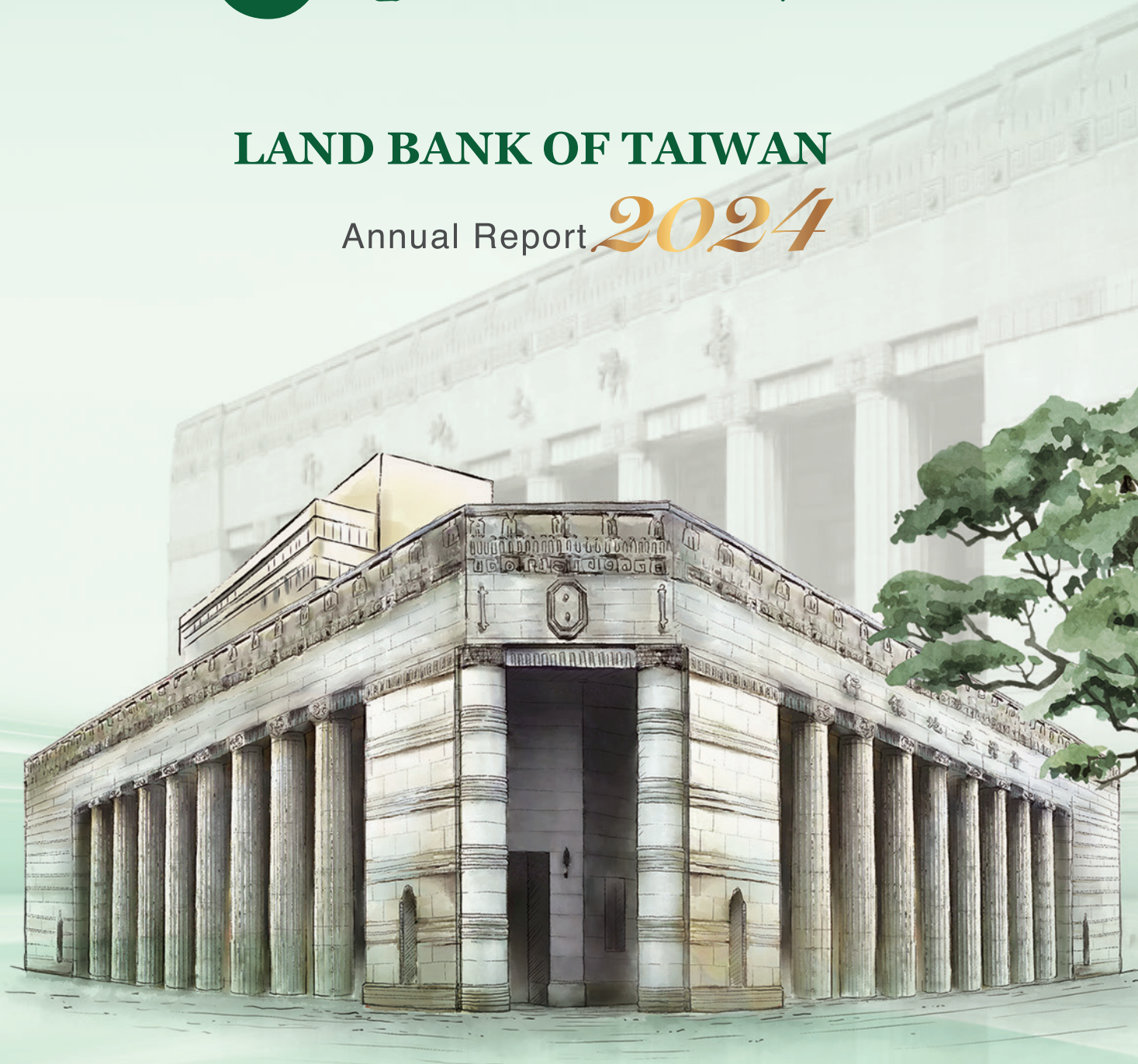


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LAND BANK OF TAIWAN

Annual Report **2024**



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Spokesperson: Tsai, Tzu-ying

Title: Executive Vice President

TEL: (02)2348-3020

e-mail: lbev2@landbank.com.tw

Acting Spokesperson: Chou, Ching-Chang

Title: Executive Vice President

Tel: (02)2348-3679

e-mail: lbev4@landbank.com.tw

Contact Information of Head Office and Global Branches

Head Office: No. 46, Guanqian Rd., Zhongzheng Dist., Taipei City, Taiwan (R.O.C)

Tel: (02)2348-3456

(Please refer to “head office and global branches”)

Institution for Stock Transfer

Name: Land Bank of Taiwan

Address: No. 46, Guanqian Road, Zhongzheng District, Taipei City, Taiwan (R.O.C.)

Tel: (02)2348-3456

Fax: (02)2375-7023

Website: <https://www.landbank.com.tw>

Institutions for Credit Rating

Name: Moody's Investors Service

Address: 24/F One Pacific Place, 88 Queensway Admiralty, Hong Kong

Tel: (852)3758-1300

Fax: (852)3758-1631

Name: Standard & Poor's Corp.

Address: Level 3, Three Exchange Square, 8 Connaught Place, Central, Hong Kong

Tel: (852)2533-3500

Fax: (852)2533-3599

Name: Taiwan Ratings Corporation

Address: 2F., No. 167, Dunhua N. Rd., Songshan Dist., Taipei City, Taiwan (R.O.C)

Tel: (02)2175-6800

Fax: (02)2175-6879

Attestation CPA for 2024 Annual Report

Name: Hsiao, Pei-Ju and Chen, Chun-Kuang

Accounting Firm: KPMG Taiwan

Address: 68 F., No. 7, Sec. 5, Xinyi Rd., Xinyi Dist., Taipei City, Taiwan (R.O.C)

Tel: (02) 8101-6666 Fax: (02) 8101-6667

Website: <https://kpmg.com/tw/zh/>

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Website: <https://www.landbank.com.tw>



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Chairperson

He, Ying-Ming

Letter to Shareholders

In 2024, the global economy experienced a gradual recovery with a continued decline in inflation. Central banks in Europe and the United States initiated interest rate cut cycles. Due to differences in monetary policies and economic structures, countries showed varied economic performance and inflation trends. The U.S. economy demonstrated steady growth, supported by stable consumer spending and labor market conditions. Although Japan's overall economic performance fell short of expectations, it gradually recovered, driven by the tourism sector and investment booms in semiconductors and AI-related fields. China faced persistent weakness in its real estate sector and domestic consumption, with ongoing deflationary risks. The European Union and emerging economies also remained sluggish, constrained by geopolitical tensions and other factors. The International Monetary Fund (IMF) estimated global economic growth in 2024 at 3.3%, indicating modest global expansion. While central banks around the world managed to contain inflation without triggering a recession, uncertainties remain due to the potential growth-restraining effects of monetary policy, geopolitical conflicts, and trade protectionism, all of which may elevate downside risks for the global economy.

Domestically, Taiwan benefited from a recovery in the global semiconductor market. With sustained strong demand for AI applications and ICT products, export orders exceeded expectations. Continuous R&D investment in advanced semiconductor processes and increased corporate investment activity further boosted growth. Coupled with a stable job market and positive income effects from salary adjustments, domestic consumption expanded in tandem. Preliminary statistics from the Directorate-General of Budget, Accounting and Statistics (DGBAS) show Taiwan's economic growth rate reached 4.59% in 2024, significantly higher than the 1.12% recorded in 2023, reflecting Taiwan's growth in line with the global economic recovery.

With the joint efforts of the Bank's management team and all employees, the Bank's recorded a pre-tax net profit of NT\$18.729 billion and pre-tax earnings per share (EPS) of NT\$2.17 in 2024. In terms of asset quality, the non-performing loan (NPL) ratio stood at 0.09% at the end of 2024, tied with Bank of Taiwan for the lowest among government-owned banks. The allowance coverage ratio reached 1,887.08%, the highest among state-owned banks, demonstrating the Bank's strong and prudent management capabilities. In addition, the Bank actively supported government policies by promoting urban renewal and urban regeneration financing, SME lending, the "Invest in Taiwan" initiative, and financing for the six core strategic industries. In 2024, the Bank received the Excellence Award for Loans to the Six Core Strategic Industries from the Financial Supervisory Commission (FSC), and was also recognized by the Ministry of Economic Affairs with the Post-Pandemic Revitalization Award for outstanding performance in credit-guaranteed financing to SMEs.

In response to the wave of technological advancement, the Bank proactively developed financial technology (FinTech), continuously upgrading and transforming its digital financial services, including mobile payments, mobile banking, digital deposits, open banking, and digitalized processes. The Bank also maintained strategic collaborations with various electronic payment service providers (e.g., JKOPay, iPASS Money, icash Corp., GAMA PAY, PX Pay, Easy Wallet, O'Pay, and Plus Pay) to offer customers new mobile payment options. Regular meetings on digital finance were convened to monitor and control project progress, stay abreast of

developments from regulators and peer institutions, and address the challenges posed by the FinTech wave. Meanwhile, the Bank continued building its patent portfolio, with a total of 654 FinTech patents approved as of the end of 2024.

Sustainable development is a core value that is increasingly emphasized both globally and domestically. In alignment with international trends and to leverage its financial influence, the Bank launched the “Green and Sustainable TWD Time Deposit” project in March 2023. In addition, it has provided financing to support enterprises in developing green energy and constructing green buildings. ESG factors have been incorporated into the Bank’s investment and credit evaluation and decision-making processes. The Bank has also signed on to follow the Equator Principles and has issued sustainable development bonds since 2021. As of the end of 2024, the total issuance amounted to NT\$4.5 billion, all of which has been allocated to green investments and projects with social benefits. In response to the challenges and opportunities presented by climate change, the Bank has signed on to support and gradually adopt the Task Force on Climate-related Financial Disclosures (TCFD) framework, integrating climate risk into its risk management policies and regularly conducting greenhouse gas (GHG) emission inventories for all its domestic and overseas operating locations. Notably, the Nangang Branch’s “Voluntary GHG Emission Reduction Project” was reviewed and approved by the Ministry of Environment’s Review Council in April 2024, making it the first approved carbon credit project in Taiwan under the amended Climate Change Response Act. These continued efforts have garnered significant recognition, including the “Best ESG Award in the Non-Financial Holding Bank Category” from the Excellence in Banking Awards, the Gold Award in the 17th TCSA Sustainability Report Category, and the highest-level “Level 5+: Excellence” certification for its TCFD Report.

The Bank continues to enhance service quality and uphold fair customer treatment, receiving recognition from the Financial Supervisory Commission (FSC) for six consecutive years as an outstanding bank in the assessment of fair treatment principles for financial service providers. Through a diverse range of financial products and accessible services, the Bank strives to build an inclusive society. This includes preferential loan programs for disadvantaged groups and financial products tailored to the needs of the elderly, such as reverse mortgages, retirement financial planning, and elderly care trust services, thereby providing comprehensive life and property security for senior citizens. These efforts earned the Bank the Group A Outstanding Performance Award under Phase 3 of the Trust 2.0 Program, as evaluated by the FSC, highlighting the Bank’s success in implementing the Trust 2.0 initiative and providing comprehensive trust services. To promote housing justice and support home ownership for young families, the Bank has implemented the “Preferential Housing Loan Program for the Youth” in line with government policies. Furthermore, the Bank actively engages in a wide range of public welfare activities, spanning sports, arts and culture, education, charitable donations, and social welfare trusts. The Bank was honored with the “Social Inclusion Leadership Award” by TCSA and received several accolades from the Sports Administration, Ministry of Education, including the Gold Award for Sponsorship, the Long-Term Sponsorship Award, and the Gold Award for Promotion under the Sports Activist Awards. These accomplishments underscore the Bank’s commitment to inclusive finance and corporate social responsibility.

The following is a summary of the Bank’s business performance in 2024, business plan for 2025, future development strategies, external competitive environment, regulatory environment, macroeconomic operational environment, and credit rating overview:

I. 2024 Business Results

(I) Organizational Change

Two functional committees were newly established under the Board of Directors. On November 22, 2024, the Board approved the establishment of the Accountability Committee. Additionally, on January 10, 2025, the Board resolved to restructure the Bank's Sustainability Development Committee into a functional committee.

(II) Business Plans and Results

i. Business Plans

In response to climate change, evolving financial environments, and intense market competition, the Bank leveraged its expertise as a real estate-specialized bank to implement various project financing and green finance initiatives while supporting national economic development. Simultaneously, efforts were made to strengthen competitiveness, accelerate internationalization, and achieve sustainable operations with the aim of evolving into a comprehensive, high-quality financial institution. In 2024, the core operating theme was "Leading with Green Finance, Advancing Shared Sustainability," through which the Bank executed development plans and met financial budget targets.

ii. Business Strategies Implementation Results

Unit: NT\$ million; USD million (foreign exchange); %

Main Business \ Year	2024	2023	Growth Over the Previous Year (%)
Deposits	2,918,125	2,945,220	-0.92
Loans	2,315,454	2,272,283	1.90
Foreign Exchange (USD)	98,144	95,425	2.85
Trust	507,803	461,654	10.00
Guarantee	63,833	65,662	-2.79
Securities Brokerage	649,012	458,057	41.69
Net Profit Before Tax	18,729	17,044	9.89

Description: The business figures in this table are the business volume of each year.

(III) Budget Executions

In 2024, deposit business volume reached NT\$2,918.12497 billion, achieving 100.37% of the budget target; loan business volume reached NT\$2,315.45427 billion, achieving 102.91% of the budget target; foreign exchange business volume reached USD98.1439 billion, achieving 106.68% of the budget target; pre-tax net profit was NT\$18.72925 billion, achieving 168.42% of the budget target.



President

Chang, Chih-Chien

(IV) Revenues, Expenses, and Profitability Analysis

Unit: NT\$ million; %; percentage points

Item		2024	2023	Change (%) / Percentage Points
Net Income of Interest		30,939	31,189	-0.80%
Net Non-Interest Income		5,980	4,031	48.35%
Total Net Income		36,919	35,220	4.82%
Total Bad Debts Expense and Guarantee Liabilities Provision		206	803	-74.35%
Operating Expenses		17,984	17,373	3.52%
Net Profit Before Tax		18,729	17,044	9.89%
Net Profit for the Period		14,642	13,206	10.87%
Earnings per Share Before Tax (NT\$)		2.17	1.98	9.60%
Return on Assets	Before Tax	0.54%	0.50%	0.04 percentage point
	After Tax	0.42%	0.39%	0.03 percentage point
Return on Equity	Before Tax	8.58%	8.42%	0.16 percentage point
	After Tax	6.71%	6.53%	0.18 percentage point
Net Profit Margin (After-tax)		39.66%	37.50%	2.16 percentage points

Description: 2023 figures have been restated by the CPA based on certified figures of the National Audit Office, whereas the 2024 figures are audited.

(V) Research and Development

The Bank has a dedicated unit that analyzes economic, financial, and industry trends and conducts research on topics related to banking service, both on a regular and unscheduled basis. Significant R&D accomplishments in 2024 included: proprietary research reports (9 publications), domestic and foreign economic/financial trend reports (weekly and monthly), industry reports (monthly and quarterly), industry development overview reports (bi-monthly), economic/financial research reports of specific themes (8 publications), and domestic real estate market survey reports (12 publications). All of which were intended to provide references for sales personnel.

II. Summary of 2025 Business Plan

(I) Operating Strategies and Key Operating Policies

- i. Continue enhancing asset quality, improving deposit structure, strengthening risk management mechanisms, fostering a culture of legal compliance, mitigating operational risks, optimizing organizational efficiency, and improving information service performance and cybersecurity capabilities to reinforce the Bank's operational foundation and enhance financial resilience.

- ii. Align with financial policy directives, continuously expand operational scope, develop multi-core niche businesses, and improve overall operational synergy.
- iii. Expand interest spread between deposits and loans, increase interest income, grow fee-related businesses, enhance investment returns, improve the efficiency of proprietary asset utilization, increase the proportion of overseas profits, and raise overall profitability.
- iv. Embrace the trend of financial digitalization, promote digital finance, integrate online and offline service channels, adopt a customer-centric mindset, deliver high-quality digital services, enhance customer experience, deepen customer relationships, drive integrated and innovative FinTech services, apply big data analytics, develop digital marketing strategies, and incorporate FinTech to digitalize operational processes, thereby establishing a mindset of digital innovation in finance.
- v. Capture business opportunities in international finance, establish a domestic and overseas corporate banking service network, and enhance the performance of overseas operations.
- vi. In line with the United Nations Sustainable Development Goals (SDGs), develop sustainable finance, promote environmental sustainability, protect customer rights and interests, advance inclusive finance, prioritize employee well-being, engage in social welfare, strengthen corporate governance, and enhance sustainable value.

(II) Projected Business Goals

The main operating targets for 2025 have been reported to the competent authorities and transferred to the Executive Yuan for approval.

- i. Deposit volume: NT\$2,933.6 billion, representing an increase of 0.90% from the statutory target of NT\$2,907.5 billion in 2024.
- ii. Loan volume: NT\$2,291.1 billion, representing an increase of 1.83% from the statutory target of NT\$2,250 billion in 2024.
- iii. Foreign exchange business volume: USD93.8 billion, representing an increase of 1.96% from the statutory target of USD 92 billion in 2024.
- iv. Net profit before tax: NT\$12,400.65 million, representing an increase of 11.51% from the statutory target of NT\$11,120.25 million in 2024.

※ The Business volume above represents: Cumulative average balance for deposits and loans, amount of transactions undertaken for foreign exchange, and cumulative amount for net profit before tax.

III. Business Plans and Future Development Strategies

- (I) Continue to enhance the absorption of deposits from individuals and small and medium-sized enterprises (SMEs) to reduce deposit concentration and improve deposit structure. Gradually adjust asset and liability composition, strengthen capital adequacy, enhance liquidity risk management, and improve overall risk management mechanisms.
- (II) In line with government policies, implement various project loans and green financing to provide capital support, promote private investment, public infrastructure development, and sustainable growth. Expand corporate lending, seek mandates for syndicated loans and securities underwriting, strengthen financial services for SMEs, and assist enterprises in obtaining operational funding. Additionally, offer various electronic payment services to expand the corporate finance business.
- (III) Apply differential pricing based on risk premiums and overall customer contributions to determine appropriate lending rates. Combine credit services with efforts to strengthen deposit relationships with corporate clients to increase demand deposits, lower the average deposit interest rate, widen the interest spread between deposits and loans, and increase interest income.
- (IV) Establish customer-oriented marketing strategies and incentivize employees to proactively engage in marketing activities, thereby enhancing marketing efficiency and staff productivity. Through joint marketing approaches, strengthen overall marketing synergy, diversify sources of fee-based income, and increase the share of non-interest income in total revenue.
- (V) Develop mobile payment services and promote online insurance services to expand service scope, deepen customer relationships, and meet diversified payment needs. Provide integrated and innovative FinTech services, embed financial services into customers' daily life scenarios, and develop diversified ecosystem-based financial services to foster win-win cross-industry e-commerce cooperation. Integrate FinTech into digitalizing operational processes to improve the Bank's operational efficiency.
- (VI) Actively cultivate overseas reserve talents, deepen engagement in overseas markets, and gradually expand the number of overseas branches to enhance international competitiveness. In support of the government's New Southbound Policy, strengthen the Bank's business network in the Asia-Pacific region and expand service coverage.

(VII) In alignment with the United Nations Sustainable Development Goals (SDGs), promote sustainable finance and focus on climate change risk management. Uphold the principle of fair customer treatment and protect the rights and interests of financial consumers. In support of the government's social welfare policies and in response to the needs of an aging society, develop and expand a diverse range of inclusive financial products. Emphasize employee training and development, improve workforce quality, actively safeguard employee rights, foster harmonious labor relations, and fulfill corporate social responsibilities. Adhere to ethical business practices, elevate employee moral standards, strengthen corporate governance, and enhance sustainable value.

IV. Impact of the External Competitive Environment, Regulatory Environment, and Overall Business Environment

(I) The External Competitive Environment

Taiwan's banking industry is highly saturated, with a large number of banks offering highly homogeneous financial products and services. This has resulted in intense competition and a compressed interest margin environment. Meanwhile, the rapid development of financial technology (FinTech) has allowed non-bank entities to leverage technological innovation to offer financial services, gradually encroaching on the traditional banking sector's profit base. Consequently, the domestic banking industry is facing a highly competitive landscape.

As technology continues to advance, banks are required to pursue digital transformation. The application of emerging technologies such as big data and artificial intelligence has matured, and financial services are increasingly being delivered through cross-industry integration and partnerships, expanding the overall financial ecosystem.

To capitalize on digitalization opportunities, the Financial Supervisory Commission (FSC) continues to promote financial innovation and deepen financial inclusion to meet the consumption demands of new generations. In 2024, the FSC further approved digital-only banks to engage in foreign exchange business and to pilot participation in syndicated loans, introducing a new competitive dynamic into Taiwan's banking industry.

(II) The Regulatory Environment

To curb excessive capital inflow into the real estate market and uphold housing justice by curtailing speculative activity and property hoarding, the Central Bank launched its seventh wave of selective credit control measures in September 2024. These include: the prohibition of grace periods for first-home mortgage loans where the

borrower already owns a property; reduction of the maximum loan-to-value (LTV) ratio for second-home purchases by individuals from 60% to 50%, and extension of this rule nationwide; reduction of the LTV ratio for luxury home mortgages and third (or more) home purchases from 40% to 30%; reduction of the LTV ratio for residential mortgages by corporate entities from 40% to 30%; and reduction of the LTV ratio for unsold home inventory loans from 40% to 30%. Since implementation, real estate transaction volumes have declined, public expectations of housing price increases have eased, and the share of non-owner-occupied residential mortgages in the overall housing loan portfolio has increased. The annual growth rate of housing and construction loans across the banking sector has also receded, indicating preliminary effectiveness in curbing speculation and hoarding. However, the concentration of real estate loans as a percentage of total loans remains high, and it remains to be seen whether selective credit control measures can sustainably mitigate loan risk in the banking sector.

On January 3, 2024, the President promulgated amendments to the House Tax Act. Under the new provisions, house taxes will be levied nationwide using a progressive rate structure based on total property holdings. The objective is to increase the cost of holding multiple properties, provide tax incentives for rental income declarations, and encourage developers to release unsold housing inventory to boost supply. The amended Act took effect on July 1, 2024, and taxation will commence in May 2025. The pace at which developers clear unsold inventory has thus become a key issue requiring close attention from the banking sector.

(III) The Overall Environment

Due to the impact of the Russia-Ukraine war, inflation, geopolitical risks, political polarization, and weaker-than-expected economic performance in China, investment markets have become more volatile and investing has become more challenging. Although central banks in the U.S. and Europe have begun interest rate cut cycles that may compress banks' net interest margins, Taiwan's interest rates remained at relatively high levels following a 0.125% rate hike in March 2024. This has allowed the spread between deposit and loan interest rates—by far the largest revenue source for banks—to remain at elevated levels, contributing to strong net interest income. According to statistics from the Central Bank, the net interest margin for Taiwan's banking sector in Q3 2024 was 1.38%. With global interest rates still relatively high, the interest rate environment continues to support profitability in Taiwan's banking sector.

Overall, global economic growth, coupled with government investment in infrastructure generating new financing opportunities, and the long-term expansion and financing needs of domestic enterprises in the context of net-zero transformation, all contribute to growth in net interest income for Taiwan's banks. Moreover, continued R&D investment in advanced semiconductor processes and emerging technologies has led to a resurgence in corporate investment. This, in turn, has increased working capital requirements, supporting continued growth in corporate lending volumes for banks.

