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Sustainable Shin Kong

Shin Kong Life Insurance (SKL) always strives to live up to parent company Shin Kong Financial Holding's sustainable development value proposition of carbon reduction, innovation, and mutual benefit. SKL has developed the corporate sustainability vision, strategies, and medium- to long-term targets based on our core competencies, and have also promoted and implemented various sustainability/ESG initiatives to move towards sustainable corporate development.



Vision	Commitment	Core Values
<p>Aim to become a benchmark company for sustainable operation and a trusted financial partner.</p>	<p>Provide financial products that are friendly to the global environment, all corners of society and all stages of life, and promote sustainable financial development together with our stakeholders.</p>	<p>Low carbon Innovation Common Good</p>

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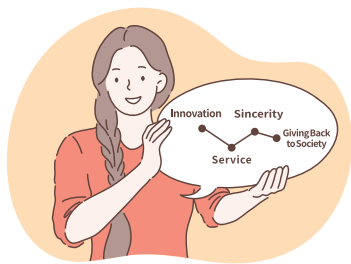
1. Sustainable Shin Kong

1.1 About SKL

SKL has been deeply involved in Taiwan for more than 60 years, Shin Kong Life Insurance (SKL) strongly emphasized value to the lives of human beings in hopes of bringing happiness to people. We always adopt a humble approach to providing down-to-earth services and giving back to society. Aiming to make insurance available to all and provide security for every family, SKL has shaped an organizational culture of "maintaining status quo means lagging behind, quality and service first, respecting human sentiment and honor, and incorporating to build a splendid life." We actively transforming ourselves into a leading life insurance company with stable profitability and customer trust.

1.1.1 Basic information

Company name: Shin Kong Life Insurance Co., Ltd.
Date of incorporation: July 27, 1963
Headquarters: Taipei City, Taiwan
Number of employees: 9,992 full-time employees and 3,016 unofficial employees
Total capital: NT\$82.77 billion
Scope of products: savings insurance, protection insurance, investment-linked insurance, medical injury insurance, group accident insurance, etc.
Scope of services: payments, claims, living benefits, modifications of insurance contracts, policy loans, online insurance, etc.



Business Philosophy

The happiness of most people in society hinges on the sustainable development of life insurance companies. Therefore, the future of the insurance industry should focus on "returning to protection, serving policyholders, making stable profits, and developing sustainably". SKL adopts the people-oriented strategies, upholds the business philosophy of "innovation, service, sincerity, and giving back to society.", as well as strives to make a contribution to a sustainable society as a responsible corporate citizen with its stakeholders.



Operations

Region	Branches	Regional sales offices and branch offices	Service centers
Regions with low population density ^{Note 1}	2	13	2
Offshore islands ^{Note 2}	1	2	0
Total (main island and offshore islands)	23	285	27

Note 1: According to the area of administrative districts and the population at the end of December 2023, these regions are administrative districts in municipalities, counties, and cities with a population density of fewer than 100 persons/square kilometer, including Hualien County and Taitung County.
Note 2: Offshore islands refer to Kinmen County, Penghu County, and Lambai Island.
Note 3: For the latest information, visit the customer service counters on the company website.

Overseas Operations

Country	Explanation	Number of Operations
Myanmar	In 2015, SKL set up Yangon representative office, the first Taiwanese life insurance company which set up a representative office in Myanmar.	1
Vietnam	In 2006, SKL set up Hanoi representative office in Vietnam to collect information and maintain the relationship between industry, government, and academia.	1

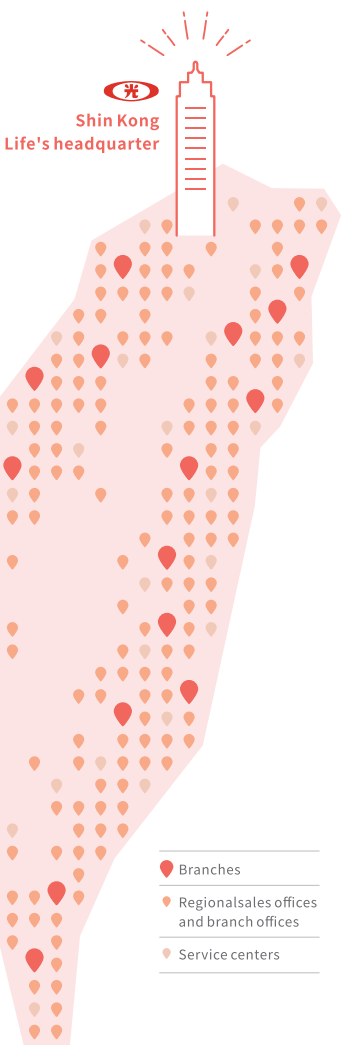


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1.1.2 Economic Performance
 | GRI 2-2、3-3、201-1 |

