

Sustainability Report

2023



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About this Report

> Basis for this Report

This Report has been prepared in accordance with the GRI Universal Standards 2021 published by Global Reporting Initiatives (GRI) in 2021, the Principles for Sustainable Insurance (PSI), the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), and Sustainability Accounting Standards Board (SASB) to disclose TransGlobe Life (TGL)'s efforts and performance relating to sustainable development.

> Reporting Period

This report mainly discloses the data and content during January 1-December 31, 2022. Some performance data traces back to before 2021 or is the latest information in 2023.

> Boundaries and Scope of this Report

The boundaries of this Report cover the physical operating activities of TGL's headquarters, branches, service centers, and offices and the scope of data is consistent with that of the financial report (January 1-December 31, 2022).

> Basis for Calculations

The information in this report and statistics were independently compiled from survey results. Financial figures in the business performance chapter were cited from the financial statements certified by the CPA. All financial data in this report is expressed in New Taiwan Dollars (NTD). The collection, measurement, and calculation of data complies with regulatory requirements. International standards are used where no local regulations apply. If there are no international standards available then industry or applicable standards are used.

The previous issue was publish in June 2022, and the restatements of information are as follows:

- As the Bureau of Energy, Ministry of Economic Affairs, had not published the electricity carbon emission factor for 2021 before the 2021 report was published, we calculated the 2021 energy indirect (Scope 2) GHG emissions of TGL Headquarters at 3,429.16 tCO₂e using the 2020 factor at 0.502 kgCO₂e /kWh. In this report, we have thus updated the data to 3,477.04 tCO₂e based on the 2021 factor at 0.509 kgCO₂e /kWh.
- Additionally, we also updated the 2021 water carbon emissions of TGL Headquarters to 4,502.85 kgCO₂e in accordance with the carbon emission factor announced by Taiwan Water Corporation.

> Report Assurance

This report prepared in accordance with the GRI Universal Standards has been verified for limited assurance by PwC Taiwan using the Taiwan Standards on Assurance Engagements (TWSAE) 3000 "Assurance Engagements Other than Audits or Reviews of Historical Financial Information" published by the Accounting Research and Development Foundation. The data contained in this report have been crosschecked by senior management in accordance with our internal management process and reviewed and approved by the chairperson prior to release. The scope of the present assurance covered only the information of 2022, and information by December 31, 2021 was not verified. The Assurance Report is provided as an appendix of this Report.

> Publication

This report is our fifth sustainability-related report. We will continue to publish the sustainability-related report each year. Reports are available for download on the TGL website.

Current issue: Published in June 2023

> Feedback

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Message from the Chairperson



"A journey of a thousand miles begins with a single step." (Laozi) Following the "Net-Zero 2050" target concluded in the Paris Agreement, countries and businesses in the world have started actions, hoping to achieve this through progressive efforts. The government of Taiwan has also announced the "Taiwan's Pathway to Net-Zero Emissions in 2050" to align with the world. After years of ongoing engagement with and optimization of sustainable development, we established the Sustainable Development Committee under the Board in 2021. Apart from developing our own sustainable development roadmap based on the strategic foci including "TG Green", "TG Responsible Investment", and "TG Social Empowerment" to accelerate the advancement of sustainable development through management-labor collaboration, we keep up with the UN SDGs and practice up to 15 SDGs to fulfill our corporate social responsibility (CSR) and align with the world.

In 2022, despite the challenges from the continued influence of COVID-19 and the rising inflation that caused global economic instability, through steady financial control and the principle of corporate sustainability, we kept our commitment for policyholders and made great operational and financial performance through continuous insistence and indefatigable efforts. By the end of 2022, our asset scale has reached NT\$1.3635 trillion. Apart from maintaining steady financial power, we were also recognized by 26 awards in four aspects: corporate management, digital innovation, CSR, and insurance products. All these have demonstrated our efforts and achievements in pursuing corporate sustainability.

Implementation of TG Green

"Net-Zero 2050" has become a common goal around the globe. Although finance and insurance emit less carbon than the manufacturing industries, we also include this as one of the important goals in sustainable development. To accelerate the practice



of low-carbon operations, we implemented the ISO 50001 energy management system (EnMS) and ISO14064-1 GHG inventory standard in 2022 to optimize energy and carbon management. The self-use HQ building under construction is also planned to comply with the green building standards. It is expected that we will pass the EEWH certification in 2026. We will also continue to implement green procurement and actively develop digital services including e-notification, mobile insurance enrollment, mobile claim, and AI chatbot to create a low-carbon environment together with policyholders and progressively develop digital finance.

Creating a TG Social Empowerment

Insurance is a people-oriented service. Based on the principle of "treating customers as we would expect to be treated ourselves," we feel their needs and provide them with suitable and adequate financial products and services. By practicing financial inclusion with integrity, we launch various insurance products that match the principle of social empowerment. We also actively develop and promote micro-insurance and provide multifaceted, real-time, and unfettered service channels. Through combined efforts, we passed the certification of the ISO 10002: 2018 Customer Complaint Quality Control System and were rated excellent in treating customers fairly (TCF) and ranked within the top 25% insurance companies by the Financial Supervisory Commission (FSC) in 2022.

In addition to taking care of the needs of policyholders, we have also created a harmonious and equal happy workplace. We value diversity and equality, with a female management rate of up to 42%. In 2022 we further established the TGL Human Rights Policy to provide employees with a safe and happy workplace environment and diversified learning opportunities to optimize their professional competencies. In social contribution, we continue to realize the brand philosophy "Responsible, Thanks to Love" in terms of "Sports Development," "Cultivating Charity Fields" and "Youth and Education" to actively create a happy social environment and realize our social empowerment commitment from inside out.

Emphasis on TG Responsible Investment

Based on the global trend and government policy of sustainable development, the fund use of finance and insurance businesses and ESG development in all industries are highly interrelated. Hence, responsible investment is an important key mission to us. We blend responsible investment with our operations. In 2022 we continued to publish the "stewardship report" to realize the stewardship responsibility of institutional investors, managed corporate finance in a responsible attitude and actively supported the government's Green Finance Action Plan. By the end of 2022, our investments in green finance projects accumulated to NT\$19.477 billion. Additionally, we maintained dialogue with investees through engagement to care about their ESG performance through real action. In 2022 we further engaged in the carbon footprint (CFP) inventory of our investment portfolios and disclose the results in the sustainability report. We will continue to keep track of issues relating to corporate governance and sustainable development and demonstrate the influence as an institutional investor to urge investees to improve governance quality to drive virtual industrial, economic and social development.

I must thank all partners that promote common good with us together for helping us build a robust foundation for continuous development. Looking out to the future, we will continue to provide policyholders with better-quality service based on the brand philosophy of "Responsible, Thanks to Love;" integrate "finance," "technology," "service" and "innovation" towards "Future Branding"; provide customers with faster, more convenient, and better-value services and innovative customer experience with advanced smart fintech; and transform TGL into the benchmark and leading brand of the financial service industry, to create a beautiful future together with all policyholders and employees from the zeal of glory.

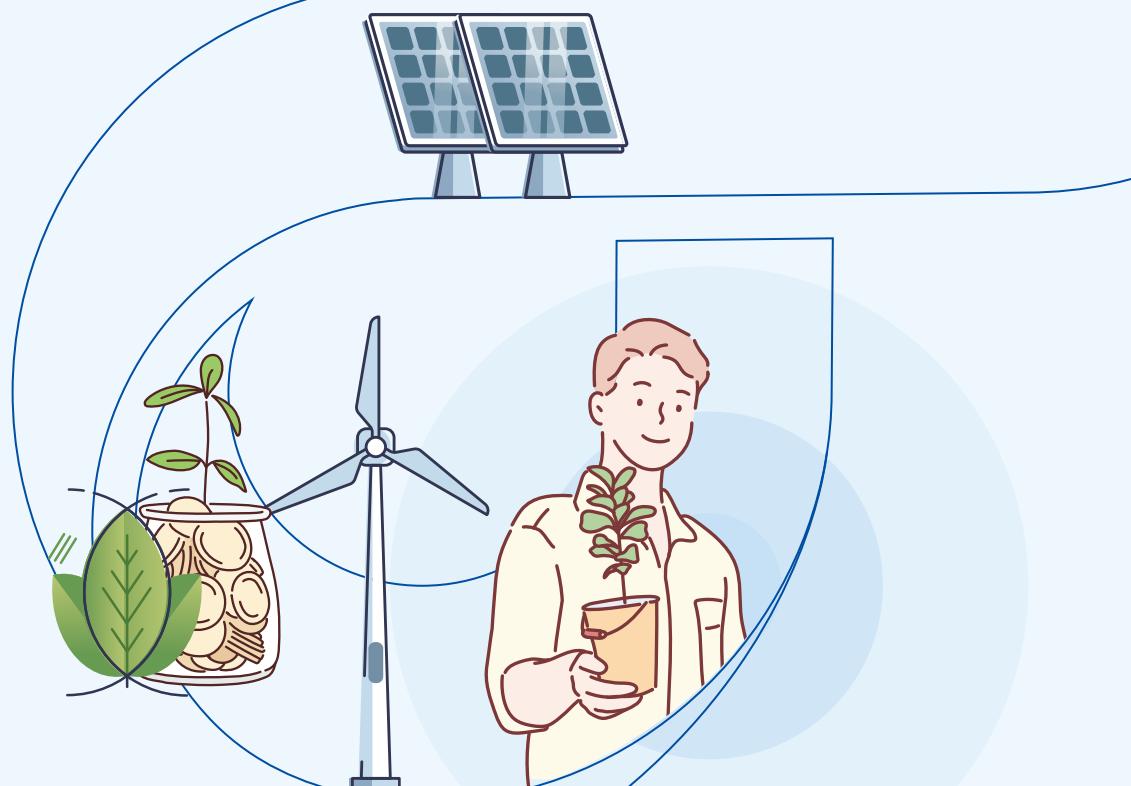
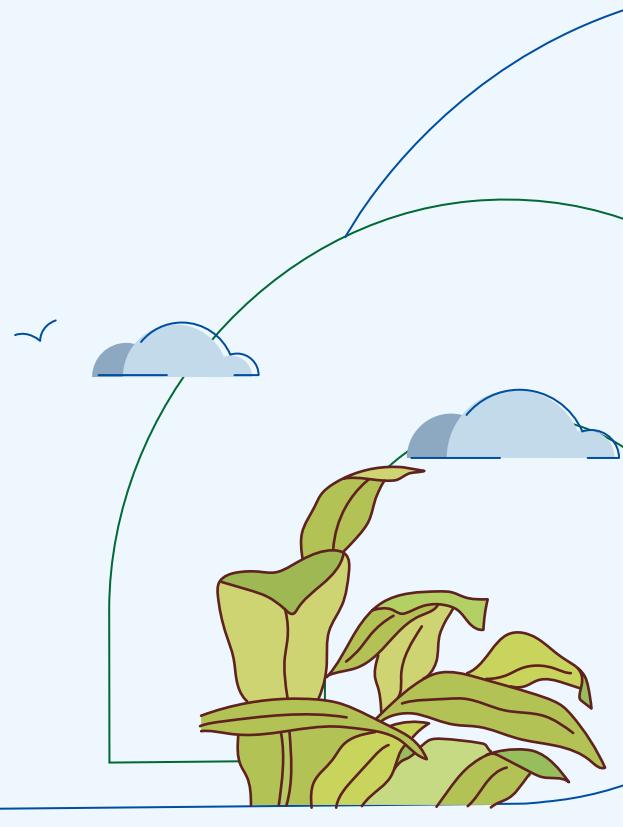
Chairman

Diana Lin

Highlights of Sustainability Performance in 2022

Sustainability Governance

- Won the "Corporate Sustainability Report- Finance and Insurance, Silver Award" at the 15th Taiwan Corporate Sustainability Awards in 2022.
- Asset scale exceeded **NT\$1.3635** trillion, with an emphasis on capital adequacy ratio.
- Over **97.5%** attendance of Board meetings and functional committee meetings.
- Directors actively participated in numerous ESG and sustainable finance courses to enhance their awareness of environmental sustainability and climate change issues.
- Disclosed performance in climate-related financial disclosure based on the TCFD recommendation.
- All **176** new office employees received training on our "core value, practice principles, and code of conduct"; and communicated anti-corruption matters to all **216** suppliers.
- No corruption was reported in 2022.



Customer Care

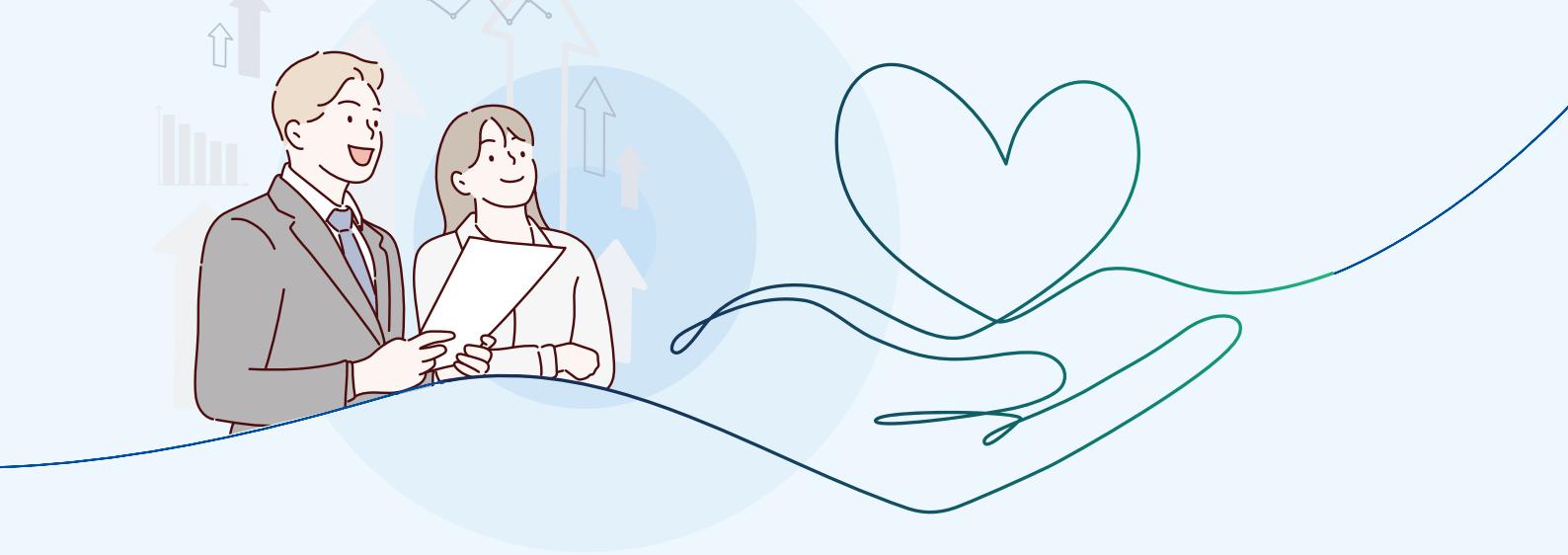
- Awarded as an insurance company in the top **25%** of the life insurance industry of "Continuing Excellence" for Fair Customer Care by Financial Supervisory Commission (FSC) in 2022.
- Won awards in four categories at the 2022 RMIM Best Quality Award of Insurance for "Highest Recognition", "Best Salespeople", "Best Claims Service", and "Most Recommended".
- Obtained "ISO 10002: 2018 Customer Complaint Quality Control System" Certification.
- Passed the certification of the ISO 27001:2013 information security management system; neither significant information security incidents nor information breaches were reported in 2022.
- Completed the certification of the BS 10012 Personal Information Management System and expanded the scope of certification the entire company.
- Reduced real estate rent in response to COVID-19 to fully demonstrate our brand philosophy." Responsible, Thanks to Love."
- In consideration of the insurance needs during the pandemic, we developed the remote insurance enrollment service and integrated it into the mobile insurance enrollment platform and expanded the scope and region of services in 2022. By the end of 2022, the rate of application of the overall mobile insurance enrollment (including remote insurance enrollment) service through the self-operated access was up to **82%**.
- Activated the mobile claims system through claims digital transformation to quickly and efficiency help policyholders to make online application for and tracking of claims.
- The " Intelligent Insurance Manager" customer service information system (CSIS) received 90 marks in the 2022 satisfaction survey, and the number of active members increased by **35%** over 2021.
- The AI chatbot "E-CHAN " has provided services for 592,354 visitors and answered 1,041,015 questions, with a confidence level reaching **91%** since its launch in 2021.
- Added the IVR service: auto payment service to provide more digital self-help payment and inquiry channels to optimize policyholder service experience.

Employee Care

- Passed the " Badge of Accredited Healthy Workplace" certification by the Health Promotion Administration, Ministry of Health and Welfare, for three consecutive years.
- Passed the 2022 "AED Ready" certification.
- Added the" Guidelines for CIA Certificate Reward Program" to develop more internal auditors and improve the audit professional competency for the company and strengthen internal control to reduce operating risks.
- No sexual harassment or discrimination incident was reported in 2022.
- Provided safe grievance channels, including employee grievance hotline and email. No employee grievance was reported in 2022.
- Increased non-fixed term contract employees to **99.85%** of all employees to provide employees with stable employment.
- Actively enforced diversity and equality to protect the right to work and workplace gender equality for female employees; female management was up to **42%** in 2022.
- At TGL, the average hours of training were **40.71** for office personnel and **133.16** hours for agents. The training scale expansion in 2022 led to a significant increase in the average hours of training over 2021.
- Support for work-family balance: A total of **32** personnel applied for unpaid parental leave in 2022.

Social Empowerment

- Won the 2022 24th Faith, Hope & Love Awards of Insurance for "Best Social Responsibility".
- Won both "Gold Award in the Social Inclusion Category" and "Bronze Award in the Environmental Sustainability Category" in the 2nd Taiwan Sustainability Action Awards in 2022.
- Won the "Single Sustainability Performance- Social Inclusion Leadership Award" at the 15th Taiwan Corporate Sustainability Awards in 2022.
- Won the 3rd "Taipei Tree Protection Award" by the Department of Cultural Affairs, Taipei City Government in 2022.
- Won the "Social Responsibility Award- Environmental Sustainability - Gold Award" in the 2022 Outstanding Contribution Award in Marketing and Communications.
- Won a "Gold Medal in the Sports Promoter- Best Sponsors" awards for 5 consecutive years presented by the Sports Administrations, Ministry of Education.
- Won "Third Prize - Procurement Award" at the 2022 Buying Power - Social Innovation Products and Services Procurement event held by the Ministry of Economic Affairs.
- Invested **NT\$33,525,168** in activities with **407,472** participants under the three CSR themes – Sports Development, Youth and Education, and Charity Engagement.
- Donated/Sponsored **NT\$13,625,077** to non-profit organizations.



Environmental Sustainability

- HQ acquired the ISO 50001 energy management system certificate in 2022.
- A total of **44** contractors signed the commitment to safety and health.
- A total of **115** suppliers (**100%**) signed the Supplier Commitment to Corporate Social Responsibility.
- Adopted eco-friendly tea and reduced emissions by **2.9481 kgCO₂e** through assessment using the International PAS 2050 standard with the assistance of the Institute of Natural Resources Management, National Taipei University.
- 2022 Reduced HQ total electricity consumption by **9.39%** over 2021 to **22,282.95GJ**.
- Encouraged policyholders to subscribe the e-notification service to reduce paper consumption and so to create a low-carbon environment together with policyholders. A total of **49,637** policies were applied through e-notification, reducing about **280,000** pieces of paper.
- Green procurement amount reached **NT\$16,867,500**, accounting for 67.36% of the total procurement amount.



Responsible investment

- Included in the 2022 List of Institutional Investors with Better Stewardship Information Disclosure.
- Purchased up to 3 floors at the National Trade Center during 2020-2022 for the Taichung Office. That project already passed the EEWH Bronze certification.
- Invested in two EEWH Silver projects by the end of 2022.
- TGL invested in a commercial building in the HOPE square, which was found to be compliant with green building standards after review, and installed a solar PV system on the rooftop according to the government's renewable energy policy.
- Began to publish the Stewardship Report in 2020 on an annual basis to enhance stakeholder communication.
- Up to **90%** attendance rate in investee AGM.
- Supported the government's administrative measures for loaning, fundraising, and investment under the Green Finance Action Plan, and invested up to **NT\$19.477 billion** in related projects by the end of 2022.
- Obtained the superficies project at the Minshen Section, Songshan District, Taipei City, in 2020 for building self-use office building. Designed to comply with the EEWH regulations, the project is expected to receive the new construction building license in 2023 and will be completed and pass EEWH certification in 2026 to make energy sustainability and eco-friendliness a reality.

Awards and Recognition

2022

Won the recognitions by 2 major awards in the "Social Responsibility Award- Environmental Sustainability- Gold Award" and "Outstanding Brand of the Year – Financial Category - Bronze Award" in the 2022 Outstanding Contribution Award in Marketing and Communications.



Won the 2022 Global Brands Magazine "Most Innovative Life Insurance Brand in Taiwan".



Won the 1st Commercial Times Customer Service Center Evaluation in Taiwan for "Life Insurance Industry- Bronze Award".



Won the "Silver Award in Best User Experience (UX)" at the 2022 Digital Singularity Award with the TGL "Mobile Business Office" zone.



Won the "Corporate Sustainability Report- Finance and Insurance, Silver Award" and "Single Sustainability Performance- Social Inclusion Leadership Award" at the 15th Taiwan Corporate Sustainability Awards in 2022.



Won a "Gold Medal in the Sports Promoter- Best Sponsors" awards for 5 consecutive years presented by the Sports Administrations, Ministry of Education.



Both TGL's QRS Project and APA Project were recognized by the "Outstanding Young Adult Protection Portfolio Award" by the Smart Business Monthly in 2022.



Obtained "ISO 10002: 2018 Customer Complaint Quality Control System" Certification.



Won both "Gold Award in the Social Inclusion Category" and "Bronze Award in the Environmental Sustainability Category" in the 2nd Taiwan Sustainability Action Awards in 2022. Among which, TGL was the only insurance company to receive the "Gold Award in the Social Inclusion Category".



Won the recognitions by 2 major awards in the "Excellent Institution" and "Excellent Personnel" Golden Security Award by the 16th Joint Credit Information Center in 2022, the only awarded company in the life insurance industry.



Won the recognition by the 2022 Taipei City Government's private enterprises and organizations for outstanding green procurement unit.



Won "Third Prize- Procurement Award" at the 2022 Buying Power- Social Innovation Products and Services Procurement event held by the Ministry of Economic Affairs.



Won the 2nd Commercial Times Digital Financial Service Award- Insurance Group for "Digital Business Optimization".



Won the 2022 Taiwan Financial Award for "Fin Tech Innovation Application Award – Fin Tech Insurance Award- Outstanding Award".



Won the 3rd "Taipei Tree Protection Award" by the Department of Cultural Affairs, Taipei City Government in 2022.



Won the 2022 24th Faith, Hope & Love Awards of Insurance for "Best Social Responsibility".



Awarded as an insurance company in the top 25% of the life insurance industry of "Continuing Excellence" for Fair Customer Care by Financial Supervisory Commission (FSC) in 2022.



Won awards in four categories at the 2022 RMIM Best Quality Award of Insurance for "Highest Recognition", "Best Salespeople", "Best Claims Service", and "Most Recommended"; TransGlobe Life has won the "Highest Recognition" Award for four years in a row.



Sustainability Management and Stakeholder Engagement



Sustainable development refers a development model required by the economic development of the current generation without impacting the well-being of future generation. Facing the impact of COVID-19 in recent years, business of the world emphasize more the long-term value of sustainable development. In the pursuit of profit, businesses must consider the environmental and social impacts of their activities, meet the expectation of stakeholders, and realize the common good for economic prosperity, social development, and environmental sustainability, so as to achieve corporate sustainability (CS).

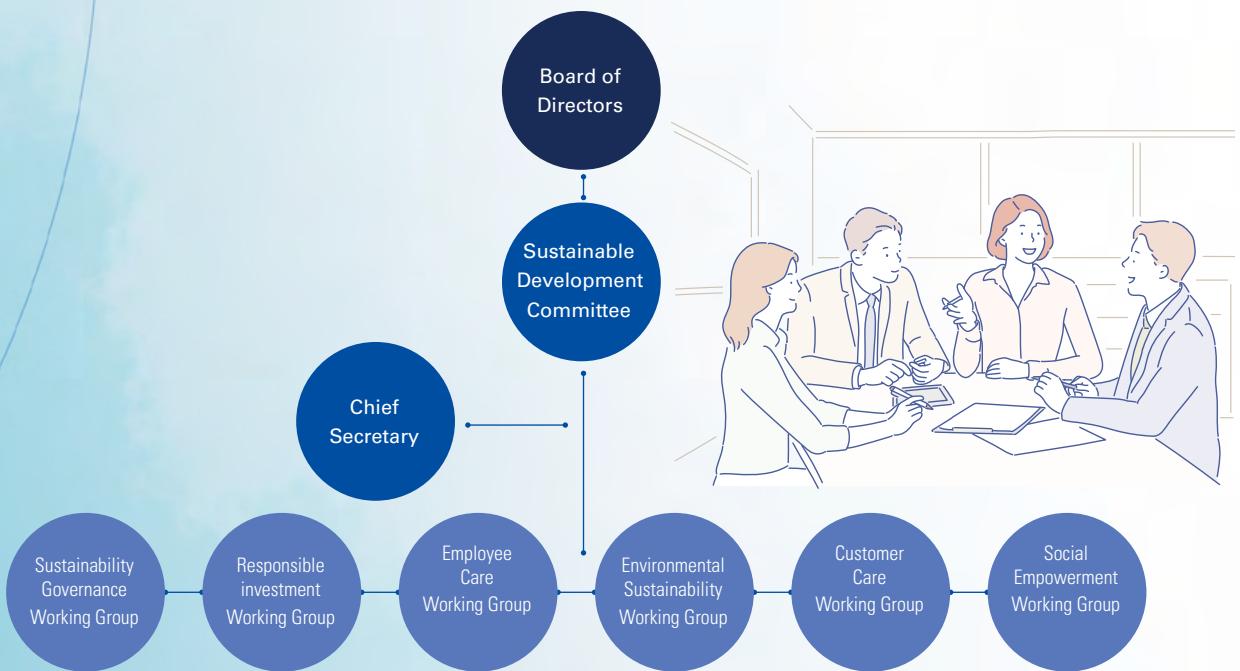
In operations and management, we are no more confined by excellent financial performance but consider how to integrate corporate sustainability into the core of business operations in order to achieve sustainable operations by integrating environmental, social, and governance (ESG) into operations. In 2013, we established the "Corporate Governance Best Practice Principles" to implement sustainability governance. In 2019, we voluntary completed our first CSR report to communicate with stakeholders. Additionally, in response to the "Corporate Governance 3.0-Sustainable Development Roadmap" and "Green Finance Action Plan 2.0" off the competent authorities, we renamed the CSR report the Sustainability Report/ESG Report in 2021 to enhance the disclosure of green finance effectiveness to meet the expectations of competent authorities and stakeholders.

This is our fifth report, and we will continue to deepen our sustainability performance in ESG and communicate our commitments and actions in sustainable operations to outsiders in a more organized manner.

1. Responsible department and progress of sustainability management

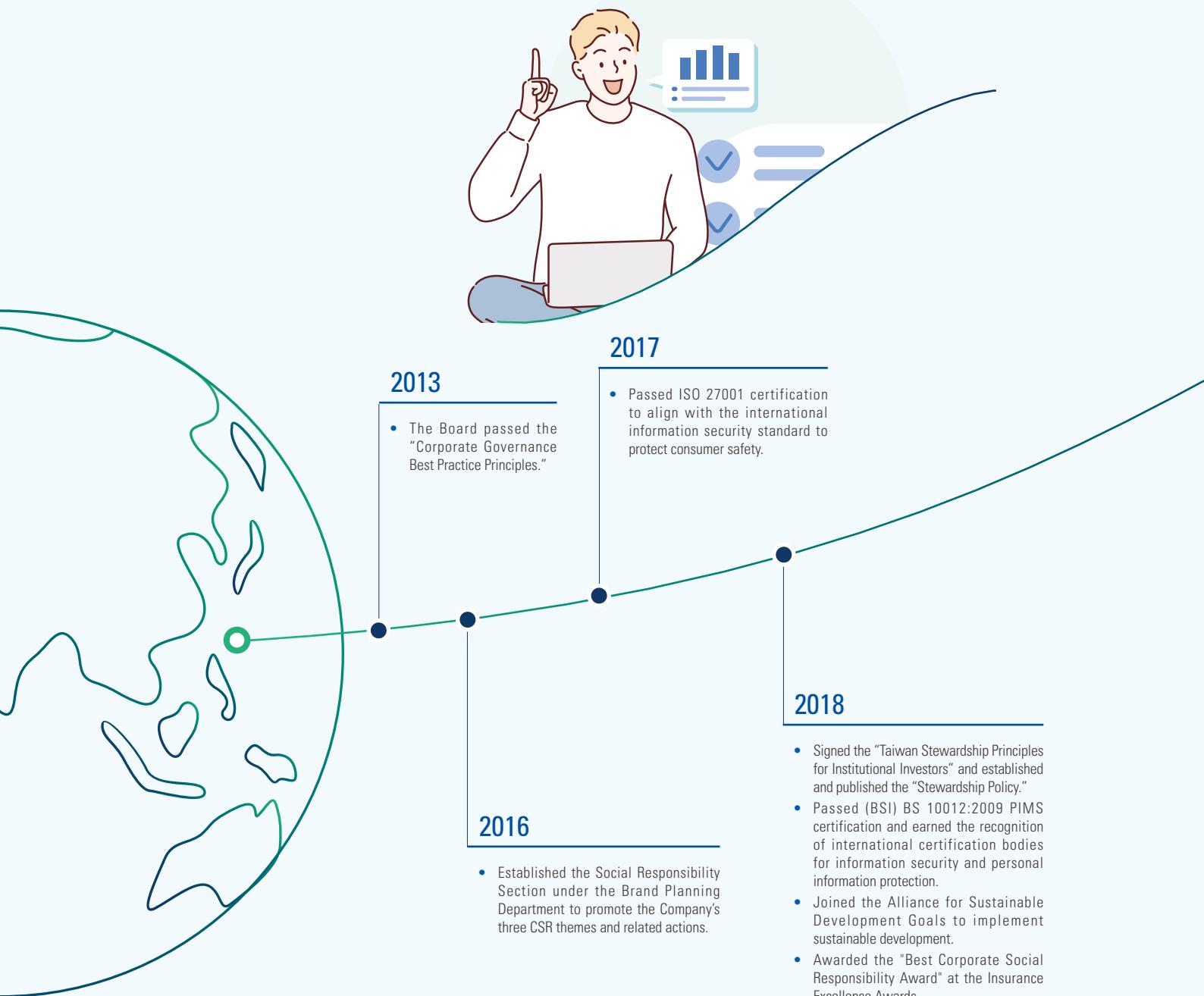
To align with the world and implement corporate sustainable development, we established the Sustainable Development Committee (SDC) under the Board in 2021. There are six working groups under SDC, including the Sustainability Governance Working Group, Responsible Investment Working Group, Employee Care Working Group, Environmental Sustainability Working Group, Customer Care Working Group, and Social Empowerment Working Group. Through combined efforts, these working groups integrate corporate sustainability into our core services and devote to digital finance innovation, social contribution, responsible investment, and low-carbon operations to build the Company's sustainable development roadmap more systematically.

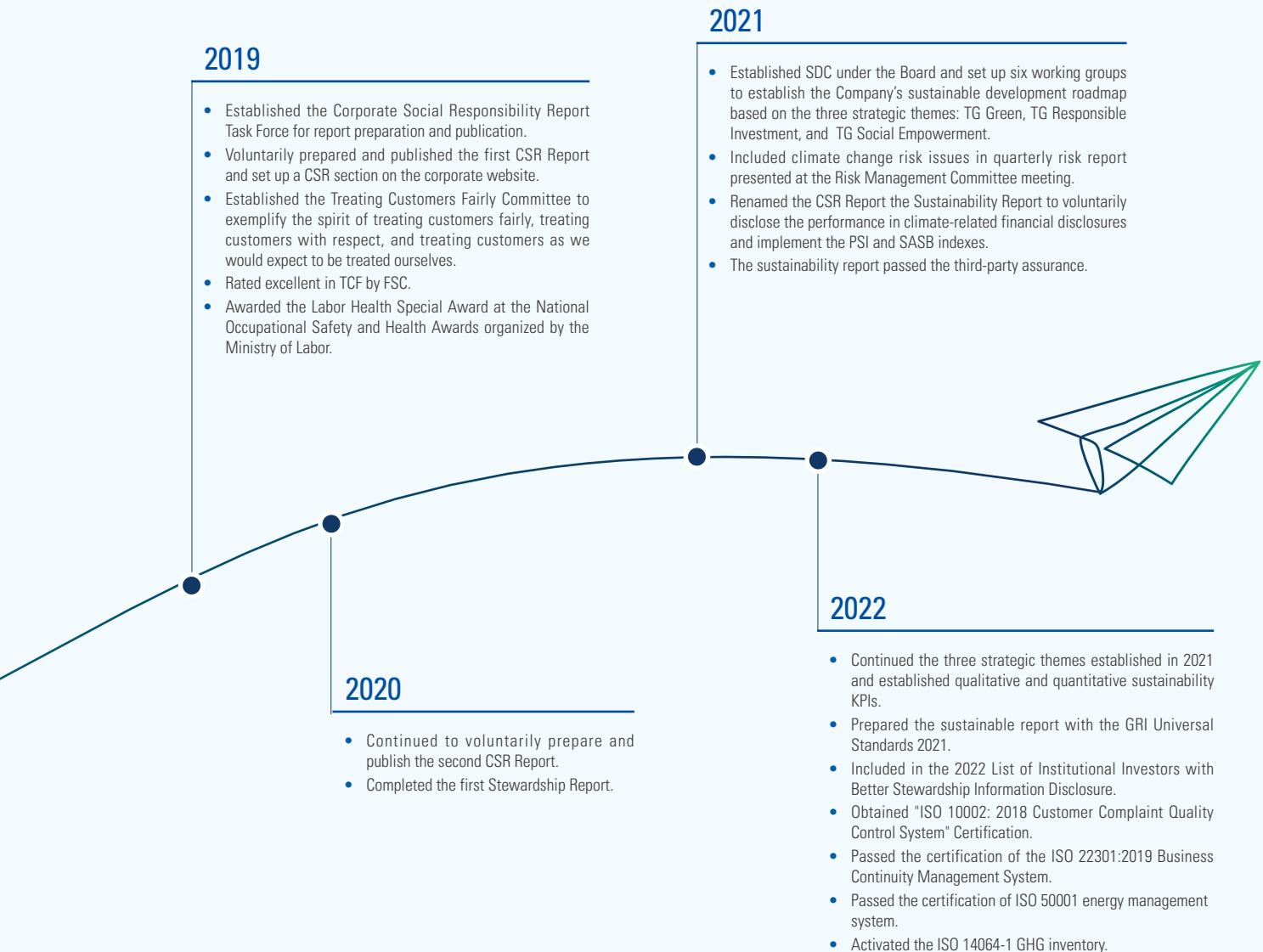
SDC Organization Chart:



Apart from drawing up the Company's strategies and themes for sustainable development and holding at least two committee meetings each year to periodically trace and review the targets and performance of various sustainability issues, SDC also engage in continuous stakeholder communication and management to ensure the timely adjustment and optimization of the management approach of each sustainability issue to fully address the needs of stakeholders.

In the future, TGL will continue to exert every effort in the implementation of corporate sustainability measures, in order to reach even more milestones towards sustainability. Our path to sustainable development so far is shown below.





2. Sustainable development themes and short-, medium-, and Long-term goals

To align with the global sustainable development trend and actively address the expectation of stakeholders, we began to establish our corporate sustainable development roadmap in 2022. After establishing the Company's sustainable development themes and medium- and long-term strategies, SDC reported them to the Board. In the future, we will continue to revise the goals, review our performance, disclose our efforts in sustainable operations of each year, and implement corporate sustainable development, hoping to stimulate and lead the sustainable development of all industries by demonstrating the nature of the financial industry.

> Brand value and sustainable development strategies



We began the management of climate and environmental issues from ourselves. Apart from implementing GHG inventory and initiating the energy management policy, we reduced carbon emission from business activities and made service more convenient to customers by developing digital financial services.

Apart from implementing and optimizing the Stewardship Principles for Institutional Investors, we also planned diversified education and training, actively raised the internal awareness of responsible investment, and continued to inventory of the CFP of investment portfolio.

Based on the brand philosophy of "Responsible, Thanks to Love," within the organization, we established multifaceted and open communication channels and promoted human rights and gender equality within the organization. Outside the organization, we continued to make social contribution and offered inclusive financial services through various policies to provide customers with accessible, eco-friendly, and inclusive insurance products.

> Short-, medium-, and long-term goals of the three major strategic themes

We set key issues and established short-, medium-, and long-term goals for the three strategic themes:

Sustainability Strategic Theme	Key Issue	Action Plan		Goals for 2023	Medium and Long-Term Goal (2024-2026)
		Goal	KPI		
 TG Green	Digital financial services	Increase the digital service usage rate	Decrease manned service usage rate Raise the registration rate of active policyholders in the Customer Service Information System (CSIS)	Down to 27.5% Up to 15%	Down to 25% Up to 17.2%
		Increase/develop digital services	Complete customer service system construction	Complete the mobile/remote survival survey system, mobile policyholder service system (phase1), and smart underwriting system.	Complete the remote policyholder service system and service counter e-signing system.
			Increase the usage rate of Claim digital channels	Up to 8%	Up to 14%
		Reduce paper consumption	Promote digital insurance service to encourage paperless operations and carbon reduction	Reduce carbon reduction by 11.7 tCO ₂ e	Continuous promotion to increase usage rate
			Increase the usage rate of e-notification	Up to 24%	Up to 32.1%
	Carbon reduction in operations	Enhance digital service satisfaction	Enhance digital service satisfaction (highly satisfied + satisfied) Complete AI chatbot multi-round dialogue	Up to 80%	Maintain at 80% min. Complete the AI chatbot multi-round dialogue mechanism in 2023
		Set carbon reduction targets	Set GHG reduction targets Set the science-based targets (SBT) for carbon reduction	Complete HQ GHG inventory and pass ISO14064-1 certification in 2023. (set 2023 as the HQ's base year) Complete reviewing the SBT trial results of Scope 3 of each asset in 2023	
		Supplier management-Green procurement	Increase the amount of green procurement Increase the proportion of green procurement in total procurement Proportion of new suppliers signing the commitment and the proportion of local procurement in total procurement	Up to NT\$20 million Up to 70% All 100%	Up to 5% each year Up to 71% in 2024, up to 72% in 2025, and up to 73% in 2026. Maintain all at 100%
 TG Responsible Investment	Improve Stewardship	Acquire EEWH candidacy/EEWH certificate	Pass EEWH certification for new construction projects (TGL HQ Building)	Obtain the building license for the construction project and apply for EEWH certification	To be completed and obtain EEWH certificate in 2026.
		Pilot the environmental protection and carbon reduction planning through self-organized activities.	Full digitization for the application and document submission of the scholarship for children of policyholders	Continue to optimize the event webpage of the scholarship for children of policyholders, ensure 100% paperless digital service, and reduce carbon emission by 43.2kgCO ₂ e in 2023.	
		Establish responsible investment policies	Establish responsible investment topics	Green bond investments up to NT\$13.5 billion, renewables investments (directly/indirect) up to NT\$12 billion, healthcare-related (drug development and biotech) investments (directly/indirect) up to NT\$440 million in 2023.	
	Investment and capital management	Implement and optimize the Steward Principles for Institutional Investors	Raise the score of institutional investor stewardship rating	At least 70 marks	
		Raise internal responsible investment awareness	Organize ESG education and training for analysts and investment teams	Main 80% partition of the ESG education and training for 2 hours on average for analysts/managers/	
		Improve directors' ESG competence	Organize ESG education and training for directors	Maintain at least 3 hours of training per person on average	
		Develop the engagement mechanism	Participate in the AGM of investees and exercise the voting rights Dialogue with investees through engagement	Up to 85% attendance rate in investee AGM. Continue to dialogue with investees through engagement and update engagement results in the TGL Responsible Investment and Stewardship Report to keep track on their ESG performance in real action.	

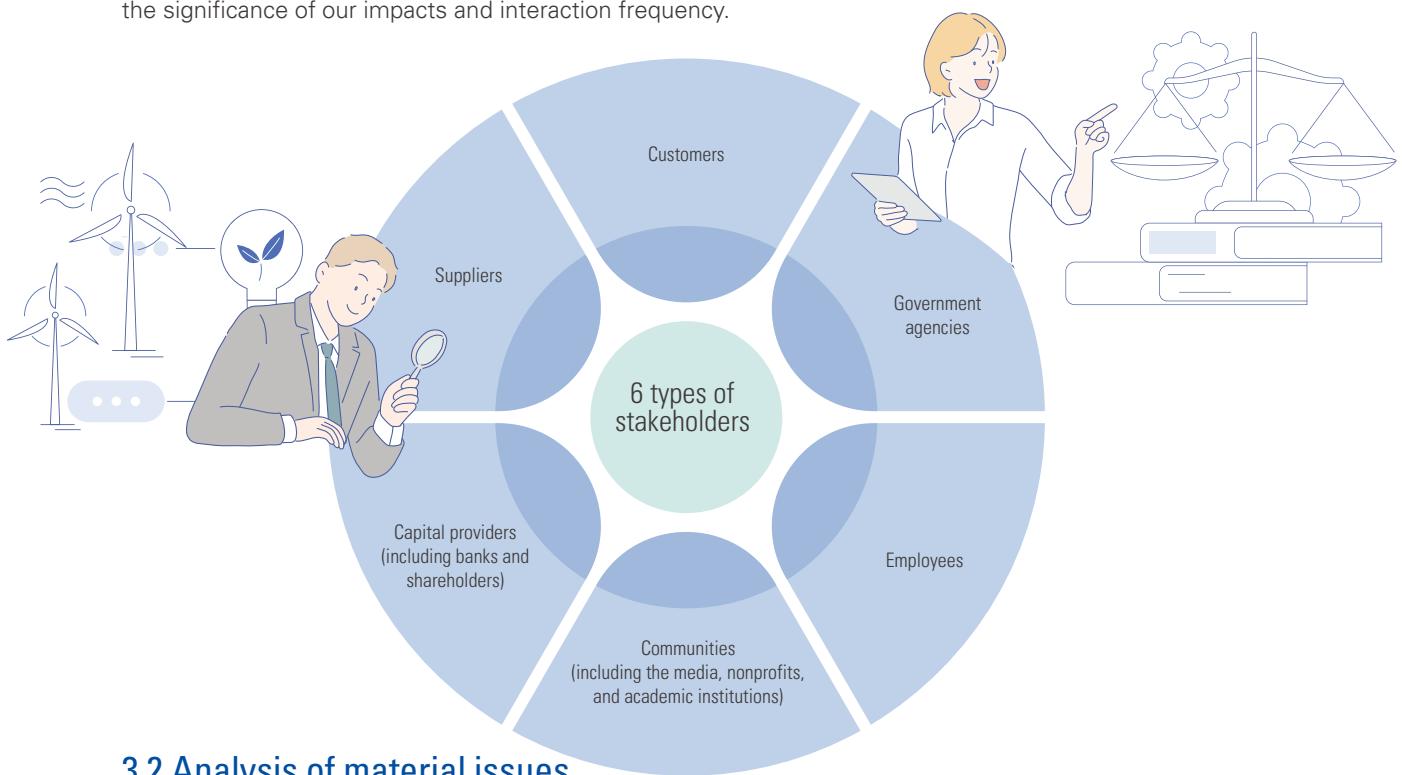
Sustainability Strategic Theme	Key Issue	Action Plan		Goals for 2023	Medium and Long-Term Goal (2024-2026)
		Goal	KPI		
Employee care and human rights	Financial Inclusion	Identify financially vulnerable customers	Identify the category of financially vulnerable customers	Financially vulnerable customers include seniors of 65 years old, new residents, or indigenous peoples.	Increase categories to include migrant workers, medium- and low-income families, people without regular jobs or jobless people, and people living alone
		Increase inclusive financial products and services	Organize financial knowledge popularization and awareness education activities to popularize financial knowledge and increase website users.	50,000 persons/quarter	80,000 persons/quarter
		Build a diversified and inclusive workplace	Organize awareness education, education, and training for human rights and advocate diversity and equality	At least one activity each year and train at least 1,000 persons.	Maintain over 40% of female officers
	Employee care and human rights	Accomplish gender equality		Complete the identification and analysis of human rights risks and plan counteractions in 2023.	
		Analyze human rights risks		Ensure no independent directors serve for three terms	Maintain under 10% of director-employees
		Review board composition diversity	Review director diversity	Continue to pass the outstanding breastfeeding room certification, AED Ready certification, and Badge of Accredited Healthy Workplace certification	Maintain over 100 persons
	Employee care and human rights	Build a safe workplace environment	Shape a worry-free workplace environment	Below 0.35% and zero fatalities	Below 0.2% and zero fatalities
		Reduce work-related injury rate		From 86 persons to 100 persons	Maintain over 100 persons
		Increase qualified first responders		Organize occupational safety education and training and CPR/AED training for employees each year	
TG Social Empowerment	Employee care and human rights	Organize occupational safety education and training each year		Over 27 hours	Over 30 hours
		Increase the average hours of training per person each year		Over 40% of e-learning courses	Over 70% of average hours of training per person each year for e-learning education/training
		Improve employee competence	Improve e-learning education and training	Over 4 Average education/training score over 85 marks	Over 4.5 Average education/training score over 90 marks
	Sports Development	Enhance education/training satisfaction		Sponsor at least 3 sports activities with over 120,000 participants.	
		Contribute to sports through supporting the development of Taiwanese baseball teams, basketball, and other sports		Organize 2 basketball camps with satisfaction over 80%.	
		Organize the My Basketball Dream hope project to support the basketball development in remote township.		Adopt social enterprises: The leopard cat rice and blue magpie tea of Blue Magpie Tea Social Enterprise Co. Ltd.	
	Cultivating Charity Fields	Promote environmental sustainability projects: My Farmland and My Tea Farm in collaboration with social enterprises to support the development of innocuous agriculture and ecological conservation in Taiwan and expand the charitable value through three steps: adoption, experience, and charitable sale.		Organize one volunteer agronomy experience activity for up to 100 persons with satisfaction over 90%.	
		Safeguard groups in need with fraternity and responsibility through various ways of donation.		Organize the "Hot Blood of Love" blood donation to collect at least 85 bags of blood. The proceeds of tea and rice charitable sale estimated at NT\$1.4 million will all be donated to charitable groups.	
		Organize volunteering activities to care about the vulnerable groups in real action.		Donation accumulates up to NT\$7 million in a year.	
	Social welfare	Support culture and art development in Taiwan to enrich the cultural literacy of citizens.		Volunteer service up to 800 hours a year.	
		Organize the scholarship for children of policyholders and Public Welfare You and Me activities.		Participants of art and cultural activities up to 20,000 and sponsor one art or cultural event.	
		Promote financial education through the TG Lecture.		Sponsor charitable activities and invite about 50 orphans and nurses of Chung Yi Social Welfare Foundation and conservation to the activities.	
	Youth and Education	Support college and university talents development		Maintain 50% participation rate	
		Organize the scholarship for children of policyholders and Public Welfare You and Me activities.		Organize three TG lectures in northern, central and southern Taiwan, with satisfaction over 85%.	
		Promote financial education through the TG Lecture.		Over 400 participants and 10,000 viewers of NTU Global Awareness courses.	

3. Stakeholder identification and materiality analysis of sustainability issues

We believe that listening to the opinions and expectations of stakeholders is one of the keys to corporate sustainability; and active engagement with stakeholders through various channels, understanding their thoughts, and timely communication and assistance are the ways to create shared value.

3.1 Identification of stakeholders

After reviewing and assessing those on the upstream and downstream of the value chain affected by our routine operations and creating the list of stakeholders, we identified the following six major stakeholder groups based on the significance of our impacts and interaction frequency.



3.2 Analysis of material issues

> Identifying issues

After collecting the information regarding international trends, policies, and regulations with the methods for issue identification recommended by the Global Reporting Initiative (GRI) and considering the issues that concerned international benchmark businesses and the development of the domestic financial industry, we identified the commonalities of the finance and insurance sector and identified topics with an overlapping approach and analyzed and discussed them internally to review if the issues identified in the previous year were adequate to address the needs and expectations of stakeholders. Through the said analysis process, we adjusted the contents of issues:

1. Employees are the most important corporate asset. We are committed to creating a happy workplace and treat employees like family. Apart from offering them reasonable remunerations and benefits, we also establish multifaceted communication channels and various welfare systems to listen to their opinions and create a harmonious labor-management relationship. In 2022 we began to include "Employee Remuneration and Benefits" as a material issue.
2. In 2022 the FSC introduced the Green Finance Action Plan 3.0. In addition to continuously promoting carbon inventory and climate risk management in the financial industry, the plan further strengthens the resilience in coping with climate-related risks of the financial industry to address climate change threats. We will continue to value sustainable development and climate change and cope with climate-related risks through green management. Hence, we renamed the theme "low-carbon operations and climate change" the "climate change response" in 2022.