V. Credit Ratings of the Bank

Rating Agency	Latest Rating Date	Rating Results		Other Rating-related Information
		Long-term Rating	Short-term Rating	
Taiwan Ratings	2024.6.25	twAA+	twA-1+	Outlook: Stable
S&P	2024.6.24	A	A-1	Outlook: Stable
Moody's	2025.1.24	Aa3	P-1	Outlook: Stable

Chairperson

He, Ying-Ming

President

Chang, Chih Chien



II Bank Profile

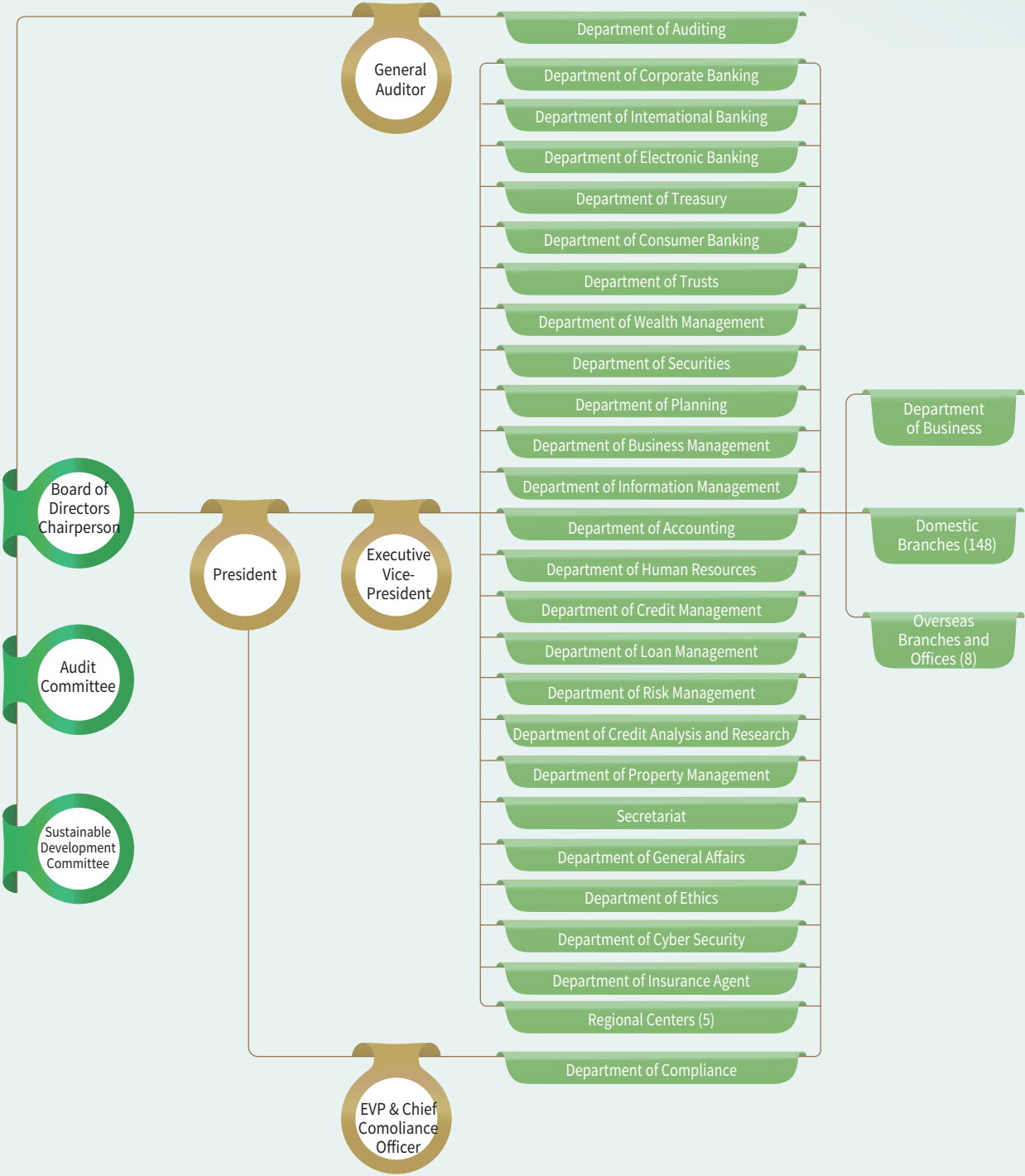
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III Directors and Executives

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Bank Profile

I. Organizational Chart



II. Employees

Time of Data		End of March 2025	End of 2024	End of 2023
Number of Employees	Staff	5,387	5,414	5,438
	Workers	310	315	331
	Total	5,697	5,729	5,769
Average Age (excluding workers)		43.75	43.73	43.68
Average Years of Service (excluding workers)		16.13	16.09	15.98
Academic Qualifications Distribution	Doctoral Degree	8	9	9
	Master's Degree	1,820	1,819	1,755
	University (college)	3,590	3,613	3,692
	Senior High School	242	248	268
	Below Senior High School	37	40	45

III. Sources of Share Capital

Year/ Month	Issued Price	Authorized Capital		Paid-up Capital		Note	
		Number of Shares	Amount	Number of Shares	Amount	Source of Share Capital	Others
March 2025	NT\$10	8.62 billion shares	NT\$86.2 billion	8.62 billion shares	NT\$86.2 billion	Contribution From Treasury and Cumulative Capitalizations	1. NT\$25 billion contributed by the Treasury. 2. Capitalized NT\$25 billion of capital reserve in 2009 (approved under Letter No. Jin-Guan-Zheng-Fa-0980068219 issued by the FSC on December 30, 2009, effective since December 30, 2009). 3. Capitalized NT\$8.1 billion of special capital reserve in 2015 (approved under Letter No. Jin-Guan-Zheng-Fa-1040041402 issued by the FSC on October 23, 2015, effective since October 23, 2015). 4. Capitalized NT\$4.494 billion of special capital reserve and retained earnings in 2016 (approved under Letter No. Jing-Shou-Shang-10501263840 issued by the Ministry of Economic Affairs on November 14, 2016). 5. Capitalized NT\$10.606 billion of special capital reserve in 2019 (approved under Letter No. Jing-Shou-Shang-10801184460 issued by the Ministry of Economic Affairs on December 27, 2019). 6. Capitalized NT\$13 billion of special capital reserve in 2021 (approved under Letter No. Jing-Shou-Shang-11001231150 issued by the Ministry of Economic Affairs on December 23, 2021).

Directors and Executives

I. Directors

March 31, 2025

Title	Name	Date Elected/ Appointed	Term	Legal Entity Represented
Chairperson (Managing Director)	He, Ying-Ming	2025.3.14	2028.3.13	Ministry of Finance
President (Managing Director)	Chang, Chih-Chien	2025.3.14	2028.3.13	Ministry of Finance
Managing Director	Wu, Yi-Lin	2025.3.14	2028.3.13	Ministry of Finance
Managing Director	Hsieh, Ling-Yuahn	2025.3.14	2028.3.13	Ministry of Finance
Managing Director (Independent Director)	Hung, Chia-Yin	2025.3.14	2028.3.13	Ministry of Finance
Director (Independent Director)	Lai, Ching-Chong	2025.3.14	2028.3.13	Independent Director
Director (Independent Director)	Chen, Fong-Yao	2025.3.14	2028.3.13	Independent Director
Director (Independent Director)	Chen, Yue-Min	2025.3.14	2028.3.13	Independent Director
Director (Independent Director)	Chen, Yi-Wen	2025.3.14	2028.3.13	Independent Director
Director	Lee, Hung-Chang	2025.3.14	2028.3.13	Ministry of Finance
Director	Chang, Su-Chen	2025.3.14	2028.3.13	Ministry of Finance
Director	Yang, Chung-Hsien	2025.3.14	2028.3.13	Ministry of Finance
Director (Labor Director)	Chen, Chung-Tsan	2025.3.14	2028.3.13	Labor Director
Director (Labor Director)	Lin, Hsin-Wen	2025.3.14	2028.3.13	Labor Director
Director (Labor Director)	Tao, Chun-Fa	2025.3.14	2028.3.13	Labor Director

II. Executives

March 31, 2025

Title	Name	Date Elected/Appointed
President	Chang, Chih-Chien	2024.8.23
Executive Vice President	Tang, Chin-Yung	2021.8.27
Executive Vice President	Chou, Ching-Chang	2023.6.19
Executive Vice President	Tsai, Tzu-Ying	2024.1.16
Executive Vice President	Chen, Chao-Fu	2024.1.16
General Auditor	Cheng, Pei-Yu	2020.10.27
EVP & Chief Compliance Officer	Lin, Su-Huang	2024.1.16

Directors



Chairperson

He, Ying-Ming

President

Chang, Chih-Chien



Managing Director

Hsieh, Lirng-Yuahn

Managing Director

Hung, Chia-Yin

Managing Director

Wu, Yi-Lin

Executives



Chairperson

He, Ying-Ming



President

Chang, Chih-Chien



Executive Vice President

Tang, Chin-Yung



Executive Vice President

Chou, Ching-Chang



Executive Vice President

Tsai, Tzu-Ying



Executive Vice President

Chen, Chao-Fu



General Auditor

Cheng, Pei-Yu



EVP & Chief Compliance Officer

Lin, Su-Huang



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Corporate Governance

I. Discrepancies and its Causes between Corporate Governance Best-Practice Principles for Banks and the Bank's Corporate Governance

Assess Criteria	Actual Governance			Deviation and Causes of Deviation From the Corporate Governance Best-Practice Principles for Banks
	Y	N	Summary Description	
I. Bank's Shareholding Structure and Shareholders' Rights			I.	
(I) Has the bank implemented a set of internal procedures to handle shareholders' suggestions, queries, disputes and litigations?	V		(I) The Ministry of Finance is the Bank's sole shareholder. The Bank has established relevant operating procedures and designated personnel to handle suggestions and inquiries from the Ministry. No disputes or litigation have occurred.	No deviation was found.
(II) Is the bank constantly informed of the identities of its major shareholders and the ultimate controller? Has the bank established and implemented risk management practices and firewalls for companies it is affiliated with?	V		(II) The Ministry of Finance is the Bank's sole shareholder and ultimate controller.	No deviation was found.
(III) Has the bank established and implemented risk management practices and firewalls for companies it is affiliated with?	V		(III) The Bank currently has no affiliated enterprises. However, it has established the "Guidelines for Subsidiary Management" and the "Guidelines for the Management of Assigned or Concurrent Directors and Supervisors of Investee Enterprises and Subsidiaries" to implement a control mechanism.	No deviation was found.
II. Composition and Responsibilities of the Board of Directors			II.	
(I) Does the Board of Directors have a diversity policy and management goals in place?	V		(I) The Bank has established the "Corporate Governance Best Practice Principles," which clearly stipulate that the composition of the Board of Directors shall take diversity into account. The policy includes setting appropriate diversity guidelines based on the Bank's operations, business model, and development needs, as well as the overall competencies required of the Board. These principles encompass specific management objectives.	No deviation was found.

Assess Criteria	Actual Governance			Deviation and Causes of Deviation From the Corporate Governance Best-Practice Principles for Banks
	Y	N	Summary Description	
(II) Apart from the Remuneration Committee and Audit Committee, has the bank assembled other functional committees at its own discretion?	V		<p>(II) The Bank established its Audit Committee on December 19, 2014, and adopted its organizational charter. The committee is composed entirely of independent directors. As a 100%-state-owned bank under the Ministry of Finance, employee compensation is determined using a grade-based salary point system, following the "Salary Point Table for Personnel Employed by Financial and Insurance Enterprises Affiliated with the Ministry of Finance." Therefore, a Compensation Committee has not been established.</p> <p>In addition, as of November 22, 2024, the Bank established an Accountability Committee and adopted the relevant operational guidelines. The committee is composed of the Chairperson, the President, and a Managing Director (including one independent director). Furthermore, on January 10, 2025, the Board of Directors resolved to restructure the Bank's Sustainability Development Committee into a functional committee. This committee is composed of the Chairperson, the President, and all independent directors, and the original guidelines were revised and renamed as the "Organizational Charter for the Sustainability Development Committee of Land Bank of Taiwan Co., Ltd."</p>	No deviation was found.
(III) Has the bank established a set of policies and assessment tools for evaluating Board performance, and conducted performance evaluation on a yearly basis? Are performance evaluation results reported to the Board of Directors and used as reference for compensation, remuneration, and nomination decisions?	V		<p>(III) As the Bank is neither a listed nor an OTC-listed bank, director compensation is handled in accordance with the "Guidelines for the Management of Responsible Persons, Managers, and Directors/Supervisors Appointed by the Ministry of Finance in Public Enterprises." Each year, directors conduct self-evaluations using the "Performance Evaluation Form for Responsible Persons, Managers, and Directors/Supervisors Appointed by the Ministry of Finance." Evaluation indicators include board meeting attendance, participation in and reporting on major issues, involvement and contributions to the institution, and notable achievements. Evaluation results are submitted to the Ministry of Finance within two months after the end of each fiscal year.</p>	No deviation was found

Assess Criteria	Actual Governance			Deviation and Causes of Deviation From the Corporate Governance Best-Practice Principles for Banks
	Y	N	Summary Description	
(IV) Are external auditors' independence assessed on a regular basis?	V		(IV) The engagement process for the Bank's certified public accountants is conducted in accordance with the Government Procurement Act. The appointed CPAs are required to assess their independence in compliance with the "Statement of Professional Ethics No. 10" and issue an independence declaration. The appointment is discussed and approved by both the Audit Committee and the Board of Directors before being submitted to the National Audit Office for approval. In addition, the contract with the accounting firm includes provisions for annual review, termination, and cancellation.	No deviation was found
III. Has the bank allocated an adequate number of competent corporate governance staff and appointed a corporate governance officer to oversee corporate governance affairs (including but not limited to providing directors/supervisors with the information needed to perform their duties, assisting directors/supervisors with compliance issues, convention of Board meetings and shareholder meetings, and preparation of Board/shareholder meeting minutes)?	V		Governance-related functions at the Bank are handled by the respective responsible departments. To establish a sound corporate governance framework, the Board of Directors resolved on May 24, 2019, to designate a "Corporate Governance Officer." The role is currently held concurrently by an Executive Vice President, who serves as the highest-ranking officer responsible for corporate governance and for providing necessary assistance to the Board of Directors.	No deviation was found.
IV. Has the bank provided proper communication channels and created dedicated sections on its website to address corporate social responsibility issues that are of significant concern to stakeholders (including but not limited to shareholders, employees, customers and suppliers)?	V		IV. (I) The Bank has established a stakeholder section on its corporate portal to provide transparent and effective communication channels with stakeholders. The "Feedback" area includes the Executive Mailbox, Customer Complaints, Customer Suggestions Mailbox, and Customer Satisfaction Surveys. Internally, a dedicated grievance section for employees is available on the Bank's intranet. Designated personnel are responsible for appropriately handling suggestions or disputes raised by stakeholders such as customers and employees. (II) To enhance business operations and promote sustainable development, the Bank continues to gather stakeholder concerns on sustainability through diverse communication channels. Related management results are disclosed in the Sustainability Report as a concrete response to stakeholder needs and expectations. An electronic version of the report is available in the "Sustainability" section of the corporate portal for stakeholders to read or download.	No deviation was found.

Assess Criteria	Actual Governance			Deviation and Causes of Deviation From the Corporate Governance Best-Practice Principles for Banks
	Y	N	Summary Description	
V. Information Disclosure			V.	
(I) Has the Bank established a website that discloses its financial, business, and corporate governance-related information?	V		(I) The Bank has established a corporate portal and discloses key financial, business, and corporate governance information in accordance with regulations issued by the competent authorities.	No deviation was found.
(II) Has the bank adopted other means to disclose information (e.g. English website, assignment of dedicated personnel to collect and disclose corporate information, implementation of a spokesperson system, broadcasting of investor conferences via the bank's website)?	V		(II) The Bank maintains an English-language version of its website and discloses relevant information therein. To implement the spokesperson system, it has adopted the "Guidelines for Press Releases" and designated an official spokesperson to make unified external announcements regarding major decisions and policies. The Secretariat is responsible for collecting and publishing information. As the Ministry of Finance is the Bank's sole shareholder, investor conferences are not required.	No deviation was found.
(III) Does the bank publish and make official filing of annual financial reports according to the Banking Act and Securities and Exchange Act within the required timeframe after the end of an accounting period, and publish/file Q1, Q2, and Q3 financial reports plus monthly business performance before the specified due dates?	V		(III) The Bank announces and files its annual and semi-annual financial reports in accordance with the Banking Act and Securities and Exchange Act within the statutory deadline. Monthly information regarding operating revenue, endorsements and guarantees, and credit extension is published on the Market Observation Post System (MOPS) ahead of the respective deadlines.	No deviation was found.
VI. Does the bank have other information that enables a better understanding of its corporate governance practices (including but not limited to employee rights, employee care, investor relations, stakeholders' rights, continuing education of directors/supervisors, implementation of risk management policies and risk measurements, implementation of a customer policy, insuring against liabilities of the bank's directors and supervisors, and donation to political parties, stakeholders and charity organizations)?	V		VI. (I) Employee Rights and Employee Care: i. Employee Welfare Measures: (i) Company-administered welfare programs: preferential interest rate loans, vacation subsidies, continuing education and training, single employee social events, as well as inter-branch tournaments in table tennis, tennis, bowling, golf, and badminton, employee hiking events, and talent exhibitions. The Bank has also set up nursing rooms and three daycare centers at the Tainan, Taichung, and Luodong branches. (ii) Employee Welfare Committee-administered programs: group insurance, holiday bonuses, education subsidies for employees' children, hospitalization subsidies for employees injured or ill, and maternity subsidies for employees and their spouses.	No deviation was found.

Assess Criteria	Actual Governance			Deviation and Causes of Deviation From the Corporate Governance Best-Practice Principles for Banks
	Y	N	Summary Description	
			<p>ii. Retirement System: Retirement, severance, and pension benefits are handled in accordance with the “Regulations Governing Retirement, Severance, and Compensation of Personnel of Financial and Insurance Enterprises Affiliated with the Ministry of Finance” and the Labor Standards Act. The Bank maintains a retirement list for employees reaching retirement age and enforces the retirement system accordingly.</p> <p>iii. Labor-Management Agreements:</p> <p>(i) For demands raised by labor unions and employees, the Bank not only engages in active negotiation and communication but also resolves issues and builds consensus through meetings.</p> <p>(ii) In accordance with Article 83 of the Labor Standards Act and the Regulations for Implementing Labor-Management Meeting, the Bank proactively holds labor-management meetings to promote harmonious labor relations and foster employee cohesion.</p> <p>iv. Measures for Protecting Employee Rights:</p> <p>(i) To clearly define the rights and obligations of both labor and management, the Bank has established the “Work Rules of Land Bank of Taiwan Co., Ltd.” in accordance with Article 70 of the Labor Standards Act, serving as a mutual guideline for compliance.</p> <p>(ii) On December 3, 2024, the Bank and the corporate union signed the revised “Collective Agreement between Land Bank of Taiwan Co., Ltd. and the Land Bank of Taiwan Corporate Union,” which helps maintain stable labor relations through mutual commitment, effective communication, and cooperation based on good faith, thereby safeguarding workers' rights and promoting labor-management harmony.</p> <p>(iii) Employee Care: Each year, all departments are reminded to proactively care for and assign personnel to support and mentor new employees, helping them adapt to the work environment, provide timely assistance and adjustments, and enable them to contribute effectively and develop their careers at the Bank.</p>	

Assess Criteria	Actual Governance			Deviation and Causes of Deviation From the Corporate Governance Best-Practice Principles for Banks
	Y	N	Summary Description	
			<p>(II) Investor Relations and Stakeholder Rights:</p> <ul style="list-style-type: none"> i. As the Ministry of Finance is the Bank's sole shareholder, the Bank regularly provides it with up-to-date financial information and reports operational performance to ensure open communication. ii. The Annual Report discloses directors' primary education and professional backgrounds, as well as their concurrent roles in other companies, for stakeholders' reference. iii. The Bank discloses relevant financial and business information, along with major announcements, on the Market Observation Post System (MOPS) of the Taiwan Stock Exchange for access by investors and stakeholders. iv. The Bank faithfully implements the "Ethics Guidelines for Civil Servants" by executing its registration procedures through the internal "Integrity and Ethics Case Reporting System," with good results. <p>(III) Training for Directors and Supervisors: The Bank provides directors with information on external training opportunities related to corporate governance, fair treatment principles, and anti-money laundering, and arranges for their participation.</p> <p>(IV) Implementation of Risk Management Policies and Risk Measurement Standards: The Bank's Risk Management Committee convened 7 meetings in 2024 to review the overall risk monitoring reports and other risk control-related proposals. Meanwhile, the Department of Risk Management continues to measure, monitor, and report on credit, market, operational, and other risks across the Bank and has updated various risk management regulations accordingly.</p> <p>(V) Implementation of Customer Policies:</p> <ul style="list-style-type: none"> i. To protect customer rights and interests, the Bank established the Customer Care Committee in December 2019. In 2024, a total of four meetings were held, and important proposals were reported to the Executive Board to reinforce the principle of fair treatment and enhance consumer protection. 	