In 2024, we benefited from the accurate investment portfolio and the strong momentum of insurance business, with net profit after tax reaching NT\$10.16 billion and a growth in return on stockholders' equity by 1745% compared with last year. SKL focused on the sale of foreign-currency denominated insurance products and value products, with first-year premiums reaching NT\$64.2 billion and total premium income reaching NT\$190.4 billion, and the market share was 7.8%. By actively promoting foreign-currency denominated insurance products, the first-year premiums of foreign-currency denominated insurance products accounted for 68%, which exceeded the industry average of 38.3%.The CSM of new contracts amounted to NT\$38.5 billion, an increase of 23% compared to 2023. The CSM of protection insurance products accounted for 90% in 2024, maintaining a high percentage.

In response to the challenges arising from convergence with IFRS 17 and the Taiwanese Insurance Capital Standard (TW-ICS), SKL already set a goal of achieving a cumulative contractual service margin (CSM) of over NT\$150 billion in 2020, with NT\$30 billion per year as its primary goal prior to the convergence. We have promoted three aspects in our goal in recent years. First of all, we have communicated the substantial impact of CSM on the financial statements to the Board of Directors and the sales team, i.e., profits from policies will be gradually recognized in the profit and loss statement on a period-by-period basis. Secondly, we have built our own financial system, which properly preserves information of each new contract. After the convergence, we will be able to release CSM by adopting a full retrospective approach, and start simulating various asset reclassification methods to stabilize the impact of liabilities on net value. Thirdly, we have established the "IFRS and ICS International Convergence Management Committee", with the Chairman directing investment and actuarial departments in person to formulate strategic strategies for the convergence. Looking towards 2025, with respect to product strategy, we will focus on US dollar interest-linked policies, increase the sales of accident insurance and health insurance, optimize asset and liability allocation, and continue to accumulate CSM. In terms of investment, we will stabilize recurring returns by flexibly allocating domestic and foreign stocks and fixed income.

Marketing Channels

Unit: NT\$ million




Item	Premium Income	Percentage
Sales representatives	47,713	74.4%
Banks	11,748	18.3%
Insurance brokers and others ^{Note2}	4,704	7.3%
Total	64,164	100.0%

Note 1: Premium Income is the first year premium (FYP) of each marketing channels in 2023.
 Note 2: Others include direct marketing and others
 Note 3: Differences in single-digit values are due to rounding.



SKL's Financial Performance in the Past Three Years

Unit: NTD million

Item	2022	2023	2024
 Operating Ability	Total assets	3,565,106	3,587,524
	First year premium income	53,698	38,859
	Total premium income	189,463	167,513
	Operating revenue	289,810	259,430
 Profitability	Net profit after tax	-4,872	-17,193
	Retained earnings	89,569	74,828
	Earnings per share (NT\$)	-0.68	-2.33
	Return on Assets (ROA) (%)	-0.11	-0.45
	Return on Stockholders' Equity (%)	-3.05	-11.58
 Economic value	Payments to the government	1,225	1,234
	Operating Costs	281,200	269,505
	Employee wages	8,688	9,393
	Employee benefits	1,358	1,273
	Community Investment ^{Note 3}	71	73
	Economic value retained ^{Note 4}	-2,732	-22,048
	Dividends for shareholders ^{Note 2}	0	0

Note 1: The data above come from 2024 Individual Financial Statements and the 2024 annual reports to shareholders.
 Note 2: Community investments were compiled by SKL (refer to the Creating a Society of Mutual Prosperity section), the data from Shin Kong Life Foundation are excluded starting from 2024.
 Note 3: Economic value retained = "Direct economic value generated" - "Economic value distributed". Direct economic value generated refers to revenue; economic value distributed includes operating costs, employee wages and benefits, payments to providers of capital, payments to the government by country, and community investments.
 Note 4: The Company adopts a stable and balanced dividend policy for the distribution of dividends and bonuses. The distribution of dividends may be adjusted appropriately depending on the needs of business operations and funds, approval of competent authorities, and major amendments to laws and regulations. In recent years, to supplement capital in response to the application of IFRS17, SKL had no plan to distribute cash dividends.

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1.2 Corporate Sustainability Committee | GRI 2-9、2-12、2-13、2-14

Committee Operation Mechanism

SKL is a subsidiary of Shin Kong Financial Holdings Co., Ltd. (SKFH), who owns 100% of its shares. Through the management mechanism of SKFH's "Corporate Sustainability Committee", SKL's President and dedicated supervisors directly participate in SKFH's "Corporate Sustainability Management Committee". Dedicated units participate in the quarterly sustainability performance tracking meetings of SKFH to convey information on the parent company's sustainability strategies and trends to the internal Corporate Sustainability Committee and the task force of SKL.

