kaohsiung Indigenous Botanical Garden Ecological Tour". Through on-site ecological explanations, participants had the opportunity to explore the mysteries of seasonal changes and terrestrial ecological evolution in the park, fostering an understanding of the interdependence between humans and the environment. Additionally, animal rescue and hands-on activities were conducted to highlight the value of biodiversity. This enriching ecological tours raised employees' awareness of environmental sustainability, fostering a collective commitment to protecting our planet.



Elderly Care in the Community

Yuanta Life has long been addressing the aging-related issues in Taiwan. The Company organizes activities such as the "Elderly Care Series" and "Smiling Elders: Love Without Barriers" events. Four sessions were held to help seniors develop awareness of financial risks, benefiting over one hundred elderly individuals. For example, prior to the Dragon Boat Festival, visits were made to nearly one hundred seniors with mild dementia. In addition to gifting festive rice dumplings, a DIY activity was organized to create aromatic Dragon Boat Festival ornaments, complemented by a self-written and performed short play on financial fraud prevention. This not only educated seniors about financial risks but also conveyed love and warmth. Additionally, in collaboration with the Chinese Christian Relief Association, food boxes filled with love were delivered to economically disadvantaged families and elderly individuals living alone, providing essential support. Furthermore, at the Songshan District Songji Village Community Activity Center in Taipei City, knowledge on financial fraud prevention was shared with seniors aged 65 and above, aiming to protect their retirement savings.



"Dream Big" Yuanta Social Service Dream-Fulfilling Project

To serve as a solid supporter of small charitable enterprises or organizations, the Company centers on becoming a public welfare platform. Through the Yuanta Cultural and Educational Foundation's "Dream Big" Yuanta Social Service Dream-Fulfilling Project, we select and support resource-limited groups to help them realize their dreams. This year, we have supported nine organizations, benefiting a total of 28,264 individuals. Over the past eight years, the program has relied on the voluntary participation of the Group's employees as volunteers as well as specialists connected through the public welfare platform to integrate community empowerment and local revitalization innovation into long-term development plans and has helped a cumulative total of 52 Dream Big groups to establish the goals of their operations and their position and raise the business planning capabilities of corporate groups. By further applying the Dream Fulfillment Empowerment Platform, the program facilitates the exchange of experiences and resources among small-scale enterprises or organizations and expedites their growth in business planning and marketing skills.



7.3 Public Service Highlights Section

Super Flies Team: The Campus's Best Friend for Zero Food Waste

Located in the northern part of Hualien County, Shin-Cheng Elementary School has a nearly century-long history since its establishment during the Japanese colonial period. To enhance students' awareness and understanding of sustainable ecological agriculture, the school was selected for its club program of "Super Flies Team" as a recipient of this year's "Dream Big" Yuanta Social Service Dream-Fulfilling Project. Their mission leverages the ecological characteristics of the black soldier fly to address campus food waste issues and fulfill their environmental protection objectives.



During the summer vacation, the students visited two food waste treatment facilities in Hualien—Fenglin Environmental Science and Technology Park and the 1919 Food Bank Black Soldier Fly Base. These visits allowed them to understand the differences between conventional food waste processing and black soldier fly recycling. Through the Yuanta Cultural and Educational Foundation's connection, they learned from Mr. Chen Chung-Yu (Toby Chen), CEO of MONSTER Biotechnology, who shared industry-scale breeding and processing technologies for black soldier flies. This deepened the students' understanding of sustainable agriculture. Additionally, during the winter vacation, the club students were invited to visit MONSTER Biotechnology to further expand industry-academia collaboration.

This year, the "Super Flies Team" conducted 10 club sessions and six off-campus exchanges and visits, with a total participation of 700 attendees. They decomposed 183 kilograms of food waste and dried leaves. The black soldier fly larvae they cultivated fed 25 black soldier fly chickens, which produced 384 black soldier fly eggs. These efforts created a positive cycle and contributed to campus sustainability.



The small black soldier fly is hailed as the "strongest scavenger on Earth." One metric ton of food waste can support the growth of approximately 300 kilograms of black soldier fly larvae, while producing only around 12 kilograms of carbon emissions in the process.

Throughout their lives, black soldier flies contribute significantly—not only can the larvae serve as a source of protein for animal feed, but their frass can also be applied to plants as organic agricultural compost, altering soil pH levels. Even the pupal shells of matured larvae can be extracted for valuable substances, which can be added to feed or used as raw materials in industries such as agriculture, medicine, cosmetics, and more.

Yuanta 188 Sustainability Activity Relay Program

The program represents a deeply rooted initiative, with the Group's eight subsidiaries taking turns hosting activities that align with eight of the United Nations' Sustainable Development Goals (SDGs). These SDGs include "No Poverty," "Quality Education," "Sustainable Cities and Communities," "Responsible Consumption and Production," "Climate Action," "Life Below Water," "Life on Land," and "Partnerships for the Goals," along with indicators promoting "Customer Advocacy for Natural Ecological Conservation." The number 8 symbolizes infinite cycles, embodying the Group's spirit of sustainability and co-prosperity.

This ecological education program was held at Zhishan Cultural and Ecological Garden, home to dozens of bird species, over 280 native plants, as well as unique creatures such as Taipei tree frogs, red-bellied squirrels, and rhinoceros beetles. The Garden's distinct geological features create the feeling of being in a natural geological archaeology classroom. Through on-site habitat exploration and DIY environmental education activities, participants learned about the impact of habitat diversity on ecosystems, raising ecological conservation awareness among Group employees. This strengthened their environmental education concepts and supported conservation efforts. This year, a total of 19 ecological tours were conducted, with approximately 1,800 participants responding to the activities.



Appendix 1 ESG Data Performance

Sustainable Finance Performance

Responsible Investment Management Action Plan

Abiding by the Principles for Responsible Investment (PRI) and the Group's Sustainable Finance Guidelines, Yuanta Securities, Yuanta Bank, Yuanta Life, Yuanta Funds, Yuanta Futures and Yuanta Venture Capital have formulated or revised related policies, rules, and standard operating procedures (SOPs) to implement responsible investing practices in the management of every type of asset. Detailed explanations of management processes and practices are summarized in the table below.

Voting and Engagement Policy/Practice

	Yuanta Securities	Yuanta Bank	Yuanta Life	Yuanta Funds	Yuanta Venture Capital
Engagement Policy/Practice	According to Institutional Investors Stewardship Policy, and the Investment Management Policies, the ESG issues are clearly defined to be addressed. Yuanta Securities continues to pay attention to the implementation of corporate sustainability development by investee companies. By attending shareholder meetings, exercising voting rights, and interacting and engaging with the management of the company, Yuanta Securities assists investee to practice sustainable operations and improve ESG performance.	In accordance with Article 4 of the Operating Guidelines for Engagement and Voting established by Yuanta Financial Holdings, subsidiaries shall screen candidates for the proposed engagement at their own discretion, or Yuanta Financial Holdings and its subsidiaries shall jointly screen and evaluate candidates for the proposed engagement. Regarding the prioritization of ESG-related data and rating information for credit and investment counterparties, those with lower rankings in ESG-related indicators may be given priority for engagement. Additionally, consideration may be given to adopting a collaborative engagement approach to improve the ESG-related number of the target company. Engagement activities may include but are not limited to in-person visits, phone calls, emails, etc., to engage in dialogue and interaction with the investee company on ESG issues.	In accordance with the Procedures Governing Exercising Shareholder Rights for Holders of Securities, Yuanta Life continues to pay attention to ESG issues of investees and takes appropriate actions to communicate and engage with the company.	In accordance with the provisions of the Operating Guidelines for Engagement Procedures, we regularly pay attention to the operating performance of the investees and their environment, social, and corporate governance (ESG) risks and performance and propose to engage with the companies on a timely basis to increase investment performance and reduce ESG risks.	In accordance with the Standard Operating Procedures Governing Investment Operations, Yuanta Venture Capital reviews invested company on CSR compliance when appropriate. Should assessment find there are potential negative impacts on ESG, Yuanta Venture Capital shall communicate related risks through participation in shareholder meetings, exercise of voting rights, and communication with the management of the company.
Voting Policy/Practice	In accordance with the Institutional Shareholder Voting Policies, before participating in a shareholders' meeting to exercise voting rights (including electronic voting), Yuanta Securities shall refer to Yuanta Financial Holdings' Sustainable Finance Guidelines and reach an internal agreement on voting options that do not violate the Guidelines. And assessing each shareholder meeting agenda on a company-by-company, case-by-case basis, considering the proposals' potential impact on adherence to ESG principles and sustainable growth.	<ol style="list-style-type: none"> 1. In accordance with the Stewardship Policy, Yuanta Bank continues to pay attention to invested companies on their CSR compliance and assist them to improve ESG performance through engagements with invested companies by attending shareholder meetings, exercising voting rights, and communicating with the management of the company. 2. When exercising voting rights on held stocks, Yuanta Bank shall carefully review each proposed item on the shareholder meeting agenda. When necessary, they may engage with the management prior to the shareholders' meeting to understand and communicate the issue. Unless otherwise specified by law, Yuanta Bank may not directly or indirectly participate in management or engage in improper arrangements with the investee companies. 3. In order to respect the professional management of the investee company and promote their effective development, the general practice is to support the issues proposed by the management. However, for the proposals that violate corporate governance and hinder the sustainable development of the invested company (such as false financial reports), those that have negative impacts on the environment and society (such as climate change risks, environmental pollution, human rights violations, deprivation of labor rights, etc.), or those that harm the interests of Yuanta Bank and the rights of a funding providers, the general practice is to not support the proposed item. The Bank does not unconditionally support proposals put forward by the management. 	In accordance with the Procedures Governing Exercising Shareholder Rights for Holders of Securities, when Yuanta Life attends a shareholder meeting and exercises voting rights, it must adhere to the principles of participation, non-intervention, and ESG promotion.	In accordance with Procedures Governing Shareholder Meeting Attendance and Exercise of Voting Rights, in case that due to improper management by the management of the issuing company that there is any concern of damage to company integrity, social responsibility, or environmental protection efforts, fund management units shall hold a meeting to discuss the issue. After the result from the meeting is approved by the department head and the company president (CEO), the designated personnel shall exercise voting rights in accordance with the meeting resolution.	

Responsible Investment Management Action Plans

Yuanta Securities

Types of Assets	Stocks (Listed Equity), Private Equity, Fixed Income
Management of Own Assets	In accordance with the Investment Management Policy and the Guidelines for Proprietary Investment Trading Decision Making, Yuanta Securities shall base its trading decisions on the Principles for Responsible Investment and its spirit, and only after the potential investment target is evaluated for ESG compliance (such as showing specific evidence of ESG compliance or violation) before any investment is to be conducted. The meeting minutes shall include records on the summary of the relevant conditions. The selection of investment targets is to actively support those sustainability-related enterprises with good potential, and prohibits investments in companies on the exclusion list.

Yuanta Bank

Types of Assets	Stocks (Listed Equity)
Management of Own Assets	In accordance with the Financial Markets Operations Division's Guidelines Governing Medium and Long-Term Investment Evaluation Committee Establishment and Evaluation, Yuanta Bank's medium and long-term investment targets may not be controversial enterprises or on the list of prohibited enterprises (exclusion list), and that ESG factors shall be included in our investment decision-making. After investing, the fulfillment of social responsibilities of the investment targets is to be re-examined on the last business day at the end of each year.
Types of Assets	Fixed Income
Management of Own Assets	In accordance with the Guidelines for Transactions Involving Investment of Bank Funds, for our bond positions, Yuanta Bank shall not invest in targets which are on the list of prohibited companies (exclusion list) and shall incorporate ESG factors into investment decisions. Should the bond issuer be a controversial enterprise, an explanation must be provided in the investment report and the appropriate level of management approval must be obtained before the investment can be executed. After investing, the fulfillment of social responsibilities of the investment targets is re-examined on the last business day at the end of each year
Types of Assets	Property
Management of Own Assets	In accordance with the Guidelines Governing the Acquisition or Disposal of Real Estate, Yuanta Bank evaluates the characteristics, market conditions, and benefits of the property for acquisition or disposal to serve as the basis to formulate the price and method of property acquisition or disposal.

Yuanta Futures

Types of Assets	Stocks (Listed Equity)
Management of Own Assets	In accordance with the Guidelines Governing Medium and Long-Term Investment of Securities, Yuanta Futures shall base its trading decisions on the Principles for Responsible Investment and its spirit, evaluate the ESG performance of related investment targets and keep it for the record. The selection of investment targets is to actively support those sustainability-related enterprises with good potential, and prohibits investments in companies on the exclusion list.

Yuanta Life

Types of Assets	Stocks (Listed Equity), Private Equity, Fixed Income
Management of Own Assets	In accordance with its Investment Policy, Yuanta Life incorporates ESG factors into investment decision consideration. Yuanta Life, in accordance with its Operating Procedures for Investment-related Application of Funds, actively supports sustainability-related enterprises with good potential and prohibits investments in companies on the exclusion list.
Types of Assets	Derivative Products and Alternative Investments
Management of Own Assets	In accordance with its Investment Policy, when investing in hedge funds, Yuanta Life selects products issued by fund management firms with an ESG policy or consider ESG risks and opportunities in its fund strategy.
Types of Assets	Infrastructure
Management of Own Assets	In accordance with its Investment Policy, when evaluating potential investment in special projects, public utilities and social welfare businesses, Yuanta Life shall consider environmental impact and social benefits when making the investment decision.
Types of Assets	Property
Management of Own Assets	In accordance with its Investment Policy, when selecting real estate investment targets and new construction projects, Yuanta Life shall consider the potential impacts of climate change on asset value.

Yuanta Funds

Types of Assets	Stocks (Listed Equity) 、Private Equity 、Fixed Income
Management of Own Assets and Customer Asset Management	Yuanta Funds has taken ESG factors into consideration and has established procedures on making investment decisions in related guidelines, including Guidelines on the Operation of Investment Decision-Making Team, Procedures for Managing Stock Pool of Taiwan Listed Companies and Procedures for Investment Analysis, Investment Decision, and Execution of Funds and Dedicated Accounts. Before investing, it is necessary to examine whether the investment target meets ESG assessment criteria. Yuanta Funds has also formulated the ESG and Climate Change Transformation Risk Management Rules to regulate the ESG risk management mechanism that must be followed when investing in funds.