Assess Criteria	Actual Governance			Deviation and Causes of Deviation From the Corporate Governance Best-Practice Principles for Banks
	Y	N	Summary Description	
			<p>ii. The Bank conducted “Theory and Practice of Fair Customer Treatment” training for all staff. In 2024, a total of 3 training hours were arranged, with 5,432 participants.</p> <p>iii. The Bank publishes all service information on its corporate portal, which is accessible to the public at any time. Dedicated sections titled “Anti-Fraud Awareness Alerts” and “Anti-Fraud and Fake News Zone” have also been established to raise customer awareness and prevent fraud.</p> <p>iv. The Bank publicly displays its service fee schedules both prominently at business locations and on its corporate portal to safeguard consumer rights.</p> <p>v. In line with Article 47-1 of the Banking Act, and to protect consumer rights, the Bank imposes a cap of 15% on revolving interest rates for credit cards, clearly stated in the “International Credit Card Terms and Conditions,” and requires that business units deliver the terms to applicants for review.</p> <p>vi. To support the accessibility and rights of visually impaired individuals in applying for loans, the Bank offers flexible options, such as notarization in accordance with the Notary Act or the appointment of a witness (e.g., a spouse, relative, friend, or social welfare organization staff member).</p> <p>vii. The Bank provides diverse consultation channels, including a 24-hour toll-free customer complaint hotline (0800-231590) for inquiries and feedback. In addition, customers may use the AI-based customer service system via the Bank’s website, personal internet banking, or mobile banking app for 24/7 real-time support.</p> <p>viii. The Bank actively implements personal data protection policies. Key actions in 2024 included:</p> <p>(i) Commissioning KPMG Taiwan to conduct a personal data protection audit, with results submitted to the Financial Supervisory Commission (FSC) for record on April 17, 2024.</p> <p>(ii) Producing a digital training course titled “Overview of the Personal Data Protection Act and the Bank’s Whistleblowing System,” with 5,708 participants.</p>	

Assess Criteria	Actual Governance			Deviation and Causes of Deviation From the Corporate Governance Best-Practice Principles for Banks
	Y	N	Summary Description	
			<p>(iii) Convening at least one meeting of the Personal Data Protection Promotion Committee annually, held on June 5 and October 30, 2024.</p> <p>(iv) Requiring all head office departments to analyze causes and propose improvements in response to personal data breaches. In Q4 2024, one such case occurred: a customer received incorrect information due to a mistyped national ID number in a foreign remittance notification. The responsible department handled the issue appropriately to contain its impact on the Bank's reputation, and corrective and preventive measures, system improvements, and internal communication efforts were initiated.</p> <p>(v) Mandating annual simulations and reviews of the Bank's e-commerce service systems. In 2024, six departments completed these exercises.</p> <p>(vi) Requiring head office departments to conduct annual reviews of personal data flowcharts and data inventory lists. All departments complied by the September 30, 2024 deadline.</p> <p>(VII) Donations to Political Parties, Stakeholders, and Charitable Organizations:</p> <p>i. The Bank made no donations to political parties or stakeholders.</p> <p>ii. Adhering to the principles of social care and corporate social responsibility, the Bank participates in charitable activities to give back to society, enhance corporate image, and strengthen public support for the Bank.</p>	
<p>VII. Please explain the improvements made and measures taken in response to the latest Corporate Governance Evaluation results published by the TWSE Corporate Governance Center (not required if not evaluated): The Bank was not part of the evaluation, hence not required.</p>				

II. Promotion of Sustainable Development

Promotion Item	Implementation		
	Y	N	Summary Description
I. Does the Bank establish an exclusive (or concurrent) governance structure to promote sustainable development and have the senior management appointed by the Board of Directors to be in charge, and what is the supervision status of the Board of Directors?	V		<p>I.</p> <p>(I) The Bank established the Sustainable Development Committee on April 23, 2021, as its core governance body for sustainability. On January 10, 2025, the Board of Directors approved the reorganization of this committee into a functional committee. The Chairperson of the Board serves concurrently as the Committee Chair, the President as Vice Chair, and all independent directors serve as committee members. Under the Committee are six task forces: Sustainable Finance, Customer Rights, Employee Care, Corporate Governance, Environmental Sustainability, and Social Engagement. Each task force is headed by a senior executive appointed by the Vice Chair, and is responsible for supervising related functions. The Planning Department and Secretariat serve as administrative units, responsible for compiling implementation progress for each task force and handling meeting affairs.</p> <p>(II) In response to the Financial Supervisory Commission's "Corporate Governance 3.0 – Sustainable Development Roadmap" and in alignment with the United Nations Sustainable Development Goals (SDGs) and global sustainable finance trends, the Bank has incorporated "Commitment to Sustainable Operations" into its management policies. In November 2022, the Bank adopted its Sustainable Development Policy as a guiding framework. Furthermore, to integrate sustainability principles with core business functions and strengthen governance, the Bank formulates annual Environmental, Social, and Governance (ESG) action plans. These are submitted to the Sustainable Development Committee for review and approval before being formally issued for implementation as short-, medium-, and long-term sustainability objectives. The Bank tracks progress and effectiveness on a quarterly basis and reports annually to the Board of Directors on its sustainability goals and achievements.</p> <p>(III) The Bank's 2023 Sustainability Report was reviewed and approved by the Sustainable Development Committee and subsequently reported to the 22nd meeting of the 7th Board of Directors on June 14, 2024. The report outlines the Bank's sustainability vision, strategies, objectives, key initiatives, and implementation outcomes.</p>
II. Has the bank conducted risk assessment on environmental, social, and corporate governance issues that are relevant to its operations, and implemented risk management policies or strategies based on principles of materiality?	V		<p>II.</p> <p>(I) The Bank follows the latest Global Reporting Initiative (GRI) Standards released in 2021. Drawing on both domestic and international sustainability guidelines and peer institution concerns, the Bank identified and prioritized ESG topics relevant to its operations. Through a stakeholder engagement survey involving 8 types of stakeholders and senior executives, the Bank assessed the impact of each topic on the economic, environmental, and human rights dimensions as well as operational performance. Based on the results, 12 material topics were selected, with corresponding strategies developed as follows:</p>

Promotion Item	Implementation		
	Y	N	Summary Description
			<p>i. Environmental Aspect:</p> <p>Climate Change Strategy: In response to the risks and opportunities arising from climate change, the Bank established a Climate Change Management Task Force to formulate relevant policies and strategies. Climate change risk has also been incorporated into the Bank's overall risk management framework. Additionally, the Bank has signed on to support and adopt the Task Force on Climate-related Financial Disclosures (TCFD) framework.</p> <p>ii. Social Aspect:</p> <p>(i) Digital Finance: In response to the global trend of financial technology, the Bank continues to promote digital finance, enhance virtual channel services, and offer convenient, efficient financial services while reducing in-person transaction costs.</p> <p>(ii) Talent Development and Training: The Bank formulates internal training programs based on the needs of each business unit. It conducts centralized internal training, regional workshops, and e-learning. A variety of training modules are offered, including pre-employment orientation, professional development, and managerial training. The Bank also disseminates external training information and sends employees to professional institutions to strengthen their competencies.</p> <p>(iii) Talent Attraction and Retention: The Bank places great emphasis on attracting and retaining talent through stable compensation structures, comprehensive employee welfare policies, professional development, and a safe and healthy workplace—creating a supportive environment to retain top talent.</p> <p>(iv) Financial Inclusion: The Bank provides financial services to underserved populations and promotes an inclusive financial environment to support SMEs and disadvantaged groups.</p> <p>(v) Customer Service and Rights: Adhering to the principle of fair treatment, the Bank fosters a corporate culture centered on customer fairness, values the financial needs of diverse customer groups, and is committed to enhancing customer experience.</p> <p>iii. Governance Aspect:</p> <p>(i) Anti-Money Laundering (AML) and Countering the Financing of Terrorism (CFT): The Bank complies with relevant regulations issued by authorities and internal policies, and has established a comprehensive management framework to prevent money laundering and terrorist financing.</p> <p>(ii) Operational Performance: The Bank aims to achieve long-term stable performance by strengthening core business development, enhancing investment returns, and improving the efficiency of asset utilization.</p> <p>(iii) Corporate Governance: The Bank has adopted the Corporate Governance Best Practice Principles, established independent directors, and designated a Corporate Governance Officer to strengthen governance.</p>

Promotion Item	Implementation	
	Y	N
		<p>(iv) Regulatory Compliance: In accordance with the "Implementation Guidelines for Regulatory Compliance System," the Bank adjusts its internal operating rules to align with regulatory changes, ensuring all business activities remain compliant.</p> <p>(v) Information Security: The Bank has established an Information and Communications Security Promotion Task Force to coordinate information security policies, objectives, maintenance plans, and other critical cybersecurity issues. The Chief Information Security Officer oversees the implementation and resource allocation, enhancing governance and reducing information security risks.</p> <p>(vi) Risk Management: The Bank has adopted the three lines of defense model to define risk management responsibilities across units. It emphasizes proactive supervision and preventive controls, and may convene ad hoc meetings as necessary to review risk monitoring reports and risk control proposals.</p>
III. Environmental Issues		III.
(I) Has the bank established environmental policies suitable for its industrial characteristics?	V	(I) The Bank is committed to environmental sustainability and, in line with the characteristics of its industry, has established the "Land Bank of Taiwan Environmental Protection Policy." This policy guides its efforts in energy conservation and carbon reduction, water conservation and waste reduction, green procurement, and environmental education and training. In 2024, the Bank's Hua-ning and Jian-ye buildings (Head Office) received third-party ISO 14001:2015 Environmental Management System certification.
(II) Is the bank committed to achieving efficient use of energy and using renewable materials that produce less impact on the environment?	V	<p>(II) The Bank has undertaken the following concrete actions to enhance energy efficiency:</p> <p>i. Accelerated replacement of aging air conditioning systems: In 2024, procurement for system upgrades at 14 branches, including Yuanlin Branch, was completed. Of these, 10 branches have successfully completed replacement. Starting in 2025, the Bank plans to upgrade 8 branches annually, with adjustments made on a rolling basis.</p> <p>ii. Installation of rooftop solar power systems: By the end of 2024, rooftop solar installations had been completed at 5 branches including Chaozhou Branch, totaling 15 branches to date. From 2025 onward, the Bank aims to install systems at 3 additional branches per year with rolling adjustments.</p> <p>iii. Green Building Label Certification: Shalu Branch was awarded the Bronze-level Green Building Label in 2024.</p>
(III) Does the bank assess potential risks and opportunities associated with climate change, and undertake countermeasures to climate issues?	V	<p>(III)</p> <p>i. The Bank has formulated the "Climate Risk and Opportunity Management Guidelines" to integrate climate-related issues into operations, strategy, product development, and financial planning.</p> <p>ii. The Bank conducts annual assessments of the risks and opportunities brought about by climate change. Major risks and opportunities are identified to develop mitigation and adaptation strategies and differentiated risk management measures. The assessment results are submitted to the Board of Directors.</p>

Promotion Item	Implementation		
	Y	N	Summary Description
(IV) Does the bank maintain statistics on greenhouse gas emission, water usage and total waste volume in the last two years, and implement policies aimed at reducing energy, carbon, greenhouse gas, water, and waste?	V		<p>(IV)</p> <ul style="list-style-type: none"> i. Greenhouse Gas Emissions: The Bank has inventoried Scope 1 and Scope 2 greenhouse gas emissions for all domestic and overseas operating locations for both 2023 and 2024. For detailed information, please refer to the Bank's climate-related disclosures. ii. Emission Reduction Target: Referring to the Science Based Targets initiative (SBTi), the Bank has set a target to reduce its Scope 1 and Scope 2 emissions by an average of 4.2% per year compared to the base year. iii. The Bank compiles monthly statistics on total water consumption and total waste volume across all domestic operating locations. iv. Concrete Measures for Energy Conservation and Carbon Reduction: <ul style="list-style-type: none"> (i) The Bank sets an annual target to reduce water, electricity, fuel, and paper consumption by 1% compared to the previous year. (ii) Annual statistics are compiled for water, electricity, fuel, paper usage, and total waste volume. The Bank regularly reviews target achievement rates for energy and carbon reduction, promotes awareness on total waste control and recycling, and continues to implement reduction initiatives.
IV. Social Issues			IV.
(I) Has the bank developed its policies and procedures in accordance with laws and the International Bill of Human Rights?	V		<p>(I)</p> <ul style="list-style-type: none"> i. To uphold and protect fundamental human rights, the Bank endorses and supports the spirit and principles of international human rights conventions. In fulfilling its responsibility to respect and protect human rights, the Bank has adopted a Human Rights Policy as a basis for compliance. ii. Based on the nature of its business and in accordance with Article 70 of the Labor Standards Act, the Bank has formulated its Work Rules, which serve as a mutually binding framework for both labor and management. iii. Pursuant to Article 83 of the Labor Standards Act and the Regulations for Implementing Labor-Management Meeting, the Bank proactively convenes labor-management meetings to foster harmonious relations and strengthen employee engagement.
(II) Has the bank developed and implemented reasonable employee welfare measures (including compensation, leave of absence, and other benefits), and appropriately reflected business performance or outcome in employees' compensations?	V		<p>(II)</p> <ul style="list-style-type: none"> i. To promote the welfare of all employees, the Bank has established an Employee Welfare Committee, which oversees employee living benefits, cultural and recreational activities, and various subsidies. The Bank also provides comprehensive insurance coverage to every employee. In addition to mandatory coverage under civil service insurance, labor insurance, National Health Insurance, and retirement fund contributions, the Bank purchases comprehensive insurance specific to the banking industry to offer additional protection. Furthermore, the Bank supports the well-being of retired employees by organizing recreational and cultural activities and retirement fellowship events to care for their physical and mental health.

Promotion Item	Implementation	
	Y	N
		<p>Summary Description</p> <p>ii. To ensure that the distribution of performance bonuses reflects both departmental performance and individual contributions, the Bank has implemented the following measures:</p> <p>(i) The “Guidelines for Issuance of Business Performance Bonuses” stipulate that two months’ worth of performance bonuses may be granted, comprising an annual performance bonus and an amount equivalent to a maximum of one month’s work bonus. The work bonus is determined based on employee initiative, achievement of annual business targets, commendations or disciplinary records, and attendance, to incentivize employee performance.</p> <p>(ii) The “Special Performance Bonus Guidelines” link the amount of bonuses to both departmental operating performance and individual annual evaluation results.</p> <p>A. Head Office departments are evaluated under the “Head Office Department Performance Assessment Guidelines,” domestic branches under the “Branch Performance Bonus and Penalty Guidelines,” and overseas units under the “Overseas Branch Performance Bonus and Penalty Guidelines.” Each unit is ranked based on annual performance results, and assigned a corresponding Departmental Performance Score.</p> <p>B. Upon completion of annual individual evaluations, employees are assigned an Individual Evaluation Score based on their performance.</p> <p>C. The Departmental Performance Score and Individual Evaluation Score are combined to determine the final bonus amount. This system ensures that bonuses are awarded based on an employee’s work performance and effort during the year, as well as their overall contribution to the Bank.</p>
(III) Does the bank provide employees with a safe and healthy work environment? Are employees trained regularly on safety and health issues?	V	<p>(III)</p> <p>i. To ensure a safe and healthy working environment for employees, the Bank has established the “Occupational Safety and Health Policy,” “Occupational Safety and Health Management Guidelines,” “Occupational Safety and Health Management and Self-Inspection Plan,” “Occupational Safety and Health Code of Practice,” “Prevention Plan for Diseases Triggered by Abnormal Workload,” “Prevention Plan for Unlawful Infringement During Duty Execution,” “Prevention Plan for Ergonomic Hazards,” and “Maternity Health Protection Plan,” which serve as the basis for implementation by all units to jointly prevent occupational hazards and accidents.</p> <p>ii. Each business unit appoints occupational safety and health officers and first-aid personnel who have received certifications through external safety and health training. Both new and current employees are required to undergo internal safety and health education and training. Additionally, the Bank has established an Occupational Safety and Health Committee, which convenes meetings every three months to deliberate, coordinate, and provide suggestions on safety and health matters.</p> <p>iii. To ensure a healthy work environment, the Bank commissions a workplace environment monitoring institution accredited by the Ministry of Labor to test indoor carbon dioxide levels in its offices every 6 months. Each unit is also equipped with first-aid kits for emergency use.</p>

Promotion Item	Implementation		
	Y	N	Summary Description
(IV) Has the bank implemented an effective training program that helps employees develop skills during their career?			<p>iv. The Bank offers regular health check-ups for employees and engages specialists in occupational medicine to provide on-site health services across the Bank. Dedicated occupational health nurses are assigned to provide care and health education to employees identified as medium or high risk for physical and mental health conditions. Additionally, health promotion materials are compiled and distributed monthly by nursing staff to improve health literacy and promote wellness among employees.</p> <p>v. In 2024, the Bank organized four health-themed seminars, including “Three-Low One-High Diet & CPR+AED First Aid Skills,” “Reclaiming a Healthy Body,” “Healthy Eating for Take-Out Diners & Insomnia Prevention Tips,” and “Love Your Eyes & Exercise to Relieve Pain.” The Bank also conducted Bank-wide video-based training courses on topics such as “Prevention and Handling of Workplace Harassment,” “CPR+AED First Aid Education,” and “Occupational Safety and Health Education” to enhance employees’ health knowledge and occupational safety awareness.</p> <p>vi. In 2024, a total of seven employees (0.12% of total staff) were involved in occupational accidents, including five injured during duty and two under other circumstances. In addition to improving the work environment, the Bank compiled educational materials according to the type of incident to raise awareness. Dedicated nursing staff provided case-specific follow-ups, individual health guidance, and post-return-to-work health tracking.</p> <p>vii. The Bank’s head office and 60 business locations have passed the Health Workplace Certification from the Health Promotion Administration and obtained certification marks. In addition, five locations received “Safe Place Certification” for AED installations. These efforts demonstrate the Bank’s commitment to corporate social responsibility and the creation of a supportive and healthy workplace.</p> <p>viii. No fire incidents occurred at the Bank in 2024. Nevertheless, to strengthen its disaster response system and enhance preparedness for major disasters, the Bank has established the “Disaster Emergency Response Manual,” which outlines protocols for handling typhoons, heavy rains, floods, fires, earthquakes, bomb threats, and robberies at business units to ensure prompt and effective crisis management and maintain the normal operation of financial services during emergencies.</p>
	V		<p>(IV) To enhance employees’ professional knowledge and develop their expertise, as well as improve service performance, the Bank annually formulates internal training plans based on the operational needs of each responsible unit. These include centralized in-house training, regional seminars, and digital learning programs. In 2024, the Bank planned a series of diverse training courses, including pre-employment orientation for new employees, elite training programs, professional development courses, and management training. Additionally, information on external specialized training programs is promptly shared, and employees are sent to domestic training institutions to strengthen their professional competencies. Employees are also encouraged to improve their foreign language proficiency and pursue further education to enhance overall talent quality. In 2024, the Bank held 92 centralized training sessions in-house, with a total attendance of 13,206 participants; additionally, based on business needs, 2,727 participants attended 321 sessions at domestic training institutions.</p>

Promotion Item	Implementation		
	Y	N	Summary Description
(V) Does the Bank comply with relevant regulations and international standards regarding customer health and safety, right to privacy, marketing and labeling of its products and services, and set up relevant consumer protection policies and complaint procedures?	V		(V) To safeguard the rights and interests of financial consumers and to implement the universal value of fair treatment of customers, the Bank has established its “Financial Consumer Protection Policy” and “Fair Treatment of Customers Principles” in accordance with the requirements of the competent authority. These policies integrate the Financial Consumer Protection Act and its related regulations into the Bank’s internal procedures and banking operations. Furthermore, to protect customer rights and ensure that financial consumer disputes between the Bank and its customers are handled fairly, reasonably, and effectively, the Bank has adopted a “Financial Consumer Dispute Resolution System” to provide a comprehensive grievance procedure.
(VI) Has the bank implemented a supplier management policy that regulates suppliers' conduct with respect to environmental protection, occupational safety and health or work rights/human rights issues, and tracked supplier performance on a regular basis?	V		(VI) The Bank manages its suppliers in accordance with the standard procurement contract templates issued by the Public Construction Commission of the Executive Yuan. Procurement contracts explicitly state that suppliers who “seriously violate laws related to environmental protection or occupational safety and health” may be disqualified from bidding. If a supplier violates relevant laws and regulations, the Bank reserves the right to terminate or cancel all or part of the contract. In addition, the contracts include clauses to “safeguard labor rights,” and all contract management units are required to supervise suppliers in fulfilling these obligations. The Bank also regularly collects and reviews reports from all units to check for any violations of labor protection laws. In 2024, there was one incident involving a breach of labor rights. As the supplier failed to make improvements upon request, the Bank terminated the partnership in accordance with the procurement contract.
V. Does the bank prepare sustainability reports or any report of non-financial information based on international reporting standards or guidelines? Are the above mentioned reports supported by assurance or opinion of a third-party certifier?	V		The Bank’s 2023 Sustainability Report was prepared in accordance with the Global Reporting Initiative (GRI) Universal Standards and related topic-specific standards. It also references the “Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies” issued by the Taiwan Stock Exchange, the Financial Stability Board (FSB) Task Force on Climate-related Financial Disclosures (TCFD) framework, the United Nations Sustainable Development Goals (SDGs), and the Sustainability Accounting Standards Board (SASB) indicators as reporting principles. Additionally, the Bank engaged a third-party verification provider (Ernst & Young Certified Public Accountants) to conduct limited assurance in accordance with Assurance Standard No. 3000, “Assurance Engagements Other Than Audits or Reviews of Historical Financial Information,” focusing on the indicators specified in Article 4 of the above-mentioned TWSE regulations and six customized indicators, and obtained a limited assurance report.
VI. If the Bank has established its Sustainable Development Principles based on the Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies, please describe the implementation and any deviations from the Principles: The Bank is not listed on TWSE/TPEX and therefore does not have such principles. However, the Board of Directors has approved the adoption of the “Taiwan Land Bank’s Sustainable Development Policy” in order to establish the principles and direction for the Bank’s sustainable operation. This policy has been issued according to the Letter and will be implemented accordingly.			

Promotion Item	Implementation		
	Y	N	Summary Description
VII. Other information useful to the understanding of the implementation of promoting sustainable development:			
(I) The Bank's public welfare and charitable activities in 2024 were broadly as follows:			
i. Public Welfare Trust Donation Ceremony: The Bank actively promotes public welfare trusts and continues to cooperate with county and city governments to advance "Social Welfare Care Trusts." Donors were invited to the Bank and presented with plaques of appreciation.			
ii. FinTech Taipei 2024 Charity Booth: In collaboration with Financial Information Service Co., Ltd. and the Spinal Cord Injury Foundation, the Bank hosted a booth at the FinTech Taipei 2024 event from November 1-2, themed "Love for Spines, Hope Shines," encouraging the public to donate via TWQR, enhancing the Bank's ESG image.			
iii. Joint Promotion Campaign with Five Charities: The Bank partnered with the Spinal Cord Injury Foundation, Taiwan Foundation for Rare Disorders, Autism Foundation, Down Syndrome Foundation, and Wetlands Taiwan to promote donation campaigns by displaying QR code flyers at all branches, enabling customers to make donations using Taiwan Pay, thereby supporting mobile payments and fulfilling corporate social responsibility.			
iv. Donation to Financial Education Fund: Donated NT\$200,000 to the Financial Education Public Welfare Fund of the Taiwan Financial Services Roundtable to support financial education scholarships and course development for students from disadvantaged backgrounds.			
v. Scholarship Sponsorship: Sponsored scholarships totaling NT\$900,000 to students from 16 schools in 2024.			
vi. Charitable Relocation Ceremony: Upon relocating its Dali Branch on December 23, 2024, the Bank allocated part of the relocation budget for charitable donations to Guang Liang Social Welfare Foundation and Huei-Ming School for the Blind in Taichung City.			
vii. Traditional Puppet Show Promotion: To preserve and promote the art of puppet theatre, the Bank invited I Wan Jan Puppet Theater to perform at Xin-Xing Elementary School in Tamsui District, New Taipei City.			
viii. Jurassic Adventure Event: Co-hosted a charity event "Jurassic Adventure Team" with the National Taiwan Museum, inviting children under the care of New Taipei Home.			
ix. Meal Box Donation Campaign: Supported the Down Syndrome Foundation's charity meal box project and distributed the boxes to children at Shifen Elementary School in Pingxi District, New Taipei City.			
x. United Way Campaign: Since 1994, employees have voluntarily participated in the United Way campaign through personal donations, showcasing Land Bank employees' long-standing commitment to charity.			
xi. Nationwide Charitable Engagement: Branches donated goods to social welfare institutions and participated in activities such as blood drives and mountain clean-ups, completing a total of 216 initiatives, demonstrating the Bank's care and support through action.			
xii. 0403 Hualien Earthquake Relief: Donated NT\$200,000 in response to the April 3 Hualien earthquake to provide timely support and demonstrate solidarity.			
xiii. Art Corridor Exhibitions: Under the theme "Caring for Taiwan and Cherishing the Land," the Bank has hosted public art exhibitions at the "Guantian Art Corridor" of its headquarters since 2005. In 2024, nine local artists were invited to exhibit their works.			
xiv. Water for All Environmental Initiative: Since 2021, in response to the Environmental Protection Administration's "My Hong Te (Water Refill Map)," the Bank has opened drinking water facilities at all branches to the public, encouraging the use of reusable containers and reducing bottled beverage consumption, thereby supporting plastic reduction and setting an example in green finance.			
(II) Friendly Financial Services and Related Measures:			
i. Accessible Environment:			
(i) Renovations for all newly established business locations of the Bank are carried out in accordance with the "Design Specifications of Accessible and Usable Buildings and Facilities" issued by the Construction and Planning Agency of the Ministry of the Interior. For older buildings (constructed before July 2008) where structural constraints prevent full compliance with current regulations, the Bank follows the "Procedures and Guidelines for Alternative Improvement Plans for Accessible Facilities in Existing Public Buildings."			