Note: SKFH's "Corporate Sustainability Committee" is a functional committee under the Board of Directors. The committee members are nominated by the Chairman and approved by the Board of Directors. There are a total of three members in the third term of the Committee, namely Chen, Yen-Hsi, Chien, Min-Chiu, and Hsu, Yung-Ming, who are independent directors for a term from June 21, 2023 to June 8, 2026.

SKL's CSC task force meets on a quarterly basis to track the progress of their respective initiatives. Regular meetings of the CSC are also held to monitor the overall progress of sustainability initiatives. Annually, updates on sustainability goals and performance are reported to the Board of Directors.

In 2024, the Company held a total of 4 task force meetings and 4 committee meetings to complete the committee charter, review the sustainability report, confirm material sustainability topics, formulate annual strategies and goals, and review sustainability implementation results. It also reported to the Board of Directors on the implementation of TCFD and ethical corporate management, as well as the internal control system for sustainability information management, in order to facilitate the directors and management in understanding the Company's sustainable operations and supervising relevant goals and performance.

Management of Sustainability Information

In 2024, the management of sustainability information was incorporated into the internal control system. This includes the processes and control points for the collection, transmission, processing, preparation, approval, and disclosure of information in the sustainability report. These internal control items were ultimately included in the general audit plan to ensure the reasonableness and accuracy of the externally disclosed sustainability information.

IFRS Sustainability Disclosure Standards S1 and S2

In response to the Financial Supervisory Commission's initiative for Taiwan to align with the IFRS Sustainability Disclosure Standards Roadmap, Shin Kong Financial Holding Co., Ltd., as the parent company, established a dedicated task force in 2024 to lead its subsidiaries. The task force proposed the implementation timeline and plan to the Board of Directors. In 2025, relevant training sessions and gap analyses will be conducted. The requirements of the IFRS Sustainability Disclosure Standards are expected to be incorporated into the 2026 annual report and officially disclosed in 2027.

