



Farglory
Life
遠雄人壽



2023 SUSTAINABILITY REPORT

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A Message from the Chairman

Through the collective power of our diverse partners,
we are able to realize a better future

Farglory Life is committed to safeguarding every home, beginning with pleasing the heart, and subsequently, through social responsibilities, product services, digital transformations, and net-zero carbon reductions step by step. We pride ourselves on enthusiastically "treating customers as family through empathizing and caring methods." In 2023, we displayed effective sustainable development and was recognized by being ranked among the top 25% of high-achieving financial operators in the "Fair Hospitality Principles Assessment," indicating our dedication to our beliefs.

Fairness, justice, equality, and reciprocity serve as the foundation for Farglory Life's active development of inclusive products, which promote financial inclusion, close the wealth gap brought upon by unequal income disparities, and satisfy the company's social duties. We continually create insurance products that offer high protection, such as term life, medical, surgery, cancer, and accident insurance while actively promoting public policy products. For example, the Jiutong protection insurance product platform. Furthermore, Farglory Life offers lower-cost protection products to assist families facing financial difficulties, reducing their financial burdens. These include those responsible for the livelihood of others, allowing them to benefit from the true value of insurance and mitigating hardships.

Farglory Life has dedicated itself to protecting the citizens of the nation while also upholding the corporate philosophy "Empower Your Life" for the past 30 years. We take the initiative to help the underprivileged, work hard for all clients, provide online services wholeheartedly, and resolve the digital crisis. As we strive to improve our services, we seek our next step to implore the use of AI technology to improve services and our operational efficiency. Simultaneously, we take the initiative to actively promote our services to satisfy the diverse range of needs with a large range of innovative models built with consideration for safety and reliability. The additive efforts of Farglory group act to strengthen internal communication, optimize internal processes, and incorporate digital and novel technologies to produce convenient, safe, and practical services,

Nowadays, with the increasing frequency of extreme weather events, enterprises have an inexorable responsibility to protect and prepare for global risks. One way that Farglory Life addresses these pervasive issues is through putting decarbonization at the core of our operations and developments; this implements carbon management into our corporate governance strategy. Simultaneously, in order to execute the general goal of sustainable operation, the "Sustainability Development Team" was formed to plan various sustainability strategies and actions, create short; medium; and long-term plans, and create the "Farglory Life Sustainability Policy" to manage the social, economic, and environmental risks and impacts of the company's operations.

Farglory Life will continue its efforts to exert its people-orientated corporate values to act as a force to stabilize society, extend love and goodwill to every crevice of society, and link hands with like-minded partners to achieve the enduring goals of "health, low carbon, and co-prosperity." Ultimately, the actions of Farglory invite you to strive for yourself.

Chairman

鄭仁

President

趙豐欣



01

Our Commitment to Sustainability

About this Report

GRI 2-2、2-3、2-4、2-5

By adhering to the sustainable vision of becoming “the most influential insurance company in brand sustainability,” Farglory Life integrates environmental, social, and corporate governance (hereinafter referred to as ESG) issues into daily operational decision-making. Consequently, short, medium, and long-term targets are implemented alongside action plans containing the three pillars of sustainable development: a Practitioner of Healthy Management, Low-Carbon Green Initiatives, and Guardian of Social Value.



Reporting Period

This report discloses the specific actions and performance of Farglory Life in the aspects of economic, environmental, and social (including human rights) in 2023 (from January 1, 2023, to December 31, 2023) as well as sustainability issues that stakeholders are concerned about. Certain content covers content from a period before January 1, 2023 or also extends to the latest information in 2024. The last version of this report was released in June 2020 and will continue to be released on an annual basis every year. Each annual report can be accessed and downloaded from the corporate sustainability section of Farglory Life's corporate website.

Scope of the Report

The information within this report is based on Farglory Life, which covers important economic, environmental, and social performance (including human rights), and its report boundary accounts for 100% of the overall revenue of Farglory Life's consolidated financial statements. All financial figures in this report use the metric of New Taiwanese Dollars and are consistent with the published financial statement. There have been no radical changes in the size, structure, ownership, and supply chain of the company, and the various topics in this report will be noted within this section.

Writing Principles

Organization of Issuance	Items of Compliance
The Global Reporting Initiative, GRI	GRI Universal Standards 2021
	G4 Financial Services Sector Supplement
International Integrated Reporting Council, IIRC	Integrated Reporting (IR)
The United Nations	Sustainable Development Goals (SDGs)
	The United Nations Global Compact
	Principles for Sustainable Insurance (PSI)
Sustainability Accounting Standards Board	SASB's Insurance Industry Standard
International Organization for Standardization, ISO	ISO 26000
Taiwan Stock Exchange (TWSE)	Sustainable Development Best Practice Principles for TWSE / TPEX Listed Companies

Rerport and Data Management

Internal Audits

The data and information disclosed in this report was provided by the six working groups of the Farglory Life Sustainable Development Group (business governance, customer value, employee care, social co-prosperity, green sustainability, and climate governance). These six groups were compiled by the Executive Secretary of the Sustainable Development Group- Public Affairs Office. Produced data is initially reviewed by each department head and, upon acceptance, undergoes a secondary review by the chairman and finally a final approval.

Information Quality

The company has entrusted Anhou Jianye and KPMG, a certified public accounting company, to review the published information in accordance with the GRI Standards Bulletin No. 3000 "Confirmation Cases of Non-Historical Financial Information", issued by the Accounting Research and Development Foundation of the Republic of China; this was based on reference to the International Assurance Standard ISAE3000 (revised). The scope for the 2023 fiscal year is attached to this report as an appendix.

Category	Standards of Compliance	Certification Body
Sustainability	TWSAE3000 standards issued by Accounting Research and Development Foundation in Taiwan (stipulated in accordance with ISAE3000 standards)	KPMG
Financial	Regulations Governing Auditing and Attestation of Financial Statements by Certified Public Accountant and Auditing Standards	
Social	ISO 14064-1:2018 Greenhouse Gas Inventory	AFNOR
	ISO 14067:2018 Carbon Footprint Inventory	
Information Security	ISO 27001:2013 Information Security Management System (ISMS)	BSI Taiwan
	BS 10012:2017 Personal Information Management System (PIMS)	
Risk Management	ISO 22301:2019 Business Continuity Management System (BCMS)	SGS Taiwan

Note : This report has been prepared in accordance with the reporting principles of the Global Reporting Initiative (GRI): accuracy, balance, clarity, comparability, completeness, context-based sustainability, timeliness, and verifiability.



Contact Information for Feedback

If you have any comments, suggestions, or concerns regarding this report, we welcome you to contact us at any time.

► Farglory Life Insurance Co., Ltd. | Public Affairs Office

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🌐 Corporate Sustainability Section
www.fglife.com.tw/csr/index.html



Key Achievements and Sustainability Performance in 2023

A Practitioner of Healthy Management

Net Profit after tax of NT\$ **2.206 billion** in 2023, with earnings per share of NT\$ **1.76**. Cash Dividend of NT\$ **0.1** per share was distributed in 2022.

The continuation of promoting the green transformation of industries through low-carbon investments within the "5+2 Innovating Industries Plan" has amounted to nearly NT\$ **16 billion** in 2023.

The validity of the **ISO 27001:2013 Information Security Management System** and the **BS 10012 Personal Information Management System** certificates have been maintained through verification by third-party certification bodies.