Yuanta Venture Capital

Types of Assets	Stocks (Listed Equity) 、Private Equity
Management of Own Assets	In accordance with the Standard Operating Procedures Governing Investment Operations, Yuanta Venture Capital has included ESG factors as key criteria in evaluating investments. The investment targets may not be controversial enterprises or on the list of prohibited enterprises (exclusion list), and any investment letter of intent will explicitly state Yuanta Venture Capital's expectations for the investment target in the areas of environmental protection, corporate ethical management, and social responsibility. For medium and long-term investments, timely review of the investment target's fulfillment of corporate social responsibility shall be conducted.



Sustainable Finance Performance

Total Value and Number of Underwriting Cases in 2024

Unit: NT\$ thousand

Type	Number	Amount
Underwriting Fixed Income	130	107,745,000

Total Value and Number of Market Making Transactions in 2024

Unit: NT\$ thousand

Market Making Targets	Number	Amount
Fixed income	-	-
Equity	646	408,220,305
Currency	-	-
Derivatives (warrants)	22,922	212,488,706
ETN	14	2,046,580
ETF	236	2,928,445,624

Credit risk concentration (by Industry) as of December 31, 2024

Unit: NT\$ thousand

Industry	Amount	Percentage (%)
Government agencies	262,432,385	21.94
Finance and insurance	225,662,302	18.86
Construction	92,199,991	7.71
Real estate investment	62,417,763	5.22
Semiconductor industry	45,123,805	3.77
Investment	44,092,577	3.69
Public utilities	34,912,435	2.92
Plastic industry	33,575,817	2.81
Communication network	32,076,648	2.68
Computer and peripherals	31,227,989	2.61
Steel (excluding stainless steel)	23,300,654	1.95
Food industry	23,037,827	1.93
Cement industry	18,444,467	1.54
Other	267,799,700	22.39
Total	1,196,304,360	100.00

Total Proprietary Investment and Breakdown as of December 31, 2024

Unit: NT\$ thousand

Business Type	Industry	Number ^{Note}	Total Investment Size at the End of the Year ^{Note}
Proprietary Investment (Bonds)	Government Agencies	15	18,263,159
	Plastic Industry	10	7,455,878
	Finance & Insurance	24	5,672,664
	Public Business	7	5,650,000
	Semiconductor industry	11	3,250,000
	Electronic components	2	1,900,000
	Cement Industry	3	1,700,000
	Food Industry	4	1,417,999
	Leasing	4	1,299,207
	Real Estate Investment	3	1,200,680
	Biotechnology and Pharmaceuticals	4	901,399
	Textile and Fiber	2	900,000
	Investment	2	900,000
	Steel (excluding stainless steel)	4	826,928
	Healthcare	3	773,980
	Communication Network	2	608,641
	Digital and Cloud Computing	1	600,000
	Energy Industry	3	575,724
	Trading and Consumer Goods	2	515,718
	Cultural and Creative Industries	1	309,112
	Defense and Military	1	255,436
	Other Electronics	1	160,273
	Information Services	1	159,414
	Computer and Peripherals	1	50,000
Total		111	55,346,213

Note: The total investment size and the number of investments of Yuanta Securities as of December 31, 2024.



Total Loan Balance as of December 31, 2024 and Corresponding Number of Loans

Unit: NT\$ thousand

Business Type	Number ^{Note}	Amount ^{Note}
Margin purchase	7,548,752	60,433,908
Short sale	990,577	7,078,717
Non-restricted lending	208,472	79,913,039
Total	8,747,801	147,425,664

Note: Total loan balance and number of loans of Yuanta Securities.

Distribution of number of loan accounts and total loan balance by account holder type

Unit: NT\$ thousand

Item	Individual	Small Businesses	Businesses in General
Number of loan accounts (including small business entity loan programs)	253,465	5,683	1,944
Total loan balance	616,741,138	176,645,224	50,742,712

Notes:

- The loan information does not include overseas bank branches and bank subsidiaries.
- Small business is defined as an enterprise that meets one of the following criteria.
 - The enterprise has been established for less than 5 years.
 - The number of employees is less than 20.
 - Less than NT\$5 million in capital.
 - Less than NT\$10 million in annual revenue.
- Small businesses and general businesses are calculated based on a single credit line.

Distribution of number of deposit accounts and total deposit balance by account holder type

Unit: NT\$ thousand

Item	Individual	Small Businesses	Businesses in General
Number of deposit accounts	6,409,152	1,799	224,592
Total deposit balance	931,101,863	850,897	589,984,942

Green credit business and sustainability-linked loan data

Unit: NT\$ thousand

Sustainable products	Number	Credit balance	Proportion of corporate banking credit business
Green credits business	86	41,516,641	6.22%
Sustainability-linked loans	73	47,695,161	7.15%

Tools to Lower Threshold for Investing

Odd Lot Trading

Year	2023		2024	
Type	Intraday	After-Market	Intraday	After-Market
Total number of investment accounts for the year	563,344	208,921	761,866	244,536
Number of transactions	18,784,466	978,983	31,754,792	1,220,714
Total investment for the year (NT\$ billion)	243.177	12.693	569.855	21.543

Systematic Investment Planning (SIP)

Year	2023	2024	Growth Rate(%)
Regular Shares Savings Plan (RSSP) Accounts	759,546	1,101,372	45
Number of Scheduled Deductions	6,755,163	14,401,887	113
Number of Scheduled Deductions (<NT\$3,000)	4,904,713	10,787,350	120
Number of Transactions below NT\$3,000 as a Ratio of the Total Number of Transactions	73%	75%	3
Total Amount Invested Over the Year (NT\$ billion)	22.809	31.972	40

Regular Shares Savings Plan

Year	2023	2024	Growth Rate(%)
Regular Shares Savings Plan (RSSP) Accounts	165,636	232,040	40
Number of Scheduled Deductions	471,120	711,936	51
Number of Scheduled Deductions (<NT\$3,000)	301,963	434,988	44
Number of Transactions below NT\$3,000 as a Ratio of the Total Number of Transactions	64%	61%	-5
Total Amount Invested Over the Year (NT\$ billion)	17.959	32.547	81

Warrants

Unit: NT\$ thousand

Year	Number of Warrant Products Issued	Total Issued Amount	Total Transaction Amount
2022	12,958	124,474,578	188,451,865
2023	14,639	110,198,624	160,434,728
2024	16,238	106,101,137	214,929,846



Sustainable Stewardship

ESG Assessment Criteria

Dimension	ESG Topic	Assessment Indicators
Environment	Green products	Percentage of recycled raw materials reused
		Weight of raw materials reused through recycling programs
		The percentage of the revenue of products with "green mark"
		Remanufacturing and recycling programs
		The design of product lifecycle
		Supply of energy-saving products
		Green and sustainability bonds issued as a percentage of total assets
	Climate change risks	Climate scenario analysis
		Climate opportunities and risks
	Greenhouse gas targets	Net-zero emission targets
		Science-based targets (SBT)
	Scope 3 greenhouse gas	Disclosure of Scope 3 emissions
	Greenhouse gas emission	Carbon emission intensity (ton per million dollars of revenue)
		Carbon emission data disclosed in accordance with GRI
		Extent of improvement in per unit carbon emissions
		Obtain carbon emission-related ISO certifications
	Waste	Percentage of waste recycled
		Total amount of waste generated
	Energy management	Obtain energy management system certifications
		Energy management data disclosed in accordance with GRI
	Water resource management	Water recycling rates
		Water usage per million units of revenue
		Extent of water and wastewater management disclosed in accordance with GRI
	International participation	Whether the assessed company has joined global initiative organizations
	Biodiversity	Disclosure of biodiversity
		Reducing the impact on biodiversity-sensitive areas
		Promote biodiversity-related conservation and sustainable usage
	Environmental assessments of collateral	Whether real estate collateral is located in: <ul style="list-style-type: none"> • High flood risk areas • Areas with high potential flood risks • Sensitive areas or areas with high potential for soil liquefaction
		Violations of relevant environmental laws and regulations
	Emissions of toxic pollutants	Illegal emissions of chemical substances or air pollutants

Dimension	ESG Topic	Assessment Indicators
Social	Workforce diversity	Percentage of women in management roles
		Percentage of women in IT/engineering roles
		Percentage of women in middle and/or other management roles
		Equal employment opportunity policies
		Details of gender pay gaps
	Labor management	Employee turnover rates
		Percentage of voluntary and involuntary employee turnover
	Labor rights	Maternity leave return rates
		Maternity leave retention rates
		Disclosure of average employee salary
	Workplace safety	Occupational health and safety management system certifications
		Disclosure of employee disability injuries
		Extent of employee health and safety disclosed in accordance with GRI
	Product quality and safety	Number of products containing declared substances and revenue generated by such products as a percentage of total revenue
		Application of the restricted substance list to suppliers
		Number of product recalls and quantities of products recalled
		Number and amount of fines due to product safety
		Quality assurance and recall policies
	Data security	Product recalls due to severe illnesses or accidents
		Information security management system certifications
		Percentage of data security fines as a percentage of equity
	Community relations	Extent of data security and customer privacy disclosed in accordance with GRI
		Important raw material policies
	Corporate ethics	Number and amount of fines due to bribery and corruption
		Anti-bribery and ethics policies
	Competitive behavior	Legal settlements
		Number and amount of anti-competitive fines
		Anti-competitive policies
	Human rights	Extent of human right disclosed in accordance with GRI

Voting Support for ESG-related Resolutions

Type	Number	Support ratio
E: Environmental resolutions ^{Note 1}	-	-
S: Social resolutions	118	99.15%
G: Governance resolutions ^{Note2}	8,332	99.71%
Total	8,450	99.70%

Notes:

1. There were no environmental-related resolutions in 2024.

2. This year the votes against governance resolutions were in cases of a reduction in the allocation rate for employees' compensation, while the allocation rate for directors' compensation remained unchanged, which could have a negatively impact on talent retention and corporate social responsibility. Also, in cases where resolutions involved disputes over the management rights of the investee company, as the Company's policy prohibits direct or indirect participation in management of the company, votes were abstained.

Dimension	ESG Topic	Assessment Indicators
Governance	Board diversity	Average age of directors
		Percentage of female directors
	Board size	Board tenure
		Board size
	Board independence	Percentage of independent directors
		Number of non-executive directors
	Shareholders rights	Presence of unequal voting rights through dual-class shares
		Absolute majority charter regulations
		Percentage of share ownership required to call special meetings
	Board performance	Board meeting attendance rate
		Internal and external audit mechanisms for director performance
	Corporate governance transparency	Extent of governance issues such as business ethics, compliance management, and risk management disclosed in accordance with GRI
		Corporate governance evaluation grades
	Supply chain management	Number and percentage of non-compliant suppliers
		Percentage of suppliers audited
		Modern slavery assessment in the supply chain
		Modern slavery statement
		Social supply chain management
		Extent of supply chain management disclosed in accordance with GRI
	Reputational risks	Number of negative news

Note:

1. The ESG topics and assessment indicators are primarily based on international and domestic ESG assessment database indicators.

2. The Group regularly tracks the carbon emissions and performance of its investment portfolio through the above-mentioned ESG issues and assessment criterias/indicators. On the other hand, by looking at the progress of SBT setting and carbon reduction initiatives of the invested companies, we are able to identify and measure the positive impact on the environment of the investments.

Social Performance

2024 Breakdown of New Employees in Taiwan Region

New Employee Statistics	Male			Total	Female			Total	Total New Employees	Total Employees	New Employee Ratio (%)
	Under 30	30-50	51 or Over		Under 30	30-50	51 or Over				
Number	395	348	23	766	475	463	57	995	1,761	11,898	14.80
Gender Breakdown by Age (%)	22.43	19.76	1.31	43.50	26.97	26.29	3.24	56.50	100	-	-

Notes:

1. In consideration of the special attributes of its business, the number of employees of Yuanta Life excludes telemarketers and contracted salespeople.
2. Calculation methods for new employees: New Employee Ratio (%) = (Total number of new Employees / total employees at year end) x 100%; Percentage (%) = (Total employees in each category / total new employees) x 100%.
3. In 2024, of new employees hired, 43.50% were male and 56.50% were female.

2024 Breakdown of Employee Turnover Taiwan Region

Employee Turnover Statistics	Male			Total	Female			Total	Total Departed Employees	Total Employees	Turnover Rate (%)
	Under 30	30-50	51 or Over		Under 30	30-50	51 or Over				
Number	202	263	92	557	241	402	157	800	1,357	11,898	11.41
Gender Breakdown by Age (%)	14.89	19.38	6.78	41.05	17.76	29.62	11.57	58.95	100	-	-

Notes:

1. In consideration of the special attributes of its business, the number of employees of Yuanta Life excludes telemarketers and contracted salespeople.
2. Employee turnover rate (%) = (Total departed employees / total employees at year end) x 100%; Percentage (%) = (Total employees in each category / total departed employees) x 100%.
3. Of the employee departures in 2024, 41.05% were male and 58.95% were female.