Organizational Chart of Shin Kong Life Corporate Sustainability Committee

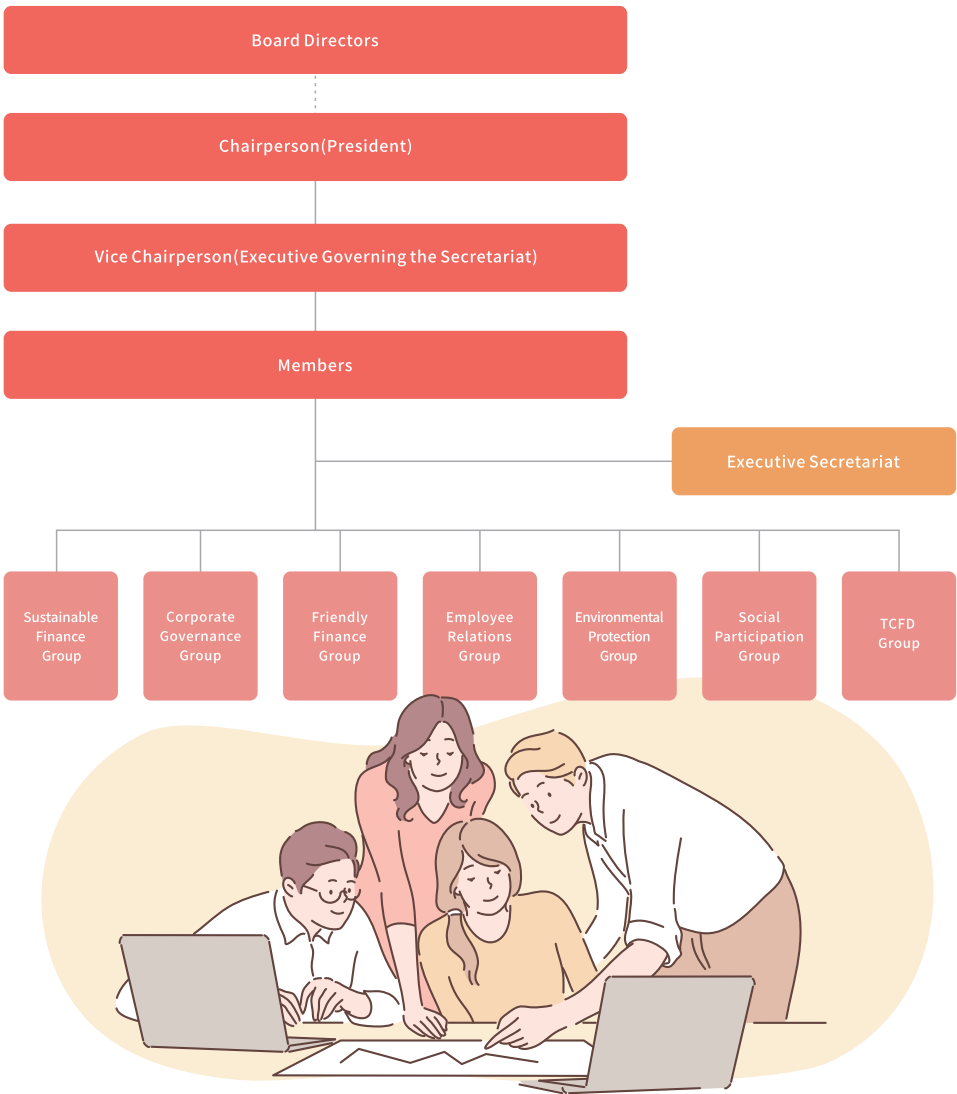


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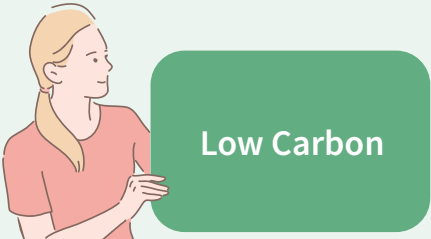





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1.3 Sustainability Strategy and Target

SKL upholds parent company SKFH's sustainable development value proposition of "Low Carbon, Innovation, and Common Good". At the same time, it actively responds to the Sustainable Development Goals (SDGs), formulate corporate sustainability vision, strategic direction, and mid- to long-term goals, and join hands with stakeholders towards the vision of corporate sustainability.

Blueprint of Sustainable Transformation Strategies								
Vision	Aim to become a benchmark company for sustainable operation and a trusted financial partner.							
Mission	Provide financial products that are friendly to the global environment, all corners of society and all stages of life, nd promote sustainable financial development together with our stakeholders.							
Core Values								
SDGs								
Commitments	SKL shoulder environmental responsibility and recognize the impact of our operational activities on the environment and climate. We actively seek solutions to address climate change and other environmental challenges.		Strive to meet the protection needs of our policyholders and create opportunities for sustainable development for our company.Place great emphasis on cultivating excellent talent and implement forward-thinking human resources policies, which serve as the foundation for our long-term business sustainability.		Actively engage in communication and interaction with stakeholders to deepen mutual trust and confidence, commit to being a creator of social value.			
Strategic Directions	Strengthening Climate Resilience		Advancing towards a Net Zero Future		Nurturing Diverse Talents		Excellent Customer Experience	
Material Issues	● Actions for climate change		● Actions for climate change		● Talent Recruitment and Retention ● Friendly and Healthy Workplace ^{Note}		● Inclusive Finance ● Customer relations and service quality ● Innovation and Digital Finance	
					Realizing Sustainability Governance		Unleashing the Importance of Sustainable Finance	
					● Corporate Governance and Ethical Management ● Risk Management ● Legal Compliance ● Information Security and Privacy		● Sustainable Finance	
							Build a Society of Shared Prosperity	
							● Social Participation ^{Note}	

Note: "Friendly and Healthy Workplace" and "Social Participation" are Shin Kong Financial Holdings' material sustainability topics for 2024

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1.4 Material Issues Assessment

| GRI 2-12、2-14、3-3 |

SKL identifies material topics in accordance with GRI 3: Material Topics 2021 of the GRI 2021 Material Topics Identification Process. It evaluates the potential positive and negative impacts of each sustainability issue on the economy, environment, people, and society through questionnaires, in order to confirm the material topics of 2024, and submit the results to the Corporate Sustainability Committee. The short-, medium-, and long-term goals, management approaches, and promotion results of each major topic are disclosed in accordance with the GRI Standards to enable stakeholders to understand the overall results of the Company's sustainable development.

1.4.1Material Topics Analysis and Ranking

| GRI 3-1、3-2 |

Material Topics Identification Process



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Ranking of Material Topics

SKL summarizes the surveys results on "level of concern of stakeholders", "degree of impact on operations", and "degree of impact on sustainable development", and ranks material topics based on the short-term and long-term strategic development focus of the Company. In 2024, a total of 11 material issues were identified, of which "Financial Inclusion" was added as a material topic of the Company due to increased level of concern of stakeholders and the fact that it is the Company's strategic development focus.