Attendance-based shareholder meetings of invested companies had an overall attendance rate of **100%**. The Voting rate for shareholder resolutions also reached **100%**.

In 2023, an **information Security Control Center (SOC)** will be built to strengthen real-time monitoring of information security, centralization of security information, correlational analysis, and operation integration in order to prevent the occurrence of information security incidents.

Low-Carbon Green Initiatives

For 3 consecutive years, the **ISO 14064-1 Greenhouse Gas Inventory** has been successfully verified by a third-party certification body.

Successfully passed the third-party verification of the **ISO 14067 carbon footprint inventory**.

Through the continuation of supporting social innovation organizations and practicing responsible consumption and production, Farglory was awarded the "**Buying Power-Social Innovation Products and Services Procurement award**" by the Ministry of Economic Affairs.

Continuously promote green service processes, including mobile insurance, online insurance, and online services, resulting in a total of over **9 million sheets of paper saved**.

Guardian of Social Value

Continued to promote microinsurance and served **31,745 individuals** in 2022, offering a total of NT\$ **14.5 Billion** and a collective claim of NT\$ **2.5 Billion**.

The overall salary increase for **regular office staff** was **3.8%**, and remuneration has been paid for 3 consecutive years.

Cooperated with **7** different government agencies, **120** schools, **76** non-profit organizations, **3** social enterprises, **2** community organizations, and **3** medical organizations; this ultimately assisted nearly **20,000 people**.

The amount invested in social participation reached NT\$ **15.72 million**, and volunteers collectively contributed **3,769 hours**.

Continued to invest in campus health campaigns while providing a total of NT\$ **5.1 million** in scholarships for outstanding talents in the Xiongcai yuanle movement.

Female employees account for **66%** of all employees, while **60%** of supervisors are female.

Continued to promote low-premium end-of-life insurance to help all customers afford life insurance, resulting in a total of **9,620** unique and valid contracts in 2023.

For 13 consecutive years, Farglory has provided scholarships and bursaries for children of cancer families. These scholarships have totaled nearly NT\$ **15 million**, benefiting over **1,100 children**.

Awards and Recognitions in 2023

A Practitioner of Healthy Management

Silver Award for the 10th Taiwan
Insurance Excellence Award
Risk Management Planning

Financial Supervisory Commission Six Core and Public
Construction Investment Competition
Project Investment Team Award

Taiwan Corporate Sustainability Action Award
Outstanding Performance Award

Taiwan Sustainable Investment Awards (TWSIA)
Silver Level

"Common Wealth Magazine"
Top 100 Financial Industry Companies
TOP 100 for eight consecutive years

Republic of China Rating
twA+

Low-Carbon Green Initiatives

Buying Power by the Ministry of Economic Affairs
**Social Innovation Products and Services
Procurement Third Prize**

Taiwan Sustainability Action Award (TSAA)
SDG15 Silver Award

(Foresight) ESG Corporate Sustainability Award
**Top 7 in the environmentally
friendly category**

Guardian of Social Value

Financial Supervisory Commission Micro Insurance Competition
**Outstanding Performance Award,
Sustainability Care Award**

Financial Supervisory Commission's Fair Customer
Service Evaluation
Excellence Award

Insurance Development Center's 10th Taiwan
Insurance Excellence Awards
Public Care Project Planning Silver Award

AREA Asia Corporate Social Responsibility Award
**Corporate Sustainability Reporting Award,
Social Welfare Development Award**

Taiwan Corporate Sustainability Award (TCSA)
Silver Award for Sustainability Reporting

"RMIM" Insurance Faith, Hope & Love Awards
**Best Product Creativity Award, Best Integrated
Communication Award, Best Social Responsibility
Award, Best Social Contribution Award,
Best Insurance Achievement Award,
Best Communications Department Award**

Excellence Insurance Rating
**Excellence in Social Welfare Award, Excellence
in Insurance Consultant Award**

Zicheng (PwC) Sustainable Impact Award
Selected Award

Sports Administration, Ministry of Education
Bronze Award in Sponsorship Category

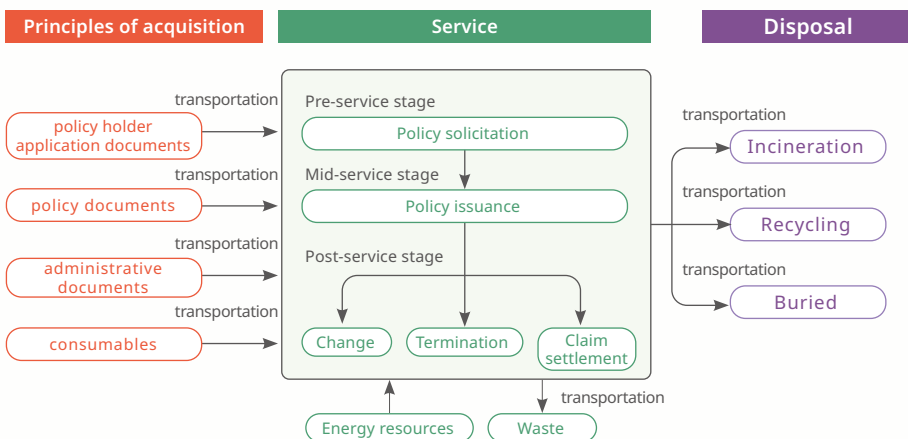
Sustainability Feature

Promote green policies and complete carbon footprint inventory of personal insurance services.

The carbon emission issue is not only an environmental issue, but also a demonstration of corporate competitiveness. In order to effectively grasp operational carbon emissions and energy efficiency, Farglory Life will continue to exercise its Green Power. Since 2021, the company has conducted full-site greenhouse gas inventories at its head office, branches, and communications offices, in addition to third-party verification. Through comprehensive monitoring, we will be able to formulate short-, medium-, and long-term carbon reduction policies and action plans, with the aim of reducing carbon emissions by 28% in 2030 and reaching net-zero carbon emissions in 2049.

In addition to growing into policy services, Farglory Life Insurance carried out an ISO 14067 carbon footprint inventory in 2023. It precisely determined each policy's greenhouse gas emissions during its whole life cycle—from raw materials, solicitation, service, delivery, and disposal—using scientific methodologies. Thus ensuring the fulfillment of the requirements put forward by the Ministry of Environment and passing the ISO 14067 policy on carbon footprint certification; this proves the resolve and dedication to operating as green businesses.

The carbon footprint inventory of personal insurance services covers three stages of the policy life cycle:



1 Raw material acquisition stage

The process of the raw material stage includes application documents, promotional materials, administrative documents, consumables, etc., as well as transportation to the head office and branches.



2 Service stage

Greenhouse gas emissions from energy resources used during the service phase are included in the figures, along with transportation-related greenhouse gas emissions from business solicitation distances, paper delivery distances, document sending, and on-site inspections for claims settlement.



3 Disposal stage

The garbage produced by the service process, greenhouse gas emissions from Farglory Life's waste, and those resulting from the final disposal of tangible documents received by customers are all included in the waste treatment step.

In 2023, Farglory Life passed the three-stage verification by AFNOR International Co., Ltd. (AFNOR) that included a written review and an on-site inspection, later granting the ISO 14067 verification statement in 2024. The inventory data suggests that Farglory Life has an average carbon footprint (measured in kilos of carbon dioxide equivalent) of 3.62 kg per policy. When the sources of carbon footprints are examined, it is noted that the service stage accounts for 70% of the total carbon footprint.