2024 New Employees and Employee Turnover by Region

Breakdown of New and Departed Employees by Region	New Employees				Total	Employee Turnover				Total	Total Employees
	North	Central	South	East		North	Central	South	East		
Number	1,311	201	241	8	1,761	987	166	198	6	1,357	11,898
By Region (%)	74.45	11.41	13.69	0.45	14.80	72.74	12.23	14.59	0.44	11.41	-

Note:

1. In consideration of the special attributes of its business, the number of employees of Yuanta Life excludes telemarketers and contracted salespeople.
2. Percentage by region (%) = (Total Employee in each region / total employees at year end) X 100%.
3. North region : Taipei City, New Taipei City, Keelung, Taoyuan, Hsinchu, Miaoli, Yilan, Kinmen
Central region : Taichung, Nantou, Changhua, Chiayi, Yunlin
South region : Tainan, Kaohsiung, Pingtung, Penghu
East region : Hualien, Taitung



Employee Turnover Rate

Turnover Statistics(%)		2021	2022	2023	2024
Employee Turnover Rate		12.76	13.59	14.27	11.41
Voluntary Turnover Rate		10.12	11.04	11.50	9.12
By Gender(%)	Gender	2021	2022	2023	2024
Total Turnover	Male	42.94	44.54	42.18	41.05
	Female	57.06	55.46	57.82	58.95
Voluntary Turnover	Male	45.48	46.38	42.94	41.66
	Female	54.52	53.62	57.06	58.34
By Age(%)	Age	2021	2022	2023	2024
Total Turnover	Under 30	24.84	32.24	35.51	32.65
	30-50	55.07	53.04	50.06	49.00
	51 or Over	20.09	14.72	14.43	18.35
Voluntary Turnover	Under 30	28.47	37.04	40.52	37.97
	30-50	60.97	55.15	52.73	51.98
	51 or Over	10.56	7.81	6.75	10.05
By Ethnicity(%)	Ethnicity	2021	2022	2023	2024
Total Turnover	Taiwanese (Excluding Indigenous People)	99.29	99.15	99.14	99.26
	Foreign Nationals	0.57	0.65	0.80	0.74
	Taiwanese Indigenous People	0.14	0.20	0.06	-
Voluntary Turnover	Taiwanese (Excluding Indigenous People)	99.10	98.95	98.94	99.26
	Foreign Nationals	0.72	0.81	0.99	0.74
	Taiwanese Indigenous People	0.18	0.24	0.07	-
By Position(%)	Position	2021	2022	2023	2024
Total Turnover	Managerial	9.87	10.66	7.82	8.47
	Non-Managerial	90.13	89.34	92.18	91.53
Voluntary Turnover	Managerial	8.86	8.78	6.45	5.99
	Non-Managerial	91.14	91.22	93.55	94.01

Total Employees (Including Overseas Employees)

Year	Gender	Taiwan	Overseas	Total
2022	Male	4,066	1,919	5,985
	Female	7,187	1,425	8,612
	Total	11,253	3,344	14,597
2023	Male	4,139	1,909	6,048
	Female	7,324	1,443	8,767
	Total	11,463	3,352	14,815
2024	Male	4,355	1,871	6,226
	Female	7,543	1,439	8,982
	Total	11,898	3,310	15,208

Note: Employee numbers for Taiwan region include employees of Yuanta Financial Holdings and its first-tier subsidiaries.

Distribution by Employee Contract in Taiwan in 2024

Permanent employees					
Gender	North	Central	South	East	Total
Male	3,380	437	513	22	4,352
Female	5,103	1,160	1,240	37	7,540
Total	8,483	1,597	1,753	59	11,892
Temporary employees					
Gender	North	Central	South	East	Total
Male	3	-	-	-	3
Female	3	-	-	-	3
Total	6	-	-	-	6

- Note:
1. Permanent employees: Employees hired on permanent contract with no specified duration.
 2. Temporary employees: Employees hired on temporary contract for a specified duration.
 3. North region: Taipei City, New Taipei City, Keelung, Taoyuan, Hsinchu, Miaoli, Yilan, and Kinmen
Central region: Taichung, Nantou, Changhua, Chiayi, and Yunlin
South region: Tainan, Kaohsiung, Pingtung, and Penghu
East region: Hualien and Taitung

Statistics on Other Personnel in Taiwan in 2024

Other Personnel					
Gender	North	Central	South	East	Total
Male	62	1	6	-	69
Female	96	2	4	-	102
Total	158	3	10	-	171

Note:

- Other personnel: e.g. security guards, cleaning staff, hourly employees, interns, and part-time student workers (Security and cleaning are outsourced).
- North region: Taipei City, New Taipei City, Keelung, Taoyuan, Hsinchu, Miaoli, Yilan, and Kinmen
Central region: Taichung, Nantou, Changhua, Chiayi, and Yunlin
South region: Tainan, Kaohsiung, Pingtung, and Penghu
East region: Hualien and Taitung
- Compared to the previous year, there were no significant changes in the number of other personnel.

Full-Time Employee Distribution (By Gender, Age, Management Position, and Ethnic Group) – Taiwan

2022								
Gender	Age	Managerial	Non-Managerial	Taiwanese Indigenous People	Taiwanese (Excluding Indigenous People)	Foreign Nationals	Total	Percentage (%)
Male	Under 30	14	717	-	726	5	731	6.49
	30-50	458	1,859	2	2,304	11	2,317	20.59
	51 or Over	373	645	-	1,016	2	1,018	9.05
Female	Under 30	13	1,047	-	1,057	3	1,060	9.42
	30-50	526	3,634	4	4,147	9	4,160	36.97
	51 or Over	452	1,515	-	1,964	3	1,967	17.48
Total		1,836	9,417	6	11,214	33	11,253	100.00
Percentage (%)		16.32	83.68	0.06	99.65	0.29	100.00	-
2023								
Gender	Age	Managerial	Non-Managerial	Taiwanese Indigenous People	Taiwanese (Excluding Indigenous People)	Foreign Nationals	Total	Percentage (%)
Male	Under 30	4	755	-	756	3	759	6.62
	30-50	448	1,862	1	2,297	12	2,310	20.15
	51 or Over	386	684	-	1,068	2	1,070	9.34
Female	Under 30	9	1,098	-	1,103	4	1,107	9.66
	30-50	523	3,573	4	4,083	9	4,096	35.73
	51 or Over	472	1,649	-	2,119	2	2,121	18.50
Total		1,842	9,621	5	11,426	32	11,463	100.00
Percentage (%)		16.07	83.93	0.04	99.68	0.28	100.00	-

2024								
Gender	Age	Managerial	Non-Managerial	Taiwanese Indigenous People	Taiwanese (Excluding Indigenous People)	Foreign Nationals	Total	Percentage (%)
Male	Under 30	3	825	-	825	3	828	6.96
	30-50	459	1,928	2	2,372	13	2,387	20.06
	51 or Over	422	718	-	1,138	2	1,140	9.58
Female	Under 30	8	1,193	3	1,195	3	1,201	10.10
	30-50	530	3,525	4	4,041	10	4,055	34.08
	51 or Over	516	1,771	-	2,285	2	2,287	19.22
Total		1,938	9,960	9	11,856	33	11,898	100.00
Percentage (%)		16.28	83.72	0.08	99.64	0.28	100.00	-

Notes:

- In consideration of the special attributes of its business, the number of employees of Yuanta Life excludes contracted salespeople.
- Managerial refers to employees with approval authority.

Physically Disabled Employee Statistics

Company	2022			2023			2024		
	Legally Required Quota	Active Employees with Disabilities	Hiring Beyond Quota	Legally Required Quota	Active Employees with Disabilities	Hiring Beyond Quota	Legally Required Quota	Active Employees with Disabilities	Hiring Beyond Quota
Yuanta Financial Holdings	2	1	-1	2	2	-	2	4	2
Yuanta Securities	13	33	20	13	37	24	14	36	22
Yuanta Bank	25	28	3	25	28	3	27	31	4
Yuanta Life	6	11	5	7	11	4	7	10	3
Yuanta Funds	2	7	5	2	5	3	3	4	1
Yuanta Futures	3	2	-1	3	2	-1	3	2	-1
Yuanta Venture Capital	-	-	-	-	2	2	-	2	2
Yuanta Asset Management	-	-	-	-	-	-	-	-	-
Yuanta Securities Investment Consulting	1	1	-	1	-	-1	1	-	-1
Total	52	83	31	53	87	34	57	89	32

Notes:

- With the insured company as the base unit, if the number of insured employees is less than 67, the requirement to employ people with disabilities does not apply and the legally required quota is shown as zero.
- For quota calculation, each employed individual with severe disabilities is counted as two employees.



Employee Diversity Statistics for 2024

Employee Category Ratio (%)	Male	Female	Taiwanese (Excluding Indigenous People)	Foreign Nationals	Taiwanese Indigenous People
Senior Management	60.51	39.49	99.63	0.18	0.18
Junior and Middle Management	39.76	60.24	99.64	0.36	-
Professionals	32.01	67.99	99.86	0.06	0.08
All Other Employees	49.01	50.99	98.62	1.32	0.06

Definition of Employee Category Description:

1. Senior management is a management position up to two reporting levels from the CEO and is responsible for directing and formulating policy, and setting strategy and providing the overall direction of enterprises/ organizations for the development and delivery of products or services.

2. Middle management refers to managers who are responsible for specific departments (e.g., accounting, marketing) or business units, or who manage projects within a unit organization. Mid-level managers are responsible for implementing the policies, programs and directives of senior management.

3. Junior management refers to first-line managers, junior managers, and management positions at the lowest level of the Company's management system. These individuals are generally responsible for directing and executing the day-to-day operational objectives of enterprises, and conveying the direction of senior management to subordinates.

4. Professionals refer to employees with professional licenses.

5. All other employees refer to those who are not listed in Items 1 to 4 above.

Nationality	Proportion of Employees (%)	Proportion of Management-Level Staff (%)
Republic of China (R.O.C.)	99.72	99.69
Asian (Excluding R.O.C.)	0.25	0.26
U.S.A.	0.02	-
Ireland	0.01	0.05

Parental Leave Statistics

Year	2022			2023			2024		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Items									
Employees Eligible for Parental Leave	320	370	690	313	333	646	309	340	649
Employees that Took Parental Leave in the Current Year	9	118	127	13	109	122	12	103	115
Number of Employees Expected to Return in the Current Year	8	80	88	12	69	81	8	72	80
Actual Number of Employees that Returned to Work	5	49	54	7	45	52	4	51	55
Return Rate (%)	62.50	61.25	61.36	58.33	65.22	64.20	50.00	70.83	68.75
Actual Number of Employees that Returned from Parental Leave the Previous Year	5	35	40	5	49	54	7	45	52
Number of Employees Still with the Company 12 Months after Returning from Leave the Previous Year	5	26	31	3	40	43	4	33	37
Retention Rate (%)	100.00	74.29	77.50	60.00	81.63	79.63	57.14	73.33	71.15

Notes:

1. Return Rate = (Actual Number of Employees that Returned to Work / Number of Employees Expected to Return) x 100%.

2. Retention Rate = (Number of Employees Still with the Company 12 Months after Returning from Parental Leave the Previous Year / Actual Number of Employees that Returned from Parental Leave the Previous Year) x 100%.

Item	Percentage of Females (%)	Target
Female Employees	63.40	Target Year: 2025 Target Percentage: No less than 50%
Management (Percentage of total management positions)	54.39	Target Year: 2025 Target Percentage: Maintain or no less than 50%
Junior Management (Percentage of total junior management positions)	60.24	Target Year: 2025 Target Percentage: No less than 50%
Senior Management (Percentage of total senior management positions)	39.49	Target Year: 2025 Target Percentage: No less than 36%
Management Positions of Revenue-Generating Functions (e.g., sales business) (excluding support units, e.g., Human Resources, Information, Legal)	49.10	Target Year: 2025 Target Percentage: Maintain or increase to 50%
Science, Information Engineering, Mathematics Related Positions	37.18	Target Year: 2025 Target Percentage: Increase to at least 35%

Statistic on Number of New Recruits and the Percentage of Internal Transfers and Promotions

Item		2021	2022	2023	2024
Total Number of New Recruits (Person)		1,564	1,794	1,838	1,761
Percentage of Internal Transfers or Promotions (%)		82.8	84.5	85.0	91.2
Average Hiring Cost (NT\$ / FTE)		3,592	3,960	2,839	2,692
By Gender	Gender	2021	2022	2023	2024
Total Number of New Recruits (Person)	Male	692	788	765	766
	Female	872	1,006	1,073	995
Percentage of Internal Transfers or Promotions (%)	Male	40.26	40.28	37.20	38.19
	Female	59.74	59.72	62.80	61.81
By Age	Age	2021	2022	2023	2024
Total Number of New Recruits (Person)	Under 30	700	952	928	870
	30-50	777	784	836	811
	51 or Over	87	58	74	80
Percentage of Internal Transfers or Promotions (%)	Under 30	15.54	18.28	17.89	18.99
	30-50	65.68	60.45	61.79	60.15
	51 or Over	18.78	21.27	20.32	20.85
By Ethnicity	Ethnicity	2021	2022	2023	2024
Total Number of New Recruits (Person)	Taiwanese (Excluding Indigenous People)	1,550	1,779	1,826	1,749
	Foreign Nationals	11	14	12	11
	Taiwanese Indigenous People	3	1	-	1
Percentage of Internal Transfers or Promotions (%)	Taiwanese (Excluding Indigenous People)	99.84	99.68	99.82	99.63
	Foreign Nationals	0.16	0.32	0.13	0.35
	Taiwanese Indigenous People	-	-	0.05	0.02
By Position	Position	2021	2022	2023	2024
Total Number of New Recruits (Person)	Managerial	75	93	67	87
	Non- Managerial	1,489	1,701	1,771	1,674
Percentage of Internal Transfers or Promotions (%)	Managerial	8.04	8.59	7.24	6.71
	Non- Managerial	91.96	91.41	92.76	93.29

Note: Percentage of internal transfer or promotion = number of employees internally promoted or transferred/ (new job vacancies + vacant positions to be refilled due to employee termination and employee transfer).