Material topics	Level of concern of stakeholders	Degree of impact on operations	Degree of impact on sustainable development	Short-term and long-term strategic development focus	Ranking	
Business performance	★ ★ ★	★ ★ ★	★ ★	★ ★	1	—
Corporate governance and ethical management	★ ★	★ ★ ★	★ ★	★ ★ ★	2	—
Legal compliance	★ ★	★	★ ★ ★	★ ★	3	↑
Risk management	★ ★	★ ★	★ ★	★ ★	3	—
Customer relations and service quality	★ ★	★ ★	★ ★	★	5	—
Innovation and digital finance	★ ★ ★	★	★ ★	★ ★ ★	6	↑
Information security and privacy	★ ★	★ ★	★	★	7	↓
Talent recruitment and retention	★ ★	★ ★	★	★	8	↓
Sustainable finance	★		★ ★	★ ★ ★	9	—
Financial inclusion	★		★ ★	★ ★ ★	10	NEW
Actions for climate change			★ ★ ★	★ ★ ★	11	—

Note: ★ is marked for the topics with long-term strategic development focus; ★★ is marked for the topics with short-term strategic development focus; ★★★ is marked for the topics with short-term and long-term development focus.

Material Topics Matrix

The 11 material topics were mapped out in a matrix based on the three dimensions of "level of concern of stakeholders", "degree of impact on operations", and "degree of impact on sustainable development" to highlight the impact and level of concern of each material topic. ◦

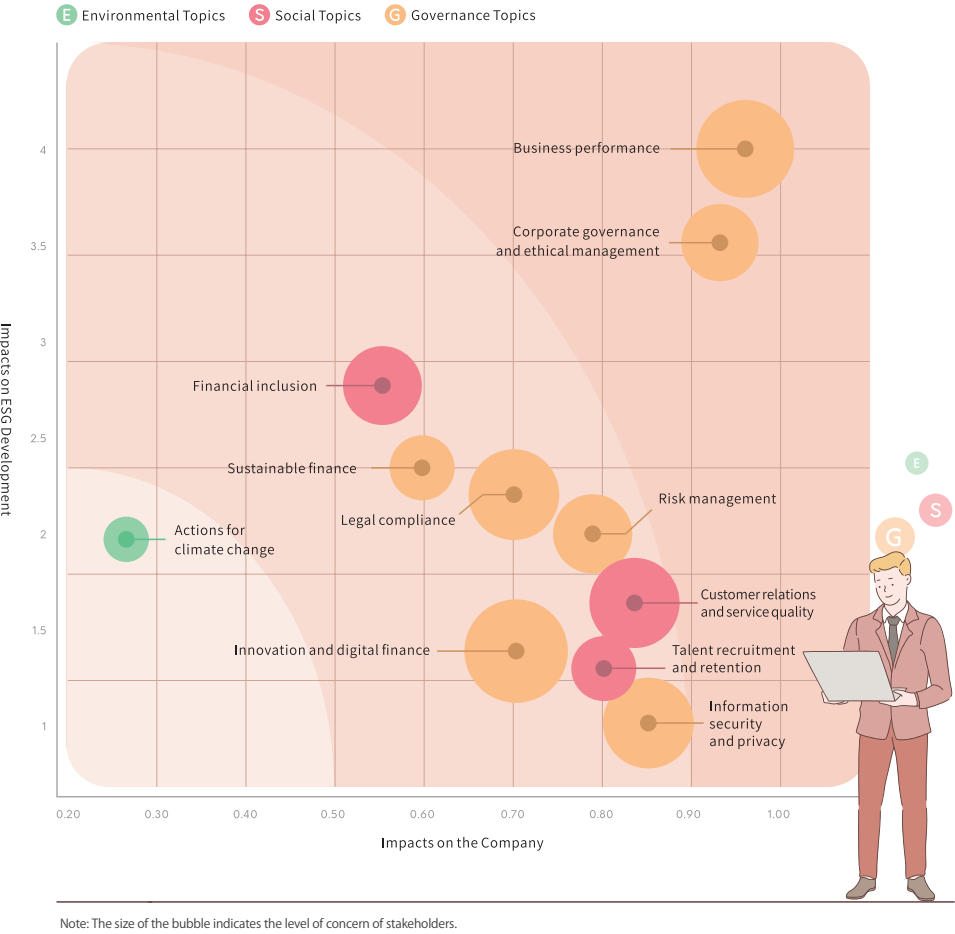


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● Double Materiality

SKL adopts the principle of double materiality to identify topics with double materiality that have significant impacts on both the Company's operations and the external environment, i.e., taking both financial materiality and impact materiality into consideration. For financial materiality, we consider the impact of sustainability issues on the Company's revenue, costs, and risks; for impact materiality, we consider the positive and negative impacts of the organization's own operations and value chain on the external economy, environment, and people (including human rights).