In order to reduce the carbon emissions of its own operations annually, Farglory Life has introduced the ISO 50001 energy management system to improve the energy efficiency of its headquarters buildings. At the moment, Taipei's Farglory Life Financial Center, Taoyuan, and Taichung are home to their own smart, green skyscrapers that are equipped with solar panels and wind power generation apparatus, making them self-sustaining and decreases total carbon emissions from energy use.

Farglory Life is aware that changing lifestyles is the most effective solution to energy conservation and carbon reduction and actively encourages colleagues to practice life carbon reduction. Therefore, paperless meetings and digital training courses have been in place for many years; and in response to "RF100 Drinking Water Zero" and "Plastic Waste Action," Farglory Life encourages employees to use reusable cups, avoid using bottled water in the workplace, develop the habit of refilling, and implement a zero-plastic model. This is done to establish a 100% local procurement chain to reduce transportation carbon emissions. As for clients, they are continually offered technology and digitalized services to support insurance services, including mobile insurance, mobile claims, mobile preservation, mobile premiums, electronic policies, and electronic documents. This method, namely, reduces carbon emissions generated by paper and transportation processes. Further, the simultaneous implementation of technology aids in archiving insurance data and transmission through the adoption of a digital security system and energy-saving mechanisms. Within production, only FSC-certified materials are used, and every aspect of the policy life cycle is strictly controlled, striving to reduce the environmental load. Farglory Life actively integrates internal and external green operations, striving for net-zero carbon emissions and achieving a sustainable and healthy cycle.

Looking ahead, Farglory Life will formulate a policy carbon reduction plan based on the results of this plan, and further apply for a carbon reduction label from the Ministry of Environment in May 2024. It will continue to expand the scope of digital insurance services, join hands with more corporate partners, employees, and policyholders, and encourage the general public to join carbon reduction efforts to make the earth healthier.

Company Profile

GRI 2-1、2-6

With a commitment to providing meaningful care and upholding the principle that every home should be protected starting from the "heart," Farglory Life Insurance has amassed more than 2 million customers in Taiwan since its founding more than 30 years ago. The company's service philosophy is "treating guests as family, through empathizing and caring." We relentlessly pursue never-ending goals in brand image, corporate social responsibility, organizational development, product research and development, and other areas. We continue to strive for improvement in order to deliver courteous, expert insurance services. Recently, Farglory Life Insurance was chosen to rank in the top 25% of high-performance financial operators in the "Fair Hospitality Principles Assessment" in 2023 by accredited third parties, further solidifying the purpose of our philosophy.

Farglory Life follows global trends and governmental policies, internalizes ESG as a business strategy, and cares for the public and its own employees in accordance with the sustainable development strategies of "health," "low carbon," and "co-prosperity." With an emphasis on people and families, we blend innovation and stability to offer goods and services that cater to all life stages, improve digital ease and experience, and enhance life and health. We embrace society and start with ourselves, encouraging young people to bravely build their dreams, go into rural areas to care for communities and neighbors, support the disadvantaged in society, and promote risk protection awareness. We also support the development of sports, look after the environment, actively invest in sustainable infrastructure, and expand green within society.

By restoring ecological habitats and realizing the sustainable vision of coexistence and common prosperity, Farglory Life promotes and adheres to its own goals and strategies.



Year of establishment

1993



Headquarters location

28th floor, No. 1 Songgao Road,
Xinyi District, Taipei City


Paid-in capital

NT\$ 12.55 billion



Total assets

NT\$699.607 billion



Number of people in the company

4,410



Operating sites

A total of 2 branches, 4 regional
offices and 48 communications
offices situated in Taichung,
Kaohsiung, and across the country.


Main Sales Market

Taiwan



Main Products / Services

Personal insurance services,
including life insurance, annuity
insurance, health insurance, accident
insurance, investment-linked
insurance, and group insurance


Stock (OES) code

5859

Note :

1. The above data is as of December 31, 2023.
2. The number of employees include both office and field staff.

For detailed information, please refer [to Farglory Life's 2023 Annual Report](#)



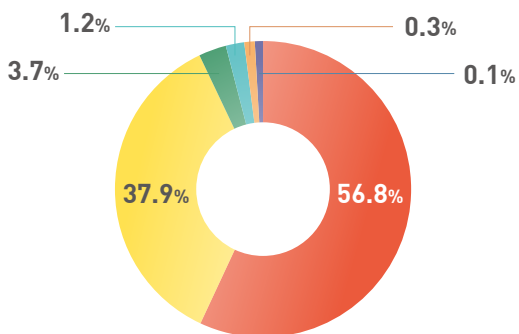
Business Philosophy and Performance

Unit is in NT\$ 1,000,000

Farglory Life upholds business upon the philosophy of “Empower Your Life” and continues to provide customers with sincere and comprehensive services. It is committed to healthcare and retirement care protection to meet every customer's needs, regardless of their stage of life. Farglory pledges efforts to create benefits for its consumers and promote a healthy and prosperous life.

Farglory Life's total premium income in the fiscal year 2023 was 53.987 billion NT\$. Its after-tax earnings per share came to 1.76 NT\$ and its total assets at the end of 2023 totaled 699.6 billion NT\$. Additionally, the company's financial strength has been rated twA+ by the Republic of China's credit rating for 8 consecutive years (2016–2023). Furthermore, the RBC (capital adequacy ratio) exceeded 300% during the 2023 fiscal year. Farglory Life continues to show strong financial stability as it continues to upscale its size and presence.

Premium income by insurance type in 2023



Item	(%)
Life Insurance	56.8%
Health Insurance	37.9%
Accident Insurance	3.7%
Investment Linked Insurance	0.3%
Group Insurance	1.2%
Annuity Insurance	0.1%

Category	Item	2021	2022	2023
Operating Capability	Total Assets	635,528	669,849	699,607
	Net Profit (After Tax)	6,465	6,067	2,206
	13-month Policy Persistency Rate (%)	96.96	95.34	96.95
	23-month Policy Persistency Rate (%)	91.06	92.57	92.56
Profitability	Return on Assets (ROA %)	1.06	0.93	0.33
	Return on Equity (ROE %)	16.61	17.03	6.43
	Return on Investment	3.79	3.84	2.96
	Earnings Per Share (EPS in NTD)	5.20	4.83	1.76
Direct Economic Value Generated	Operating Revenue (Net Income)	93,242	79,905	73,977
Economic Value Distributed	Operating Costs	82,451	70,708	69,383
	Employee Salaries and Benefits (Note 1)	1,289.89	1,065.31	1,176.75
	Distribution to Shareholders (Dividends)	-	1,242.57	124.26
	Payments to Government (Income Tax) (Note 2)	1,820.92	590.20	0.24
	Social Participation Investment	11.38	17.87	15.72
Retained Economic Value (Note 3)		8,958.70	7,346.36	4,453.78

Note :

- Employee Salary (including employee salary and the amount paid to the government on behalf of employees) + total benefits (excluding education and training, protective equipment costs or other cost items directly related to employee job descriptions).
- Taxes paid to the government
- Retained Economic Value = Operating Revenue - Operating Costs - Dividends - Income Tax - Social Participation Investment
- Due to the updated reference basis for employee salaries, benefits and government payments, some data in 2021 and 2022 have been revised and adjusted. Thus, there are differences with the data disclosed in the previous version of the sustainability report.