Breakdown of Employee Training Hours and Costs in 2024

By Gender		
Category	Average Training Hours per Person (hours)	Average Training Cost per Person (NT\$)
Male	58.9	6,221
Female	58.7	6,208
By Position		
Category	Average Training Hours per Person (hours)	Average Training Cost per Person (NT\$)
Managerial	68.7	7,258
Non-managerial	56.8	6,009
By Age		
Category	Average Training Hours per Person (hours)	Average Training Cost per Person (NT\$)
Under 30	68.0	7,186
30-50	59.8	6,322
51 or Over	51.4	5,432
By Ethnicity		
Category	Average Training Hours per Person (hours)	Average Training Cost per Person (NT\$)
Taiwanese Indigenous Peoples	38.1	4,025
Foreign Nationals	36.8	3,888
Taiwanese (Excluding Indigenous Peoples)	58.8	6,221
By Class Type		
Category	Average Training Hours per Person (hours)	Average Training Cost per Person (NT\$)
Required Class	21.4	2,259
Elective Class	37.4	3,953

Statistics on Human Capital Return on Investment

Year	2021	2022	2023	2024
Human Capital Return on Investment	2.94	2.90	2.64	2.68



Occupational Injury Related Statistics ^{Note1}

Year	2022	2023	2024
Total Annual Working Hours	22,369,176	22,720,832	23,751,512
The Number of General Work-Related Injuries ^{Note2}	11	7	8
The Number of High-Consequence Work-Related Injuries ^{Note3}	-	-	-
The Number of Fatalities as a Result of Work-Related Injuries	-	-	-
Total Number of Recordable Work-Related Injuries (Persons)	11	7	8
Number of Lost Workdays	87.6	80.0	76.3
Rate of Fatalities as a Result of Work-Related Injuries ^{Note4}	-	-	-
Rate of High-Consequence Work-Related Injuries ^{Note5}	-	-	-
Rate of Recordable Work-Related Injuries ^{Note6} (Disabling Injury Frequency Rate)	0.49	0.30	0.33
Ratio of Lost Workdays ^{Note7} (Disabling Injury Severity Rate)	3	3	3
Frequency-Severity Indicator ^{Note8}	0.03	0.03	0.03

Note:

- Occupational injuries in this table are mainly those caused by work-related hazards, and do not include traffic accidents during commuting.
- Within 180 lost workdays.
- More than 180 lost workdays, excluding fatalities.
- Rate of fatalities as a result of work-related injuries = number of fatalities x 1,000,000/total hours worked.
- Rate of high-consequence work-related injuries = number of high-consequence work-related injuries x 1,000,000/total hours worked.
- Rate of recordable work-related injuries = total number of recordable work-related injuries (persons) x 1,000,000 / total hours worked. Rounded to two decimal places; the third decimal place will be rounded down.
- Disabling injury severity rate = number of lost workdays x 1,000,000 / total hours worked. Rounded to the nearest whole number, the decimal places will be rounded down.
- Frequency-Severity Indicator = $\sqrt{\text{frequency of disabling injury} \times \text{disabling injury severity rate} / 1,000}$, rounded to two decimal places; the third decimal place will be rounded down.
- Non-employees whose work and/or workplace are under the control of the organization reported zero occupational injuries and affected work hours.

Type of Injury	2024
Injured on Duty	5
Injured on Business Trip	3
Total	8

Absence Statistics

Items		Total			
		2021	2022	2023	2024
Total Days of Absence	Male	1,763	11,456	6,304	5,178
	Female	3,496	22,495	13,561	11,125
	Total	5,259	33,951	19,865	16,303
Absentee Rate (AR)(%)	Total	0.19	1.21	0.69	0.54

Notes:

- Total days of absence include absences due to work-related injury and sick leave. The total days of absence are the sum of absences for all Group employees.
- Absentee rate (AR) refers to the actual lost days as a percentage of total days scheduled to be worked in the same period.
- Absentee rate (AR) = (Total days of absence / total working days) x 100. 2024 goal is 0.70%.
- In consideration of the special attributes of its business, the number of employees of Yuanta Life excludes contracted life insurance salespeople. Employees who left are excluded from calculation for the year.

Environmental Performance

2024 Categories 3~5 Greenhouse Gas (GHG) Emissions

ISO 14064-1: 2018 Categories	GHG Protocol Scope 3 Categories		GHG Emissions (Metric tons of CO ₂ e)	Statistical Method
Category 3: Indirect GHG emissions from transportation	C4	Upstream transportation and distribution	-	Emissions generated by upstream transportation and distribution from product carbon footprint have already been included in Purchased goods and services (C1) emissions.
	C6	Business travel	152.92	Referenced the results obtained from ISO 14064-1 GHG verification.
	C7	Employee commuting	20,226.60	Referenced the results based on the number of employees in 2024 and the emission factor of Quantis WRI Scope3 Tool.
	C9	Downstream transportation and distribution	0.01	Referenced the results on GHG emissions generated by credit card statements and credit card mailing.
Category 4 : Indirect GHG emissions from products used by the organization	C1	Purchased goods and services	21,892.73	Referenced the results based on the economic value of purchased goods and services in 2024 and the emission factor of US EEIO.
	C2	Capital goods	38,422.05	Referenced the results on the amount of capital goods in 2024 calculated by the emission factor of US EEIO.
	C3	Purchased electricity (upstream emissions)	3,304.75	Referenced the results obtained from ISO 14064-1 GHG verification.
	C5	Waste generated in operations	133.79	Referenced the results obtained from ISO 14064-1 GHG verification.
	C8	Upstream leased assets	11,392.84	Referenced the results obtained by multiplying the total leased floor area to the average EUI of Taiwanese office buildings in 2024 and to the carbon emission factor of electricity in 2024.
Category 5: Indirect GHG emissions associated with the use of products from the organization	C10	Processing of sold products	-	Yuanta generated no related emissions during its operations.
	C11	Use of sold products	99.91	Referenced the results on GHG emissions generated when using credits cards.
	C12	End-of-life treatment of sold products	17.77	Referenced the results on GHG emissions generated when disposing credit cards.
	C13	Downstream leased assets	1,845.80	Referenced the results obtained by multiplying the total leased floor area to the average EUI of Taiwanese office buildings in 2024 and to the carbon emission factor of electricity in 2024.
	C14	Franchises	-	Yuanta generated no related emissions during its operations.

Note:

1. For details about disclosures of carbon emissions related to investing and financing activities please refer to the relevant chapters of the Sustainability Report and 2024 Climate and Nature Related Financial Disclosures Report.

2. Emissions from purchased electricity (upstream emissions), waste disposal, and business travel are confirmed via ISO 14064-1 external verification, whereas other emissions categories were self-checked.

3. The average EUI data of office building in Taiwan were referred from "Energy Audit Annual Report for Non-productive Industries, 2024".

4. US EEIO carbon emission factor : https://cfpub.epa.gov/si/si_public_record_Report.cfm?dirEntryId=349324&Lab=CESER

5. Quantis WRI Scope3 Tool Documentation carbon emission factor : https://quantis-suite.com/Scope-3-Evaluator/resources/Quantis_WRI_Scope3Tool_Documentation_2021Feb.docx



Tax Information

Country/Region	Name of the Entity (included in the consolidated financial statements)	Major Operations
Taiwan	Yuanta Financial Holding Co., Ltd.	Investment in and management of investee businesses
	Yuanta Securities Co., Ltd.	Securities brokerage, proprietary trading of securities and futures, underwriting, short selling and margin trading, futures introducing broker, and offering and issuance of derivative instruments
	Yuanta Commercial Bank Co., Ltd.	Banking business
	Yuanta Life Insurance Co., Ltd.	Life insurance business
	Yuanta Futures Co., Ltd.	Futures business, futures management, futures consulting, securities business, securities introducing broker
	Yuanta Securities Investment Trust Co., Ltd. (Yuanta Funds)	Securities investment trust
	Yuanta Venture Capital Co., Ltd.	Venture capital business
	Yuanta Asset Management Co., Ltd.	Management of monetary debts of financial institutions
	Yuanta Securities Investment Consulting Co., Ltd.	Securities investment consultant
	Yuanta International Insurance Brokers Co., Ltd.	Insurance brokerage business
	Yuanta Securities Finance Co., Ltd.	Securities financing
	Yuanta International Leasing Co., Ltd.	Financing and leasing
	SYF Information Limited	Information services
Korea	Yuanta I Venture Capital Co., Ltd.	Venture capital business
	Yuanta Securities Korea Co., Ltd.	Investment trading, investment intermediary, trust, investment consulting, discretionary investment, and has concurrent business status, and auxiliary business
	Yuanta Investment Co., Ltd.	Investment business
	Yuanta Savings Bank Korea Co., Ltd.	Savings bank deposit and lending business

Country/Region	Name of the Entity (included in the consolidated financial statements)	Major Operations
Others	Yuanta Securities Asia Financial Services Private Limited	Investment holdings
	Yuanta Wealth Management (Singapore) Pte. Ltd.	Currently under approval by Singapore authorities
	Yuanta Securities (Hong Kong) Co., Ltd.	Trading of securities and futures contracts, advising on securities, futures contracts, and institutional finance, providing asset management service
	Yuanta Asia Investment (Hong Kong) Limited	Securities trading, asset management
	Yuanta Investment Consulting (Beijing) Co., Ltd.	Investment management consultations, financial consultations, corporate management consultations, business information consultations, economic and trade consultations, marketing strategy and planning, technology promotion, and technical services
	Yuanta Hong Kong Holdings (Cayman) Ltd.	Investment holdings
	Yuanta Securities Thailand Co., Ltd.	Securities brokerage and proprietary trading, underwriting, investment consulting, mutual fund management, privately offered fund management, venture capital fund management, securities lending, and brokerage service and proprietary trading of derivative products
	Yuanta Securities Vietnam Limited Company	Securities brokerage, proprietary trading, underwriting, securities investment consulting, and derivative products
	Yuanta Financial (Hong Kong) Limited	Investment holdings
	Yuanta Securities (Cambodia) Plc.	Underwriting counseling, financial consulting, securities brokerage, proprietary trading, investment consulting
	Yuanta International Investment (Hong Kong) Ltd.	Issuance of financial products, proprietary investment
	Yuanta Finance (Hong Kong) Ltd.	Credit and loan business
	PT Yuanta Sekuritas Indonesia	Securities trading, underwriting business
	Yuanta Savings Bank (Philippines) Inc.	Savings bank deposit and lending business
	Yuanta Futures (Hong Kong) Co., Ltd.	Financial services
	Yuanta Global (Singapore) Pte. Ltd.	Financial services

Appendix 2 GRI Standards

Statement of Use	Followed GRI Universal Standards. Report period is in January 1, 2024 to December 31, 2024
GRI Standards	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	The industry standards of the industry have not yet been released by GRI.

Disclosures	Related Report Sections	Pages or URL	Omission/ Description
GRI 2: General Disclosure 2021			
The organization and its reporting practices			
2-1 Organizational details	About This Report	3	
2-2 Entities included in the organization's sustainability reporting	1.1 Yuanta Financial Holdings Profile	8	
2-3 Period, frequency, and contact point	About This Report	3	
2-4 Restatements of information	About This Report	3	Due to internal management considerations, adjustments have been made to the proportion of FTE employees responding to the employee engagement survey.
2-5 External assurance	About This Report	3	
Activities and workers			
2-6 Activities, value chain, and other business relationships	1.1 Yuanta Financial Holdings Profile	8	
2-7 Employees	Appendix 1 Social Performance	157	
2-8 Workers who are not employees	Appendix 1 Social Performance	157	
Governance			
2-9 Governance structure and composition	2.2 Sustainable Governance 5.1 Corporate Governance	18 103	Please refer to the Company's 2024 Annual Report for details.
2-10 Nomination and selection of the highest governance body	5.1 Corporate Governance	103	

Disclosures	Related Report Sections	Pages or URL	Omission/ Description
2-11 Chair of the highest governance body	—	—	Please refer to the Company's 2024 Annual Report for details.
2-12 Role of the highest governance body in overseeing the management of impacts	2 Sustainability Strategies and Commitments	15	
2-13 Delegation of responsibility for managing impacts	2 Sustainability Strategies and Commitments	15	
2-14 Role of the highest governance body in sustainability reporting	2 Sustainability Strategies and Commitments	109	
2-15 Conflicts of interest	5.2 Integrity Management	19	Please refer to the Company's 2024 Annual Report for details.
2-16 Communication of critical concerns	2.3 Stakeholder Engagement 5.2 Integrity Management	109 103	
2-17 Collective knowledge of the highest governance body	5.1 Corporate Governance	103	
2-18 Evaluation of the performance of the highest governance body	5.1 Corporate Governance	103	
2-19 Remuneration policies	5.1 Corporate Governance	103	
2-20 Process to determine remuneration	5.1 Corporate Governance	103	The members of the Compensation Committee are composed of all independent directors of Yuanta Financial Holdings, and no external compensation consultants are hired.
2-21 Annual total compensation ratio	5.1 Corporate Governance	103	

Disclosures	Related Report Sections	Pages or URL	Omission/ Description
Strategy, policies, and practices			
2-22 Statement on sustainable development strategy	A Word from the Chairman	4	
2-23 Policy commitments	3.1 Sustainable Finance 6.4 Human Rights	37 143	Please refer to the website : Sustainability> Major Internal Policies
2-24 Embedding policy commitments	3.1 Sustainable Finance	37	
2-25 Processes to remediate negative impacts	5 A Leader in Corporate Governance	102	
2-26 Mechanisms for seeking advice and raising concerns	5.2 Integrity Management	109	
2-27 Compliance with laws and regulations	5.4 Legal Compliance	117	For more details on regulatory compliance in 2023, please refer to 5.4 Legal Compliance in the 2023 Sustainability Report For details about significant and non-significant penalties in 2024, please refer to the Banking Bureau, Insurance Bureau, and Securities and Futures Bureau
2-28 Membership associations	1.2 Operating Performance	9	
Stakeholder engagement			
2-29 Approach to stakeholder engagement	2.3 Stakeholder Engagement	19	
2-30 Collective bargaining agreements	6.5 Employee Communication	144	
* Material Topics			
GRI 3: Material Topics 2021			
3-1 Process to determine material topics	2.3 Stakeholder Engagement	19	
3-2 List of material topics	2.3 Stakeholder Engagement	19	

Disclosures	Related Report Sections	Pages or URL	Omission/ Description
Corporate governance *			
GRI 3: Material Topics 2021			
3-3 Management of material topics	5.1 Corporate Governance	103	
Integrity management *			
GRI 3: Material Topics 2021			
3-3 Management of material topics	5.2 Integrity Management	109	
Risk management *			
GRI 3: Material Topics 2021			
3-3 Management of material topics	5.3 Risk Management	112	
Legal compliance *			
GRI 3: Material Topics 2021			
3-3 Management of material topics	5.4 Legal Compliance	117	
GRI 206 : Anti-competitive Behavior 2016			
206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Appendix 6 Sustainability Accounting Standards Board (SASB)	174	
Information and transaction security *			
GRI 3: Material Topics 2021			
3-3 Management of material topics	5.5 Information Security	121	
GRI 418: Customer Privacy 2016			
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	3.3 Customer Rights	66	
Climate action *			
GRI 3: Material Topics 2021			
3-3 Management of material topics	4.2 Contribution to the Development of Green Operations	88	