- TGL's Corporate Sustainability Issues**

Issues in 2022	Contents of issues	Corresponding Chapters/Sections
Economic Performance	Direct economic value generated and distributed, financial implications and other risks and opportunities due to climate change, defined benefit plan obligations and other retirement plans, and financial assistance received from government	1.1 Business Performance
Corporate Governance and Ethical Corporate Management*	1. Communication and training about anti-corruption policies and procedures and confirmed incidents of corruption and actions taken have been implemented. 2. Diversity of the governance body.	1.2 Corporate Governance and Ethical Corporate Management
Regulatory Compliance*	1. Non-compliance with the laws and regulations in the social and economic area 2. Non-compliance with environmental laws and regulations	1.3 Regulatory Compliance
Risk management	Risk identification, assessment, measurement and control and strategies and processes for handling risks of businesses	1.4 Risk Management 1.5 Internal Control and Internal Audit System
Responsible Investment*	Consider social, labor rights, human rights and environmental issues in the investment process to benefit ESG (environmental, social, and economic) fields.	6.1 Responsible Investment and Taiwan Stewardship Principles for Institutional Investors 6.2 Investments in Green Building and Solar Photovoltaic Installations 6.3 Investments in 5 + 2 Innovative Industries
Information Security and Customer Privacy*	1. Substantiated complaints concerning breaches of customer privacy and losses of customer data. 2. Strengthening information security protection. Introduce digital tools in the financial industry and promote digital innovation.	2.3 Information Security and Customer Privacy
Digital Finance*	1. Internally: optimize core systems, enhance internal administrative efficiency, improve sales support tools, enhance the convenience of employees and improve service quality. 2. Externally: actively implement fintech, including developing offsite insurance enrollment, online insurance enrollment platform, online policyholder services, and AI chatbot; enriching user experience based on customer needs; and providing thoughtful and convenient real-time services for customers to feel our efforts and sincerity.	2.1 Digital Finance
Climate change response*	1. Management and reduction of energy consumption. 2. Management and reduction of GHG emissions. 3. Management and reduction of water consumption. 4. Management and reduction of waste. 5. Green building. 6. Management of climate-related risks and opportunities (TCFD)	5.1 TransGlobe Life Implementation of TCFD 5.2 Low-Carbon Operations
Talent Management*	1. Talents recruitment channels. 2. New employee hires and employee turnover. 3. Average hours of training per year per employee, programs for upgrading employee skills and transition assistance programs, and percentage of employees receiving regular performance and career development reviews.	3.1 Talent Management 3.2 Talents Cultivation and Development
Employee remuneration and benefits*	1. Proportion of senior management hired from the local community 2. Benefits provided to full-time employees that are not provided to temporary or part-time employees, parental leave	3.3 Employee Remuneration and Benefits
Treating customers fairly*	1. Principle of treating customers fairly. 2. Customer satisfaction, customer relationship management, customer complaint handling procedure. 3. Requirements for product and service information and labeling, incidents of non-compliance concerning product and service information and labeling and incidents of non-compliance concerning marketing communications. 4. Policies relating to the fair design and sales of financial products and services. 5. Know Your Customer (KYC) and Know Your Product (KYP).	2.2 Treating Customers Fairly
Occupational Health and Safety	1. Worker representatives in the occupational safety and health committee officially formed by labor and management. 2. Injury category, injury, work-related ill health, number of lost days, rate, and work-related fatalities. 3. Workers of work-related ill health of high incidence rate and high risk. 4. Include health and safety issues in official agreements with labor representatives.	3.4 Occupational Safety and Health
Financial Inclusion	All financial service users enjoy quality and more convenient services at a reasonable price, including building a finance-friendly webpage that passes the NCC AAA certification; provision of friendly service counters; appointment and home service for elderly people and people with disabilities; finance-friendly hotlines; AI chatbot; attendant or text customer service; self-help services in the Customer Service Information System (CSIS) on the corporate website and others.	2.1 Digital Finance 2.4 Financial Inclusion

Issues in 2022	Contents of issues	Corresponding Chapters/Sections
Social welfare and Community Investment	1. Engage with the charitable activities of local communities to establish community relationship. 2. Organize talks for general citizens and invite star tennis players and famous sports anchors to interactive talks to extend the positive energy of chasing after dreams with through the indefatigable fighting spirit of athletes to people impoverished and frustrated by the pandemic.	4.1 Sports Development 4.2 Youth and Education 4.3 Charity Engagement
Diversity and Equality in the Workplace	1. Diversity of employees 2. No discrimination, no forced labor, no child labor, freedom of association and collective bargaining, and human rights police.	3.5 Diversity and Equality in the Workplace
Responsible Procurement	Realization of sustainable supply chain in consideration of supplier evaluation and procurement management in ESG issues.	5.3 Sustainable Supply Chain

*Indicates material issues this year

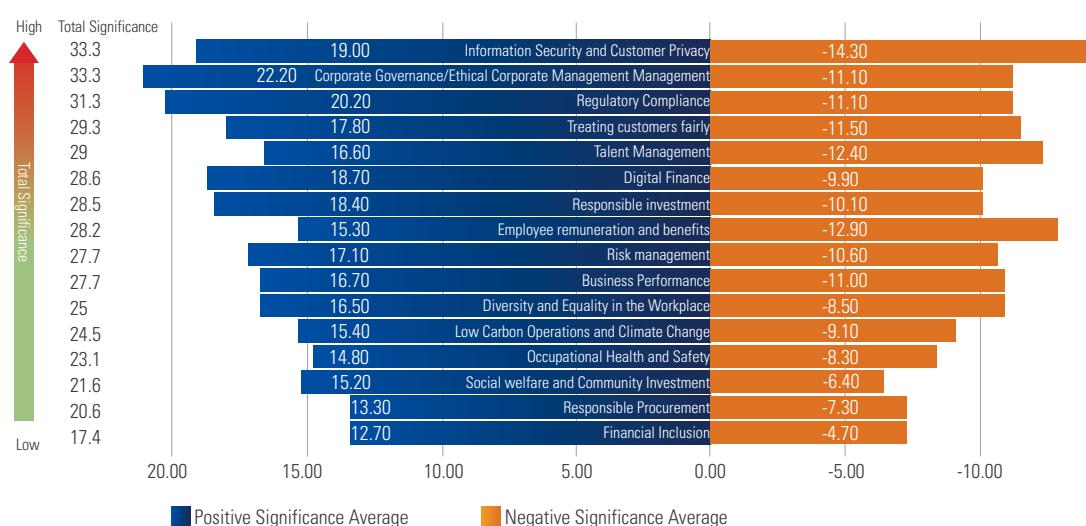
> Prioritization of issues and bar graph of the significance of impact of material issues.

Based on the List of Sustainability Issues 2022, we included the 16 identified issues in internal impact assessment. A questionnaire was answered by the senior officers of the six SDC working groups. Then, the likelihood and significance of the positive and negative impacts of these 16 issues were consolidated and analyzed. Additionally, the identification of material issues of domestic and foreign insurance companies and the recent legislative trends (e.g., Green Finance 3.0) were considered for issue prioritization and adjustment. Through the above processes, a total of nine significant issues were identified.

- The significant issues of 2022 are as follows:



> The bar graph of the significance of impact of material issues is as follows:



> Validation and response to material issues

Through material analysis, we identified nine significant issues and reported them to management for validation. After assessing their completeness and the scope and boundaries of impact, based on the completeness and stakeholder inclusiveness principles, we disclosed the important information that concerns the stakeholders based on these nine material issues in this report. The boundaries of impact of material issues and responded GRI specific topics and SDGs are as follows:

Boundaries of impact		GRI Specific Topics	Sustainable Development Goals (SDGs)	Response Chapter
Within the Organization	Outside the Organization			
A,B	C,D,E,F,G	GRI 205: Anti-corruption GRI 405: Diversity and Equal Opportunity	 SDG5 Gender Equality  SDG16 Peace, Justice, and Strong Institutions	1.2 Corporate Governance and Ethical Corporate Management

Corporate Governance and Ethical Corporate Management

Boundaries of impact		GRI Specific Topics	Sustainable Development Goals (SDGs)	Response Chapter
Within the Organization	Outside the Organization			
A,B	C	GRI 418 : Customer Privacy	 SDG16 Peace, Justice, and Strong Institutions	2.3 Information Security and Customer Privacy

Information Security and Customer Privacy

Boundaries of impact		GRI Specific Topics	Sustainable Development Goals (SDGs)	Response Chapter
Within the Organization	Outside the Organization			
A,B	C,D,F	GRI 2-27 : Legal Compliance	 SDG16 Peace, Justice, and Strong Institutions	1.3 Regulatory Compliance

Regulatory Compliance

Boundaries of impact		GRI Specific Topics	Sustainable Development Goals (SDGs)	Response Chapter
Within the Organization	Outside the Organization			
A,B	C,D,F	GRI 417 : Marketing and Labeling	 SDG1No Poverty  SDG8 Decent Work and Economic Growth	2.2 Treating Customers Fairly

Treating customers fairly

Boundaries of impact		GRI Specific Topics	Sustainable Development Goals (SDGs)	Response Chapter
Within the Organization	Outside the Organization			
A,B		GRI 404 : Training and Education	 SDG4 Quality Education  SDG5 Gender Equality  SDG8 Decent Work and Economic Growth	3.1 Talent Management 3.2 Talents Cultivation and Development

Talent Management

	Boundaries of impact		GRI Specific Topics	Sustainable Development Goals (SDGs)	Response Chapter
	Within the Organization	Outside the Organization			
Digital Finance	A,B	C,F	N/A	 SDG8 Decent Work and Economic Growth	2.1 Digital Finance
Responsible investment	A	E,F,G	GRI 203 : Indirect Economic Impact	 SDG2 Zero Hunger  SDG7 Affordable and Clean Energy  SDG9 Industry, Innovation, and Infrastructure  SDG11 Sustainable Cities and Communities  SDG12 Responsible Consumption and Production  SDG13 Climate Action	6.1 Responsible Investment and Taiwan Stewardship Principles for Institutional Investors 6.2 Investments in Green Building and Solar Photovoltaic Installations 6.3 Investments in 5 + 2 Innovative Industries
Employee remuneration and benefits	B		GRI 202 : Market Presence GRI 401 : Employment GRI 402 : Labor/Management Relations	 SDG5 Gender Equality  SDG8 Decent Work and Economic Growth	3.3 Employee Remuneration and Benefits
Climate change response	A,B	C,D,G	GRI 201 : Economic Performance GRI 302 : Energy GRI 305 : Emissions	 SDG6 Clean Water and Sanitation  SDG11 Sustainable Cities and Communities  SDG12 Responsible Consumption and Production  SDG13 Climate Action	5.1 TransGlobe Life Implementation of TCFD 5.2 Low-Carbon Operations

Note:

Within the Organization: A TransGlobe Life/ B Employees

Outside the Organization: C Customer/D Government agencies/E Communities/F Fund providers/G Suppliers

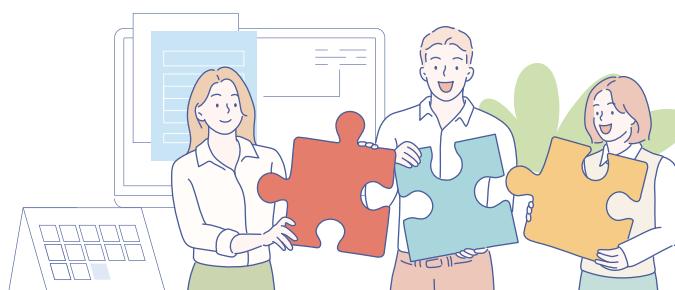
3.3 Review and tracking

This report is updated after the review by the senior offices of the six SDC working groups in accordance with the internal management process. After the review and approval of the chairperson, it is published in June each year. After report publication, we will continue to review the report information to prevent misstatements in information disclosure. We will also listen to the ideas of stakeholders and enhance communication with them to timely adjust our management approaches for sustainable operations so as to pave a more steady road to sustainability for TGL.

4. Stakeholder engagement

We set different engagement methods and communication frequencies based on characteristics of each stakeholder group. Issues that concern stakeholders and our engagement methods with them are as follows:

Stakeholder type	Main issues of concern	Engagement channel	Engagement frequency
Customers	<ul style="list-style-type: none"> • Information Security and Customer Privacy • Digital Finance • Treating customers fairly 	• Customer service hotline.	• Real-time
		• Intelligent insurance manager - Customer Service Information System (CSIS)	• Real-time
		• AI chatbot	• Real-time
		• Online Insurance Enrollment	• Real-time
		• The IVR Voicemail Services	• Real-time
		• Customer Service Email	• Real-time
		• e-Newsletters	• Irregular
		• Customer Satisfaction Survey	• Real-time
		• Customer counter service	• Real-time
		• Policyholder e-Magazine	• Quarterly
Government agencies	<ul style="list-style-type: none"> • Corporate Governance/Ethical Corporate Management • Regulatory Compliance • Risk management • Information Security and Customer Privacy • Responsible investment • Financial Inclusion • Climate change response • Occupational Safety and Health 	• Policyholder Talks	• Irregular
		• Corporate Sustainability Section	• Irregular
		• Phone	• Irregular
		• Correspondence	• Irregular
		• e-mail	• Irregular
		• Report at competent authorities	• Quarterly
		• Official documents	• Irregular
		• Online reporting	• Irregular
		• Questionnaire	• Irregular
		• Business examination by competent authorities	• Irregular
		• Corporate Sustainability Website	• Irregular
		• FISAC website	• Irregular



Stakeholder type	Main issues of concern	Engagement channel	Engagement frequency
Employees	<ul style="list-style-type: none"> • Employee remuneration and benefits • Talent Management • Regulatory Compliance • Information Security and Customer Privacy • Occupational Safety and Health • Diversity and Equality in the Workplace • Climate change response 	<ul style="list-style-type: none"> • Labor-management meetings • Opinion survey • Grievance/sexual harassment e-mail and hotline • Employee opinion box • Publication – Focus • New employee education and training • Employee clubs • Talks/events • Agent grievance channels • e-mail 	<ul style="list-style-type: none"> • Quarterly • Biannually • Real-time • Real-time • Quarterly • Weekly • Irregular • Irregular • Real-time • Irregular
Communities (including the media, nonprofits, and academic institutions)	<ul style="list-style-type: none"> • Social welfare and Community Investment • Economic Performance • Corporate Governance/Ethical Corporate Management • Climate change response • Financial Inclusion 	<ul style="list-style-type: none"> • Correspondence • Questionnaire • Meeting • Volunteering and charitable activities • Corporate Sustainability Section 	<ul style="list-style-type: none"> • Irregular • Irregular • Irregular • Irregular • Irregular
Capital providers (including banks and shareholders)	<ul style="list-style-type: none"> • Regulatory Compliance • Economic Performance • Corporate Governance/Ethical Corporate Management • Risk management 	<ul style="list-style-type: none"> • AGM/EGM • Stock affairs agent • Annual report • Market Observation Post System • Correspondence • e-mail • Phone 	<ul style="list-style-type: none"> • Annually/periodically • Monthly • Annually • Irregular • Irregular • Irregular • Irregular
Suppliers	<ul style="list-style-type: none"> • Responsible Procurement • Regulatory Compliance • Risk management 	<ul style="list-style-type: none"> • Phone 	<ul style="list-style-type: none"> • Irregular

TransGlobe Life and Sustainable Development Goals

In response to the ongoing emergency of environmental, social, and governance (ESG) issues, the United Nations announced the 17 Sustainable Development Goals (SDGs) in 2015, hoping to solve these issues together with countries in the world. TransGlobe Life (TGL) firmly upholds "Responsible, Thanks to Love" and is actively taking ESG-related measures, responding to the UN SDGs and becoming aligned with the world through the implementation of sustainable development.


**SDG6 Clean Water and Sanitation
Water resources management**

SDG Targets: 6.1

Page: 128

- Monitor the use of water resources and reduce unnecessary waste, and promote water conservation concepts among employees.


**SDG11 Sustainable Cities and Communities
Sustainable Green Buildings**

SDG Targets: 11.3、11.6

Page:129

- Our Songshan HQ is LEED silver certified for its "high energy-efficient air conditioning system," "indoor air quality," "air conditioning and lighting control system" and "eco-friendly and healthy interior decoration materials."
- TGL's investment projects [Fuyu Qiangfeng] and [Fuchunju] both obtained the Green Building Label – Silver.
- Purchased up to 3 floors at the National Trade Center for the Taichung Office. That project already passed the EEWH Bronze certification.
- Investment in the construction of a commercial building in the HOPE square was found to be compliant with green building standards after review, and a solar PV system was installed on the rooftop according to the government's renewable energy policy. Furthermore, the floors used as office space have an independent air conditioning system (VRV) to reduce energy consumption.
- The new HQ building under construction will pass the EEWH Gold and LEED certification in 2026.


**SDG12 Responsible Consumption and Production
Waste management**

SDG Targets: 12.5、12.7

Page:128、130

- Implemented waste reduction and recycling, sustainable use of resources and ensured proper waste disposal.
- TGL plans to review operating systems at the head office to further expand the scope of electronic operations, in order to reduce paper use by administrative procedures.
- Encouraged policyholders to subscribe the e-notification service to reduce paper consumption and so to create a low-carbon environment together with policyholders. A total of 49,637 policies were applied through e-notification, reducing 280,000 pieces of paper.

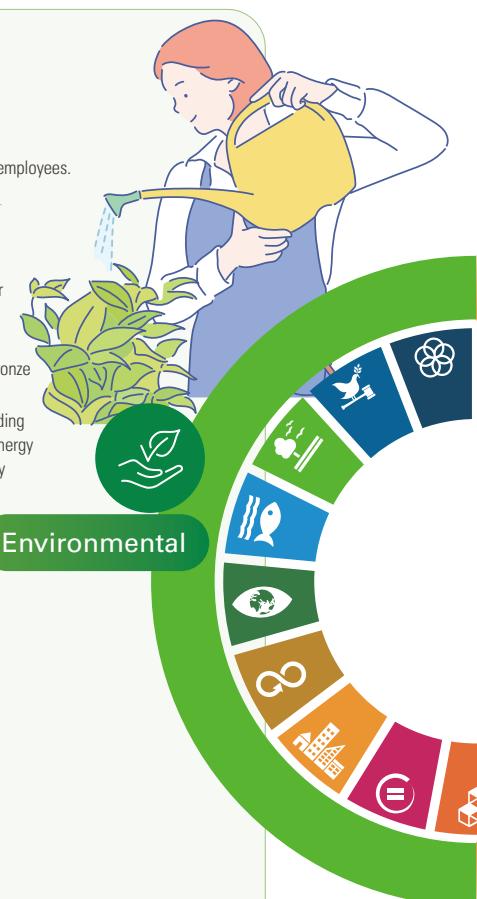
Sustainable Procurement

- TGL reviews the procurement of supplies and sets priority procurement goals to reduce waste from the source.
- Green procurement amount reached NT\$16,867,500, accounting for 67.36% of the total procurement amount.
- The 2023 green procurement amount is expected at NT\$20 million, accounting for 70% of the total procurement amount.


**SDG13 Climate Action
Implementation of TG Green**

Page: 125-127

- Monitored the impact of climate change on operating activities, compiled a GHG inventory, and formulated the Company's energy conservation and carbon reduction and GHG reduction strategies to help mitigate global warming and combat climate change.
- We passed the certification of the ISO 50001 Energy Management Systems in 2022 to optimize the energy management system, achieve the energy conservation targets, and continuously promote energy conservation improvement through a systematic, standardized, and institutionalized approach.
- In 2022 we prioritized the implementation of the ISO 14064-1 GHG Inventory, completed the inventory, and established the GHG inventory program, and planned the systemic optimization of energy and carbon emission management. External verification will be completed in July 2023.
- We established the "Enforcement Rules for Environmental Protection." The General Affairs Department takes charge of environmental protection to implement carbon reduction measures in business activities within and outside the organization. In 2022, the indirect (Scope 2) GHG emissions were 3,151tCO₂e, 8.12% less than the previous year.


Environmental




SDG1 No Poverty

SDG Targets: 1.4

Page: 101

Donations to Non-profit Organizations

- Donations/sponsorships in 2022 was up to NT\$13,625,077.



SDG2 Zero Hunger

SDG Targets: 2.4

Page: 110-112

Cultivating Charity Fields

- The "One Acre of Rice of Mine" and "One Acre of Tea of Mine" adoption projects helped maintain the local ecology in Miaoli and Pinglin, and protected the habitat of leopard cat and blue magpie, allowing business and agriculture to co-exist while supporting the development of innocuous agriculture.



SDG3 Good Health and Well-Being

SDG Targets: 3.a ~3.d

Page: 88-96 ~ 103-105

Occupational Health and Safety

- Passed the "Badge of Accredited Healthy Workplace" certification by the Health Promotion Administration, Ministry of Health and Welfare, for three consecutive years.
- Passed the 2022 "AED Ready" certification.

Sports Development

- Sponsored the C.K. Championship Juvenile Baseball Competition and specially sponsored the Chinese Team at the U-12 Baseball World Cup to support the positive baseball development in Taiwan and realize our CSR spirit.
- Sponsored the PLEAGUE+ Taoyuan Pauian Pilots, and became an annual partner of the Elementary School Sports Association, contributing to the development of Taiwan's professional basketball and elementary school basketball.
- TGL won the Gold Medal in the Sports Promoter - Best Sponsors awards presented by the Sports Administrations, Ministry of Education in 2019-2022.
- In 2019, we began to organize the "Because of Love: ZUMBA Dancing" charitable activity to stimulate our enthusiasm and fraternity to combine sports and charity, hoping to encourage the public to engage with charity and care for the vulnerable groups while caring about health through sports in order to spread "love and responsibility" to all parts of society.



SDG4 Quality Education

SDG Targets: 4.3 ~ 4.4

Page: 78-82 ~ 85-86 ~ 106-110

Youth and Education

- Continued to provide scholarships to children of policyholders and organized "Public Welfare You and Me" event in 2022 with an investment of NT\$13,788,300.
- Sponsored the Global Awareness course of National Taiwan University and donated a total of NT\$13.2 million to the education fund since 2016, benefiting over 80,000 students.
- Promoted remote township education in collaboration with NTUST. Apart from continuing the service for New Taipei Municipal Jin-shan High School and Yunlin County Makuang Junior High School, we extended our service to eastern Taiwan to co-organize career talks with Taitung County Hai Duan Junior High School to practice our "Love and Responsibility" brand philosophy.
- Nourished the aesthetics literacy of junior high school students and so to extend love and responsibility to youth and education by donating and sponsoring various art, cultural, and educational events, such as the title sponsorship for the "TransGlobe aMEI ASMR World Concert Tour," "TransGlobe x The Last Day of Summer 831 'Upside Down' Concert Tour" and sponsorship of the "New Year Concert: Yu-Chien Tseng vs. Maestro Sui Lan."

Talent Cultivation and Development

- Arranged numerous courses on regulations, general education, specialized fields, leadership and management, online learning, and language for employees.
- We utilized the e-learning resources of CommonWealth Leadership Campus for employees to gradually develop the good habit of self-learning that is not limited by time and place, broadening their knowledge and perspectives.
- Set up a professional studio and recording equipment in response to new generation e-learning, and filmed a series of TransGlobe Academy videos for basic training of new life insurance field personnel.
- Organized over 3 hours of ESG-related training on average to enhance ESG awareness in employees and enforce corporate sustainability in 2022.

Employee Remuneration and Benefits

- Established reward programs for obtaining the relevant insurance and finance licenses, e.g., "CFA License Reward Program," "FRM License Reward Program," "CFA License Reward Program," "Actuary Training Program," "CAMS License Reward Program," "Life Insurance Underwriting and Claims Personnel License Reward Program," "Guidelines for the CIA License Reward Program" and about 596 personnel have been rewarded since 2018.





SDG5 Gender Equality

SDG Targets: 5.1 ~ 5.5

Page:84 ~ 97-98

Talent Recruitment and Retention

- Employee recruitment and remuneration standards do not discriminate against gender.

Diversity and Equality in the Workplace

- Actively enforced diversity and equality to protect the right to work and workplace gender equality for female employees; female management was up to 42% in 2022.
- No sexual harassment or discrimination incident was reported in 2022.
- Support for work-family balance: A total of 32 personnel applied for unpaid parental leave in 2022.



SDG8 Decent Work and Economic Growth

SDG Targets: 8.5 ~ 8.8

Page:88-98

Diversity and Equality in the Workplace

- Hired persons with disabilities over the 1% legal requirement.

Occupational Health and Safety

- Established an Occupational Safety and Health Management Project, four labor health and protection projects, and periodically provided occupational safety and health training.
- Effectively maintained a good workplace environment, periodically convened occupational safety meetings (100% convening rate), periodically monitored the operating environment (lighting, carbon dioxide, and drinking water) and disclosed the results as is.
- Proposed improvement measures if there were any abnormalities to improve the workplace environment and create a friendly workplace.



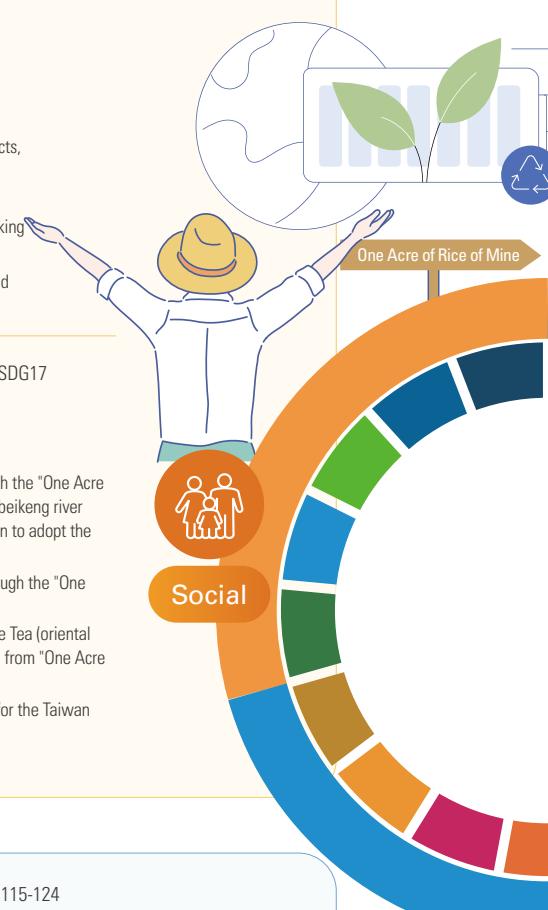
SDG12 Responsible Consumption and Production、SDG13 Climate Action、SDG15 Life on Land、SDG17 Partnership for the Goals

SDG Targets: 12.3 ~ 12.6、13.3 ~ 15.4、17.1

Page:110-112

Cultivating Charity Fields

- In collaboration with social enterprises, we assisted rice farmers in continuing innocuous agriculture through the "One Acre of Rice of Mine" project to promote sustainable agriculture in Taiwan. In June 2022, we restored the Yougubeikeng river basin in Fengshuwo, Miaoli, for innocuous agriculture to restore the local ecosystem. Additionally, we began to adopt the "leopard cat rice" in 2020 to restore the river basin and the leopard cat ecosystem.
- Through collaboration with social enterprises, we supported the restoration of the river basin in Pinglin through the "One Acre of Tea of Mine" activity. Until 2022, we reduced carbon emissions by 2,948.1 kgCO₂e in total.
- In 2022 we continued to organize the "Hot Blood of Love" activity to donate 60kg of Taiwanese Blue Magpie Tea (oriental beauty, Wenshan pouchung) yielded from "One Acre of Tea of Mine" and 5,400kg of leopard cat rice yielded from "One Acre of Rice of Mine" to charities and assisted them in organizing a charity sale.
- In 2022 we continued to advocate the blood donation activity and collected 23,500 cc of blood in 94 bags for the Taiwan Blood Bank.



SDG13 Climate Action

SDG Targets: 13.1 ~ 13.2 ~ 13.3

Page:39-40 ~ 115-124

Climate Governance and Climate Risk Management

- Directors actively participated in numerous ESG and sustainable finance courses to enhance their awareness of environmental sustainability and climate change issues.
- Disclosed our performance in the management of climate-related risks and opportunities according to the framework recommended by TCFD.



SDG1 No Poverty

SDG Targets: 1.4

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Financial Inclusion

- Introduced various insurance products meeting the social empowerment and health and safety promotion principle.
- Sold 6,845 new policies for financial inclusion with a premium income of NT\$123,314 thousand in 2022.



SDG3 Good Health and Well-Being

SDG Targets: 3.8 ~ 3.d

Page:72

Financial Inclusion

- Launched 218 products with inclusive features, such as "microinsurance, in-kind benefits, protection-oriented (elderly), policy-oriented, low premiums while offering basic protection, and insurance products for retirees" in 2022.
- Produced the "Microinsurance Products Easy Reading Handbook" to provide voice guided reading services for the visually impaired to maintain the right of financial consumption of vulnerable groups.



SDG7 Affordable and Clean Energy ▶ SDG9 Industry, Innovation, and Infrastructure ▶ SDG2 Zero Hunger ▶ SDG13 Climate Action

SDG Targets: 7.2 ▶ 7.a ▶ 9.4 ▶ 2.3 ▶ 2.a ▶ 13.2

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Responsible investment

Invested NT\$19.477 billion in the following projects to support the lending, fundraising, and investment measures of the government's Green Finance Action Plan and the establishment of the Sustainability Board at the Taipei Exchange:

- Investment
 1. Indirect investment of NT\$1.389 billion in the related projects through the private equity fund issued by domestic SITE subsidiaries.
 2. Participated in the Changfang and Xidao Offshore Wind Farms Project implemented by the Copenhagen Infrastructure Partners through the Taiwan Wind Investment Corp. Ltd, and invested NT\$4.44 billion.
- Lending: Participated in the syndicate bank financing the Changfang and Xidao Offshore Wind Farms Project, and provided NT\$1.762 billion in project financing for the development and establishment of offshore wind farms.
- Fundraising: Invested NT\$11.886 billion in NTD-denominated green bonds/sustainable bonds.



SDG8 Decent Work and Economic Growth

SDG Targets: 8.1 ▶ 8.10

Page:34 ▶ 54-58

Business Performance

- Net profit after tax reached NT\$4,358,302 thousand in 2022.
- Total assets exceeded NT\$1.3635 trillion by the end of 2022.

Digital Finance

- Expanded online insurance enrollment and the conversion of online members.
- Established a mechanism for collecting and guiding customer behavior, and used big data analytics for customer relationship management. Implemented biometric certification mechanisms and optimized the online insurance enrollment process, developed diverse payment methods, and integrated online policyholder services and digital precision marketing onto an integrated service platform.
- The AI chatbot "E-CHAN" on the corporate website has provided services for 592,354 visitors and answered 1,041,015 questions with a confidence level reaching 91% since it was launched. The combination of a AI chatbot with customer service representatives provides thoughtful and convenient real-time services based on the needs of policyholders, so that policyholders can feel the effort and warmth of TGL.
- In 2022 we established the "Finance-Friendly Service Counter" to prioritize service for persons with disabilities and elderly people. We also set up the Finance-Friendly Service section on the corporate website to provide visitors with AI chatbot to real-person text service to facilitate vulnerable groups to enjoy the convenience brought by digital service.



SDG12 Responsible Consumption and Production

SDG Targets: 12.6

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Disclosure of the Stewardship Report

Since 2020, we prepare the Stewardship Report each year to present the performance of our stewardship policy, prevention of the conflict of interest, voting policy, stewardship, case engagement, and voting to enhance communication with stakeholders.



SDG16 Peace, Justice, and Strong Institutions

SDG Targets: 16.4 ▶ 16.5 ▶ 16.6

Page:35-48

Regulatory Compliance

- Established an independent anti-money laundering unit under the Compliance Management Division to manage the Company's AML/CFT affairs.

Ethical Corporate Management

- Provided "core values, practice principles, and code of conduct" training to new employees.
- Promoted anti-corruption matters in the purchase orders and acceptance certificates issued to suppliers.
- Established channels for reporting corruption.
- No substantiated corruption was reported in 2022.

Corporate Governance

- Independent directors hold half of all director seats.
- Over 97.5% attendance of Board meetings and functional committee meetings.

Risk management

- The Board of Directors is the highest level risk management unit, and the Risk Management Committee was established under it to supervise and control the Company's overall risk management framework.
- The Chief Risk Officer carries out operations of the overall risk management mechanism, and periodically reports the current status of risk management to the Board of Directors.

Internal Control and Internal Audit

- TGL's Internal Audit Department is an independent unit directly subordinate to the Board of Directors. Please refer to the "Internal Controls Requiring Improvement and Improvement Plan" in the [2022 annual report](#) for information regarding the internal controls requiring improvement and improvement measures in 2022.

Sustainability Governance

Pursuing sustainable development is a soft power needed by companies to build a sustainable business. We uphold the brand philosophy of "Responsible, Thanks to Love" and strive to provide policyholders with the best services. We have created a safe environment to protect the rights and interests of every policyholder and continue to strengthen corporate governance in order to pursue excellence in operations, enhance customer loyalty, become a people-oriented happy enterprise, and make TGL a benchmark in Taiwan's life insurance.



1.1 Business Performance

→ Our branding strategy is to integrate the key elements, "finance," "technology," "service," and "innovation," to work towards what we call "Future Branding." By applying advanced financial technology and artificial intelligence, we aim to offer policyholders faster, more convenient, and higher quality services.

- Reduce negative spread, increase mortality savings, and optimize benefit-cost ratio.
- Continue to adjust product structure to smoothly align with IFRS17/ICS; increase the "contribution of liability fair value" by focusing on "protection-based products" and "long-term retirement and pension products;" continue to develop channel diversity based on the direct sales channel.
- Support front/middle/back office operations with digital technology and continue to optimize operations through process improvement.
- Treat customers fairly and protect the vulnerable; friendly workplace and first-choice employer; corporate governance and corporate sustainability; digital transformation and talents sustainability.



→ We are committed to providing policyholders with complete services, increasing asset scale, and creating overall operational synergy to improve the rights and interests of stakeholders: shareholders (investors) and policyholders (customers). Additionally, we ensure legal and regulatory compliance to ensure no offence of the supervisory indicators.

→ Strengthen financial structure.
→ Optimize product portfolio and improve channel sales achievements.
→ Optimize administrative efficiency with digital technology and enhance core corporate competitiveness and risk control capability.
→ A People-oriented Happy Enterprise.

→ Assess KPI periodically and report to the Board.
→ In 2022, the net income after tax was NT\$4,358,302 thousand, with an EPS of NT\$6.77.
→ By the end of 2022, total assets reached NT\$1.3635 trillion.
→ By the end of 2022, both the Equity to asset ratio and RBC ratio were higher than the statutory standard.

About TGL

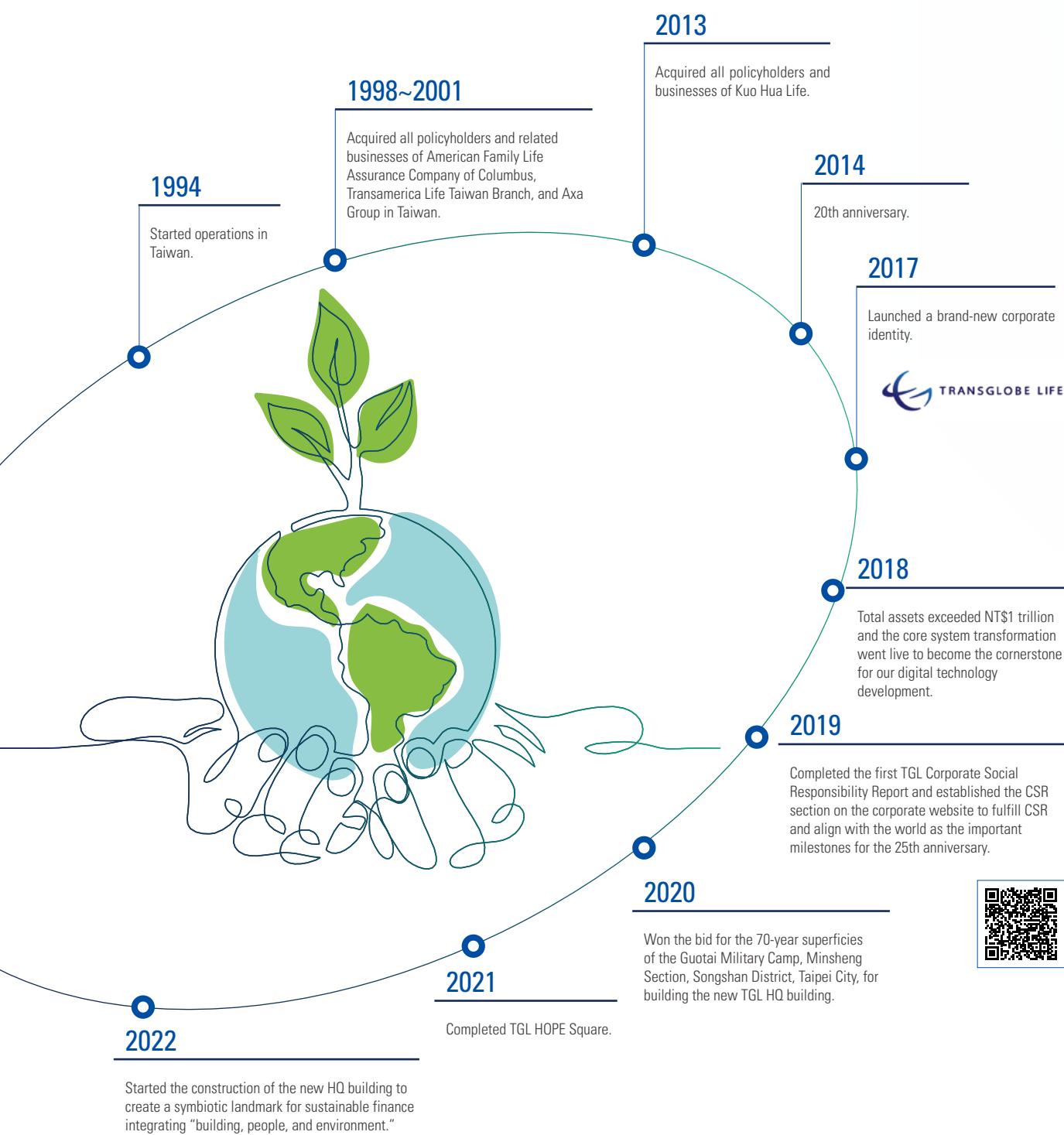
> Company History

In 2017, we launched a brand-new corporate identity with a new logo which consists of letters "t" and "G" revolving around each other in a satellite-inspired image. The unique 37° angle of the Chinese font represents the human body temperature at 37°C, symbolizing TGL's mission to provide warm, comforting care and protection for all policyholders. Our new slogan, "Responsible, Thanks to Love," accentuates the essence of our core brand value. In 2018 our total assets exceeded NT\$1 trillion. Additionally, our core system transformation project also went life, becoming the cornerstone of our digital technology development. In 2019 we completed the first TGL CSR Report. In 2021 we renamed it the TGL Sustainability Report with third-party assurance. By 2022, the report covered up to 15 UN SDGs. In 2022, we also published the English version of the report to completely build our sustainable development roadmap and align with the world.

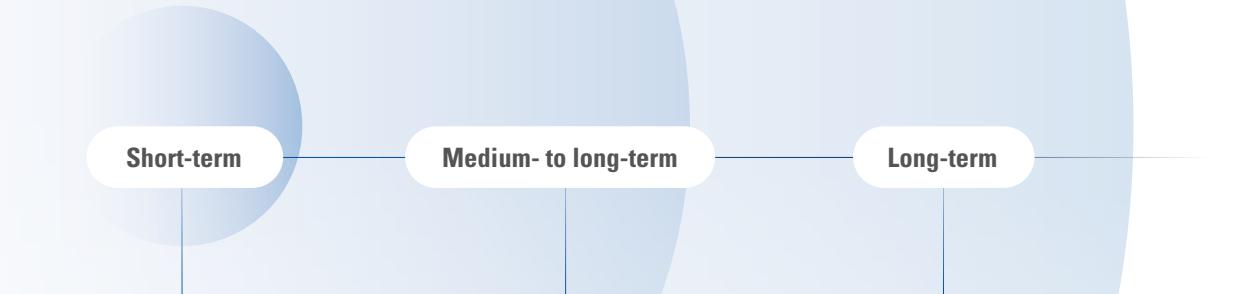
In June 2020, we won the bid for the 70-year superficies of the Guotai Military Camp, Minsheng Section, Songshan District, Taipei City. Construction officially started in November 2022 to build a symbiotic landmark for sustainable finance integrating "building, people, and environment" for our HQ building and tailor a quality living and working environment for employees to realize our happy workplace ideal. In 2021, the "TGL HOPE Square" promoted to preserve our community affection in Bade business area, integrate future urban development, maintain old tree conservation, and extend our "Responsible, Thanks to Love" corporate sustainability philosophy was completed and started service to share co-prosperity, co-existence, and common good with this place.

For over 28 years since we were established, our performance in all areas has earned recognition from all walks of society. Over the years, we have won innumerable awards for our achievements in four major domains: business operations, digital innovation, corporate sustainability, and insurance products. Looking towards the future, TGL will integrate AI with FinTech to provide policyholders with new experiences, and provide professional insurance planning and services, making TGL a leading brand in the financial services industry.

> TransGlobe Life Milestones



> Business Strategies



- Actively develop protection-based products to meet the demand for asset inheritance and healthcare and increase overall new policy value.
- Continue to promote USD-denominated products and long-term retirement and pension products, and increase the percentage of investment-linked products to maintain steady sales achievements and optimize source of earnings management.
- Optimize administrative efficiency with digital technology and so to enhance core corporate competitiveness and continuously optimize operations.
- Promote policy-related insurance products, such as inclusive financing and elderly financial products to create differentiation strength.
- Our branding strategy is to integrate the key elements, "finance," "technology," "service," and "innovation," to work towards what we call "Future Branding." By applying financial technology and artificial intelligence, we aim to offer policyholders efficient, speedy and exceptional quality services, to innovate customer experience and to become the leading brand in the financial services industry.

> Professional products and thoughtful services

TGL has become the industry crème de la crème agency. TGL has also been aggressively pursuing a multi-channel distribution model including group insurance, bancassurance, and brokers/general agents channels, establishing the leading brand position in the market.

TGL focuses on Taiwan's market and all service locations are currently in Taiwan. Through nearly 100 service locations across Taiwan, we have provided policyholders with professional and quality services in recent years. In addition to friendly and professional consulting services, we provided localized services to meet the needs of policyholders in different parts of Taiwan. With the rapid technological developments, TGL has been actively promoting digital services, such as developing an online insurance enrollment platform and remote insurance services, and optimizing the Customer Service Information System (CSIS). These efforts have been to provide policyholders with prompt and convenient digital services that meet their needs and not constrained by time and place, thus allowing even greater access to our services. Additionally, we embrace the thriving business opportunities in the finance and insurance market with offshore insurance unit (OIU) as the strategy for international expansion.

We design multifaceted products for different stages of life for policyholders, such as plans for family financial security, education fund for children, long-term care expense, healthcare expense spread, and retirement and pension preparation. Additionally, in response to the low birthrate and ageing risks, we specifically designed a series of protection and retirement products for customers of different ages and groups, such as disability support insurance, medical insurance, 360 Degree Care Policy, etc., helping policyholders prepare for long-term care, healthcare, longevity, inflation, market, and policy risks. We also introduced 43 new insurance products to provide policyholders and their beloved family with professional insurance planning services and continuously promoted inclusive insurance products and heartfelt services, such as expanding the scope of insured for microinsurance by donating premiums.

> External initiatives and participation in associations

TGL strives to provide customers with suitable professional products and services, and is also actively participating in associations, foundations, and external initiatives for the governance and management of the insurance industry, in order to comply with and respond to the latest industry trends, and also exchange practical experience with peers in the industry.

TGL signed the Taiwan Stewardship Principles for Institutional Investors to fulfill its responsibilities as an asset owner. Through the care for and interaction with investees, we have dedicated our efforts to increasing the value of investments, hoping to improve the governance quality of investees and conjointly drive the positive development of industry, economy, and society. Please refer to the "[Statement of Compliance with the Taiwan Stewardship Principles for Institutional Investors](#)" on our corporate website for details. Additionally, we publish the Stewardship Report every year to disclose the performance of our stewardship policy, prevention of the conflict of interest, voting policy, stewardship, case engagement, and voting to enhance communication with stakeholders.

Seeing insurance crimes continue to emerge without an end, which has severely impacted social justice and the insurance industry's reasonable operations, TGL joined the Institute of Financial Law and Crime Prevention to jointly put an end to insurance crimes, reduce the asset loss of citizens, and protect their rights and interests in insurance.

We are also a member of the Life Insurance Association of the Republic of China, Actuarial Institute of Chinese Taipei, Society of Actuaries, Life Insurance Marketing and Research Association, Life Insurance Management Institute of the Republic of China, and Taiwan Insurance Institute. As an active member, we exchange practical

- **Association Membership in 2022**

Name of the organization	Membership
Financial Governance and Compliance Association	Member/Consultant
The Life Insurance Association of the Republic of China	Member/Director
Taiwan Corporate Governance Association	Member
Life Insurance Management Institute of the Republic of China	Member
Chinese National Association of Industry and Commerce, Taiwan	Class A Member
The Institute of Internal Auditors-Chinese Taiwan	Member
Actuarial Institute of Chinese Taipei	Group Sponsor Member/Member
Chinese Insurance Service Association	Group Member
Center for Corporate Sustainability (CCS)	Member
Taiwan Financial Services Roundtable	Member
Alliance for Sustainable Development Goals (A · SDGs)	Member
Risk and Insurance Research Center, National Chengchi University	Diamond Member
Life Office Management Association (LOMA)	Elite Member
Society of Actuaries	Member
Institute of Financial Law and Crime Prevention	Member
National Chengchi University Global Research and Industry Alliance	Diamond Member
Life Insurance Marketing and Research Association	Member



Statement of
Compliance with the
Taiwan Stewardship
Principles for
Institutional Investors



TransGlobe Life
Responsible Investment
and Stewardship Report

Business Performance

Developing Taiwan for over a quarter century, we are committed to raising both tangible and intangible value to repay stakeholders through professional operations. In recent years, we have been increasing investments and expanding to new services while reducing the cost of capital at the same time. In 2022, our net profit after tax reached NT\$4,358,302 thousand, with an EPS of NT\$6.77. In asset investment, we strictly abide by asset/liability management (ALM) and carefully quantified risks of all investments while managing risk appetite. By the end of 2022, total assets reached NT\$1.3635 trillion.

- Economic value Generated and Distributed in Past Three Years (2020-2022)**

(Unit: NT\$ thousands)

	2022	2021	2020
Generation of direct economic value			
Operating revenue	136,985,354	139,812,974	136,014,931
Distribution of direct economic value			
Operating Costs	129,751,092	128,859,777	128,388,630
Employee Remuneration and Benefits ¹	3,743,653	3,964,153	4,121,592
Payment to Investors ²	0	0	0
Income tax expense (gains) and fines	(820,553)	(318,400)	(3,914,085)
Community investment ³	13,625	9,252	7,507
Economic value retained			
Retained economic value	4,297,537	7,298,192	7,411,287

Note 1: Salaries, bonuses, rewards, employee benefits

Note 2: Interest expenses, dividends

Note 3: Donation expenses

- As a percentage of premium income**

(Unit: NT\$ thousand)

	2022		2021		2020	
	Amount	Percentage	Amount	Percentage	Amount	Percentage
Personal life insurance	58,096,055	66.18%	59,602,677	67.35%	64,906,387	71.02%
Personal health insurance	26,066,011	29.69%	25,370,677	28.67%	22,987,912	25.15%
Personal accident insurance	2,010,410	2.29%	2,020,585	2.28%	2,006,546	2.20%
Personal annuity	113,596	0.13%	80,366	0.09%	82,960	0.09%
Investment-linked insurance	472,410	0.54%	455,676	0.52%	442,440	0.48%
Group insurance	1,024,637	1.17%	964,545	1.09%	967,768	1.06%
Total	87,783,119	100.00%	88,494,526	100.00%	91,394,013	100.00%

Looking towards the future, TGL will continue to provide better services to all customers. TGL is committed to be the best role model in the life insurance industry in Taiwan, keeping up its brand image of professional excellence.

1.2 Corporate Governance and Ethical Corporate Management

After taking over Kuo Hua Life, we have fulfilled our responsibilities, realized our commitment to policyholders, and achieved corporate sustainability through stricter corporate governance and regulatory compliance, stable financial management, and the principles of sustainable development, in order to respond to the expectations of policyholders and society.

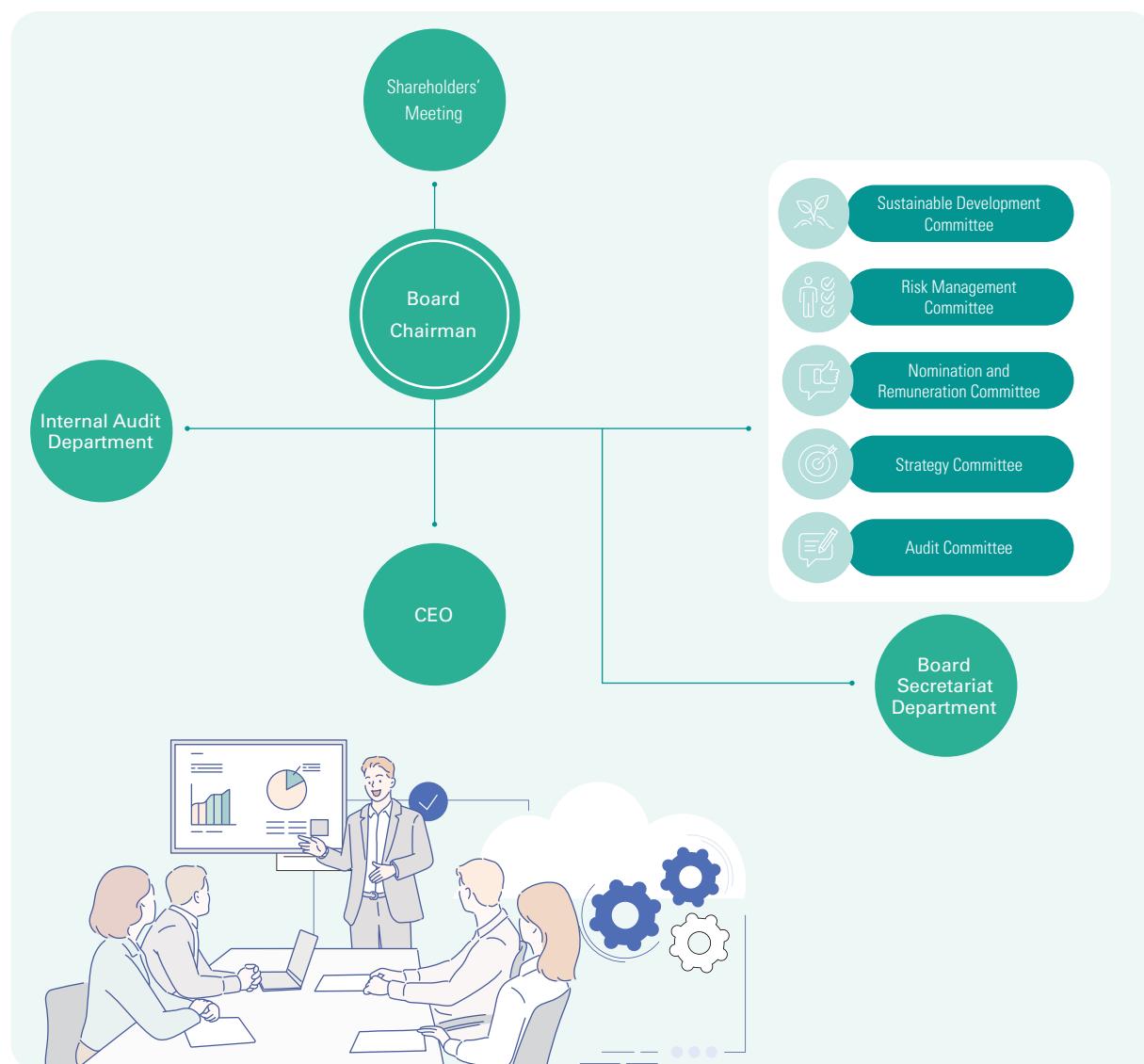


Corporate Governance Framework

> Authority of the Board of Directors and functional committees

We have established the "Corporate Governance Best Practice Principles" to establish a corporate governance system. Apart from complying with the relevant laws and regulations, devoting to realizing the Company's core philosophy, and emphasizing capital adequacy ratio, asset quality, business management ability, asset liquidity, profitability, and risk sensitivity, we also strive to establish a sound corporate governance framework, strengthen board competence, and demonstrate the functions of all functional committees to actively respond to social expectations, maintain a well-designed and transparent corporate governance organization, develop a corporate culture of integrity and accountability, create long-term profit for the Company and shareholders, and protect the rights and interests of all shareholders.