02 Sustainability Leadership

Farglory Life Insurance Co., Ltd. (below, "Farglory Life" or "the Company") is committed to deepening our ESG efforts, responding to the Financial Supervisory Commission's Corporate Governance 4.0 and Green Finance Action Plan 3.0. Adhering to the United Nations Sustainable Development Goals (SDGs), we voluntarily follow the Principles for Sustainable Insurance (PSI), Principles for Responsible Investment (PRI), and Task Force on Climate-related Financial Disclosures (TCFD) recommendations. This approach aligns with both domestic and international policies, enhancing related information disclosures, and striving to develop into the most brand-sustainably influential insurance company.

2.1 Sustainable Organizational Structure P11

2.2 Sustainable Development Strategy P13

2.3 Sustainable Development Goals P14

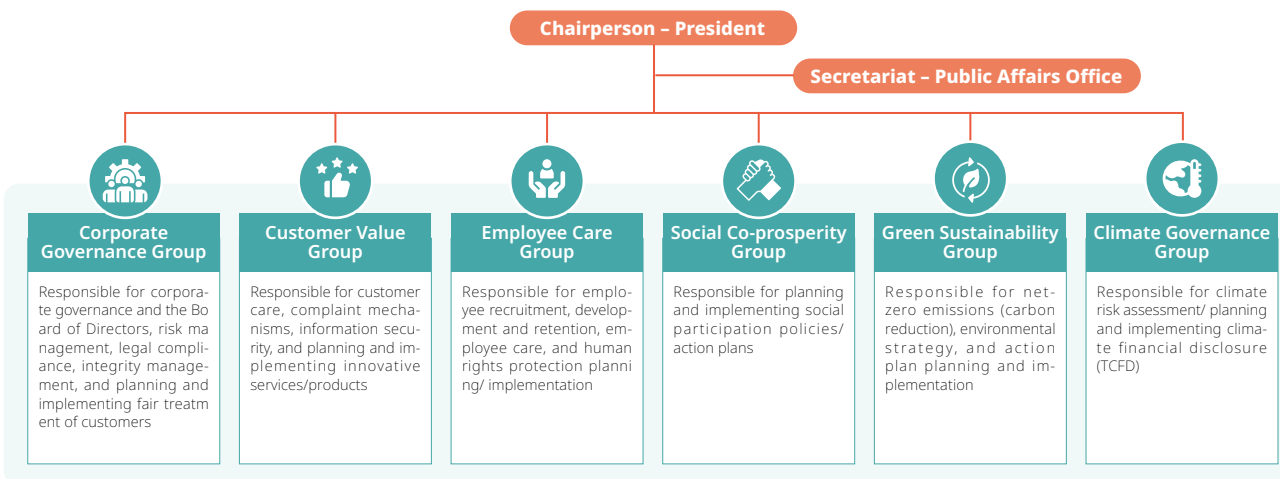
2.4 Material Topic Analysis P18

2.5 Stakeholder Engagement and Material Topics Analysis P20

2.1 Sustainable Organizational Structure GRI 2-12、2-13、2-14

To achieve ESG sustainability goals, Farglory Life established a Sustainability Promotion Team in 2019 to define sustainability development strategies and ESG goals. In 2023, following the Sustainable Development Best Practice Principles for TWSE/TPEx Listed Companies, Farglory Life formulated the Farglory Life Sustainable Development Policy, which was submitted to and approved by the Board of Directors. The Sustainability Promotion Team was renamed the Sustainable Development Team and consists of six functional groups: Corporate Governance, Customer Value, Employee Care, Social Co-Prosperity, Green Sustainability, and Climate Governance, along with a secretariat. These groups plan different sustainability strategies and actions, and formulate short-, medium-, and long-term plans. The Sustainable Development Team holds quarterly meetings with the President serves as the chairperson to drive the Company's sustainable development and review the implementation of sustainability initiatives from top to bottom.

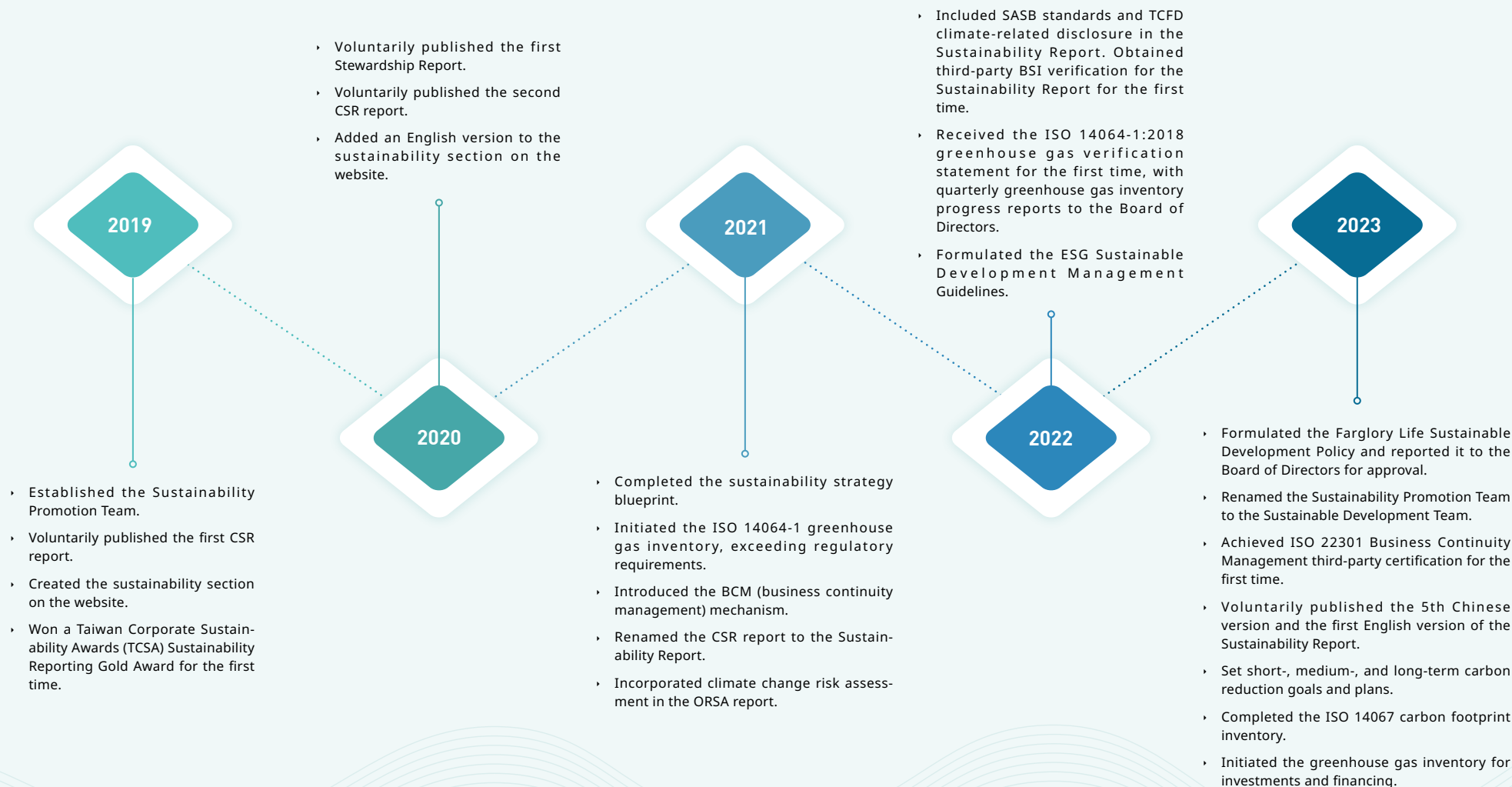
To ensure the Board of Directors supervises the implementation of corporate sustainability, Farglory Life compiles and reports annually on key corporate sustainability development strategies and progress. In 2023, a total of five reports were presented, covering topics such as greenhouse gas inventory and verification schedule planning, as well as sustainable development policies and plans.