Operational impact (Financial materiality)				Material topics <small>Note 1</small>	Sustainable development impact (Impact materiality) <small>note 2</small>									
Revenue growth	Customer satisfaction	Employee cohesion	Operational risks		Development of the financial industry ⊕	Tax payment/Net profit after tax ⊕	Improvement in investor profitability ⊕	Industry transformation ⊕	Drive green industry development ⊕	Provide affordable products ⊕	Declining level of trust in the insurance industry ⊖	Inappropriate use of funds ⊖	Contribute to the development of high carbon emission industries ⊖	Improper use of data ⊖
			●	Legal compliance	✓	✓					✓	✓		✓
●	●		●	Corporate Governance and Ethical Business			✓				✓	✓		✓
●	●	●	●	Business performance		✓	✓				✓	✓		
●			●	Risk Management			✓				✓	✓		✓
	●			Innovation and Digital Finance	✓					✓				
				Sustainable Finance	✓	✓	✓	✓	✓	✓		✓	✓	
	●		●	Information Security and Privacy										✓
				Actions for climate change				✓	✓				✓	
●	●			Customer Relations and Service Quality	✓					✓	✓			✓
				Financial Inclusion	✓	✓				✓				
●		●		Talent recruitment and retention			✓							

Note 1: The material topics above are the 11 material topics identified by SKL in 2024.

Note 2: SKL defined 18 significant positive and negative impacts through an international methodology, and finally identified 10 impacts relevant to SKL after internal assessment by employees.

Note 3: "●" indicates that the material topics exert a substantial impact on organizational operations; "✓" indicates that the material topics exert a substantial impact on sustainable development.

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1.4.2 Material Topics Impact Boundaries and Management Approaches

GRI 2-25

SKL establishes management approaches and action plans for material topics, develops relevant strategies, goals, and indicators, and tracks results on a regular basis.

Material Topics	Implications for and Impact on SKL	Value Chain Impact			GRI / SASB Standards	Corresponding Chapter of Management Approaches
		Upstream	Operations	Downstream		
Business performance	SKL values the rights and interests of shareholders and stakeholders and develops meticulous operational strategies and directions to achieve long-term stability and profitability, bringing positive impacts to stakeholders and the financial market.	▲	●	●	GRI 201 : Economic Performance FN-IN-000.A	1.1.2 Operational Performance
Corporate governance and ethical management	SKL places great emphasis on corporate governance and integrity, implementing comprehensive education and training programs and standards. We have established robust corporate governance and risk management mechanisms to gain public trust towards the Company. These efforts have a positive impact on the operations and business activities from an economic perspective.	▲	●	●	GRI 2 : General Disclosures 2021 (2-1、2-9~2-21) GRI 205 : Anti-corruption	6.1 Corporate Governance 6.2 Ethical Business Practices
Legal compliance	We have built a comprehensive legal compliance management and oversight framework and reviewed the compliance level of each department. We conduct regular training and education to enhance the legal compliance awareness of all employees, reducing operational risks and the risk of penalties to achieve positive impact on the economy.		●	○	GRI 2 : General Disclosures 2021 (2-27 Regulatory Compliance)	6.2 Ethical Business Practices
Risk management	For the main risks faced in insurance industry, major global political and economic issues, environmental issues, and emerging risks, we have assessed the degree of impact of each risk and established relevant risk management regulations and guidelines. Through the implementation of Business Continuity Management Systems (BCMS), we have strengthened our ability to respond to and recover from major events, safeguarding the interests of customers and all stakeholders, which has a positive impact on the economy and society.		●	○	GRI 201 Economic Performance FN-IN-550a.1 FN-IN-550a.2 FN-IN-550a.3	6.3 Risk Management
Customer relations and service quality	SKL practices ethical management and promotes a financial-friendly environment, ensuring that all customer services comply with laws and regulations in order to reduce operational and penalty risks. Through satisfaction, NPS surveys, and communication channels of all parties, we understand customer pain points and continuously improve the efficiency of customer relationship management. These efforts have a positive impact on the economy and society.		●	●	GRI 2 : General Disclosures 2021 (2-27 Regulatory Compliance) GRI 417 : Marketing and Labeling FN-IN-270a.1 FN-IN-270a.2 FN-IN-270a.3 FN-IN-270a.4 FN-IN-410b.2	5.1.1 Providing Reliable Protection 5.3 Fair Customer Treatment and Experience
Innovation and digital finance	SKL adopts a user-centric design approach. We continuously enhance our offerings in response to policyholder needs, societal changes, advancements in underwriting technology, and product development. We strive to provide a wide range of insurance services and digital technologies that cater to these factors. Moreover, we collaborate with government agencies, academic institutions, and social enterprises to deliver diverse digital services to the public, thereby making a positive impact on society and the economy.		●	○	GRI 203 : Indirect Economic Impacts	5.4 Digital Innovation Services
Information security and privacy	We commit to providing customers with a sense of security and continuously promote a culture of information security, mitigating the risks of improper data usage and privacy violations, to achieve positive impact on business operations and human right.	▲	●	●	GRI 418 : Customer Privacy	6.4 Information Security and Personal Data Protection
Talent recruitment and retention	SKL values talent recruitment to infuse new energy and vitality into the organization. We help employees develop clear career directions and achieve optimal utilization of human resources, ensuring a talent development strategy for the sustainable development of the organization. This has a positive impact on employees and social aspects, including human rights.		●		GRI 401 : Employment GRI 404 : Training and Education	4.1 Diverse Talent Recruitment 4.2 Talent Development 4.3 Friendly and Inclusive Workplace
Sustainable finance	We enhance sustainable finance policies and regulations, and promote inclusive and sustainable economic growth. We assist in industry transformation towards sustainable development. By strengthening engagement with our investees, we exert a positive influence on environmental, social, and human rights aspects.		●		GRI 203 : Indirect Economic Impacts FN-IN-410a.2	7.1 Promoting Sustainable Finance
Financial inclusion	We leverage on our professional competencies, expand financial coverage, and provide diverse friendly financial products and services to ensure that all groups enjoy basic, equal, and reasonably convenient financial services, thereby exerting a positive impact on the economy and society.		●	●	GRI 203 : Indirect Economic Impacts	5.2 Advancing Inclusive Finance
Actions for climate change	While climate change may cause an impact on corporate revenue, it also presents opportunities for industry transformation. We have implemented the TCFD framework, set carbon reduction targets and implemented measures to reduce our operational carbon footprint. Furthermore, we utilize our financial resources to facilitate low-carbon transformation of the industry. These efforts allow us to leverage our financial influence and contribute positively to both the environment and the economy.	▲	●	●	GRI 201 : Economic Performance GRI 305 : 排放 FN-IN-410c.1 FN-IN-410c.2 FN-IN-410c.3 FN-IN-410c.4 FN-IN-450a.1 FN-IN-450a.2 FN-IN-450a.3	2. Enhancing Climate Resilience