Based on the scale of operations and development and the actual operational needs, we determine the number of directors in accordance with the law and the articles of incorporation. The 8th board has 10 directors. After one independent director resigned on 2022.03.31 for health reasons, the board currently has four independent directors and five directors.



We established functional committees, which are responsible for making decisions on important matters, under the Board of Directors for better corporate governance and to improve the Board's supervision functions. The composition and main duties of each functional committee are shown in the table below:

- Composition and duties of functional committees**

Name of committee	Composition	Main duties
Risk Management Committee	Formed by 3 directors (including 1 independent director with a professional background in insurance, accounting, or finance)	<ul style="list-style-type: none"> Execute risk management decisions made by the Board, and control operations of the overall risk management framework and risk management policy. Establish risk assessment and management standards, and review and manage the Company's overall risk limit. Review evaluation reports on overall risk management, and timely report risk management status to the Board. Examine or review significant risk management issues regulated by the Company or competent authorities.
Audit Committee	Formed by all independent directors	<ul style="list-style-type: none"> Establish or amend the internal control system and review its effectiveness. Establish or amend of procedures for major financial operations. Appoint, dismiss, or remunerate CPAs. Appoint and discharge the chief financial, accounting, or internal auditing officers. Review the annual and semi-annual financial statements. Items that involve the interests of the directors themselves.
Nomination and Remuneration Committee	Formed by 3 directors (including 1 independent director)	<ul style="list-style-type: none"> Draw up the structure and system of the remuneration for directors and periodically review the KPIs for board performance evaluation. Deliberate and periodically assess the salary and remuneration for directors. Reviews nominations for the president, consultants, and officers. Deliberate and periodic review the performance evaluation, salary and remuneration policies, systems and standards, structure, and regulations of presidents and officers Deliberate and periodically assess the salary and remuneration for presidents and officers. Review the scale of the annual salary raise of all office personnel. Handle other matters relating to the selection, salary, and remuneration of officers.
Strategy Committee	Formed by 4 directors (including 3 independent directors)	<ul style="list-style-type: none"> Make recommendations for business development strategies, such as the Company's annual budget, operational and sales KPIs, investment goals, long-term development strategy, asset allocation, asset and liability management, major investments, financing plans and products, and channels; and make recommendations for matters relating to the Company's long-term development and submit them to Board discussion.
Sustainable Development Committee	Formed by 3 directors	<ul style="list-style-type: none"> Draw up the strategies and themes of Company's corporate sustainability. Supervise and manage the Company's economic, environmental, and human rights impacts; discuss corporate sustainability policies; and supervise the performance of each functional groups. Handle other matters relating to sustainable development.

Implementation of Board diversity policy

In accordance with Article 26, paragraph 3 of the "TGL Corporate Governance Best Practice Principles": Diversity should be considered for Board member determination, and the diversity policy should be appropriate to the Company's business operations, operating dynamics, and development needs. This policy should include, without limitation, the following two general standards:



Basic requirements and values:

gender, age, nationality, and culture.

Professional knowledge and skills:

a professional background (e.g., law, accounting, industry, finance, marketing, or technology), professional skills, and industry experience.

Board members should be equipped with the knowledge, skill, and competence necessary to perform their duties. To realize the ideal of corporate governance, the Board as a whole should possess the following abilities:

Ability to make judgments about operations

Board members should be able to judge the status and determine the direction of the Company's operations so as to assess the Company's asset operating efficiency and effectiveness for determining future development strategies.

Ability to perform accounting and financial analysis

Operating results, asset quality, and profitability of the Company, customers, trading counterparts, and investees are reflected in accounting and financial reports. Board members should be able to perform accounting and financial analysis so as to make correct judgments.

Business management ability

to create operational effectiveness and maximize the development of the Company's internal advantages and organizational potential, Board members should be equipped with operating and management capabilities to enhance corporate competitiveness.

Risk management ability

board members should be able to manage internal and external risks, assess and analyze the short-, medium-, and long-term impact of different risks on the Company so as to make decisions to effectively lower the Company's risk.

Crisis management ability

to secure sustainable operations, Board members must be able to manage crises to facilitate quick crisis response to protect the rights and interests of the Company, shareholders, and customers.

Industry knowledge

financial is a highly competitive industry, and financial market is changing rapidly. Facing customers coming from all industries, Board members should be equipped with industry knowledge to correctly make and appropriately adjust the Company's operating strategies and directions.

Knowledge of international markets

as global financial development is interconnected, and the Company is actively making overseas deployment, Board members should have a good knowledge of international market, continue to monitor international economic trends, and make careful responses.

Leadership ability

board members should be equipped with leadership ability, capture the internal and external environments, and lead the Company and employees to unfailingly carry out their duties and demonstrate their capacity to accomplish all corporate goals.

Decision-making ability

as the Company's highest decision-making body, the Board should be able to make decisions to facilitate judgement of the Company's operational, management, and sales promotion plans for the Company to make continual improvement in different aspects.

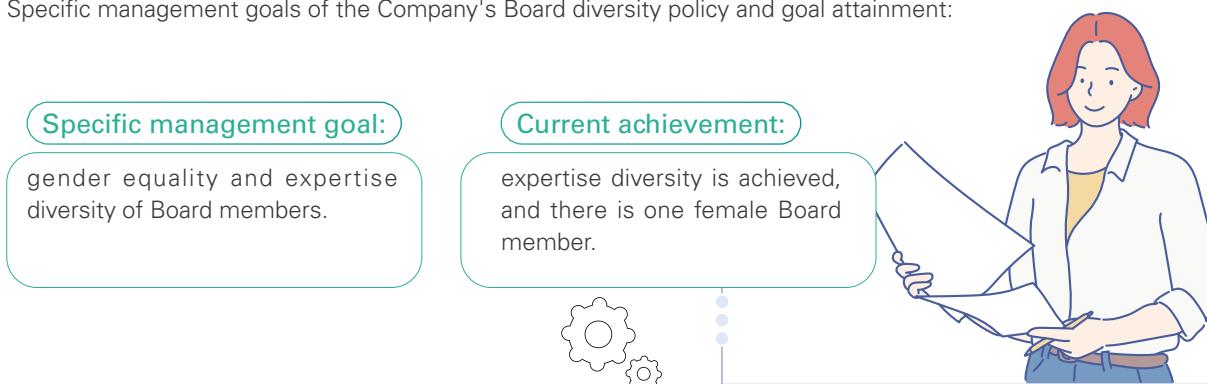
The Board has 10 directors, including 5 independent directors. After one director resigned on 2022.03.31 for health reasons, currently there are four independent directors in service. Each of them enjoys a term of office for three years. Based on their professional backgrounds in law, accounting, finance, marketing, and technology, Board members are equipped with the ability to make judgments about operations, ability to perform accounting and financial analysis, business management ability, crisis management ability, industry knowledge, knowledge of international markets, leadership ability, and decision-making ability to demonstrate composition diversity and mutual complementation. Gender equality, expertise diversity, and compliance with corporate development are the goals of Board composition. The 8th-term Board is composed of one female member (accounting for 10% of all directors) and two new independent directors. All ten directors are natural person directors and R.O.C. citizens aged between 40 and 80 years old.

- Implementation of the Board diversity policy is shown in the table below:

Criteria Name	Project background						Professional skills						Decision-making ability	
	Law	Account	Finance	Marketing	Technology		Risk management ability	Business management ability	Ability to perform accounting and financial analysis	Ability to make judgments about operations	Crisis management ability	Industry knowledge	Knowledge of international markets	Leadership ability
Peng Tien-Te			V	V		V	V	V	V	V	V	V	V	V
Lin Wen-Hui			V	V		V	V	V	V	V	V	V	V	V
Liu Chi-Husan	V		V			V	V	V	V	V	V	V	V	V
Tsai Jin-Pau	V	V	V			V	V	V	V	V	V	V	V	V
Chen Hui-Yiu			V	V		V	V	V	V	V	V	V	V	V
Chen Chun*	V	V	V			V	V	V	V	V	V	V	V	V
Hsieh Ming-Hua		V	V		V	V	V	V	V	V	V	V	V	V
Chen Jin-Ji		V	V			V	V	V	V	V	V	V	V	V
Lin Kuo-Bin	V		V	V		V	V	V	V	V	V	V	V	V
Lin Chuan-Sung			V	V		V	V	V	V	V	V	V	V	V

*Independent Director Chun CHEN resigned on 2022.03.31 for health reasons.

Specific management goals of the Company's Board diversity policy and goal attainment:



Apart from recruiting elites in different industries as Board members, we also emphasize continuing education and training of directors to enrich their professional knowledge, improve their competencies, and enhance governance effectiveness.

The courses that directors took in 2022 included: "Case Study of Financial Statement Fraud of Businesses," "Preventing Internal Worries: Insight into Internal Investigation of Businesses," "Investigation Bureau: Business Anti-Corruption Mindset, Investigation Experience, and Case Study," "Digital HQ x Digital Leadership: Case Study of Key to Success in Digital Transformation," and "ESG Report Trends and Commercial Implications of Information Disclosure." Additionally, all directors took the courses including personal information awareness education, case study on response to information security risk for individuals and businesses, AML and CFT education and training for directors, ESG education and training, TCF education and training, ethical corporate management and anti-corruption, and next-generation solvency and operations and management strategies with accounting system, to cope with the development and supervision trends of the financial industry.

- **Directorial Continuing Education in 2022**

(unit: hours)

Job Title	Name	Corporate governance	Accounting standards	Sustainable finance	AML/CFT	Information security	Other	Total
Chairperson	Peng Tien-Te	-	3	4	2	3	6.8	18.8
Vice-Chairperson	Lin Wen-Hui	-	3	4	2	3	6.8	18.8
Director	Liu Chi-Husan	3	3	4	2	3	6.8	21.8
Director	Tsai Jin-Pau	-	3	10	5	3	6.8	27.8
Director	Chen Hui-Yiu	-	3	4	2	3	12.8	24.8
Independent Director	Hsieh Ming-Hua	-	3	4	2	3	6.8	18.8
Independent Director	Chen Jin-Ji	3	3	7	2	3	8.8	26.8
Independent Director	Lin Kuo-Bin	-	3	4	2	3	6.8	18.8
Independent Director	Lin Chuan-Sung	-	3	4	2	3	6.8	18.8

Note 1: Independent Director Chun CHEN resigned on 2022.03.31 for health reasons.

Note 2: The present Board has nine directors, including four independent directors. The chairperson does not act as the Company's president or other roles concurrently. In addition, in accordance with the *Regulations Governing Transactions Other Than Loans between Insurance Enterprises and Interested Parties and the Regulations for Extending Loans by Insurance Enterprises to Interested Parties*, based on our personnel regulations, except for the chairperson and vice-chairperson who can be spouses to each other, no directors should be relatives within the second degree of kinship. Hence, the restrictions in Article 26, paragraph 3, subparagraphs 3 and 4, of the *Securities and Exchange Act* are inapplicable. Furthermore, none of the four independent directors involved with the listings as stipulated in Article 3, paragraph 1, of the *Regulations Governing Appointment of Independent Directors and Compliance Matters for Public Companies*, thus complying with the independence requirement.

Note 3: All directors maintain high self-discipline. We also specify in the "Rules of Procedure for Board Meetings:" when discussing proposals involving the personal interests of a director or the interest of the company he/she represents in a Board meeting, this director should explain the important content regarding such interests in that Board meeting. When there is a conflict of interest, he/she should avoid himself/herself from the discussion and voting on the involved proposal.

Implementation of corporate governance

> Operations of the Board and functional committees in 2022

Over 97.5% attendance of Board meetings and functional committee meetings in 2022. The details of operations in 2022 are tabulated below:

- **Operations of the Board of Directors and Functional Committees 2022**

Governance unit	Term	Frequency of meetings	Number of meetings in 2022	Average personal attendance of directors/committee members in 2022
Board of Directors	8th-term	Quarterly	8	97.5%
Risk Management Committee	5th term	Quarterly	5	100%
Audit Committee	3rd-term	Quarterly	8	97.5%
Nomination and Remuneration Committee	4th term	At least 2 meetings/year	6	100%
Strategy Committee	4th term	At least 2 meetings/year	8	100%
Sustainable Development Committee	1st-term	At least 2 meetings/year	3	100%

Note: The 1st meeting of the 1st-term Sustainable Development Committee was held on January 19, 2022.

> Methods of nomination and election of directors

We are a company organized by one single corporate shareholder. In accordance with Article 128-1 of the Company Act, Board members are appointed by the corporate shareholder.

> Board performance evaluation

To implement corporate governance and improve board performance, we set KPIs to strengthen Board operation and evaluate Board performance once a year in accordance with Article 4 of the "TGL Regulations Governing Board Performance Evaluation" (hereinafter referred to as the "Regulations"). The scope of Board performance evaluation covers the Board, directors, and functional committees. The methods of evaluation include Board self-assessment, director self-assessment, and peer assessment. The agenda working group gathers the evaluation results and reports to the Board after the approval of the Nomination and Remuneration Committee. These results will be used as the reference for appointing directors (include directors) and their salary and remuneration in accordance with Article 8 of the Regulations. The self-evaluation allows Board members to understand their duties and improves their ability to perform their duties. Peer evaluation by directors reflects on the overall impression that individual directors have on the performance of other Board members, and helps improve the effectiveness of Board operations, so that the Board of Directors will actively supervise operations of the management team.

- Results of Board Performance Evaluation 2022

Overall Board performance evaluation ^(Note 1)	Annual Board Performance Evaluation Sheet ^(Note 2) (Self-assessment and peer-assessment)	Functional committee performance evaluation ^(Note 1)
Score: 4.96 marks	Self-assessment score: 96.61 marks Peer-assessment score: 96.99 marks	Audit Committee score: 4.99 marks Strategy Committee score: 5 marks Risk Management Committee score: 5 marks Nomination and Remuneration Committee score: 4.98 marks Sustainable Development Committee score: 4.96 marks

Note 1: Scoring scale: 5 = Highly agree, 4 = Agree, 3 = Fair, 2 = Disagree, and 1 = Highly disagree

Note 2: Average total score: 90 and above: Excellent; 80-89: Good; 60-79: Fair; 59 and below: Greater effort needed.

> Directors and officers remuneration policy and decision-making procedures

In accordance with our Articles of Incorporation, the Board is authorized to determine the remuneration for chairperson and directors based on their engagement with and contribution to corporate operations. Based on the spirit of corporate governance, the Board has established the "Regulations Governing Remuneration for Directors" and planned the management of remuneration for directors. After discussion, the Nomination and Remuneration Committee submit the remuneration for the chairperson and directors to the Board for deliberation and approval. In the deliberation, the salary standard of other insurance companies, the standard of remuneration for officers, the range of salary raise, and the engagement with and contribution to corporate operations and management and assumption of risk of individual director should be considered alongside any significant changes in the condition or performance of operations. These factors should be reviewed periodically to ensure compliance with the Company's appetite.

We have also established the "Regulations for Appointment, Remuneration, and Performance Evaluation of Officers" as the reference for the appointment, remuneration, and performance evaluation of officers.

Officers are remunerated based on the Company's profit in the year, accomplishment rate of annual target and market status at the same time, and the KPI accomplishment of the relevant officers. After deliberation by the Nomination and Remuneration Committee, the bonus allocation proposal will be submitted to the Board for resolution.

Ethical corporate management

Uphold five core values, we fully demonstrate a corporate culture of ethical corporate management, optimize corporate development, and realize our commitment to policyholders.

> Value, principles, and code of conduct

Integrity, Mutual Respect, Accountability, Innovation, and Advancement are our five core values. They are the basis of decision-making, guiding principles, and code of conduct for us to make continual improvement.

Code of Ethics

To ensure compliance with ethical conduct of directors and officers and for stakeholders to better understand our ethical standards, the Board established and passed the "Code of Ethical Conduct" in 2014 and amended in 2022.

Core values, practice principles, and code of conduct

For employees to follow consistent core values and code of ethics, the president approved the "Core Values, Principles of Practice, and Code of Conduct" in 2004 and amended it in 2022. New recruits are required to read and sign the code when they report for duty at TGL.

The codes above contain provisions to prevent conflict of interest, avoid seeking personal gains, obligation of confidentiality, fair trade, protection of personal data, protection and suitable use of company assets, prohibit anti-competitive behavior, strictly prohibit bribery and corruption, and supervise and report unethical conduct. Based on these principles, we shape our ethical corporate management culture.

> Anti-corruption

TGL established numerous regulations under the "core values, practice principles, and code of conduct," including prohibiting employees from providing or giving bribes or inappropriate funds to anyone, directly or indirectly. Employees may not give or accept any property that may be deemed a bribe, kickback, or attempts to affect fair judgment. Furthermore, employees are prohibited from bribing civil servants with money and goods. Employees are prohibited from making inappropriate payments to customers through sales agents, legal representatives, or other sales representatives to obtain new business or any improper commercial interests.

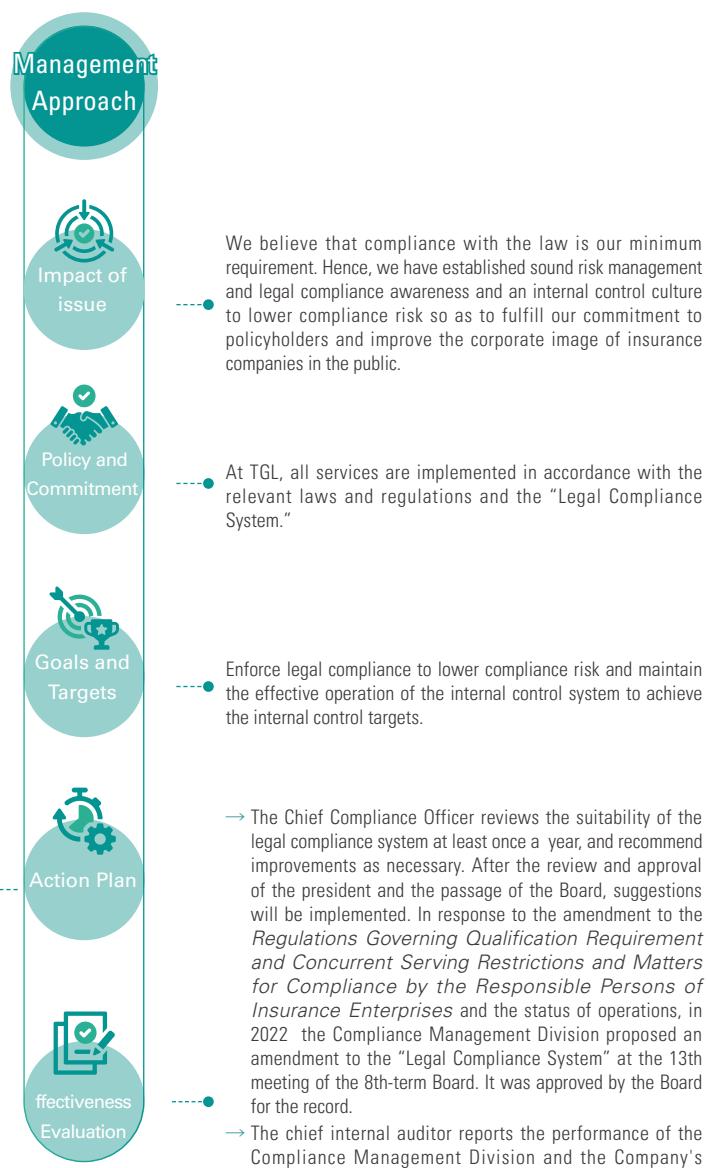
In 2022 anti-corruption was communicated to all new full-time office personnel and suppliers. No corruption was reported in 2022. In training for new employees, we emphasize the awareness education of compliance with the "core values, practice principles, and code of conduct" in the training courses. Externally, we communicate anti-corruption to suppliers by itemizing the relevant matters in the purchase orders and acceptance receipts. In 2022, anti-corruption was communicated to 216 suppliers. Additionally, in 2021 we began to request suppliers of single orders amounting to NT\$500,000 or having over 12 transactions with us to sign the "Supplier CSR Commitment." In 2022, a total of 115 suppliers signed the commitment, with a 100% accomplishment rate.

> Whistleblower system

TGL established a whistleblower system in the "Corporate Governance Best Practice Principles," "Code of Ethics," "Core Values, Practice Principles, and Code of Conduct," and "Regulations for the Whistleblower System" to strengthen corporate governance and implement ethical corporate management. Contents include the independence required by the handling unit, encryption of files provided by the whistleblower, proper restriction of access rights, establishment of internal operating procedures, and inclusion in the internal control system. We have established the whistleblower system at the end of 2018. Whistleblowers can report any corruption through the email of the Audit Committee and the Whistleblower email or by post. In 2022 no corruption was confirmed after investigation.

1.3 Regulatory Compliance

- Legal compliance plan:
 1. Legal compliance evaluation plan for each department.
 2. Review results of handling violations in the previous year.
 3. Manage changes in relevant laws and regulations, such as the Insurance Act.
 4. Regulatory compliance education and training and business promotion.
 5. Review and improvement of the regulatory compliance system.
- AML/CFT action plan:
 1. Identification and assessment of ML/TF risk, and the planning and implementation of monitoring policy and procedures.
 2. Implementation of comprehensive ML/TF risk assessment and proposal of risk improvement plan.
 3. Implementation of AML/CFT plan.
 4. Compliance with AML/CFT-related laws and regulations.
 5. Report suspicious ML or TF transactions.
 6. Implementation of AML/CFT training.
 7. Periodically report the implementation of AML/CFT.



The financial industry is an industry based on trust. Due to frequent incidents in the financial market in recent years, financial supervision has become growingly strict to strengthen society's confidence in the financial industry. From the financial industry's perspective, regulatory compliance is an issue that needs to be cautiously managed. Violations of the law will not only result in fines or business suspension, but also negatively impact the image of financial institutions. We believe that compliance with the law is the minimum requirement, and the establishment of sound risk management and legal compliance awareness and an internal control culture is the foundation of insurance companies. Therefore, TGL manages and controls operational risks through the following mechanisms.

> Dedicated regulatory compliance unit

TGL's operations are all in compliance with laws and regulations. We established a dedicated regulatory compliance department under the President's Office to effectively manage and evaluate regulatory changes and make timely adjustments. The Compliance Management Division is responsible for formulating, managing, and implementing the regulatory compliance system, and also supervises and manages AML/CFT affairs.

> Management of regulatory changes

About every two weeks, the Compliance Management Division holds a meeting to discuss the impact on the Company of the letters from the associations or competent authorities at all levels; communicates with other departments to make early responses to legal changes, amends the relevant SOPs or legal compliance procedures; and follows up on the results of our responses to the legal changes. At the operation management meeting each month, the CCO reports to the president and senior officers the significant legal changes and the progress of operations of the Legal Compliance Department to keep management updated with the relevant legal information.

> Regulatory compliance risk assessment

On May 29, 2018 FSC announced the amendment to the *Regulations Governing Implementation of Internal Control and Auditing System of Insurance Enterprises* (the "Internal Control and Audit Regulations") by adding the Article 32-1 stipulating that large insurance companies with total assets at or over NT\$1 trillion as certified by CPAs in the previous year should adjust the compliance risk management and supervision framework of the whole company in accordance with the Internal Control and Audit Regulations and submitted to the competent authorities for reference and submit a compliance risk assessment report to the competent authorities before April each year.

The Company's assets exceeded NT\$1 trillion in 2018H2, and the article became applicable to us in 2019. The Company thus prepared a report on the compliance risk management and supervision framework, which serves as the basis for the Company to optimize regulatory compliance management, the compliance risk supervision framework, the regulatory compliance system, and regulatory compliance self-evaluations.

Each year we adjust the reference indicators for assessing various risk areas in response to the internal and external factors. Apart from assessing the high-, medium-, and low-risk areas in the year with reference to the scale and proportion of each service; the number of sanctions and amount of fines of other insurance companies; the frequency of legal amendments during the assessment period; the Company's internal and external audited defects; and actual status of material contingencies; we also mitigate the inherent risks in legal compliance and effectively lower the significance of impacts based on the compliance self-assessment procedures (control measures) of each unit. We continued to monitor fields with relatively high residual risk, took corresponding improvement measures for vulnerabilities in compliance, and continued to track implementation.

> Compliance education and training

In 2022, the Compliance Management Division and the related units organized compliance education and training according to the schedule set in the annual compliance plan drawn in accordance with Article 32 of the "Internal Control and Internal Audit Regulations". We also offered e-learning courses and classroom courses in consideration of the scope of participants and their locations. Statistics show that a total of 16 education and training courses with a total of 42 hours were organized for 9,026 office personnel and a total of 13 education and training courses with a total of 27.5 hours for 51,199 insurance agents in 2022. Information of the compliance education and training courses for 2022 is as follows:

- Statistics of Compliance Education and Training Courses 2022--Office Personnel**

No	Course topic	Recognized hours	Number of participants
1	FATF Virtual Assets Regulations and Recommendations for Amendment to Taiwan's Money Laundering Control Act	3	117
2	Related Party Trading and Insider Trading	3	127
3	Fintech and Crime Prevention	3	181
4	Functional Optimization of CRA System (1)	2	93
5	Functional Optimization of CRA System (2)	2	87
6	Regulatory compliance risk assessment and performance evaluation training	2	67
7	Legal Capacity of Policyholders and Protection of Rights and Interests	3	880
8	AML/CFT Awareness Education	2	1,462
9	Practice and Analysis of Financial Consumer Protection Act and Treating Customers Fairly Principle	3	1,398
10	General Personal Data Protection	3	1,394
11	General Information Security Protection	3	1,410
12	Insurance Theory and Practice	3	122
13	Whistleblower Protection Mechanism	1	1,429
14	AML and Anti-Corruption for Businesses	3	110
15	Insurance Taxation and Audit Practice	3	83
16	Fintech or Insurance Technology	3	66

- Statistics of Compliance Education and Training Courses 2022--Agents**

	Course topic	Hours	Number of participants
1	Protection of Insurance Enrollment Rights and Interests of Elderly Customers	2	4,046
2	Insurance Industry Finance-Friendly Service Standard and Practice Q&A and Solicitor's Assistance in Insurance Enrollment for Persons with Disabilities	0.5	3,938
3	Solicitor Sales and Service Quality Monitoring System	0.5	3,918
4	Solicitation Quality (including no urging or inducing customers to buy products through rescission or termination of policies, taking out a bank loan, canceling a time deposit or taking out a policy loan)	1	3,903
5	Finance-Friendly of Persons with Disabilities for New Employees	1	3,937
6	Practice and Analysis of Financial Consumer Protection Act and Treating Customers Fairly Principle	3	3,910
7	General Personal Data Protection Awareness Education 2022	3	3,901
8	General Information Security Awareness Education 2022	3	3,884
9	Whistleblower Mechanism Awareness Education	1	4,135
10	AML/CFT education and training	2	3,898
11	Advanced AML/CFT Education and Training	2	3,909
12	Regulations Governing the Supervision of Insurance Solicitor	0.5	3,906
13	Quarterly Legal Awareness Education	8	3,914

※Participants: Based on the in-service agents during training

> Implementation of regulatory compliance

Reports are submitted to the Board and Audit Committee every six months. Significant non-compliance is immediately reported to a director reported a Board meeting after discovery.

Significant violations are determined according to the standards as stipulated in Article 2 of the *FSC Regulations for Publication of Measures for Handling Significant Sanctions for Violation of Financial Laws and Regulations*.

> Mechanisms for performance assessment of legal compliance

In accordance with Article 32 of *Regulations Governing Implementation of Internal Control and Auditing System of Insurance Enterprises*, the Compliance Management Division establishes the contents and procedures of assessment and supervises departments in conducting self-assessment of their compliance every six months. Results are submitted to the Compliance Management Division for future reference. Evaluation results are submitted to the chief compliance officer, and any violations are immediately handled according to the Procedures for Handling Violations of Laws and Regulations established according to TGL's regulatory compliance system.

> Severity of offences sanctioned by the competent authorities in 2022 and progress of review and improvement:

Provision(s) violated	Sanction	Progress of review and improvement
Article 6, paragraph 1, subparagraphs 9 and 12; Article 7, paragraph 1, subparagraph 6, and Article 17 of the <i>Regulations Governing Business Solicitation, Policy Underwriting and Claim Adjusting of Insurance Enterprises</i> established with authorization of Article 148, paragraph 3, subparagraph 2, of the Insurance Act	Administrative fine of NT\$1.2 million and 5 correction notices.	Improvement has been completed and reported the Financial Examination Bureau.
Article 26-3, paragraph 8, of the <i>Securities and Exchange Act</i> and Article 7, paragraph 5, of the <i>Regulations Governing Procedure for Board of Directors Meetings of Public Companies</i>	One correction notice	The relevant procedures already added to the "Rules of Procedure for Board Meetings" were approved at the 4th meeting of the 8th-term Board on 2021/11/11.
Article 30, paragraph 6, of the <i>Labor Standards Act</i>	Administrative fine of NT\$20,000 in total	Improvement was completed by law.
Article 32, paragraph 1, of the <i>Labor Standards Act</i>	Administrative fine of NT\$390,000 in total	Administrative relief has been filed and continuous communication with the labor union is in progress.

For the aforementioned items 1 and 2, please refer to the section "If there has been any legal penalty against the company or its internal personnel, or any disciplinary penalty by the company against its internal personnel for violation of the internal control system, during the most recent fiscal year or during the current fiscal year up to the publication date of the annual report, where the result of such penalty could have a material effect on shareholder equity or securities prices, the annual report shall disclose the penalty, the main shortcomings, and condition of improvement." in [TGL 2022 annual report](#).

1.4 Risk management

Rapid economic growth in modern society has brought many emerging risks, such as climate risk. How to respond to and manage these risks is a challenge companies must face to achieve sustainable development. TGL believes that risk management is not the responsibility of an individual unit, and has developed good risk management awareness under the leadership of the Board of Directors, in which each unit has a corresponding role and function, delegation of authority, and a hierarchical reporting process. Please refer to "[5.1 TransGlobe Life Implementation of TCFD](#)".

Our risk management mechanism combining our business operations and corporate culture manages reasonably predictable and critical risks based on our risk management policy and using various qualitative and quantitative approaches. Risk management objectives:

1. Identify the Company's risks and their interrelationship.
2. Assess the interrelation between remuneration and risk assumption.
3. Assess exposure and actively manage the Company's risks and solvency.
4. Control risks within the appetite.

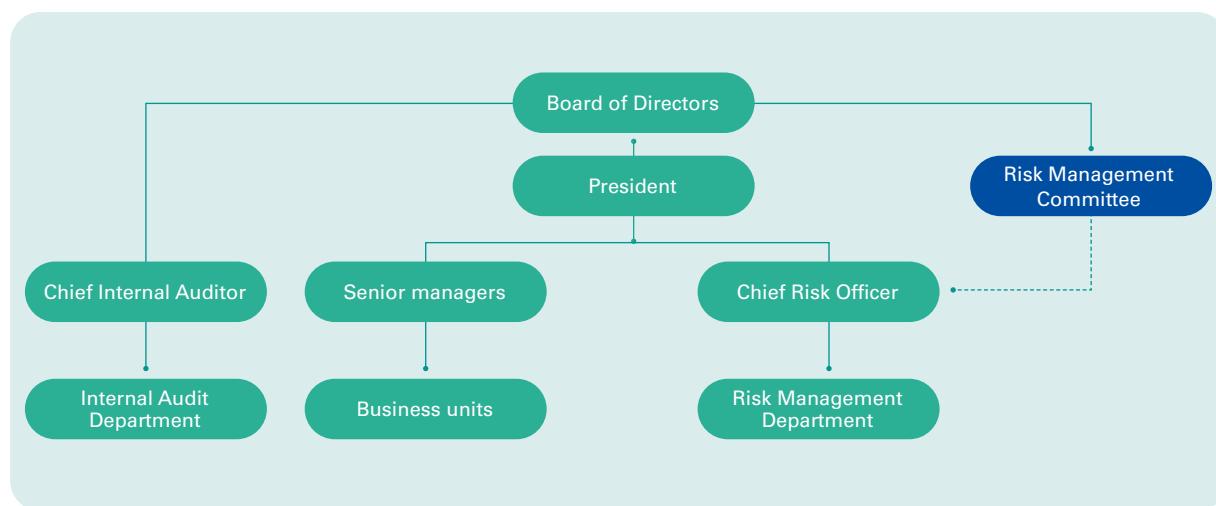
Fully understanding the potential risks assumed after remuneration and losses and managing exposures within the regulated risk appetite to ensure that reasonably predictable significant risks are identified, assessed, reported, and continuously monitored is our risk management strategy.

In the quarterly risk report, the profiles of all significant risks are integrated and presented to the Risk Management Committee and the Board for review to ensure the suitability of risk management.

Risk management framework

The Board of Directors is the highest level risk management unit. The Risk Management Committee was established under the Board of Directors to effectively manage operational risks, and supervises and controls operations of the Company's overall risk management framework. The Chief Risk Officer carries out operations of the overall risk management mechanism, and periodically reports the current status of risk management to the Board of Directors, reporting risks that affect the Company's normal operations or solvency to ensure that risk is controlled within the Company's risk tolerance.

- Risk Management Organizational Chart



Risk management policy and risks

TGL has established management policies and procedures for market risk, credit risk, liquidity risk, operational risk, and insurance risk, and established mechanisms for identifying, assessing, and controlling risks, periodically preparing risk reports to effectively manage various risks.

TGL will continue to identify and monitor various risks in response to the complex emerging and sustainability risk issues in international society, so as to maintain the Company's sustainability.

> Risks and response measures

Risk type	Definitions	Response measures
Market risk	Changes in market risk factors affect the fair value of the Company's assets and create the risk of losses. Examples of market risk include interest rate risk, equity risk, real estate risk, and foreign exchange risk.	We established the "Market Risk Management Policy and Procedures," and manage market risks through periodic assessment and monitoring of the market risk of individual transactions and overall investment portfolio, analysis of exposure to market risk, monitoring of market risk indicators, and examination of the utilization of market risk limit.
Credit risk	The risk of damage caused by the failure or rejection to obligation performance or the degradation of credit spread of the issuers or transaction counterparts of securities or receivables held by the Company. Credit risk includes default risk, CVA risk, and concentration risk.	Establish the "Credit Risk Management Policy and Procedures" to manage credit risks through the analysis, appetite management, and indicator alert system of credit risks.
Liquidity risk	The risk of liquidity sources unable to meet current or future liquidity demand, or losses sustained from the disposal of current positions due to insufficient depth or disorder in the market.	Establish the "Liquidity Risk Management Policy and Procedures" to manage liquidity risk caused by short-term, long-term, and emergency material incidents.
Operational risk	Risk of direct or indirect losses caused by improper operations or errors in internal operating procedures, staff, or systems, or external events.	Establish the "Operational Risk Management Policy and Procedures" to develop the operational risk loss reporting mechanism and manage data, periodically collect key risk indicators, and conduct risk self-assessments. After managers of operating units identify risk factors, they assess the probability that each factor will occur and its degree of impact. They continue to track medium and high risk factors and periodically report the factors to senior managers and the Risk Management Committee.
Insurance risks	The risk of losses sustained when the actual amount paid or the time of payment does not meet expectations.	We established the "Insurance Product Internal Control Mechanism" and related control procedures, and carefully evaluate the appropriateness of the insurance product, reasonableness of premiums, feasibility of system administration, and reasonableness of assumptions when products are first being developed. The evaluation results are provided to the Insurance Product Review Panel for review and verification by professionals from each department. Related operations are reviewed before product sales, issuance, and underwriting. Lastly, we periodically analyze experience rating and conduct stress tests for insurance risk factors, and track changes in insurance risks.

The risks above are assessed and summarized in the risk report, which contain quantified analysis of risks, review of risk limit, contents of stress tests, and any conduct that violates the risk management policy. Risk reports are periodically submitted to the Risk Management Committee and Board of Directors.

1.5 Internal Control and Internal Audit System

The purpose of the internal audit system is to help the Board and management evaluate and examine the operation of the internal control system and operational effects and efficiency, and assess the effectiveness, compliance, and impact of current policies and procedures on operating activities to reasonably ensure that the internal control system is effectively implemented continuously and is used as the basis for review and revision.

TGL's Internal Audit Department is an independent unit directly subordinate to the Board of Directors. An annual audit plan is formulated according to the Regulations Governing Implementation of Internal Control and Auditing System of Insurance Enterprises and related laws and regulations, and is submitted to the Audit Committee for approval. After the audit plan is approved by the Board of Directors, it is implemented accordingly. Internal audit reports must be submitted to independent directors and the Audit Committee for review. Unless otherwise stipulated by the competent authority, audit reports must be submitted to the competent authority within two months after the audit is completed. Please refer to the "Internal Controls Requiring Improvement and Improvement Plan" in the 2022 annual report for information regarding the internal controls requiring improvement and improvement measures in 2022.

Customer Care





Upholding the mission of "Your Life, Our Responsibility", we actively implement the policy of "excelling operations with digital technology" based on the brand philosophy: "Responsible, Thanks to Love", and continuously provide customers with the most-professional and demand-oriented all-round product planning and services through product innovation and channel diversification. Due to the impact of COVID-19 over the past two years, the rise of the risk awareness of personal health in the public has boosted the demand of healthcare-related insurance products.

Seeing the public's needs, we began to develop numbers of health and healthcare related insurance products, channel-specific insurance products, investment-link insurance products, group insurance products, and protection-based platform insurance products to meet all protection demands of policyholders. Our health/healthcare/basic coverage products include enhanced coverage products. To encourage policyholders to implement self-imposed health management so as to achieve health promotion, we introduced the catastrophic illness one-year health rider (XDF) spillover policy and the cancer prevention permanent health insurance with in-kind benefits (PCE) to improve cancer product policies with targeted therapy claim for policyholders to receive precision therapy after suffering from cancer so as to reduce the heavy burden of medical expenses with the fuller coverage of our products. We also introduced the new one-year group occupational accident insurance in response to the amended *Labor Occupational Accident Insurance and Protection Act*. Additionally, we launched eight insurance products on the protection-based insurance platform, such as microinsurance, small-amount whole life insurance, and others, to support the government's policy to increase microinsurance coverage and practice financial inclusion to take care of the basic whole-life insurance demand of the economically vulnerable.

Apart from developing various elderly protection products, health insurance, medical insurance, group insurance, and investment-link products based on the needs of policyholders, we also introduced the "remote insurance enrollment services" zero-distance professional service during the pandemic for customers to easily complete insurance enrollment over the mobile in five steps. Additionally, when applicants and insured are not the same, they can proceed with the enrollment from different places together without meeting our solicitors face to face to achieve zero contact, fully digital, and zero paper and meet the insurance demands in the post-COVID era.

Upholding the brand philosophy of "Responsible, Thanks to Love", we initiate various care services based on the needs of policyholders, emphasize the rights and interest of policyholders, and practice the treating customers fairly (TCF) spirit. For example, we offered voluntary care to elderly and vulnerable policyholders, improved user experience, and lowered the digital use threshold. Additionally, we also continue to provide policyholders with innovative and convenient digital services, such as multifaceted claim service channels, the IVR service system: self-help payment service, e-notification application platform, and e-policy to actively provide services that meet the needs of policyholders in every service journey.

> Policyholder care services

Policyholder care for major emergency accidents

In the line-of-duty death of two Tainan City policemen on 2022/08/22, as one of the officer was our policyholder, we immediately activated the major emergency accident response taskforce and notified local agent to help with the claim service. With the help of the local agent, the survivor completed the procedures and received the whole life claims on 2022/09/23. Although the accident was tragic, aiming to provide survivors with heartfelt and efficient coverage and demonstrate the protection function of insurance, we hope to that insurance is a friend indeed who provides survivors with the most straightforward support.

"Policyholder Service Guide" alongside text issue notice of new policies

From 2022/5/20, when a customer becomes a policyholder, we will voluntarily send them the "Policyholder Service Guide" alongside the text issue notice of new policies to express our welcome and introduce various after-sales services and processes. With this, we hope to help policyholders to smoothly access our after-sales services and fully understand their rights and interests as policyholder so as to improve the service experience of policyholders and practice the TCF spirit.

Anti-scam warnings at policyholder contact channels

Domestic scam has come come thick and fast in recent years. Scammers even text policyholders to claim policy lapses to scam them. To protect the rights and interests of policyholders, we added anti-scam warnings to all policyholder contact channels (e.g., TGL corporate website, Intelligent insurance manager - Customer Service Information System (CSIS), AI chatbot, the envelop and letter for policyholders, and others) to remind policyholders and so to ensure the safety of their personal information and property.

Policyholder care remark and finance-friendly care remark mechanism

We have spared no efforts in practicing TCF and caring vulnerable customers, hoping to provide policyholders with more thoughtful friendly services. Hence, we built the policyholder care remark and finance-friendly care remark mechanism in the customer relationship management system. With this mechanism, during routine policyholder service (e.g., policyholder counter service, policyholder call center service, or in-home service), employees can collect policyholder personal service information and remark it in the system database for information sharing across department for other employees to immediately capture the information of the same policyholder in the next contact and provide suitable custom services (e.g., employees can immediately provide the required service for elderly or vulnerable policyholders).

Digital care mechanism for vulnerable policyholders of Intelligent insurance manager - Customer Service Information System (CSIS)

Due to being unfamiliar with the operating procedures or forgetting the password, vulnerable or elderly policyholders may have their accounts being locked after entering the incorrect passwords many times. Hence, we introduced the "Digital Vulnerable Care Mechanism" in 2022 to review the locked accounts not yet unlocked by policyholders every week. Apart from offering voluntary care, we help them unlock their accounts after ensuring information security and explain to them various online services or transaction functions for them to smoothly access various convenient services in the Customer Service Information System (CSIS) without the need to travel for counter service. In 2022, we provided care for 612 vulnerable policyholders and helped unlock 423 accounts on the Intelligent insurance manager- Customer Service Information System (CSIS).

> Services and actions addressing COVID-19

We provided upgraded claims and care services in response to environmental and social changes to provide policyholders with the most convenient and comprehensive protection.

Not limited by exceptions of notifiable diseases

To favor the insured, we adopted related measures to address notifiable disease to provide benefits for healthcare policies excluding notifiable diseases purchased before 1998. Due to COVID-19, a total of 9,593 policyholders filed claims in 2022. The amount of health insurance benefits paid was NT\$360,492,867; and the amount of death benefits paid was NT\$343,703,038 and US\$888,508.64.

Benefits for upgrade to negative pressure isolation ward

The claims procedures are the same as general diseases when policyholders are hospitalized due to COVID-19. Policyholders only need to prepare medical documents and fill out the claims application form to file an application according to the regulations of their medical insurance. If policyholders are hospitalized in the negative pressure isolation ward due to COVID-19, they will receive ICU benefits for their hospitalization and medical insurance and only need to ask their physicians to specify the date of admission to the negative pressure isolation ward in their certificates of diagnosis .

Relaxing regulations on benefits for being quarantined in a government quarantine facility or quarantine hotel after being diagnosed with COVID-19

According to the terms and conditions of hospitalization and medical insurance, policyholders must complete the admission procedures and actually receive hospital treatment before they can apply for hospitalization benefits. Government quarantine facilities and enhanced quarantine hotels are not medical institutions and provide only isolation or screening services. As no medical treatment is available, they are not covered by the hospitalization and medical insurance. However, in consideration of the rapid condition changes of COVID-19 and insufficiency of healthcare capacity, when policyholders, confirmed with COVID-19 by a physician, required hospitalization, and completed the admission procedures, are requested to transfer to a government quarantine facility or enhanced quarantine hotel for treatment when the hospital is full, their status is considered as meeting the hospitalization definition and equivalent of being hospitalized in the general ward. Hospitalization benefits will be paid from the day COVID-19 confirmation based on the actual number of days of hospitalization (excluding the number of days of home isolation). Hospitalization benefits and medical reimbursement insurance are calculated using the daily benefit plan.

Deeming outpatient treatment of policyholders who should be hospitalized as hospitalization

In consideration of the insufficiency of healthcare capacity during the pandemic, when policyholders required for hospitalization based on their condition and the required treatment course are ordered to receive OPD treatment because the hospital is full, we will consider OPD treatment as hospital treatment based on the actual treatment needs and pay various hospitalization benefits.

Policy bailout loans in response to COVID-19

Until 2022/3/31, for applicants in economic difficulties, when the accumulative value of their valid non-investment-linked NTD policies available for raising loan reaches the non-forfeiture value, they may apply for loans of not more than NT\$100,000 accumulatively within the allowed credit limit. Additionally, they can enjoy a concessionary interest rate at 1.28% p.a. within three years starting from the date of loan. With this plan, we aim to help policyholders relieve economic pressure during the pandemic. In 2022, a total of 372 policyholders (405 applications) applied for policy bailout loans with a total amount reaching NT\$33 million.

Lowering the rent of real estate

Influenced by COVID-19 since 2020, many tenants of our real estate experienced operational recession and difficulties due to the pandemic or isolation. In consideration of the sound interactions with tenants over time, we reached a rent reduction agreement with them after communication and consultation so are to share their burdens in times of difficulties and fully demonstrate our brand philosophy: "Responsible, Thanks to Love".

> Digital service

Claims service

Policyholders can conveniently and quickly file claims using the methods below without the need of travel away from homes:

- TGL Customer Service Information System (CSIS): After membership registration and service beings, policyholders can file an online claims application.
- If policy holders need to file claims with one or more insurance companies, they can also use the Claims Consortium Blockchain and claims e-pass to quickly complete claims application.

Claim consortium blockchain

Since the launch of the claim consortium blockchain on July 1, 2020, we were amongst the first group of insurance companies to join the chain and have since handled 37,685 applications. So far, neither complaint nor fraud has been reported for applications received from this channel. Besides helping policyholders quickly submit applications to multiple life insurance companies, it also provides the Company with an additional channel to update customer information or receive claims applications, making claims more convenient and automated.

Claims e-pass

We began to provide the insurance claims e-pass service on May 3, 2021 and have since handled a total of 52 applications. After signing an agreement at the discharge, policyholders can file a claims application over the Customer Service Information System (CSIS) on our corporate website and agree the "InsurTech Use and Sharing Platform" to obtain receipts from the contracted hospitals. Then, they can select the Claims Consortium Blockchain and Claims e-Pass service without providing insurance companies with paper documents, such as the certificate of diagnosis and related receipts. We provide policyholders with more convenient services through online operations and by working with hospitals.

- Download the claims application form from TGL's official website: Fill out, print and sign the application form, and then mail the original document back.
- We provide 24-hour IVR service for policyholders to check the progress of their claims application.
- We centralize claims application data to accelerate claims operation.

Our Claims Central Filing System started service in May 2022. With this system, administrative staff or outsourced service providers can input part of the data used to be filed by claims adjustors. Apart from reducing personnel expenses, it enables claims adjustors to focus more on accident investigations and so to prevent insurance fraud more effectively.

Currently, there are many ways to file claims. After receiving a claims application, adjustors need to spend lots of time and efforts to prepare the required documents and verify the preparatory work. After the completion of system construction and integration, responsible staff will be assigned to input and review file data and upload it to the core system before case assignment for adjustors to do the due diligence so as to significantly shorten the claims process and provide policyholders with more timely insurance service.

- Real-time capture of claims application with the mobile claims system

The mobile claims function started service in March 2022 for employees and solicitors to help policyholders ubiquitously apply for claims and trace the claims progress online more quickly and more efficiently. After inputting the claims application data in the system, solicitors can upload the photos and documents as annexes. After submitting the required data, policyholders can directly sign from the mobile device to file the application. Solicitors can trace the claims progress for policyholders. This feature makes claims service more efficient for both policyholders and solicitors.

IVR System: Self-Service Payment Function

The self-service payment function on the IVR system started service on 2022/4/7 to provide a new digital channel for policyholders to check and make payments through self-service. Policyholders can inquire the information of unpaid premiums and get the convenience store payment barcode or virtual payment account (including ATM/postal transfer) to pay the premium or play it online (over the e-Bill Platform). Policyholders can also check the payment and billing status over the IVR service system.

e-Notification Application Platform

We introduced the “e-notification application platform” on 2022/6/30 to make application for e-notification easier for policyholders with a single and simple process to help policy holders complete the application faster and more conveniently and increase their acceptance of digital services.

e-Policy

In response to the e-commerce and digitization trend, we continue to enhance digital technology application in an active and innovative service attitude to provide policyholders with better-quality and more convenient insurance services and introduce the e-policy service.

On 2021/10/1 we launched the online travel insurance enrollment service in phase I. Policyholders selecting e-policies can collect their policies by email or text to effectively reduce inconvenience of receiving paper policies and contacting policyholders and resending them the new policies after policy rejection after policyholders travel overseas.

Phase II started on 2022/10/1 further enhanced the system function: e-policy for all products. The system automatically sends the e-policy collection notice by email or text to inform policyholders to visit the e-policy download and signing page to collect and sign for receipt of their e-policies after authentication and reading the important notice. Then the system will automatically return that download and receipt date as the date of policy receipt, without the need to sign the paper receipt. Apart from reducing the workload of bringing the receipt back to the company and the mailing time of solicitors, this also brings policyholders and solicitors the experience of faster and more convenient services.

Life Insurance Association Insurance Passbook

On 2022/6/1 we joined the “Insurance Passbook” service introduce by the Life Insurance Association and sent the insurance data of our policyholders to the Insurance Industry Reporting Information System. After registering membership at the Life Insurance Association, policyholders can easily access the data of their TGL policies from the insurance passbook platform. By upgrading to the paid platinum membership, they can enjoy advanced services including enrollment record download, online claims application, and Claims Consortium Blockchain/Claims e-Pass service progress inquiry.

2.1 Digital Finance

Deepening digital finance applications and providing thoughtful services

TGL has implemented InsurTech, engaged in digital development, and began transformation work. We established and optimized the digital core system for internal management and improving internal administrative performance. This allows sales agents to more conveniently use digital sales assistance tools and provide better services. To customers, we actively introduce digital services, including the development of remote insurance enrollment, online insurance enrollment platform, online policyholder services, and AI chatbot, providing policyholders with thoughtful, convenient, and real-time services based on their needs, so that they can feel our efforts and warmth.