Stakeholders concerned with this chapter

Government agencies
Media

Sustainable Milestones



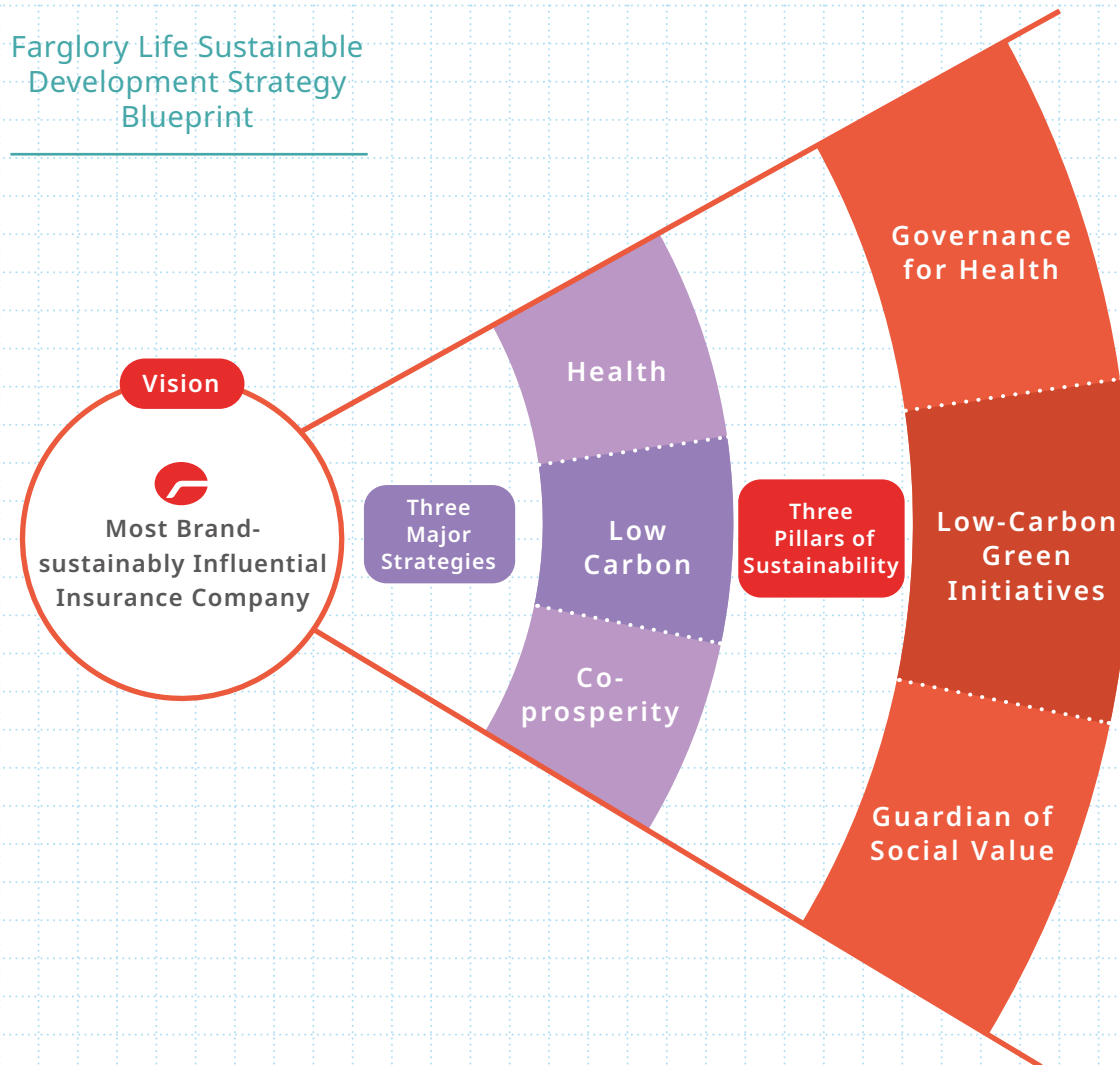
2.2 Sustainable Development Strategy Blueprint

GRI 2-22、2-23、2-24

Farglory Life integrates Environmental Sustainability (E), Social Inclusion (S), and Corporate Governance (G) issues into different aspects of our operations, risk management, and investment practices. The Company continues to invest resources in deepening our commitment to corporate social responsibility. Aligning with the United Nations' 17 Sustainable Development Goals (SDGs) and Taiwan's sustainable development goals, Farglory Life has established three major sustainable development strategies: "Health", "Low Carbon", and "Co-prosperity". These strategies form the pillars of sustainability: A Practitioner of Healthy Management, Low-Carbon Green Initiatives, and Guardian of Social Value. These pillars serve as the focus for Farglory Life's sustainable development and guide the formulation of medium- and long-term goals, addressing global sustainability needs and fulfilling corporate social responsibility.



Farglory Life Sustainable Development Strategy Blueprint



2.3 Sustainable Development Goals

GRI 2-22、2-23、2-24

Practitioner of Healthy Management



Material topics

Corporate Governance

Ethical Management

Risk Management

Information Security

2023 Implementation Status

- Each director received 12 hours of training, exceeding the legal requirement of 6 hours
- Achieved 100% coverage in risk assessment for dishonest behavior
- Seven directors and office/field staff achieved a 100% completion rate for anti-money laundering and anti-corruption training
- Established the Farglory Life Sustainable Development Policy
- Zero penalties for the year
- Zero major information security incidents for the year
- Conducted 16,534 hours of information security education and training for a total of 7,867 participants, achieving a 100% completion rate among employees

Short-term Goals (2024)

- In accordance with the Company Act, the Company will amend our Articles of Incorporation, implementing a candidate nomination system for board elections
- Following the Sustainable Development Action Plans for TWSE- and TPEx-Listed Companies, the Company will promote the addition of one female board member.
- Achieve a 100% completion rate in on-the-job education and training for legal compliance, anti-money laundering, and counter-terrorism financing
- Conduct compliance audits for the prevention of dishonest behavior program
- Obtain a score of 94 or higher on risk management indicators
- Maintain a compliance rate of 94% or higher on risk monitoring indicators
- Maintain effective certifications for ISO 22301 Business Continuity Management System (BCMS), ISO 27001 Information Security Management System, and BS 10012 Personal Information Management System (PIMS)

Medium- and Long-term Goals (2025-2030)