Note 1: Upstream value chain impacts include suppliers and contractors; operations include own operations and partners; downstream includes policyholders and consumers.
Note 2: ● indicates direct impacts; ○ represents indirect impacts; ▲ means impacts arising from a business relationship.

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1.5 Stakeholder Engagement | GRI 2-29 |

SKL regularly reviews key stakeholder concerns and follows the "AA1000 Stakeholder Engagement Standard" to identify seven stakeholder groups through questionnaires and the overall assessment of the financial industry: employees, customers, shareholders/investors, partners, suppliers, government agencies, and the general public. Through diverse communication channels, we can understand and listen to the voices and expectations of stakeholders. SKL not only provides timely responses, but also regards these opinions as the foundation for our continued growth.

Issues and Results of Communication with Stakeholders




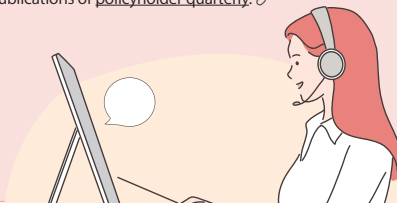
Stakeholders	Importance to SKL	Material Topics of Concern	Channel and Frequency of Communication		Communication Results in 2024
 Employees	Employees are an important asset for the sustainable development of the Company. How to correctly convey SKL's people-oriented approach through employees and actively respond to employees' opinions is the key to long-term business viability.	<ul style="list-style-type: none">• Business performance• Talent recruitment and retention	Feedback area on the Intranet E-newsletters (HR e-Newsletter & OHS Quarterly) Email and hotline for employee communication Labor-management meetings Employee engagement survey Occupational Safety and Health Committee On-site labor health services	Permanent As needed Permanent Quarterly Every two years Quarterly Twice a month	<ul style="list-style-type: none">• Added 17 comments to the feedback area on the Intranet.• Issued 4 OHS Quarterly newsletters and 25 promotions related to pandemic prevention and OHS.• Convened 4 Occupational Safety Committee meetings.• Organized 656 sessions of on-site health services.• Received 1 employee complaint and 2 labor disputes.• Held 4 labor-management meetings.
 Shareholders / Investors	Robust financial performance and effective investment risk management are topics that shareholders and investors care about.	<ul style="list-style-type: none">• Business performance• Sustainable finance• Corporate governance and ethical management• Risk management• Innovation and digital finance• Talent recruitment and retention	General Shareholders' Meeting Extraordinary General Meeting Investor Conference Company website Market Observation Post System	Annually As needed Quarterly Permanent Permanent	<ul style="list-style-type: none">• Held the annual shareholders' meeting, and set up a <u>shareholders' equity</u> area on the company website to disclose matters such as corporate governance and shareholders' equity.• Held 8 institutional investors' conferences in both Chinese and English with SKFH.• Set up an <u>information disclosure</u> area on the company website to regularly disclose information on the Company's finances, credit rating, corporate governance, and fulfillment of corporate social responsibility.• Posted financial statements, annual reports, and other information on the MOPS.
 Customers	Insurance is all about serving people. To ensure business sustainability, SKL timely responds to and meets the diverse policyholders' needs for products and communication and continuously enhances service.	<ul style="list-style-type: none">• Business performance• Legal compliance• Customer relations and service quality• Innovation and digital finance	Customer service hotline (0800) Company website SKL app EDM Policyholder quarterly Service locations SKL Facebook fan page Satisfaction survey Insured care project Complaint/Reporting email	Permanent Permanent Permanent As needed Quarterly Permanent Permanent Permanent As needed Permanent	<ul style="list-style-type: none">• Answered nearly 440,000 customer service calls (0800), with a satisfaction rate of 95.4%.• Overall NPS: 91.0%.• Issued 4 publications of <u>policyholder quarterly</u>. area 