→ At the rise of technology, digital transformation has become key to future success to many industries, including the insurance industry. Apart from failing to enhance efficiency and serving customers, failing to catch up with this trend will fail customers' expectations in a time when mobile and digital devices have become part of the daily life. Hence, it is necessary for insurance companies to keep enhancing digital capacity to optimize the current business model with technology and review and develop a business model to align with the digital era so as to attract customers to use brand-new channels and create highly interactive and convenient user experience.

● Continue to strengthen financial structure, develop InsurTech, advancement of operations, and develop a people-oriented happy enterprise. Uphold the core values of integrity, respect, accountability, creativity, and advancement, and provide professional insurance and higher quality services, so that every family can obtain coverage and care, and allow TGL to become a model for Taiwan's insurance companies.

● Customer service hotline.
Customer feedback at service counters.
The IVR Voicemail Services
Online customer service email

● By 2022, the total number of subscribers of the Intelligent insurance manager - Customer Service Information System (CSIS) was 270,603 persons, up by 35% over the previous year, with a satisfaction score of 90 marks.
Updated Agent Mobile Office, an online agent sales support tool, in May 2021 and periodically reviewed its use rate, and the 2021 monthly average rate increased from 75% to 85%. Expanded the scope and region of the remote insurance enrollment trial in response to the insurance demand during the pandemic and received a total of 5,016 applications were from remote insurance enrollment during the six-month trial in 2022. By the end of 2022, the number and rate of applications of the overall mobile insurance enrollment (including remote insurance enrollment) service through the self-operated access was 44,973 applications and 82% respectively.
Continued to optimize the operating interface of online insurance enrollment and periodically reviewed the number of new members each year. In 2022, there were 25,681 new members, adding up to a total of 106,911 persons. We also added the microinsurance.
Enhanced the "heartfelt" service feature; continued to develop multifaceted integrated channel services, such as integrated customer counter service, call center, SMS customer service, AI chatbot, Line@service.
The AI chatbot "E-CHAN" has provided services for 592,354 visitors and answered 1,041,015 questions, with a confidence level reaching 91%.
Applied AI to precision marketing and high-net-worth individuals (HNWIs) cultivation. The 2022 statistics show that the repurchase rate of the recommended list of customers with potential demands was 6.9 times higher than the unlisted group, and the average contribution of the recommended list of HNWIs was 2.1 times higher than that of the unlisted group.

Management Approach



Policy and Commitment



Grievance mechanism



Effectiveness assessment

By applying the advanced fintech and AI, we aim to offer policyholders faster, more convenient, and better-value services, innovate customer experience, to become the benchmark and leading brand in the financial services industry.

- Optimize the functions of AI chatbot and the CSIS to reduce manned service usage rate to 27.5%.
 - Raise the registration rate of active policyholders in the CSIS up to 15%.
 - Increase digital insurance enrollment occupancy through collaboration with various channels to meet the following KPIs:
- 1. Direct sales channel: 90%
 - 2. Financial channel: 5%
 - 3. Brokers and agents: 27%
 - Enhance and maintain digital service satisfaction (highly satisfied + satisfied) to 80%

→ Plan the service action office and policyholder online service platform based on user experience (UX) and reduce disruption and dissatisfaction due to unsatisfactory interface processes and fulfill the demand of internal and external customers with thoughtful and easy-to-use interfaces and processes.

→ Launch the "remote insurance enrollment" in the post-COVID era to keep up with the digital and mobile trend, lower the pandemic's impact, and reduce the infection risk of the relevant personnel with zero-contact and cross-distance professional services in response to the demand for channel diversity, apart from self-service online insurance enrollment.

→ Offer term life insurance, small-amount whole life, critical illness insurance, and microinsurance over the self-service online insurance enrollment platform for the economically vulnerable or specific groups to enjoy basic insurance coverage with lower premiums so as to achieve the goal of financial inclusion.

→ Integrate virtual and physical services with the customer relationship management system to synchronize the information of all customer contacts, provide policyholders with consistent service experience through various channels, voluntarily remind customers to update their contact information in real-time so as to enhance the efficiency and improve the quality of policyholder communication.

→ Launch AI chatbot to answer all insurance questions through interactive text and combine live SMS customer service over the finance-friendly section to provide multifaceted and real-time one-stop service through bricks and clicks integration.

→ Provide precision marketing and analysis of customer groups with big data and AI to boost sales and introduce the visualized dynamic dashboard with administrative KPIs to improve the decision-making quality of personnel.

→ Encourage policyholders to apply for e-notification and use digital services to support low-emission operations and environmental protection to love Earth and replace traditional event publicity and paper notification to reduce paper printing and transportation carbon emissions.

→ Continue to optimize big data analysis, such as web crawler and natural language processing (NLP), and AI to achieve risk governance; support supervisory demands for AML, deter financial crime, combat CFT; and enhance operational efficiency.

Design personalization of policyholder platform experience

The Intelligent Insurance Manager—Customer Service Information System (CSIS) designed with user-friendly operating procedures and multifaced thoughtful services was rebuilt with fintech and user experience to cover four aspects: coverage management, service transaction, legal compliance, and social responsibility to fulfill all demands of policyholders during the insurance life-cycle and seamlessly connect with offline channel services in terms of three themes: process integration and simplification, visualized information structure, and smart policyholder services, so as to boost the after-sales service power through bricks and clicks complementation.

From the policyholder's point of view and based on customer experience, through the complete user-centered design (UCD) process, we discern the real needs of policyholders; plan heartfelt, thoughtful digital services; lower the digital threshold for users with user-friendly operating interfaces and procedures; bridge the gap between insurance services and customers; enforce the TCF principle; and develop friendly and zero-pressure digital services that can spread our brand philosophy: Responsible, Thanks to Love.

After the Intelligent Insurance Manager—Customer Service Information System (CSIS) went live, we continue to optimize its interfaces and design the guide for dummies based on customer experience for policyholders to easily and smoothly use various inquiry services. Additionally, notices and reminders are posted on the homepage for policyholders to access real-time information to protect their rights and interests. We also offer the health umbrella for policyholders to review the insufficiencies of their healthcare coverage. The "policy allocation overview" feature enables policyholders to quickly capture the status of their policies with the classification by category. Apart from actively promoting digital services and inviting policyholders to enjoy the good of digital services, we also design the satisfaction survey mechanism to understand policyholder experience and make continual improvement. In 2022, the score of satisfaction survey was 90 marks, the number of valid members was 270,603 persons, the annual growth was 35%.

Mobile and remote sales assistance platforms

We aim to become the best assistant of solicitors in marketing management and customer care services and to create immersive sales experience. We have dedicated our efforts to developing the perfect sales assistance platform – Agent Mobile Office that integrates the three pillars of life insurance service: sales, talents recruitment, and service management for nearly 1,000 solicitors. Since the platform went live in May 2021, we keep optimizing and updating its functions , such as adding the recruitment open tool Workplace Style Exploration and policy services. The monthly average use of solicitors increased from 72% in 2021 to 85% in 2022. According to solicitors, the new version is not only easier to operate and remind them off important information but also significantly facilitate customer service and interaction. Apart from the credit from solicitors, the Agent Mobile Office earned three major awards in 2022: Excellence, Digital Service Optimization Award, the 2nd Digital Financial Award, Commercial Times; Excellence, Fin Tech Innovative Application Award, Fintech Insurance, the 2022 Taiwan Financial Award, Wealth Magazine; and Silver, Best User Experience (UX) Award, 2022 Digital Singularity Awards (DAS) for the Agent Mobile Office Project.

In addition to the Agent Mobile Office, for the post-COVID era, we also developed the "Remote Insurance Enrollment" service integrating the existing "Mobile Insurance Enrollment" process to offer zero-contact and cross-distance professional services. The entire process consists of five steps-prepare, collect, check, sign and submit-allowing the insurance enrollment process to be completed on a single smartphone. Our remote insurance enrollment service integrates the existing "mobile insurance enrollment" interface of the Agent Mobile Office and combines biometrics, audiovisual recording, and signature: "facial cognition->multi-party audiovisual recording->e-signature". After clicking the link provided by the solicitor to download and install the app, policyholders can easily complete remote insurance enrollment through five steps: prepare, collect, check, sign. Additionally, even the applicant and the insured are different persons and located in different places, they can proceed with the process online without the need to meet the solicitor face-to-face to achieve zero contact, fully digital, and zero paper. The scope of remote insurance enrollment was expanded in 2022 to include brokers and agents and allow the same location or different locations for the applicants and the insured, the insured can also be located overseas. During the six-month trial started in June 2022, a total of 5,016 applications were received through remote insurance enrollment, and the insured of 27 applications were located overseas. In 2022, brokers received a total of 44,973 applications, up to 82%, through mobile insurance enrollment (including remote insurance enrollment). Apart from fulfilling the insurance demand during the pandemic, mobile insurance enrollment and remote insurance enrollment also satisfy the digital and mobile expectations of customers in the post-COVID era and achieve the goal of energy conservation and carbon reduction in environmental protection.

Optimization of self-service online insurance enrollment

In response to the fintech trend and to fulfill the customer's demand for multifaced services through the digital channel, we targeted at the development trend of online insurance enrollment to develop the InsurTech strategy, including boosting online insurance sales and online member conversion rate, establishing a mechanism for collecting and guiding customer behavior, and using big data analytics for customer relationship management. This enables us to develop more precision product designs, marketing campaigns, or services, optimize the online insurance enrollment process, develop multifaceted payment methods, and integrate online policyholder services and digital precision marketing into one integrated service platform to improve the insurance enrollment experience of customers. We actively signed up to the FSC policies to provide the public with new channels for online enrollment of protection-based insurance products. In July 2022, we launched three types of insurance products: term life insurance, small-amount whole life, and critical illness insurance over the Protection-Based Insurance Products Platform. In December 2022, we added microinsurance products to the platform for the economically vulnerable or specific groups to enjoy basic insurance coverage at affordable premiums each year, allowing all walks of society to enjoy insurance coverage and so achieving the policy goal of financial inclusion.

Channel integration and digitalization: Provide a consistent customer experience across digital channels

To provide policyholders with consistent services, after establishing the customer relationship management system in June 2020, OCT and call center staff seize each opportunity to contact customers and update their contact information with the customer relationship management system to improve data quality. In 2022, we updated 58,243 landline numbers, 97,095 mobile numbers, 48,951 email addresses, and 56,101 mailing addresses. Additionally, we also actively organized activities to encourage policyholders to update their personal information over the Customer Service Information System (CSIS) to ensure the receipt of information regarding important rights and interests and continuously improve the quality and enhance the efficiency of policyholder communication. We also encouraged policyholders to subscribe the e-notification service to reduce paper consumption and so to create a low-carbon environment together with policyholders through various activities. During the event period, a total of 49,637 policies were applied for through e-notification, reducing about 280,000 pieces of paper (based on average of 3.02 notices for each valid policy and 1.87 pieces of paper for each notification mail). When offering service to policyholder, we start with the needs of policyholders, value their opinions, make continual improvement of service quality, and improve the service experience of customers. The 2022 service staff (counter service, call center, and SMS customer service staff) satisfaction survey showed: each of "highly satisfied" and "satisfied" was 99.9%; and the online satisfaction survey (Customer Service Information System (CSIS) and AI chatbot) showed: each of "highly satisfied" and "satisfied" was 88.4%.

We updated policyholder data through the customer relationship management system, promoted the policyholder registration/e-notification application and policyholder promotional activities, and conducted customer satisfaction surveys through all channels to provide customers with better-quality value-added services. By integrating the advantages of digital cross-device, seamless, on-demand self-service for policyholders, we built multifaceted channel services that integrate customer counter service, call center and SMS customer service, AI chatbot, and CSIS for policyholders to enjoy consistent service experience both online and offline.

Additionally, to practice TCF and narrow digital divide we adopted various accessible webpage design, such as the anchor point, access key, and site navigator for those having problems in using mice can browse our corporate website quickly.

On 2022/09/05 we passed NCC's AAAcessibility mark.

Policyholder services and AI applications

We launched the AI chatbot " E-CHAN " at the end of 2020 to start the brand-new digital service experience for customers. In addition to maintaining the expertise and enthusiasm of traditional services, we combined the AI features in E-CHAN to increase service contents and lower the threshold for digital services to deliver ubiquitous services in the future, successfully offering non-disrupted 24-hour self services. In 2022 the AI trainer team continued to expand the breadth and depth of AI chatbot services to answer various insurance-related any questions. Additionally, policyholders can also easily and quickly personalize and change their services, such as activating online insurance policy changes service, updating personal basic data, applying for the e-notification service, and others. When there is a natural disaster or major accident, such as a typhoon or COVID-19, policyholders can immediately access the relevant policyholder care measures through the AI chatbot. The AI chatbot "E-CHAN" has provided services for 592,354 visitors and answered 1,041,015 questions, with a confidence level reaching 91%. To combine E-CHAN with finance-friendly services, we also developed the user-friendly panel function for policyholders to adjust E-CHAN's display font size. In the finance-friendly service section of our corporate website, we also provided transfer to SMS customer service from E-CHAN to facilitate vulnerable groups to enjoy the convenience of digital services and for policyholders to feel our efforts and warmth.

Big data application

Over the years, we have always believed that big data is not only a tool for data storage and processing, but also a strategic thinking and business model that transforms the Company's data into service value. In 2022 our Big Data Development Department continued to support the realization of business intelligence (BI) and artificial intelligence (AI) deep learning applications, make dynamic adjustment of the development roadmap in line with the times, and progressively innovate big data applications through cross-department cooperation,

In BI application, in terms of administration, we progressively completed the visualized dynamic management dashboard for the underwriting unit, claims unit, and customer service centers to replace laborious and complicated human report production to help senior management make real-time administrative decisions, and effectively enhance operational efficiency. In terms of sales, the sales management reports of the direct sales channel is periodically produced through automated data source integration to help channel officers to effectively capture the sales KPIs, product sales trends, and major customer groups with transactions in the month. Additionally, we kicked off the digital behavioral data collection and analysis project at the end of 2022. By analyzing the traces, characteristics, and preferences of the customers' visits of our digital channels and integrating the offline data, we progressively built the customer data platform to understand customers and establish interaction within them to provide contents or services that better meet their needs.

In AI deep learning, in 2022 we collaborated with the direct sales channel to continuously optimize the customer group models to effectively predict the repurchase timing of customers to help solicitors timely provide insurance solutions that meet their demands. Statistically, the repurchasing rate of the model-recommended list of customers with potential demands is 6.9 times higher than the unlisted group, and the average contribution of the model recommended list of potential HNWIs is 2.1 times higher than that of the unlisted group. In risk governance, NLP was applied to continuously optimize web crawler to support AML and so to deter financial crime, combat CFT, and enhance operational efficiency. Additionally, other projects including the fairness judgement module for real estate assessment and smart underwriting scoring model all went live in 2022 to effectively support the underwriting process. It is noteworthy that the "Personalized Insurance Project Recommendation System" tailored at the Customer Service Information System (CSIS) upon the 360-degree customer view to analyze the coverage needs and preferences of policyholders in collaboration with the machine learning algorithm was awarded the new utility model in 2022. This proves that scientific, systemic, and automated data analysis has brought win-win benefits to TGL and policyholders.

In the future, we will continue to expand the cultivation of interdisciplinary data science talents, focus on the development of AI applications in text, audio, and video, and utilize big data to develop a customer-centered management and operational model. In 2023, apart from extending the development NLP based on existing achievements, support customer development and make precision marketing decision with the digital behavioral data collection platform, and optimize the risk model with the machine learning platform, we will also develop a deep learning virtual computing environment to continuously develop AI applications in the insurance process. Through the flexible use of emerging technologies, we believe that big data is gradually being embedded in all aspects of operations and will become a major power to enhance competitiveness.

2.2 Treating Customers Fairly

We uphold the brand concept of "Responsible, Thanks to Love" when providing insurance services. We have made a long-term commitment to promptly provide customers with comprehensive insurance coverage when they need assistance the most. Therefore, insurance should be thoughtful and sacred work. All members of TGL serve customers based on the concept of treating customers as we would ourselves, and we provide suitable financial services based on customers' needs.

→ For customers to experience what we mean by "treating customers as we would expect to be treated ourselves", we are committed to creating a corporate culture based on "treating customers fairly", raising the awareness of consumer protection and legal compliance in employees, treating fairly and meeting the needs of each customer, and enhancing the accessibility, availability, and quality of financial services to achieve financial inclusion. By setting TCF as the core value of our corporate culture, we enhance customer satisfaction and the overall corporate image. Additionally, we also set expanding insurance popularity as our core mission to ensure that customers are taken care of with the most essential insurance coverage when there is an accident or change

→ Establish the Treating Customers Fairly Promotion Committee with eight working groups and hold meetings quarterly.
 → Establish workshops for each service and product life cycle, important contents of workshops in 2022 include:
 1. Continue to improve regulations and systems related to treating customers fairly, establish monitoring indicators, and implement education and training.
 2. Continue to develop and provide insurance products that meet the principles of social care, and periodically evaluate the fairness and applicability of insurance policy clauses.
 3. Establish a product suitability assessment mechanism based on product characteristics according to regulations, understand policyholders' needs, risk attributes, and risk tolerance, and implement the product publicity materials review and business solicitation system.
 4. Develop a needs analysis system to understand policyholders' needs and product suitability.
 5. Provide real-time and accessible insurance services and establish multifaceted insurance enrollment and service channels.
 6. The TCF Promotion Committee periodically reviews policy and strategy making, institution and system planning, and effectiveness control; supervises the performance of each unit; and reports the supervision opinions and improvement results to the Board for view. With this top-down mechanism, we aim to urge all units to continuously improve the TCF effectiveness, actively engage with management system optimization, and ensure unfettered horizontal contact and communication so as to realize TCF throughout the life-cycle of all policies. The insurance industry is our honor and responsibility, and we will uphold our commitment of quality service to repay the commission and trust of customers. We treat fairly each customer and fulfill their demands and strengthen the accessibility, availability, and quality of financial services to achieve the highest standard of financial inclusion.

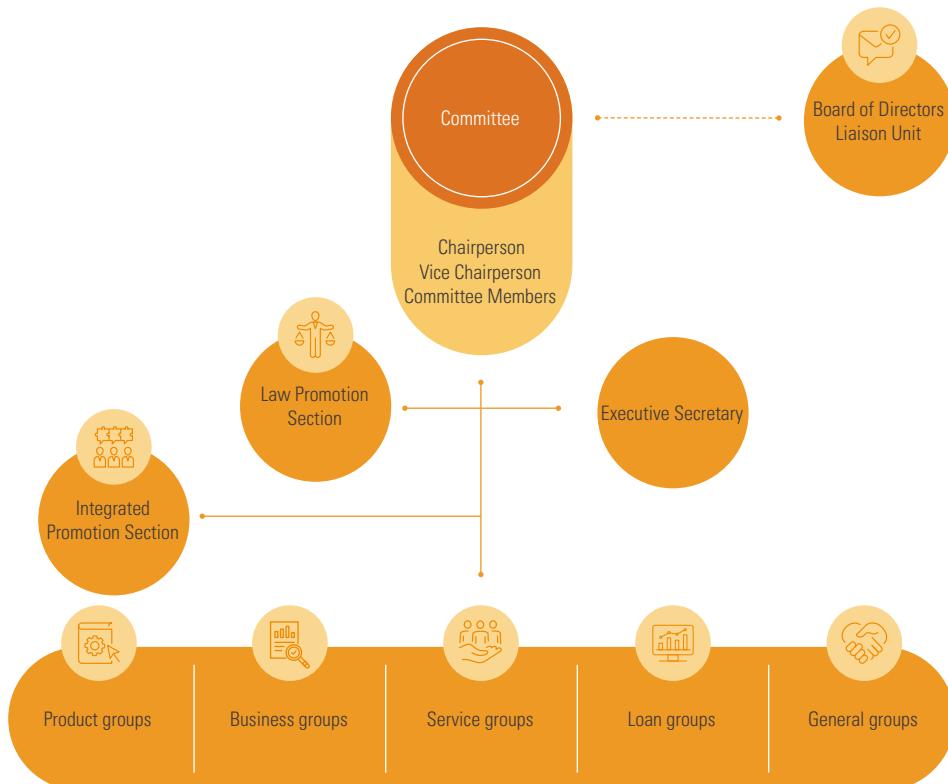


Treating Customers Fairly Promotion Committee

To abide by the relevant TCF laws and regulations, establish a TCF corporate culture, and implement various TCF policies and strategies, the president approved the establishment of and announced the "Articles of Organization and Regulations for Operations of TCF Promotion Committee" on December 5, 2019 to found the TCF Promotion Committee. The Promotion Committee's main duties include reviewing the implementation of the 10 TCF principles each quarter and the implementation of friendly service measures for persons with disabilities. When a significant TCF policy change of the competent authorities affects the Company's TCF policies and strategies, or it needs to meet deadline set by the competent authorities, an extraordinary committee meeting will be held as necessary.

- The organization of the Business Promotion Committee is illustrated below:

The Promotion Committee convened meetings every quarter in 2022, and the Product groups, Business groups, Service groups, Loan groups, General groups, Law Promotion Section, Board of Directors Liaison Unit, and Integrated Promotion Section gave reports during the meeting. Besides describing the implementation of treating customers fairly each quarter, as well as the implementation plan for treating customers fairly in the following quarter, the Promotion Committee also reviews and tracks cases that involve complaints or audits of treating customers fairly, and discusses issues related to the principles of treating customers fairly.



TCF implementation

To implement TCF, in 2020 we began to divide products and services into the following nine elements based on their life-cycles: product development and design, product promotion and marketing, product solicitation, underwriting, policyholder service and customer services, claims, loans, complaint handling, and general affairs, so as to review the effectiveness and innovation of TCF implementation based on the specific guidelines of implementation corresponding to individual elements.

Product Development and Design

TGL attaches great importance to and abides by product design, sales, and marketing related laws and regulations, and has thus established regulations for the product promotional material review system and business solicitation system. We strictly comply with the regulations from front end product design to new product launch, in order to ensure the systems are properly implemented.

In accordance with the *Regulations Governing Pre-sale Procedures for Insurance Products*, we held 50 Insurance Product Review Panel meetings in 2022. Issues discussed in the meetings included health spillover products, in-kind benefit products, bank-exclusive products, legacy preservation products, retirement planning products, protection-based and elderly products, critical illness products, cancer insurance, medical reimbursement insurance, investment-link products, personal injury insurance, online insurance enrollment/coverage platform products (e.g., small-amount/micro insurance), group insurance, insurance proposals, and products changed/revised in response to regulations. We also held 23 Pre-sale Insurance Product Management Committee meetings and 3 After-sale Insurance Product Management Committee meetings.



Product promotion and marketing

To prevent incorrect promotional materials or misleading information from causing a misunderstanding with customers, TGL established the "Regulations for the Independent Design and Management of Promotional Materials" to effectively manage the design of promotional materials by sales units for each channel. Items include flyers, product manuals, posters, signboards, product advertisements, and product newsletters, ensuring the correctness and compliance of the Company's promotional materials. Additionally, we also review the contents of policy proposals and policies in accordance with the Demonstrative Contents and Notices for Proposals of Personal Insurance and the Guidelines for Reviewing Personal Insurance Products. In 2022, no non-compliance was found in any approved publicity materials to enable customers to clearly understand product information, make careful assessment and judgement, and find the most suitable products during insurance sales.

Product solicitation

The Company actively avoids and prevents inappropriate sales, implements the product suitability principle and principle of due care and fiduciary duty, and verifies the customer's source of funds for purchasing insurance products. The Company's system generates an overdue payments report on premiums received for group insurance, customer service hotline, Customer Service Information System (CSIS), claims, reports of deceased to the Ministry of the Interior, new policies, policyholder service, and group insurance processing. This allows us to uphold the principle of due care and fiduciary duty by actively contacting customers to make payment.

To ensure the solicitation and service quality of each channel, we monitor and rate the quality management of all channels each quarter and establish the channel quality management and monitoring mechanism to uphold the principle of due care and fiduciary duty and the principle of true advertisement and solicitation.

In 2022 we received the administrative sanction for one solicitation non-compliance case. Improvement was completed and disclosed in the "[Sustainability Governance](#)" section of this report.

Underwriting

We established an Underwriting Committee that review material or special underwriting cases across departments. The committee engages in cross-departmental discussions during meetings to ensure the Company's underwriting quality complies with the principle of fair and good faith upon entering into agreements, principle of due care and fiduciary duty, principle of true advertisement and solicitation, principle of suitability of products or services, and principle of informing and disclosing. To take care of the needs of customers with disabilities, we included the question if the insured is a holder of the disability identification or certification in the insurance proposal in accordance with the *Life Insurance Application Form Template and Notices* to enhance the overall suitability of products and services and so to achieve friendly finance. We conduct telephone interviews to ensure the quality of underwriting, implementing the principle of suitability of products or services and principle of due care and fiduciary duty.

Policyholder and customer service

After customers enroll in insurance, we conduct telephone interviews, survival surveys, and enhanced financial insuring according to the *Regulations Governing Business Solicitation, Policy Underwriting and Claim Adjusting of Insurance Enterprises* to better protect customers' rights and interests and the suitability of insurance products sold. Additionally, before grace period expires, we assign personnel to conduct telephone interviews with policyholders to ensure that they have been fully informed of product information (including the risks of purchasing the product and premium rate) by solicitors, the product is suitable, and they understand all risks of the product purchased. The interview will be documented for verification of the telephone interview contents in the monthly sampling inspection. If a telephone interview cannot be conducted for a policyholder, then we mail reminders to ensure that the policyholder clearly understands the risks and his/her rights and interests.

We have established multiple smooth customer service channels. Besides contacting customers through service counters, in writing, e-mail, telephone, or text messages, we also provide customer services through comments on our official website, AI chatbot, e-commerce, online, or home visits, allowing customers to choose the most convenient way for them to contact the Company. Policyholders can activate electronic services online and complete changes to their basic information, such as landline number, mobile phone number, e-mail, and address.

We carefully review and verify any documents that are signed by customers. If a customer applies for contract changes, the system automatically generates a completion notice after operations are completed. We then send the notice to the policyholder for verification, and actively contact the customer to protect the customer's rights and interests, fulfilling our duty of care and fiduciary duty. After customers change their contract, we will notify the original applicant in writing. Furthermore, for verification procedures for cases meeting specific conditions, such as loans reaching a certain amount, change of beneficiary, or change of applicant, we require a telephone interview to be conducted before completing the transaction. This enhanced verification mechanism protects customers' rights and interests.

When customers request for policy services over the counter, employees must verify their status with the data stored in the database. If the system shows a message that the customer's policy information is incomplete, employees will actively remind and assist customers in updating or supplementing contact information, ensuring that we are able to contact all customers in the future, implementing the principle of due care and fiduciary duty.

Complaint handling

We have established the Grievance Committee to handle complaints reported across departments, conduct attribution analysis, and assess improvement and optimization measures so as to practice the principle of complaint protection. In 2022 the Grievance Committee held a total of 50 meetings and discussed 328 cases. The committee also started the paperless meeting to reduce the consumption of about 25,000 pieces of paper and improve the processing efficiency of complaints.

The complaint handling unit submits conclusions or data after analysis to the monthly meetings and the Channel Quality Management Committee for each channel to review defects in the operations. After the Customer Care Department summarizes the causes of complaints in the current quarter, it formulates an improvement plan and uses key points as education and training materials, requiring units that are involved to propose education and training, improvement plans, and action plans. The committee's executive member tracks the progress of improvement plans and reports it during routine meetings.

Claims

We adjusted the basis of surgery benefits and expanded the scope of insurance coverage for customers in response to new technologies, implementing the principle of suitability of products or services and principle of due care and fiduciary duty. We provide customers with comprehensive claims eligibility inquiry services and help customers apply for the full amount of benefits to which they are entitled. We also actively manage the timeliness of claims operations to ensure that customers receive their benefits as early as possible. We further use system checks to ensure that the claims staff must not be the original solicitors to prevent the conflict of interest and protect the interests of all policyholders, implementing the principle of due care and fiduciary duty.

Loans

Although we are requested by law to state in the loan contracts the relevant charges and their amounts payable by loan applicants, we do not actually claim any relevant charges and fees from them in consideration of their need for loans. Upholding the spirit of "total care", we treat every customer with sincerity to reduce their loan costs and burdens to practice the principle of good faith in contract conclusion. The loan agreement provides a liquidated damages decrease mechanism, and we ensure that the borrower fully understands important clauses in the agreement, implementing the principle of fair and good faith upon entering into agreements and the principle of informing and disclosing.

We help customers select suitable mortgage products and take their opinions seriously. As such we have appointed a dedicated contact person to handle complaints and a customer service center, implementing the principle of due care and fiduciary duty and principle of complaints protection.

We monitor customers' interest payments to protect their credit score. The care process commences when a customer withdraws or terminates a service, implementing the principle of due care and fiduciary duty.

We value the credit information of customers and implement stringent internal control to protect the personal data and privacy of each customer. In 2022 we won the Financial Safety Award at the 16th Joint Credit Information Center Best Outstanding Evaluation to extend the "principle of due care and fiduciary duty" in TCF and enforce the "principle of ethical corporate management".

General Affairs

We value the protection of personal data and information security of customers. We have passed the certification of two international standards for personal data protection and information security and enhanced and optimized the protection and management mechanisms of personal data and information security. Additionally, we receive third-party verification every year to ensure the system's effective operation. We also organize relevant education and training each year to improve concepts and determination of personal data protection in employees. We periodically make improvements to the operating system and adjust operating procedures to ensure that personal data and information security management are aligned with current technologies. Faithfully follow transaction instructions for the dedicated account of investment-linked products and handle related administrative affairs. When an abnormal event is detected or discovered through the routine operation review mechanism, the supervisor is notified and statistics are provided, implementing the principle of due care and fiduciary duty.

Additionally, we emphasize accessible design in office planning to meet the needs of persons with disabilities. We also design an accessible webpage to facilitate the use of customers with disabilities to implement friendly financial services.

Important operational innovations and optimizations for practicing TCF in 2022

To practice TCF, we made the following innovations and optimizations in 2022:

1. Providing various friendly services to maintain the rights and interests of financial consumption of vulnerable groups.
 - (1) Produced the "Microinsurance Products Easy Reading Handbook" to provide voice guided reading service for the visually impaired.
 - (2) Continuously launched easy-to-understand publicity materials on insurance knowledge and provide voice guided reading service.
 - (3) Replaced telephone interviews with flexible measures based on the condition of persons with disabilities.
 - (4) Built the "Finance-Friendly Service Counter" to prioritize services for persons with disabilities and elderly customers.
 - (5) Developed featured products with "in-kind benefits" and "spillover function" to provide precision treatment for policyholders of critical illnesses.
2. Paying attention to the vulnerabilities of elderly customers to prevent financial exploitation
 - (1) Planned and distributed "card-sized magnifier" to protect the daily life safety of elderly people.
 - (2) Established mechanisms for the statistical analysis of complaints from elderly customers to gather common types of elderly disputes.
3. Implementing international management standards to practice friendly finance and sustainable operations
 - (1) Passed the ISO 10002: 2018 Customer Complaint Quality Control System to enhance customer satisfaction and practice friendly finance.
 - (2) Passed the PIMS and ISMS certification and expended the scope of verification to enhance the protection of personal data and information security.
 - (3) Implemented the ISO 50001 energy management system and ISO 14064-1 GHG emission verification standards to practice energy conservation and carbon reduction in enterprises.
 - (4) Passed the ISO 22301:2019 business continuity management system (BCMS) to continuously enhance operational resilience and practice sustainable operations.
4. Deepening digital service and providing multifaceted service channels
 - (1) Continuously optimized AI chatbot to provide real-time and precision digital and interactive services.
 - (2) Provided links to personalized service and the finance-friendly section on the LINE business account.
 - (3) Provided digital analysis of coverage insufficiency and product recommendation: TGL Health Umbrella".
 - (4) Completed the phase II pilot plan of the remote insurance enrollment: zero-barrier offshore insurance enrolment and zero-distance coverage.
 - (5) Provided one-stop claims service for real-time capture of the claims application progress.
 - (6) Launched the online microinsurance enrollment to provide vulnerable groups with multifaceted enrollment channels.
 - (7) Analyzed the digital service experience of customers to actively care about digitally vulnerable customers.
5. Other actions to achieve due care and fiduciary duty
 - (1) Produced podcast programs to promote business philosophy and shape internal culture.
 - (2) Built a stringent claims approval mechanism to successfully detect and prevent insurance fraud.
 - (3) Stringently implemented internal control and won the Financial Safety Award at the 16th Joint Credit Information Center Best Outstanding Evaluation.

TCF KPI dashboard 2022

On the TCF KPI dashboard, all units are divided by service nature into eight units: "Product groups", "Business groups", "Service groups", "Loan groups", "General groups", "Law Promotion Section", "Board of Directors Liaison Unit", and "Integrated Promotion Section"; and corresponding KPIs are designed based on the TCF principles. Responsible units are assigned to the corresponding KPIs to assist in analyzing and gathering the relevant data.

The data gathered by the KPI Dashboard in 2022 is summarized as follows:

Unit	Item	KRI	Indicator	Ratio Formula	Treating customers fairly Principle	Responsible Unit
Product Unit	1 Number of policy products	Student Insurance + Occupational Accident Insurance (group)	Number of Products			
		Small-Amount Whole Life + Protection Platform Products	Number of Products		<ul style="list-style-type: none"> • Principle of due care and fiduciary duty • Product or Service Suitability 	
		Microinsurance	Number of Products			
	2 Number of protection-based products (performance)	Specific protection-based products (policy reserve markup)	Number of products and sales achievements			Product Development Department I
		Protection-based and Ageing Products	Number of products and sales achievements		<ul style="list-style-type: none"> • Principle of due care and fiduciary duty • Product or Service Suitability 	Product Development Department II
	3 Online sampling check of abnormal cases				<ul style="list-style-type: none"> • Solicitor professionalism • Information and disclosure • Advertisement and solicitation truth • Solicitor professionalism • Information and disclosure • Advertisement and solicitation truth • Remuneration and performance balance 	Sales Planning & Administration Department
	4 Number of Solicitor Suspended for Solicitation					Agency Channel Division
	5 Rate of licensed solicitors of foreign currency/investment-linked products		Number of licensed/full-time solicitors		<ul style="list-style-type: none"> • Solicitor professionalism 	Sales Training & Development Department
	6 Rate of solicitors completing legal compliance training (quarter)		Actual number of trainees/total number of trainees		<ul style="list-style-type: none"> • Solicitor professionalism • Advertisement and solicitation truth 	Sales Training & Development Department
	7 Insurance fraud	Solicitor insurance fraud			<ul style="list-style-type: none"> • Principle of due care and fiduciary duty • Solicitor professionalism • Remuneration and performance balance 	Agency Channel Division Sales Planning & Administration Department
Sales Unit	8 Renewal commission and service allowance rate of all channels		"(1st year renewal + renewal length commission) of the month of all channels + renewal (year) service allowance of the month) / (annual approved (1st year renewal + renewal length commission) + total amount of annual renewal (year) service allowance"			Sales Planning & Administration Department
	9 Number of loans with first-year premium (e.g., policy and home mortgage)		Number of loans in previous month			Underwriting & New Business Department
	10 New Contract Decline Rate		Number of rejected or postponed cases in previous month/total number of insured cases in previous month		<ul style="list-style-type: none"> • Good faith in contract conclusion • Product or Service Suitability 	Underwriting & New Business Department
	11 Rate of telephone interview anomalies before underwriting and suspected signature fraud		Number of telephone interview anomalies in previous month/number of telephone interviews in previous month		<ul style="list-style-type: none"> • Good faith in contract conclusion • Information and disclosure 	Underwriting & New Business Department
	12 Number of insured with disabilities		Number of insured cases in previous month		<ul style="list-style-type: none"> • Good faith in contract conclusion • Product or Service Suitability 	Underwriting & New Business Department
	13 Telephone interview/survival investigation rate of elderly insured		Completed number of telephone interviews/survival investigations of elderly insured/number of elderly insured in previous month			Underwriting & New Business Department
	14 New contract effectuation rate		Number of contracts effectuated in previous month/number of closed cases		<ul style="list-style-type: none"> • Principle of due care and fiduciary duty • Product or Service Suitability 	Underwriting & New Business Department
	15 Number of new contracts with suspected untrue solicitation/signature fraud				<ul style="list-style-type: none"> • Good faith in contract conclusion • Advertisement and solicitation truth • Solicitor professionalism • Information and disclosure • Remuneration and performance balance 	Underwriting & New Business Department
	16 Number of new contracts not signed for receipt by the insured		Number of loans in previous month			Underwriting & New Business Department
	17 Surrender rate (please refer to the indicators in the "Personal Life Insurance Service and Solicitation Quality Improvement Plan")		Number of surrendered life policies in previous month/ (number of effective+surrendered life policies)			Policy Owner Service Department
Service groups	18 New contract withdrawal rate		Number of cases in previous month/Number of new contracts		<ul style="list-style-type: none"> • Good faith in contract conclusion • Product or Service Suitability • Information and disclosure 	Policy Owner Service Department
	19 Number of vulnerable customers with home service		Frequency home service for vulnerable customers		<ul style="list-style-type: none"> • Friendly service 	Operations Planning Department
	20 Number of IVR friendly service options used		Frequency of IVR friendly service options used		<ul style="list-style-type: none"> • Friendly service 	Customer Contact Center

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	14	14	14	14	15	15	15	15	15	15	15	15
	6	6	6	6	6	6	6	6	6	6	6	9
	3	3	3	3	3	3	3	3	3	3	3	6
Accumulatively	8	Accumulatively	8	Accumulatively	8	Accumulatively	8	Accumulatively	9	Accumulatively	9	Accumulatively
NT\$234 million in total	NT\$382 million in total	NT\$590 million in total	NT\$783 million in total	NT\$967 million in total	NT\$1,145 million in total	NT\$1,315 million in total	NT\$1,514 million in total	NT\$1,699 million in total	NT\$1,844 million in total	NT\$2,004 million in total	NT\$2,194 million in total	
Accounted for 7.39%	Accounted for 7.29%	Accounted for 7.52%	Accounted for 7.66%	Accounted for 7.62%	Accounted for 7.75%	Accounted for 7.97%	Accounted for 8.25%	Accounted for 8.44%	Accounted for 8.53%	Accounted for 8.72%	Accounted for 8.95%	
Accumulatively 122	Accumulatively 119	Accumulatively 122	Accumulatively 122	Accumulatively 122	Accumulatively 122	Accumulatively 122	Accumulatively 122	Accumulatively 120	Accumulatively 120	Accumulatively 120	Accumulatively 122	
NT\$553 million in total	NT\$953 million in total	NT\$1,520 million in total	NT\$2,055 million in total	NT\$2,624 million in total	NT\$3,142 million in total	NT\$3,627 million in total	NT\$3,941 million in total	NT\$4,248 million in total	NT\$4,544 million in total	NT\$4,868 million in total	NT\$5,220 million in total	
Accounted for 25.48%	Accounted for 26.26%	Accounted for 29.19%	Accounted for 30.58%	Accounted for 31.09%	Accounted for 31.93 %	Accounted for 32.59%	Accounted for 29.97%	Accounted for 26.81%	Accounted for 25.18%	Accounted for 23.77%	Accounted for 22.28%	
1	1	1	1	1	1	1	1	1	1	1	1	1
0	0	1	2	0	1	0	0	0	0	0	1	0
Foreign currency 90.8%	Foreign currency 90.4%	Foreign currency 91.1%	Foreign currency 91.8%	Foreign currency 91.7%	Foreign currency 91.5%	Foreign currency 90.9%	Foreign currency 91.1%	Foreign currency 90%	Foreign currency 89.4%	Foreign currency 89.6%	Foreign currency 90%	
Investment-linked 65.5%	Investment-linked 67.3%	Investment-linked 68.1%	Investment-linked 68.81%	Investment-linked 68.8%	Investment-linked 68.5%	Investment-linked 68.2%	Investment-linked 68.3%	Investment-linked 66.6%	Investment-linked 66.6%	Investment-linked 66.8%	Investment-linked 66.5%	
Rate of training completion N/A	97.85%	N/A	N/A	93.00%	NA	NA	Finance-friendly services 91.5%	NA	NA	90.00%	NA	
0	0	0	0	0	0	0	0	0	0	0	0	0
AC+HO 59.33% BR 28.54% FID 1.60%	AC+HO 54.15% BR 27.94% FID 1.09%	AC+HO 50.98% BR 30.72% FID 0.85%	AC+HO 51.10% BR 29.3% FID 0.75%	AC+HO 51.28% BR 29.44% FID 0.53%	AC+HO 52.71% BR 32.32% FID 0.56%	AC+HO 52.56% BR 31.81% FID 1.04%	AC+HO 52.36% BR 31.09% FID 1.93%	AC+HO 52.36% BR 30.83% FID 2.06%	AC+HO 51.92% BR 30.35% FID 2.1%	AC+HO 52.06% BR 30.30% FID 2.08%	AC+HO 51.95% BR 32.19% FID 2.078%	
5	2	5	9	35	15	3	3	0	1	1	0	
3.97%	3.55%	3.80%	4.12%	3.61%	3.93%	4.27%	4.49%	4.14%	4.29%	4.92%	4.56%	
5.40%	5.73%	5.89%	6.07%	5.51%	5.80%	6.16%	6.23%	5.75%	7.27%	7.68%	7.59%	
96	54	92	69	55	72	70	67	68	84	106	68	
65.37%	55.42%	51.58%	51.75%	59.08%	61.59%	58.41%	57.64%	53.83%	57.75%	71.51%	72.80%	
86.20%	85.25%	86.37%	86.30%	87.62%	87.33%	85.30%	85.42%	86.08%	86.27%	84.35%	84.89%	
13	8	25	14	7	21	54	37	24	28	22	36	
0	0	0	0	0	2	0	0	0	0	1	0	
0.0570%	0.0440%	0.0830%	0.0630%	0.0580%	0.0610%	0.0630%	0.0635%	0.0653%	0.0794%	0.0804%	0.0716%	
1.1800%	1.2600%	1.0500%	1.2100%	1.0500%	0.9200%	1.2270%	1.3850%	0.9430%	0.8350%	1.156%	1.046%	
-	-	42	34	29	34	73	66	72	65	77	65	
-	-	546	301	259	485	537	1588	1477	488	454	515	

Unit	Item	KRI	Indicator	Ratio Formula	Treating customers fairly Principle	Responsible Unit
	21	Call center cases-Suspected untrue solicitation		Number of cases in previous quarter	<ul style="list-style-type: none"> Good faith in contract conclusion Advertisement and solicitation truth Solicitor professionalism Information and disclosure Remuneration and performance balance 	Customer Contact Center
	22	Number of anomalies in telephone interviews conducted by law after insuring			<ul style="list-style-type: none"> Good faith in contract conclusion Information and disclosure Advertisement and solicitation truth Principle of due care and fiduciary duty 	Customer Contact Center
Service groups	23	Rate of administrative errors	Rate of underwriting errors			Underwriting & New Business Department
			Rate of claims errors			Claim Department
			Rate of policyholder service errors		<ul style="list-style-type: none"> Principle of due care and fiduciary duty 	Policy Owner Service Department
			Rate of collection errors			Premium Administration Department
	24	Rate of failure to finish work in standard time-limit	Rate of underwriting delays		<ul style="list-style-type: none"> Principle of due care and fiduciary duty 	Underwriting & New Business Department
			Rate of grievance handling delays			Customer Care Department
			Rate of claim delays			Claim Department
	25	Insurance fraud	Internal fraud		<ul style="list-style-type: none"> Principle of due care and fiduciary duty 	Human Resources Department
			External fraud			Underwriting & New Business Department
	26	Rate of non-claim grievances in the year		Number of non-claim grievances/Number of effective contracts		
	27	Rate of claim grievances in the year		Number of claim grievances/Total number of claims		
	28	Rate of grievances with notified review results		Number of grievances with notified review results within 30 days	<ul style="list-style-type: none"> Good faith in contract conclusion Information and disclosure Advertisement and solicitation truth Principle of due care and fiduciary duty Product or Service Suitability Grievance protection 	
	29	Rate of success in grievance handling (no need of review)		Number of received grievances		Customer Care Department
	30	Rate of review results unfavorable to the Company		(Grievances - Reviewed grievances) /Grievances		
				1- (number of established mediation cases + number of cases with all or part of the claimant's claims determined by review/number of closed review cases - number of rejected cases)		
Financing and Loan Unit	31	Number of direct grievances from financing and loan clients			<ul style="list-style-type: none"> Grievance protection 	Real Estate Development Department
General groups	32	Number of system disruptions over 4 consecutive hours			<ul style="list-style-type: none"> Principle of due care and fiduciary duty 	Information Engineering Department
	33	Number of information security incidents			<ul style="list-style-type: none"> Principle of due care and fiduciary duty 	Information Security Office
	34	Number of personal data breaches			<ul style="list-style-type: none"> Principle of due care and fiduciary duty 	Information Security Office
Law Promotion Section	35	Number of items pending for improvement based on the results of targeted examination (quarter)				
	36	Number of failures to complete improvement by the deadline of competent authorities				
	37	Number of sanctions for legal compliance enhancement of competitors (quarter)				Compliance Management Division
	38	Rate of completion of TCF education and training		Actual number of trainees/total number of trainees		
	39	Number of sanctions of the company			<ul style="list-style-type: none"> Good faith in contract conclusion Information and disclosure Advertisement and solicitation truth Principle of due care and fiduciary duty Product or Service Suitability Grievance protection Remuneration and performance balance Solicitor professionalism 	
Board of Directors Liaison Unit	40	Number of detects in channel financial examination				
	41	Number of TCF-related proposals for the Board				Board of Directors
	42	Duration of business disruption (hours)				General Affairs Department
	43	Number of items pending for improvement based on the results of internal audit (quarter)				
Other	44	Number of written replies to the examination opinions of competent authorities				Internal Audit Department

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
0	0	0	3	0	0	0	0	0	1	0	0	1
0	0	0	1	0	0	2	0	0	0	1	0	0
0.10%	0.02%	0.07%	0.12%	0.07%	0.10%	0.17%	0.05%	0.03%	0.11%	0.02%	0.03%	
0.04%	0.03%	0.02%	0.04%	0.05%	0.06%	0.06%	0.07%	0.05%	0.05%	0.07%	0.06%	
0.11%	0.09%	0.08%	0.10%	0.08%	0.10%	0.10%	0.14%	0.15%	0.12%	0.1193%	0.1203%	
0.02%	0.02%	0.05%	0.00%	0.09%	0.00%	0.02%	0.00%	0.00%	0.03%	0.06%	0.05%	
0.32%	0.17%	0.11%	0.34%	0.81%	0.32%	0.35%	0.25%	5.27%	1.89%	0.22%	1.45%	
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
12.76%	15.55%	19.95%	14.60%	17.79%	17.45%	13.50%	8.42%	13.38%	16.59%	11.55%	10.28%	
0	0	0	0	0	0	0	0	0	0	0	0	
UNB: 0 CLM: 24	UNB: 0 CLM: 21	UNB: 0 CLM: 26	UNB: 0 CLM: 19	UNB: 0 CLM: 17	UNB: 0 CLM: 22	UNB: 0 CLM: 37	UNB: 0 CLM: 20	UNB: 0 CLM: 17	UNB: 0 CLM: 18	UNB: 0 CLM: 22	UNB: 0 CLM: 34	
0.0001%	0.0001%	0.0003%	0.0004%	0.0005%	0.0006%	0.0007%	0.0009%	0.0009%	0.0011%	0.0011%	0.0012%	
0.0408%	0.0338%	0.0323%	0.0383%	0.0393%	0.0387%	0.0373%	0.0399%	0.0390%	0.0392%	0.0402%	0.0380%	
100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	99.24%	99.2683%	
81.40%	80.33%	80.70%	79.38%	81.25%	81.12%	79.58%	79.14%	78.87%	77.80%	78.87%	78.8462%	
NIL	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	3.23%	2.63%	4.44%	5.45%	5.17%
0	0	0	0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	0	0	0	
1	0	0	0	0	0	1	1	1	0	0	0	
3	0	0	0	2	1	1	1	2	1	0	1	
0	0	0	0	0	0	0	3	1	1	1	0	
0	0	0	0	0	0	0	0	0	0	0	0	
2	2	1	1	1	1	1	3	1	1	2	1	
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	98.37%	100.00%	
0	0	0	0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	0	0	0	
0	5	3	0	3	3	0	3	0	0	3	3	
0	0	0	0	0	0	0	0	0	0	0	0	
NA	33	NA	NA	12	16	NA	17	NA	NA	24	30	
General financial examination (No.: 110F112); 1 time	General financial examination (No.: 110F112); 1 time	General financial examination (No.: 110F112); 1 time	General financial examination (No.: 110F112); 2 times	General financial examination (No.: 110F112); 2 times	General financial examination (No.: 110F112); 3 times	General financial examination (No.: 110F112); 3 times	General financial examination (No.: 110F112); 4 times	General financial examination (No.: 110F112); 5 times				
Information system construction project examination (No.: 109F139); 4 times (closed)												

2.3 Information Security and Customer Privacy

The prime target of information security is: Protecting operational information to maintain the rights and interests of customers, employees, and shareholders; for information to be safely, correctly, suitably, and reliably used in the planning, implementation, management, and related measures to achieve business goals, while complying with the relevant laws and regulations and meeting the requirements of information security regulations and self-disciplinary regulations established by the competent authorities and the insurers' association.

Furthermore, we established a well-rounded personal information protection and administration system to ensure that all personal data within the scope of business is properly managed, and to prevent the data from being stolen, tampered with, damaged, lost, leaked, or other unreasonable uses, exercising the due care of a good administrator to lay the foundation for gaining customers' trust, while protecting customers' interests.

To enhance information security capacity, we combine the global information security intelligence and trends and continuously improve attack defense and risk management practices to maintain zero significant information security incident and personal data leakage in the year.

- Constantly improve the Company's management system through the Plan-Do-Check-Act (PDCA) cycle. Based on the results of interviews and internal and external audits and risk assessments over the years, draw up the management system revision plan (Plan) and implement and strengthen relevant management measures as planned (Do), discover potential vulnerabilities or risks of the organization through internal audits (Check), and learn and make corrections based on the findings (Act).
- Continue to strengthen the defense-in-depth mechanism for information security, and further improve information security monitoring and defense capabilities.
- Participate in the financial information security joint defense system to achieve prevention beforehand, caution against small matters, and damage reduction afterwards.