- From 2025, the candidate nomination system will be applied to board elections
- In accordance with the Corporate Governance Evaluation, a policy linking executive remuneration with ESG performance will be established
- Promote training of dedicated personnel in the ethical management department on ISO 37001 Anti-Bribery Management System to continuously improve control mechanisms against dishonest behavior
- Refer to the Financial Supervisory Commission's promotion of the senior management responsibility map system across different industries, continuously optimizing the implementation of senior management responsibility maps
- Continue to implement risk management mechanisms and enhance external risk management analysis reports (ORSA and stress test reports)
- Achieve Level 2 information security maturity by 2025
- Ensure the continued validity of ISO 22301 Business Continuity Management System (BCMS) certification, with a re-examination scheduled for 2026; maintain effective certifications for ISO 27001 Information Security Management System and BS 10012 Personal Information Management System (PIMS)

Low-Carbon Green Initiatives



Material topics	2023 Implementation Status	Short-term Goals (2024)	Medium- and Long-term Goals (2025-2030)
Climate Governance	<ul style="list-style-type: none"> Incorporated greenhouse gas emissions into KRI for regular monitoring 	<ul style="list-style-type: none"> Incorporate climate change risk-related penalties into KRI for regular monitoring Incorporate office and building common area electricity consumption and paper usage into general risk monitoring indicators for regular monitoring Conduct climate change scenario analysis in accordance with the TCFD framework, achieving a 100% completion rate 	<ul style="list-style-type: none"> Establish qualitative or quantitative climate-related risk appetite statements Evaluate the development of climate change scenario analysis to address the risks posed by climate change to the Company Establish or assess strategies to influence future product development and responses under extreme climate conditions Align with IFRS sustainability standards, considering the comparability of international sustainability information, and follow regulatory policies to gradually disclose climate-related information in the Company's annual report
Net Zero and Carbon Reduction	<ul style="list-style-type: none"> Calculated the carbon footprint per policy in accordance with ISO14067 (carbon footprint calculation standard) and the Ministry of Environment's product category rules (PCR) for the life insurance industry, verified by a third party 	<ul style="list-style-type: none"> Continue to conduct the ISO 14064-1 greenhouse gas inventory, resulting in a 4% reduction in carbon emissions compared to the previous year 	<ul style="list-style-type: none"> Support the government's goal of achieving net-zero carbon emissions by 2050, aiming to reduce carbon emissions by 28% by 2030 and achieve net-zero carbon emissions by 2049
Sustainable Supply Chain	<ul style="list-style-type: none"> Scope 1 and Scope 2 greenhouse gas emission intensity per person was 0.7576 metric tons of CO₂e, a 0.8% reduction compared to the previous year 	<ul style="list-style-type: none"> Include Scope 3 investment and financing projects in the greenhouse gas inventory, covering listed stocks and bonds 	<ul style="list-style-type: none"> Improve carbon footprint reduction in insurance policy services and apply for the Ministry of Environment's Carbon Reduction Label
Ecological Conservation	<ul style="list-style-type: none"> Implemented energy and resource conservation, achieving a 3% water savings and 26.8% electricity savings across all workplaces in 2023 Continued promotion of green service processes, saving approximately 9.16 million sheets of paper Total procurement amount in 2023 reached NT\$440 million, with 96% sourced from local suppliers Supported the RF100 Drinking Water with Zero Waste Initiative by fully implementing a policy of not using bottled water at any workplace Continued to promote the "Owl Conservation Programme", advocating for animal conservation and eco-friendly farming, preserving biodiversity. Installed 13 field raptor perches and over 80 owl nesting boxes across four ecological restoration bases in Taiwan, successfully raising nearly 20 collared scops owl chicks 	<ul style="list-style-type: none"> Apply for a Ministry of Environment Carbon Label Reduce all worksites' electricity consumption by 1% as compared to the previous year Products with Green Mark account for 6% or more of total procurement amount Signing rate of Corporate Social Responsibility Commitment for suppliers reaches 100%. Achieve a local supplier procurement expenditure ratio of 98% or higher Continued to promote the "Owl Conservation Programme" and "Marine Coral Restoration Project" 	<ul style="list-style-type: none"> Complete installation of LED panel lights in common areas of headquarters and other owned buildings by 2026 Gradually increase local supplier procurement expenditure ratio, with 100% local supplier selection from 2026 onwards Increase products with Green Mark as a proportion of total procurement by 1% annually, aiming to reach 10% or higher by 2028 Expand ecological restoration areas to 7 hectares by 2030