Disclosures	Related Report Sections	Pages or URL	Omission/ Description
GRI 302: Energy 2016			
302-1 Energy consumption within the organization	4.2 Contribution to the Development of Green Operations	88	
302-2 Energy consumption outside of the organization	4.2 Contribution to the Development of Green Operations	88	
302-3 Energy intensity	4.2 Contribution to the Development of Green Operations	88	
302-4 Reduction of energy consumption	4.2 Contribution to the Development of Green Operations	88	
GRI 305: Emissions 2016			
305-1 Direct (Scope 1) GHG emissions	4.2 Contribution to the Development of Green Operations	88	
305-2 Energy indirect (Scope 2) GHG emissions	4.2 Contribution to the Development of Green Operations	88	
305-3 Other indirect (Scope 3) GHG emissions	4.2 Contribution to the Development of Green Operations Appendix 1 Environmental Performance	88 163	
305-4 GHG emissions intensity	4.2 Contribution to the Development of Green Operations	88	
305-5 Reduction of GHG emissions	4.2 Contribution to the Development of Green Operations	88	
Employee attraction and retention *			
GRI 3: Material Topics 2021			
3-3 Management of material topics	6.1 Employee Attraction and Retention	127	
GRI 401: Employment 2016			
401-1 New employee hires and employee turnover	6.1 Employee Attraction and Retention Appendix 1 Social Performance	127 157	

Disclosures	Related Report Sections	Pages or URL	Omission/ Description
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	6.1 Employee Attraction and Retention	127	
401-3 Parental leave	6.1 Employee Attraction and Retention Appendix 1 Social Performance	127 157	
Talent cultivation and development *			
GRI 3: Material Topics 2021			
3-3 Management of material topics	6.2 Talent Cultivation and Development	131	
GRI 404: Training and Education 2016			
404-1 Average hours of training per year per employee	6.2 Talent Cultivation and Development Appendix 1 Social Performance	131 157	
404-2 Programs for upgrading employee skills and transition assistance programs	6.2 Talent Cultivation and Development	131	
404-3 Percentage of employees receiving regular performance and career development reviews	6.2 Talent Cultivation and Development	131	
Financial product innovation and services *			
GRI 3: Material Topics 2021			
3-3 Management of material topics	3.2 Innovative social finance products	54	
Sustainable finance *			
GRI 3: Material Topics 2021			
3-3 Management of material topics	3.1 Sustainable Finance	37	
Financial inclusion *			
GRI 3: Material Topics 2021			
3-3 Management of material topics	3.2 Innovative social finance products	54	

Disclosures	Related Report Sections	Pages or URL	Omission/ Description
Customer rights *			
GRI 3: Material Topics 2021			
3-3 Management of material topics	3.3 Customer Rights	66	
GRI 418: Customer Privacy 2016			
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	3.3 Customer Rights	66	
Other Topics			
GRI 201: Economic Performance 2016			
201-1 Direct economic value generated and distributed	1.2 Operating Performance	9	
201-2 Financial implications and other risks and opportunities due to climate change	4.1 Response to the International Carbon Reduction Program	80	
GRI 303: Water and Effluents 2018			
303-3 Water withdrawal	4.2 Contribution to the Development of Green Operations	88	
GRI 306: Waste 2020			
306-3 Waste generated	4.2 Contribution to the Development of Green Operations	88	

Disclosures	Related Report Sections	Pages or URL	Omission/ Description
GRI 403: Occupational Health and Safety 2018			
403-1 Occupational health and safety management system	6.3 Friendly and Excellent Working Environment	137	Currently, disclosures are limited to employees and non-employees whose work and/or workplace are under our control.
403-2 Hazard identification, risk assessment, and incident investigation	6.3 Friendly and Excellent Working Environment	137	
403-3 Occupational health services	6.3 Friendly and Excellent Working Environment	137	
403-4 Worker participation, consultation, and communication on occupational health and safety	6.3 Friendly and Excellent Working Environment	137	
403-5 Worker training on occupational health and safety	6.3 Friendly and Excellent Working Environment	137	
403-6 Promotion of worker health	6.3 Friendly and Excellent Working Environment	137	
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	4.2 Contribution to the Development of Green Operations	88	
403-9 Work-related injuries	6.3 Friendly and Excellent Working Environment	137	
GRI 414: Supplier Social Assessment 2016			
414-1 New suppliers that were screened using social criteria	4.2 Contribution to the Development of Green Operations	88	
GRI 417: Marketing and Labeling 2016			
417-3 Incidents of non-compliance concerning marketing communications	3.3 Customer Rights	66	Yuanta Funds was found in violation of securities investment trust business management regulations due to advertising language that misled investors into believing that principal security or guaranteed profits were assured.

Appendix 3 United Nations Sustainable Development Goals (SDGs) Comparison Table

SDGs Goals	Material Topics	Corresponding Disclosures of GRI Standards	Related Report Sections	Pages
1. No Poverty End poverty in all its forms everywhere	Financial Inclusion	-	3.2 Innovative social finance products	54
3. Good Health and Well-Being Ensure healthy lives and promote well-being for all at all ages	Friendly and Excellent Working Environment	GRI 403-1 GRI 403-2 GRI 403-3 GRI 403-4 GRI 403-5 GRI 403-6 GRI 403-7 GRI 403-9	6.3 Friendly and Excellent Working Environment	137
4. Quality Education Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	Social Welfare	-	7.2 Public Welfare Goal and Performance	147
8. Decent Work and Economic Growth Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	Employee Attraction and Retention	GRI 401-1 GRI 401-2 GRI 401-3	6.1 Employee Attraction and Retention	127
	Friendly and Excellent Working Environment	GRI 403-1 GRI 403-2 GRI 403-3 GRI 403-4 GRI 403-5 GRI 403-6 GRI 403-7 GRI 403-9	6.3 Friendly and Excellent Working Environment	137
	Talent Cultivation and Development	GRI 404-1 GRI 404-2 GRI 404-3	6.2 Talent Cultivation and Development	131
9. Industry, Innovation and Infrastructure Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	Sustainable Finance	-	3.1 Sustainable Finance	37
	Financial Product Innovation and Services	-	3.2 Innovative social finance products	54
10. Reduced Inequalities Reduce inequality within and among countries	Customer Services and Privacy	GRI 418-1	3.3 Customer Rights	66

SDGs Goals	Material Topics	Corresponding Disclosures of GRI Standards	Related Report Sections	Pages
12. Responsible Consumption and Production Ensure sustainable consumption and production patterns	Supplier Management	GRI 414-1	4.2 Contribution to the Development of Green Operations	88
13. Climate Action Take urgent action to combat climate change and its impacts	Energy and Climate Change	GRI 302-1 GRI 302-2 GRI 302-3 GRI 302-4 GRI 305-1 GRI 305-2 GRI 305-3 GRI 305-4 GRI 305-5	4.2 Contribution to the Development of Green Operations	88
16. Peace, Justice and Strong Institutions Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels	Legal Compliance	GRI 206-1 GRI 2-27	5.4 Legal Compliance	117
	Risk Management	-	5.3 Risk Management	112
	Information and Transaction Security	-	5.5 Information Security	121
17. Partnerships for the Goals Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development	Financial Inclusion	-	3.2 Innovative social finance products	54
	Supplier Management	GRI 414-1	4.2 Contribution to the Development of Green Operations	88
	Social Welfare	-	7 Our Commitment to Social Participation	145



Appendix 4: Compliance with Principles for Responsible Investment and Principles for Responsible Banking

Compliance with the United Nations Principles for Responsible Investment (PRI)

Principle 1: We will incorporate ESG issues into investment analysis and decision-making processes.	<ul style="list-style-type: none"> The Group's subsidiaries implement investment decisions in accordance with the Principles for Responsible Investment (PRI) and its spirit. Based on the Group's "Sustainable Finance Guidelines" and "Industry-Specific Environmental and Social Risk Management Rules", ESG risk factors are considered in relevant business activities. Additionally, for industries specified by the Group, an "Industry-Specific Environmental, Social, and Governance Risk and Opportunity Management Checklist" is used to assess and identify potential ESG risks in investment targets. Each subsidiary refers to ESG indicators such as ESG constituent stocks, corporate websites of TWSE- and TPEX-listed companies, exchange websites, the Taiwan Depository & Clearing Corporation (TDCC) website, Bloomberg, MSCI, Sustainalytics, and S&P Global to use the ESG performance of investee companies as a reference in investment decisions. Employees are encouraged to participate in internal and external ESG training courses to enhance the knowledge of investment staff on responsible investment. Yuanta Bank has established investment guidelines, such as the "Financial Markets Division's Guidelines Governing Medium- and Long-Term Investment Evaluation Committee Establishment and Review" and the "Operational Guidelines for Funds Utilization and Transactions of Banking Book", which include sustainable finance evaluation forms. These forms are used to assess whether investment targets are controversial or prohibited companies under the Group's criteria. In cases involving controversial companies or companies in high ESG risk and sensitive sectors, enhanced due diligence is to be conducted. Yuanta Life has formulated the Investment Policy and the "Procedures for Utilization of Investment-related Funds" as guiding principles for capital utilization, accompanied by periodic reviews of existing investment targets. Yuanta Funds integrates external ESG databases into its internal investment decision-making systems and tracks ESG risk events related to its investment portfolios, thereby strengthening pre-, during-, and post-investment ESG risk management for its funds.
Principle 2: We will be active owners and incorporate ESG issues into our ownership policies and practices.	<ul style="list-style-type: none"> Subsidiaries engage in dialogue and interaction with investee companies through various means such as exercising shareholder voting rights, on-site visits, emails, phone calls, and participation in investor conferences with the aim of learning and getting a full picture on the investee's current situation, risks, and future development strategies as well as striving to build a mutual consensus on long-term value creation and bring positive impact. In accordance with the "Key Points of Engagement and Voting Operations" of Yuanta Financial Holdings, a joint assessment list for engagement is selected. Investment targets are prioritized for engagement based on their ESG-related data and ratings, with those ranking lower on ESG indicators receiving higher priority. Joint engagement is also considered as a strategy to improve ESG performance metrics of the investee companies.
Principle 3: We will seek appropriate disclosure on ESG issues by the entities in which we invest	<ul style="list-style-type: none"> Each year, as an institutional investor, subsidiaries engage with investee companies in Taiwan and abroad. Engagement topics include encouraging participation in climate-related organizations, setting net-zero targets, formulating carbon reduction strategies, actively responding to the International Union for Conservation of Nature (IUCN), and establishing biodiversity protection standards. The investee companies have been guided to align with the IFRS Sustainability Disclosure Standards S1 "General Requirements for Disclosure of Sustainability-related Financial Information" and S2 "Climate-related Disclosures," actively encouraging companies to improve their ESG disclosure practices. The Group supports international initiatives such as SBT (Science Based Targets), PCAF (Partnership for Carbon Accounting Financials), TCFD (Taskforce on Climate-related Financial Disclosures), TNFD (Taskforce on Nature Related Financial Disclosures), and PBAF (Partnership for Biodiversity Accounting Financials), advocating for a culture of sustainability disclosure among financial institutions and corporations.
Principle 4: We will promote acceptance and implementation of the Principles within the investment industry.	<ul style="list-style-type: none"> Yuanta Life has established the "Procedures for Managing Discretionary Investment", which clearly stipulates the inclusion of responsible investment considerations when signing contracts with external institutions. The adherence to the PRI in the assessment management policies of entrusted institutions can be verified through, but not limited to, the following: these institutions' signing of the PRI, compliance with the Taiwan Stock Exchange Corporation's Stewardship Principles for Institutional Investors, or the establishment of internal sustainable finance-related policies. Yuanta Funds, in collaboration with National Taiwan Normal University, pioneered the establishment of the "Research Center for Artificial Intelligence in Investment and Asset Management," integrating University Social Responsibility (USR) with sustainable (ESG) index investing.
Principle 5: We will work together to enhance our effectiveness in implementing the Principles.	<ul style="list-style-type: none"> In accordance with the policy on Taiwan's Pathway to Net-Zero Emissions in 2050, the Group's subsidiaries jointly support the "Coalition of Movers and Shakers on Sustainable Finance" pledge by taking more proactive actions in areas such as investment and engagement, information disclosure, support and promotion, and alignment with international standards. Furthermore, the Group encourages corporate participation in green supply chains, invests in zero-carbon technologies, and leads the financial industry in leveraging its influence to drive sustainable development. Yuanta Securities, referencing the ESG IR Platform established by the TDCC, utilizes both domestic and international sustainability ratings disclosed on the platform to engage with and provide guidance to companies to help them make the sustainability transition.
Principle 6: We will each report on our activities and progress towards implementing the Principles.	<ul style="list-style-type: none"> The Company publishes a sustainability report annually, disclosing its sustainable development strategies, management systems, goals, and progress. Yuanta Securities, Yuanta Bank, Yuanta Life, and Yuanta Funds each publish an annual stewardship report, disclosing their practices in responsible investment and stewardship.