Following the use of information equipment and the popularization and development of the Internet, digital processing and management of operational data have become part of the routine operations. In modern environments that extensively use information systems, protecting information systems and lowering information security risks have become important issues to companies. Facing the rapidly changing cyberattack methods and uncertain network risks, we uphold the spirit of sustainable development when addressing emerging information security challenges brought by globalization and continue to think about how to improve the Company's overall information security framework, so as to ensure the security and integrity of services provided by the Company.

We continue to enhance customer privacy protection through technology and system improvements and keep up with the latest methods. We also integrate information security technologies and capabilities to minimize the risk of personal data leakage and provide a system framework for all units to comply with, incorporating privacy protection requirements into business processes.

TGL announced the "Privacy Protection Statement" on our official website for customer privacy management. Customers can use the "Contact TGL" function on the official website to file a complaint in the customer opinion box/message board and service hotline.

- Expand the certification of the Personal Information Management System (BS 10012) to the whole company.
- Continue to extend the certification of ISO 27001 information security management system to the Brand & Integrated Digital Development Division and Big Data Analysis departments.
- Improve education and training to raise the information security/personal data awareness of personnel.
- Strengthen and formulate requirements on indicators through management review meetings.
- No significant information security incident or personal data leakage was reported in 2022.

Due to the business characteristics of insurance companies, it is necessary to process large amounts of private information, such as insurance policies. Hence, information security and customer data protection are crucial to operations. To get prepared for the digital insurance era, apart from actively enhancing technological competitiveness, we enforce the protection and management of information security and personal data. In 2019 we already established an independent information security responsible unit.

In 2020, this unit began to lead, plan, and control the organization's information security processes, ensure the effective communication, compliance, and maintenance of the operation and continual improvement of the PDCA cycle by personnel at all levels. Activities included information asset inventory, risk assessment, business continuity management, internal audits of information security, convening Information Security Advisory Committee meetings, and continuing to pass ISO 27001:2013 certification to enhance the operation of the Company's information security management system so as to enhance safe and reliable digital service capabilities.

In response to the ongoing information security attacks around the globe and the constantly changing attack methods, to deploy second-line information security monitoring to meet the medium- and long-term needs, apart from continuously using tools with AI information security analysis functions and mechanisms, we also developed the capabilities for real-time detection and active persistent threat blocking and introduced the advanced persistent threat (APT) system for information security defense against cyberattacks.

Additionally, to enhance the real-time detection and active defense capabilities against new malware and ransomware of endpoint equipment (servers and PCs), we continued to deploy the endpoint detection and response (EDR) system. In 2022 we also introduced the mail APT system for real-time detection and blocking of malicious mails and files with new attack styles to ensure the mail and file security in the office environment. By refining effective intelligence and through the smart use of the above intelligent, forward-looking technologies and enhancing intelligence analysis capabilities with automated intelligent tools, we timely and effectively report intelligence to the first-line Security Information and Event Management (SIEM) system for integration to enhance the integrity of data collection and monitoring and provide dependable actions and insights, complete and timely anomaly monitoring and reporting. To maintain the security of construction of information security systems, we introduced the open source testing tools and established periodic review and control mechanisms and loophole patching mechanisms to enhance the efficiency of testing mechanism, vulnerability fixing, and management of the internal open source software.

In response to the rising security demand for extranet services, to ensure the safety and quality of our network services, we introduced the network security peer rating report service. Apart from the extensive assessment and continuous monitoring among peers, we also continuously assessed enterprise network security trends and identified areas with potential risks to make continual improvement of network security. In 2022 no significant information security incident or personal data leakage was reported.

Protection of customer privacy

Regarding customer privacy, we manage the personal data of policyholders with the most stringent attitude to ensure the proper protection of personal information. We enhanced and optimized the protection and management mechanisms of personal data by establishing and implementing the regulations for personal data protection and implementing the Personal Information Management System (PIMS).

> Establish and implement personal data protection regulations

To ensure the protection and management of personal data, we established the Personal Data Protection Working Group formed by senior managers of each department. The working group holds at least one management review meeting each year to provide instructions for the personal data management approach and operation. It also established the "Operational Guidelines for the Personal Data Protection and Management Organization," "Regulations for Personal Data File Security," "Personal Data File Safety Maintenance and Methods for Handling Personal Data After Termination of Business," "Personal Data Protection Implementation Guidelines," "Operational Guidelines for Personal Data Risk Assessment," and "Operational Guidelines for Personal Data File Inventory." All departments in the Company have appointed information security management personnel to implement related regulations for proper management, compliance, and safety of personal data.

- **Organizational Structure of the Personal Data Protection Working Group**



> Personal data management system in-line with international standards

The BS 10012 Personal Information Management System established by the BSI is an internationally recognized personal information management standard. It mainly covers the proper management of personal information collected, processed, and used by a company in its operations. The implementation of a management system based on best practices helps companies ensure the reasonable use of personal information while respecting customer privacy.

We have implemented and maintained the BS 10012 Personal Information Management System since 2017. Our overall management framework not only meets the requirements of Taiwan's personal data protection laws and international standards, but also provides comprehensive and proper protection for the personal data of policyholders through periodic verification of system implementation and external audits, as well as continuous monitoring and improvement. In 2018 we completed the international verification for transition to the latest standard BS 10012:2017. We expanded the scope of verification (Tainan document Warehouse) and completed re-verification in December 2020, obtaining a new certificate. In 2022 we expanded the scope of verification to the whole company and completed the certification to maintain certificate validity.

Information Security

We believe that information security is crucial to protecting the confidentiality and integrity of customer data, as well as the Company's ability to continue as a going concern. We began to implement the ISO 27001:2013 Information Security Management System in 2016 and continues to maintain its operations. We adopted the complete international management framework and follow the PDCA cycle to periodically carry out the information security management process to maintain the effectiveness of security management procedures. In 2018 we passed the certification of the international standard with no any nonconformity identified. In December 2022, we extended the certification of international standards to the Brand & Integrated Digital Development Division and Big Data Analysis departments. to ensure that our digital services can provide customers with secure and efficient services.

> Implementation of the information security policy and related regulations

Through leading, planning, and controlling the organization's information security framework and processes, we ensure the effective communication, compliance, and maintenance of continual improvement to continuously further and enhance the information system management system. In management processes, we established the "Information Security Policy," "Information Security Implementation Guidelines," "Information System Account and Password Management Regulations," "Information System Permission Management Regulations," and "Information Security Incident Handling Procedures," in compliance with related laws and regulations and meeting information security requirements of the competent authority. The "Information Security Policy" has been approved and announced by the Board. Apart from launching various technology and protection solutions on the implementation side, we also continued to maintain the effectiveness of ISO 27001:2013 certification and organize various activities including the Information Security Committee meeting, information asset inventory, risk assessment, business continuity drill, and internal information security audits on the management side to develop the integrity of information security protection.

> Information security indicators

Our Information Security Advisory Committee periodically reviews the information security indicators to optimize and monitor information security incidents, prevent hacking, and ensure service availability.

Apart from the origin six indicators, including the "Significant Information Security Incident Reporting Achievement Rate", "Periodic PC Operating System Patching Achievement Rate", "Information System Service Availability", "Number of Unauthorized Changes to Application Systems", "Number of Moderate and Higher-Level Information Security Incidents due to Incorrect Code Version", and "Number of Required Tests not Conducted for Changes to Production", in 2020 we added two indicators "Information Security Incidents Involving Unauthorized Access or Disclosure of Classified and Higher-Level Data" and "Completion of Corrective Action for Findings and Observations from the Compliance Evaluation of Computer System Information Security Evaluations Within the Time Limit" to enhance the maintenance of information security incidents and compliance with system information security. In 2022 all data for the eight indicators reached the goal.

> Information security education and training

We raised the information security awareness of employees through intensive training and promotion, so that they will understand the importance of information security and make it a part of the organizational culture. In 2022 through physical and online training and tests based on information security and personal data protection, we organized director and supervisor education and training, information security and personal data awareness education, information security and personal data audit course, and social engineering prevention awareness education for directors, supervisors, employees, and internal auditors; and published month information security publications. Additionally, information security and IT personnel not only completed training at the number of hours requested by law, but also attended professional information security competence training and obtained the relevant professional certificates to keep raising the information security awareness of all employees and enriching their professional capacity. We offered a total of 8 courses of 9,613 training hours to 3,321 participants.

2.4 Financial Inclusion

In response to the needs of different customers, as well as global issues such as population ageing and emerging diseases, apart from setting up accessible space in 16 business locations, we also introduced a variety of insurance products meeting the principle of social care and health and safety promotion, such as microinsurance for caring the vulnerable, the small-amount whole life insurance, long-term care insurance, in-kind benefits insurance, and health spillover insurance for the economically disadvantaged, and the group insurance for college students. In 2022 a total of 6,845 new policies were sold, with the first-year premium income reaching NT123,314 thousand. We not only hope to develop products needed by the market, but also fulfill our commitment to providing protection and services to policyholders.

In 2022 we launched 218 projects with inclusive characteristics: micro, in-kind benefits, protection/elderly, policy, low premiums while providing basic coverage, and products for retirees. As group policies were introduced for microinsurance, a total of 8 groups with 29,797 persons were insured in 2022. The products have the basic characteristics of inclusiveness described above, and all achieve the goal of financial inclusion based on the overall product structure and business scale. Sales are summarized below:

Category – Demonstrate inclusiveness	Products launched in 2022 (Note 1)	FYP in 2022 (NTD)	Number of cases effected in 2022 (note 2)	Number of Products Proportion (Note 3)	FYP Proportion (Note 4)	Number of cases Proportion (Note 5)
Micro	6	4,110,722	1,134	2.8%	0.02%	0.14%
In-kind benefits	3	625,457	49	1.4%	0.003%	0.01%
Protection-based (elderly)	148	4,212,904,841	668,788	67.9%	17.6%	83.9%
Policy	27	136,316,821	3,759	12.4%	0.6%	0.5%
Low premiums while providing basic coverage	115	2,671,306,365	670,177	52.8%	11.1%	84.0%
Products for retirees	77	21,679,204,730	194,138	35.3%	90.5%	24.3%

Note 1: A total of 218 products were categorized as inclusive products, in which one product may show a different aspect of inclusiveness.

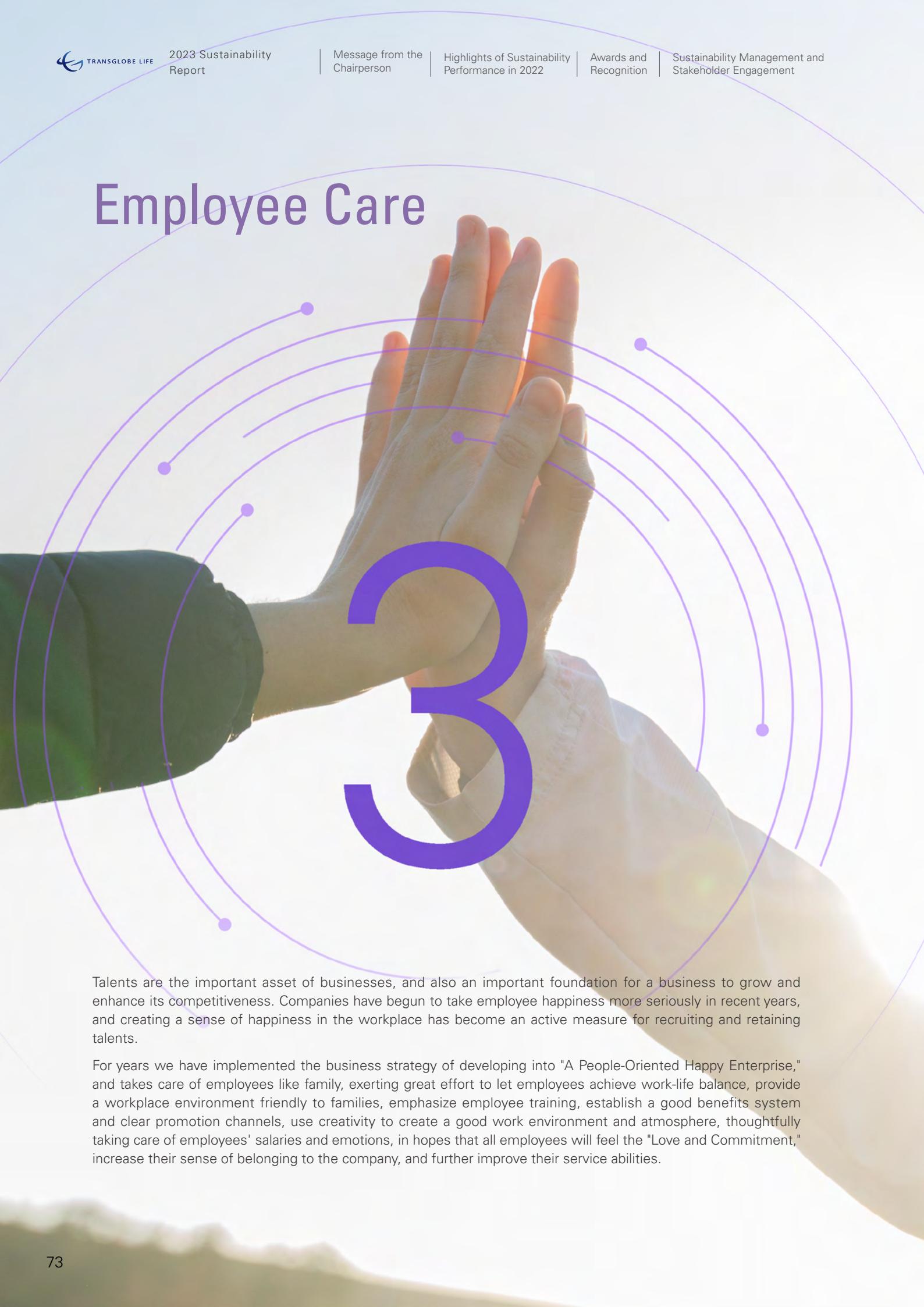
Note 2: Number of personal insurance policies and riders are both accounted for.

Note 3: Proportion of the number of products in the category launched in 2022/All products (including products discontinued in the current year + current products).

Note 4: FYP from products in the category in 2022/Premium income from all products (including products discontinued in the current year + current products).

Note 5: Proportion of the number of cases in the category effective in 2022/All products (including products discontinued in the current year + current products).

Employee Care

A photograph of three people's hands joined together in a huddle. A large, stylized purple number '3' is overlaid in the center. The background is a bright, slightly overexposed outdoor scene.

3

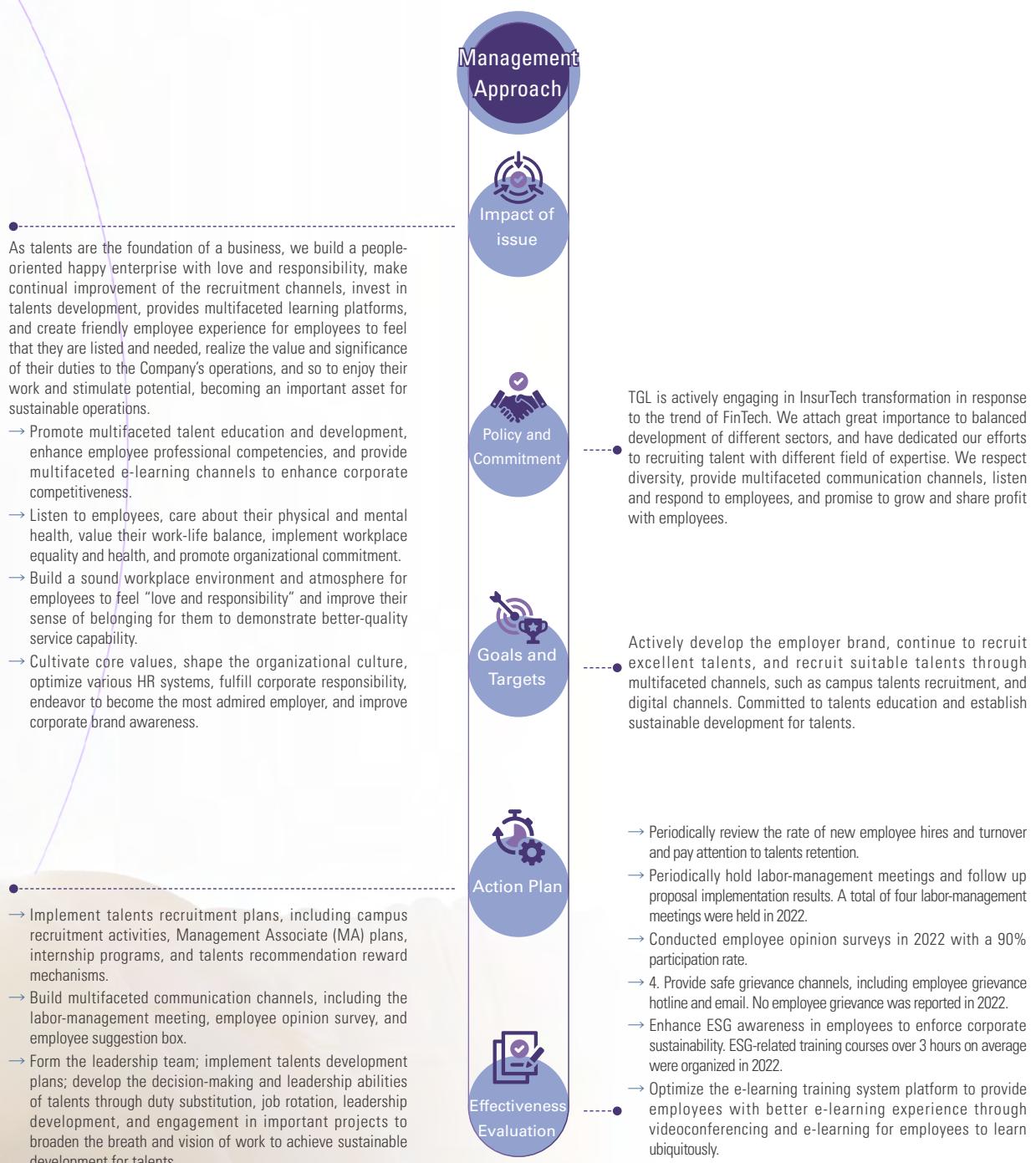
Talents are the important asset of businesses, and also an important foundation for a business to grow and enhance its competitiveness. Companies have begun to take employee happiness more seriously in recent years, and creating a sense of happiness in the workplace has become an active measure for recruiting and retaining talents.

For years we have implemented the business strategy of developing into "A People-Oriented Happy Enterprise," and takes care of employees like family, exerting great effort to let employees achieve work-life balance, provide a workplace environment friendly to families, emphasize employee training, establish a good benefits system and clear promotion channels, use creativity to create a good work environment and atmosphere, thoughtfully taking care of employees' salaries and emotions, in hopes that all employees will feel the "Love and Commitment," increase their sense of belonging to the company, and further improve their service abilities.

3.1 Talents Management

Talent is the lifeline of companies and the key to successful transformation and sustainable development. The only way to create a win-win situation for talent and companies is to find suitable talent through a good recruitment system, put them in the most suitable position, and then allow them to fully utilize their expertise.

Following the changes in demographic structure and communication media and channels, TGL continues to uphold the principle of only recruiting suitable talent and utilizing human resources, and also creatively utilizes campus and digital technology channels to find suitable talent to join TGL.



Talent Recruitment

TGL finds the most suitable talent based on the requirements for each position, and assigns employees to management, planning, implementation, supervision, and sales service positions in business, product, investment and financing, and risk management departments based on their individual abilities and career path.

TGL assembled professional life insurance sales teams in Keelung, Greater Taipei, Yilan, Hualien and Taitung, Taoyuan, Hsinchu, Taichung, Changhua, Yunlin, Chiayi, Tainan, Kaohsiung, Pingtung, and Penghu, help elite sales people utilize their expertise.

- Head: Recruitment channels

Office staff recruitment channels

Job applications on job bank websites and recommendations by other employees are the main recruitment channels for TGL office staff. The recommendation bonus system is used to encourage employees to provide recommendations. For specialists (e.g. actuary and software development specialists) or senior managers that are lower in supply in the market, we use a professional consulting company to help us find the most suitable talent based on our needs.



Agent recruitment channels

In 2022 the sales division, direct sales channel, launched a transformation in collaboration with international consulting companies. In the reform, new full-time workforces were recruited for the service successor program, and sales performance was boosted with digital tools.

In 2023 various transformation measures will be implemented; staff recruitment tools will be optimized continuously; routine management will be optimized; and sales, staff recruitment, and guidance courses will be improved to consolidate the staff recruitment habit of agents and stimulate long-term organization development.



TGL attaches great importance to the cultivation of young students, and is actively recruiting talent on campuses, focusing on talent with future potential. In 2022 we activated the 8th TGL MA Recruitment Program, with senior officers and the CHRO interviewing applicants personally. Fresh graduates and those with work experience under two years can apply for the program. The rise of InsurTech has triggered the transformation of the insurance industry. We value the balanced development of various departments, hoping to recruit talents with different expertise, a positive attitude, creativity, a strong sense of purpose, stress resistance, and good coordination ability. The length of the 2022 MA Development and Rotation Plan is 24 months. In the first month after enrollment, fundamental training courses are arranged for MAs to know the organization, learn the industry knowledge, construct professional insurance knowledge, and get familiar with TGL products. Then, general rotation for product planning, sales channels, administrative service, and digital marketing and professional rotation will be arranged during months 2 to 24. During this period, in addition to the opportunities for engaging in cross-department project planning and learning with senior officers, MAs will be assisted in obtaining professional licenses. Lastly, they will be assigned to the relevant departments based on the evaluation results and organizational needs after training completion.

> 2022 Employee Structure

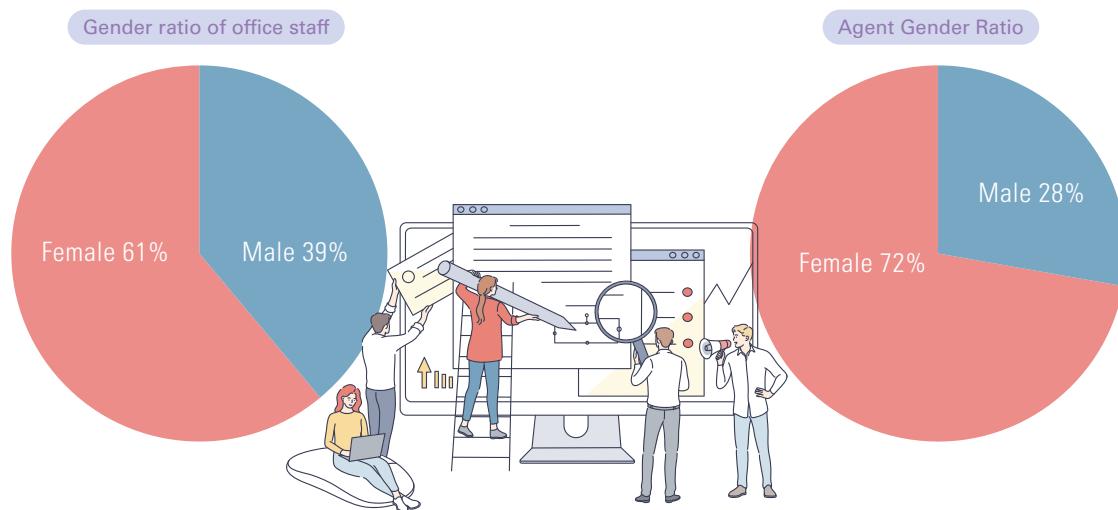
By the end of 2022, we had a total of 5,409 employees, including 31.15% of male employees and 68.85% of female employees. There was a total of 1,449 office staff members, including 574 male members and 875 female members. There was a total of 3,960 agents, including 1,111 male agents and 2,849 female agents. All senior officers (president, vice presidents, assistant vice presidents) of business locations in Taiwan were Taiwanese. Additionally, employment by type includes non-fixed term contract employees and fixed-term contract employees, and the former accounted for 99.85% of all employees, providing employees with stable employment.

There were 51 non-staff workers, including archivists, cleaners, security guards and drivers.

- **2022 Employee Structure**

(unit: persons)

	Office staff		Agents		Total		Category Subtotal	Total
	Male	Female	Male	Female	Male	Female		
Non-fixed term contract	569	872	1,111	2,849	1,680	3,721	5,401	5,409
Fixed-term contract	5	3	0	0	5	3	8	
Full-time	569	872	355	1,027	924	1,899	2,823	5,409
Part-time	5	3	756	1,822	761	1,825	2,586	



> New employee rate and turnover rate

By the end of 2022, there were 700 new employees in total, including 27.29% being office staff and 72.71% being agents, and 12.94% of office staff and agents were new employees, including 428 female new employees accounting for 61.14% of all new employees. In age distribution, both male and female new employees were mainly 30-50 years old, regardless of office staff or agents.

The total employee turnover was 1,146 employees, where 10.91% were office staff and 89.09% were agents, and the total turnover rate of office staff and agents was 21.19%. In age distribution, departing employees were mainly 30-50 years old.

- New Employees in 2022 by Gender and Age**

Gender	Age range	Office staff		Agent	
		Number of new employee hires	Rate of new employee hires	Number of new employee hires	Rate of new employee hires
Female	<30 years old	35		83	
	30-50 years old	67	11.89%	179	11.37%
	>50 years old	2		62	
Male	<30 years old	27		74	
	30-50 years old	57	15.16%	87	16.65%
	>50 years old	3		24	

*The denominator of employee turnover rate is total number of male and female office staff and total number of male and female agents.

- Employees Turnover in 2022 by Gender and Age**

Gender	Age range	Office staff		Agent	
		Number of employee turnover	Rate of employee turnover	Number of employee turnover	Rate of employee turnover
Female	<30 years old	17		80	
	30-50 years old	38	8.00%	379	25.24%
	>50 years old	15		260	
Male	<30 years old	11		75	
	30-50 years old	33	9.58%	153	27.18%
	>50 years old	11		74	

Note: The denominator of employee turnover rate is total number of male and female office staff and total number of male and female agents.

Good Workplace Communication

We provide multifaceted communication channels, create an open communication atmosphere, listen to the voices of employees, and create harmonious labor-management relations.

Labor-management meeting

We hold labor-management meeting periodically by law. Each party elects 15 representatives, each enjoys an office of four years. Management representatives are appointed by the Company from persons with considerable decision-making ability and familiarity with the sales and labor condition. Labor representatives are elected from the candidates nominated by each department. Based on the collaboration spirit and aim to promote business development together, labor and management representatives actively engage in the labor-management meeting and related affairs to improve labor-management relations and protect the rights and interests of labor.

At the labor-management meeting, representatives of both parties may discuss various benefits and systems, workplace environment improvement, and promotion of labor-management collaboration through direct dialogues and communication. In 2022 a total of four labor-management meetings were held to fully communicate and discuss issues relating to epidemic control measures, the work-from-home mechanism, outreach of labor laws and regulations, and other issues. Resolutions were implemented according to the consensus reached in the meetings.

Employee opinion survey

Third-party independent online questionnaires were used for employees to feel no worries in answering the items and reflecting the truth so as to understand their identification with the current organizational condition and so to enrich the work experience of employees and facilitate future organizational development. In 2022 over 90% of employees joined the VOE survey. The results were used as an important reference for the Company to improve administrative measures and plan policies to cohere the consensus and enhance organizational commitment of employees to strengthen organizational competitiveness.

Employee suggestion box

Recognizing that opinion differences bring the opportunity for improvement, we have established the employee suggestion box and respect and encourage different voices and opinions to turn optimization and improvement into habits and create employee self-worth. Designated personnel periodically collect mail from the employee opinion box, and then inform related units to discuss and handle employees' opinions, providing a response to employees within two weeks.

Employee grievance/sexual harassment box/hotline/fax

We provide employees with safe and worry-free grievance channels, including email (hr@transglobe.com.tw), hotline (6639-9999 ext. 6588) and fax (6636-9952). All grievances will be settled within 30 days after acceptance, and complainants will be protected and assisted.

HR service team

We have established an exclusive HR service (Account Service). Apart from selecting, development, and retaining professional talents, the team discovers the needs and thoughts of employees of all departments so as to provide more thoughtful and custom consultation services.

Staff Club e-bulletin

Information regarding club celebrations, employee club activities, childcare, and accommodation discounts are posted to promote friendship exchange other than work.

3.2 Talents Cultivation and Development

TGL is actively engaging in InsurTech transformation in response to the trend of FinTech. We attach great importance to balanced development of different sectors, and have dedicated our efforts to recruiting talent with different field of expertise.

Hence, from the cultivation of basic level talent to MAs that will aid the Company's future development, TGL has invested considerable resources and time to design complete courses and implement cultivation programs to transform manpower into talent.

Talents cultivation

> Providing diverse learning methods and optimizing the digital learning platform:

1. We utilized the e-learning resources of CommonWealth Leadership Campus for employees to gradually develop the good habit of self-learning that is not limited by time and place, broadening their knowledge and perspectives.
2. We continued to optimize the e-learning platform to provide employees with a better e-learning experience. Employees can complete the required courses and check their personal learning records through the system at any time. Employees can also register online to participate in the various classrooms or e-learning courses offered by the Company. Additionally, we uploaded e-learning course materials to the platform instead of printing them to significantly reduced paper use. We also used the mobile app for registration instead of signing in paper register to reduce paper printing.

> Building ESG consensus and planning ESG-related seminars.

In 2022 we planned and organized ESG-related seminars to develop ESG consensus in employees so as to enhance their ESG awareness and implement sustainable development.

1. In 2022 we organized a total of 21 ESG internal training courses (classroom/videoconferencing/e-learning) with a total of 23.72 hours for 6,662 persons. The total hours of training were about 5,607 hours, and the average hours of training per person were over three hours.
2. Responsible investment: All analysts and managers participated in ESG education, with the average hours of training per person of 4.2 hours.

Internal training courses

New employee training

Introduce the Company's culture and current status to new employees, and guide them to understand the Company's core values and work environment.

Guides new employees to understand the Company's core products, compliance, risk management, distribution channels, AML/CFT training, personal data protection education and training, fair customer care, occupational safety and health training, and personnel system and regulations, so that new employees can quickly adapt and assimilate into the environment.

Green Finance and Sustainable Development Course

Environmental sustainability is one of the rather important issues in corporate development. Through multifaceted training channels, the knowledge and importance of sustainable development are communicated. With various courses, corporate sustainability and climate-related risks are explained and cases of applications in the industry are shared. Hence, we organized many education and training activities, including 17 courses with topics covering ESG: From Thinking to Acting, Building A Sustainable Value Chain for Common Good, ESG Sustainable Development, New Trends in Green Finance, Climate Change and Climate-Related Financial Disclosures, Green Finance Action Plan 2.0, and others.

Professional courses

We also organized courses on professional insurance knowledge, such as Protection of the Capacity, Rights, and Interests of Contract Concerned Parties; Corporate Corruption, AML, and Anti-Corruption; Green Finance; Relationships Between IFRS 17 and ICS; Financial Consumer Protection Act, TCF Practice, and others.

Provide each department with courses on the required professional knowledge. Such as professional courses for actuaries, investment staff, finance, underwriting and claim, audit and compliance, product signatories, or supervisor audit.



FinTech courses

Hired Deloitte Taiwan to organize courses on fintech and insurtech development trends; McKinsey & Company to organize webinars to enhance the transformation capability related to insurtech and industrial trends of all departments, such as the report on the trends of the global insurance industry, insurance innovation and ecosystem strategies, application of advanced big data analysis in the insurance industry, insurance customer experience, and others.

General Education Courses

In addition to the general education courses organized for all or specific levels of employees administered throughout the company in accordance with the laws and regulations and the Company's policies, we continuously add e-learning courses with rich contents over the e-learning system and the CommonWealth Leadership Campus for employees to progressively develop the self-learning habit ubiquitously to enrich knowledge and broaden their horizons, we also provide employees with the knowledge skills required by work in the routine work, such as business presentation skills and expression capability, innovative thinking and design thinking course, income tax and policy marketing business opportunities course, disabilities support service course.



Management and leadership courses

We also design a full series of management leadership courses to help new junior officers to quickly adjust their roles and responsibilities.

Professional workshops organized by McKinsey & Company were planned for current officers. After the 13-hour e-learning preparatory courses, the two-day classroom courses guided officers to learn the management tools for future use through case study and the analysis and problem-solving process of the "seven-step poem".



Agent training courses

Laws and compliances training courses

These courses aim at enriching the legal knowledge of personnel to practice TGL's integrity spirit.

Courses included Money Laundering Prevention Law, information security and Personal Data Protection Law, CFT, TCF principles, agent sales and service quality monitoring, and friendly financial services to persons with disabilities and protection of the insurance rights and interests of elderly customers for training of new employees.

Basic training courses for new Agent

Apart from developing the professional knowledge and skills of insurance and investment products of new agents, we also assisted them in obtaining related licenses. In response to the e-learning trend for the new generations, we set up a professional studio and recording equipment and produced a series of TGL Academy videos. Courses were offered via videoconferencing during the Level 3 epidemic alert.

Related courses included basic training, on-job training, and unit transition training for agents.

TGL New Star Growth Camp, and Foreign Currency Product certification course, etc.

Specialized training course

Courses for enhancing developing the skills and service capabilities of life insurance agents, such as the new-generation service successor recruitment, workplace expansion, tax law, high asset planning, market practices, social media marketing; and Sales Organization Reform and Team Transformation Project.

Related courses included SEAL Team training and trainer's training for four courses: sales practice, high-performance management, precision recruitment, and digital tools under the Sales Organization Reform and Team Transformation Project.

Supervisor training course

On-job training that assists life insurance agents after promotion, enhancing their professional competencies so that they will be able to handle their future work.

Related courses included new Team Supervisor orientation training, new Sales Manager orientation training, new Unit Manager orientation training, new Agency Manager orientation training, and officer on-job training.



Basic Training for Agents



New Team Supervisor Orientation Training



On-job Training for Agents



New Sales Manager Orientation Training

By the end of 2022, a total of 67 physical/virtual courses were organized for office personnel. Additionally, a total of 70 e-learning courses were launched over the e-learning platform. Contents covered laws and compliances, office affairs, EAP workshops, whistleblower mechanism, AML/CFT, workplace sexual harassment prevention, and others. In 2022 a total 58,990 hours of training were organized for 35,529 persons. The average hours of training per agent were 133.16 hours. The overall average hours of training increased significantly from 2021, demonstrating our determination in employee development.

In 2022, we also expanded the scale of office staff training. Apart from the quarterly e-learning courses, we also increased numbers of physical/virtual courses on laws and compliances, EAP, and work skills. We also encouraged officer staff to join learning activity.



TGL New Star Growth Camp



Foreign Currency Product certification course



Trainer's training of the Sales
Organization Reform and Team
Transformation Project



SEAL Team training



Trainers of the Sales Organization Reform and Team Transformation Project.



New generation digital section – TransGlobe Academy

- Statistics of Employee Education and Training in Past 3 Years

(unit: hours)

		Office staff			Agent		
		Male	Female	Office staff Total	Male	Female	Agent Total
2022	Total training hours	24,269	34,721	58,990	147,940	379,372	527,312
	Number of participants	574	875	1,449	1,111	2,849	3,960
	Average hours of training per employee	42.28	39.68	40.71	133.16	133.16	133.16
2021	Total hours of training	17,379	25,724	43,103	83,260	220,128	303,388
	Number of participants	544	856	1,400	1,227	3,244	4,471
	Average hours of training per employee	31.95	30.05	30.79	67.86	67.86	67.86
2020	Total hours of training	16,792	22,232	39,024	51,523	140,800	192,323
	Number of participants	523	900	1,423	1,253	3,424	4,677
	Average hours of training per employee	32.11	24.70	27.42	41.12	41.12	41.12

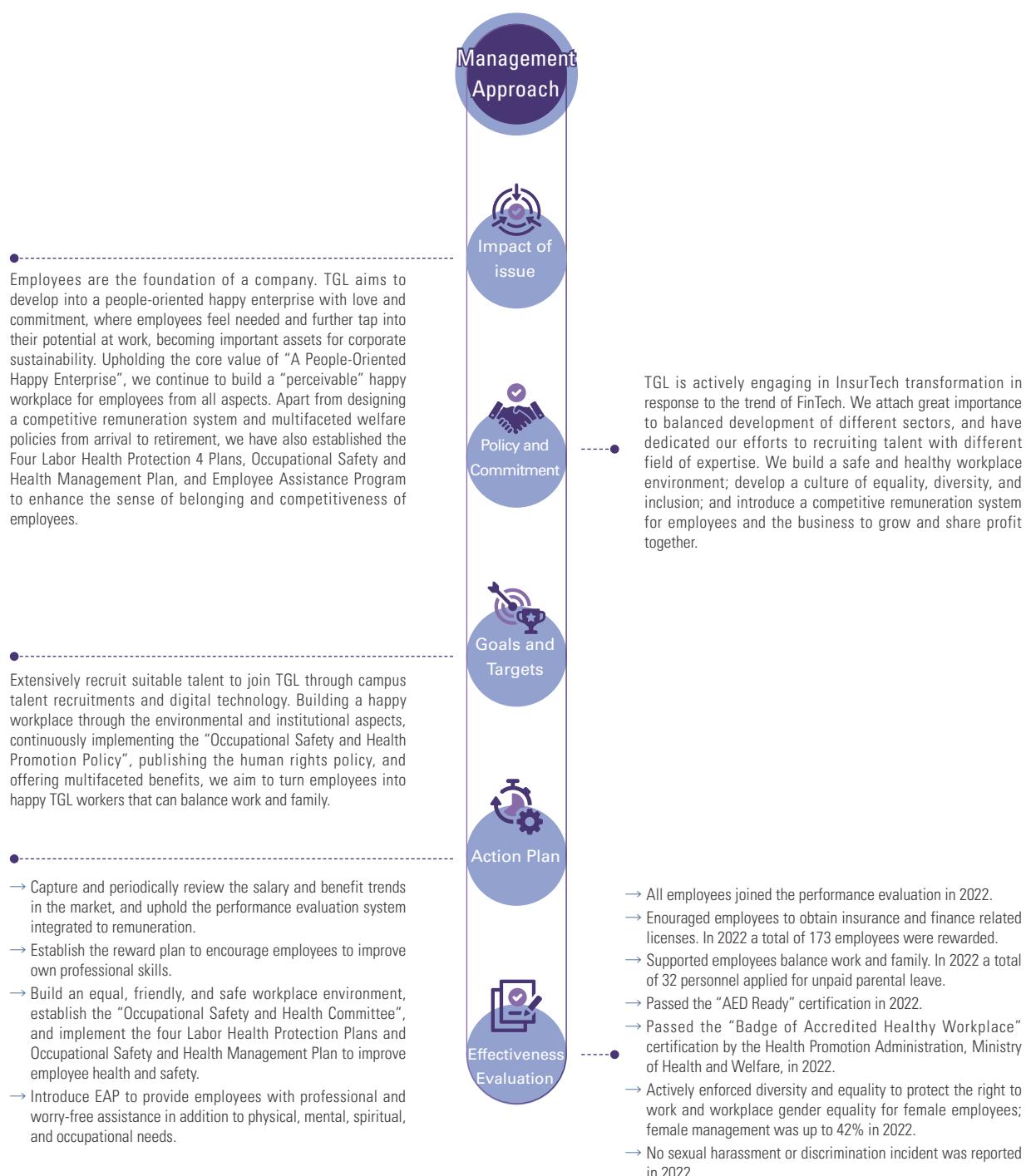
> Future talents cultivation

Furthermore, the innovation ability of new generation talent will drive the Company's growth and transformation, and will provide ammunition for the Company's future development. TGL has expanded the influence of talent cultivation beyond itself to cultivate professional insurance and financial talent for society. We actively collaborate with colleges in the Internship Program for active students or upcoming graduates to start learning in the workplace in advance to improve their professional skills through the internship experience and help them better understand their career development roadmap. In 2022 a total of 77 persons participated in the program, including 47 MAs and 30 interns. Since 2019 a total of 203 persons have joined the program, including 33 MAs and 170 interns. We also assisted outstanding interns in workplace transition, providing them with related job opportunities.



3.3 Employee Remuneration and Benefits

TGL participates in market salary surveys to monitor industry trends in salaries and benefits, and offer competitive salaries to retain suitable talent. The compensation system is based on work performance and combined with the social responsibility policy, encouraging employees to work hard and contribute at work, and grow together and share profits of the Company, recognizing employees for their long-term efforts and contribution.



Employee salaries

The salary of office staff includes the base salary and incentives. They are salaried at the market standard based on their duty, education attainment and work experience, seniority, and results of performance evaluation. In 2022, the ratio of the annual total income of the highest-paid office staff member and the median of annual total income other office staff members (excluding the highest-paid individual) was 5.95 : 1; and the percentage of annual total income raise of the highest-paid office staff and the percentage of the median of annual total income raise other office staff members (excluding the highest-paid individual) was 0.87 : 1.

Agents are remunerated based on the insurance product sales or service performance. In addition to the sales performance, finance indicators, and non-financial indicators, the rights and interest of customers, insurance products, and service risks are also considered. Agents are remunerated equally regardless of gender, race, nationality, religion, and political affiliation. In 2022, the ratio of the annual total income of the highest-paid agent and the median of annual total income other agents (excluding the highest-paid individual) was 62.51 : 1; and the percentage of annual total income raise of the highest-paid agent and the percentage of the median of annual total income raise other agents (excluding the highest-paid individual) was 1.27 : 1.

- **Ratio of Highest Remuneration and Employee Annual Total Income in 2022**

	Office staff	Agent
Ratio of the highest remuneration and median employee income ^(note 1)	5.95:1	62.51:1
Ratio of salary raise ^(note 2)	0.87:1	1.27:1

Note 1: Calculation for office staff: Annual total income of the highest-paid individual ÷ Median of the annual total income of all employees (excluding the highest-paid individual). Calculation for agents: Annual total remuneration of the highest-paid agent ÷ Median of the annual total income of all agents in 2022.

Note 2: Calculation for office staff: Percentage of raise in annual total income of the highest-paid individual ÷ Percentage of raise in the median of the annual total income of all employees (excluding the highest-paid individual). Calculation for agents: Percentage of raise in annual total remuneration of the highest-paid agent ÷ Percentage of raise in the median of the annual total income of all agents in 2022.

Performance evaluation

Performance evaluation is crucial to the quality of human resources, and helps companies examine the execution ability, leadership, management, and innovation of supervisors, as well as employees' skills, execution, cooperation, and innovation. We further combined performance evaluation results with raises, bonuses, and promotions to improve the quality of human resources, enhance the Company's competitiveness, and improve the Company's profits.

➤ Performance evaluation mechanisms

TGL's office staff evaluations are divided into evaluations after their probation period expires and annual performance evaluations. In new employee evaluation, when the probationary period of a new employee expires, the supervisor will evaluate his/her performance and give feedback.

The expected performance and method of achievement in the future are determined through communication and discussion between both sides, hoping to help every new employee well adapt to the TGL and learn, grow, and actualize themselves through work. In annual performance evaluation, we implemented the performance evaluation management system in 2021 to contribute to carbon reduction through systematic communication, real-time feedback, and paperless operation. We also revised the Performance Evaluation Regulations and implemented performance management through the perfect combination of systems, providing employees with excellent performance in annual evaluation and development potential with incentives and training. Those meeting the organization's talents demand will be recommended to important positions or promoted to managerial positions.

The agent evaluation system of TGL was established after referencing the Corporate Governance Best-Practice Principles for Insurance Enterprises and Principles for the Bonus System of Insurance Agents. Performance goals are set for sales agents at all levels, and the output performance of sales agents are used as the basis for performance evaluation, encouraging sales agents to actively sell the Company's products and provide timely and suitable incentives.

By the end of 2022, all agents received the annual performance evaluation. Office staff were evaluated based on their date of arrival or probation expiration, and the evaluation rate of both was 100%.

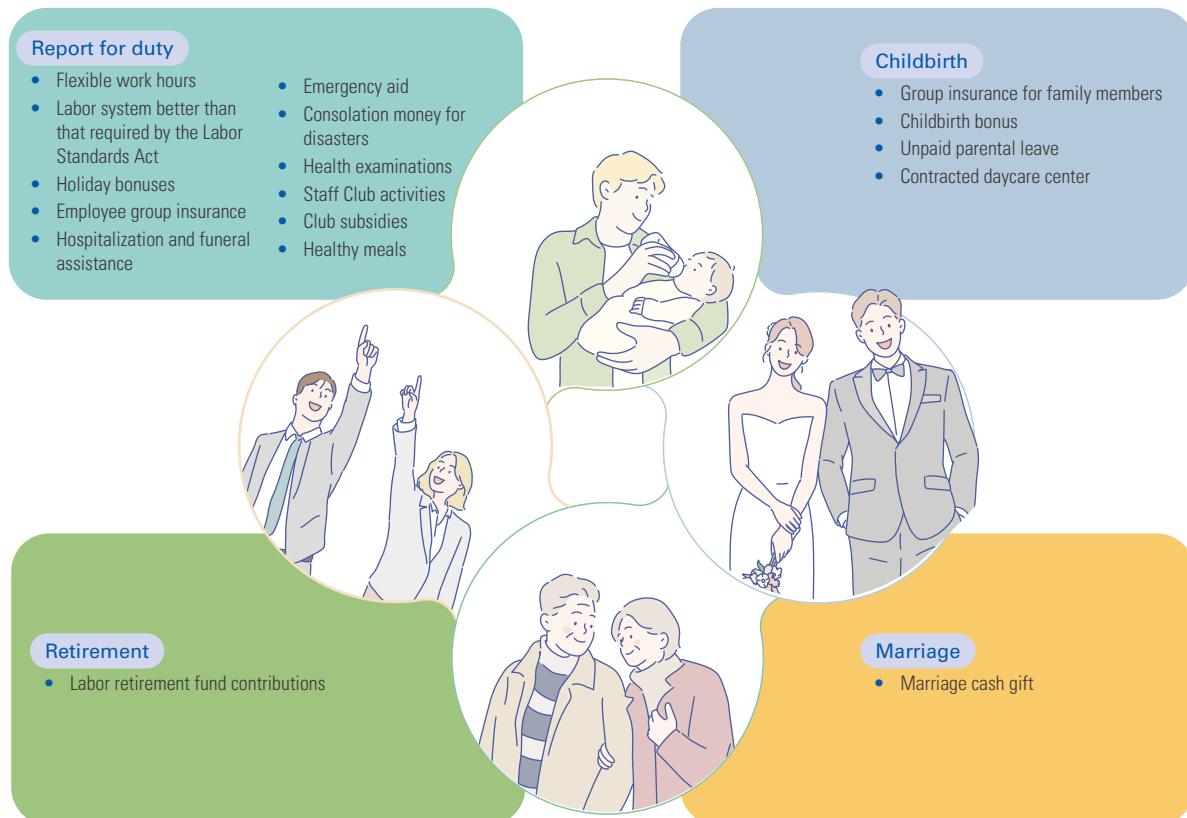
Employee benefits

> Employee benefits

TGL takes care of employees like family, and provides a wide range of benefits from after they are hired until they retire. Besides labor insurance, health insurance, and pensions, the Company also provides group insurance, flexible work hours, leave system better than that required by the Labor Standards Act, and various benefits. Group insurance includes life insurance, accident insurance, hospitalization and medical insurance, accident medical insurance, cancer insurance, and insurance benefits for family members. Benefits include marriage cash gift, childbirth bonus, hospitalization and funeral assistance, emergency aid, consolation money for disasters, and employee health examinations. As for employee entertainment, the Company periodically funds club activities, and the Staff Club irregularly organizes various activities. HQ and branches all have a gym and contracted daycare center. Additionally, HQ is also equipped with a yoga classroom, relaxation bar, and professional taught fitness courses to encourage employees to exercise after work to relieve stress. We also started employee catering services in 2016 for employees to enjoy lunch with balanced nutrition.



Gym with personalized coaching

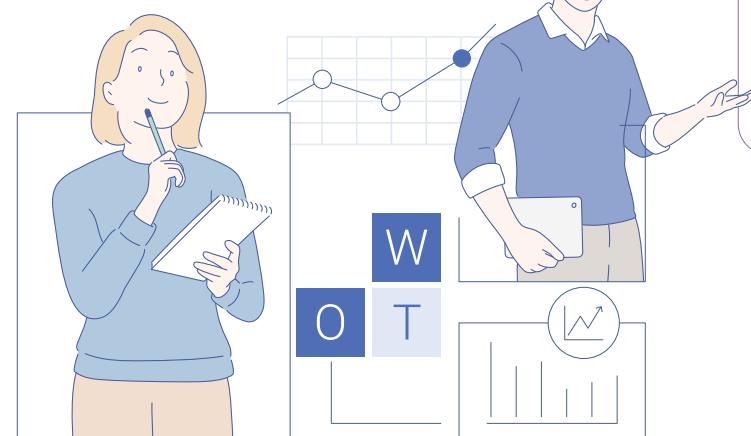


Furthermore, TGL encourages employees to obtain insurance and financial certifications to strengthen their professional competencies, enhance the Company's overall competitiveness, and also established incentives projects.

1. CFA License Reward Plan: Employees meeting the reward requirements are entitled to full- or partial amount allowance for the registration fee, enrollment fee, and annual fee, as well as a reward for passing the qualification.

2. FRM License Reward Plan: Employees meeting the reward requirements are entitled to full- or partial amount allowance for the registration fee, enrollment fee, and annual fee, as well as a reward for passing the qualification.

3. Actuary Training Program: Employees meeting the reward requirements are entitled to full- or partial amount allowance for the registration fee, enrollment fee, and annual fee. Those passing the US actuary qualification will receive a raise and reward, and the Company will also fund them for overseas training and membership fees of the Actuarial Institute of Chinese Taipei.

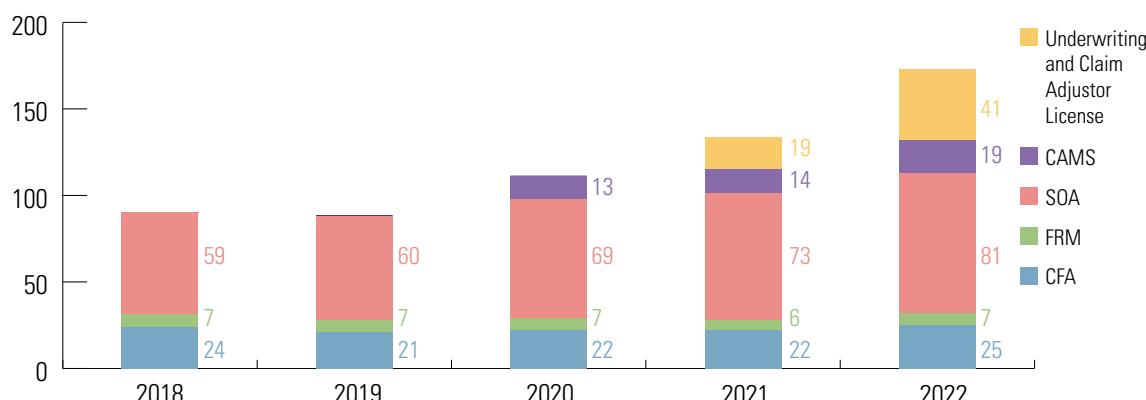


4. CAMS Reward Plan: Employees meeting the reward requirements are entitled to full- or partial amount allowance for the registration fee, enrollment fee, and annual fee, as well as a reward for passing the qualification.