Guardian of Social Value

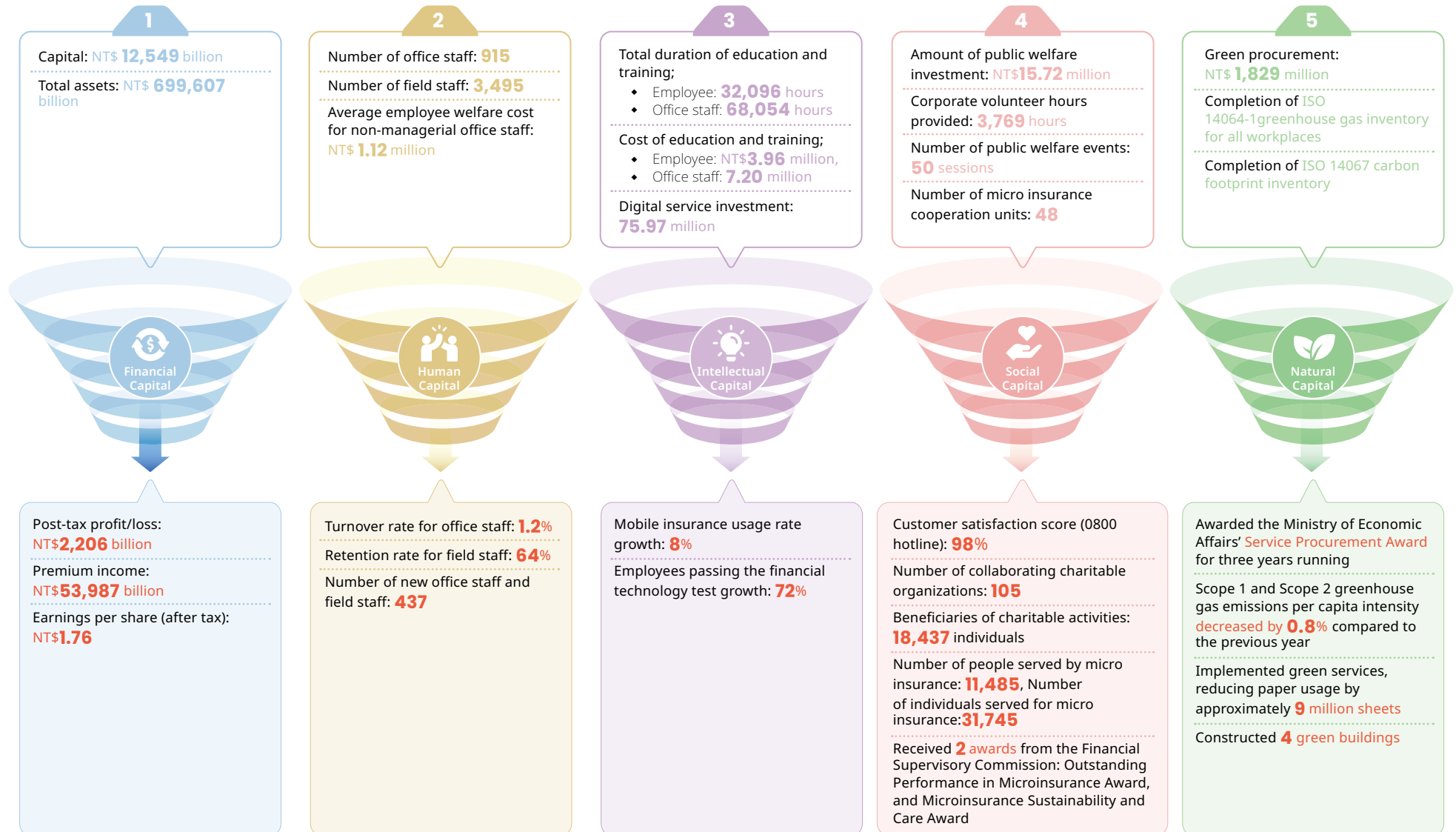


Material topics	2023 Implementation Status	Short-term Goals (2024)	Medium- and Long-term Goals (2025-2030)
<p>Treating Customers Fairly</p> <p>Digital Innovation</p>	<ul style="list-style-type: none"> Ranked in the top 25% by the Financial Supervisory Commission for Treating Customers Fairly Customer satisfaction score for the 080 service hotline reached 98.6% 	<ul style="list-style-type: none"> Develop an ESG product (spillover insurance policy) Establish quantitative standards for product inclusiveness, with mid-to-high inclusive products accounting for 80% of all products Increase usage rate of mobile insurance applications, mobile claims, and electronic policies 	<ul style="list-style-type: none"> Develop two ESG products in line with the Company's product strategy Implement NPS (net promoter score) survey mechanism
<p>Talent Attraction and Retention</p> <p>Talent Development and Cultivation</p> <p>Healthy and Happy Workplace</p> <p>Human Rights Protection</p>	<ul style="list-style-type: none"> Office and field female staff accounted for 66% of total workforce Average monthly salary increase for office staff was 3.8% Established an Occupational Safety and Health Committee 	<ul style="list-style-type: none"> Office staff aged 45 and above make up 47% of the workforce, making for an age-friendly workplace Achieve a 52% key talent reserve rate Establish Farglory Life Human Rights Policy Achieve a 100% completion rate for employee safety and health education and training 	<ul style="list-style-type: none"> Achieve an 80% key talent reserve rate by 2030 Ensure a 100% execution rate of education and training plans, and increase talent rotation training rate by 2% annually Initiate workplace hazard factor identification by 2025 and implement ISO 45001 Occupational Health and Safety Management System by 2030
<p>Public Welfare and Care</p>	<ul style="list-style-type: none"> Nearly 20,000 people benefited from our public welfare and care, with over 100 key stakeholders (organizations) benefiting Provided scholarships for children of cancer families for 13 years in a row Public welfare investment amounted to NT\$15.72 million, with volunteers contributing 3,769 hours (an increase of 23%) 	<ul style="list-style-type: none"> Promote ESG activities in accordance with ISO 20121 Event Sustainability Management System Increase beneficiaries from public welfare initiatives by 10% over the previous year Expand volunteer teams to include volunteer family members 	<ul style="list-style-type: none"> Implement ISO 20121 Event Sustainability Management System to enhance the effectiveness of diverse initiatives Implement Social Return on Investment (SROI) to conduct social impact assessments

5 Largest Capital Investments/Outputs for 2023

Capital Investments

Capital Outputs



The above data is as of December 31, 2023.

2.4 Material Topics Analysis

GRI 3-1、3-2

Farglory Life follows the four key principles of the GRI Standards: materiality, stakeholder inclusiveness, sustainability context, and completeness. Considering international sustainability trends and referring to domestic peers and internal opinions, Farglory Life has identified 15 material topics for the 2023 Sustainability Report. These topics have been further reviewed and approved by the Sustainable Development Team; they will serve as the basis for report disclosures and for development of subsequent sustainability strategies.

Analysis Process

Identifying Communication Targets

Following the AA1000 Stakeholder Engagement Standard and the GRI Standards, Farglory Life has identified nine groups of stakeholders: Shareholders; investors; employees; policyholders; government agencies/regulatory authorities; distribution channels; suppliers/contractors; communities/schools; media; and non-profit organizations.

1

Collecting Sustainability Topics

Different channels are utilized to collect sustainability topics, including international guidelines, standards, trends, analysis of domestic and international industry data, and the latest laws and regulations. The Sustainable Development Team compiled a list of 22 sustainability topics.

Reviewing the material topics from the previous year, and considering sustainability development trends, domestic/international industry focuses, and regulatory authorities' concerns, those that are aligned with Farglory Life's short- and medium-term ESG goals serve as the basis for the Company's material topics in sustainability.

2

Surveying the Level of Stakeholder Concerns

Through the 2023 Farglory Life Stakeholder Questionnaire Survey on Sustainability Topics, levels of concern among 9 categories of stakeholders regarding 22 sustainability topics was investigated. A total of 1,002 valid questionnaires were received.

3

Analyzing Operational Impacts

The Sustainable Development Team distributed the Sustainability Topic Impact Assessment Questionnaire to the heads of all departments/offices to consider the positive and negative impacts of each topic on the Company. A total of 21 valid questionnaires were collected to rate the above 22 topics that stakeholders are relatively concerned about.

4

Assessing Impact Significance

Each material topic's impact rating must consider the actual and potential positive and negative impacts. The ratings are based on each topic's Degree of Impact and Likelihood of Occurrence. The degree of impact takes into account factors such as the scale, scope, reversibility, and potential impacts on human rights. The scoring for each material topic is the sum of its positive and negative impact scores; each topic is then ultimately ranked based on its impact scores.

5

Identifying Material Topics

Based on the level of stakeholder concern (external factors) and operating impact analysis (internal factors), an impact matrix was drawn up and discussed with experts to identify highly impactful issues. Ultimately, 15 material topics were identified and confirmed by the Sustainable Development Team, President, and Chairman. These material topics will serve as the basis for disclosure and key focus areas for the 2023 Sustainability Report, as well as the priority consideration and focus for internal sustainability goals within the organization.