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5. Excellent Customer Experience

6. Realizing Sustainability Governance

7. Unleashing the Importance of Sustainable Finance

8. Creating a Society of Mutual Prosperity

Appendix

Stakeholders	Importance to SKL	Material Topics of Concern	Channel and Frequency of Communication		Communication Results in 2024
 Government and competent authority	As banking and insurance are highly regulated by competent authorities, SKL maintains sound and steady operations in strict compliance with the laws and regulations.	<ul style="list-style-type: none">• Corporate governance and ethical management• Business performance• Risk management• Innovation and digital finance• Sustainable finance	Official letter Meeting organized by the competent authority Court activity Seminars	As needed As needed As needed As needed	<ul style="list-style-type: none">• Attended policy discussions and seminars organized by competent authorities to provide industry opinions.
 Partner	We enter into cooperation contracts with external partners to increase sales opportunities and premium income, as well as enhance SKL's brand awareness.	<ul style="list-style-type: none">• Innovation and digital finance• Legal compliance• Business performance• Information security and privacy	Launch of new products Product briefing Product press releases	As needed As needed As needed	<ul style="list-style-type: none">• Established product and sales relationships with 30 financial institutions and 95 insurance brokers.• Combined marketing and promotions with ESG issues, such as tree planting programs and food conservation.• Worked with 53 partners to jointly promote mobile insurance enrollment and paperless operations.
 Suppliers	Suppliers are important partners for sustainable operations. SKL influences suppliers to develop green products through procurement, jointly fulfilling our commitment to social responsibility.	<ul style="list-style-type: none">• Corporate governance and ethical management• Innovation and digital finance• Information security and privacy• Customer relations and service quality• Legal compliance• Business performance• Risk management	Suppliers' commitment statement Price negotiation meeting Contract negotiation Supplier Conference Complaint hotline	As needed As needed As needed As needed	<ul style="list-style-type: none">• Signed 100% of supplier commitments for both the bargaining and contracted vendors.• Conducted a human rights risk assessment for suppliers in terms of labor relations, privacy protection, and occupational safety and health.
 General public (NPO/ NGO, media, community)	We invest corporate resources and engage volunteers to organize diverse charity activities to give back to the community, work together to promote social welfare, and maintain good interactions with the media to strengthen our brand image.	<ul style="list-style-type: none">• Information security and privacy• Customer relations and service quality• Sustainable finance• Financial inclusion	Lecture Art and cultural activities Charitable activities Emergency assistance Foundation Website Seminar/Workshop Press release Press conference Media interview	As needed As needed As needed As needed Permanent Permanent As needed As needed As needed As needed	<ul style="list-style-type: none">• Organized activities to help stakeholders understand the SDGs and sustainable development policies: 1,663 events.• Continued to sponsor and participate in local arts and cultural events such as the Yanshui Bee Cannon, the Dajia Mazu Parade, the Penghu Fireworks Festival, and the Swimming Carnival of Sun Moon Lake.• Worked with foundations and NPOs/NGOs to advocate environmental issues and promote the silver-haired elderly programs.• The total investment in social participation was NT\$34.77 million, benefiting about 640,000 people.• 1,410 press releases of positive media exposure.• Arranged and assisted in 43 media interviews.