

ECONOMIC ASPECT

- ✓ **NT\$14.710 billion**
Cumulative pre-tax earnings
- ✓ **0.32%** NPL ratio
- ✓ **378.07%** Debt coverage ratio

SUSTAINABILITY PERFORMANCE

- ✓ **FTSE4Good Emerging Index**
- ✓ **TWSE Corporate Governance 100 Index**
- ✓ **Taiwan High Compensation 100 Index**
- ✓ **Taiwan Employment Creation Index 99**

ACHIEVEMENTS OF 2018

SOCIAL ASPECT

✓ *Patents:*

51 *utility model patents* & ***2*** *invention patents*

✓ *Verification mobile phone app services*

✓ *Set up official **LINE** account*

✓ *Re-signed the Group Agreement*

✓ *Established **FinTech** research club*

ACHIEVEMENTS OF 2018

ENVIRONMENTAL ASPECT

- ✓ *ISO 14064-1:2006 certification*
- ✓ *Supported the **Carbon Disclosure Project (CDP)***
- ✓ *Healthy Workplace - Health Action*

ACHIEVEMENTS OF 2018

INTERNATIONAL CERTIFICATIONS

✓ ***ISO 22301: 2012***

(Business Continuity Management System)

✓ ***ISO 27001: 2013***

(Information Security Management System)

✓ ***BS 10012: 2009***

(Personal Information Management System)