Promotion Item	Implementation		
	Y	N	Summary Description
(ii) Accessible service counters are installed to provide priority financial services to persons with disabilities.			
(iii) A contract has been signed with the Taiwan Association of Sign Language Interpreters to provide “real-time video interpretation” and “on-site interpretation by appointment.” Signs for sign language appointment services are posted at branch entrances.			
(iv) Service bells are installed at branch entrances/exits and are periodically inspected to assist and guide persons with disabilities in accessing financial services.			
(v) Service staff are assigned to offer consultation, proactively guide customers, and assist in resolving issues.			
(vi) Facilities such as accessible toilets, ramps, and parking spaces are available. For locations without such facilities, assistance is provided by service staff.			
(vii) The Bank provides a directory of “Accessible Services and Facilities Available at Branches of Land Bank of Taiwan” for public reference.			
ii. Online services available on the Bank’s corporate portal include:			
(i) Online application for ATM fee waivers for persons with disabilities.			
(ii) Online queue number service.			
(iii) Online form-filling service.			
(iv) Online printing of deposit/withdrawal slips.			
(v) Online account opening for digital deposit accounts.			
iii. Appropriate procedures to assist persons with disabilities in completing financial services:			
(i) Guidelines for opening regular demand deposit accounts for persons with disabilities, visually impaired individuals, and elderly customers:			
A. To protect the rights of visually impaired individuals, when opening a regular demand deposit account, the customer must understand the contents of the agreement with the Bank. In addition to notarization as required by the Notary Act, the process may be conducted with the assistance of one witness who is a legally competent sighted person. The witness should read the documents to the customer, sign alongside, and indicate that “the contents of this document have been read aloud, and the account holder, [Name], has no objections.” If the customer has difficulty arranging for a relative or friend to assist, a non-processing bank staff member may assist as a witness.			
B. For elderly customers who are unable to read, a similar process applies. A legally competent sighted witness should assist in reading the documents and sign with the same statement. If no relative or friend can assist, a non-processing bank staff member may act as the third witness and assist with the account opening process.			
C. For persons with disabilities, visually impaired, or elderly customers who are unable to write when opening deposit accounts, information may be filled out by another person or provided orally and then entered by bank staff using typed printouts for the customer’s signature. If the customer is unable to sign, the following alternatives apply: if a seal is used in place of a signature, it must be verified by a relative, social welfare organization staff, or a non-processing bank employee. If a fingerprint, cross mark, or other symbol is used, verification must be provided by two of the above-mentioned individuals to carry the same legal effect as a signature.			
(ii) For visually impaired individuals opening checking deposit accounts and issuing checks, it is recommended to proceed using one of the following methods:			
A. According to the Taipei Bankers Association’s letter No. 0178 dated February 19, 1976:			
a. It is advisable for visually impaired individuals to appoint an agent to act on their behalf through a power of attorney, duly notarized.			
b. The agent’s specimen seal should be kept on file with a notation indicating the individual is acting as the agent for the visually impaired person.			
c. Any issuance of negotiable instruments or signing of relevant documents must comply with the above seal usage procedure.			

Promotion Item	Implementation		
	Y	N	Summary Description
<p>B. The visually impaired individual may personally go through notarization in accordance with the Notary Act when opening the account, and may retain a personal specimen seal for issuing checks. Any future changes to the seal or related procedures should also be notarized per the Notary Act.</p> <p>C. To provide friendly financial services and ensure equitable protection of rights for visually impaired individuals, when accepting account opening requests, the branch should enlarge the “Terms and Conditions for Checking Deposit Account Transactions” as needed. The responsible officer must clearly remind and inform the customer of relevant risks and controls, and annotate the agreement with the following statement: “The responsible officer has fully explained the relevant risks and controls of this contract, and the account holder is aware,” affixed with the officer’s personal seal and the account holder’s seal.</p> <p>(iii) If the deposit account of a person with disabilities is designated as a flagged account, a special account may be opened pursuant to Article 13, Paragraph 2, Subparagraph 5 of the “Regulations Governing the Deposit Accounts and Suspicious or Unusual Transactions” to receive various cash payments or subsidies granted under the People with Disabilities Rights Protection Act.</p> <p>(v) Important contract terms and disclaimers in insurance product brochures are presented in enlarged font, bold text, or prominent colors to assist customers with disabilities in identifying key information.</p> <p>(vi) To facilitate ATM use for visually impaired customers, the Bank has increased the availability of ATMs with audio guidance services (adding 19 in 2024, totaling 283 units) and introduced a new voice-guided deposit function, offering more accessible and user-friendly financial services while working to bridge the digital divide.</p> <p>iv. To advocate for diversity and inclusion in services and enhance employees’ awareness of individuals with disabilities, the Bank collaborated with the Eden Social Welfare Foundation to hold a “Disability Experience and Life Education Seminar” on December 13, 2024. Branches in the Taipei area were asked to designate staff members to attend, enabling employees to experience disabilities and strengthen the Bank’s delivery of friendly financial services.</p> <p>v. The Bank has established the “Guidelines for Marketing Property Trusts for Elderly and Persons with Disabilities” and assigned dedicated trust officers at business units to provide consultation services and assistance with trust-related matters. The Bank continues to promote long-term care trusts and public welfare trusts for persons with disabilities. In 2024, the number of trust beneficiaries with disabilities reached 1,077 individuals, with a total trust amount of NT\$175,378,600.</p>			

III. Climate-Related Information of the Bank

(I) Implementation of Climate-Related Information

Item	Implementation
I. Explanation of the Board of Directors and Management’s oversight and governance of climate-related risks and opportunities.	I. The Bank’s Board of Directors is the highest governing body for climate-related issues, responsible for approving climate risk policies and guiding, overseeing, and managing the exposure and opportunities of climate-related risks. A “Sustainable Development Committee” is established under the Board, tasked with reviewing sustainable development goals and execution plans, monitoring implementation, and evaluating effectiveness. Furthermore, a “Climate Change Management Task Force” is established under the Sustainable Finance Subcommittee, composed of various departments at the Head Office, to jointly promote climate risk management initiatives.

Item	Implementation
II. Explanation of how the identified climate risks and opportunities affect the enterprise's business, strategy, and finance (short-, medium-, and long-term).	II. Through evaluating climate change-related topics, the Bank identifies its climate risks and opportunities, and formulates corresponding business, strategic, and financial responses based on potential impacts. The Bank's strategies and differentiated management measures in response to various climate risks and opportunities are detailed in its TCFD Report.
III. Explanation of the financial impact of extreme climate events and transition actions.	III. Extreme climate events may exert multifaceted financial impacts on the Bank, including increased risk management costs, elevated credit risks, and potential asset losses. Transition actions may lead the Bank to invest in sustainable and green finance and promote carbon reduction initiatives. The Bank also sets limits on the investment and financing ratio for high-pollution/high-energy-consumption industries to adjust its investment and financing portfolio and reduce exposure to high-carbon sectors.
IV. Explanation of how the identification, assessment, and management process of climate risks is integrated into the overall risk management framework.	IV. The Bank has established the "Guidelines for Climate Risk and Opportunity Management" and incorporated climate risks into its existing risk management framework. Based on the three lines of defense model, responsibilities for managing climate risks are allocated across each line, which jointly perform the identification, measurement, monitoring, and reporting of climate risks.
V. If scenario analysis is used to assess resilience to climate change risks, the scenarios, parameters, assumptions, analysis factors, and major financial impacts should be explained.	V. Climate scenario analysis is conducted in accordance with the "Climate Change Scenario Analysis Planning Guidelines for Domestic Banks" issued by the Bankers Association. For details on scenarios, parameters, assumptions, analysis factors, and major financial impacts, please refer to the Bank's TCFD Report.
VI. If there is a transition plan for managing climate-related risks, explain the content of the plan and the indicators and targets used to identify and manage physical and transition risks.	VI. To manage climate-related risks, the Bank implements a range of internal operational measures including greenhouse gas management, energy management, renewable energy use, equipment replacement, green building certification, water resource management, and waste management, aiming to improve energy efficiency and achieve low-carbon operations. In investment and financing operations, the Bank promotes responsible finance and green financial products and sets short-, medium-, and long-term targets. For detailed indicators and targets, please refer to the Bank's TCFD Report.
VII. If internal carbon pricing is used as a planning tool, explain the basis for pricing.	VII. Based on major cost expenditures incurred for carbon reduction over the past three years (2021–2023), the Bank applies an implied price approach that includes evaluation items such as high-energy-consuming equipment (e.g., chillers, lighting, air conditioners) and renewable electricity supply. The internal carbon price (Scope 1 and 2) is calculated at NT\$3,179 per metric ton of CO ₂ equivalent and will be applied in relevant subsequent business activities.
VIII. If climate-related targets are set, information on the covered activities, GHG emission scopes, target timelines, and annual progress should be provided. If carbon offsets or Renewable Energy Certificates (RECs) are used, the source and amount of offset credits or RECs should be disclosed.	VIII. <ul style="list-style-type: none"> (I) To support the global temperature control goal of 1.5° C, the Bank, referencing the Science-Based Targets initiative (SBTi), set a target to reduce greenhouse gas emissions (Scope 1+2) by an average of 4.2% annually from the base year 2021, aiming for a 42% reduction by 2031. (II) In line with Taiwan's renewable energy policy, the Bank continued to purchase green power in 2024, acquiring a total of 1,040 RECs. (III) The Bank also plans to install rooftop solar PV systems for self-use at designated locations, with the aim of applying for RECs or obtaining emission reduction credits through voluntary reduction projects.

Item	Implementation
IX. Greenhouse gas inventory, assurance status, reduction targets, strategies, and specific action plans (to be reported separately in Sections 1-1 and 1-2).	IX. To be reported in Sections 1-1 and 1-2.

1-1 Greenhouse Gas (GHG) Inventory and Assurance in the Past Two Years

1-1-1 Greenhouse Gas Inventory Information

	2023 (Inventory Coverage: All Domestic and Overseas Locations)		2024 (Inventory Coverage: All Domestic and Overseas Locations)	
	Total Emissions (metric tons CO ₂ e)	Intensity (metric tons CO ₂ e per NT\$1 million)	Total Emissions (metric tons CO ₂ e)	Intensity (metric tons CO ₂ e per NT\$1 million)
Scope 1	2,650.0460	0.08	2,516.9290	0.07
Scope 2	13,435.1506	0.38	12,282.9304	0.33
Scope 3	2,652.5388		2,689.1122	

Note: The Bank had no subsidiaries in 2023 and 2024.

1-1-2 Greenhouse Gas Assurance Information

	2023	2024
Assurance Scope	All Domestic and Overseas Locations	All Domestic and Overseas Locations
Assurance Provider	ARES International Certification Co., Ltd.	ARES International Certification Co., Ltd.
Assurance Standards	ISO 14064-3 : 2019 Reasonable Assurance Level (Scope 1 and 2, Categories 1–2) Limited Assurance Level (Scope 3, Categories 3–6)	ISO 14064-3 : 2019 Reasonable Assurance Level (Scope 1 and 2, Categories 1–2) Limited Assurance Level (Scope 3, Categories 3–6)
Assurance Opinion	Unqualified Opinion	Unqualified Opinion

Note: The Bank had no subsidiaries in 2023 and 2024.

1-2 GHG Reduction Targets, Strategies, and Concrete Action Plans

(I) In 2023, the Bank referred to the Science Based Targets initiative (SBTi) to set a GHG emissions reduction target for Scope 1 and 2 — an average annual reduction of 4.2% from the base year (2021). This target has been incorporated into the Bank's ESG implementation plan. Accordingly, emissions in 2024 should be reduced by 12.6% compared to the base year, and by 42% by 2031. Based on the inventory, the 2024 emissions were 20.73% lower than the base year, outperforming the original target.

- (II) To meet its decarbonization goals, the Bank has actively implemented environmental sustainability policies, such as adopting the ISO 50001 Energy Management System, installing high-efficiency air conditioning systems, and procuring green power. Implementation targets have been set to roll out these actions across all Bank locations.

IV. Fulfillment of Integrity Management Situation

Items	Implementation		
	Y	N	Summary Description
I. Establishment of Integrity Policies and Solutions			I.
(I) Has the bank established a set of board-approved business integrity policies and stated in its Memorandum or external correspondence about the policies and practices it implements to maintain business integrity? Are the Board of Directors and the senior management committed to fulfilling this commitment?	V		(I) The Bank has established “Ethical Corporate Management Best Practice Principles”, “Ethical Corporate Management Operating Procedures and Conduct Guidelines”, and “Directors’ and Managers’ Ethical Behavior Guidelines” with the approval of the board of directors. These policies outline the issues that directors, the senior management, and employees must take note of when carrying out business activities, and provide basis for compliance. The “Ethical Corporate Management Best Practice Principles” also require directors and the senior management to issue a statement of compliance as a commitment to ethical practices.
(II) Has the bank developed systematic practices for assessing integrity risks? Does the bank perform regular analyses and assessments on business activities that are prone to higher risk of dishonesty, and implement prevention against dishonest conduct that includes at least the measures mentioned in Paragraph 2, Article 7 of the “Ethical Corporate Management Best Practice Principles for TWSE/TPEX Listed Companies”?	V		(II) On December 20, 2022, the Bank issued a set of “Land Bank of Taiwan Notes on Assessment of Unethical Conduct Risks” and established systematic practices for assessing risk of unethical conduct. The Bank conducts regular analysis and assessment on business activities that are prone to higher risk of unethical conduct, and produces “unethical conduct risk assessment reports” based on its findings. All business administration units have devised preventions against unethical conducts for factors that present relatively high risk based on the outcomes of assessment, and have duly completed improvements.
(III) Has the bank defined and enforced operating procedures, behavioral guidelines, penalties and grievance systems as part of its preventive measures against dishonest conduct? Are the above measures reviewed and revised on a regular basis?	V		(III) The “Ethical Corporate Management Operating Procedures and Conduct Guidelines of Taiwan Land Bank” were approved by the Board of Directors during its Tenth Session of the 7th Term on August 26, 2022. These guidelines provide specific regulations for the Bank’s personnel to follow in the execution of their duties. They establish operating procedures, conduct guidelines, and disciplinary and appeal systems for violations.

Items	Implementation		
	Y	N	Summary Description
II. Enforcement of Business Integrity			II.
(I) Does the bank evaluate the integrity of all counterparties it has business relationships with? Are there any integrity clauses in the agreements it signs with business partners?	V		(I) The Bank has implemented the “Ethical Corporate Management Best Practice principles” and the “Ethical Corporate Management Operating Procedures and Conduct Guidelines”. In terms of establishing business relationships, reviewing, evaluating, and contracting procedures, it is necessary to assess the qualifications and integrity of transaction parties in accordance with internal regulations. We must refrain from conducting business with customers and other partners involved in unethical practices. If the other party engages in unethical behavior during commercial activities, the Bank has the right to terminate or rescind the contract without conditions. Furthermore, it is recommended to include these provisions in relevant contract terms when signing agreements with others.
(II) Does the bank have a unit that enforces business integrity directly under the Board of Directors? Does this unit report its progress (regarding implementation of the business integrity policy and prevention against dishonest conduct) to the Board of Directors on a regular basis (at least once a year)?	V		(II) The Bank’s Department of Ethics is a specialized unit that oversees integrity management. It develops operating procedures and conduct guidelines, and ensures the ethical corporate management best practices are implemented. The Department also provides regular reports on integrity management to the Board of Directors, at least annually. The Bank’s “2024 Report on the Implementation of Integrity Management” was submitted for approval in the Twentyeighth Session of the 7th Term of the Board of Directors on March 11, 2025.
(III) Does the bank have any policy that prevents conflicts of interest and channels that facilitate the report of conflicting interests?	V		(III) The Bank has included provisions to prevent conflicts of interest in its “Regulations Governing Procedure for Board of Directors Meetings,” “Guidelines on Employee Ethics,” and “Procedures for Ethical Management and Guidelines for Conduct.” As a state-owned bank, employees must also comply with the “Act on Recusal of Public Servants Due to Conflicts of Interest,” and when applicable, recusal procedures are carried out according to the law. Relevant departments also provide consultation and recommendations for handling such matters.
(IV) Has the bank implemented an effective accounting policy and internal control system to maintain business integrity? Has an internal or external audit unit been assigned to devise audit plans based on the outcome of integrity risk assessment, and to audit employees’ compliance with various preventions against dishonest conduct?	V		(IV) i. The Bank has developed the “Land Bank of Taiwan Accounting Policy” in accordance with the Accounting Act, Business Entity Accounting Act, International Financial Reporting Standards, Accounting Policy Template for Banks, and relevant regulatory guidelines. This policy has been approved by the Board of Directors and subsequently submitted to the Ministry of Finance for review and approval by the Director-General of Budget, Accounting and Statistics, Executive Yuan. It is currently available on the Intranet and serves as a comprehensive guide for accounting matters.

Items	Implementation		
	Y	N	Summary Description
			<p>ii. In accordance with Paragraph 1, Article 28 of the “Implementation Rules of Internal Audit and Internal Control Systems of Financial Holding Companies and Banking Industries”, the Bank must enlist the services of certified public accountants (CPAs) to conduct audits on its internal control system. These audits will assess the control environment and primary business risks, provide opinions on the accuracy of the Bank’s regulatory reports, evaluate the implementation of the internal control system and compliance officer system, and determine the suitability of the loss provisioning policy. The CPAs will then issue an independent auditor’s report in conjunction with the preparation of the annual financial statements.</p> <p>iii. The Bank has implemented an internal control system in accordance with the FSC’s “Implementation Rules of the Internal Audit and Internal Control System of Financial Holding Companies and Banking Industries”. Each business administration unit is accountable for establishing specific guidelines for implementing internal control systems within their respective areas of responsibility.</p> <p>iv. According to Article 18 of the Bank’s “Ethical Corporate Management Best Practice Principles,” the Department of Auditing conducts audits on the implementation of unethical conduct prevention programs under the annual risk-based internal audit plan. These audits are carried out based on the risk assessment results related to unethical conduct. The audit findings are reported to senior management and the Department of Ethics and compiled into audit reports for submission to the Board of Directors.</p>
(V) Does the bank organize internal or external training on a regular basis to maintain business integrity?	V		<p>(V)</p> <p>i. In 2024, the Bank organized various training sessions, which included the “Ethics Guidelines for Civil Servants” course, attended by a total of 954 participants.</p> <p>ii. The Bank also held four “Meetings for Officials Also Responsible for Government Ethics” in 2024, inviting prosecutors from the district prosecutors’ offices in Taipei, Hsinchu, Taichung, and Kaohsiung to give keynote speeches on “Fraud Scenarios in the Financial Industry and Related Criminal Liabilities.” These sessions included two-way communication with the attending supervisors to enhance their knowledge of legal compliance and ethics. A total of 179 participants attended the sessions.</p>

Items	Implementation		
	Y	N	Summary Description
III. Whistleblowing System			III.
(I) Does the bank provide incentives and means for employees to report misconduct? Has the bank assigned dedicated personnel to investigate the reported misconduct?	V		(I) i. The Bank has adhered to the “Act of the Establishment and Management of the Government Employee Ethics Units and Officers” and its corresponding “Enforcement Rules” by establishing a whistleblower hotline at (02)2371-4572, a physical mailbox at P.O. Box 1541 Taipei Beimen, Taipei City, and an email address at lbged@landbank.com.tw. We have designated dedicated personnel to handle any reported instances of misconduct. ii. The Bank has developed the “Whistleblowing System Implementation Guidelines” in compliance with Article 34-2 of the “Implementation Rules of Internal Audit and Internal Control System of Financial Holding Companies and Banking Industries”. Additionally, the Bank has established a dedicated whistleblower channel, which includes a physical mailbox located at P.O. Box 234 Taipei Nanyang, Taipei City, an email address at LBCompliance@landbank.com.tw, a hotline at (02)2348-3780, and the option to personally visit the Department of Compliance at the Bank. iii. The reported misconduct is handled by the dedicated personnel assigned by the Department of Compliance of the Bank. As per Article 11 of the Bank’s Whistleblowing System Implementation Guidelines, investigation reports that involve cases of reward and punishment must receive approval from the Chairperson or the President before being submitted to the Bank’s Personnel Assessment Committee for discussion and disciplinary action.
(II) Has the bank implemented any standard procedures for handling reported misconduct and subsequent actions and confidentiality measures to be undertaken upon completion of an investigation?	V		(II) i. The Bank has developed the “Whistleblowing System Implementation Guidelines” in compliance with Article 34-2 of the “Implementation Rules of Internal Audit and Internal Control System of Financial Holding Companies and Banking Industries”. These guidelines state that anyone who discovers employees involved in conduct subject to whistleblowing as listed in the guidelines may file a report. The guidelines also specify standard procedures for handling and investigating such reports and include confidentiality provisions to protect the identity of whistleblowers and case-related information ii. Investigation procedures for reported misconduct have been established in accordance with the guidelines outlined in the “Ethics Work Manual” published by the Ministry of Justice. Furthermore, the Bank follows Article 10 of “The Anti-Corruption Informant Rewards and Protection Regulation” stipulated by the Executive Yuan for issues concerning confidentiality of reported misconducts.

Items	Implementation		
	Y	N	Summary Description
(III) Has the bank adopted any measures to protect whistleblowers from retaliation for filing reports?	V		(III) i. The Bank has developed the “Whistleblowing System Implementation Guidelines” in compliance with Article 34-2 of the “Implementation Rules of Internal Audit and Internal Control System of Financial Holding Companies and Banking Industries”. These guidelines guarantee the confidentiality of whistleblowers’ identity information and prohibit the disclosure of any identifying details. Furthermore, the Bank ensures that whistleblowers are protected from any form of adverse treatment, such as termination, suspension, demotion, salary reduction, or loss of entitled benefits, as a consequence of their reports. ii. As per Article 12 of “The Anti-Corruption Informant Rewards and Protection Regulations”, the Bank is responsible for ensuring the protection of informants.
(IV) Enhanced Information Disclosure Has the bank disclosed its integrity principles and progress on its website and MOPS?	V		(IV) Information regarding business integrity has been made available on the Bank’s portal. Furthermore, the Bank has disclosed its “Ethical Corporate Management Best Practice Principles”, the “Ethical Corporate Management Operating Procedures and Conduct Guidelines”, and the applicable regulations on MOPS.
IV. If the bank has established ethical corporate management best practice principles in accordance with "Ethical Corporate Management Best Practice Principles for the TWSE/TPEX Listed Companies", please describe its current practices and any deviations from the Best Practice Principles: None.			
V. Other important information that facilitates the understanding of implementation of the ethical corporate management best practice principles of the Bank (such as the status of reviewing and amendment to the Bank’s ethical corporate management best practice principles): None.			