Compliance with the United Nations Principles for Responsible Banking (PRB)

<p>Principle 1: Alignment</p> <p>We will align our business strategy to be consistent with and contribute to individuals' needs and society's goals, as expressed in the Sustainable Development Goals, the Paris Climate Agreement and relevant national and regional frameworks.</p>	<p>Yuanta Bank, a wholly owned subsidiary of Yuanta Financial Holdings, was established with the approval of the Ministry of Finance on January 14, 1992. Over the decades, it has grown into a regional bank in the Asia-Pacific region, committed to providing comprehensive financial services.</p> <p>As of December 31, 2024, Yuanta Bank has 4,852 employees and a capital of approximately NT\$79.953 billion with 149 branch locations in Taiwan and three overseas branches—bank branch in Hong Kong, bank subsidiary in the Philippines, and bank subsidiary in South Korea. Through cooperation among its domestic and overseas locations, the bank offers customers diverse and cross-border financial services.</p> <p>Yuanta Bank upholds the Group's commitment to incorporate the spirit of corporate sustainable development into business planning and operations. In support of the United Nations' Sustainable Development Goals (SDGs), the bank is dedicated to raising clients' awareness of climate change in hope of collaborating with partner enterprises in fulfilling social responsibilities. While pursuing business growth and profitability, the bank remains focused on environmental protection, social welfare, and corporate governance. It also supports green industries and low-carbon transitions, and promotes human rights protection, and sustainable supply chains. To realize the Group's net-zero pledge, Yuanta Bank aligns itself with the international Paris Agreement and the blueprint for Taiwan's Pathway to Net-Zero Emissions in 2050. The bank is fully committed to achieving the regulatory goal of net-zero emissions by 2050 as a long-term sustainability objective. It has established emissions reduction pathways and is actively adjusting its business strategies to reinforce its net-zero commitments.</p>
<p>Principle 2: Impact & Target Setting</p> <p>We will continuously increase our positive impacts while reducing the negative impacts on, and managing the risks to, people and environment resulting from our activities, products and services. To this end, we will set and publish targets where we can have the most significant impacts.</p>	<p>In response to international sustainability trends and in alignment with government policies on net-zero transition and energy transition, Yuanta Bank is channeling funds into the development of green technology and innovation, guiding enterprises toward a low-carbon economy and sustainable development. In 2024, the balance of green loans and sustainability-linked loans reached NT\$89.212 billion, accounting for 13.37% of the bank's total credit portfolio.</p> <p>Yuanta Bank is committed to fitting its financing activities with the goals and timeline of the Paris Agreement. By measuring the carbon emissions of its asset portfolio and investing in sustainable and green industries, the bank is working together in the efforts to keep global warming at 1.5° C. In 2024, following the Global GHG Accounting and Reporting Standard for the Financial Industry published by PCAF, Yuanta Bank conducted an emissions audit across asset classes covering corporate loans, equity and corporate bonds, and project finance for power generation. The total financed emissions amounted to 13,102,322.93 tCO₂e. In addition, based on the Total Impact Measurement and Management (TIMM) methodology, the carbon reduction benefits of its low-carbon financing were calculated, with a performance result of 13,396.72 thousand NT dollars.</p> <p>Yuanta Bank continues to align with sustainability trends in the market, and the KPI criteria of the sustainable development strategy blueprint set by Yuanta Financial Holdings, actively developing ESG-related products and services and setting targets for sustainable lending balances.</p>
<p>Principle 3: Clients & Customers</p> <p>We will work responsibly with our clients and our customers to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations.</p>	<p>Yuanta Bank offers diverse and professional sustainable financial services, dedicated to helping clients transition to a low-carbon economy and navigate this extraordinary period of transformation. Yuanta Bank also participates in the Group's joint engagement efforts, practicing engagement actions concerning stewardship for sustainable finance. As a founding member of the "Coalition of Movers and Shakers on Sustainable Finance," Yuanta Financial Holdings, along with Yuanta Bank, works to guide clients and leverage peer influence. By the end of 2025, the bank aims to engage with more than half of the Taiwan enterprises in its major financing and investment portfolios which are in high carbon emissions industries. The major goal of these engagements is to encourage the enterprises to set targets for achieving net-zero emissions by 2050. Yuanta Bank offers a variety of sustainability-themed products for consumers to select from to promote green consumption and, prior to granting credit, reviews whether collateral properties are located in areas with high environmental risk—demonstrating the bank's financial influence to drive industries and society toward sustainable development.</p> <ul style="list-style-type: none"> • Corporate Financial Services: To fulfill its emission reduction commitments and strategies, Yuanta Bank helps companies identify low-carbon economic activities through the "Reference Guidelines for Identifying Sustainable Economic Activities". Companies engaging in these activities are priority financing customer with the bank. Yuanta Bank also actively supports companies transitioning to a circular economy and industries related to renewable energy infrastructure by providing financing. • Consumer Financial Services: For loan applications, the bank proactively inquires consumers about whether the property is a certified green building with supporting documentation, or directly verifies the building grade (Qualified, Bronze, Silver, Gold, Diamond levels) via online information. If the collateral comes with a certified green building label, the bank offers preferential mortgage rates and terms. Preferential rates are also provided for auto loans of new energy vehicles, encouraging consumers to turn to more energy-efficient options. • Inclusive Financial Services: Yuanta Bank offers a wide array of inclusive finance and social-impact financial products and services. These products and services include loans for small and medium-sized enterprises (SMEs), micro-businesses, small businesses, and startup SMEs, along with trust services for disadvantaged groups (e.g., eldercare trusts, trusts for individuals with disabilities, and charitable trusts). Products and services are tailored to meet the diverse needs of different customer groups.

Principle 4: Stakeholders

We will proactively and responsibly consult, engage and partner with relevant stakeholders to achieve society's goals.

Yuanta Bank, in line with Yuanta Financial Holdings' adoption of the AA1000 Stakeholder Engagement Standard (AA1000 SES), has identified eight major categories of stakeholders, including shareholders/investors/creditors, government agencies, current employees, potential employees, customers and debtors, media, communities, and suppliers. By building various communication channels, the bank engages in dialogue with stakeholders to understand their concerns. These insights are then analyzed, so adjustments to relevant measures can be made to better match stakeholder expectations. For details on the 2024 stakeholder engagement performance, please refer to 2.3 Stakeholder Engagement of this report.

To implement the Group's sustainable development policies and strategies, Yuanta Financial Holdings has established the Corporate Sustainability Office under its Sustainable Development Committee. Composed of senior executives and staff from relevant departments of Yuanta Financial Holdings and the Group's subsidiaries, this office also includes participation from independent directors. In addition to driving and coordinating daily sustainability initiatives, quarterly meetings are held to build consensus and review progress around key issues, such as the Group's sustainability strategy blueprint and goals, implementation status at each subsidiary, and stakeholder concerns. Furthermore, suggestions provided by independent directors during meetings help subsidiaries examine and improve their current ESG practices. This collaborative effort aims to enhance recognition from reputable domestic and international rating agencies and stakeholders, while also laying a solid foundation for future sustainable developments.

Principle 5: Governance & Culture

We will implement our commitment to these Principles through effective governance and a culture of responsible banking.

- Establishing a Transparent and Effective Governance Structure

The Sustainable Development Committee set up by Yuanta Financial Holdings under the Board of Directors is a functional committee composed of the Chairman and four independent directors. It is responsible for integrating the value of corporate sustainable development into business strategies, implementing related measures for corporate sustainable development, overseeing and ensuring the execution of sustainable development policies while reviewing their effectiveness, as well as formulating and supervising the implementation of corporate sustainable development policies. To further facilitate these policies, the Corporate Sustainability Office has been set up under the Sustainable Development Committee, along with the establishment of six specialized functional groups of the office. Senior executives from relevant departments of the subsidiaries are included, enabling the Group to pool efforts from all subsidiaries to drive ESG-related operations, products, business activities, and services. For more information on the sustainability governance structure, please refer to 2.2 Sustainable Governance of this report.

- Fostering a Responsible Banking Culture

Guided by the principles of "Integrity, Prudence, Service, Innovation, and Care," Yuanta Bank, led by its Board of Directors and supported by its management and employees, incorporates the spirit of the United Nations' Sustainable Development Goals (SDGs) into all aspects of its operations and business activities through establishment of rules and regulations. Employee training also ensures that every staff member understands their role in sustainable development, embedding the concept deeply within the organization and its culture. The bank is fully committed to Yuanta Financial Holdings' sustainability strategy and objectives, centered around the "D.R.E.A.M." framework, while extending its positive influence on all stakeholders and fulfilling its social responsibility as a responsible bank. For progress and performance related to each goal, please refer to 2.4 Sustainability Strategies and Goals of this report.

Principle 6: Transparency & Accountability

We will periodically review our individual and collective implementation of these Principles and be transparent about and accountable for our positive and negative impacts and our contribution to society's goals.

Yuanta Bank evidences its commitment to the Principles for Responsible Banking (PRB) and its influence by regularly evaluating the implementation of these principles and disclosing relevant information publicly. This report summarizes the bank's spirit and impact in the management of financial products and services with a sustainability focus. Key execution progress is outlined as follows:

- Progress in adhering to the PRB is publicly disclosed starting from the 2024 Yuanta Financial Holdings Sustainability Report, for the public and investors to know.
- Yuanta Bank regularly discloses the assessments, which were based on the Group's "Sustainable Finance Guidelines", the progress and status of Equator Principles cases, and the ESG review and control status of corporate lending in the sustainability reports of Yuanta Financial Holdings. Additionally, the bank provides regular updates on its website to disclose its actions in the area of institutional investor stewardships.
- The bank continues to improve internal ESG-related regulations. In 2024, it completed a revision of the "Guidelines for Managing Equator Principles Financing Cases", incorporating the assessment of Nature Related risks in line with the Taskforce on Nature-Related Financial Disclosures (TNFD). It also strengthened the oversight and tracking of climate-related risks as well as management mechanisms. Furthermore, the "Corporate Finance Credit Operations Manual" was revised to enhance the understanding of borrowers' ESG performance. All corporate credit cases now include the requirement to check the loan applicants' status in Joint Credit Information Center's data base on "Information of Material Corporate Pollution Penalty and Fines" and an ESG due diligence report, ensuring a thorough assessment of whether applicants are fulfilling responsibilities regarding environmental protection, business integrity management, and social responsibility.

Appendix 5 Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies

Financial and Insurance Industry Comparison Table

The financial and insurance industry shall disclose the management policies, disclosure items, and reporting requirements of the companies' operations related to information security, financial inclusion, and major topics related to sustainable finance. Its reporting requirements shall include at least the following items:

Items	Related Report Sections	Pages
1. Number of data breaches, percentage involving personally identifiable information, and number of account holders affected.	5.5 Information Security	121
2. Number and amount of loans outstanding qualified to programs designed to promote development of small business and communities.	3.1 Sustainable Finance 3.2 Innovative social finance products	37 54
3. Number of participants in financial literacy initiatives provided to the disadvantaged without adequate banking services.	7.2 Public Welfare Goal and Performance	147
4. Products and services designed by individual operating units to create benefits for the environment or society.	3.2 Financial Product Innovation and Services	54

Climate-Related Information of TWSE/TPEX Listed Company

Risks and opportunities posed by climate change to the Company and the relevant measures taken by and relevant countermeasures taken by the company

Items	Related Report Sections	Pages
1. Describe the board of directors' and management's oversight and governance of climate-related risks and opportunities.	4.1 Response to the International Carbon Reduction Program	80
2. Describe how the identified climate risks and opportunities affect the business, strategy, and finances of the business (short, medium, and long term).	4.1 Response to the International Carbon Reduction Program	80
3. Describe the financial impact of extreme weather events and transformative actions.	4.1 Response to the International Carbon Reduction Program	80
4. Describe how climate risk identification, assessment, and management processes are integrated into the overall risk management system.	4.1 Response to the International Carbon Reduction Program	80
5. If scenario analysis is used to assess resilience to climate change risks, the scenarios, parameters, assumptions, analysis factors and major financial impacts used should be described.	4.1 Response to the International Carbon Reduction Program	80
6. If there is a transition plan for managing climate-related risks, describe the content of the plan, and the indicators and targets used to identify and manage physical risks and transition risks.	4.1 Response to the International Carbon Reduction Program	80
7. If internal carbon pricing is used as a planning tool, the basis for setting the price should be stated.	4.1 Response to the International Carbon Reduction Program	80
8. If climate-related targets have been set, the activities covered, the scope of greenhouse gas emissions, the planning horizon, and the progress achieved each year should be specified. If carbon credits or renewable energy certificates (RECs) are used to achieve relevant targets, the source and quantity of carbon credits or RECs to be offset should be specified.	4.2 Contribution to the Development of Green Operations	88
9. Greenhouse gas inventory and assurance status.	4.2 Contribution to the Development of Green Operations Appendix 12 Management Guidelines For details, please refer to the Company's 2024 Annual Report.	88 182

Appendix 6 Sustainability Accounting Standards Board (SASB)

Standards Comparison Table-Investment Banking & Brokerage

Topic	Accounting Metric	Code	Page	Notes
Employee Diversity & Inclusion	Percentage of gender and racial/ethnic group representation for (1) executive management, (2) non-executive management, (3) professionals, and (4) all other employees	FN-IB-330a.1	157	Appendix 1 Social Performance
Incorporation of Environmental, Social, and Governance Factors in Investment Banking & Brokerage Activities	Revenue from (1) underwriting, (2) advisory, and (3) securitization transactions incorporating integration of environmental, social, and governance (ESG) factors, by industry	FN-IB-410a.1	37	3.1 Sustainable Finance
	(1) Number and (2) total value of investments and loans incorporating integration of environmental, social, and governance (ESG) factors, by industry	FN-IB-410a.2	37	3.1 Sustainable Finance
	Description of approach to incorporation of environmental, social, and governance (ESG) factors in investment banking and brokerage activities	FN-IB-410a.3	37	3.1 Sustainable Finance
Business Ethics	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations	FN-IB-510a.1	-	In 2024, Yuanta Financial Holdings did not suffer any financial losses resulting from the determination of the legal industry due to its involvement in fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations.
	Description of whistleblower policies and procedures	FN-IB-510a.2	109	5.2 Integrity Management
Professional Integrity	(1) Number and (2) percentage of covered employees with a record of investment-related investigations, consumer-initiated complaints, private civil litigations, or other regulatory proceedings	FN-IB-510b.1	-	The Company's Legal Affairs Department and its subsidiaries' Legal Affairs Departments were not informed of any related cases in 2024 and intend to continue to track information related to this indicator.
	Number of mediation and arbitration cases associated with professional integrity, including duty of care, by party	FN-IB-510b.2	-	In 2024, there are two mediation or arbitration cases related to integrity, and the cases are still in progress and no judgment has been made yet.
	Total amount of monetary losses as a result of legal proceedings associated with professional integrity, including duty of care	FN-IB-510b.3	-	No integrity-related monetary losses as a result of legal proceedings associated with professional integrity, including duty of care cases in 2024.
	Description of approach to ensuring professional integrity, including duty of care	FN-IB-510b.4	109	5.2 Integrity Management
Systemic Risk Management	Global Systemically Important Bank (G-SIB) score, by category	FN-IB-550a.1	-	The Company is not a G-SIB Bank.
	Description of approach to incorporation of results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities	FN-IB-550a.2	-	For details, please refer to Yuanta Securities' website > Risk Management > Capital Adequacy.
Employee Incentives & Risk Taking	Percentage of total remuneration that is variable for Material Risk Takers (MRTs)	FN-IB-550b.1	-	The information about this indicator will be further disclosed in the future.
	Percentage of variable remuneration of Material Risk Takers (MRTs) to which malus or clawback provisions were applied	FN-IB-550b.2	-	No clawback provisions apply to the Group's senior management.
	Discussion of policies around supervision, control, and validation of traders' pricing of Level 3 assets and liabilities	FN-IB-550b.3	-	Please refer to page 143 of the Company's 2024 Consolidated Financial Statements for more details.
Activity Metrics	(1) Number and (2) value of (a) underwriting, (b) advisory, and (c) securitization transactions	FN-IB-000.A	151	Appendix 1 Sustainable Finance Performance
	(1) Number and (2) value of proprietary investments and loans by sector	FN-IB-000.B	151	Appendix 1 Sustainable Finance Performance
	(1) Number and (2) value of market making transactions in (a) fixed income, (b) equity, (c) currency, (d) derivatives, and (e) commodity products	FN-IB-000.C	151	Appendix 1 Sustainable Finance Performance