5. Underwriter and Claim Adjustor License Reward Plan: Cultivate underwriting and claim adjusting personnel, enhance life insurance operational efficiency, and improve life insurance service quality.

6. Added the "Guidelines for CIA Certificate Reward Program" to develop more internal auditors and improve the audit professional competency for the company and strengthen internal control to reduce operational risks.

- Number of Allowance Recipients over the Years**



> Maternity friendly workplace

In response to the low birth rates, TGL encourages employees to apply for unpaid parental leave regardless of gender and position, in order to achieve work-life balance.

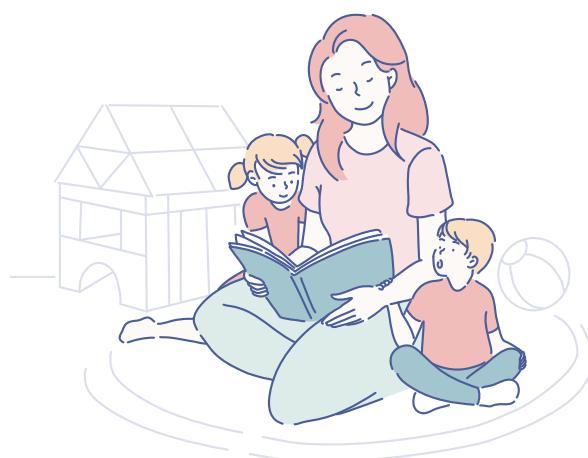
By the end of 2022, a total of 32 employees actually took the unpaid parental leave. Overall, the return to work rate was 70%. Additionally, the overall retention rate was over 90%. In the future, we will continue to build a "perceivable" happy workplace through the all aspects, by upholding the core value of being "A People-oriented Happy Enterprise" for employees to become happy TGL workers that can balance work and family.

- Statistics of Unpaid Parental Leave in 2022

Items	Office staff			Agent		
	No. of male	No. of female	Total	No. of male	No. of female	Total
Total number of employees entitled to unpaid parental leave in 2022 (A)	38	60	98	23	59	82
Number of employees that took parental leave in 2022 (B)	0	12	12	4	16	20
Number of employees expected to be return to work after taking parental leave in 2022 (C)	0	6	6	3	5	8
Total number of employees that returned to work in 2022 after taking parental leave in 2022 (D)	0	5	5	2	3	5
Total number of employees that returned to work in 2021 after taking parental leave in 2021 (E)	0	6	6	2	3	5
Employees still on the job 12 months after returning to work from unpaid parental leave in 2021 (F)	0	6	6	2	2	4
Unpaid parental leave application rate (B/A)	0%	20%	12%	17%	27%	24%
Return to work rate (D/C)	0%	83%	83%	67%	60%	63%
Retention rate (F/E)	0%	100%	100%	100%	67%	80%

> Childcare measures

The Company currently has a breastfeeding room that provides a comfortable space for employees who are mothers to not have any worries when they are at work. Additionally, believing that our responsibility is not limited to employees, but also includes their family, we have had thus lifted the burden on employees by signing a contract with a professional daycare center to provide daycare services, allowing every member of the TGL family to receive proper care, and realizing the brand concept of "Responsible, Thanks to Love."



3.4 Occupational Safety and Health

TGL continues to implement its Occupational Safety and Health Promotion Policy to effectively create a healthy workplace environment. We irregularly organize training and health promotion courses to help all employees understand the importance of health promotion.

Safe Workplace

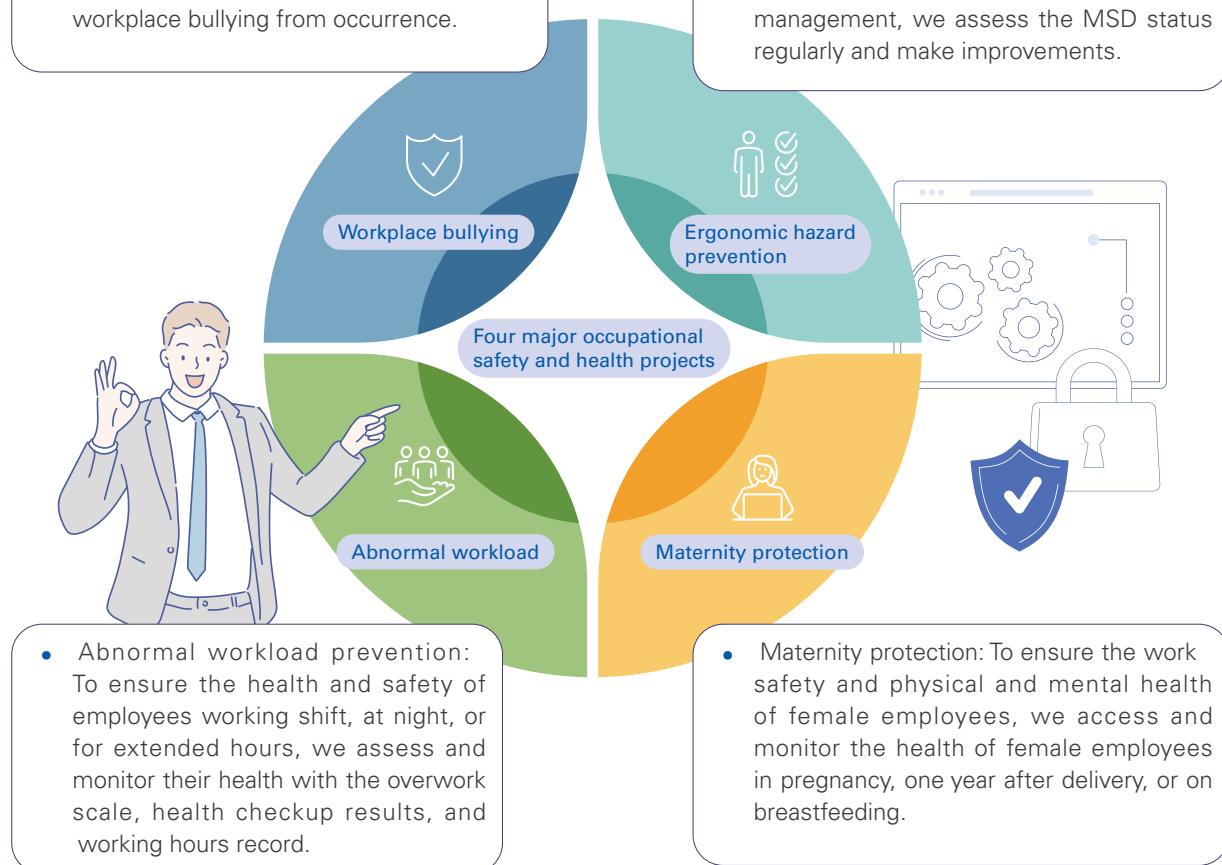
> Occupational Safety and Health Committee

We established the Occupational Safety and Health Committee in accordance with the Occupational Safety and Health Act. The committee meets on a quarterly basis. The committee has a total of 11 members, in which labor representatives account for 1/3. TGL established an occupational safety and health management plan, including workplace safety maintenance, planning and monitoring of the hazardous environment sampling strategy, emergency response mechanisms, occupational disease prevention, and workplace illegal infringement and sexual harassment prevention and management regulations, in order to provide employees with a healthy work environment without any worries. We periodically offer occupational safety and health related courses to raise employees' health awareness and minimize the potential harm.

We also established the contents of four major projects for labor health protection, including illegal infringement, ergonomic hazard prevention, maternity protection, and abnormal workload, assessing hazards and high risk groups and formulating improvement methods, in order to protect employee safety and health and prevent occupational accidents from occurrence.

- Workplace bullying prevention: To keep employees away from workplace bullying, we identify hazards and organize relevant education and training activities through periodic questionnaire to prevent workplace bullying from occurrence.

- Ergonomic hazard prevention: To prevent employees from musculoskeletal disorders (MSD) and work-related ill-health due to prolonged exposure to repeated work, poor working posture, or improper worktime management, we assess the MSD status regularly and make improvements.



> Emergency response

An effective emergency response plan requires comprehensive consideration, continuous improvement, and drills. TGL's emergency response plan includes rapid response to incidents, disaster recovery, and establishing response procedures for potential disasters.

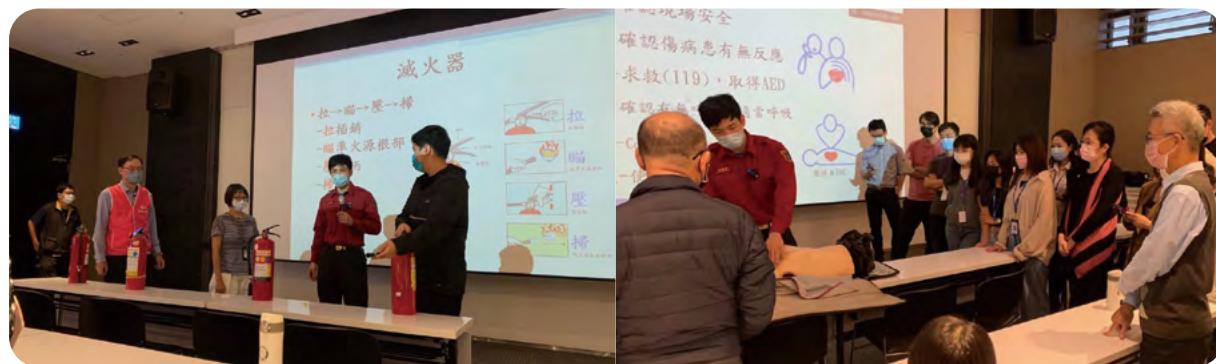
We conduct emergency response and evacuation drills every year for employees to practice disaster response and evacuation. Fire safety drills (leakage, fire accidents, explosions, and toxic chemical leakage) are jointly conducted with the Songshan Station Building, markets, Taiwan Railway, MRT, and offices. We periodically compile a list of office staff, field personnel, and contractors, in order to immediately determine the whereabouts of employees at our Songshan headquarter office when a disaster occurs.

The competent authorities required insurance companies to complete the establishment of a business continuity management (BCM) system before January 1, 2022, and meet BCM requirements set forth in the Risk Management Best-Practice Principles for Insurance Enterprises and its Q&A manual. To ensure that the Company is able to rapidly launch the backup mechanism when it encounters an emergency or abnormal event and mitigate the impact of business suspension on the Company, we formulated a plan for emergency response and business recovery drills for earthquakes and fire accidents. The drills allow us to verify the effectiveness of measures and operations. The BCM contact person of each department and members of self-defense fire safety groups of the headquarter office and Tainan branch participated in three online drills.

In 2022, we conducted a fire escape drill and emergency response exercise for office staff of Songshan HQ, agents, and personnel local clerks. Employees of the fire self-defense taskforce (about 69 members) and office staff of Songshan HQ, agents, and personnel local clerks (excluding some on-duty staff, staff in a meeting, staff out for business, and ill staff) evacuated from the building's emergency exit and assembled at the doom square in the west. The participation was up to 76%. In 2022 we also invited the Taipei City Fire Department to provide physical and virtual disaster prevention education and training on (1) fire prevention knowledge, (2) CPR and Heimlich Maneuver, (3) fire extinguisher operation, and (4) indoor fire hydrant operation.



2022 Fire Escape Drill



2022 Disaster Prevention Education

- Overview of occupational safety training in 2020-2022

Training courses	2020			2021			2022		
	Number of Classes	Course Hours	Number of participants	Number of classes	Course Hours	Number of participants	Number of classes	Course Hours	Number of participants
Employee safety and health training sessions	2	2	93	2	2	2,338	10	3.5	1,074
General occupational safety and health on-the-job training	126	2	6,014	151	1.5	5,810	54	1	5,346
New employee occupational safety and health training	7	3	271	166	3	166	12	3	176
Safety and health education and training for class-1 manager of Occupational safety and health affairs	0	0	0	0	0	0	0	0	0
Safety and health education and training for class-2 manager of Occupational safety and health affairs	3	35	3	1	35	1	2	35	2
Safety and health education and training for class-3 manager of Occupational safety and health affairs	3	21	4	0	0	0	0	0	0
Re-training for occupational safety and health supervisor	18	6	37	4	6	4	37	6	37
Fire fighting management personnel training	3	12	4	4	12	6	1	12	1
Fire fighting management personnel retraining	0	0	0	7	6	19	0	0	0
Occupational Safety and Health Committee member training	1	2	11	1	1.5	11	1	1	11

> Disabling injury and absence rates

- Occupational injuries of office staff were due to traffic accidents when commuting to work, and field personnel were due to traffic accidents when commuting to work or visiting customers. There were no occupational accidents that resulted in death. The Occupational Safety and Health Committee conducted an investigation into all occupational accidents that resulted in disability, injury, or illness, and proposed prevention and improvement measures.
- Number of applications determined to be occupational injuries in 2022: One applications in total, and none resulted in death.

*One applications was determined to be occupational injury (Office staff: 0; agent: 1) and occurred on the way to work.

- **Disabling Injury Statistics 2020-2022**

Year	Items	Office staff			Agent		
		Male	Female	Total	Male	Female	Total
2022	Lost day rate ¹	0	0	0	0	17.23	17.23
	Injury rate ²	0	0	0	0	2.87	2.87
	Absentee rate ³	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
2021	Lost day rate ¹	0	0	0	0	0	0
	Injury rate ²	0	0	0	2.77	2.77	5.53
	Absentee rate ³	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
2020	Lost day rate ¹	16.68	50.81	67.49	0	0	0
	Injury rate ²	0.76	0.76	1.52	0	2.82	2.82
	Absentee rate ³	0.01%	0.03%	0.04%	0.00%	0.00%	0.00%

Note 1: Lost day rate: Days lost * 1,000,000 / Total hours worked

Note 2: Injuries rate: Number disabling injuries * 1,000,000 / Total hours worked

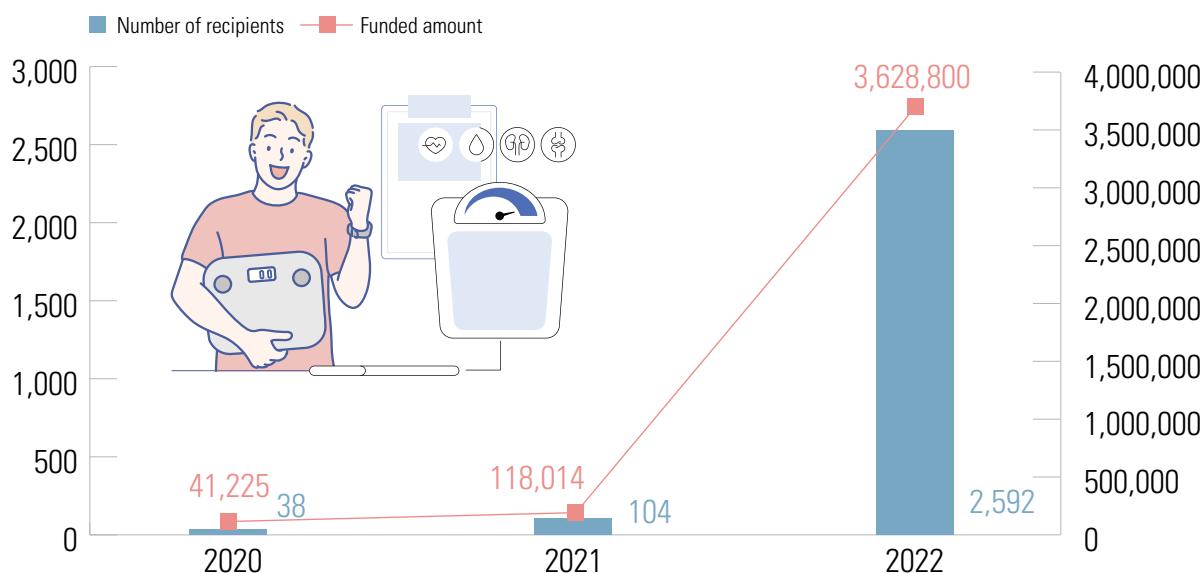
Note 3: Absentee rate: Days of absence / Total number of workdays

Healthy Workplace

> Health promotion activities

TGL believes that a healthy physique is necessary to have a healthy life, and thus provides employees with free health examinations and subsidies for family members once every two years. Employees are even allowed to choose suitable health examination packages based on their age and gender, and implement their own health management plan. Funding over the years

- Statistics of Health Checkup Funding



Year	Number of recipients	Funded amount
2020	38	41,225
2021	104	118,014
2022	2,592	3,628,800
Total	2,734	3,788,039

Remarks: The biennial island-wide health checkup was organized in 2019. Due to COVID-19, the checkup scheduled for 2021 was postponed to 2022. Health checkups in 2020 and 2021 were arranged for employees at the statutory age only.



5-minute departmental fitness exercises



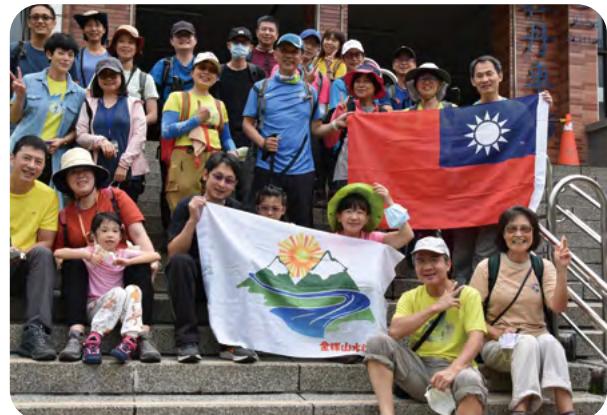
5-minute departmental fitness exercises

In 2022 TGL employees gradually returned to the office for work. To meet the healthy workplace indicators, from March 2022, personal trainers paid unannounced visits on different departments after 15:00 on Mondays or Thursdays to lead the “5-minute departmental fitness exercises”, starting the exercise norm and promote the exercise for health habit in TGL.

In healthy workplace promotion, we support employee club activities. In 2022 one learning club and 15 sports clubs were established, including the Japanese society, yoga club, badminton club, table tennis club, popular dance club, MV dance club, aerobic dance club, oral performing arts club, board game club, ballroom dance club, golf club, mountaineering club, stretching and Qigong club, basketball club, group activity club, Faith, Hope and Love, and high score badminton club, to encourage employees to engage in healthy leisure activities. In 2022 over 20% of office personnel joined the employee clubs. We hired sports instructors to teach employees how to use fitness equipment and continue to promote healthy workplace in coordination with the policy of the Sports Administration, Ministry of Education.



Stretching and Qigong club



Mountain climbing club



Basketball club



Faith, hope & love club



To support ESG and business carbon reduction, the Staff Club also organized a series thematic Earth Day and hiking activities in 2022. Apart from supporting the world environmental protection day, the club also hoped to enhance the awareness and value of environmental protection in employees. In practice, walking was encouraged to replace transport so as to achieve energy conservation and carbon reduction and practice environmental protection.

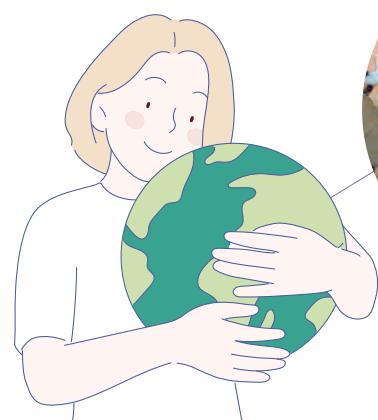
Earth Day



One-day vegan



Environmental education level game



Marketplace for local smallholders



Aquaponics DIY



LOHAS farm

Hiking-Registration



Hiking-Registration



Hiking-Healthy Stair Walk



Hiking: Relaxing Stretch

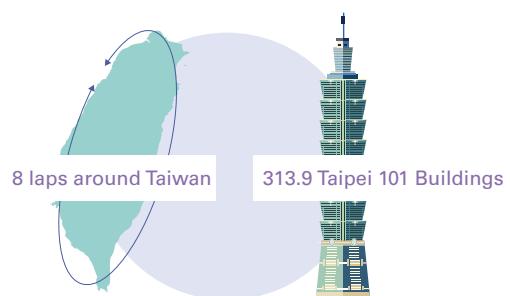
In addition to employee club activities, we also organize various health promotion activities. Following the relaxation of epidemic control by the Central Epidemic Control Command, we began to resume employee club activities and health promotion activities in 2022H2 and arrange contract physicians and nurses to provide onsite service at HQ and branches across Taiwan.

- **Health Promotion Activities 2020-2022**

Activity	Activity description	Number of activities held	2020	2021	2022
			Participation headcount	Participation headcount	Participation headcount
Employee power walking event	Encouraged employees to power walk on the PU track on the 17th floor.	One event (6-month period)	123 persons Walked a total of 8,109,000m.	131 persons Suspended due to Level 3 epidemic alert	124 persons (8-month period) Walked a total of 7,548,000m and climbed a total of 159,840 staircases.
Employee health self-management event	Weight, body fat, waistline, and BMI are used as goals for health management, and employees are required to complete courses they selected for the event.	One event (6-month period)	64 persons Lost a total of 58.9kg	Suspended due to Level 3 epidemic alert	Discontinued due to the pandemic
Doctors visit HQ	Health consultations or health workshops	6 sessions (consultations or workshops)	6 sessions (face-to-face consultation for 25 persons, telephone consultation for 2 persons)	6 sessions (face-to-face consultation for 18 persons, telephone consultation for 4 persons)	6 sessions (face-to-face consultation for 22 persons, telephone consultation for 3 persons)
Doctors visit branches	Health consultations or health workshops	9 sessions (consultations or workshops)	Telephone consultation for 4 persons	9 sessions (face-to-face consultation for 80 persons)	90 sessions (face-to-face and telephone consultation for 190 persons)

1. Employee Power Walking 2020-2022

Year	Total participants (persons)	Number of goal-achieved participants (persons)	Number of high-risk individuals (persons)	Total distance walked (km)	Trips around Taiwan (trips)	Total building height (m)	Taipei 101 (block)
2022	124	74	0	7,548	8	159,840	313.9
2021	131				Discontinued due to the pandemic		
2020	123	77	4	8,109	8.6		



2. Continued to organize health and sports workshops

In 2021 we began to co-organize the sports workshop "Technology-based Physical Fitness Test" with the Sports Administration. In 2021, there were 96 participants. In 2022 there were 112 participants (average age of 41 years old).



2022 Technology-Based Physical Fitness Test

3. Employee Assistance Program (EAP)

To take care of the physical and mental health of employees, we introduced the employee assistance program (EAP) in November 2021 in collaboration with consulting companies to help employees prevent and adapt to work, family, financial, and legal issues in the daily life with the goal of improving the ability to manage stress in work and life of employees and supervisors. Through the professional services of consultants, we provide a channel for employees to resolve troubles troubling them and balance work and life so as to improve the quality of both. The services provided included:

- Unlimited 24-hour toll-free (0800) telephone and email consultation services.
- Online booking and physical and mental health promotion services over the EAP Employee Physical and Mental Care Platform.
- Prepare promotional materials and quarterly/annual analysis reports
- Provide employees with complete resources and increase their willingness to use consulting services
- Promotional events and seminars for supervisors and employees
- Individual consultation with consultant
- EAP-related articles for supervisors and employees.
- Emergency relief and workplace trauma services

For employees to better understand how to use the EAP services, we planned four presentations before



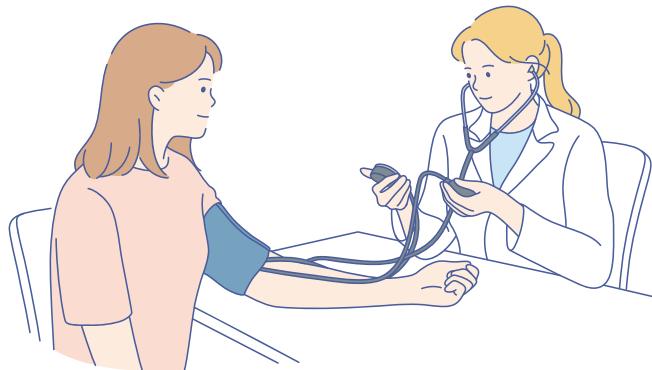
EAP implementation for consultants to show employees how to use the EAP services and present the service contents, and the contents of consultation services were introduced through internal emails. The results by December 31, 2022 included:

Year	Case manager consultation(A)	Individual consultation with consultant(B)	Total consultation calls(A+B)
Number of persons seeking consultation in 2022	10	22	32

4. Annual health checkup tour

Apart screening the statutory health checkup items suitable for the year, each year we provide employees of all ages with free health checkups better than the statutory checkup and discounted checkup packages for their lineal relatives (including spouse) to take care of their family.

In 2019 we increased the health checkup items for employees and re-arranged the free health checkup to once every two years. We also encourage employees meeting the screening criteria to take the free screening of four types of cancer provided by the Health Promotion Administration, Ministry of Health and Welfare. Due to the outbreak of COVID-19, we suspended the health checkup tour in 2021. In 2022 we completely resumed the service, and nearly 90% of employees took the checkup.



5. CPR+AED training course

The CPR+AED training course is offered once every two years. In 2019 a total of 10 sessions were organized over four days, and 984 of HQ's 1,332 employees took the course, with a completion rate of 73.8%.

In 2020, the FAST (face, arm, speech, and time) test in the Cincinnati Prehospital Stroke Scale was added to the CPR+AED course. A total of 144 employees took this non-compulsory course offered in three sessions over three days.

In 2021, the course was suspended due to COVID-19.

In 2022, a total of nine sessions of the CPR+AED course were held over six days, with 929 participants from HQ and a completion rate of 71.6%. We also passed the AED Ready certification valid for 3 years (from 2022/11/3).

6. Healthy Workplace



The Ministry of Health and Welfare introduces the "Badge of Accredited Healthy Workplace" certification to encourage private businesses to actively promote the smoke free (no-smoking) workplace to provide employees with a healthy workplace environment; implement a self-management system to build health-supporting environments with the power of workplace groups; provide employees with complete health resources; assess and improve the physical, social, and psychological conditions in workplace environments; enforce corporate social responsibility; and build a healthy workplace together. In 2016 we began to actively promote employee health care and offer a healthy, no-smoking workplace environment. In 2016, 2019, and 2022, we were awarded the "Badge of Accredited Healthy Workplace" for three consecutive terms.

3.5 Diversity and Equality in the Workplace

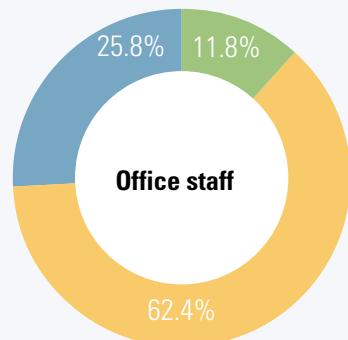
The promotion of workplace diversity and gender equality is an important trend in workplaces across the world. TGL supports workplace diversity and equality, and attaches importance to basic human rights and equal pay. TGL does not discriminate against gender, race, nationality, religion, political party, sexual orientation, age, or disability in the appointment, promotion, experience in the position, remuneration and benefits, and education and training of employees.

Employee diversity

We hire employees without discrimination over gender and ethnic groups. By the end of 2022, there were 1,685 male employees and 3,724 female employees, and the male-to-female ratio was about 3 : 7. To protect the right to work of vulnerable groups, we hire persons with disabilities exceeding the statutory requirement of 1% of all employees. We also attach great importance to accessible spatial design for employees with disabilities to work in a friendly and inclusive workplace without worries.

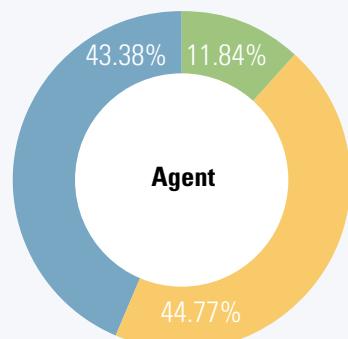
- Number of Employees in 2022 by gender and by age

<30 years old
 30-50 years old
 >50 years old



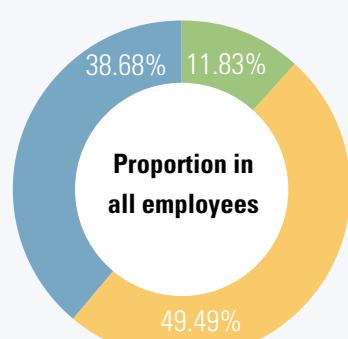
Office staff				Proportion in all employees
	Male	Female	Total	
<30 years old	78	93	171	11.8%
30-50 years old	345	559	904	62.4%
>50 years old	151	223	374	25.8%

<30 years old
 30-50 years old
 >50 years old



Agent				Proportion in all employees
	Male	Female	Total	
<30 years old	203	266	469	11.84%
30-50 years old	526	1,247	1,773	44.77%
>50 years old	382	1,336	1,718	43.38%

<30 years old
 30-50 years old
 >50 years old



3.5.2 Workplace equality

> Gender Equality

We are committed to building a friendly workplace environment for diversity and equality. In 2022 we established and announced the human rights policy that covers equality, inclusion, and diversity for work, a healthy and safe workplace, respect for the freedom of association, multifaceted communication channels, and others. In 2023 we will identify the human rights risks to build a workplace environment of equality.

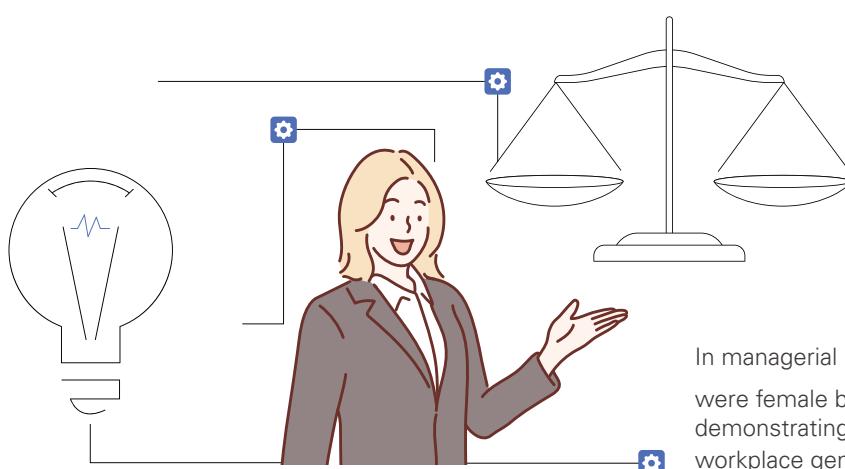
More and more women are entering the workplace around the world and also in Taiwan and have made excellent performance in the workplace. We actively implement diversity and equality measures to protect the right to work and workplace gender equality for women to fully exert their expertise. In managerial positions, 42% of managers were female by the end of 2022, fully demonstrating our determination to achieve workplace gender equality.

> Employee training on human rights related issues

We respect and protect workplace human rights. Hence, we regularly arrange education and training on the Convention on the Rights of Persons with Disabilities (CRPD) for new office staff. After establishing the human rights policy, we have also arranged relevant education and training for employees. Agents are required to complete compliance courses such as CRPD, the Principle for Financial Service Industries to Treat Clients Fairly, and the Principle of Finance-Friendly Service for Insurance Industry for agents to better understand the rights of persons with disabilities.

> Sexual harassment prevention measures, related grievance mechanisms, and handling procedures

TGL opposes sexual harassment in the workplace and periodically provides education and training courses on the prevention of sexual harassment in the workplace. TGL established a clause prohibiting discrimination in "Core Values, Practice Principles, and Code of Conduct," and also set up a sexual harassment reporting hotline and TGL ethics hotline with dedicated personnel to handle reports. Once a report is accepted, we form an investigation team to begin investigation and review. All personnel responsible for handling reports are obligated to maintain confidentiality within the scope of obligations defined in regulations of the Company. The Company may not terminate employees who file a report or help others file a report, and will close cases within 30 days after they are accepted. Thanks to our efforts in workplace sexual harassment prevention and right to work protection, no sexual harassment or discrimination was reported in 2022.



In managerial positions, **42%** of managers were female by the end of 2022, fully demonstrating our determination to achieve workplace gender equality.

Social Empowerment



Becoming healthier and happier and making the environment safer and more sustainable is the common goal of countries, societies, and people pursuing happiness around the world. A happy society is able to support people, companies, and countries in achieving good development.

Even though the global population in extreme poverty has decreased, the development of many countries has stalled and caused social issues, such as poverty, famine, war, lack of access to education, disease, and lack of human rights protection. In 2016 the UN launched the 17 Sustainable Development Goals (SDGs) that cover no poverty, zero hunger, good health and well-being, quality education, climate action, ecological conservation, and others. These 17 SDGs have since become the common language and trend for communication of sustainable development around the globe.

Taiwan has faced the same challenge in recent years, and fulfilling social responsibility has become the common goal of companies in Taiwan. TGL believes that: "responsibility exists because of love and love is made whole by responsibilities." We strive to implement the brand concept of "Responsible, Thanks to Love" in our corporate social responsibility, to give back to society, and deliver the greatest value through corporate social responsibility. We transformed "love" and "responsibility" into support for "Sports Development," assistance for "Youth and Education," and utilize the power of "Cultivating Charity Fields" to provide greater happiness in Taiwan.

Based on our brand philosophy: "Responsible, Thanks to Love", we have been safeguarding Taiwan, paying long-term attention to vulnerable groups in society, organizing various public interest activities, and sponsoring different ethnic groups to create a warmer social environment through real action over the years. We also contribute our profit to the "secondary public interest" through "co-participation" to ingrain positive energy in society so as to start the virtuous cycle of CSR with love and commitment.

Highlights of public interest engagement in 2022

Participants: approx. 157,686 persons

Total investments: NT\$10,486,483

Coverage: Basketball game sponsorship,
baseball game sponsorship,
organization and sponsorship of
various sports events, and others.

Participants: approx. 183,617 persons

Total investments: NT\$16,558,783

Coverage: Scholarships for policyholder's
children, TG lectures, higher
education institute sponsorship, and
arts and cultural events sponsorship,
and others.

Youth and
Education

Sports
Development

Cultivating Charity
Fields

Donations to Non-
Profit Organizations

Donations/sponsorships:
NT\$13,625,077

Participants: approx. 66,169 persons

Total investments: NT\$6,479,902

Coverage: Eco-friendly tea adoption and charity
sale, microinsurance, donations to
non-profit organizations, and others.



Best Performance of Specific Categories-Social Inclusion Award, the 15th Taiwan Corporate Sustainability Award (TCSA) 2022.



Silver, Finance and Insurance, Corporate Sustainability Report Award and Social Inclusion Award, Best Performance of Specific Categories, 15th Taiwan Corporate Sustainability Award (TCSA) 2022.

Excellence, Best Social Responsibility Award, the 24th Faith, Hope and Love Awards of Insurance 2022.

Rights Management, the 3rd Taipei Tree Protection Award 2022, Department of Cultural Affairs, Taipei City Government.



We were awarded Gold for Best Brand of the Year ESG Award of Environmental Sustainability and Bronze for Best Brand of the Year-Finance at the 2022 Excellence Agency & Advertiser of the Year of Brain Magazine. Brand Planning VP Nai-Hsin HSIAO (right) received the cup.

Gold for Social Inclusion and Bronze for Environmental Sustainability, the 2nd Taiwan Sustainability Action Award (TSAA) 2022.



Gold for Social Inclusion and Bronze for Environmental Sustainability, the 2nd Taiwan Sustainability Action Award (TSAA) 2022.

Best Brand of the Year- ESG Award of Environmental Sustainability Gold, the 2022 Excellence Agency & Advertiser of the Year.

Gold Sponsorship Award, the 2022 Sports Activists Awards of the Ministry of Education.

Third Prize, Procurement Award, 2022 Buying Power - Social Innovation Products and Services Procurement event.

4.1 Sports Development

Exercise benefits the body, mind, and spirit, improves health, stabilizes emotions, reduces stress, and extends lifespan. When all people exercise and maintain good physical strength, it will not only train outstanding athletes, but also popularize sports, becoming the most important foundation for growing national strength. Organizing international sports events will also increase Taiwan's international visibility.

There are currently many sports that still need to be developed in Taiwan, and there are numerous sports events, basic facilities and instruments, and athletes that require training. Hence, funding or resources are urgently needed from the private sector. We strive to combine sports with charity, hoping to draw public attention to charity and caring for the underprivileged while calling on them to care for their health through exercise. We continue to spread love and commitment to every corner of society and care for those in need.

Therefore, we have been promoting Taiwan's baseball development over the years. From juvenile baseball to adult baseball, we continuously support the ingraining education of baseball, help offshore students to fulfill their baseball dreams, and participate in various domestic and overseas baseball classics to inject vitality into Taiwan's sports sector. We began to sponsor the Taoyuan Pauian Pilots in 2020 to contribute to Taiwan's basketball development. We like sports and are promoting the development of the domestic sports environment and have been recognized by the Sports Administration, Ministry of Education as an "Accredited Sports Corporation" and "Sports Activist".

Baseball sponsorship project

We have been supporting Taiwan's baseball development for years. Apart from sponsoring domestic and overseas baseball events to facilitate international exchanges through baseball since 2009, we also hope to increase the popularity of baseball and encourage citizens to support our national sport.

"My Baseball Dream" Campaign

Every dream needs a chance to be realized. Upholding the brand concept of "Responsible, Thanks to Love," we show our love and commitment to baseball through insurance that meets the needs for baseball development in rural areas.

Baseball is Taiwan's national sport and highly popular among citizens. The Sports Administration began to organize the Black Panther High School Baseball Tournament in 2013, further strengthening the promotion of baseball at the youth baseball stage, in order to train even more athletes. The event is highly popular among high school students across the country.

TGL continues to monitor the cultivation and promotion of baseball in Taiwan, in hopes of letting student athletes realize their baseball dreams. We began to support Taiwan's baseball development through various sponsorships in 2009. After launching the Campaign "My Baseball Dream" in 2016, we have continued to invest resources in youth baseball training on offshore islands. Apart from providing baseball teams with supplies, we also arrange a professional coach team for resident training and provide key hardware and software to support baseball development in remote townships. Dreams for offshore islands: Penghu, Matsu, and Kinmen.

Through love and commitment, we hope to exert our corporate influence to provide opportunities for more baseball-loving students to stand on the baseball field to fulfill their baseball dream. We hope that "My Baseball Dream" will be the start of their dreams and hopes.

Sponsoring youth baseball tournaments

We began to sponsor the baseball team of Chinese Culture University in 2010, and it has been 13 years now. We began to sponsor the C.K. Championship Juvenile Baseball Competition in 2018 for five years to influence the children's character education with baseball.

When COVID-19 swept across the world in 2022, we specially sponsored the Chinese Team at the U-12 Baseball World Cup to support positive baseball development in Taiwan and realize our CSR spirit, hoping that more Taiwanese stars can stand on the international stage one day.



In 2022 the "My Baseball Dream-Kinmen Baseball Camp" began training in Kinmen. In the camp, Manager Min-Hsiung LIAO and coach team of the Chinese Culture University Baseball Team led the three-day training for the baseball teams at all levels in Kinmen.



We support the U-12 Baseball World Cup and invited President Jason Ma as the guest pitcher on TGL Theme Day.

Basketball sponsorship project

P. LEAGUE+Taoyuan Pauian Pilots

Upholding the brand philosophy of "Responsible, Thanks to Love," we are a long-term supporter of Taiwan's sports development and have spared no efforts in supporting different sports. In 2021, we began to sponsor the professional basketball team Taoyuan Pauian Pilots in P. LEAGUE+, contributing to the development of Taiwan's professional basketball. We hope to use our capabilities to drive the development of basketball in Taiwan and improve the overall sports environment in Taiwan.

After two decades, Taiwan's sports sector eventually ushered in the professional basketball league P. LEAGUE+ long awaited by citizens. We are sponsor the Taoyuan Pauian Pilots and promote basketball together. We also brand Taiwan together with local cities to help improve Taiwan's international image. The Taoyuan Pauian Pilots values its team image and adaptive development of players, and its "Never Give Up" team spirit matches our CSR philosophy. The games in 2022Q3 drew public attention. The players' excellent performance was encouraging, demonstrating the touching moments of sports events.



We sponsor the Taoyuan Pauian Pilots to demonstrate our love and commitment in real action.



Together with the Taoyuan Pauian Pilots, we support Taiwan's sports development.

Sponsoring basketball tournaments of the Elementary School Sport Association

To further sports development and support Taiwan's basketball education, we also sponsor the Elementary School Sport Association. In 2022 we sponsored the National Elementary School Basketball Championship to support the basketball development in children.



We sponsored the 2022 National Elementary School Basketball Championship that attracted 6,800 players from 130 schools across Taiwan to compete in one of the largest annual basketball matches.

Supporting Sports Events

Large annual health promotion event: Because of Love: ZUMBA Dancing

With love as the cause and responsibility the end, we began to organize large events that integrate sports and public interest in 2018, and the 2018 ten-thousand-people yoga became a Guinness World Record. In 2019 we began to organize "Because of Love: ZUMBA Dancing" to stimulate enthusiasm and fraternity through dancing. The event not only invites citizens to take action for their health, but also calls on society to show concern for charity, supporting the underprivileged through action, and communicating the positive value of sports and charity.

Apart from putting our brand philosophy "Responsible, Thanks to Love" in to practice, "Because of Love: ZUMBA Dancing" also helps the vulnerable in society. By spreading "Love and Commitment" to all parts of society through sports, we aim to create a virtuous cycle of positive energy in Taiwan. In 2022 "Because of Love: ZUMBA Dancing" recruited nearly 1,000 dancers to dance ZUMBA for the public interest. Singers Nine Chen and Qiu Fengze were also invited to give performance. Apart from integrating sports, music, and public interest, we also blended the ESG Corporate Sustainability into the event. Part of the registration fees was donated to charities. Together with the proceeds from the charity sale of our "One Acre of Rice of Mine" and "One Acre of Tea of Mine", a total of NT\$1.46 million was donated to Chung Yi Social Welfare Foundation to help orphans.



In 2022, we donated part of the registration fees of the "Because of Love: ZUMBA Dancing" to Chung Yi Social Welfare Foundation.

4.2 Youth and Education

TGL cares about Taiwan's education and focuses on "Youth and Education," providing scholarships for children of policyholders and "Public Welfare You and Me" to encourage outstanding students. We also support the development of arts and culture by sponsoring various events, continuing to let art become a positive force during the pandemic. We have also made donations to numerous higher education institutions and general education courses in Taiwan, fostering students' independent thinking ability while developing formative education. We hope to strengthen the abilities of the next generation and fulfill our love and commitment through efforts in "Youth and Education."

Establishing schools for public interest

Promotion of national education

The world is changing rapidly along with technology, industries, and lifestyles, and understanding how to engage in lifelong learning is the only way to keep pace with the times and pursue self-realization without any constraints.

TGL ponders on how to let the general public improve their lives through lifelong learning and contribute to the development of the nation and even all of mankind in the promotion of national education. Hence, TGL utilizes its resources in the life insurance industry to organize seminars that provide policyholders with knowledge on insurance. Besides letting policyholders understand the protection provided by insurance for their lives and assets, we also invite scholars and experts to offer seminars on issues that people are concerned about in daily life, introduce them to the truth, good, and beauty of the world, and improve their taste in life.

We began organizing TG Lectures in 2018, which is named based on the value of family gatherings and gathering time. We invited experts on the art of living, well-known personages in society, financial experts, and elite members of TGL to share non-toxic life, new medical knowledge, healthcare, persistence of an entrepreneur, personal success experiences, investment trends, and insurance knowledge. We invited policyholders, the general public and experts in different fields to share their life experience and knowledge under the theme "Responsible, Thanks to Love."

In 2022 we invited celebrated tennis player Rendy Yen-Hsun LU and famous sports anchor Stan Li-Chun CHANG to an interactive talk, hoping to extend the positive energy of chasing after dreams through the indefatigable fighting spirit of athletes to people impoverished and frustrated by the pandemic. A total of three talks with 235 participants were held in northern, central, and southern Taiwan.

Out of Pandemic Towards Dreams

> 2022 TG Lecture

TG Lecture "My Road to Dreams" were held in northern, central, and southern Taiwan with celebrated tennis player Rendy Yen-Hsun LU and famous sports anchor Stan Li-Chun CHANG sharing their experience through an interactive talk.

A total of 235 persons participated in the event.



TG Lecture invited celebrated tennis player Rendy Yen-Hsun LU and famous sports anchor Stan Li-Chun CHANG to an interactive talk for Lu to share his story of success in his 20+ years of tennis life.



By sharing his past tennis experience, Lu makes himself an example and becomes the coach of many outstanding players. Though real actions Lu demonstrates his insistence on the road to dreams. The event attracted many participants who gave heat feedback in return.

Education for rural communities

We actively promote education for remote townships in collaboration with National Taiwan University of Science and Technology (Taiwan Tech). Since May 2021, 23 courses and one school-wide workshop have been organized for 500 students. Apart from office staff and agents, many senior officers also joined the volunteer instructor team, hoping that employees at all levels are practitioners of our TCF culture.

In 2022 apart from continuing the service for New Taipei Municipal Jin-shan High School and Yunlin County Makuang Junior High School, we extended our service to eastern Taiwan to co-organize career talks with Taitung County Hai Duan Junior High School. In this first-time cooperation with Hai Duan Junior High School, we specifically arranged the class in the evening based on the schedule of boarding students for students to maintain routine schooling and learning new knowledge at the same time.

Unlike the past practice, in 2022 we specifically invited agents with outstanding performance to share the importance, significance, and value of "insurance" with students, teach them the correct knowledge and concepts of finance and insurance, introduce the professional competencies in the insurance industry, disseminate the value and significance of insurance, broaden the vision of students, bridge the urban-rural gap, and our love and commitment business philosophy.

Items	Name of School	Event Topic	Course Duration (days)	Course Length (hours)	Number of participants	Number of volunteers (instructors)	Total Hours of Learning (hours)	Remarks
1	Maguang Junior High School	<ul style="list-style-type: none"> • Strategy Planning • Brand Planning and Digital Integration Development • Information Security • Digital Technology • System Service • Value and Significance of "Insurance" 	4	3	16	8	48	45 minutes each class /4 classes /8 instructors
2	Jin-shan High School	<ul style="list-style-type: none"> • Insurance Marketing Direct Sales Channel • Insurance Marketing-Bank Channel • Insurance Claim • Advanced Talents Development • Personal Trainer • Workplace Nursing 	4	7.33	16	8	117.28	110 minutes each class /4 classes /8 instructors
3	Hai Duan Junior High School		3	2.25	17	6	38.25	45 minutes each class /3 classes /6 instructors

Note 1: Each had two instructors and two topics.

Note 2: Total hours of learning (hours) = Total hours of course (hours) * Number of students

Supporting the NTU System by becoming a name sponsor of the Global Awareness Course

Talent cultivation is the foundation of Taiwan's national strength, economic strength, and industrial competitiveness. With industries all experiencing a talent shortage, we are collaborating with universities, which are the cradle of talent, in cultivating highly sought after talent that can immediately contribute to the workplace.

Domestic financial institutions have offer endless sponsorships and collaboration projects with National Taiwan University for its outstanding talents. For example, we sponsored the NTU System formed by National Taiwan University, National Taiwan Normal University, and National Taiwan University of Science and Technology to jointly offer the Global Awareness Course. Since 2016, we have donated an education fund of NT\$1.32 million in total to benefit over 80,000 students, becoming the first company to adopt the course.

TGL hopes to invite domestic and foreign experts through the NTU Global Awareness Course and broaden students' international perspectives, give them more in-depth knowledge, and enhance their global competitiveness.

Scholarship for children of policyholders and Public Welfare You and Me

We provide scholarships for children of policyholders to encourage policyholders and their children to focus on learning. The scholarship is divided into a general policyholder group and policyholder's will group. We also organized the "Public Welfare You and Me" event in 2017 for students who receive scholarships to donate at will 10% of their scholarship to charities, and we will match their donations to jointly raise funds for vulnerable students. In 2022 we donated over NT\$150,000 to the Elementary School Sport Association together with scholarship recipients to support sports and education in remote townships. In 2021 we already digitized the complete event process to achieve 100% paperless operation and so to reduce carbon emissions by 43.2kgCO₂e each year so as to enforce ESG corporate sustainability.

By 2022, we have invested a total of NT\$13,788,300 accumulatively to the scholarship for children of policyholders and the event "Public Welfare You and Me". We hope that the event "Public Welfare You and Me" will spread the seeds of public interest and lead students to care about the needs of others in society. Over the past six years, over the half of scholarship recipients have participated in the event, showing the kindness and love of Taiwanese students, lighting up society with love.

- Encouraging students to focus on their studies and achieve self-realization – Contents of the TransGlobe Life scholarship for children of policyholders

Category	Category (academic transcript and background)	Quota(persons)	Amount of scholarship(NTD)
General policyholders	College and university (including graduate programs)	300	3,000
	High school	250	1,500
Policyholders' will	High school and above	50	3,500

- Statistics of Amount of TransGlobe Life Scholarship for Children of Policyholders

Annual Amount	2013-Present	2020	2021	2022
Scholarship Expense (including student donations)	13,341,500	1,385,500	1,417,000	1,381,500
TGL donations	446,800	75,450	72,900	78,350
Total	13,788,300	1,460,950	1,489,900	1,459,850

- Donations of "Public Welfare You and Me" in Past 3 Years

Year	2020	2021	2022
Recipient	Bright Side Projects	Chung Yi Social Welfare Foundation	Elementary School Sport Association
Student donations	75,450	72,900	78,350
TGL donations	75,450	72,900	78,350
Total	150,900	145,800	156,700



A total of NT\$150,000 was donated to Elementary School Sport Association under "Public Welfare You and Me" to support base-level sports and education in remote townships.

Arts and culture promotion

Title sponsor of TGL aMEI ASMR World Concert Tour

We have spared no efforts in supporting international exhibitions and performances to broaden the art perspective of citizens and improve their cultural literacy. In 2022 we were the title sponsor the TGL aMEI ASMR World Concert Tour. Through aMEI we heard the world's thankfulness. The event was combined with charity and allowed TGL to show its love and commitment through music!