Operational Overview

I. Main Business

(I) Deposits

Unit: NT\$ thousands; %

Item	2024.12.31		2023.12.31		Variation	Variation (%)
	Amount	Percentage (%)	Amount	Percentage (%)		
Demand Deposit	1,097,649,806	37.61	1,052,202,567	35.73	45,447,239	4.32
Time Deposit	1,569,527,958	53.79	1,652,417,836	56.11	-82,889,878	-5.02
Treasury Deposit	250,947,203	8.60	240,599,644	8.16	10,347,559	4.30
Total	2,918,124,967	100.00	2,945,220,047	100.00	-27,095,080	-0.92

(II) Loans

Unit: NT\$ thousands; %

Item	2024.12.31		2023.12.31		Variation	Variation (%)
	Amount	Percentage (%)	Amount	Percentage (%)		
Discount	793,033	0.03	802,551	0.03	-9,518	-1.19
Short-Term Loans & Overdrafts	97,762,831	4.22	117,188,404	5.16	-19,425,573	-16.58
Medium-Term Loans	890,265,795	38.45	915,433,822	40.29	-25,168,027	-2.75
Long-Term Loans	1,326,632,609	57.30	1,238,857,876	54.52	87,774,733	7.09
Total	2,315,454,268	100.00	2,272,282,653	100.00	43,171,615	1.90

(III) Foreign Exchange

Unit: USD thousands; %

Item	2024		2023		Variation	Variation (%)
	Amount	Percentage (%)	Amount	Percentage (%)		
Exports	2,312,765	2.36	4,177,577	4.38	-1,864,812	-44.64
Imports	12,305,752	12.54	13,649,973	14.30	-1,344,221	-9.85
Currency Exchange	83,525,387	85.10	77,597,946	81.32	5,927,441	7.64
Total	98,143,904	100.00	95,425,496	100.00	2,718,408	2.85

(IV) Trust Services

i. Value of Trust Assets

Unit: NT\$ thousands; %

Item	2024	2023	Variation	Variation(%)
Securities Investment Trust	60,884,345	61,149,889	-265,544	-0.43
Real Estate Investment Trust	286,670,440	232,213,797	54,456,643	23.45
Asset Securitization	66,027,048	63,435,902	2,591,146	4.08
General Property Trust Service	22,601,618	19,819,660	2,781,958	14.04
Fund Custodian Service	71,619,851	85,035,006	-13,415,155	-15.78
Accessory Services	87,859,061	96,824,770	-8,965,709	-9.26
Total	595,662,363	558,479,024	37,183,339	6.66

ii. Commission Income From Trust Services

Unit: NT\$ thousands; %

Item	2024		2023		Variation (%)
	Amount	As a Percentage of Bank-Wide Commission Income (%)	Amount	As a Percentage of Bank-Wide Commission Income (%)	
Real Estate Investment Trust	220,745	4.45	162,780	4.50	35.61
Asset Securitization	34,922	0.70	34,627	0.96	0.85
General Property Trust Service	15,699	0.32	12,221	0.34	28.46
Fund Custodian Service	61,965	1.25	61,665	1.71	0.49
Accessory Services	12,542	0.25	12,509	0.35	0.26
Total	345,873	6.98	283,802	7.85	21.87

Note: Bank-wide commission income, including securities brokerage and underwriting services, were reported at NT\$4,956,315,000 at 2024 year-end and NT\$3,614,441,000 at 2023 year-end.

(V) Wealth Management

Unit: NT\$ thousands; %

Item	2024		2023		Variation (%)
	Amount	As a Percentage of Bank-Wide Commission Income (%)	Amount	As a Percentage of Bank-Wide Commission Income (%)	
Commission Income from Securities Investment Trust	312,633	6.31	238,000	6.59	31.36
Commission Income from Bank Bancassurance (Including Mortgage Life Insurance)	544,544	10.99	395,124	10.93	37.82
Commission Income from Gold Account Service	4,511	0.09	2,680	0.07	68.32
Commission Income from Securities Referral	4,865	0.10	4,360	0.12	11.58
Total	866,553	17.48	640,164	17.71	35.36

Note: Total fee income of the Bank includes securities brokerage and underwriting income. As of the end of 2024, the total was NT\$4,956,315 thousand; as of the end of 2023, it was NT\$3,614,441 thousand.

(VI) Digital Banking

i. Number of Digital Banking Transactions

Item	2024 Number of Account Transfers	2023 Number of Account Transfers	Variation of Transaction Count	Variation (%)
Internet Banking	7,952,260	7,119,834	832,426	11.69
Mobile Banking	8,262,614	7,036,235	1,226,379	17.43
Enterprise banking	3,926,733	3,681,902	244,831	6.65

Note: To enable comparison, the number of fund transfers completed over Internet banking in 2024 and 2023 exclude mobile banking transactions.

ii. Commission Income From Digital Banking Service

Unit: NT\$ thousands; %

Item	2024		2023		Variation (%)
	Amount	As a Percentage of Bank-wide Commission income (%)	Amount	As a Percentage of Bank-wide Commission income (%)	
Commission Income	133,751	2.70	126,849	3.51	5.44

Note: Bank-wide commission income, including securities brokerage and underwriting services, were reported at NT\$4,956,315,000 at 2024 year-end and NT\$3,614,441,000 at 2023 year-end.

(VII) Securities Service

i. Securities Brokerage Volume

Unit: NT\$ thousands; %

Item	2024	2023	Variation	Variation(%)
Securities Brokerage Volume	649,012,188	458,057,096	190,955,092	41.69

ii. Commission Income From Securities Brokerage and Underwriting

Unit: NT\$ thousands; %

1 公釐	2024		2023		Variation (%)
	Amount	As a Percentage of Bank-Wide Commission Income (%)	Amount	As a Percentage of Bank-Wide Commission Income (%)	
Securities Brokerage and Underwriting	388,336	7.84	274,785	7.60	41.32

Note: Bank-wide commission income, including securities brokerage and underwriting services, were reported at NT\$4,956,315,000 at 2024 year-end and NT\$3,614,441,000 at 2023 year-end.

(VIII) Investments

i. Investment in Securities

Unit: NT\$ thousands

Item	2024.12.31	2023.12.31	Variation	Variation (%)
Government Bonds	171,918,101	160,758,069	11,160,032	6.94
Corporate Bonds	35,858,714	28,346,822	7,511,892	26.50
Stocks (Short-term Investments)	9,491,498	9,820,002	-328,504	-3.35

ii. Trading of Short-Term Bills

Unit: NT\$ thousands;

Item	2024	2023	Variation	Variation (%)
Amount of Outright Purchases Undertaken	1,037,462,316	621,641,037	415,821,279	66.89
Amount of Outright Sales Undertaken	369,897	1,231,189	-861,292	-69.96
Amount of Repurchase Agreements Undertaken	0	0	0	0.00

iii. Proprietary Trading of Government Bonds

Unit: NT\$ thousands; %

Item	2024	2023	Variation	Variation (%)
Amount of Proprietary Trading - Government Bond Outright Purchases/Sales	1,549,275	921,594	627,681	68.11
Amount of Proprietary Trading - Government Bond Repurchase/Resale Agreements	40,697,764	68,939,934	-28,242,170	-40.97
Balance of Proprietary Trading - Government Bonds	21,701,099	25,502,002	-3,800,903	-14.90

(IX) Credit Card Business

Unit: NT\$ thousands; cards

Item		2024	2023	Variation	Variation(%)
Card Issuance	Outstanding Cards	323,505	323,193	312	0.10
	Active Cards	155,620	146,961	8,659	5.89
	Amount Charged	10,493,360	10,174,810	318,550	3.13
	Revolving Credit Balance	324,755	337,500	-12,745	-3.78
Transaction Acquisition	Amount Transacted through Offline Merchants, Online Merchants and ATM	34,608,996	31,135,861	3,473,135	11.15

(X) Insurance Agency

i. Insurance Agency Volume

Unit: NT\$ thousands; %

Item	2024	2023	Variation	Variation(%)
Insurance Premium Revenue of Life Insurance	5,433,776	5,896,982	-463,206	-7.85
Insurance Premium Revenue of Property Insurance	646,415	571,306	75,109	13.15
Insurance Premium Revenue in Total	6,080,191	6,468,288	-388,097	-6.00

ii. Commission income From Insurance Agency Service

Unit: NT\$ thousands; %

Item	2024		2023		Variation (%)
	Amount	As a Percentage of Bank-wide Commission income (%)	Amount	As a Percentage of Bank-wide Commission income (%)	
Commission Income from Life Insurance	102,757	2.07	72,370	2.00	41.99
Commission Income from Property Insurance	12,914	0.26	11,496	0.32	12.33
Commission Income from Insurance Agency Services in Total	115,671	2.33	83,866	2.32	37.92

Note: Bank-wide commission income, including securities brokerage and underwriting services, were reported at NT\$4,956,315,000 at 2024 year-end and NT\$3,614,441,000 at 2023 year-end.

(XI) Commission Income by Service Category as a Percentage of Net Income and Changes

Unit: NT\$ thousands; %

Item	2024		2023	
	Amount	As a Percentage of Net Revenue (%)	Amount	As a Percentage of Net Revenue (%)
Net Income of Interest	30,939,324	83.80	31,188,922	88.55
Net Service Fee Income	3,491,313	9.46	2,365,580	6.72
Gains on Financial Assets or Liabilities Measured at Fair Value through Profit or Loss	6,976,053	18.90	1,191,976	3.38
Realized Gain on Financial Assets at Fair Value through other Comprehensive Income, Net	1,322,538	3.58	823,815	2.34
Loss on Disposal of Investment in Debt Instruments Measured at Amortized Cost	-123	0.00	-286	0.00
Foreign Exchange (Losses) Gain	-4,627,197	-12.53	1,198,614	3.40
Reversal of Loss on Assets (Impairment of Loss on Assets)	-1,876	-0.01	429	0.00
Net Gain on Disposal of Property	168,710	0.46	0	0.00
Other Miscellaneous Loss	-1,349,665	-3.66	-1,548,894	-4.39
Total Net Income	36,919,077	100.00	35,220,156	100.00

Note: 2023 figures have been restated by the CPA based on certified figures of the National Audit Office, whereas the 2024 figures are audited.

II. Market Analysis

(I) Business Operation Areas

The Bank is a professional bank designated for real estate credit operations, and it also offers corporate finance, personal finance, trust, wealth management, foreign exchange, and electronic financial services. Its service network spans both domestic and overseas regions, with 149 domestic business units (including the Department of Business) and 9 overseas branches and offices (Los Angeles Branch, Singapore Branch, Hong Kong Branch, Shanghai Branch, New York Branch, Tianjin Branch, Wuhan Branch, Brisbane Branch, and Kuala Lumpur Representative Office). In line with the government's New Southbound Policy, the Bank has been approved by the Financial Supervisory Commission to establish representative offices in Manila, Philippines and Jakarta, Indonesia, further expanding its operational network and service coverage in the Asia-Pacific region, moving towards the vision of becoming an internationally renowned financial institution.

(II) Future Market Supply, Demand, and Growth

i. Continued Growth in Deposit and Loan Business

The Bank's deposits are sourced from private enterprises, individuals, public enterprises, government agencies, non-profit organizations, and financial institutions, providing a stable foundation. In addition to continuing to strengthen the acquisition of personal deposits, the Bank places great emphasis on managing private enterprise accounts. Through lending relationships with private businesses, more demand deposits from corporate clients are generated, thereby sustaining stable growth in overall deposits. The loan market is expected to show steady growth, benefiting from the government's initiatives to promote loans to SMEs, the NT\$100 billion SME revitalization financing program, and loans to the six core strategic industries.

ii. Reconstruction of Urban Unsafe and Old Buildings, and Green Finance Hold Great Potential

To improve domestic housing conditions, the government actively promotes policies for reconstruction of urban unsafe and old buildings, stimulating market growth through incentives such as floor area ratio bonuses. Additionally, in response to global trends, the Bank promotes green finance by offering financing to help enterprises develop green energy or undertake low-carbon transformations. This market segment shows considerable potential.

(III) Competitive Advantage

i. Professional Expertise in Real Estate and a One-stop Service Brand

The Bank is the only government-designated professional bank for real estate credit. It has deep-rooted experience in real estate lending and integrates services such as real estate trust and real estate securitization to provide comprehensive real estate

financial services. The Bank leads the market in various areas such as land financing, construction financing, urban renewal and rebuilding, mortgage loans, real estate trusts, and securitization.

ii. Extensive Service Network Facilitates Business Diversification

With service points widely distributed across the country, the Bank has a strong advantage in promoting various businesses. In addition to its leadership in real estate-related financial services in Taiwan, the Bank has responded to the challenges of an aging society and low birthrate by supporting government programs such as reverse mortgages and eldercare trusts. At the same time, it actively expands into consumer finance, corporate finance, wealth management, and trust businesses. It also aligns with policy direction and market trends by promoting SME loans, loans to the six core strategic industries, and various sustainable financial products, thereby offering diversified services to customers.

iii. Promotion of Digital Finance and Development of a Diversified Financial Ecosystem

The Bank has launched several digital fintech development projects, including big data applications, social media marketing, intelligent customer service, online loan applications, mobile payments, and online insurance. It has optimized its online banking and mobile banking apps, and connected to the MyData platform to enhance the convenience of online services. Furthermore, the Bank has explored cross-industry alliances, launching the second phase of open banking services ("consumer information inquiry") in cooperation with the Taiwan Depository & Clearing Corporation, and has partnered with multiple e-payment service providers to support account-linked payments, offering customers new options for mobile consumption. Additionally, the Bank has introduced Robotic Process Automation (RPA) to streamline manual operations and improve operational efficiency. It continues to strengthen digital finance infrastructure and enhance cybersecurity monitoring to protect customer data and transaction security.

(IV) Favorable and Unfavorable Factors to the Development Perspective and Countermeasures

i. Favorable Factors

- (i) The Bank is the only government-designated professional bank for real estate credit, playing a critical role in supporting government housing policies, real estate development, and fulfilling public housing needs. It has a strong brand image and holds a leading position in the real estate loan market.
- (ii) The Bank is not subject to the restriction under Article 72-2 of the Banking Act, "the total amount of loans extended for residential construction and business construction by a commercial bank shall not exceed thirty percent (30%) of the total balance of its received deposits and issued bank debentures at the time such loans are extended," thus granting it a competitive edge in real estate lending.

- (iii) The Bank strictly adheres to the Central Bank's real estate market control policies and selects clients with favorable locations and sound credit records. As of the end of 2024, the Bank's non-performing loan ratio was only 0.09%, and its allowance for bad debt coverage ratio reached 1,887.08%, demonstrating strong and stable operations.
- (iv) Emphasizing the concept of sustainability, the Bank has launched green financial products to provide funding for enterprises developing green energy or constructing green buildings. It has incorporated ESG factors into investment and financing decisions and signed on to the Equator Principles. It has also successively issued sustainability bonds to support green investments and socially beneficial projects, thereby enhancing its brand image.
- (v) In recent years, with the advancement of financial technology, the rise of mobile payments, and the deployment of multifunctional automated machines, the Bank is expected to build a more complete financial ecosystem, creating broader business development opportunities.

ii. Unfavorable Factors

- (i) The domestic banking industry has long operated in an overly competitive environment, making it difficult to widen interest spreads between deposits and loans.
- (ii) The Bank has a higher concentration of risk in the real estate sector compared to its peers. In order to avoid an overheated real estate market, the competent authorities continue to implement various control measures, which may affect the growth momentum of real estate lending.
- (iii) The global inflationary pressure caused by the Russia-Ukraine war, ongoing U.S.-China trade tensions, and the unresolved Israel-Hamas conflict have increased global economic uncertainties more than ever. The heightened risk of market volatility at high levels may affect the growth momentum of investment and wealth management businesses.
- (iv) Cybersecurity threats in the financial industry are growing more severe. As digitalization, big data, and artificial intelligence are increasingly applied, while customers enjoy great convenience, this also brings greater cybersecurity risks.

iii. Response Strategies

- (i) Carefully select high-quality clients and construction projects, and strictly follow the regulatory and internal quality control measures. In addition, implement robust post-lending monitoring of fund flows and repayment status to enable timely response.

- (ii) Actively promote non-real estate lending businesses, such as loans to SMEs and green financing. Expand credit card services, and develop wealth management-related businesses such as mutual funds and insurance to diversify operations, improve financial performance, and optimize the Bank's profit structure.
- (iii) Continue to expand overseas presence, cultivate international reserve talent, actively participate in high-quality syndicated loans, and develop local target clients to provide comprehensive cross-border financial services and deepen customer relationships.
- (iv) Implement a risk-oriented internal audit system, focus on major risks, and strengthen audit depth and efficiency. Enhance employees' legal compliance awareness. In response to cybersecurity regulatory trends and the need for fintech risk management, the Bank is committed to improving the quality of its information services and strengthening cybersecurity defenses to ensure both customer service and risk control.

III. Overview of Financial Products and Business Development

(I) Major Financial Products and Newly Established Business Units and Their Scale and Profit/Loss Status in the Past Two Years

i. Major financial products and their scale as of the end of 2024:

- (i) Construction Loans: According to the Central Bank, the balance of domestic construction loans at the end of 2024 was NT\$3.438238 trillion. The Bank's balance was NT\$469.677 billion, with a market share of 13.66%.
- (ii) Loans to Small and Medium Enterprises (SMEs): According to the Financial Supervisory Commission (FSC), the balance (including collections) of loans from domestic banks to SMEs at the end of 2024 was NT\$10.506509 trillion. The Bank's balance was NT\$585.296 billion, with a market share of 5.57%.
- (iii) Loans to the Six Core Strategic Industries: According to the FSC, the balance of loans from domestic banks to the six core strategic industries at the end of 2024 was NT\$7.897484 trillion. The Bank's balance was NT\$438.704 billion, with a market share of 5.55%.
- (iv) Syndicated Loan Business: According to syndicated loan statistics published by Refinitiv (formerly Thomson Reuters Basis Point), as of the end of 2024, the Bank ranked 6th as a Mandated Lead Arranger and 5th as a Bookrunner in the domestic syndicated loan market.

- (v) Reconstruction of Urban Unsafe and Old Buildings: As of the end of 2024, the Bank had approved urban renewal loan limits totaling NT\$200.025 billion, with an outstanding balance of NT\$50.246 billion. Loans for government-approved rebuilding projects of dangerous and old buildings amounted to NT\$70.841 billion in approved limits and NT\$40.517 billion in outstanding balances. The total outstanding amount for urban renewal and rebuilding loans ranks first among the eight state-owned banks.
 - (vi) Mortgage Loans: According to the FSC, the balance of housing loans by all domestic financial institutions at the end of 2024 was NT\$11.3616 trillion. The Bank's balance was NT\$1,106.2 billion, with a market share of 9.74%.
 - (vii) Real Estate Trust Business: According to the Trust Association's Q4 2024 report, the Bank had a 15.52% market share in real estate trust business, 100% in financial asset securitization business, and 55.43% in real estate investment trust business, all ranking at the forefront of the industry.
- ii. Newly established business units in the past two years: None.



VI

Financial Status, Financial Performance, and Risk Management

- 059 I. Financial Status
- 059 II. Financial Performance
- 060 III. Cash Flow
- 061 IV. Risks Management
- 076 V. Crisis-Response Mechanism

VII

Head Office and Global Branches

- 077 I. Domestic Head Office and Branches Units
- 088 II. Overseas Units

Financial Status, Financial Performance, and Risk Management

I. Financial Status

Item \ Year	December 31, 2024	December 31, 2023	Variation	Variation (%)
Total Assets	3,600,157,516	3,391,166,106	208,991,410	6.16
Total Liabilities	3,373,732,492	3,181,070,264	192,662,228	6.06
Total Equity	226,425,024	210,095,842	16,329,182	7.77

Note: 2023 figures have been restated by the CPA based on certified figures of the National Audit Office, whereas the 2024 figures are audited.

Explanations for changes:

Assets increased as of the end of 2024 compared to the end of 2023, primarily due to an increase in discounts and loans.

Liabilities increased as of the end of 2024 compared to the end of 2023, mainly due to increases in deposits and remittances.

Equity increased as of the end of 2024 compared to the end of 2023, primarily due to an increase in retained earnings.

II. Financial Performance

Unit: NT\$ thousands; %

Item \ Year	2024	2023	Variation	Variation (%)
Net Income of Interest	30,939,324	31,188,922	-249,598	-0.80
Net Non-Interest Income	5,979,753	4,031,234	1,948,519	48.34
Total Net Income	36,919,077	35,220,156	1,698,921	4.82
Total Bad Debts Expense and Guarantee Liability Provision	206,255	803,083	-596,828	-74.32
Operating Expenses	17,983,571	17,373,281	610,290	3.51
Net Profit Before Tax	18,729,251	17,043,792	1,685,459	9.89
Tax	4,087,403	3,837,406	249,997	6.51
Net Profit After Tax	14,641,848	13,206,386	1,435,462	10.87

Note: 2023 figures have been restated by the CPA based on certified figures of the National Audit Office, whereas the 2024 figures are audited.

Analysis of changes in ratios:

1. Net income of interest decreased in 2024 compared to 2023, primarily due to an increase in the average interest rate on interbank deposits, which caused interest expenses to rise more than interest income.
2. Net non-interest income increased in 2024 compared to 2023, mainly due to an increase in net fee income.
3. Total bad debts expense and guarantee liability provision decreased in 2024 compared to 2023, mainly due to a reduction in bad debt provisions.
4. Operating expenses increased in 2024 compared to 2023, mainly due to an increase in business revenue, which led to higher taxes and related regulatory fees.
5. Net profit before tax increased in 2024 compared to 2023, primarily due to an increase in net fee income.
6. Tax expense increased in 2024 compared to 2023, mainly due to the increase in pre-tax net profit.

III. Cash Flow

(I) Analysis of Cash Flow Changes

Unit: NT\$ thousands; %

Item \ Year	December 31, 2024	December 31, 2023	Variation	Variation (%)
Net Cash Inflow (Outflow)	27,761,751	-52,353,690	80,115,441	-153.03

Note: 2023 figures have been restated by the CPA based on certified figures of the National Audit Office, whereas the 2024 figures are audited.

In 2024, net cash inflow amounted to NT\$27,761,751 thousand, compared to a net cash outflow of NT\$52,353,690 thousand in 2023, representing a change of NT\$80,115,441 thousand. The main reasons for the change are as follows:

Unit: NT\$ thousands

Item	Variation
Increase in Net Cash Inflow from Operating Activities	90,584,842
Increase in Net Cash Outflow for Margin Deposits	-956,978
Increase in Net Cash Outflow for Acquisition of Intangible Assets	-308,415
Increase in Net Cash Inflow from Disposal of Investment Property	174,865
Increase in Net Cash Inflow from Issuance of Financial Bonds	998,845
Increase in Net Cash Outflow for Repayment of Financial Bonds	-12,550,000
Effect of Exchange Rate Changes	2,120,367
Others	51,915
Total	80,115,441

(II) Cash Flow Liquidity Analysis for the Coming Year

Unit: NT\$ thousands

Beginning Balance of Cash and Cash Equivalents ①	Projected Annual Net Cash Flow from Operating Activities ②	Projected Annual Net Cash Flow from Other Activities ③	Projected Cash Surplus (Deficit) ① + ② + ③	Remedial Measures for Projected Cash Deficit	
				Investment Plans	Financing Plans
129,150,927	57,157,301	-55,121,324	131,186,904	-	-

Analysis of cash flow changes:

- (1) Operating activities: The net inflow of NT\$57,157,301 thousand was mainly due to a net decrease in discount and loans, as well as a net increase in deposits and remittances.
- (2) Investing activities: The net outflow of NT\$76,931,379 thousand was mainly due to increased investment in financial assets.
- (3) Financing activities: The net inflow of NT\$21,810,055 thousand was primarily due to a net increase in financial bonds.