Standards Comparison Table-COMMERCIAL BANKS

Topic	Accounting Metric	Code	Pages	Notes
Data Security	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of account holders affected	FN-CB-230a.1	121	5.5 Information Security
	Description of approach to identifying and addressing data security risks	FN-CB-230a.2	121	5.5 Information Security
Financial Inclusion & Capacity Building	(1) Number and (2) amount of loans outstanding qualified to programs designed to promote small business and community development	FN-CB-240a.1	37	3.1 Sustainable Finance
	(1) Number and (2) amount of past due and nonaccrual loans qualified to programs designed to promote small business and community development	FN-CB-240a.2	-	Planning for further disclosures in the future.
	Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers	FN-CB-240a.3	-	Planning for further disclosures in the future.
	Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	FN-CB-240a.4	150	7.3 Public Service Highlights
Incorporation of Environmental, Social, and Governance Factors in Credit Analysis	Description of approach to incorporation of environmental, social and governance (ESG) factors in credit analysis	FN-CB-410a.2	37 151	3.1 Sustainable Finance Appendix 1 Sustainable Finance Performance
Financed Emissions	Absolute gross financed emissions, disaggregated by (1) Scope 1, (2) Scope 2 and (3) Scope 3	FN-CB-410b.1	-	Since there are currently few companies conducting carbon emissions audits in Scope 3, only Scope 1 + 2 will be calculated and disclosed for the absolute emissions of financial assets in 2024. 2024 Climate and Nature Related Financial Disclosures Report CH5 Target and Metrix
	Gross exposure for each industry by asset class	FN-CB-410b.2	-	2024 Climate and Nature Related Financial Disclosures Report. Appendix 7 ISO 26000 Social Responsibility Guidelines Comparison Table
	Percentage of gross exposure included in the financed emissions calculation	FN-CB-410b.3	-	2024 Climate and Nature Related Financial Disclosures Report CH1 Climate Transformation Plan
	Description of the methodology used to calculate financed emissions	FN-CB-410b.4	-	2024 Climate and Nature Related Financial Disclosures Report CH5 Target and Metrix
Business Ethics	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations	FN-CB-510a.1	-	In 2024, Yuanta Financial Holdings did not suffer any financial losses resulting from the determination of the legal industry due to its involvement in fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations.
	Description of whistleblower policies and procedures	FN-CB-510a.2	109	5.2 Integrity Management
Systemic Risk Management	Global Systemically Important Bank (G-SIB) score, by category	FN-CB-550a.1	-	The Company is not a G-SIB Bank
	Description of approach to incorporation of results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities	FN-CB-550a.2	-	For details, please refer to Yuanta Bank's website > Statutory Disclosure > Capital Adequacy and Risk Management.
Activity Metric	(1) Number and (2) value of checking and savings accounts by segment: (a) personal and (b) small business	FN-CB-000.A	151	Appendix 1 Sustainable Finance Performance
	(1) Number and (2) value of loans by segment: (a) personal, (b) small business, and (c) corporate	FN-CB-000.B	151	Appendix 1 Sustainable Finance Performance

This comparison table is based on the Sustainability Accounting Standards Board's (SASB) Accounting Standards for Commercial Banks, and certain information has been reviewed by PwC Taiwan in accordance with the Republic of China Statement of Auditing Standards No. 1, "Assurance Engagements Other than Audits or Reviews of Historical Financial Information", SASB Limited Assurance on Critical Performance Information (see Appendix 12). For more SASB-related information, please see: <https://www.sasb.org/>



Appendix 7 ISO 26000 Social Responsibility Guidelines Comparison Table

Categories	Core Subjects and Issues	Related Report Sections	Pages
Organizational Governance	System for decision making and implementation when executing goals	2.1 Sustainable Commitment 5.1 Corporate Governance	16 103
Human Rights	Due diligence	6.4 Human Rights	143
	Human rights risk situations	6.4 Human Rights	143
	Avoidance of complicity	5.1 Corporate Governance	103
	Resolving grievances	6.5 Employee Communication	144
	Discrimination and vulnerable groups	6.4 Human Rights	143
	Civil and political rights	6.4 Human Rights	143
	Economic, social and cultural rights	6.4 Human Rights	143
	Fundamental principles and rights at work	6.2 Talent Cultivation and Development	131
Labor Practices	Employment and employment relationships	6.1 Employee Attraction and Retention	127
	Conditions of work and social protection	6.2 Talent Cultivation and Development	131
	Social dialogue	6.5 Employee Communication	144
	Health and safety at work	6.3 Friendly and Excellent Working Environment	137
	Human development and training in the workplace	6.2 Talent Cultivation and Development	131
The Environment	Prevention of pollution	4.2 Contribution to the Development of Green Operations	88
	Sustainable resource use	4.2 Contribution to the Development of Green Operations	88
	Climate change mitigation and adaptation	4.1 Response to the International Carbon Reduction Program	80
	Protection of the environment, biodiversity and restoration of natural habitats	4.2 Contribution to the Development of Green Operations	88

Categories	Core Subjects and Issues	Related Report Sections	Pages
Fair Operating Practices	Anti-corruption	5.1 Corporate Governance	103
	Responsible political involvement	1.2 Operating Performance	9
	Fair competition	5.1 Corporate Governance 5.4 Legal Compliance	103 117
	Promoting social responsibility in the value chain	3.2 Innovative social finance products 4.2 Contribution to the Development of Green Operations	54 88
	Respect for property rights	3.2 Innovative social finance products	54
Consumer Issues	Fair marketing, factual and unbiased information and fair contractual practices	3.3 Customer Rights	66
	Protecting consumers' health and safety	3.3 Customer Rights	66
		3.1 Sustainable Finance	37
	Sustainable consumption	4.2 Contribution to the Development of Green Operations	88
	Consumer service, support, and complaint and dispute resolution	3.3 Customer Rights	66
	Consumer data protection and privacy	3.3 Customer Rights	66
		3.2 Innovative social finance products 3.3 Customer Rights	54 66
	Access to essential services	3.3 Customer Rights	66
	Education and awareness	3.3 Customer Rights	66
Community Involvement and Development	Community involvement	7 Our Commitment to Social Participation	145
	Education and culture	7 Our Commitment to Social Participation	145
	Employment creation and skills development	7 Our Commitment to Social Participation	145
	Technology development and access	3.2 Innovative social finance products	54
	Wealth and income creation	7 Our Commitment to Social Participation	145
	Health	7 Our Commitment to Social Participation	145
	Social investment	7.2 Public Welfare Goal and Performance	147

Appendix 8 Impact Valuation

Material Topics	Output Metric		Impact Metric		Impact Description
	Item	2024 Performance	Item	2024 Performance	
Sustainable Finance	Carbon reduction of low-carbon financing	1,669.05 mt CO ₂ e	Carbon reduction benefits	NT\$ 13,396.72 thousand	Use Environmental Profit and Loss Accounting (EP&L) to calculate the positive environmental benefits generated by avoiding emissions when companies financing in power generation projects.
Talent cultivation and development	Input of industry-academia cooperation	NT\$54,337.08 thousand	Positive social value created through industry talent development	NT\$ 239,316.14 thousand	Use Social Return on Investment (SROI) to calculate the positive social value by internships, cooperative education, and other industry-academic cooperation projects.

Appendix 9 Independent Assurance Opinion Statement



INDEPENDENT ASSURANCE OPINION STATEMENT

Yuanta Financial Holdings 2024 Sustainability Report

The British Standards Institution is independent to Yuanta Financial Holding Co., Ltd. (hereafter referred to as Yuanta in this statement) and has no financial interest in the operation of Yuanta other than for the assessment and verification of the sustainability statements contained in this report.

This independent assurance opinion statement has been prepared for the stakeholders of Yuanta only for the purposes of assuring its statements relating to its sustainability report, more particularly described in the Scope below. It was not prepared for any other purpose. The British Standards Institution will not, in providing this independent assurance opinion statement, accept or assume responsibility (legal or otherwise) or accept liability for or in connection with any other purpose for which it may be used, or to any person by whom the independent assurance opinion statement may be read.

This independent assurance opinion statement is prepared on the basis of review by the British Standards Institution of information presented to it by Yuanta. The review does not extend beyond such information and is solely based on it. In performing such review, the British Standards Institution has assumed that all such information is complete and accurate.

Any queries that may arise by virtue of this independent assurance opinion statement or matters relating to it should be addressed to Yuanta only.

Scope

The scope of engagement agreed upon with Yuanta includes the following:

1. The assurance scope is consistent with the description of Yuanta Financial Holdings 2024 Sustainability Report.
2. The evaluation of the nature and extent of the Yuanta's adherence to AA1000 AccountAbility Principles (2018) and the reliability of specified sustainability performance information in this report as conducted in accordance with type 2 of AA1000 AS v3 sustainability assurance engagement.

This statement was prepared in English and translated into Chinese for reference only.

Opinion Statement

We conclude that the Yuanta Financial Holdings 2024 Sustainability Report provides a fair view of the Yuanta sustainability programmes and performances during 2024. The sustainability report subject to assurance is materially correct without voluntary omissions based upon testing within the limitations of the scope of the assurance, the information and data provided by the Yuanta and the sample taken. We believe that the performance information of Environment, Social and Governance (ESG) are correctly represented. The sustainability performance information disclosed in the report demonstrate Yuanta's efforts recognized by its stakeholders.

Our work was carried out by a team of sustainability report assurers in accordance with the AA1000AS v3. We planned and performed this part of our work to obtain the necessary information and explanations we considered to provide sufficient evidence that Yuanta's description of their approach to AA1000AS v3 and their self-declaration in accordance with GRI Standards were fairly stated.

Methodology

Our work was designed to gather evidence on which to base our conclusion. We undertook the following activities:

- a review of issues raised by external parties that could be relevant to Yuanta's policies to provide a check on the appropriateness of statements made in the report.
- discussion with managers on Yuanta's approach to stakeholder engagement. Moreover, we had sampled 2 external stakeholder to conduct interview.
- interview with 60 staffs involved in sustainability management, report preparation and provision of report information were carried out.
- review of materiality assessment process.
- review of key organizational developments.
- review of the extent and maturity of the relevant accounting systems for financial and non-financial reports.
- review of the findings of internal audits.
- the verification of performance data and claims made in the report through meeting with managers responsible for gathering data.
- review of the processes for gathering and ensuring the accuracy of data, followed data trails to initial aggregated source and checked sample data to greater depth during site visits.
- the consolidated financial data are based on audited financial data, we checked that this data was consistently reproduced.
- review of supporting evidence for claims made in the reports.
- an assessment of the organization's reporting and management processes concerning this reporting against the principles of Inclusivity, Materiality, Responsiveness, and Impact as described in the AA1000AP (2018).

Conclusions

A detailed review against the Inclusivity, Materiality, Responsiveness, and Impact of AA1000AP (2018) and sustainability performance information as well as GRI Standards is set out below:

Inclusivity

In this report, it reflects that Yuanta has sought the engagement of its stakeholders and established material sustainability topics, as the participation of stakeholders has been conducted in developing and achieving an accountable and strategic response to sustainability. There are fair reporting and disclosures for the information of Environment, Social and Governance (ESG) in this report, so that appropriate planning and target-setting can be supported. In our professional opinion the report covers the Yuanta's inclusivity issues and has demonstrated sustainable conduct supported by top management and implemented in all levels among organization..

Materiality

The Yuanta publishes material topics that will substantively influence and impact the assessments, decisions, actions and performance of Yuanta and its stakeholders. The sustainability information disclosed enables its stakeholders to make informed judgements about the Yuanta's materiality assessment process and management and performance. In our professional opinion the report covers the Yuanta's material issues.

Responsiveness

Yuanta has implemented the practice to respond to the expectations and perceptions of its stakeholders. An Ethical Policy for the Yuanta is developed and continually provides the opportunity to further enhance Yuanta's responsiveness to stakeholder concerns. Topics that stakeholder concern about have been responded timely. In our professional opinion the report covers the Yuanta's responsiveness issues.

Impact

Yuanta has identified and fairly represented impacts that were measured and disclosed in probably balanced and effective way. Yuanta has established processes to monitor, measure, evaluate, and manage impacts that lead to more effective decision-making and results-based management within an organization. In our professional opinion the report covers the Yuanta's impact issues.