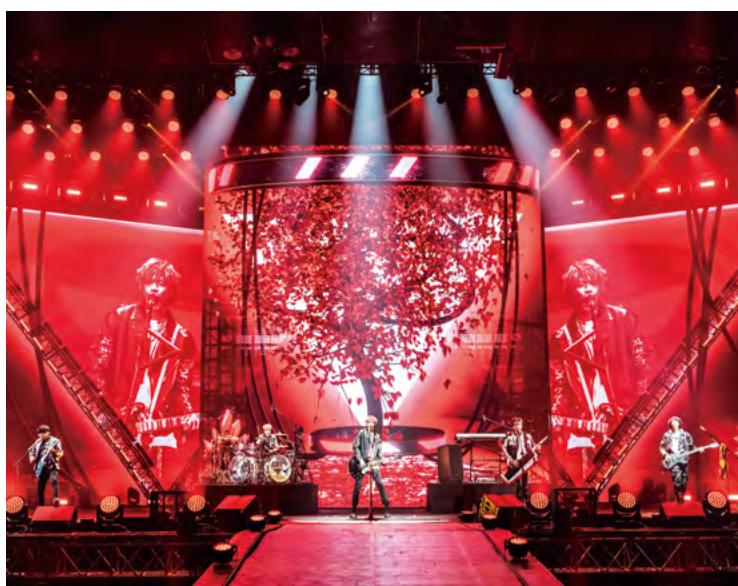
During April 1-16, 2022, aMEI gave 12 concerts at Taipei Arena through the TGL aMEI ASMR World Concert Tour to give the audience endless surprises.

Title sponsor of TGL The Last Day of Summer 831 'Upside Down' World Concert Tour

We support quality arts and cultural activities over time to pass on positive energy through arts and culture. In 2022 we were the title sponsor of the TGL The Last Day of Summer 831 'Upside Down' World Concert Tour. By cultivating arts and culture development in Taiwan with corporate power, we have become the activist and powerful support of Taiwan's cultural and creative development.



We pass on positive energy together with 831.



We support quality arts and cultural activities over time to cultivate arts and culture development in Taiwan with corporate power, becoming the activist and powerful support of Taiwan's cultural and creative development.

Sponsorship for New Year Concert: Yu-Chien Tseng vs. Maestro Sui Lan

We nourish the aesthetics literacy of citizens and cultivate arts and culture development in Taiwan with corporate power to broaden the art vision of citizens. In 2022 we sponsored the New Year Concert: Yu-Chien Tseng vs. Maestro Sui Lan, bringing arts and culture closer to the public.



New Year Concert: Yu-Chien Tseng vs. Maestro Sui Lan in Taipei, Taichung, and Kaohsiung.

TGL sponsored the New Year Concert: Yu-Chien Tseng vs. Maestro Sui Lan to nourish the aesthetics literacy of citizens in real action.

4.3 Charity Engagement

Companies can only be established, operate, and develop with the assistance of resources from society. "Give back to society what is taken from society" means that companies have the responsibility to contribute to society when they become successful and should provide immediate and abundant support for the urgent needs of society.

Out of the "care for sustainable humankind and environment" of insurance, we safeguard Taiwan with "love and commitment", fulfill corporate social responsibility, and continuously adopt farms and tea farms practicing innocuous agriculture. Over the past five years, we have supported the "River Basin Restoration Project" to help contract farmers of the "Pinglin River Basin" in New Taipei City and Tongxiao in Miaoli to transform the locale into pesticide-free river basins. Apart from restoring habitats for two endemic species: leopard cat and Taiwan blue magpie, we have also assisted in setting up cameras in tea farms and paddy fields to the consumers of different species on their way home. In 2022, as no trace of pesticide was found in the Beikeng River at Fengshuwo in Miaoli, the river has become the first milestone in pesticide-free river basin restoration. Through three steps: adoption, experience, and charity sale, we have established a virtuous cycle of public interest. Through various public interest activities, we create a warm social environment and contribute to society through the positive energy of "co-participation" and "secondary public interest" to exemplify the sharing and caring value of insurance in different ways.



We adopted the Leopard Cat Rice and Blue Magpie Tea. As Makauy Tea Farm is a major tea farm in Dacukeng, it is expected that the Dacukeng River will become the first milestone in pesticide-free river basin restoration in 2023.



Safeguarding Taiwan with "love and commitment", TGL already restored the right side of the Beikeng River basin in Wonshuwo, Miaoli, into a pesticide-free river basin in June 2022.

One Acre of Rice of Mine

Love and commitment not only exists between people, but also with the land we stand on, regardless of changes through time. We care about climate change, value ecological conservation, and maintain our original intent to care for Taiwan. In 2012 we began adopting rice fields practicing innocuous agriculture through the One Acre of Rice of Mine Program to continuously support Taiwan's innocuous agriculture and local farmers. All rice paddies adopted by us are grown with natural farming, including no use of pesticides and chemical fertilizers and weeding by hand. Apart from not contaminating soil, the innocuous rice grown under the One Acre of Rice of Mine Program can also nourish groundwater, bring health back to nature, and restore local ecosystems. In June 2022, the right side of the Beikeng River basin in Wonshuwo, Miaoli, was restored into a pesticide-free river basin. We hope to use the power of corporations to help the land and environment that Taiwanese people rely on for survival achieve sustainable development, contributing to the fight against climate change. When we promote environmental sustainability, our spirit of "Love and Commitment" does not limit to the care of Taiwan, it also includes the species living on this land and their ecosystems. In 2020, we adopted Leopard Cat Rice under the One Acre of Rice of Mine Program to extend the program's environmental sustainability value to biodiversity protection and water habitat restoration so as to restore the ecosystem of the leopard cat for environmental sustainability.

Accompaniment, the best gift. Out of the love of land, we need to let future generations understand Earth sustainability through education.

Believing that long-term love and accompaniment are like the value and concept of insurance, we began to support the orphans of Chung Yi Social Welfare Foundation with corporate power in 2015. We gradually combine this care concept with various activities, get full engagement experience at different stages, actively establish groups and complete products together, create sound experience, and drive the virtuous cycle of secondary public interest through the voluntary recommendation of the value of public interest by participants.

By June 2023, we have accumulatively adopted over 65,000kg of eco-friendly rice from Yilan, Changhua, Tainan, Hualien, and Miaoli. Apart from donating all such rice to charities, we also help them with charity sales for vulnerable groups to receive better care, as well as practicing our love and commitment for Taiwan' ecological sustainability and charities.



We have long been supporting environmental sustainability and regional revitalization through the One Acre of Rice of Mine Program to drive the virtuous cycle with corporate power and enforce land and ecosystem conservation.

One Acre of Tea of Mine

We introduced the "One Acre of Tea of Mine" program in 2018. Over the past five years, we have been supporting the "River Basin Restoration Project" in Pinglin by adopting the "Taiwan Blue Magpie Tea" to reduce GHG emissions, protect animal habitats, and develop responsible consumption and production through river basin restoration so as to turn Pinglin into an ecological village that includes both ecological and commercial values. Apart from protecting the water source in the watershed of Feicui Reservoir, this can also stabilize the income of tea farmers to ease their economic worries. As Makauy Tea Farm is a major tea farm in Dacukeng, it is expected that the Dacukeng River will become the first milestone in pesticide-free river basin restoration in 2023.

In addition to public interest, we also attach great importance to climate change issues. By June 2023, we have accumulatively adopted over 372kg of eco-friendly tea. Through the assessment of the Institute of Natural Resources Management of National Taipei University, emissions were reduced by 2,948.1kgCO₂e based on the PAS 2050 standard, bringing positive effect to environmental carbon reduction.

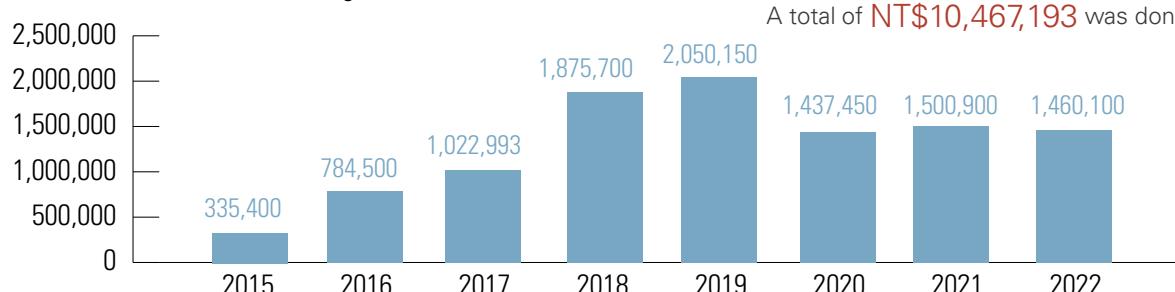
"Hot Blood of Love" charity sale

Our love for land, environment, and orphans can attract more people join the line of love! In 2016 we began organizing the "Hot Blood of Love" charity sale every summer. By combining it with blood donations and the charity sales for "One Acre of Rice of Mine" and "One Acre of Tea of Mine", we donate sustainable agricultural products to charities and help them out with charity sales through "secondary public interest" for more families to enjoy innocuous and healthy agricultural products, learn about the concept of environmental sustainability, and support the Taiwan Blood Bank so as to engage in public interest together with the public.

In response to the new consumption pattern due to COVID-19, we turned the 60kg of Taiwanese Blue Magpie Tea (oriental beauty, Wenshan pouchung) yielded from "One Acre of Tea of Mine" and the 5,400kg of leopard cat rice yielded from "One Acre of Rice of Mine" into tea gift sets and Leopard Cat Rice bricks for the "Hot Blood of Love" charity sale in 2022 to protect the health of the public and continuously promote environmental sustainability and raise funds for the education of vulnerable children. Apart from donating yields to the Chung Yi Social Welfare Foundation, we also helped them out with the O2O charity sales. With the heat support of the public, all items were sold out on the same day. Additionally, in response to the blood shortage during the pandemic, we invited the public to donate blood at TGL HQ on the event day in accordance with the epidemic control regulations. As a result, a total of 23,500 c.c. of blood in 94 bags were donated to support frontline health workers, extending the spirit of "one act of charity benefits multiple parties".

We have long been supporting the Chung Yi Social Welfare Foundation. Apart from combining our support with the tea and rice programs, we began funding the operations of vulnerable children and charities in 2015. In 2022 we donated NT\$1,460,100. Altogether, we have donated over NT\$10 million accumulatively.

- Amounts Donation for Chung Yi Social Welfare Foundation



We promote environmental conservation over time and support river basin and ecosystem restoration through adopting eco-friendly tea and rice.



At the "Hot Blood of Love", we actively invite the public to donate blood to extend our love and commitment for society through the event.

Environmental Sustainability



Global warming has caused drastic environmental changes and more severe natural disasters. Hence, it is the undeniable responsibility of companies to cherish Earth by reducing their environmental impact and supporting international environmental protection initiatives.

As a corporate citizen of the planet, TGL not only seeks to achieve corporate sustainability, but also exerts every effort to achieve sustainable development of Earth's environment, and continues to monitor environmental protection issues, such as global warming and energy conservation and carbon reduction. We promote environmental protection concepts inside and outside the Company, and take action to leave a sustainable living environment for future generations.

Hence, we actively promote and advocate the importance of environmental protection within and outside the organization. Apart from playing videos on various environmental protection issues on the outdoor LED wall on the roof and the LCD display in the lift and publicize the importance of energy conservation, carbon reduction, and ecological conservation by email, we also launch various carbon reduction measures, such as ensuring that lights are turned off during lunch breaks, installing light sensors in common areas, and promoting e-newsletters for policyholders, and requesting employees to practice energy conservation and carbon reduction together with policyholders.

- We establish the "Energy Management and GHG Inventory Committee" to promote and implement the energy management system (EnMS). The committee is chaired by the president who leads all employees practice the energy policy, reduce ecological and environmental impacts, and achieve our CSR commitment. If energy-using equipment cannot be properly managed, we will be unable to achieve net-zero 2050. This will bring negative effect to our market presence and will be unfavorable for us to pursue sustainable development.

- Comprehensive energy management: To comprehensively examine current electricity consumption (all energy-using equipment, such as the overall trend and proportion of electricity consumption of the elevator system, air-conditioning system, information system, and lighting system), make strategic energy conservation planning, and continue to improve energy performance. HQ passed the ISO 50001 certification in 2022. HQ takes the lead to establish a system and progressively implements all aspects of energy conservation in all branches, and sets the energy conservation rate for lighting equipment at 0.5% during 2022-2024.
- GHG inventory program: HQ took the lead to implement ISO 14064 GHG Inventory in 2022. By inventorying GHG and establishing the GHG inventory program, we improved energy and carbon emission management through planning and implementing systematic methods. We will pass ISO 14064-1 GHG inventory certification in 2023. HQ will take the lead to establish the relevant systems to progressively GHG inventory in each branch year by year.
- Progressively replace lighting fixtures with energy-efficient models and install smart controllers on air-conditioning and lighting equipment to reduce the waste of electricity
- HQ passes the certification of ISO 50001 and ISO 14064-1 in advance and implement the EnMS and GHG inventory to each branch year by year.
- Purchase green-marked products and increase the proportion of green procurement each year.
- Continuously publicize the importance of energy conservation, carbon reduction, and ecological protection and introduce energy conservation and carbon reduction measures.



- Abide by the laws and regulations and self-requirements, support green-marked product procurement.
- Enhance the employee awareness of energy conservation, regularly organize energy education and training activities.
- Integrate various related resources, achieve and implement energy management objectives and programs.
- Implement energy conservation in different ways, progressively enhance equipment energy efficiency.
- Continuous improve energy performance, achieve CSR sustainability.
- Achieve TG Green goals through energy conservation and carbon reduction management.
 - Complete HQ GHG inventory and pass ISO14064-1 certification in 2023.
 - Obtain the building license for the TGL HQ construction project and apply for EEWH certification in 2023.
 - Annual green procurement amount at NT\$20 million, accounting for 70% of the total procurement amount.
- Established the "Energy Management and GHG Inventory Committee" and the "Energy Management Handbook" in 2022 and hold committee meetings every year.
 - Annual green procurement amount accounts for 70% of the total procurement amount.
 - Results of GHG inventory: Implement ISO 14064-1 GHG inventory to review carbon emissions and revise the carbon remission measures each year to achieve long-term carbon reduction.
 - Pass the ISO 50001 EnMS certification, implement office energy conservation and carbon reduction measures, and continuously replace energy-efficient lighting fixtures.

5.1 TransGlobe Life Implementation of TCFD

In response to financial institution carbon inventory and climate risk management, the key implementation measure of Green Finance Action Plan 3.0, we continue to optimize climate-related governance and management actions and completed the inventory and assessment of climate risks in accordance with the TCFD recommendations for the reference of reviewing how to establish or strengthen the Company's risk control mechanism against climate change in accordance with the "Guidelines on Climate-related Financial Disclosures of Insurance Companies" and in consideration of the "Handbook for Climate-Related Finance Disclosures for Domestic Insurance Enterprises" drafted by the industry and life insurance associations.

Framework of climate-related risk governance

Duties of governance body

- Under our governance framework for climate-related risks, the Risk Management Committee (RMC) under the Board will review the performance of risk management.
- We combine the results of the annual assessment of climate risk management and quarterly update data in the risk report. The report is then submitted to the RMC and Board to facilitate their timely assistance for and supervision of the implementation of climate risk management actions.

Duties of management

- The Risk Management Department and related business departments jointly participate in the identification, assessment, and monitoring procedures for climate-related risks. Each year Risk Management Department prepares a climate-related risk assessment report and action plans, which are reviewed by the chief risk officer and implemented after being approved by the president.
- All of the related departments carry out tasks according to the action plans approved for the current year. The Risk Management Department reviews and tracks implementation each quarter, and presents updated information in the risk report.

Climate-related strategies

We planned four strategies for climate-related risks described as follows:

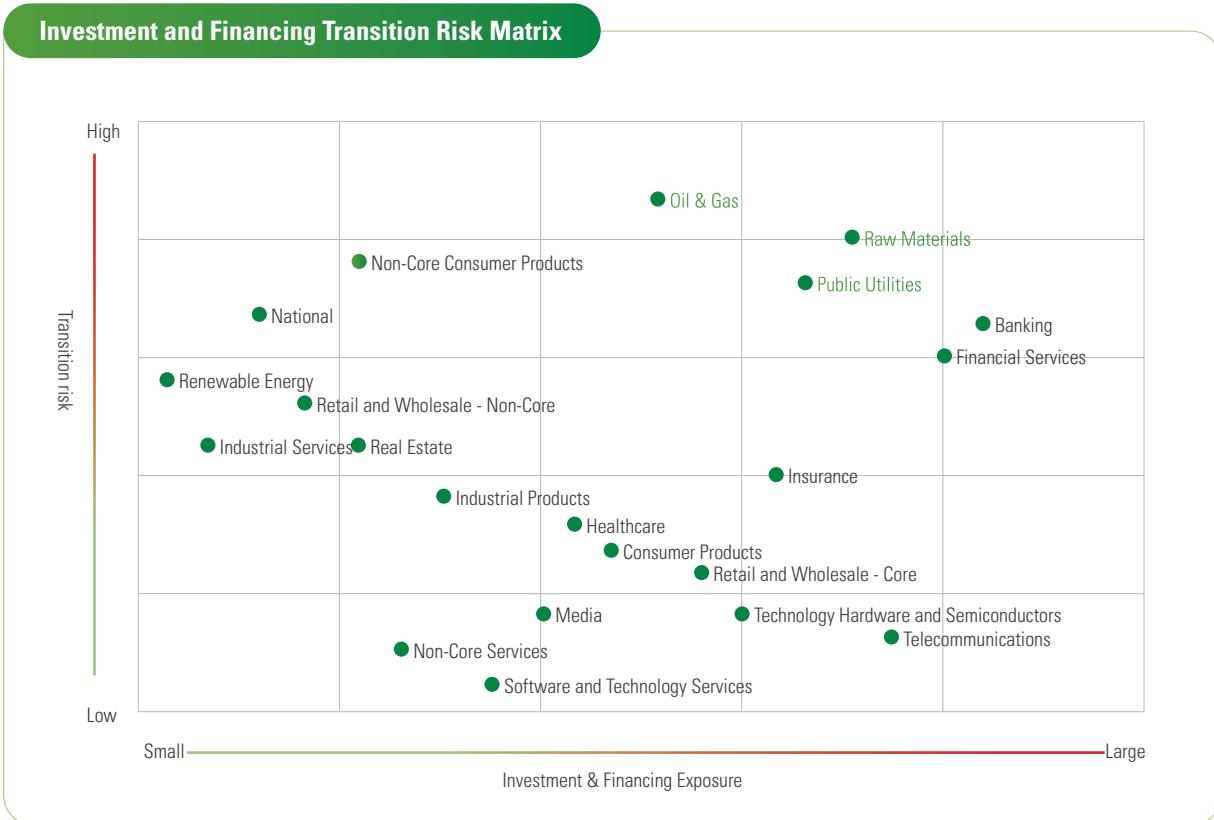
1. Each year the Risk Management Department and related business departments identify the potential financial impact on the company of each category of climate-related risks.
2. While the plausible time of emergence of climate-related risks determines the strength of response, in considerations of the methods for determining short-term and medium to long-term risk events as specified in the SONAR: New emerging risk insights published annually by Swiss Re Institute, we identified the plausible time of emergence of each climate-related risk as short-term (0-3 years) and medium to long term (>3 years). For climate-related risks or opportunities that may occur in a short time, we will continue to review/examine them and improve the current counteractions and response strategies. For climate-related risks or opportunities that may occur after a longer time, we will continue to examine and enhance the counteractions and response strategies and progressively establish the relevant action plans.
3. To accentuate our emphasis on and determination in sustainable development, we have established the "Sustainable Development Committee" (SDC) under the Board to engage in activities for sustainable development based on the three strategic themes: low-carbon operations, responsible investment, and social empowerment. We have also included climate-related considerations in strategies relating to sales, products, and investments to support the determination of operational targets.
4. We also completed the climate-related risk matrix for the investment and financing industries and identified the top three industries in transition and physical risks (as shown in Figures 1 and 2). We also monitor the changes in the relevant risks. Besides, we will run scenario analysis on the top three industries in transition risks to estimate the climate-related financial impact(as shown in Table 1). Additionally, we will implement Scope 3 financial asset carbon footprint verification (CFV) with the assets by the end of 2022 using PCAF's methodology to understand the appropriate methods for setting science-based targets (SBTs) with the investment portfolio CFV results assessed with PCAF's methodology to ensure that our capital flow meets the low-carbon and climate-adaptive development paths.

1. In accordance with Article 5 of the ' Guidelines for Financial Disclosures of Climate-Related Risks for Insurance Enterprises" promulgated by the Insurance Bureau on 2021/11/30, the aspects of climate-related risks with potential financial impact include sales (operations), product, investment, and others.

- [Figure 1] Transition Risk Matrix:

Investment and Financing Positions

Note: These positions cover equity, fixed income, business loans, project financing assets, excluding funds, ETFs, and sovereign bonds.



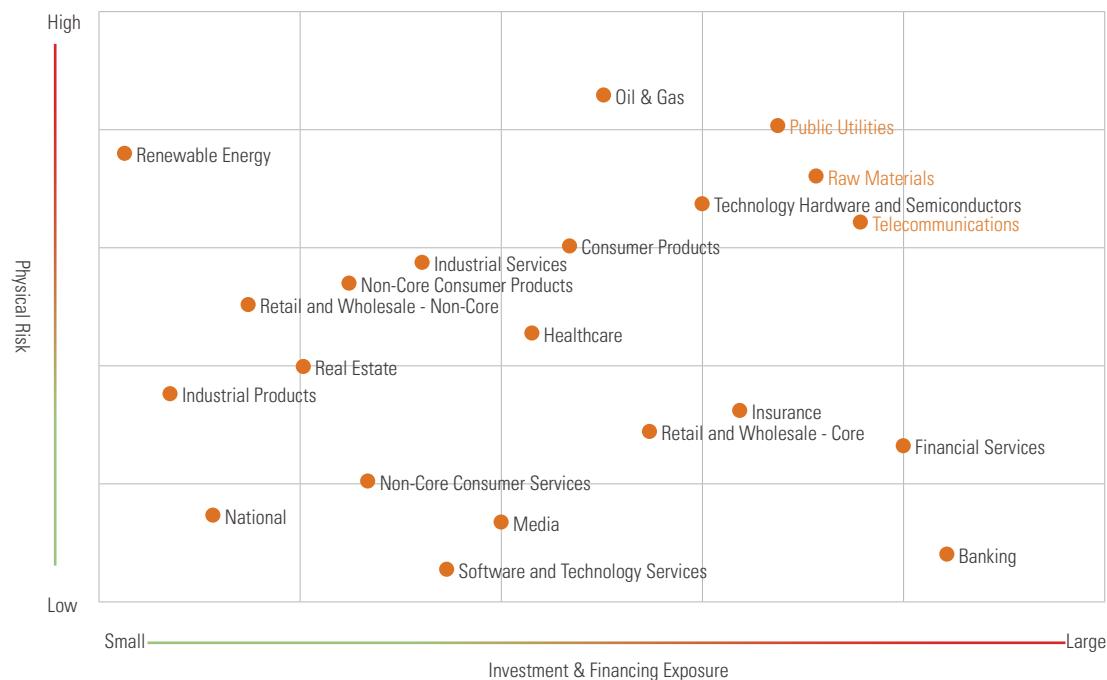
Sovereign Bond



- [Figure 2] Physical Risk Matrix

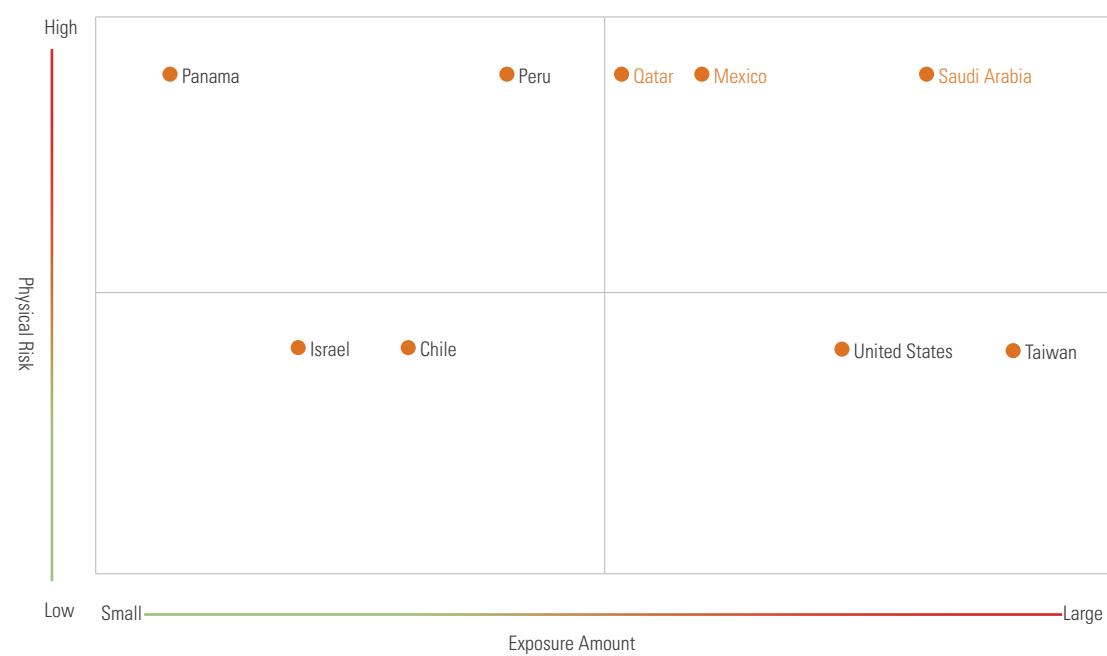
Investment and Financing Positions

Investment and Financing Physical Risk Matrix



Sovereign Bond

Sovereign Bond Physical Risk Matrix



- [Table 1] Scenario Analysis of Top 3 Industries in Transition Risk

	Scenario 1: Net Zero 2050	Scenario 2: Delay Transition
Scenario	The world is actively promoting transition toward net zero 2050 to control temperature rise within 1.5°C.	Active carbon reduction actions after 2030 to control temperature rise within 2°C.
risk factor	Carbon-related fees are the major risk factor. Companies required to pay, based on the carbon price, the fee for emissions in excess of the approved decarbonization pathways each year.	
Global average carbon price	NGFS Net Zero 2050	NGFS Delayed Transition
Decarbonization pathways	4.2% each year over the base year.	5.0% over the base year since 2030.

Note: The global carbon price is assumed based on the NGFS Scenario and in consideration of inflation.

Method of assessment and results of test

Assuming that the cost of a company increases after paying the relevant carbon fees, its credit rating change in the scenarios is assessed based on the loss rate estimated according to the degree of financial deterioration and in consideration of the transition risk of its country of origin and industry. Based on the assets at the end of 2022, when assessing the financial impact of the top three industries in transition risk in the above scenarios by 2050 will be: about 3.6% in scenario 1 and about 3.3% in scenario 2.

Management of climate-related risks and opportunities

Based on the status of operations and business promotion in 2023, the information regarding the identified potential climate-related risks, the plausible time of emergence, the potential financial impact, and counteractions taken or planned to take in 2023 is tabulated below:

Risk type	Risk description	When it may occur	Potential financial impacts	Counteractions taken (planned to take)
 Transition Risks-Policy and Legal	A1: Prevention from achieving business goals, inefficient organizational operations, increased unnecessary administrative costs, and even sanctions and fines for deviation of product strategies or investment policies due to failure to keep up with the relevant regulations.	Short-term Description: The risk of increasingly stricter regulations may emerge in a short time.	Sales(/operations), products, investments	<ul style="list-style-type: none"> Continue to keep up with and publicize the policies and legal compliance related to green finance and sustainable financial development; plan and arrange the relevant required courses; and help employees understand and comply with the relevant issues, laws, and regulations through education and training. Keep up with the latest TCFD-related policies, laws, and regulations to adjust product strategies during product development to ensure compliance with the latest regulations of our insurance products. Through participation in the discussion of relevant groups of the association and with other insurance companies, active engagement in the establishment of the relevant policies and regulations, and timely counteractions, the investment department appropriately reduces the impact of risks in that category. Regularly update regulations based on the changes in the relevant laws and regulations, including climate-related laws and regulations, based on the legal compliance system and annual compliance plan and notify the relevant units to include the new laws and regulations in the compliance handbook, as well as reviewing the compliance of revision based on changes in the relevant laws and regulations. Run self-assessment every six months and verify if the relevant units run assessment according to the established self-assessment procedures. Continue to enhance operation within the company in accordance with the "Handbook for Climate-Related Finance Disclosures for Domestic Insurance Enterprises" to timely capture the progress of promotion of climate-related policies by the supervisory authorities; and actively engage in the tasks of the FSC and support units (including, but not limited to, the Taiwan Insurance Guaranty Fund, Taiwan Insurance Institute, and Financial Industry Net-Zero Promotion Platform), including scenario analysis, education and training, and ESG data platform, hoping to capture the requirements and establish appropriate climate-related risk management mechanisms earlier.
	A2: Sanctions and fines for non-compliance with changes in environmental laws and regulations relating to energy, emissions, water, and waste.	Short-term	Sales(/operations)	<ul style="list-style-type: none"> The GHG inventory and verification schedule and program were established and reported to the Board in 2022Q4. The progress of implementation will be reported to the Board each quarter to continuously control schedule of GHG inventory, verification, and disclosure. Complete HQ GHG inventory and pass ISO14064 verification in 2023.

Risk type	Risk description	When it may occur	Potential financial impacts	Counteractions taken (planned to take)
Transition Risks-Policy and Legal	A3: Non-compliance with the law for failure to keep up with the new green building or building energy conservation laws and regulations in workplace management, new building construction methods, and procurement of construction materials or relevant equipment.	Short-term	Investments, Other	<ul style="list-style-type: none"> Relevant specifications have been stipulated in the current laws and regulations (Building Technical Regulations). Ensure compliance with the green building chapter in the Building Technical Regulations of the new HQ building to achieve environmental protection and environmental sustainability.
	A4: Reduced revenues due to the depreciation of petrochemical assets as a result of policies, laws, and regulations relating to energy transformation. Changes in the policies, laws, and regulations may lead to stock price changes to affect the value of investment portfolio in high climate-sensitive industries.	Short-term	Investments	<ul style="list-style-type: none"> Through participation in the discussion of relevant groups of the association and with other insurance companies, active engagement in the establishment of the relevant policies and regulations, and timely counteractions, the investment department appropriately reduces the impact of risks in that category. Run the trial balance of STBs based on the results of Scope 3 financial assets CPV using the PCAF methodology under consultant supervision in addition to the continuous CPV of the investment and financing portfolios in the holding position.
Transition Risk-Technology	B1: Reduced market share and profitability of high-emission industries due to lowering renewable costs from technology innovation. Changes in the policies, laws, and regulations may lead to stock price changes to affect the value of investment portfolio in high climate-sensitive industries.	Medium to long-term	Investments	<ul style="list-style-type: none"> Through participation in the discussion of relevant groups of the association and with other insurance companies, active engagement in the establishment of the relevant policies and regulations, and timely counteractions, the investment department appropriately reduces the impact of risks in that category. Run the trial balance of STBs based on the results of Scope 3 financial assets CPV using the PCAF methodology under consultant supervision in addition to the continuous CPV of the investment and financing portfolios in the holding position. The top three industries with high transition risk in the investment portfolios have been identified with the climate-related risk matrix. Apart from constantly monitoring changes in the risk, scenario analysis will be performed under consultant supervision to understand potential financial risks. Related information will be transferred to the investment department for reference.
	B2: Reduced premium income from decreased group insurance customers at the decline of traditional industries during the rise of emerging technologies.	Medium to long-term	Sales (/ Operations) and Products	<ul style="list-style-type: none"> Although the number of group insurance customers and the amount of premiums and claims of high-emission industries (e.g., crude petroleum and natural gas, manufacture of petroleum and coal products, manufacture of tires, manufacture of rubber products, manufacture of cement, manufacture of ready-mix concrete, and manufacture of motor vehicles) in 2022 were lower in the group insurance sector (accounting for 1.5% in the number of cases and 2.8% in the amount of premium) and will not affect the sales of group insurance, we will pay attention to the changes in the number of customers and actively cultivate the group insurance market of emerging industries.
Transition Risk-Reputation	C1: Lowered insurance enrollment willingness when market presence and the view of stakeholders are spoiled by our failure to engage in low-carbon transformation or keep the environmental sustainability commitment.	Short-term Description: The supervisory authorities have listed numerous requirements for the sustainability report, and related issues will be emphasized and cannot be overlooked. Hence, the risk may emerge in a short time.	Sales (/ Operations) and Products	<ul style="list-style-type: none"> Climate-related factors (e.g., financial inclusion, including health promotion spillover and online insurance enrollment) have been considered in product design and development to provide insurance products that meet the needs of policyholders more and the climate change trends. In addition to providing policyholders with sufficient coverage, the sense of recognition of policyholders and channels will also be raised to increase our market share and enhance the efficiency of economies of scale to facilitate control over the operating cost and create competitiveness that strengthens products to actively offset the loss of (quasi) policyholders. Apart from the SDC under the Board, we have also established and supervised the implementation of the three themes: low-carbon operations, responsible investment, and social empowerment. To comply with the latest laws and regulations, capture and understand international movements and the trends of competitors, consulting companies are hired each year to help all departments establish the KPIs for implementing the three themes to address the sustainability-related issues in the financial industry. Disclose climate-related issues in the annual sustainability report.
	C2: Affected reputation and image from negative news reports on high-pollution businesses receiving our loans with weaker resistance against climate-related risks and inferior social image.	Short-term	Business/ Operations, Investments	<ul style="list-style-type: none"> We stopped new corporate financing projects in 2021, and current corporate borrowers are not high-pollution businesses.

Risk type	Risk description	When it may occur	Potential financial impacts	Counteractions taken (planned to take)
 Transition Risk-Market	D1: Increased cost of operations from reduced demand for fossil fuels due to the increased demand for green energy and the projected carbon tax. Effect on stock price changes and the value of investment portfolio in high climate-sensitive industries due to technical factors. Reduced market liquidity from uncertainty and procyclicality in market signal, including self-off of emission-intensive assets, due to the lack of reliable and comparable information on climate sensitivity risk.	Medium to long-term	Investments	<ul style="list-style-type: none"> Through participation in the discussion of relevant groups of the association and with other insurance companies, active engagement in the establishment of the relevant policies and regulations, and timely counteractions, the investment department appropriately reduces the impact of risks in that category. Continue investments in renewable industries and green bonds to support industries with positive contributions to emission reduction in real action. The top three industries with high transition risk in the investment portfolios have been identified with the climate-related risk matrix. Apart from constantly monitoring changes in the risk, scenario analysis will be performed under consultant supervision to understand potential financial risks. Related information will be transferred to the investment department for reference.
 Physical Risks-Chronic	D2: Changing willingness or preferences of policyholders or customers, complaints and policy surrenders, or effect on corporate operations and product design from the direct impact on policyholders and macroeconomics transferred through individual or macroeconomic channels from the effect of climate change on the portability of investment targets in of investment-linked insurance products.	Medium to long-term	Products	<ul style="list-style-type: none"> When selecting investment targets such as domestic or offshore funds or bonds linking to investment-based insurance, in 2021 we already included in the checklist of investment target selection the corporate governance performance (including environmental protection, business integrity, and social responsibility) of companies engaging in the direct or indirect investment of assets in separate accounts of businesses. Continue to follow discussions on quantitative testing methods and parameters related to climate change during meetings of the Life Insurance Association, including changes in mortality rate, morbidity rate, and product lapse rate.
	E1: Increased claims from change in the insurance risk due to the death, life-expectancy, illnesses, and hospitalization of policyholders as a result of climate-related disasters. Effect of the direct impact on policyholders and macroeconomics, premium payment ability of policyholders, new contract sales, and product pricing transferred from individual or macroeconomic channels.	Medium to long-term	Products	<ul style="list-style-type: none"> As the factors/extent of impact cannot be determined through the independent research of individual companies, we will continue to follow up the discussion on the quantitative testing methods and parameters related to climate change at meetings of Life Insurance Association, including changes in the mortality rate, morbidity rate, and product lapse rate.

Risk type	Risk description	When it may occur	Potential financial impacts	Counteractions taken (planned to take)
 Physical Risks-Acute	F1: Physical property damage, increased cost or disruption of operations, and potential property impact from climate disasters, such as typhoons or floods, due to climate change.	Short-term	Sales(/operations)	<ul style="list-style-type: none"> HQ is equipped with UPS, power generators, redundancies, and remote backup mechanisms. remote backup drills are conducted every year to ensure business continuity when a disaster occurs. Periodically organize disaster prevention and evacuation drills according to the TransGlobe Life Workplace Emergency Response and Contingency Plan, in order to develop employees' crisis response ability. The HQ building is equipped with flood gates. We passed the certification of the ISO 22301:2019 business continuity management systems in 2022 for the "personal insurance underwriting, policyholder service, premium collection, claim service, and call center service of HQ's direct sales channel". Continue to optimize business continuity and pass the renewal review by external assurance body in 2023 to maintain the validity of the ISO22301:2019 certificate. Organize education and training on business continuity management systems for all employees.
	F2: Investment loss from the depreciated value of investment targets or collaterals or business disruption of investees due to the effect of climate change on the real estate investment and mortgage services.	Short-term Description: In consideration of the characteristics of impacts from this risk, as well as the frequent natural disasters around the world in recent years, this risk will emerge in a short time.	Investments, Other	<ul style="list-style-type: none"> Flood potential has been included in the assessment of new investment proposals since 2022. Potential risks brought by climate change are transferred by purchasing property insurance after making an investment. The [Real Estate Transaction Guidelines] explicitly states that property insurance must be purchased for real estate for self-use or investment. We already stopped consumer financing service in 2021 to reduce the potential risks.
	F3: Price changes and effect on the value of investment portfolios from the physical asset damage and reduced revenues of securities issuers due to deteriorating typhoons and floods caused by climate change when investing in industries with high climate sensitivity.	Short-term	Investments	<ul style="list-style-type: none"> The top three industries with high transition risk in the investment portfolios have been identified with the climate-related risk matrix. Apart from constantly monitoring changes in the risk, related information will also be transferred to the investment department for reference.

Opportunity type	Opportunity description	Possible time of emergence/ scope of impact	Financial impact	Strategy adopted/planned to adopt
 Products and services	<p>1. Support eco-friendly lifestyles and develop low carbon products in response to the rising climate and environmental protection awareness of policyholders.</p> <p>2. Promote electronic notifications and online services to reduce paper printing and reduce expenses while achieving energy conservation and carbon reduction.</p>	Short-term/ Products, Business Operations	<p>Provide low-carbon Services to meet customer needs and lower the Company's operating costs.</p>	<ul style="list-style-type: none"> The Company's measures should be able to see immediate results with rising environmental protection awareness. Hence, benefits should slowly appear in the short-term, and we will continue to examine and improve current strategies. Various online insurance products have been developed, and personal injury insurance, injury medical, travel insurance, sudden illness travel insurance, interest sensitive annuity, investment-linked annuity, microinsurance (including personal injury/injury medical/life), protection-based platform (including critical illness/term life/small-amount personal injury/small-amount whole life). Specific measures for e-notification and online services: <ol style="list-style-type: none"> (1) We continue to publicize the digital administrative service channel mPOS and mobile insurance enrollment and actively train solicitors to use digital services. (2) Apart from the actively capturing each contact point with policyholders by counter service and call center employees, we make smart use of the customer relationship management system to promote e-notification and membership registration and contact information update over the Customer Service Information System (CSIS). In 2022 we organized two service promotion activities for policyholders to enhance the efficiency and improve the quality of policyholder communication and enforced paperless operations to practice environmental sustainability together with policyholders. Please refer to note 1 for the effectiveness of these activities. (3) We periodically review the effectiveness of online insurance products and e-operations.
 Operational resilience	<p>1. Good BCM can strengthen a company's operational flexibility when floods, torrential rain, and heat waves brought by climate change causes transportation and power to be cut off.</p> <p>2. Potential risks can be more comprehensively assessed and monitored through the identification and assessment of climate-related risks, ensuring that the Company still has the ability to respond in extreme scenarios. Hence, we will continue to review and gradually formulate action plans to strengthen the Company's operational resilience.</p>	<p>Short-term/ Adaptation and mitigation activity</p> <p>Medium to long-term/Adaptation and mitigation activity</p>	<p>Reduce unexpected operating costs</p>	<ul style="list-style-type: none"> Having a well-rounded BCM system ensures the Company's operations will not be suspended. Hence, benefits from strengthening the Company's operational resilience will gradually appear in the short-term, and we will continue to review and improve current measures. We have equipped ourselves with UPS, power generators, redundancies, and remote backup mechanisms. remote backup drills are conducted every year to ensure business continuity when a disaster occurs. Please refer to note 2 for details. In 2022 we applied for the Energy Conservation Project of the Bureau of Energy, Ministry of Economic Affairs, activated workplace energy diagnosis at HQ, measured and monitored energy use, reviewed energy consumption, set energy management targets, submitted the recommendations for energy conservation measures, reviewed energy management, and passed the BSI ISO 50001 certification. In 2022 we passed the certification of the ISO 22301:2019 business continuity management systems in 2022 for the "personal insurance underwriting, policyholder service, premium collection, claim service, and call center service of HQ's direct sales channel". Apart from meeting relevant requirements of the competent authorities, we also raised the standard of our business continuity management. Periodically organize disaster prevention and evacuation drills according to the TransGlobe Life Workplace Emergency Response and Contingency Plan, in order to develop employees' crisis response ability. The Company's head office ensures that operations are not suspended through its intensity 6 earthquake-resistant structure, flood gate, anti-collapse design of large servers, and installing shock absorbers in large servers. Even though there currently is no quantitative analysis results related to climate change, we have carried out qualitative assessment, such as identifying risks and opportunities, and will continue to follow discussions on quantitative testing methods/parameters related to climate change during meetings of the Life Insurance Association. We periodically provide updated information to business departments, so that they can determine potential impacts in a timely manner.

Opportunity type	Opportunity description	Possible time of emergence/ scope of impact	Financial impact	Strategy adopted/planned to adopt
 Market	<p>Increased demand on replacement and upgrade of eco-friendly, green, low-carbon infrastructure and equipment increases investment opportunities in green bonds and green energy infrastructure.</p>	<p>Short-term/ Investment, value chain</p>	<p>Increased investment opportunities</p>	<ul style="list-style-type: none"> This market benefit has appeared in the short-term. Hence, we will continue to review and improve current measures. <p>1. Supported the government's Green Finance Action Plan and participated in domestic projects through lending, fundraising, and investment. Since 2019, apart from investing in the equity of renewable energy projects, we have been actively participating in project financing, equity investments, and green bonds for the development and establishment of offshore wind farms.</p> <p>2. TGL will regularly review the implementation results of new green finance projects, including project financing, equity investments, and green bonds. Our investments in and financing for renewables, green energy, green bonds, and sustainability bonds by December 31, 2022 are as follows:</p> <p>(1) PE fund's investments: Planned the investment of NT\$2 billion (already invested NT\$1.389 billion) through the private equity fund issued by the domestic SITE subsidiary.</p> <p>(2) Renewable infrastructure investments: Participated in domestic renewable infrastructure construction by investing in domestic renewables project companies, and planned the investment of NT\$4.6 billion (already invested NT\$4.44 billion).</p> <p>(3) Green bond investment: Planned the investment of NT\$13.5 billion in related green bonds (including green bonds, sustainability bonds, and social bonds). At present, approximately NT\$11.886 billion has been invested.</p> <p>(4) Lending: Participated in syndicate loan projects to finance domestic offshore wind farms development and construction projects with a total NT\$2.823 billion (NT\$1.762 billion already disbursed).</p>

Note 1: The two policyholder service promotion activities in 2022 are as follows:

1. Frequent Personal Data Update for More Secured Protection: (activity period: 2022/03/01-2022/07/31): Encourage policyholders to regularly update personal data over the Customer Service Information System (CSIS) to ensure no miss of important benefits. During the activity: The email of 51,496 policies were updated or supplemented, with a daily average growth by 67% compared to the non-activity period; and 129,047 policies were updated or supplemented over mobile, with a daily average growth by 140% compared to the non-activity period.
2. Capture Every Policy Thing with e-Notification: (activity period: 2022/08/15-2022/11/30): Encourage policyholder to apply for e-notification to enhance the effectiveness of paperless operations to effectively reduce paper printing. During the activity, holders of 49,637 policies applied for the service, with a daily average growth by 64% compared to the non-activity period.

Note 2: 1. Backup generators, UPS:

- (1) The head office building has power generators and UPS to provide backup power to the server room and application systems for front office customer services.
- (2) The buildings of branches also have generators to supply power. We also installed UPS in the buildings of branches to provide backup power to the server room and application systems for front office customer services.
- (3) Our remote redundant server room is located in Longtan Aspire Park eDC (with server rooms meeting national standard of seismic intensity scale of 7).
2. Remote backup mechanism: We have set up the redundant center: Songren Workplace in Taipei (No. 277, Songren Road, Xinyi District, Taipei City). When business continuity of HQ is disrupted, personnel can immediately enter the redundant center to lower the potential impact from business disruption so as to protect the rights and interests of both the company and customers.

Metrics and Targets

- Complete HQ GHG inventory and pass ISO14064 verification in 2023.
- We will implement Scope 3 financial asset carbon footprint verification (CFV) with the assets by the end of 2022 using PCAF's methodology to understand the appropriate methods for setting science-based targets (SBTs) with the investment portfolio CFV results assessed with PCAF's methodology to ensure that our capital flow meets the low-carbon and climate-adaptive development paths.
- In the future, we will run scenario analysis on the top three industries in transition risks to estimate the climate-related financial impact.
- Submit the 2022 CFV results to the Investment Management Committee and Sustainable Development Committee to take action to show concern about the performance of investees in carbon emissions, identify industries with high climate-related risk and assess and establish review mechanisms after the first carbon footprint verification is completed, and periodically assess changes in the Investment Management Committee.
- To promote digital services and develop solicitors using digital services, we will continue to increase the rate of digital insurance enrollment (mobile enrollment + remote enrollment). We have already drafted measures for collaboration with the relevant channels and set the following targets: direct sales 90%, bank channel 5%, and broker/agent channel 27%.



5.2 Low-Carbon Operations

Human activity has increased GHG emissions since the industrial revolution, causing global warming and growingly violent weather. The impact of climate change on Earth's environment is becoming clearer with each passing day, and we all face the challenges brought by climate change, whether it may be as an individual, as a company, or as a community.

Therefore, our measures for energy conservation and carbon reduction include enhancing energy efficiency, encouraging the purchase of office supplies with low environmental impact, and designing a suitable energy conservation and management system to find a balance between comfort and energy conservation. We monitored the impact of climate change on operating activities, conducted the GHG inventory, and formulated the Company's energy conservation and carbon reduction and GHG reduction strategies to help mitigate global warming and combat climate change.

To implement energy management for energy operations and development, we established the "Energy Management and GHG Inventory Committee" in November 2022 and established and published the "Energy Management Manual" at the same time to ensure the practice of the energy policy across the company to reduce ecological and environmental impacts and realize our commitment to corporate sustainable development.

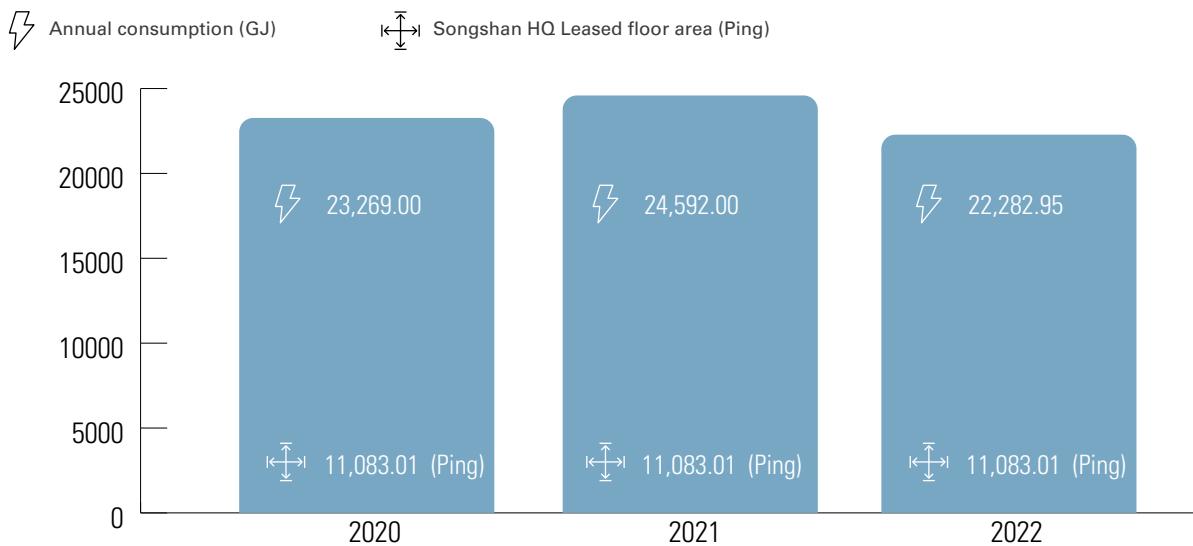
Implementation of low-carbon operations

> Electricity usage management

Even though Taiwan is actively developing renewable energy such as solar power and wind power, it still mainly relies on thermal power plants for electricity. Hence, how most effectively utilize electrical power while reducing GHG emissions is one of TGL's most important duties as a global citizen.

TGL provides customers and employees with a comfortable space and environment, and also established an environmental management system to balance electricity supply and demand. Hence, we adopted the following time-based and location-based energy conservation measures at HQ in Songshan. In 2022 the total electricity consumption was 22,282.95 GJ, 9.39% less than the previous year, for the following reasons: (1) progressively replacing existing lighting fixtures with energy-efficient models; (2) installing smart controllers on air-conditioning and lighting equipment; (3) turning off aircon one hour before off duty; and (4) publicizing issues related to energy conservation and carbon reduction to employees every month.

Year	2020	2021	2022
Statistics of Annual Electricity Consumption (GJ)	23,269.00	24,592.00	22,282.95
Songshan HQ Leased floor area (Ping)	11,083.01	11,083.01	11,083.01
Per unit electricity consumption (annual consumption/leased floor area)	2.100	2.22	2.01



In response to the era of energy conservation and carbon reduction, we will implement the ISO 50001 energy management systems to optimize the energy management systems, achieve the energy conservation targets, and maintain continual energy conservation improvement through systematic and institutionalized approaches.

We also applied for the Energy Conservation Project of the Bureau of Energy, Ministry of Economic Affairs, in 2022, commissioned the Taiwan Green Productivity Foundation to activate workplace energy diagnosis at HQ, measure and monitor energy use, review energy consumption, set energy management targets, submit the recommendations for energy conservation measures, and review energy management. We also passed the BSI ISO 50001 certification in November 2022.