IV. Risks Management

(I) Qualitative and Quantitative Risk Information by Category

i. Credit Risk Management System and Required Capital

(i) Credit Risk Management System (2024)

Item	Summary
I. Credit Risk Strategies, Goals, Policies, and Procedures	<p>I. Credit Risk Management Strategy: To deploy and allocate the Bank's funds effectively, each credit-risk business line formulates its management strategy after taking into account macro-economic conditions, the Bank's operating strategy, the composition and quality of the overall credit portfolio, and the balance between risk costs and returns. Appropriate credit-risk-mitigation tools, such as collateral, on-balance-sheet netting, and third-party guarantees, are then selected to reduce or transfer credit risk.</p> <p>II. Credit Risk Management Goals: The Bank aims to maintain adequate capital and maximize risk-adjusted returns within the level of credit risk it is willing to assume. Accordingly, credit-risk management covers not only the risk of individual transactions but also the credit risk inherent in the entire lending portfolio and in investment activities.</p> <p>III. Credit Risk Management Policies</p> <p>(I) In line with the risk-management strategies and operating guidelines approved by the Board of Directors—including the "Risk Management Policies and Procedures," "Credit Risk Management Guidelines," and "Credit and Investment Policies"—and in compliance with the Basel Capital Accord and relevant regulatory requirements, the Bank has established detailed operating rules for credit-risk management to ensure procedural adherence.</p> <p>(II) To make effective use of funds, all credit-risk strategies and operating rules are drawn up with reference to macro-economic conditions, the Bank's operating strategy, and the balance between risk costs and returns, while observing the Basel framework and regulatory directives. These rules are reviewed regularly and, after following due procedures, are submitted to the Board of Directors or senior management for approval before implementation.</p> <p>IV. Credit Risk Management Procedures: business administration units of the Head Office, regional centers, and operating units carry out risk identification, measurement, monitoring, reporting and control, as well as evaluation and review for every credit and investment activity. This end-to-end process addresses all potential credit risks and supports enterprise-wide credit-risk management.</p>
II. Credit Risk Management Framework and Organization	<p>The Bank's credit-risk management and control framework is built on three lines of defense, comprising the Board of Directors, the Risk Management Committee, the Department of Auditing, the Department of Risk Management, business administration units, financial-trading units, and operating branches.</p> <p>I. First Line of Defense (Risk-Taking Units): All units across the Bank, within the scope of their functions and businesses, assume the risks that arise from day-to-day operations. Units exposed to credit risk form the first line of defense and are responsible for managing that risk. They must design and implement effective internal-control procedures tailored to the nature of the risk, covering all related activities, and must control the risks inherent in their businesses in accordance with applicable laws, the Bank's rules, and available credit-risk-mitigation tools.</p> <p>II. Second Line of Defense (Risk-Control Units): The second line of defense (the Department of Risk Management and other business administration units) assists and oversees the first line in identifying, measuring, and managing credit risk.</p>

Item	Summary
	<p>(I) The Department of Risk Management – An independent, dedicated function charged with the assessment, supervision, control, review, and reporting of the Bank's overall operating risks.</p> <p>(II) Other business administration units – These departments identify, evaluate, and control the credit risk of existing and new businesses or financial products; establish and implement credit-risk management standards and mechanisms for their areas; monitor both risk-bearing capacity and current risk exposures; and take actions within their delegated authority.</p> <p>III. Third Line of Defense (Internal Audit Unit): The Department of Auditing examines and evaluates the effectiveness of the credit-risk management systems designed and executed by the first and second lines of defense. It also verifies the rectification or improvement of identified credit-risk control deficiencies, follows up on outstanding issues, and provides timely recommendations for enhancement.</p>
III. Scope and Features of the Credit Risk Reporting and Measurement Systems	<p>I. Credit-Risk Reporting:</p> <p>(I) Scope – Periodic credit-risk monitoring reports submitted to management cover: asset quality; exposures by country, industry, and corporate group; and large-exposure borrowers, among other items.</p> <p>(II) Features – Credit risk is monitored dynamically at all times. Should a material change occur or any limit be breached, the responsible business department endorses the report and escalates it to senior management in accordance with procedures, enabling effective credit-risk control.</p> <p>II. Credit-Risk Measurement System:</p> <p>(I) Scope: The Bank currently uses the Standardised Approach to calculate required capital for credit risk. The risk-management system generates monthly reports that serve as the basis for monitoring reports submitted to senior executives, the Risk Management Committee, and the Board of Directors. To achieve more advanced measurement, the Bank has adopted internal rating models, including: Mortgage application scorecard, Mortgage behaviour scorecard, Affordability (financial-capacity) application scorecard, Unsecured-loan application scorecard, Other secured-loan application scorecard, Credit-card scorecard, Corporate-banking scorecard. In addition, a mortgage loss-given-default (LGD) model has been implemented. The Bank will continue to develop quantitative credit-risk models for other business lines to further enhance its risk-management capabilities.</p> <p>(II) Features: A bank-wide credit-risk database that interfaces with related information systems (e.g., the rating system and the credit-application management system) has been established. This platform facilitates control over various credit-risk limits and enables risk segmentation by customer default grades, thereby strengthening the Bank's overall credit-risk management mechanism.</p>

Item	Summary
IV. Credit Risk Avoidance or Mitigation Policies, and Strategies and Procedures for Monitoring the Effectiveness of Risk Mitigation Tools	<p>I. Policies on Credit-Risk Hedging or Mitigation:</p> <p>(I) To avert losses if a borrower or counterparty defaults, the Bank—based on the risk profile of each credit case, may require collateral, obtain guarantors, or secure guarantees from credit-guarantee institutions to mitigate risk effectively.</p> <p>(II) In line with the Basel Capital Accord and regulatory requirements, all eligible credit-risk-mitigation techniques (e.g., qualifying collateral, guarantees provided by approved institutions) are embedded in the Bank's information systems so that the risk-mitigation effect is calculated accurately.</p> <p>II. Strategy and Process for Monitoring the Continuing Effectiveness of Credit-Risk Avoidance and Mitigation Tools: Through post-lending management and periodic reviews, the Bank regularly examines the borrower's operating performance, the status of pledged collateral, the credit standing of guarantors, and the ongoing compliance of guarantee-backed credits with both Bank and guarantor requirements. These checks ensure that credit-risk-mitigation measures remain effective over time.</p>
V. Method for Calculating Regulatory Capital Requirements	Standardised Approach for Credit Risk.

(ii) Risk Exposure Amount and Accrued Capital After Risk Mitigation Under the Credit Risk Standardized Approach

December 31, 2025

Unit: NT\$ thousands

Exposure Type	Exposure After Risk Mitigation	Capital Requirement (Note)
Sovereignty	780,529,042	0
Non-government Public Organization	144,439,921	2,544,736
Banks (including Multilateral Development Banks)	170,567,284	4,497,696
Corporates (including securities brokerage and insurance companies)	338,693,850	24,080,612
Retail Loans	33,195,218	2,553,138
Real Estate Loans	1,961,220,980	104,278,935
Investments in Equity Securities	18,284,890	1,462,791
Other Assets	78,965,182	4,494,618
Total	3,525,896,367	143,912,526

Note: Capital Requirement is calculated by multiplying the exposure after risk mitigation by the risk weight and the statutory minimum capital adequacy ratio.

ii. Policies, Exposures, and Capital Requirements Relating to Securitized Assets

(i) Risk Management System for Securitized Assets (2024)

Item	Summary
I. Asset Securitization Management Strategies and Procedures	<p>I. Securitisation Management Strategy: Pursuant to the Board-approved internal guidelines, namely the Guidelines for Investment in Beneficiary Securities and Asset-Backed Securities, the Guidelines for Foreign-Currency Fund Transactions, and the Guidelines for Short-Term Bill Operations, the Bank has established detailed rules for investing in beneficiary securities and asset-backed securities when the Bank is not the originating institution; and acting as the underwriter (originating institution) for asset-backed commercial paper. These rules serve as the operational basis for all securitisation-related businesses.</p> <p>II. Securitisation Management Process:</p> <p>(I) In accordance with the Guidelines for Investment in Beneficiary Securities and Asset-Backed Securities and the Guidelines for Short-Term Bill Operations, any investment or underwriting target must hold a credit rating at or above a prescribed level, and approval limits are set for each managerial tier. If a target's credit rating is downgraded, the Investment Securities Operations Task Force must convene immediately to formulate countermeasures, which are then submitted to the President for approval.</p> <p>(II) Under the Guidelines for Foreign-Currency Fund Transactions, when a business unit intends to buy foreign-currency products—such as convertible bonds, securitised instruments, or other structured bonds (e.g., CDOs, SIVs)—the proposal must be reviewed and approved by the Investment Review Committee and subsequently endorsed by the Board of Directors or the Executive Board before the purchase can proceed.</p>
II. Asset Securitization Management Framework and Organization	<p>The Bank employs a three-line-of-defence framework for securitisation risk management, comprising the Board of Directors, the Risk Management Committee, the Department of Auditing, the Department of Risk Management, business administration units, and operating/trading units:</p> <p>I. First Line of Defence (Risk-Taking Units): Business units involved in securitisation activities—including, but not limited to, the Department of Treasury and financial-trading desks—must, within their functional scope, assume, identify, assess, and control the risks arising from securitisation transactions; and report relevant risk-management information in accordance with internal requirements.</p> <p>II. Second Line of Defence (Risk-Control Units): The Department of Risk Management and business administration units assist and oversee the first line in identifying, measuring, and managing securitisation risks.</p> <p>(I) The Department of Risk Management: An independent, dedicated unit responsible for the assessment, supervision, control, review, and reporting of securitisation risks across the Bank.</p> <p>(II) Other business administration units: These departments identify, evaluate, and control the risks associated with securitisation activities under their remit; establish and implement risk-management standards and mechanisms; monitor risk-bearing capacity and current exposures; and take action within their delegated authority.</p> <p>III. Third Line of Defence (Internal Audit Unit): The Department of Auditing examines and evaluates the effectiveness of the securitisation risk-management systems designed and operated by the first and second lines of defence, reviewing their adequacy, reliability, and compliance with laws and regulations.</p>

Item	Summary
III. Asset Securitization Risk Reporting, System Coverage, and Features	<p>I. Securitisation Risk Reporting:</p> <p>(I) Scope: Regular evaluation reports submitted to management on the Bank's investments in securitised products cover: product type, investment amount, credit rating, valuation, and other relevant items.</p> <p>(II) Features: For investments in real-estate investment trust (REIT) beneficiary securities, domestic beneficiary and asset-backed securities, and foreign-currency securitisation products, the Bank has set loss-control thresholds and corresponding contingency measures to manage risk.</p> <p>II. Securitisation Risk Measurement System:</p> <p>(I) Scope: In accordance with the Guidelines for Investment in Beneficiary Securities and Asset-Backed Securities and related procedures, the Bank manually monitors, at regular intervals, the exposure of underlying securitised assets (e.g., credit ratings, performance status, market-trading information) and calculates the corresponding capital requirements.</p> <p>(II) Features: Monitoring results are consolidated and incorporated into periodic risk-monitoring reports for the Board of Directors and the Risk Management Committee. Should any significant irregularity arise, the responsible business unit must escalate the matter to senior management in line with internal procedures so that appropriate countermeasures can be formulated.</p>
IV. Risk Avoidance or Mitigation Policies Relating to Asset Securitization, and Strategies and Procedures for Monitoring the Effectiveness of Risk Mitigation Tools	<p>I. Policy on Hedging or Mitigating Securitisation Risk: In line with the Basel Capital Accord and relevant regulatory requirements, the Bank takes into account all eligible credit-risk-mitigation techniques, such as credit enhancement and risk transfer, that may be used to reduce securitisation exposure amounts. These measures are incorporated into capital calculations to ensure that the credit-risk-mitigation effect is accurately reflected.</p> <p>II. Strategy and Process for Monitoring the Continuing Effectiveness of Risk-Avoidance and Mitigation Tools: By conducting both scheduled and ad-hoc reviews of the credit ratings of, and changes in the asset pools underlying, its investments in beneficiary and asset-backed securities, the Bank keeps securitisation risk under continuous surveillance. Where warranted, stop-loss mechanisms are promptly activated, and the matter is escalated to senior management in accordance with internal procedures to maintain effective risk control.</p>
V. Method for Calculating Capital Requirements	Standard approach for asset securitization.

(ii) Involvement in Asset Securitization: None.

(iii) Exposure and Required Capital of Asset Securitization: None.

(iv) Information on Securitized Instruments: None.

iii. Operational Risk Management and Capital Requirement

(i) Operational Risk Management System (2024)

Item	Summary
I. Operational-Risk Management Strategy and Procedures	<p>I. Operational-Risk Management Strategy: To keep both the frequency and the financial impact of operational-risk events within the Bank's risk appetite, we proactively identify, measure, and monitor the risks embedded in every business line and process, while continually developing and deploying operational-risk-management tools.</p> <p>II. Operational-Risk Management Process:</p> <p>(I) Every product and business activity is governed by detailed business rules, an internal-control system, and standard operating procedures. Operating units use these guidelines to identify, measure, monitor, report, control, evaluate, and review all material operational risks.</p> <p>(II) The Bank maintains emergency response and recovery plans (business-continuity plans) to ensure that operations can continue during severe natural or human-induced disruptions. Complementary rules are also in place for the oversight of outsourced activities.</p>
II. Operational Risk Management Framework and Organization	<p>The Bank's operational-risk framework comprises the Board of Directors, the Risk Management Committee, the Department of Auditing, the Department of Risk Management, business administration units (including head-office departments and regional centers), financial-trading units, and operating branches.</p> <p>Responsibilities are allocated under a three-line-of-defence model:</p> <p>I. First Line of Defence (Risk-Taking Units):</p> <p>(I) Each unit of the Bank, within the scope of its functions and business activities, bears the operational risks arising from its daily operations and thus constitutes the first line of defence. These units must identify and manage their risks, design and implement effective internal-control procedures suited to each risk, cover all related activities, and control operational risks in accordance with applicable laws, internal rules, and the Bank's operational-risk tools. They must also report relevant risk-management information to their supervisory units as required.</p> <p>(II) The first line is responsible for the ongoing management of operational risks generated by business activities, including:</p> <ol style="list-style-type: none"> Identifying, measuring, assessing, controlling, and mitigating operational risks to ensure that activities align with the Bank's goals and mission. Keeping operational risks within levels the unit can absorb and, when necessary, reporting exposures to the second line of defence. Executing operational-risk procedures and maintaining effective internal controls. Promptly drawing up improvement plans whenever processes or controls are inadequate. <p>(III) The first line must conduct periodic or ad-hoc self-assessments of the above items to ensure that operational risks are properly controlled.</p> <p>II. Second Line of Defence (the Department of Risk Management and Business Administration Units)</p> <p>(I) The second line assists and oversees the first line in identifying, measuring, and managing operational risks and in executing self-assessments.</p> <p>(II) The Department of Risk Management, an independent and dedicated unit, is responsible for assessing, supervising, controlling, reviewing, and reporting the Bank's overall operational risk.</p>

Item	Summary
	<p>(III) Other business administration units must identify, measure, assess, and monitor the operational risks of their businesses, core products, activities, processes, IT systems, and new products or financial instruments; establish operational-risk policies and mechanisms; oversee risk-bearing capacity and current exposures; and, through training and communication, ensure that staff at all levels understand and fulfil their operational-risk responsibilities.</p> <p>III. Third Line of Defence (Internal Audit Unit):</p> <p>(I) The Department of Auditing, as the third line of defence, examines and evaluates the effectiveness of the operational-risk systems designed and operated by the first and second lines, and provides timely recommendations for improvement.</p> <p>(II) It also checks the effectiveness of operational-risk management across all units, conducts regular audits of the risk-management framework and process controls, and follows up on the rectification or improvement of any identified deficiencies.</p>
III. Scope and Features of Operational Risk Reporting and Measurement Systems	<p>I. Operational-Risk Reporting:</p> <p>(I) Scope: Regular monitoring reports submitted to management cover</p> <p>i. Monthly data on operational-risk losses by business line, current exposure levels, key risk indicators (KRIs) set by supervisory units, early-warning or advisory items, and trend analyses.</p> <p>ii. Results of annual self-assessments of operational risk in major business lines.</p> <p>(II) Features: Ad-hoc dynamic reports are produced whenever significant operational-risk issues arise. Any changes in external or internal conditions that alter risk exposures or control assessments are disclosed in the operational-risk monitoring report.</p> <p>II. Operational-Risk Management System:</p> <p>(I) Scope: In line with the Basel framework, regulatory requirements, and business needs, the Bank employs tools such as internal-loss-event management to identify, measure, and assess operational risk across core products, activities, processes, and IT systems. Risk data are organised by cause, category, and business line, and linked through various tools to create an enterprise-wide operational-risk database.</p> <p>(II) Features: Internal loss data are collected to build an operational-risk loss database. Quantifiable risks: KRIs are introduced with pre-set alert thresholds to help identify the operational risks inherent in key products and activities. Qualitative risks: A Risk and Control Self-Assessment (RCSA) process enables every unit to evaluate the effectiveness of operational-risk controls in its principal activities.</p>
IV. Operational Risk Avoidance or Mitigation Policies, and Strategies and Procedures for Monitoring the Effectiveness of Risk Mitigation Tools	<p>I. Policies on Operational-Risk Hedging or Mitigation</p> <p>(I) Risk-Response Strategy – Based on an analysis of the frequency and severity of operational-loss events, the Bank adopts one or more of the following strategies for each core product and activity: risk avoidance, risk transfer or offset, risk reduction or control, risk acceptance, and other appropriate measures.</p> <p>i. Low frequency / High severity: Apply limit controls, transfer or outsource the business, or invoke business-continuity plans.</p> <p>ii. High frequency / Low severity: Strengthen internal controls, take out insurance, use outsourcing arrangements, reinforce know-your-customer (KYC) and compliance practices, promote ethical standards, and enhance staff training.</p> <p>iii. High frequency / High severity: Avoid engaging in the relevant business activities altogether.</p> <p>iv. Low frequency / Low severity: Accept the risk.</p>

Item	Summary
	<p>(II) Activities handled by third parties (e.g., deposit and remittance processing, credit-card operations, e-banking services) are governed by the Bank's Policy on Outsourcing, as well as detailed guidelines for each line of business, to mitigate outsourcing risk.</p> <p>(III) The Bank uses insurance policies, including employee dishonesty, cash insurance, safe-deposit-box liability, burglary, public-liability, fire, and electronic-equipment insurance, to offset potential operational losses.</p> <p>II. Strategy and Process for Monitoring the Effectiveness of Risk-Avoidance and Mitigation Tools</p> <p>(I) Periodically review relevant regulations and standard operating procedures, and conduct risk-and-control self-assessments (RCSA) to identify unrecognised risks or ineffective controls.</p> <p>(II) Regularly examines the Bank's overall operational-risk controls and related issues, provides timely recommendations, and monitors and follows up on any deficiencies until they are rectified.</p> <p>(III) Periodically review the scope of their insurance coverage to ensure that all policies remain valid and adequate.</p>
V. Methods for Calculating Capital Requirements	Standardised Approach for Operational Risk.

(ii) Capital Requirement for Operational Risks

Unit: NT\$ thousands

Year	Gross Profit	Capital Requirement
2022	35,831,207	
2023	37,001,061	
2024	38,098,583	
Total	110,930,851	5,061,083

iv. Market Risk Management System and Capital Requirement

(i) Market Risk Management System (2024)

Item	Summary
I. Market-Risk Management Strategy and Process	<p>I. Market-Risk Management Strategy: When conducting market-risk-related business, the Bank evaluates the potential severity of losses both before and after each trade—and whenever the economic environment changes materially. Depending on the assessment, it employs one or more of the following responses: risk avoidance, risk mitigation or transfer, risk control, or risk acceptance. Examples include steering clear of high-leverage, high-volatility instruments with large potential losses, or using close-out, sell-off, and hedging strategies. In tandem with limit management, stop-loss rules, breach-handling procedures, and defined risk-bearing thresholds, these measures keep market risk under effective control and ensure the continued validity of risk limits and metrics.</p> <p>II. Market-Risk Management Process:</p> <p>(I) Foundational Principles: Cover product guidelines, approval criteria for new products/businesses, and detailed procedures for identifying, measuring, valuing, monitoring, and reporting market risk.</p> <p>(II) Risk Identification: Trading desks and risk managers jointly identify the market-risk factors inherent in each financial instrument. Risk managers strive to list all relevant factors and validate the correctness and applicability of valuation formulas.</p> <p>(III) Risk Measurement: Develop quantitative models to gauge market risk and integrate the results with day-to-day limit management.</p> <p>(IV) Risk Valuation: Value held positions using mark-to-market methods, model valuations, external prices, or independent price verification.</p> <p>(V) Risk Monitoring: Trading units monitor transactions in real time throughout the business day, ensuring that all trades remain within authorised limits. Monitoring covers trading patterns, instruments, processes, positions, and P&L movements. The Department of Risk Management analyses daily model outputs; if significant exposures arise that threaten the Bank's financial condition, operations, or regulatory compliance, it must immediately inform the President and report to the Board.</p> <p>(VI) Risk Reporting: The Department of Risk Management regularly submits comprehensive market-risk reports to the Risk Management Committee, detailing exposure levels, P&L, limit utilisation, and compliance with market-risk rules. To meet disclosure requirements, the Bank also publishes market-risk information externally at intervals stipulated by regulators.</p>
II. Market Risk Management Framework and Organization	<p>The Bank's market-risk framework is built on the three-line-of-defence model and involves the Board of Directors, the Risk Management Committee, the Department of Auditing, the Department of Risk Management, relevant head-office business administration units, and the trading desks.</p> <p>I. First Line of Defence (Trading Units): Trading desks must comply with the Bank's market-risk policies, establish detailed internal rules for position and risk-limit control, monitor all limits proactively, and report relevant risk-management information to their supervisory units or to the Department of Risk Management as required.</p> <p>II. Second Line of Defence (Risk-Control Units):</p> <p>(I) The Department of Risk Management is an independent, dedicated middle-office function that designs and maintains the Board-approved market-risk framework and procedures, consolidates and discloses the Bank's market-risk exposures and controls, submits regular reports and recommendations to the Risk Management Committee and the Board, and serves as the centre for market-risk expertise and culture.</p> <p>(II) In line with the Bank's risk-management policies and guidelines, business administration units identify, assess, supervise, and control the market risk arising from their businesses; work with the Department of Risk Management to ensure enterprise-wide control of market risk; and draw up product standards covering trade flows, limit management, and risk control for the products under their remit.</p> <p>III. Third Line of Defence (Audit Division): The Department of Auditing examines and evaluates the effectiveness of the market-risk systems designed and operated by the first and second lines of defence, follows up on the rectification of any control deficiencies, and provides timely recommendations for improvement.</p>

Item	Summary
III. Scope and Features of Market Risk Reporting and Measurement Systems	<p>I. Market-Risk Reporting:</p> <p>(I) Scope: Regular monitoring reports submitted to management covers Equity risk, Interest-rate risk in fixed-income securities, Foreign-exchange risk, Derivatives risk, Overseas securities risk, Liquidity and interest-rate risk in New Taiwan dollar and foreign-currency funding, Investment-limit monitoring.</p> <p>(II) Features: The reports present the Bank's NT-dollar and foreign-currency market risk using metrics such as Value at Risk (VaR), beta, DVO1, duration, gap analysis, and scenario simulations. In addition to showing risk exposures, the reports provide management with P&L figures, limit-usage status, investment performance, and an overview of market trends, serving as a basis for adjusting market-risk policies, procedures, and limits.</p> <p>II. Market-Risk Measurement System:</p> <p>(I) Scope: The VaR engine currently measures market risk for all Bank-wide positions in equities, funds, bonds, money-market instruments, and foreign exchange. It calculates Standalone VaR for each asset class, Factor-specific VaR (interest-rate, FX-rate, equity), and Total composite VaR.</p> <p>(II) Features: Using statistical methods, the VaR model estimates the maximum loss that could occur within a given time horizon at a specified confidence level, thereby gauging market-risk exposure in equities, funds, bonds, money-market instruments, FX, and on an aggregate basis. VaR results are broken down by interest-rate, FX-rate, and equity factors, enabling management to fine-tune investment strategies and risk-tolerance limits for each individual risk driver.</p>
IV. Market Risk Avoidance or Mitigation Policies, and Strategies and Procedures for Monitoring the Effectiveness of Risk Mitigation Tools	<p>I. Policies on Hedging or Mitigating Market Risk:</p> <p>(I) In line with the Bank's internal rules, all financial-instrument trades are subject to position limits, risk-exposure limits, tenor restrictions, stop-loss mechanisms, and the use of derivatives strictly for hedging purposes.</p> <p>(II) For fixed-rate foreign-currency securities, trading desks assess market-rate trends and may enter into interest-rate swaps to hedge interest-rate risk. Early-warning thresholds are set below the stop-loss level; when a threshold is reached, relevant units are alerted immediately by e-mail so that market risk can be controlled or avoided in time. Forward-FX Trades – Primarily undertaken to hedge customers' trade payments or the Bank's funding needs, with the aim of flattening customer positions. FX-swap transactions likewise focus on offsetting customer spot or forward positions. Because these activities are hedging-oriented, market risk is contained within defined limits.</p> <p>II. Strategy and Process for Monitoring the Effectiveness of Risk-Avoidance and Mitigation Tools: The Bank periodically, and ad hoc, reviews its VaR exposures, notional principals, stop-loss limits, and trading strategies. In emergencies or whenever limits are breached, trading units must immediately implement an action plan, such as reducing positions, triggering stop-loss exits, or initiating hedging transactions, to prevent further losses.</p>
V. Methods for Calculating Capital Requirements	Standard approach for market risk.