Performance information

Based on our work described in this statement and with no conflict of interest with the Yuanta in relation to providing the assurance of ESG performance information, which has been assured, specified sustainability performance information such as GRI Standards disclosures disclosed in this report, Yuanta and BSI have agreed upon to include in the scope. In our view, the data and information contained within Yuanta Financial Holdings 2024 Sustainability Report are reliable based on procedures undertaken by means of vouching, re-tracking, re-computing and confirmation.

GRI Sustainability Reporting Standards (GRI Standards)

Yuanta provided us with their self-declaration of in accordance with GRI Standards 2021 (For each material topic covered in the applicable GRI Sector Standard and relevant GRI Topic Standard, including the disclosures of applicable economic, environmental, and social information, comply with all reporting requirements for disclosures). Based on our review, we confirm that sustainable development disclosures with reference to GRI Standards' disclosures are reported, partially reported, or omitted. In our professional opinion the self-declaration covers the Yuanta's sustainability topics. However, the future report will be improved by the following areas:

- It is encouraged to consider referring to international peers' practices to meet the requirements of the standards for disclosing the GRI 2-21 annual total compensation ratio, thus enhancing the credibility and transparency of the sustainability report.

Assurance level

The moderate level assurance provided is in accordance with AA1000AS v3 in our review, as defined by the scope and methodology described in this statement.

Responsibility

This sustainability report is the responsibility of the Yuanta's chairman as declared in his responsibility letter. Our responsibility is to provide an independent assurance opinion statement to stakeholders giving our professional opinion based on the scope and methodology described.

Competency and Independence

The assurance team was composed of auditors experienced in relevant sectors, and trained in a range of sustainability, environmental and social standards including AA1000AS, ISO 14001, ISO 45001, ISO 14064, and ISO 9001. BSI is a leading global standards and assessment body founded in 1901. The assurance is carried out in line with the BSI Fair Trading Code of Practice.

For and on behalf of BSI:

Peter Pu, Managing Director BSI Taiwan



Statement No: SRA-TW-805765
2025-05-20

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Appendix 10 Accountants' Limited Assurance Report



Independent Limited Assurance Report

PwCM24000807

To Yuanta Financial Holding Co., Ltd.

We have been engaged by Yuanta Financial Holding Co., Ltd. ("Company") to perform assurance procedures in respect of the key performance indicators identified by the Company and reported in the 2024 Sustainability Report (hereinafter referred to as the "Identified Key Performance Indicators") and have issued a limited assurance report based on the result of our work performed.

Subject Matter Information and Applicable Criteria

The subject matter information is the Identified Key Performance Indicators of the Company. The Identified Key Performance Indicators and the respective applicable criteria are stated in the "Summary of Subject Matter Assured" in Appendix 11 of the Sustainability Report. The scope of the Identified Key Performance Indicators is set out in the "Scope and Boundary" of the Sustainability Report.

The respective applicable criteria referred to above are the Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability and FAQ issued by TWSE Listed Companies and related laws and regulations, the latest edition of the GRI Sustainability Reporting Standards (GRI Standards) published by the Global Reporting Initiative (GRI) and the other criteria referred to or designed by the Company based on the Company's industry characteristics and sustainability performance information reported (hereinafter referred to as the "Applicable Criteria").

Management's Responsibility

The Management of the Company is responsible for the preparation of the Identified Key Performance Indicators disclosed in the Sustainability Report in accordance with the Applicable Criteria. This responsibility includes the design, implementation and maintenance of internal control relevant to the preparation of the Identified Key Performance Indicators that are free from material misstatement, whether due to fraud or error.

Inherent Limitation

Certain subject matter information assured involves non-financial data which is subject to more inherent limitations than financial information. Qualitative interpretations of the relevance, materiality and the accuracy of data are more dependent on individual assumptions and judgments.

Compliance of Independence and Quality Management Requirement

We are independent of the Company in accordance with the Norm of Professional Ethics for Certified Public Accountant of the Republic of China, which is founded on fundamental principles

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of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

Our firm applies the Standard on Quality Management 1, "Quality Management for Public Accounting Firms" of the Republic of China, which requires the firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Our Responsibility

Our responsibility is to express a limited assurance conclusion on the Identified Key Performance Indicators based on the procedures we have performed and the evidence we have obtained. We conducted our limited assurance engagement in accordance with the Standard on Assurance Engagements 3000, "Assurance Engagements other than Audits or Reviews of Historical Financial Information" of the Republic of China. This standard requires that we plan and perform this engagement to obtain limited assurance about whether the Identified Key Performance Indicators are free from material misstatement.

Under the requirements of the aforementioned standards, our limited assurance engagement involves assessing the suitability in the circumstances of the Company's use of the criteria as the basis for the preparation of the Identified Key Performance Indicators, assessing the risks of material misstatement of the Identified Key Performance Indicators whether due to fraud or error, responding to the assessed risks as necessary in the circumstances and evaluating the overall presentation of the Identified Key Performance Indicators. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks.

The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents, and agreeing or reconciling with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above, we:

- Made inquiries of the persons responsible for the Identified Key Performance Indicators to obtain an understanding of the processes, and the relevant internal controls relating to the preparation of the aforementioned information, to identify the areas where there may be risks of material misstatement; and



- Based on the above understanding and the areas identified, performed substantive testing on the Identified Key Performance Indicators on a selective basis, including inquiries, observation, and inspection to obtain evidence for limited assurance.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether the Company's Identified Key Performance Indicators have been prepared, in all material respects, in accordance with the respective applicable criteria.

We also do not provide any assurance on the Sustainability Report as a whole or on the design or operating effectiveness of the relevant internal controls.

Limited Assurance Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Identified Key Performance Indicators in the Sustainability Report are not prepared, in all material respects, in accordance with the Applicable Criteria.

Other Matter

The Management of the Company is responsible for maintaining the Company's website. We have no responsibility to re-perform any procedures regarding the Identified Key Performance Indicators after the date of our assurance report, even if the Identified Key Performance Indicators or the Applicable Criteria have been subsequently modified.


Kuo, Pao-Ju

For and on behalf of PricewaterhouseCoopers, Taiwan

July 14, 2025

Appendix 11 According to "Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies" Article 4 Paragraph 1 ("Rules") emphasize the information disclosure and statement of summary

No.	Subject Matter Information	Page	Applicable Criteria
1.1	There were no data breaches for Yuanta Group in 2024.	125	<p>According to "Yuanta Financial Holdings Information Security Policy", "Yuanta Financial Holdings Information Security Management Working Guidelines", "Yuanta Financial Holdings Information Business Manual" and "Yuanta Financial Holdings Guidelines for the Establishment of the Computer Information Security Incident Response Team", the total number of data breaches of Yuanta Financial Holdings and its 8 subsidiaries (Yuanta Securities, Yuanta Bank, Yuanta Life, Yuanta Funds, Yuanta Futures, Yuanta Venture Capital, Yuanta Asset Management and Yuanta Securities Investment Consulting) are counted in 2024. The criterion for a data breach is whether the information has been leaked outside Yuanta Financial Holdings, and such a data breach constitutes a violation of the confidentiality and information security related policies of Yuanta Financial Holdings.</p> <p>Note: In accordance with "Operational Guidelines for Circulating Reports on the Information and Communication Security Related Events Occur in Securities and Futures Markets", Yuanta Securities, Yuanta Securities Investment Trust, Yuanta Futures and Yuanta Securities Investment Consulting use the information and communication-security-related events notification systems to notify relevant events to competent authority (Securities and Futures Bureau) and inspect whether these events involve the data breaches or not.</p>
1.2	The percentage of data breaches involving personally identifiable information out of total data breaches for Yuanta Group was 0% in 2024.	125	<p>According to "Yuanta Financial Holdings Information Security Policy", "Yuanta Financial Holdings Information Security Management Working Guidelines", "Yuanta Financial Holdings Guidelines for the Establishment of the Computer Information Security Incident Response Team" and "Regulation on Personal Information Management", the percentage of data breaches involving personally identifiable information out of total data breaches for Yuanta Financial Holdings and its 8 subsidiaries (Yuanta Securities, Yuanta Bank, Yuanta Life, Yuanta Funds, Yuanta Futures, Yuanta Venture Capital, Yuanta Asset Management and Yuanta Securities Investment Consulting) are calculated in 2024.</p> <p>Note:</p> <ol style="list-style-type: none"> "Personal data" in accordance with "Personal Information Working Guidelines" refers to a natural person's name, date of birth, ID Card number, passport number, features, fingerprints, marital status, family information, education background, occupation, contact information, financial conditions, data concerning a person's social activities, special personal information and any other information that may be used to directly or indirectly identify a natural person. In accordance with "Operational Guidelines for Circulating Reports on the Information and Communication Security Related Events Occur in Securities and Futures Markets", Yuanta Securities, Yuanta Securities Investment Trust, Yuanta Futures and Yuanta Securities Investment Consulting use the information and communication-security-related events notification systems to notify relevant events to competent authority (Securities and Futures Bureau) and inspect whether these events involve the data breaches or not.
1.3	There were no number of account holders affected by data breaches for Yuanta Group in 2024.	125	<p>According to "Yuanta Financial Holdings Information Security Policy", "Yuanta Financial Holdings Information Security Management Working Guidelines", "Yuanta Financial Holdings Information Business Manual" and "Yuanta Financial Holdings Guidelines for the Establishment of the Computer Information Security Incident Response Team", number of account holders affected by data breaches of Yuanta Financial Holdings and its 8 subsidiaries are counted in 2024.</p> <p>Note: In accordance with "Operational Guidelines for Circulating Reports on the Information and Communication Security Related Events Occur in Securities and Futures Markets", Yuanta Securities, Yuanta Funds, Yuanta Futures and Yuanta Securities Investment Consulting use the information and communication-security-related events notification systems to notify relevant events to authority (Securities and Futures Bureau) and inspect whether these events involve data breaches or not.</p>

No.	Subject Matter Information	Page	Applicable Criteria
2	As of December 31, 2024, the balance of loans outstanding qualified to programs designed to promote stable operation to 7,627 small and medium-sized enterprises was NT\$227,387,936 (thousand dollars).	57	<p>Number and balance of loans outstanding qualified to programs designed to promote stable operation of small and medium enterprises for Yuanta Bank as of December 31, 2024.</p> <p>Note:</p> <ol style="list-style-type: none"> 1. The number and balance of loans are based on data compiled by Yuanta Bank and do not include customers from overseas branches and the Offshore Banking Unit (OBU). 2. If a single enterprise has multiple loans, they are consolidated based on the company's Unified Business Number (UBN), meaning each UBN is counted only once. 3. Loan balance is defined as the total loan balance to small and medium-sized enterprises (not including non-performing loans) as of December 31, 2024. 4. Yuanta Bank's loan business operated in accordance with "Standards for Identifying Small and Medium-sized Enterprises" promulgated by Ministry of Economic Affairs. The term "small and medium-sized enterprise (SME)" means an enterprise which has completed company registration or business registration in accordance with relevant laws, and whose paid-in capital is no more than NT\$100 million, or which hires less than 200 regular employees.
3	In 2024, Yuanta Cultural and Educational Foundation held "Yuanta Financial Management Day", benefited a total of 243 students.	55 146	<p>The number of people benefited through "Yuanta Financial Management Day," held by Yuanta Cultural and Educational Foundation in 2024.</p> <p>Note: According to the FAQs of "Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies", disadvantaged groups are those without adequate banking services with reference to the definition of SASB. Disadvantaged groups include but not limited to students, teenagers, new immigrants, the elderly, minorities, low-income households, and those considered to be appropriate by the financial and insurance companies.</p>
4	In 2024, Yuanta Securities assisted in underwriting of Sustainable Bonds, participating in the underwriting of 16 Green Bonds including Taiwan Semiconductor Manufacturing Co., Ltd., Taiwan Power Company, and Far Eastern New Century Corporation; participating in the underwriting of 3 Sustainability Bonds including First Commercial Bank, and E. Sun Commercial Bank, Ltd.; participating in the underwriting of 8 Social Bonds including Taipei City Government, Chang Hua Commercial Bank, Ltd., and Taiwan Mobile Co., Ltd., and participating in the underwriting of 1 Sustainability-linked Bond with TCC Group Holdings Co., Ltd. As of December 31, 2024, the outstanding issued bonds balance amounted to a total of NT\$21.87 billion.	48	The number of underwriting deals in which Yuanta Securities assisted in 2024 of Sustainable Bonds recognised by Taipei Exchange (including Green Bonds, Sustainability Bonds, Social Bonds and Sustainability-linked Bonds) and the outstanding issued bonds balance as of December 31, 2024.
5	As of December 31, 2024, Yuanta Securities has 7 ETNs that tracks the sustainability index compiled by Taiwan Index Plus Corporation (including ESG, green energy and electric vehicles) with 50,000 units of ETNs outstanding in circulation and an outstanding amount of approximately NT\$0.415 billion; as of December 31, 2024, Yuanta Funds has 2 ESG-themed funds with a total fund size of NT\$19.914 billion; in 2024, Yuanta Futures promoted one Taiwan ESG Index Futures, F4G TIP TW ESG Futures, with an annual trading volume of 735 contracts.	52	As of December 31, 2024, the outstanding number of units and outstanding amounts of ETNs that tracks the sustainability index compiled by Taiwan Index Plus Corporation and FTSE International Taiwan Limited (F4G TIP TW ESG Index) (including ESG, green energy and electric vehicles) of Yuanta Securities; as of December 31, 2024, the numbers and fund size of ESG-themed funds investing in the component stocks of F4G TIP TW ESG Index issued by Yuanta Funds; in 2024, the trading volume of futures tracking the F4G TIP TW ESG Index as underlying index promoted by Yuanta Futures.

Appendix 12 Management Guidelines



ISO 14001 : 2015 Environmental Management System

ISO 14046 : 2014 Water Footprint Verification Statement

ISO 14064-1 : 2018 Greenhouse Gas Verification Opinion



ISO 20400 : 2017 Sustainable Procurement



ISO 50001 : 2018 Energy Management System

SUSTAINABILITY

REPORT 2024



2024 Yuanta Financial Holdings Sustainability Report

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Report