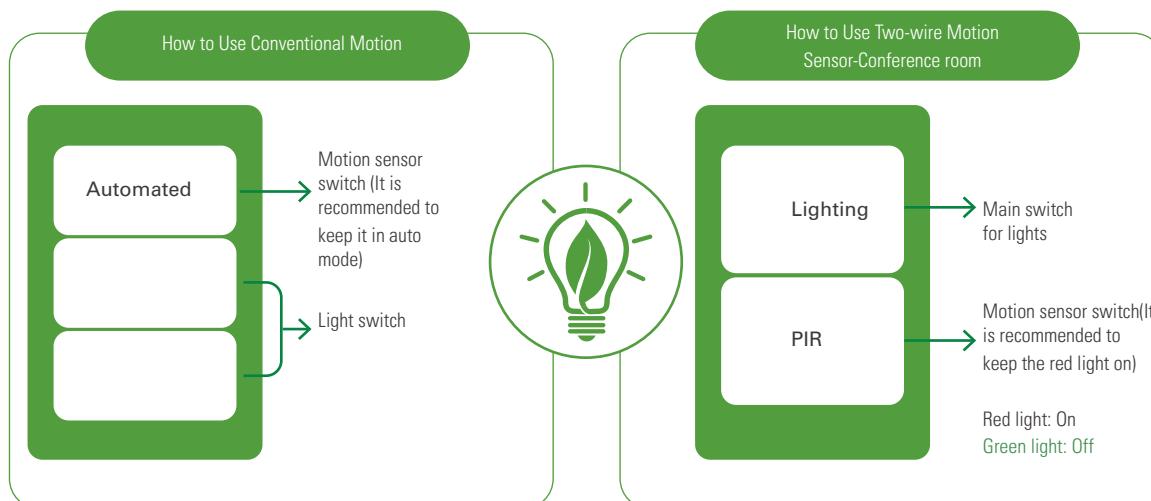
We will comprehensively examine the Company's current electricity consumption (all electrical equipment, e.g. electricity consumption by the elevator system, aircon system, information system, and lighting system, and as a percentage of overall electricity consumption), plan energy conservation strategies, and continue to improve our energy performance. The headquarter office will take the lead by establishing the system and then gradually implement energy conservation measures in branches.

Office Energy Conservation Special

Electricity Consumption Management 2022

Energy conservation item	Measures implemented
Aircon	<ul style="list-style-type: none"> Installed a fully automatic smart aircon system, which reduces electricity waste by automatically turning on and off every day. Infrared motion sensors are installed in conference rooms, training classrooms, and gym to turn on aircon after human motion is detected and turn off aircon 30 minutes after no human motion is detected. Installed curtains to reduce thermal radiation from the sun. Air conditioned areas are isolated from outside air. Set aircon temperature at 26°C. Aircon settings can be configured for all areas or independent areas. Aircon is only turned on during work hours, and only turned on for overtime areas during holidays or at night.
Lighting	<ul style="list-style-type: none"> Installed a fully automatic smart lighting system that lights are automatically turned on and off by sensors or time; lights automatically turn on when there are people and automatically turn off when there are no people, thereby reducing electricity consumption by lighting. Some lights are turned off in areas with sunlight and restrooms during the day. Energy efficient lamps are used. Employees turn off the lights during lunch break or after work. Signs to conserve energy are put up at switches. Security and cleaning personnel periodically patrol areas to turn off unnecessary power and aircon.
Other	<ul style="list-style-type: none"> Promoting walking and encourage employees to not take the elevator if they are going up or down three floors or less. Turn off electric appliances that have not been used for a long period of time to reduce electricity waste. Select eco-friendly business machinery. Use LED lights for advertising lights, set different brightness for daytime and nighttime, and join Earth Day actions. Build and renovate buildings and facilities based on green building concepts. Periodically test, maintain, and manage drinking water. Green and beautify the indoor and outdoor environment of offices. Measures for enhancing the effective use of energy-efficient devices: <ol style="list-style-type: none"> Require cleaners to check and turn on sensors in each area every morning. During daily cleaning work, turn on equipment that was not turned on during inspection, record the quantity and unit of equipment that was not normally turned on after inspection, and increase reminders for the areas. Turn off aircon and lights in unused areas before the last patrol at 19:00 each day.

• Smart control of aircon and lighting



Furthermore, we are actively promoting energy conservation, environmental protection, and carbon reduction concepts through internal announcements at least once a month, in order to achieve goals for carbon reduction in operations together with employees.

Apart from implementing energy conservation measures at Songshan HQ, large amounts of LED lights and VRV air conditioners are also installed in property investments of TGL, including the commercial building the "HOPE Square" at the intersection of Xinsheng S. Rd. and Bade Rd. in Taipei City, Xinyi Building on Songren Rd., and Changshenghong Commercial Building and Zhonghe Commercial Building in New Taipei City.

> Greenhouse gas management

From the perspective of Taiwan's industry structure, the manufacturing industry is the main source of CO₂ emissions, followed by the service industry. The life insurance industry is part of the service industries. Recognizing the importance of carbon reduction for combating global warming, we thus established the Principles of Implementation for Environmental Protection. The General Affairs Department is the responsible unit for environmental management and implements carbon reduction measures in internal and external operating activities. The indirect (Scope 2) GHG emissions from purchased electricity in 2022 were 3,151tCO₂e, 8.12% less than the previous year. As electricity is the main source of our GHG emissions, reduction of electricity consumption in 2022 also reduced GHG emissions accordingly.

In 2022 HQ first implemented ISO 14064-1 GHG inventory adopting the "operational control" method to inventory direct (Scope 1) GHG emission and indirect (Scope 2) GHG emission. In 2022 we completed GHG emissions and established the GHG Inventory Program to improve energy and carbon management by planning and implementing systematic methods. We will complete external verification in July 2023 and implement GHG inventory to all branches as scheduled.

Additionally, we hired an external consulting company to implement the Scope 3 financial asset CFV in October 2022. The results of CFV of the investment position by June 2022 show that our overall intensity of Scope 3 emissions was 2.33tCO₂e/NT\$ million, i.e., we assume 2.33tCO₂e of carbon emissions for each million dollar of investments (economic emissions intensity = assumed carbon emissions/inventory position, see PCAF recommendations). In terms of the "stocks and bonds of listed companies" (CPV scope usually announced by the financial industry), the economic emissions intensity was 1.45tCO₂e/NT\$ million.

- Statistics of GHG Emissions by TGL HQ 2020-2022**

Category\Year	Unit	2020	2021	2022
Scope 2: Indirect electricity emissions	tCO ₂ e	3,425.00	3,477.04	3150.56
Scope 3: Asset investment	tCO ₂ e	-	-	2,444,395.95
Scope 3: Economic emissions intensity of asset investment	tCO ₂ e /NT\$ million	-	-	2.33

Note 1: Conversion factors for electricity consumption were extracted from the Bureau of Energy, Ministry of Economic Affairs. Conversion factors over the years: 2020: 0.502 kgCO₂e/kWh; 2021: 0.509 kgCO₂e/kWh; 2022: 0.509 kgCO₂e/kWh.

Note 2: As the Bureau of Energy, Ministry of Economic Affairs, had not published the conversion factors for 2021 before the 2021 report was published, we calculated the 2021 energy indirect (Scope 2) GHG emissions of TGL HQ at 3,429.16 tCO₂e with the 2020 conversion factor at 0.502 kgCO₂e/kWh. In this report, we have thus restated the data to 3,477.04 tCO₂e based on the 2021 conversion factor at 0.509 kgCO₂e/kWh.

> Water resources management

Water consumption at TGL Songshan HQ is mainly for drinking water for employees and customers, restrooms, watering plants, and fire safety. Wastewater is currently discharged to the sewers, and processed through the sewers of Taipei City Government. In light of the increasingly severe water scarcity due to climate change, we have enhanced monitoring water consumption in recent years to reduce unnecessary waste and promoted water conservation concepts among employees. In 2022, total HQ water consumption was about 2.69 MI and carbon emissions from water consumption was about 4,330.9 kgCO₂e

- **Statistics of Water Consumption and Emissions from Water Consumption of TGL HQ 2020-2022**

Category\Year	2020	2021	2022
Water consumption (MI)	25.581	27.968	26.9
Emissions from water consumption (kgCO ₂ e)	3,888.31	4,502.85	4,330.9

Note 1: The carbon emission factor was extracted from the website of Taiwan Water Corporation. Conversion factors over the years: 2020: 0.152 kgCO₂e/m³; 2021: 0.161 kgCO₂e/m³; 2022: 0.161 kgCO₂e/m³.

Note 2: Additionally, we also updated the 2021 water carbon emissions of TGL Headquarters from 1,656.02 kgCO₂e to 4,502.85 kgCO₂e in accordance with the carbon emission factor announced by Taiwan Water Corporation.

> Waste management

Resource sustainability is already a global consensus. TGL promotes waste reduction and recycling, sustainable use of resources, and ensures proper waste disposal. We have directed efforts to three aspects of management – reducing waste from the source, managing use, and recycling, and reduce the use of consumables in the office to lift the burden on the environment.

With regard to reducing waste from the source, we choose larger packs or products that can be recycled and reused when purchasing office goods and consumables. We encourage employees to reduce resource consumption and waste, and bring their own shopping bags, reusable water bottles, and share meeting facilities.

For the effective management of waste and recycled items, we began recording the weight of waste every day in June 2022. During June-December, 2022, the total weight waste produced by HQ was 22,540kg including 11,619kg of general refuse, 9,664kg of recovered paper, 1,257kg of recycled items (PE bottles and metal cans). Additionally, none of such waste is hazardous.

In 2022, we enhanced copy paper reduction by 2.21% over the paper consumption of both HQ and branches in 2021. In consumption management, we encouraged the repeated use of paper, printing on both side, and repeated use of internal Kraft envelopes (folders); digitized the administrative system and policy forms to reduce paper consumption and labor dispatch; delivered meeting materials in electronic files, encouraged employees to print less or print on both sides to reduce paper consumption; managed supplies and consumables with the FIFO principle to avoid overstocking of expired products; repaired fixable equipment for reuse and sold or donated unused equipment to those in need for reuse.

We set sorting rules for employees to follow when recycling. We planned a recycling area and placed sorting bins clearly labeled with paper, plastic, metal, glass, and cardboard, and kept records of the amount of waste and recycling amount. We promoted recycling to ensure results.

Sustainable green building

> Green building results

To practice environmental sustainability in Taiwan, the nine green buildings: biodiversity, greening, site water conservation, daily energy saving , CO₂ reduction, waste reduction, interior environment, water, waste and effluent classified into four categories: ecology, energy saving, waste reduction, and health (EEWH) aim to achieve environmental protection through sustainable building design. From construction to equipment building across the site, we adopted the LEED standards throughout the project, including "high-performance, energy-efficient, comfortable HVAC", "interior air quality", "aircon and lighting control systems", and "eco-friendly and health-friendly decoration materials", to provide employees with a safe, healthy, and comfortable office environment. The HQ building passed LEED's silver certification, marking our determination to environmental sustainability.



In addition to passing the green building certification, our "HOPE Square" office building is also equipped with the rooftop PV system to support the government's renewable energy policy. Additionally, each floor is equipped with independent VRV system to reduce energy consumption from operation.



Passing both the EEWH Gold and LEED certifications in 2026 is our target set for the new HQ building under construction.

> Energy conservation and carbon reduction measures

Located in a highly developed urban area, the Songshan Headquarter Office is the heart of TGL. The main building is part of the building complex of Taipei MRT and train station. Surrounding areas offer great convenience and many bus routes are within walking distance, allowing employees or policyholders to easily reach TGL's customer service center to handle various procedures.

Offices of Songshan HQ are located at the 4th, 9th, 11th, and 17th floors, with a total floor area of and have a total area of 36638.21446m²; the area on each floor varies but is around 4297.54- 4628.12m². We fully utilize the existing infrastructure to create space that meets LEED energy conservation and environmental protection standards at Songshan HQ. Related methods include installing sensors to measure the brightness, temperature, and carbon dioxide indoors, fully automated smart air conditioning and lighting control, and real-time monitoring of indoor air quality, drawing sufficient fresh air indoors to improve the indoor air quality and employees' comfort. The office is planned with a recycling area with recycling bins labeled with paper, plastic, metal, glass, and cardboard.

5.3 Sustainable Supply Chain

The Company strives to achieve sustainable development, not only within the scope of internal and external operations, but also extending to the supply chain.

We established the Purchase Requisition SOP for supply chain management to ensure fair and open processes of our procurement system to enhance procurement efficiency and performance and ensure procurement quality and cost to progressively raise the management requirements for the sustainable supply chain that covers printing and IT, including labor service and hardware and software maintenance.

To select and manage quality suppliers, ensure the provision of products and services that meet our standards, establish long-term and sound partnership and fulfill CSR with suppliers, we implemented the Supplier Management Guidelines in June 2021. Suppliers with a single transaction amount reaching NT\$500,000 or over 12 transactions each year are handled according to the guidelines serving as the guiding principles for supplier solicitation and selection and procurement. We require important suppliers to sign the Supplier Commitment to Corporate Social Responsibility, so that they fulfill their CSR with respect to labor, human rights, environmental protection, and ethics and integrity. In 2022, all 115 suppliers and new suppliers signed the "Supplier CSR Commitment".

For general procurements, TGL specifies laws and regulations that suppliers must comply with, including laws and regulations that suppliers must comply with when providing products and services (including but not limited to environmental protection requirements), in the notices on the purchase order and acceptance certificate, and requirements on pollution prevention measures. We require suppliers to attach importance to managing their impact on the environment, society, and economy.

Furthermore, TGL also requires construction contractors to sign the Contractor Commitment to Safety and Health, and list construction notices to ensure that contractors comply with labor laws and regulations, as well as TGL's safety and health regulations, including general regulations, notices for operations, regulations for working at heights, electrical operation regulations, and incident reporting. We hope to thus prevent occupational injuries or other accidents due to negligence.

In 2022 a total of 44 contractors signed the Contractor Safety and Health Commitment.



A total of 44 contractors signed the commitment to safety and health in 2022.

Green procurement

We participated in the Plan to Encourage Green Procurement Practice in Private Business and Groups of the Environmental Protection Administration (EPA). Procurement will be prioritized to products carrying the EPA Green Mark, such as desktop computers, LCD displays, multifunctional printers, copy papery, chiller interior and exterior unit, public transport, water-efficient toilet bowl, and LED panel lamps. The 2022 green procurement amount was up to NT\$16,867,500, accounting for 67.36% of the total procurement amount.

In 2023, we hope to raise the green procurement amount to NT\$20 million, accounting for 70% of the total procurement amount. Additionally, we purchase from Taiwanese suppliers whose products are both made and shipped in Taiwan, and our local procurement amount accounts for 100% of the total procurement amount.



Responsible Investment



6

Financial institutions promote economic development by providing companies and individuals with capital. However, social and environmental impacts are unavoidable in the course of economic development process. As the capital from financial institutions plays a crucial role in the sustainable development of society, how to include environmental, social, and governance (ESG) issues in investment analysis and decision-making for financial institutions to invest in investees with better ESG performance and so to ensure compliance with the Principles for Responsible Investment (PRI) is thus the future task of the financial industry. Hence, the performance in environmental protection, corporate social responsibility, and corporate governance of issuers has been considered when we invest in stocks (including investment for project needs and public and social welfare businesses), bonds, and derivatives so as to ensure PRI compliance.

PRI is one of the world's largest organizations advocating sustainable investment and a partner of the UN Global Impact and UN Environment Programme (UNEP). According to Bob Eccles, a sustainable finance expert and visiting professor at University of Oxford, many mainstream investors and institutions around the world have become aware of the key benefits brought by material issues and ESG measures to investment portfolios. By March 2022, over 4,902 institutions managing assets worth US\$121.3 trillion have signed the UN PRI.

By exerting the influence of institutional investor, we put ESG in investment considerations, support investments in renewables, offshore wind power, and sustainable bonds to urge the sustainable development of investees.

Our investment policy requires, the performance in environmental protection, business ethics, and ESG of issuers should be considered when investing in stocks (including investment for project needs and public and social welfare businesses), bonds, and derivatives. This investment decision-making process considering ESG before making an investment decision and putting long-term investments in economic activities and items favoring sustainable development already meeting the definition of sustainable finance. We also signed the Taiwan Stewardship Principles for Institutional Investors and make continuous interaction with investees to fulfill the stewardship as an institutional investor.

We specify grievance channels on our official website and loan agreements, and also listen to the voices and opinions of customers to comply with the principles of treating customers fairly.

- Contact information of TransGlobe Life Insurance Inc.
- Email: cscweb@transglobe.com.tw
- Corporate website: www.transglobe.com.tw
- Service hotline: 0800-000-662

- 1.In response to the "Green Finance Action Plan 2.0" promulgated and implemented by the government in August 2020, apart from continuously increase investment and financing activities for green energy industries, we also supported companies with substantiated contribution to environmental and social improvement through the TPEX's Sustainable Bond Market. In addition to investing in "offshore wind farm development and construction" through project financing, share investment, and green bond investment, we spared no efforts in investing in green bonds and sustainability bonds. By the end of 2022, we have invested a total of NT\$19.477 billion in related projects, with a total projected investment of NT\$22.923 billion.
- 2.Included in the 2022 List of Institutional Investors with Better Stewardship Information Disclosure.



In support of the 5+2 Industrial Innovation Plan, including "Asia Silicon Valley", "Smart Machinery", "Green Energy Technology", "Biomedicine", "National Defense", "New Agriculture", and "Circular Economy", and the Green Finance Action Plan promoted by the government in recent years, we support the sustainable development relating to the green energy industries in real action. We also actively participate in the annual general meeting (AGM) of shareholders of investees to examine their stewardship performance so as to fulfill our stewardship.

Projected targets for 2023:

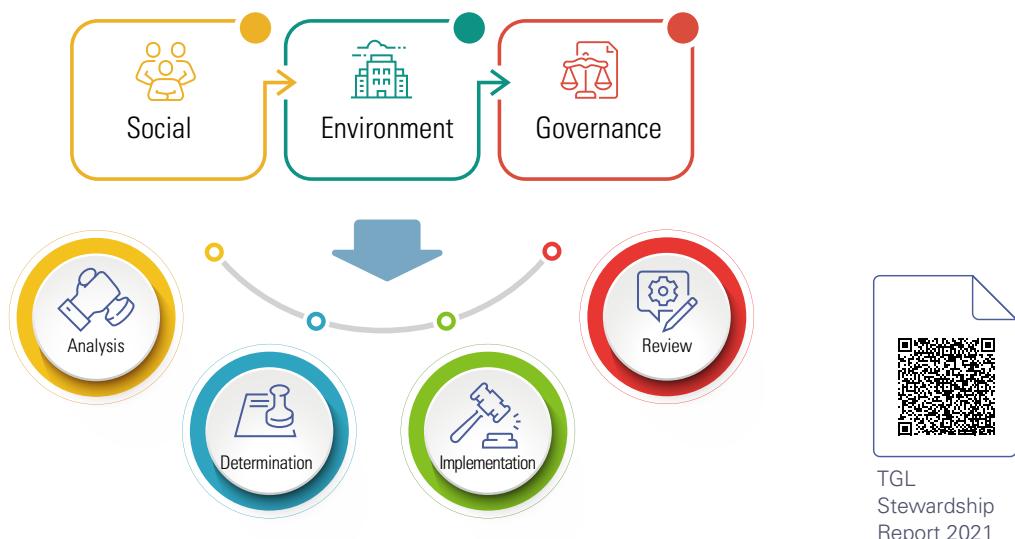
- The amount of investment in and financing for renewables, green energy, green bonds, and sustainability bonds by December 31, 2022 are as follows:
 - (1) PE fund investment: Indirect investment in relevant projects with an projected amount of NT\$2 billion through the private equity funds issued by the domestic SITE subsidiaries.
 - (2) Renewable infrastructure investment: Engagement in the construction of domestic renewable infrastructure through investment in domestic renewables project companies with an project amount of NT\$4.6 billion.
 - (3) Green bond investment: Investment in related green bonds (including green bonds, sustainability bonds, social bonds) with an project amount of NT\$13.5 billion.
 - (4) Lending: Participation in syndicate loan projects to finance domestic offshore wind farm development and construction projects with an project amount of NT\$2.823 billion.
- Continue to participate in the "Stewardship of Institution Investors Evaluation", with a score of over 70 marks (30 evaluation items, 3 marks highest for each, full score is 90 marks).

- Cautiously assess and control the overall investment position for investments in the relevant objectives of high-risk industries. High-risk industries mean tobacco, military-Industrial complex (MIC), gaming, and sex industries. If the issuer of the investment objects is one of these industries, the total amount of investment should not exceed 10% of the company's total investment amount.
- Continue to dialogue and interact with investees through conference call, interview, investor conference, AGM/EGM, and proposal voting to understand the risk counteractions of their management and so to reach a consensus on long-term value creation; and participate in their AGM to understand their stewardship so as to practice our stewardship as an institutional investor.
- We set a budget for alternative investments (including green energy related industries) and followed up and reported budget execution to the Investment Management Committee and Board to assess the effectiveness of action plans.
- We participate in the "Taiwan Stewardship Principles for Institutional Investors and Better Practice Evaluation" of the Taiwan Stock Exchange, and periodically publish stewardship reports to disclose our stewardship performance.

6.1 Responsible Investment and Taiwan Stewardship Principles for Institutional Investors

With regard to the implementation of responsible investment, TGL considers whether or not the issuer fulfills its ESG duties when investing in stocks, bonds, and derivatives. The investment department analyzes whether or not the company fulfills ESG related principles in the investment proposal or purchase report, and takes it into account when selecting investment objectives. ESG factors are considered when making investment decisions to ensure that long-term investments are made in economic activities and items that benefit sustainable development. This investment decision-making process meets the definition of sustainable finance. Furthermore, when TGL is investing in real estate, it also evaluates and considers whether or not the target is a green building.

- Responsible Investment Assessment Flowchart



We signed the Taiwan Stewardship Principles for Institutional Investors in 2018 to enforce shareholder supervision and activism and fulfill our stewardship as an institutional investor. We established and announced the stewardship policy to fulfill our social responsibility as an asset owner, increase the Company and customers' long-term value, urge investees to improve their corporate governance quality, and further drive positive industrial, economic, and social development. We began to publish the Stewardship Report each year in 2020. It describes our performance in stewardship policy implementation, prevention of the conflict of interest, voting policy implementation, stewardship, and disclosure of case engagement results and voting results to enhance communication with stakeholders.

The Stewardship Policy includes responsibilities and stewardship actions to customers and beneficiaries, e.g. when there is a major conflict of interest that may affect TGL's business reputation and financial soundness, TGL explains the cause and handling method to customers, shareholders, and stakeholders. We engage in dialog and interaction with investees, and engage their management teams to understand and communicate the risks and strategies they face. In addition, we work on reaching a certain level of agreement with investees on long-term value creation. Frequency and method for participating in shareholders' meetings, and method and frequency of disclosures on stewardship implementation. In 2022 our attendance in the AGM of investees was up to 90% to perform our stewardship as an institutional investor in real action.

Additionally, we arranged "ESG Sustainable Development" courses to enrich the professional ESG knowledge of investment analysts. These courses provide a detailed introduction to ESG information disclosure and sustainability performance evaluation, important ESG issues in financial/traditional/technology industries, important common ESG indicators for businesses, and the implications of sustainability initiatives often mentioned in the international community in recent years. All analysts/managers participated in the ESG education and training courses of 4.2 hours on average. In the future, we plan on increasing green finance and investment courses to explain green finance development trends and investing/lending opportunities, providing investment analysts with more options for investing/lending.

6.2 Investments in Green Building and Solar Photovoltaic Installations

> Investments in Green Buildings

We consider energy conservation, carbon reduction, and eco-friendliness in the design and planning when developing real estate. By the end of 2022 we invested in two green buildings.

Green building investment plans	Progress of construction project	Green building grade	Certificate validity
Hsinchu joint construction project [Fuyu Qiangfeng]	Already completed development	Obtained the Green Building Label – Silver	2021/8/16
Hsinchu joint construction project [Fuchunju]	Already completed development	Obtained the Green Building Label – Silver	2025/10/27

Additionally, in earlier property investment projects before the launch of green building certification, we have made improvements such as replacing LED lights to reduce energy and resource consumption and also contribute to Earth's sustainability. We were recognized by two awards at the 2019 National Golden Award for Architecture, in which the "New Hotel Construction Project at Base 2 and 3 in Jiaoxi Township" won the top prize in the Leisure Building Division of the Construction Quality Group, and "TGL Office Building on Xinsheng North Road" won the top prize in the Mid-level Commercial Office Building Division of the Planning and Design Group. The National Golden Award for Architecture is one of the largest architecture awards in Taiwan and is organized by the Republic of China National Enterprise Competitiveness Development Association. The award upholds the spirit of being "people-oriented" and principle of creating an ecological, energy efficient, low carbon, and healthy green building environment, while giving consideration to protection of the natural environment and sustainable development, in order to create a comfortable and healthy living environment.

During 2020-2022, we purchased three floors of the National Trade Center under the Office Space Expansion Project as the office for the Taichung Branch. The project has obtained the Green Building Label – Bronze. This shows our efforts in creating an excellent workplace environment and developing into a "people-oriented happy enterprise".

In 2020 we also won the bid for the superficies project at Minshen Section, Songshan District, Taipei City. On this site, we will build our new HQ building. Designed to comply with the EEWH regulations, the project is expected to receive the new construction building license in 2023 and will be completed and pass EEWH certification in 2026 to make energy sustainability and eco-friendliness a reality.

> Solar PV Installations

When sourcing investment objectives in real estate, we also ensure responsible investment and low-carbon operations. We equipped solar PV installations in two real estate investment projects. By the end of 2022, the total installed capacity of these PV installations was 55.24kW.

1. (1) Our investment project "HOPE Square" (e.g., TGL Xinshen North Road Office Building) was completed in March 2021. We also installed the rooftop PV generation equipment there with a total installed capacity of 29.28kW.
2. (2) In 2021 we acquired the Blue Sky Building in Sanchong through investment and installed there the PV generation equipment there with a total installed capacity of 25.96kW.



HOPE Square



Blue Sky Building

Appearance of solar panels on our investments:



6.3 Investments in 5 + 2 Innovative Industries

Facing the rapidly changing global economic situation, Taiwan's industries need stronger power for innovation and upgrading to succeed in overseas markets. Hence, the government has been implementing the 5+2 Industrial Innovation Plan in recent years, including "Asia Silicon Valley," "Smart Machinery," "Green Energy Technology," "Biomedicine," "National Defense," "New Agriculture," and "Circular Economy,", hoping to drive Taiwan's industrial upgrading and structural transformation.

The FSC began implementing the Green Finance Action Plan 1.0 in 2017 in coordination with the international trend of green finance development, as well as the domestic policies of no-nuke homeland, energy transformation, and carbon reduction. The action plan covers lending, investment, raising capital in the capital market, talent cultivation, driving the development of green financial products and services, information disclosures, and promoting green and sustainability concepts. Apart from helping green energy companies obtain capital for business development, we also hope that the financial market will drive industries, investors, and consumers to take sustainability seriously, so that Taiwan will transition towards a low carbon economy with green investments, green consumption, and green lifestyles.

As extreme weather events become even more severe, sustainable development has become the primary objective of economic transformation around the world. To keep pace with the times, the FSC announced the Green Finance Action Plan 3.0 in September 2022 to further improve the quality and contents of information disclosures by public companies and establish Taiwan sustainable finance classification standards, utilizing the influence of financial markets to drive companies to attach importance to ESG issues, and thus create a virtuous cycle of investments and industries pursuing sustainable development.

We supported the government's administrative measures for lending, fundraising, and investment under the Green Finance Action Plan. We have implemented the following domestic investment plans in 2019 in coordination with the establishment of the Sustainability Board of the Taipei Exchange. We expect the total amount of new investments will reach NT\$22.923 billion, and the amount already invested by the end of 2022 was NT\$19.477 billion.

Investment

1. Indirect investment in relevant projects with an projected amount of NT\$2 billion (already invested NT\$1.389 billion) through the private equity funds issued by the domestic SITE subsidiaries.
2. Engagement in the construction of domestic renewable infrastructure through investment in domestic renewables project companies with an project amount of NT\$4.6 billion (already invested NT\$4.44 billion).

Lending

Participation in syndicate loan projects to finance domestic offshore wind farm development and construction projects with an project amount of NT\$2.823 billion (NT\$1.762 billion already disbursed)

Fundraising

Investment in sustainability bonds since December 2021 (including sustainability bonds and social bonds) and related green bonds (including green bonds, sustainability bonds, social bonds) with an project amount of NT\$13.5 billion (NT\$11.886 billion already invested).

Appendix

GRI Standard Index

Statement of Use	This report has been prepared in accordance with the GRI Standards to disclose information during the period of January 1-December 31, 2022.		
GRI 1 Version	GRI 1: Foundation 2021		
GRI Sector Standard	N/A		
GRI Standards	Disclosure Item	Page	Supplementary Description
GRI 2: General Disclosures (2021)			
GRI 2: General Disclosures (2021)	2-1 Organizational details	02	
	2-2 Entities included in the organization's sustainability reporting	02	
	2-3 Reporting period, frequency and contact point	02	
	2-4 Restatements of information	02	
	2-5 External assurance	02	
	2-6 Activities, value chain and other business relationships	32 > 72 > 130	
	2-7 Employees	76	
	2-8 Workers who are not employees	76	
	2-9 Governance structure and composition	37	
	2-10 Nomination and selection of the highest governance body	41	
	2-11 Chair of the highest governance body	36-38 > 40	
	2-12 Role of the highest governance body in overseeing the management of impacts	12	
	2-13 Delegation of responsibility for managing impacts	12	
	2-14 Role of the highest governance body in sustainability reporting	23	
	2-15 Conflicts of interest	40	
	2-16 Communication of critical concerns	20	
	2-17 Collective knowledge of the highest governance body	40	
	2-18 Evaluation of the performance of the highest governance body	-	N/A. Still under internal discussion.
	2-19 Remuneration policies	41	
	2-20 Process to determine remuneration	41	
	2-21 Annual total compensation ratio	84	
	2-22 Statement on sustainable development strategy	03	
	2-23 Policy commitments	Management Approach in each chapter	
	2-24 Embedding policy commitments	Management Approach in each chapter	
	2-25 Processes to remediate negative impacts	Management Approach in each chapter	
	2-26 Mechanisms for seeking advice and raising concerns	42	
	2-27 Compliance with laws and regulations	46	
	2-28 Membership associations	33	
	2-29 Approach to stakeholder engagement	22-24	
	2-30 Collective bargaining agreements	- N/A. Although no collective bargaining agreement has been signed, we periodically organize labor-management meetings to ensure smooth communication channels between labor and management.	

GRI Standards	Disclosure Item	Page	Supplementary Description
GRI 3: Material Topics (2021)			
GRI 3: Material Topics (2021)	3-1 Process to determine material topics	20	
	3-2 List of material topics	20	
Corporate Governance/Ethical Corporate Management			
3-3 Management of material topics		35	
GRI 205 (2016): Anti-corruption	205-2 Communication and training about anti-corruption policies and procedures	42	
	205-3 Confirmed incidents of corruption and actions taken	42	
GRI 405 (2016): Diversity and Equal Opportunity	405-1 Diversity of governance bodies and employees	38	
Information Security and Customer Privacy			
3-3 Management of material topics		69	
GRI 418 (2016): Customer Privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	70-71	
Compliance			
3-3 Management of material topics		43	
GRI 2 (2021): General Disclosures	2-27 Compliance with laws and regulations	46	
Treating customers fairly			
3-3 Management of material topics		59	
GRI 417 (2016): Marketing and Labeling	417-1 Requirements for product and service information and labeling	61	
	417-2 Incidents of non-compliance concerning product and service information and labeling	61	
	417-3 Incidents of non-compliance concerning marketing communications	61	
Talent Management			
3-3 Management of material topics		74	
GRI 404 (2016): Training and Education	404-1 Average hours of training per year per employee	81-82	
	404-2 Programs for upgrading employee skills and transition assistance programs	78-80	
	404-3 Percentage of employees receiving regular performance and career development reviews	84	
Digital Finance			
3-3 Management of material topics		55	
Self-defined topics are not applicable.	No corresponding GRI standards.	56-58	
Responsible investment			
3-3 Management of material topics		133	
GRI 203 (2016): Indirect Economic Impact	203-1 Infrastructure investments and services supported	100-112	

GRI Standards	Disclosure Item	page	Supplementary Description
Employee remuneration and benefits			
3-3 Management of material topics 83			
GRI 401 (2016): Employment	401-1 New employee hires and employee turnover	76-77	
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	85	
	401-3 Parental leave	87	
GRI 202 (2016): Market Presence	202-2 Proportion of senior management hired from the local community	76	
Climate change response			
3-3 Management of material topics 114			
GRI 201 (2016): Economic Performance	201-2 Financial implications and other risks and opportunities due to climate change	115-124	
	302-1 Energy consumption within the organization	125	
GRI 305 (2016): Emissions	305-2 Energy indirect (Scope 2) GHG emissions	127	
	305-5 Reduction of GHG emissions	127	
Other topics			
GRI 200: Economic Performance			
GRI 201 (2016): Economic Performance	201-1 Direct economic value generated and distributed	34	
	201-3 Defined benefit plan obligations and other retirement plans	85	
GRI 300: Environment			
GRI 308 (2016): Supplier Environmental Assessment	308-1 New suppliers that were screened using environmental criteria	130	
	303-3 Water withdrawal	128	
GRI 306 (2020): Waste	306-1 Waste generation and significant waste-related impacts	128	
GRI 400: Social			
GRI 403 (2018): Occupational Health and Safety	403-3 Occupational health services	91-96	
	403-4 Worker participation, consultation, and communication on occupational health and safety	95	
	403-5 Worker training on occupational health and safety	90	
	403-6 Promotion of worker health	88	
	403-9 Work-related injuries	90	
GRI 406 (2016): Non-discrimination	406-1 Incidents of discrimination and corrective actions taken	98	
GRI 413 (2016): Local Communities	413-1 Operations with local community engagement, impact assessments, and development programs	100-112	
GRI 414 (2016): Supplier Social Assessment	414-1 New suppliers that were screened using social criteria	130	

Appendix 2 PSI Index

PSI Principles	Aspects	Performance	Corresponding chapters/sections
I. Embed in our decision-making environmental, social and governance issues relevant to our insurance business.	1. Business strategy	<ul style="list-style-type: none"> Upholding the brand philosophy of "Responsible, Thanks to Love" and pursuing sustainable development, we established the Sustainable Development Committee (SDC) under the Board at the end of 2021 to supervise ESG-related issues. Six working groups are set up under SDC to fully address the needs of stakeholders, periodically follow up the performance of individual ESG issues, and embed ESG factors in routine decision-making. In 2022, a total of three committee meetings were held, with 100% attendance. 	Sustainability Management and Stakeholder Engagement 1. Sustainability governance
	2. Risk management and underwriting	<ul style="list-style-type: none"> We included emerging risks (including ESG and climate change) into risk management, underwriting, and capital adequacy ratio procedures, and continued to raise the company's risk management awareness. The Risk Management Committee under the Board of Directors reviews the implementation of risk management, and manages opportunities through business development mechanisms, actively responding to climate-related risks in the framework of governance, strategies, risk management, indicators, and goals. 	1. Sustainability governance
	3. Products and services	<ul style="list-style-type: none"> Continuously develop insurance products and services that bring positive ESG benefits, such as various inclusion-featured products: microinsurance, in-kind benefits, protection/elderly, policy, small-amount fundamental coverage, and pension and retirement products. In 2022 we launched a total of 218 products for all social groups to access well-planned coverage. We created a corporate culture of treating customers fairly and established a Treating Customers Fairly Promotion Committee to increase the confidence of policyholders in TGL, which will benefit our sustainable development. In response to the insurance need during the pandemic, we introduced the remote insurance enrollment service. In 2022 we expanded the scope and region of this service, aiming to provide policyholders with continuous, stable, worry-free, safe services. We also produced the "Microinsurance Products Easy Reading Handbook" to provide voice guided reading service for the visually impaired to maintain the right of financial consumption of vulnerable groups. 	2. Customer care
	4. Claims management	<ul style="list-style-type: none"> We make efficient, fair, and transparent responses to the claim needs of customers with new technology. Through the "Claims Consortium Blockchain" and "claims e-pass" to quickly complete claims application. Facing the pandemic and other critical disasters, such as the line-of-duty death of two Tainan City policemen, we immediately activated the major emergency accident response taskforce to provide policyholders with the related care services based on their needs. We centralize claims application data to accelerate claims operation. Real-time capture of claims application with the mobile claims system. 	2. Customer care
	5. Sales and marketing	<ul style="list-style-type: none"> Establish a product suitability assessment mechanism based on product characteristics according to regulations, understand policyholders' needs, risk attributes, and risk tolerance, and implement the product publicity materials review and business solicitation system. Provide various finance-friendly services and measures, maintain the rights and interests of the financial consumption of vulnerable groups, ensure customers are clearly communicated with product information during sales for them assess and judge their needs more carefully. Apply AI to precision marketing and high-net-worth individuals (HNWIs) cultivation to locate products that suit them best. 	2. Customer care
	6. Investment management	<ul style="list-style-type: none"> Analyze the ESG performance in the investment proposal or purchase report for the reference of investee selection and consider ESG factors when making investment decisions to ensure that long-term investments are made in economic activities and items that benefit sustainable development. TGL signed the Taiwan Stewardship Principles for Institutional Investors to fulfill its responsibilities as an institutional investor. Published the first Stewardship Report in 2020, and issue the report on an annual basis to enhance communication with stakeholders. Arranged the "ESG Sustainable Development" course for investment analysts to improve their professional knowledge in ESG investment. We consider energy conservation, carbon reduction, and eco-friendly factors in design and planning when developing real estate, and continue to monitor and invest in green buildings. 	6. Responsible investment

PSI Principles	Aspects	Performance	Corresponding chapters/sections
II. Raised the awareness of ESG issues among customers and business partners	1. Customers	We communicate sustainability measures with customers through our sustainability report, the corporate sustainability section on our corporate website, and physical charity events, and help customers raise sustainability awareness.	--
	2. Suppliers	In contracts signed with suppliers and contractors, we specify the need for compliance with the laws and regulations of products and services and emphasize management of environmental, social, and economic impacts. In June 2021 we implemented the "Guidelines for Suppliers Management" and requested suppliers to sign the "Suppliers CSR Commitment" to ensure CSR fulfillment in labor, human rights, environmental protection, business ethics and integrity to practice sustainable development together with suppliers.	5. Environmental sustainability
III. Promote ESG issues together with the government, supervisory authorities, and other stakeholders.	1. Government agencies, insurance supervisory authorities, and decision-makers	<ul style="list-style-type: none"> In response to the requirements of Green Finance 2.0, we enhance information disclosures in the sustainability report and promote climate risk governance. Support the "Corporate Governance 3.0" policy and voluntarily disclose corresponding metrics based on the SASB framework. Took action as an investor by signing the Taiwan Stewardship Principles for Institutional Investors, and publishing stewardship reports. TGL is actively investing and providing loans to low carbon and green energy industries in response to the government policy to support the 5+2 innovative industries. Continue to develop a series of health-promoting and protective products, such as microinsurance to take care for the underprivileged, small-amount whole life insurance designed for the economically disadvantaged, long-term care insurance, in-kind benefit insurance, and health spillover and college university student group insurance. 	2. Customer care 6.Responsible investment
	2. Other major stakeholders	<ul style="list-style-type: none"> We partner with NGOs over time to care about the vulnerable groups in society and support public interest events and sponsors different groups in real action to create a warmer society. Two-way charity that gives back proceeds from events to society allows positive energy to strike root and create a virtuous cycle of sustainability. 	4.Social empowerment
IV. We disclose our responsibility for ESG issues and information transparency.	We periodically publish the sustainability report and disclose PSI implementation progress each year since 2021, showing our responsibility for ESG issues and commitment to information transparency.		

Appendix 3 SASB Index

- Topic 1: Transparent Information & Fair Advice for Customers

No.	Indicator	Current performance	Corresponding information
FN-IN-270a.1	Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of insurance product-related information to new and returning customers	In 2022 no legal proceedings and losses associated with marketing and communication of insurance product-related information to customers.	TGL corporate website: Other matters > Sanctions from the competent authorities in the past two years
FN-IN-270a.2	Complaints-to-claims ratio	2022 complaints-to-claims ratio: 0.2586‰	Financial Ombudsman Institution: Insurance Industry 2022 – Life insurance companies – Complaints and complaint rate statistics
FN-IN-270a.3	Customer retention rate	2022 customer retention rate: 98.39%	MOPS Insurance Section: TGL>Financial Profile>Finance Indicators>Retention Rate
FN-IN-270a.4	Describe the method or process for informing customers of product information	The marketing and labeling of our products and services comply with the laws and regulations of the competent authorities. We established an internal review mechanism for publicity materials to ensure compliance and effective management. We also comply with the relevant laws and regulations and established the financial consumer complaints procedures.	<p>1. TGL 2023 Sustainability Report, p. 61. 2. TGL 2022 Annual Report, p. 68-69.</p>

- Topic 2: Incorporation of Environmental, Social, and Governance Factors in Investment Management

No.	Indicator	Current performance	Corresponding information
FN-IN-410a.1	Total investment assets, by industry and asset class	TGL discloses total investment assets by asset category.	Market Observation Post System for the insurance industry: TGL > Financial overview > Statement of Application of Funds
FN-IN-410a.2	Description of approach to incorporation of environmental, social, and governance (ESG) factors in investment management processes and strategies	Our investment policy requires, the performance in environmental protection, business ethics, and ESG of issuers should be considered when investing in stocks (including investment for project needs and public and social welfare businesses), bonds, and derivatives. This investment decision-making process considering ESG before making an investment decision and putting long-term investments in economic activities and items favoring sustainable development already meeting the definition of sustainable finance. Whether or not investees fulfill their ESG duties are taken into consideration. Furthermore, TGL signed the Taiwan Stewardship Principles for Institutional Investors and continues to interact with investees to fulfill its responsibilities as an institutional investor. We began to publish the Stewardship Report each year in 2020. It describes our performance in stewardship policy implementation, prevention of the conflict of interest, voting policy implementation, stewardship, and disclosure of case engagement results and voting results to enhance communication with stakeholders.	<p>1. TGL Statement of Compliance with the Taiwan Stewardship Principles for Institutional Investors 2. TGL 2021 Stewardship Report</p>

- Topic 3: Policies Designed to Incentivize Responsible Behavior**

No.	Indicator	Current performance	Corresponding information
FN-IN-410b.1	Net premiums written related to energy efficiency and low carbon technology	This metric applies to property insurance, not for life insurance.	
FN-IN-410b.2	Discussion of products and/or product features that incentivize health, safety, and/or environmentally responsible actions and/or behaviors	We continue to offer a variety of insurance products that comply with the principle of social care and health and safety promotion, such as: microinsurance to take care of the vulnerable, small amount-whole life insurance designed for the economically vulnerable, long-term care insurance, in-kind benefit insurance, health spillover insurance, and university and college student group insurance. A total of 6,845 new policies were sold with the first year premium income reaching NT\$123,314 thousand.	TGL 2023 Sustainability Report, p. 72.

- Topic 4: Environmental Risk Exposure**

No.	Indicator	Current performance	Corresponding information
FN-IN-450a.1	Probable Maximum Loss (PML) of insured products from weather-related natural catastrophes.	This metric applies to property insurance, not for life insurance.	
FN-IN-450a.2	Total amount of monetary losses attributable to insurance payouts from (1) modeled natural catastrophes and (2) non-modeled natural catastrophes	This metric applies to property insurance, not for life insurance.	
FN-IN-450a.3	Description of approach to incorporation of environmental risks into (1) the underwriting process for individual contracts and (2) the management of firm-level risks and capital adequacy	We disclose climate-related financial information with reference to the recommendations of the TCFD and plan to incorporate climate risks into our operational and service risk management, as well as capital adequacy ratio management procedures to make continual improvement of our risk management framework.	TGL 2023 Sustainability Report, p. 115-124.

- Topic 5: Systemic Risk Management**

No.	Indicator	Current performance	Corresponding information
FN-IN-550a.1	Exposure to derivative instruments by category: (1) total potential exposure to non-centrally cleared derivatives, (2) total fair value of acceptable collateral posted with the Central Clearinghouse, and (3) total potential exposure to centrally cleared derivatives	Please refer to the TGL 2022 Annual Report: Financial Tools at Fair Value Through Profit or Loss.	TGL 2022 Annual Report, p. 147-150.
FN-IN-550a.2	Total fair value of securities lending collateral assets	N/A.	
FN-IN-550a.3	Description of approach to managing capital- and liquidity-related risks associated with systemic non-insurance activities	Please refer to the TGL 2022 Annual Report: Liquidity Risk Management.	TGL 2022 Annual Report, p. 196.

- ACTIVITY METRIC**

No.	Indicator	Current performance	Corresponding information
FN-IN-000.A	Number of policies in force, (1) Accident insurance, life insurance, and reinsurance (2) Product line	Number of effective personal insurance policies at the end of 2022: Accident insurance: 2,419,995 Life insurance: 2,485,346	Monthly Sales Report December 2022

Appendix 4 Summary of Subject Matter Assured

No.	Subject Matter	page	Applicable Criteria
1	First-year premiums of Protection-based (elderly) products in 2022 amounted to NT\$ 4,212,904,841.	72	Total first-year premiums TransGlobe Life Insurance Inc. (TGL) received in 2022 in accordance with the definition of protective (elderly) product as defined in Jin Guan Bao Shou Zi No. 10904191341.
2	As of December 31, 2022, the number of effective policies of accident insurance and life insurance was 2,419,995 and 2,485,346, respectively.	143	As of December 31, 2022, the number of effective personal insurance policies of TGL (note). Note: Personal insurance includes accident insurance and life insurance.
3	As of December 31, 2022, the number and rate of applications of the overall mobile insurance enrollment (including remote insurance enrollment) service through the self-operated access was 44,973 applications and 82%, respectively.	56	The number of mobile insurance enrollment applications (including remote insurance enrollment) : the sum of the applications of online insurance enrollment and remote insurance enrollment service through the self-operated access of TGL in 2022. The rate of mobile insurance enrollment applications (including remote insurance enrollment): the sum of the applications of online insurance enrollment and remote insurance enrollment service through the self-operated access of TGL in 2022 divided by the total number of insurance applications for the year.
4	Donation to non-profit organizations in 2022 amounted to NT\$13,625,077.	101	The amount (Note) of donations to non-profit organizations in 2022 disclosed by TGL in accordance with Article 10-1 of the Corporate Governance Best-Practice Principles for Insurance Enterprises. Note: The amount includes membership fee, monetary donation and the value of donated items.
5	As of December 31, 2022, the total amount invested in green and sustainability bonds amounted to NT\$11.886 billion.	123	Total fair value amount invested by TGL in green and sustainability bonds which meets Taipei Exchange's (TPEx) Green and Sustainability Bonds Qualifications (Note) and was disclosed with bond information on Sustainable Bonds Online Platform by TPEx. Note: The bonds meet the qualifications in Articles 3 to 5 of the Taipei Exchange Operation Directions for Sustainable Bonds and disclosed by the TPEx on Sustainable Bonds Online Platform.
6	As of December 31, 2022, the percentage of female managers was 42% calculated based on all managerial positions.	98	Percentage of female managers in TGL as a percentage of all managerial positions (Note) as of December 31, 2022. (Percentage of female managers: on job female managers/all on job managers) Note: The managerial position is a person at the rank of senior manager or above, or a person with department or branch management decision-making authority. The scope of this subject matter covers only active and non-active full-time office staff. Office staff refers to those who don't do insurance solicitation.

Appendix 5 Independent Limited Assurance Report

To TransGlobe Life Insurance Inc.:

We have been engaged by TransGlobe Life Insurance Inc. ("the Company") to perform assurance procedures on the 2022 sustainability performance information identified by the Company and reported in the 2023 Sustainability Report, and have issued a limited assurance report based on the result of our work performed.

Subject Matter Information and Applicable Criteria

The 2022 sustainability performance information identified by the Company (hereinafter referred to as the "Subject Matter Information") and the respective applicable criteria are stated in the "Summary of Subject Matter Assured" on page 144 of the Sustainability Report. The scope of the aforementioned Subject Matter Information is set out in the "Boundaries and Scope of this Report" on page 2 of the Sustainability Report.

Management's Responsibilities

The Management of the Company is responsible for the preparation of the sustainability performance information disclosed in the Sustainability Report in accordance with the respective applicable criteria, and for such internal control as management determines is necessary to enable the preparation of the sustainability performance information that is free from material misstatement, whether due to fraud or error.

Our Responsibilities

We conducted our assurance work on the Subject Matter Information disclosed in the Sustainability Report 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, to identify whether any amendment is required of the Subject Matter Information to be prepared, in all material respects, in accordance with the respective applicable criteria, and issue a limited assurance report.

We conducted our assurance work in accordance with the aforementioned standards including identifying the areas where there may be risks of material misstatement of the Subject Matter Information, and designing and performing procedures to address the identified areas. 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.

The extent of the assurance work we performed were based on the identified risk areas and determined materiality, and given the circumstances of the engagement, we designed and performed the following procedures:

- Made inquiries of the persons responsible for the Subject Matter Information to understand the processes, information systems, 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 selective testing including inquiry, observation, and inspection to obtain evidence for limited assurance.

We do not provide any assurance on the Sustainability Report as a whole or on the design or operating effectiveness of the relevant internal controls.

Compliance of Independence and Quality Control Requirement

We have complied with the independence and other ethical requirements of the Code of Ethics for Professional Accountants, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

Our firm applies Standard on Quality Management 1, "Quality Management for Public Accounting Firms" of the Republic of China and accordingly maintain a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Inherent Limitations

Certain Subject Matter Information involves non-financial data which is subject to more inherent limitations than financial data. Qualitative interpretations of the relevance, materiality and the accuracy of data are subject to individual assumptions and judgments.

Limited Assurance Conclusion

Based on the procedures we have performed and the evidence we have obtained, we are not aware of any amendment that is required of Subject Matter Information to be prepared, in all material respects, in accordance with the respective applicable criteria.

Other Matter

The Management of the Company is responsible for maintaining the Company's website. If the Subject Matter Information or the applicable criteria are modified after this limited assurance report is issued, we are not obliged to re-perform the assurance work.

Shih, Ming-Chih

For and on behalf of PricewaterhouseCoopers, Taiwan

June 30, 2023

For the convenience of readers and for information purpose only, this document has been translated into English from the original Chinese version. In the event of any discrepancy between the English version and the original Chinese version or any differences in the interpretation of the two versions, the Chinese-language version shall prevail.



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