(ii) Market Risk Capital Requirement

December 31, 2024

Unit: NT\$ thousands

Risk Category	Capital Requirement
Interest Rate Risk	1,404,149
Equity Security Risk	1,453,136
Foreign Exchange Risk	121,941
Commodity Risk	
Options Accounted For Using the Simple Method	0
Total	2,979,226

v. Liquidity Risk Disclosure

(i) Table of the Maturity Period Structure of the New Taiwan Dollar(December 31, 2024)

Unit: NT\$ thousands

	Total	Amount by Remaining Period to Maturity					
		0 to 10 days	11 to 30 days	31 to 90 days	91 to 180 days	181 days to 1 year	Beyond 1 year
Major Maturing Fund Inflow	3,263,318,701	297,695,428	206,834,718	181,909,756	184,998,695	265,858,005	2,126,022,099
Major Maturing Fund Outflow	3,849,717,765	103,719,975	179,464,621	502,159,811	594,367,955	1,305,534,878	1,164,470,525
Period Gap	-586,399,064	193,975,453	27,370,097	-320,250,055	-409,369,260	-1,039,676,873	961,551,574

Note: For the bank part, it refers to the NTD amount of the entire bank.

(ii) Table of the Maturity Period Structure of the U.S. Dollar (December 31, 2024)

Unit: USD thousands

	Total	Amount by Remaining Period to Maturity				
		0 to 30 days	31 to 90 days	91 to 180 days	181 days to 1 year	Beyond 1 year
Major Maturing Fund Inflows	13,468,860	1,004,645	2,276,135	637,578	2,366,991	7,183,511
Major Maturing Fund Outflows	14,157,485	3,880,810	6,049,093	1,205,093	451,818	2,570,671
Period Gap	-688,625	-2,876,165	-3,772,958	-567,515	1,915,173	4,612,840

Note: For the bank part, it refers to the USD amount of the entire bank.

(iii) Liquidity Risk Management Measure

The Bank upholds the principles of diversification, stability, reliability, and low cost for its funding source and avoids over-concentration on the same maturity date, the same dispatch instrument, the same counterparty, etc. To effectively manage the Bank's liquidity risk, the Bank sets limits for liquidity risk management indicators to maintain appropriate liquidity. In addition, the Bank also has general and contingency measures for dealing with liquidity shortages or liquidity crises.

(II) Financial Impacts in the Event of Major Changes in Local and Foreign Regulations, and Countermeasures

- i. To prevent excessive credit resources from flowing into the real estate market and to further control financial institutions' real estate credit risk, the Central Bank has, on several occasions in 2020, 2021, and 2024, amended the "Regulations Governing Real Estate Mortgage Loans by Financial Institutions." These amendments set regulatory measures and maximum loan-to-value (LTV) ratios for items such as corporate housing loans, third-home and above mortgage loans for individuals, second-home loans in specific areas for individuals, luxury housing loans, land loans in designated residential and commercial zones under urban planning, and idle industrial land mortgage loans. Furthermore, the Central Bank requires banks with high real estate credit concentration to manage total real estate lending through self-regulation. In response, the Bank revised its "Risk Management Measures for Real Estate Construction Credit" to strengthen credit risk control in the construction sector. The Bank will continue to prudently manage construction loans based on the 5P credit evaluation principle and under secured lending preconditions, enhance pre-loan review procedures and enforce post-loan management to maintain credit asset quality, and flexibly adjust the lending conditions of its mortgage loan products to meet market demand and maintain competitiveness by leveraging its one-stop real estate services.
- ii. On December 7, 2023, the Financial Supervisory Commission (FSC) announced revisions to the "Explanatory Notes and Forms for the Calculation of Bank Capital and Risk-Weighted Assets," which include updates related to the standardized approach and internal ratings-based approach for credit risk, as well as operational risk. These revisions will take effect on January 1, 2025. In 2024, the Bank reviewed and amended its internal operational procedures and completed system logic modifications to comply with the regulatory requirements. To mitigate the impact of these regulatory changes, the Bank has not only continued implementing relevant risk-weighted asset management mechanisms but also actively applied to the FSC for more favorable provisions to reduce its risk-weighted assets and enhance its various capital adequacy ratios.
- iii. On February 2, 2024, the Bankers Association of the Republic of China forwarded the FSC-approved "Self-Regulatory Guidelines for the Implementation of Responsibility Mapping System by the Banking Industry" (Jin-Guan-Yin-Fa-Zi No. 1120152563 dated January 19, 2024) for banks' reference. Banks are required to formulate internal operational procedures in accordance with the guidelines, establish a responsibility mapping system, and include it as a focus area for internal audits to strengthen the internal control system. All related actions must be completed by the end of December 2024 and implemented starting January 1, 2025. In line with the directive, the Bank has established the responsibility mapping system and formulated the "Guidelines for the Management of Responsibility Mapping System," "Guidelines for the Establishment of Accountability Committee," "Responsibility Map," and "Responsibility Statement of Senior Management," all of which were approved by the 26th meeting of the 7th Board of Directors on November 22, 2024, to ensure compliance with regulatory requirements.

- iv. In response to recent international sanctions against Russia, the FSC has requested the Bankers Association of the Republic of China to establish the “Practical Reference Guidelines for Addressing Issues Related to International Sanctions” and asked banks to continuously monitor and update sanction-related information, formulate appropriate internal control procedures, report to their boards of directors, supervise implementation by relevant units, and incorporate these procedures as key items in internal audits. In response to the above, the Bank added “Sanctions Control Measures” to its “Anti-Money Laundering and Counter-Terrorism Financing Compliance Guidelines,” which were approved by the 26th meeting of the 7th Board of Directors on November 22, 2024, to provide guidance for relevant units.

(III) Develop New Types of Digital Financial Services and Strengthen the Functions of Various Electronic Channel Services

Rapid advances in technology are reshaping the financial sector. To keep pace with developments in mobile communications, social media, big data, and cloud computing—and to enhance customer convenience—the Bank is driving a digital-transformation programme that balances innovation with robust risk management. Key initiatives include:

- i. To foster a digital-friendly environment and reach more online applicants, the Bank’s One-Stop Retail Service Platform now consolidates product browsing and mortgage-loan calculators and is being continually upgraded to offer a comprehensive suite of retail digital services.
- ii. Developing New Digital-Finance Offerings and Strengthening Electronic Channels
 - (i) Added debit-card purchase alerts, NT-dollar transaction-history filters (by expenditure, deposit type, and amount range), and push-notification OTP services to deliver a more seamless user experience.
 - (ii) Introduced device binding, quick login, and push notifications so corporate clients can track cash flows and account activity in real time. Added single-/batch payment-cancellation functions and an online demo mode to improve usability. Enabled push notifications and optimised the upload-history query function.
 - (iii) To make collections more convenient and versatile, the Bank now offers merchants the ability to accept payments via QR Code using the TWQR common standard for debit-card transactions.
- iii. Customising POS Terminals to Foster a Mobile-Payment Environment

To raise the adoption rate of mobile payments, improve infrastructure, and broaden usage scenarios, the Bank’s card-acceptance devices now support contactless cards and mobile credit cards, as well as built-in modules for LINE Pay and QR-code payments. A Dynamic Currency Conversion (DCC) service is also available. Functions can be tailored to individual merchants’ needs, and terminal performance will continue to be enhanced to lift service quality.

iv. Cross-Industry Partnerships to Build a Financial Ecosystem

- (i) To give customers more convenient payment options and deepen engagement with younger users, the Bank is extending strategic alliances with e-payment institutions to offer “Account Link” (direct debiting from linked deposit accounts).
- (ii) To broaden its financial-service scope, the Bank is actively developing Open-API applications. Phase 1 (“public-data queries”) has been completed, and—through cooperation with the Taiwan Depository & Clearing Corporation—Phase 2 (“consumer-information queries”) is under way, giving customers richer account-aggregation services.

v. Leveraging AI to Enhance the Smart Customer-Service System

To meet increasingly diverse banking needs and deliver higher-quality advice, the Bank is integrating its intelligent-service platforms and using AI and speech technology to connect to the knowledge base, thereby boosting service efficiency and customer experience.

vi. Cultivating a Digital Mindset among Staff in Line with FinTech Trends

Ongoing professional training—together with encouragement to pursue external FinTech courses—helps employees master electronic-banking security standards, the Personal Data Protection Act, and the Financial Consumer Protection Act. This ensures that, as new technologies are adopted, information security is protected and consumer rights are upheld.

vii. Complying with the Financial Cyber-Security Action Plan, Strengthening Defence-in-Depth, and Implementing Robust Security Monitoring

- (i) Guided by the Financial Supervisory Commission’s Cyber-Security Action Plan, the Bank advances protection across four pillars—enhanced supervision, deeper governance, increased resilience, and coordinated defence—to deliver safe and reliable financial services.
- (ii) Gateway-layer protections include DDoS-mitigation appliances with traffic-scrubbing, intrusion-prevention systems, web-application firewalls, tiered firewalls, e-mail security, and web-security solutions. Endpoint and network safeguards feature antivirus software, data-loss prevention (DLP), asset management, IP/MAC controls, Active Directory security policies, security-patch management, and vulnerability scanning and remediation—ensuring system security and smooth operations.
- (iii) Working with the sector-wide Financial Security Operations Center (F-SOC), the Bank analyses and tracks connection and user behaviours, monitors external threat intelligence, and establishes countermeasures against known hacker threats and attacks—improving incident response speed and adaptability.
- (iv) The Bank completes yearly adversarial exercises to test and strengthen its overall cyber-security defences.

(IV) Impact on Crisis Management in the Event of a Change in Corporate Image and Countermeasures

As the government-designated, specialist real-estate lender, the Bank not only supports policy-based lending programmes but also leverages its property-finance expertise to cross-sell personal banking, corporate banking, foreign exchange, trusts, securities, and wealth-management services. By offering a diversified suite of financial products, strengthening consumer protection, and upholding the principle of fair treatment, the Bank enhances its public image and stakeholder trust. In parallel, it uses its financial influence to guide and support clients in their low-carbon transition, helping build a greener community. Guided by the belief that “what is taken from society should be used for society,” the Bank actively engages in charitable initiatives to fulfil its corporate-social-responsibility commitments—thereby reinforcing its reputation and broad public recognition.

(V) Expected Benefits of Business Office Expansion, the Potential Risks Involved, and Countermeasures

- i. To allocate financial resources efficiently and raise overall performance, the Bank regularly evaluates existing branches by considering operating results, business potential, the number of local financial institutions, the average population and business entities served per bank, and changes in the financial landscape. Based on this comprehensive assessment, the Bank formulates plans to open, relocate, or merge branches. All steps follow the prescribed approval process, ensuring customers enjoy convenient services while the Bank secures a stronger competitive footing.
- ii. Entering foreign markets enlarges the Bank’s scale, diversifies revenue beyond Taiwan, and allows it to serve Taiwanese enterprises abroad. Overseas branches, however, may face political, economic, financial, and regulatory risks. Accordingly, the Bank will continue to focus on cities with sizeable Taiwanese business communities, key regional financial centres, and other high-potential locations. Country risk profiles and on-site due-diligence findings will be weighed carefully when formulating future overseas-branch strategies.

(VI) Business Concentration Risks and Countermeasures

To prevent excessive concentration of credit risk, the Bank has set exposure-ratio limits for its lending activities. These limits are adjusted in light of changes in the economic environment, industry cycles, the Bank’s credit policy, and business-development needs. Key measures include:

- i. Exposure ratios are set for each industry—real estate included—and reviewed semi-annually.
- ii. A Designated Corporate Group Credit-Limit Schedule is maintained and reviewed at least once a year to control group-level credit risk.

- iii. For lending to the construction sector, ratio limits are set by (a) the county/city where collateral is located and (b) corporate group; these limits are reviewed every six months.
- iv. Dedicated measures and monitoring mechanisms are in place to manage concentration risk in real-estate lending, with their effectiveness reviewed at least annually.

V. Crisis-Response Mechanism

- (I) To build a sound disaster-prevention system and strengthen measures that avert major catastrophes, the Bank has compiled a Disaster Emergency Response Manual. This handbook enables flexible, ad-hoc actions to limit damage and keep emergency credit flowing so that victims' livelihoods are stabilised and social order and economic activity are restored quickly. The manual is reviewed and updated as needed to reflect actual disaster conditions and is circulated to all units for implementation.
- (II) A Typhoon-Loss Mitigation Workflow is in place. Whenever a typhoon warning is issued, the Emergency Response Task Force convenes to discuss countermeasures—preparing for the storm, guarding against flooding, and minimising damage.
- (III) To deal with major epidemics, the Bank has produced a Pandemic Emergency Response Manual, which is reviewed and updated periodically to ensure uninterrupted operations.
- (IV) A set of Guidelines for Handling Management Crises establishes the mechanisms needed to address operational emergencies and comply with supervisory requirements.
- (V) To guarantee business continuity during a strike, the Bank has drawn up a Strike Contingency Plan, which is reviewed and refreshed as necessary to prevent service disruption and protect customer interests.
- (VI) Additional procedures address potential or imminent crises, including the Incident-Reporting Workflow, Emergency Funding Measures for the Department of Treasury, Information-Security Incident Reporting and Response Procedure, and Head-Office Ad-Hoc Incident Handling Guidelines.

Head Office and Global Branches

I. Domestic Head Office and Branches Units

Branch	Address	Telephone	FAX	SWIFT
HEAD OFFICE				
Offshore Banking Branch	No.46, Guanqian Rd., Zhongzheng District, Taipei City 100007, Taiwan (R.O.C.)	(02)23483456		
Department of Securities	No.81, Yanping S. Rd., Zhongzheng District, Taipei City 100011, Taiwan (R.O.C.)	(02)23483962	(02)23891864	
Department of Trusts	No.53, Huaining St., Zhongzheng District, Taipei City 100007, Taiwan (R.O.C.)	(02)23483456	(02)23754092	
Department of International Banking	No.46, Guanqian Rd., Zhongzheng District, Taipei City 100007, Taiwan (R.O.C.)	(02)23483456	(02)23317322	LBOTTWTP088
Department of Business	No.46, Guanqian Rd., Zhongzheng District, Taipei City 100007, Taiwan (R.O.C.)	(02)23483456	(02)23752716	LBOTTWTP041
Department of Insurance Agent	No.53, Huaining St., Zhongzheng District, Taipei City 100007, Taiwan (R.O.C.)	(02)23484100	(02)23755255	
DOMESTIC BRANCHES				
Taipei City				
Nankang Branch	No.364 Sec. 1, Nangang Rd., Nangang District, Taipei City 115622, Taiwan (R.O.C.)	(02)27834161	(02)27820454	LBOTTWTP004
Taipei Branch	No.72, Bo-ai Rd., Zhongzheng District, Taipei City 100001, Taiwan (R.O.C.)	(02)23713241	(02)23752122	LBOTTWTP005
Minquan Branch	No.26, Minquan W. Rd., Zhongshan District, Taipei City 104026, Taiwan (R.O.C.)	(02)25629801	(02)25616053	LBOTTWTP006
Kuting Branch	No.125, Sec. 3, Roosevelt Rd., Da-an District, Taipei City 106609, Taiwan (R.O.C.)	(02)23634747	(02)23632118	LBOTTWTP007
Changan Branch	No.52, Sec. 2, Chang-an E. Rd., Zhongshan District, Taipei City 104093, Taiwan (R.O.C.)	(02)25238166	(02)25434262	LBOTTWTP008
Shihlin Branch	No.689, Sec. 5, Zhongshan N. Rd., Shilin District, Taipei City 111009, Taiwan (R.O.C.)	(02)28341361	(02)28313863	LBOTTWTP009

Branch	Address	Telephone	FAX	SWIFT
Hoping Branch	No.15, Sec. 3, Heping E. Rd., Da-an District, Taipei City 106102, Taiwan (R.O.C.)	(02)27057505	(02)27015459	LBOTTWTP045
Jenai Branch	No.29, Sec. 3, Ren-ai Rd., Da-an District, Taipei City 106675, Taiwan (R.O.C.)	(02)27728282	(02)27110884	LBOTTWTP057
Chunghsiao Branch	No.129, Sec. 1, Fuxing S. Rd., Da-an District, Taipei City 106660, Taiwan (R.O.C.)	(02)27312393	(02)27313649	LBOTTWTP058
Sungshan Branch	No.2, Sec. 1, Dunhua S. Rd., Songshan District, Taipei City 105408, Taiwan (R.O.C.)	(02)25774558	(02)25780590	LBOTTWTP063
Neihu Branch	No.156, Sec. 6, Minquan E. Rd., Neihu District, Taipei City 114025, Taiwan (R.O.C.)	(02)27963800	(02)27963961	LBOTTWTP064
Tunhua Branch	No.76, Sec. 2, Dunhua S. Rd., Da-an District, Taipei City 106485, Taiwan (R.O.C.)	(02)27071234	(02)27066470	LBOTTWTP074
Hinyi Branch	No.436, Sec. 1, Keelung Rd., Xinyi District, Taipei City 110053, Taiwan (R.O.C.)	(02)27585667	(02)27582282	LBOTTWTP079
Fuhsin Branch	No. 234, Fuxing North Road, Songshan District, Taipei City 104112, Taiwan (R.O.C.)	(02)25090888	(02)25160825	LBOTTWTP090
Wenshan Branch	No.206, Jingxing Rd., Wenshan District, Taipei City 116051, Taiwan (R.O.C.)	(02)29336222	(02)29335279	LBOTTWTP093
Tungtaipei Branch	No.107, Songde Rd., Xinyi District, Taipei City 110031, Taiwan (R.O.C.)	(02)27272588	(02)27285721	LBOTTWTP099
Changchuen Branch	No.156, Changchun Rd., Zhongshan District, Taipei City 104088, Taiwan (R.O.C.)	(02)25681988	(02)25683261	LBOTTWTP102
Chunglun Branch	No.26, Dongxing Rd., Songshan District, Taipei City 105612, Taiwan (R.O.C.)	(02)27477070	(02)27471762	LBOTTWTP106
Wanhua Branch	No.205, Sec. 2, Xiyuan Rd., Wanhua District, Taipei City 108038, Taiwan (R.O.C.)	(02)23322778	(02)23323391	LBOTTWTP116
Shihu Branch	No.185, Gangqian Rd., Neihu District, Taipei City 114722, Taiwan (R.O.C.)	(02)26599888	(02)26593659	LBOTTWTP120
Dah An Branch	No.37, Sec. 2, Da-an Rd., Da-an District, Taipei City 106099, Taiwan (R.O.C.)	(02)23256266	(02)23259819	LBOTTWTP123
Tienmu Branch	No.122, Sec. 2, Zhongzheng Rd., Shilin District, Taipei City 111019, Taiwan (R.O.C.)	(02)28767287	(02)28767257	LBOTTWTP133

Branch	Address	Telephone	FAX	SWIFT
Chengtung Branch	No.46-2, Sec. 2, Zhongshan N. Rd., Zhongshan District, Taipei City 104016, Taiwan (R.O.C.)	(02)25676268	(02)25217239	LBOTTWTP140
Sungnan Branch	No.130, Songshan Rd., Xinyi District, Taipei City 110048, Taiwan (R.O.C.)	(02)27631111	(02)27669933	LBOTTWTP141
DaZhi Branch	No.289, Lequn 2nd Rd., Zhongshan Dist., Taipei City 104052, Taiwan (R.O.C.)	(02)85025868	(02)85026786	LBOTTWTP160
NanJing Donglu Branch	1F, No.70, Sec.3, NanJing E.Rd., ZhongShan District, Taipei City 104503, Taiwan (R.O.C.)	(02)25036345	(02)25035643	LBOTTWTP165
New Taipei City				
Chungho Branch	No.323, Jingping Rd., Zhonghe District, New Taipei City 235075, Taiwan (R.O.C.)	(02)29461123	(02)29440419	LBOTTWTP003
Sanchung Branch	No.1-8, Sec. 2, Chongxin Rd., Sanchong District, New Taipei City 241050, Taiwan (R.O.C.)	(02)89712222	(02)29848053	LBOTTWTP010
Yungho Branch	No.33, Zhulin Rd., Yonghe District, New Taipei City 234002, Taiwan (R.O.C.)	(02)89268168	(02)89268181	LBOTTWTP049
Panchiao Branch	No.143, Sec. 1, Wunhua Rd., Banqiao District, New Taipei City 220531, Taiwan (R.O.C.)	(02)29689111	(02)29667278	LBOTTWTP050
Hsintien Branch	No.309, Sec. 1, Beixin Rd., Xindian District, New Taipei City 231031, Taiwan (R.O.C.)	(02)29151234	(02)29178333	LBOTTWTP061
Luchou Branch	No.100, Zhongshan 1st Rd., Luzhou District, New Taipei City 247019, Taiwan (R.O.C.)	(02)22859100	(02)22858983	LBOTTWTP076
Tucheng Branch	No.127, Sec. 1, Zhongyang Rd., Tucheng District, New Taipei City 236027, Taiwan (R.O.C.)	(02)22651000	(02)22667858	LBOTTWTP080
Tanshui Branch	No.42, Sec. 1, Zhongshan N. Rd., Danshui District, New Taipei City 251017, Taiwan (R.O.C.)	(02)26219691	(02)26219695	LBOTTWTP081
Hsinchuang Branch	No.221, Siyuan Rd., Xinzhuang District, New Taipei City 242033, Taiwan (R.O.C.)	(02)29973321	(02)29973320	LBOTTWTP086
Shuangho Branch	No.120, Sec. 2, Zhongshan Rd., Zhonghe District, New Taipei City 235022, Taiwan (R.O.C.)	(02)22425300	(02)22425495	LBOTTWTP087

Branch	Address	Telephone	FAX	SWIFT
Tungpanchiao Branch	No.212, Minzu Rd., Banqiao District, New Taipei City 220716, Taiwan (R.O.C.)	(02)29633939	(02)29633931	LBOTTWTP095
Shulin Branch	No.82, Bao-an 2nd St., Shulin District, New Taipei City 238038, Taiwan (R.O.C.)	(02)26845116	(02)26845115	LBOTTWTP098
Hsisanchung Branch	No.88, Sec. 1, Chongyang Rd., Sanchong District, New Taipei City 241512, Taiwan (R.O.C.)	(02)29846969	(02)29859842	LBOTTWTP100
Huachiang Branch	No.2, Alley 1, Lane 182, Sec. 2, Wunhua Rd., Banqiao District, New Taipei City 220467, Taiwan (R.O.C.)	(02)22518599	(02)22517665	LBOTTWTP107
Nanhsinchuang Branch	No.288-23, Xinshu. Rd., Xinzhuang District, New Taipei City 242065, Taiwan (R.O.C.)	(02)22066080	(02)22066372	LBOTTWTP111
Sanshia Branch	No. 229, Xueqin Road, Shulin District, New Taipei City 238671, Taiwan (R.O.C.)	(02)86711010	(02)86711033	LBOTTWTP112
Hsichih Branch	No.306-3, Sec. 1, Datong Rd., Xizhi District, New Taipei City 221006, Taiwan (R.O.C.)	(02)26498577	(02)26498666	LBOTTWTP115
Kuangfu Branch	No.148, Sec. 2, Sanmin Rd., Banqiao District, New Taipei City 220079, Taiwan (R.O.C.)	(02)89522345	(02)89522395	LBOTTWTP129
Taishan Branch	No.168, Sec. 3, Mingzhi Rd., Taishan District, New Taipei City 243091, Taiwan (R.O.C.)	(02)29018899	(02)29014174	LBOTTWTP134
Xike Branch	No.93, Sec. 1, Xintai 5 th Rd., Xizhi District, New Taipei City 221416, Taiwan (R.O.C.)	(02)26972858	(02)26972858	(02)26972601
Beisanchong Branch	No. 99, Sec. 4, Chongyang Rd., Sanchong District, New Taipei City 241036, Taiwan (R.O.C.)	(02)89821919	(02)89819492	LBOTTWTP157
Yuantong Branch	No.192, Liancheng Rd., Zhonghe District, New Taipei City 235038, Taiwan (R.O.C.)	(02)22497071	(02)22497701	LBOTTWTP158
Baozhong Branch	No.94-3, Baozhong Rd., Xindian District, New Taipei City 231706, Taiwan (R.O.C.)	(02)29111898	(02)29111737	LBOTTWTP163
Keelung City				
Keelung Branch	No.18, Yi 1st Rd., Zhongzheng District, Keelung City 202001, Taiwan (R.O.C.)	(02)24210200	(02)24224407	LBOTTWTP002

Branch	Address	Telephone	FAX	SWIFT
Taoyuan City				
Taoyuan Branch	No.75, Zhongzheng Rd., Taoyuan District, Taoyuan City 330002, Taiwan (R.O.C.)	(03)3379911	(03)3379976	LBOTTWTP013
Chungli Branch	No.190, Zhongshan Rd., Zhongli District, Taoyuan City 320001, Taiwan (R.O.C.)	(03)4253140	(03)4253674	LBOTTWTP014
Shihmen Branch	No.49, Beilong Rd., Longtan District, Taoyuan City 325012, Taiwan (R.O.C.)	(03)4792101	(03)4708934	LBOTTWTP015
Pingchen Branch	No.5, Shanding Sec., Zhongfeng Rd., Pingzhen District, Taoyuan City 324034, Taiwan (R.O.C.)	(03)4699111	(03)4699119	LBOTTWTP091
Nanknag Branch	No.16, Luoyang St., Luzhu District, Taoyuan City 338023, Taiwan (R.O.C.)	(03)3526556	(03)3527099	LBOTTWTP096
Nantaoyuan Branch	No.835, Zhongshan Rd., Taoyuan District, Taoyuan City 330064, Taiwan (R.O.C.)	(03)3786969	(03)3786984	LBOTTWTP114
Bade Branch	No.702, Sec. 1, Jieshou Rd., Bade District, Taoyuan City 334027, Taiwan (R.O.C.)	(03)3667966	(03)3669900	LBOTTWTP121
Peichungli Branch	No.400, Huanbei Rd., Zhongli District, Taoyuan City 320675, Taiwan (R.O.C.)	(03)4250011	(03)4223230	LBOTTWTP124
Peitaoyuan Branch	1F.-1, No.1071, Zhongzheng Rd., Taoyuan District, Taoyuan City 330061, Taiwan (R.O.C.)	(03)3566199	(03)3565406	LBOTTWTP131
Dayuan Branch	No. 55, Zhongzheng E. Rd., Dayuan District, Taoyuan City 337015, Taiwan (R.O.C.)	(03)3850805	(03)3856625	LBOTTWTP136
Yangmei Branch	No.116, Daping St., Yangmei District, Taoyuan City 326102, Taiwan (R.O.C.)	(03)4881215	(03)4881217	LBOTTWTP137
Linkou Branch	No.109, Wunhua 2nd Rd., Guishan District, Taoyuan City 333010, Taiwan (R.O.C.)	(03)3182128	(03)3183719	LBOTTWTP143
Neili Branch	No.33, Huanzhong E. Rd., Zhongli District, Taoyuan City 320063, Taiwan (R.O.C.)	(03)4612666	(03)4613868	LBOTTWTP145
Qingpu Branch	No. 262, Section 1, Gaotiezhanqian West Road, Zhongli District, Taoyuan City 320016, Taiwan (R.O.C.)	(03)2876911	(03)2876922	LBOTTWTP167

Branch	Address	Telephone	FAX	SWIFT
Hsinchu City				
Hsinchu Branch	No.1, Zhongyang Rd., Hsinchu City 300005, Taiwan (R.O.C.)	(03)5213211	(03)5233693	LBOTTWTP016
Tunghsinchu Branch	No.22, Beida Rd., Hsinchu City 300024, Taiwan (R.O.C.)	(03)5353998	(03)5353923	LBOTTWTP103
Hsinchu County				
Chutung Branch	No.10, Donglin Rd., Zhudong Township, Hsinchu County 310007, Taiwan (R.O.C.)	(03)5961171	(03)5961175	LBOTTWTP017
Hukou Branch	No.102, Sec. 1, Zhongzheng Rd., Hukou Township, Hsinchu County 303116, Taiwan (R.O.C.)	(03)5996111	(03)5901987	LBOTTWTP052
Chupei Branch	No.130, Xianzheng 9th Rd., Zhubei City, Hsinchu County 302099, Taiwan (R.O.C.)	(03)5532231	(03)5532308	LBOTTWTP108
Hsingong Branch	No.76, Zhonghua Rd., Hukou Township, Hsinchu County 303115, Taiwan (R.O.C.)	(03)5981969	(03)5985373	LBOTTWTP118
ITRI Branch	No.195, Sec. 4, Zhongxing Rd., Zhudong Township, Hsinchu County 310401, Taiwan (R.O.C.)	(03)5910188	(03)5910199	LBOTTWTP156
Miaoli County				
Miaoli Branch	No.402, Zhongzheng Rd., Miaoli City, Miaoli County 360003, Taiwan (R.O.C.)	(037)320531	(037)329215	LBOTTWTP020
Toufen Branch	No.932, Zhonghua Rd., Toufen Township, Miaoli County 351029, Taiwan (R.O.C.)	(037)667185	(037)667188	LBOTTWTP021
Tunghsiao Branch	No.85, Zhongzheng Rd., Tongxiao Township, Miaoli County 357006, Taiwan (R.O.C.)	(037)756010	(037)756014	LBOTTWTP084
Chunan Branch	No.62, Zhongzheng Rd., Zhunan Township, Miaoli County 350007, Taiwan (R.O.C.)	(037)551022	(037)551090	LBOTTWTP146
Taichung City				
Fengyuan Branch	No.508, Zhongshan Rd., Fengyuan District, Taichung City 420205, Taiwan (R.O.C.)	(04)25242191	(04)25283716	LBOTTWTP022
Tachia Branch	No.40, Zhenzheng Rd., Dajia District, Taichung City 437005, Taiwan (R.O.C.)	(04)26877181	(04)26860142	LBOTTWTP023

Branch	Address	Telephone	FAX	SWIFT
Taichung Branch	No.1, Sec. 2, Ziyou Rd., Central District, Taichung City 400604, Taiwan (R.O.C.)	(04)22235021	(04)22204961	LBOTTWTP024
Hsitaichung Branch	No.2-4, Wuquan Rd., West District, Taichung City 403007, Taiwan (R.O.C.)	(04)22289151	(04)22276621	LBOTTWTP055
Taiping Branch	No.131, Sec. 3, Zhongshan Rd., Taiping District, Taichung City 411029, Taiwan (R.O.C.)	(04)22780788	(04)22783488	LBOTTWTP072
Peitaichung Branch	No.79, Sec.1, Zhongping Rd., Beitun District, Taichung City 404639, Taiwan (R.O.C.)	(04)22016902	(04)22014766	LBOTTWTP077
Chungkang Branch	No.598, Sec.2, Wenxin Rd., Xitun District, Taichung City 407543, Taiwan (R.O.C.)	(04)23288800	(04)23287958	LBOTTWTP094
Nantaichung Branch	No.81, Guoguang Rd., South District, Taichung City 402010, Taiwan (R.O.C.)	(04)22240323	(04)22201390	LBOTTWTP101
Shalu Branch	No.407, Zhongshan Rd., Shalu District, Taichung City 433104, Taiwan (R.O.C.)	(04)26651717	(04)26651256	LBOTTWTP113
Wujih Branch	No.535, Sec.1, Zhongshan Rd., Wuri District, Taichung City 414003, Taiwan (R.O.C.)	(04)23360311	(04)23360321	LBOTTWTP119
Beituen Branch	No.232, Sec. 4, Wenxin Rd., North District, Taichung City 404034, Taiwan (R.O.C.)	(04)22915678	(04)22913636	LBOTTWTP122
Jhongke Branch	2F.-1, No.6, Zhongke Rd., Daya District, Taichung City 428203, Taiwan (R.O.C.)	(04)25658228	(04)25658255	LBOTTWTP135
Situn Branch	No. 286, Shizheng North 2nd Road, Xitun District, Taichung City 407024, Taiwan (R.O.C.)	(04)22593111	(04)22580129	LBOTTWTP144
Dali Branch	No.652, Dongrong Rd., Dali District, Taichung City 412019, Taiwan (R.O.C.)	(04)24061679	(04)24061579	LBOTTWTP150
Nantun Branch	No.65, Wenxin S. Rd., Nantun District, Taichung City 408008, Taiwan (R.O.C.)	(04)24723568	(04)24727911	LBOTTWTP161
Zhongcing Branch	No.358 Sec.2, Jhongcing Rd., Beitun District, Taichung City 406036, Taiwan (R.O.C.)	(04)22956677	(04)22956776	LBOTTWTP164
Nantou County				
Nantou Branch	No.202, Zhongshan St., Nantou City, Nantou County 540018, Taiwan (R.O.C.)	(049)2222143	(049)2221833	LBOTTWTP025

Branch	Address	Telephone	FAX	SWIFT
Tsaotun Branch	No.601-7, Zhongzheng Rd., Caotun Township, Nantou County 542020, Taiwan (R.O.C.)	(049)2330573	(049)2353647	LBOTTWTP082
Changhua County				
Yuanlin Branch	No.100, Sec. 2, Zhongshan Rd., Yuanlin City, Changhua County 510001, Taiwan (R.O.C.)	(04)8323171	(04)8330634	LBOTTWTP026
Changhua Branch	No.98, Guangfu Rd., Changhua City, Changhua County 500005, Taiwan (R.O.C.)	(04)7230777	(04)7242934	LBOTTWTP047
Fuhsing Branch	No.399, Sec. 7, Zhanglu Rd., Fuxing Township, Changhua County 506025, Taiwan (R.O.C.)	(04)7785566	(04)7789933	LBOTTWTP142
Yunlin County				
Touliu Branch	No.72, Zhongshan Rd., Douliu City, Yunlin County 640005, Taiwan (R.O.C.)	(05)5323901	(05)5334295	LBOTTWTP027
Peikang Branch	No.90, Minzhu Rd., Beigang Township, Yunlin County 651002, Taiwan (R.O.C.)	(05)7836111	(05)7835525	LBOTTWTP028
Huwei Branch	No.490, Sec. 1, Linsen Rd., Huwei Township, Yunlin County 632003, Taiwan (R.O.C.)	(05)6327373	(05)6320297	LBOTTWTP056
Chiayi City				
Chiayi Branch	No.309, Zhongshan Rd., Chiayi City 600008, Taiwan (R.O.C.)	(05)2241150	(05)2283540	LBOTTWTP029
Chiasing Branch	No.28, Ziyou Rd., Chiayi City 600081, Taiwan (R.O.C.)	(05)2810866	(05)2810882	LBOTTWTP110
Chiayi County				
Minhsiung Branch	No.126, Sec. 3, Jianguo Rd., Minxiong Township, Chiayi County 621019, Taiwan (R.O.C.)	(05)2200180	(05)2214643	LBOTTWTP066
Tainan City				
Hsinying Branch	No.79, Zhongshan Rd., Xinying District, Tainan City 730005, Taiwan (R.O.C.)	(06)6322441	(06)6357300	LBOTTWTP030
Yungkang Branch	No.20, Zhongshan S. Rd., Yongkang District, Tainan City 710035, Taiwan (R.O.C.)	(06)2321171	(06)2324144	LBOTTWTP031
Tainan Branch	No.28, Zhongzheng Rd., West District, Tainan City 700015, Taiwan (R.O.C.)	(06)2265211	(06)2240057	LBOTTWTP032

Branch	Address	Telephone	FAX	SWIFT
Peitainan Branch	No.128-7, Gongyuan Rd., North District, Tainan City 704033, Taiwan (R.O.C.)	(06)2210071	(06)2256036	LBOTTWTP062
Tungtainan Branch	No.261, Sec. 3, Dongmen Rd., East District, Tainan City 701032, Taiwan (R.O.C.)	(06)2902789	(06)2906946	LBOTTWTP083
Hsuehchia Branch	No.303, Zhongzheng Rd., Xuejia District, Tainan City 726001, Taiwan (R.O.C.)	(06)7832166	(06)7836743	LBOTTWTP085
Paiho Branch	No.395, Sanmin Rd., Baihe District, Tainan City 732002, Taiwan (R.O.C.)	(06)6855301	(06)6852545	LBOTTWTP089
Hsinshih Branch	No.10, Fusing Rd., Xinshi District, Tainan City 744007, Taiwan (R.O.C.)	(06)5997373	(06)5990799	LBOTTWTP104
Anping Branch	No.23, Sec. 2, Zhonghua W. Rd., Anping District, Tainan City 708004, Taiwan (R.O.C.)	(06)2933555	(06)2933666	LBOTTWTP109
Annan Branch	No.47, Sec. 3, Haidian Rd., Annan District, Tainan City 709034, Taiwan (R.O.C.)	(06)2568669	(06)2569778	LBOTTWTP147
Dawan Branch	No.1062, Sec. 2, Yongda Rd., Yongkang District, Tainan City 710053, Taiwan (R.O.C.)	(06)2071200	(06)2071250	LBOTTWTP151
Kaohsiung City				
Kaohsiung Branch	No.131, Dayong Rd., Yancheng District, Kaohsiung City 803003, Taiwan (R.O.C.)	(07)5515231	(07)5510428	LBOTTWTP033
Kangshan Branch	No.285, Gangshan Rd., Gangshan District, Kaohsiung City 820001, Taiwan (R.O.C.)	(07)6216102	(07)6213119	LBOTTWTP034
Meinung Branch	No.65, Sec. 1, Zhongshan Rd., Meinong District, Kaohsiung City 843008, Taiwan (R.O.C.)	(07)6813211	(07)6813111	LBOTTWTP035
Cingnian Branch	No.281, Sec. 2, Qingnian Rd., Fengshan District, Kaohsiung City 830007, Taiwan (R.O.C.)	(07)7808700	(07)7805166	LBOTTWTP038
Chungshan Branch	No.82, Wufu 3rd Rd., Qianjin District, Kaohsiung City 801002, Taiwan (R.O.C.)	(07)2519406	(07)2518154	LBOTTWTP048
Fengshan Branch	No.15, Caogong Rd., Fengshan District, Kaohsiung City 830025, Taiwan (R.O.C.)	(07)7460121	(07)7436569	LBOTTWTP051
Hsinhsing Branch	No.480, Qixian 1st Rd., Xinxing District, Kaohsiung City 800009, Taiwan (R.O.C.)	(07)2355111	(07)2355118	LBOTTWTP054
Chungcheng Branch	No.158, Zhongzheng 3rd Rd., Xinxing District, Kaohsiung City 800308, Taiwan (R.O.C.)	(07)2352156	(07)2352140	LBOTTWTP059

Branch	Address	Telephone	FAX	SWIFT
Shanming Branch	No.657, Jiangong Rd., Sanmin District, Kaohsiung City 80778, Taiwan (R.O.C.)	(07)3861301	(07)3891941	LBOTTWTP065
Tashe Branch	No.369, Zhongshan Rd., Dashe District, Kaohsiung City 81547, Taiwan (R.O.C.)	(07)3520779	(07)3529804	LBOTTWTP067
Chiencheng Branch	No.241, Yixin 1st Rd., Qianzhen District, Kaohsiung City 80606, Taiwan (R.O.C.)	(07)3329755	(07)3313296	LBOTTWTP069
Luzhu Branch	No.18, Guochang Rd., Luzhu District, Kaohsiung City 82150, Taiwan (R.O.C.)	(07)6972131	(07)6973834	LBOTTWTP070
Wuchia Branch	No.256, Wujia 2nd Rd., Fengshan District, Kaohsiung City, 83083, Taiwan (R.O.C.)	(07)7715176	(07)7715170	LBOTTWTP071
Lingya Branch	No.18, Zhongxiao 2nd Rd., Lingya District, Kaohsiung City 80241, Taiwan (R.O.C.)	(07)3328477	(07)3356471	LBOTTWTP078
Chienkuo Branch	No.458, Jianguo 1st Rd., Sanmin District, Kaohsiung City 80760, Taiwan (R.O.C.)	(07)2250011	(07)2250077	LBOTTWTP097
Poai Branch	No.300, Bo-ai 1st Rd., Sanmin District, Kaohsiung City 80757, Taiwan (R.O.C.)	(07)3150301	(07)3226961	LBOTTWTP105
Shiaokang Branch	No.336, Hongping Rd., Xiaogang District, Kaohsiung City 81268, Taiwan (R.O.C.)	(07)8065606	(07)8018837	LBOTTWTP117
Zuoying Branch	No.1237, Huaxia Rd., Zuoying District, Kaohsiung City 81361, Taiwan (R.O.C.)	(07)3436168	(07)3433321	LBOTTWTP130
Nanzi Branch	No.318, Lanchang Rd., Nanzi District, Kaohsiung City 81168, Taiwan (R.O.C.)	(07)3621199	(07)3621199	(07)3621099
Dafa Branch	No.272, Fonglin 4th Rd., Daliao District, Kaohsiung City 83150, Taiwan (R.O.C.)	(07)7869169	(07)7869189	LBOTTWTP153
Renwu Branch	No.85 Renyong Rd., Renwu Dist., Kaohsiung City 81458, Taiwan (R.O.C.)	(07)7322678	(07)7327978	LBOTTWTP166
Pingtung County				
Pingtung Branch	No.78, Fongjia Rd., Pingtung City, Pingtung County 90075, Taiwan (R.O.C.)	(08)7325131	(08)7322236	LBOTTWTP036
Chaozhou Branch	No.12, Xinsheng Rd., Chaozhou Township, Pingtung County 92046, Taiwan (R.O.C.)	(08)7884111	(08)7881972	LBOTTWTP046
Kaoshu Branch	No.99, Nanxing Rd., Gaoshu Township, Pingtung County 90641, Taiwan (R.O.C.)	(08)7963399	(08)7966333	LBOTTWTP125

Branch	Address	Telephone	FAX	SWIFT
Fangliao Branch	No.111, Longshan Rd., Fangliao Township, Pingtung County 94049, Taiwan (R.O.C.)	(08)8781533	(08)8786282	LBOTTWTP126
Donggang Branch	No.27, Sec. 2, Guangfu Rd., Donggang Township, Pingtung County 92847, Taiwan (R.O.C.)	(08)8332255	(08)8325399	LBOTTWTP132
Yilan County				
Ilan Branch	No. 43, Guangfu Road, Yilan City, Yilan County 26043, Taiwan (R.O.C.)	(03)9361101	(03)9323692	LBOTTWTP011
Lotung Branch	No.158, Gongzheng Rd., Luodong Township, Yilan County 26550, Taiwan (R.O.C.)	(03)9571111	(03)9571117	LBOTTWTP012
Suao Branch	No.17, Taiping Rd., Su'ao Township, Yilan County 27048, Taiwan (R.O.C.)	(03)9961100	(03)9965334	LBOTTWTP053
Hualien County				
Hualien Branch	No.356, Zhongshan Rd., Hualien City, Hualien County 97050, Taiwan (R.O.C.)	(03)8312601	(03)8320482	LBOTTWTP018
Yuli Branch	No.51, Sec.2, Zhongshan Rd., Yuli Township, Hualien County 98142, Taiwan (R.O.C.)	(03)8886181	(03)8882320	LBOTTWTP019
Taitung County				
Taitung Branch	No.357, Sec. 1, Zhonghua Rd., Taitung City, Taitung County 95046, Taiwan (R.O.C.)	(089)310111	(089)310100	LBOTTWTP037
Penghu County				
Penghu Branch	No.20, Sanmin Rd., Magong City, Penghu County 88050, Taiwan (R.O.C.)	(06)9262141	(06)9278371	LBOTTWTP040
Kinmen County				
Kinmen Branch	No.34, Minsheng Rd., Jincheng Township, Kinmen County 89345, Taiwan (R.O.C.)	(082)327300	(082)327305	LBOTTWTP039
Kincheng Branch	No.6, Minsheng Rd., Jincheng Township, Kinmen County 89345, Taiwan (R.O.C.)	(082)311981	(082)311986	LBOTTWTP128

II. Overseas Units

Branch	Address	Telephone	FAX	SWIFT
Los Angeles Branch	Suite 1900, 811 Wilshire Boulevard Los Angeles, California 90017 U.S.A.	(1)213-532-3789	(1)213-532-3766	LBOTUS66
Hong Kong Branch	Unit 3101~6 & 12 Tower 1, The Gateway, 25 Canton Road, Tsimshatsui, Kln, Hong Kong	(852)2581-0788	(852)2581-0777	LBOTHKHH
Singapore Branch	80, Raffles Place, #34-01 UOB Plaza, Singapore	(65)6349-4555	(65)6349-4545	LBOTSGSG
Shanghai Branch	Unit 1703-04, 17 F Aurora Plaza, 99 Fu Cheng Road, Pudong Shanghai 200120, China	(86)21-5037-2495	(86)21-5037-2497	LBOTCNSH
New York Branch	88 Pine Street 15th Fl., New York, NY 10005 U.S.A.	(1)917-542-0222	(1)917-542-0288	LBOTUS33
TianJin Branch	Room 3701-3702, Xinyin Mansion, No.28 Zengjin Road, Hexi District, Tianjin Municipality 300201, China	(86)22-2837-1115	(86)22-2837-1113	LBOTCNBT
Wuhan Branch	Unit 01-03, 41F, Wuhan Wanda Center, No.96, Linjiang Avenue, Jiyuqiao, Wuchang District, Wuhan 430062, China	(86)27-59606939	(86)27-59606936	LBOTCNBW
Kuala Lumpur Representative Office (Chief Representative: Wu Der-Jyh)	Lot 11-03A, Level 11 Menara Hap Seng 2, Plaza Hap Seng, No. 1, Jalan P Ramlee 50250 Kuala Lumpur, Malaysia	(60) 3 20221188	(60) 3 20223777	
Brisbane Branch	Suite A, Level 7, 300 George Street, Brisbane QLD 4000 Australia	(61)733392800	(61)733392802	LBOTAU4B

LAND BANK OF TAIWAN

Chairperson

He, Ying-Ming





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