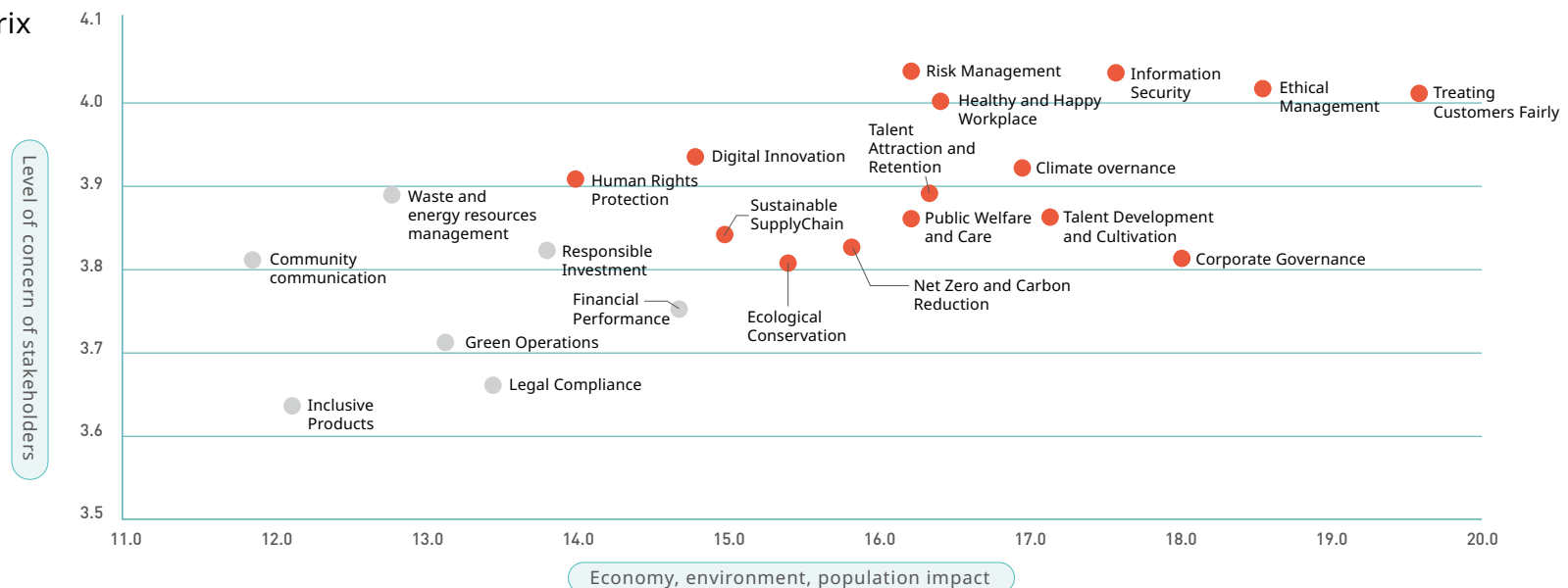
6

Confirming Topic Priorities and Disclosure Content





The 15 material topics confirmed by the Sustainable Development Team, President, and Chairman will serve as the basis for disclosure and key focus areas for the 2023 Sustainability Report, as well as the priority consideration and focus for internal sustainability goals within the organization. These topics are integrated into Farglory Life's strategic blueprint and aligned with the United Nations Sustainable Development Goals (SDGs).

















7

Impact Matrix



Material Topics and Impact Boundaries

Three Pillars of Sustainability	Material Topics	Positive/ Negative Impacts	Specific GRI Topic(s)	Corresponding SDGs (Use diagram)	Value Chain Boundaries		Management Approach (Corresponding section number)
					Upstream Farglory Life	Downstream	
Governance for Health	Corporate Governance	Positive	Customized material topic		Business	Indirect	3.1.1 Sustainable Governance
	Ethical Management	Negative	Anti-Corruption (205)	 	Business	Indirect	3.1.2 Ethical Management
	Risk Management	Positive	Customized material topic	 	Business	Indirect	3.1.3 Risk Management
	Information Security	Negative	Customer Privacy (418)	 	Business	Indirect	3.1.5 Information Security
Guardian of Social Value	Treating Customers Fairly	Positive	Marketing and Labelling (417)	 	Business	Direct	5.1 Treating Customers Fairly
	Digital Innovation	Positive	Indirect Economic Impacts (203)	 	Business	Direct	5.3 Digital Innovation
	Talent Attraction and Retention	Positive	Diversity and Equal Opportunity (405)		Business	Indirect	5.4 Talent Development and Cultivation
	Talent Development and Cultivation	Positive	Training and Education (404)	 	Business	Indirect	5.4 Talent Development and Cultivation
	Healthy and Happy Workplace	Positive	Labor-management Relations (401)	 	Business	Direct	5.5 Friendly and Happy Workplace
	Human Rights Protection	Negative	Non-Discrimination (406) Child Labor (408) Forced or Compulsory Labor (409)		Business	Direct	5.5.1 Human Rights Protection

Three Pillars of Sustainability	Material Topics	Positive/ Negative Impacts	Specific GRI Topic(s)	Corresponding SDGs (Use diagram)	Value Chain Boundaries		Management Approach (Corresponding section number)
					Upstream Farglory Life	Downstream	
Guardian of Social Value	Public Welfare and Care	Positive	Indirect Economic Impacts (203)	       	Business	Direct	5.7 Social Co-prosperity
Low-Carbon Green Initiatives	Climate Governance	Negative	Financial implications and other risks and opportunities due to climate change (201-2)	 	Business	Direct	4.1 Climate Resilience
	Net Zero and Carbon Reduction	Negative	Energy (302) Emissions (305)	 	Business	Indirect	4.2 Net Zero and Carbon Reduction
	Sustainable Supply Chain	Negative	Supplier Environmental Assessment (308) Supplier Social Assessment (414)	 	Business	Direct	4.2.2 Sustainable Supply Chain
	Ecological Conservation	Positive	Biodiversity (304)	 	Business	Indirect	4.2.3 Ecological Restoration

Note:

1. Describes the impact boundaries of specific GRI topics in accordance with GRI Standards and their relevance to Farglory Life. The impact boundaries consider critical stakeholders within the value chain. The association between Farglory Life and the impacts is assigned to one of three categories: whether Farglory Life directly causes the impact; Farglory Life indirectly contributes to the impact through other entities; or Farglory Life has a direct association with the impact through our business relationships.

2.5 Stakeholder Engagement

GRI 2-29

Farglory Life continuously improves our interactions with stakeholders and responds to their concerns, striving to collaboratively promote ESG sustainability values with them.

Stakeholder Identification

Through diverse communication channels, Farglory Life identifies internal and external groups/individuals that are closely related to the responsibilities of our departments and have a significant impact. Following the AA1000 Stakeholder Engagement Standard (AA1000SES) and GRI Standards, nine major stakeholder groups have been identified: Shareholders/investors; employees; policyholders; government agencies/regulatory authorities; distribution channels; suppliers/contractors; communities/schools; media; and non-profit organizations.

Stakeholder



Stakeholder Engagement

In addition to listening to stakeholders' concerns through regular business interactions, Farglory Life continued to conduct sustainability issue surveys targeting stakeholders in 2023. This effort was aimed at collecting feedback and ratings to better understand the issues they care about.



Shareholders/ Investors




Communication Channels

- ▶ Board of Directors meetings, functional committee meetings (**regular/monthly**)
- ▶ Financial report (**quarterly**)
- ▶ Shareholders' meetings, annual shareholders' report, sustainability report, stewardship report (**regular/annually**)
- ▶ Credit rating and outlook, significant information disclosure (**irregular**)

Issues of Concern

- ▶ Corporate Governance
- ▶ Operational Performance
- ▶ Sustainable Finance
- ▶ Treating Customers Fairly

Corresponding Sections

- ▶ Our Sustainability Commitment [P04](#) 
- ▶ A Practitioner of Healthy Management [P23](#) 
- ▶ Guardian of Social Value [P55](#) 

Engagement Highlights in 2023

- ▶ Held **1** shareholder meeting
- ▶ Held **13** board meetings

Non-profit Organizations



Communication Channels

- ▶ Micro Insurance donations (**regular/annually**)
- ▶ Various public services and promotional activities (**irregular**)
- ▶ Sustainability report (**regular/annually**)
- ▶ Philanthropic donations, sponsorship collaborations (**irregular**)
- ▶ Website (**permanent**)

Issues of Concern

- ▶ Net Zero and Carbon Reduction
- ▶ Treating Customers Fairly
- ▶ Social Co-prosperity

Corresponding Sections

- ▶ Low-Carbon Green Initiatives [P39](#) 
- ▶ Guardian of Social Value [P55](#) 

Engagement Highlights in 2023

- ▶ Charity activities benefited **nearly 20,000** people
- ▶ Collaborated with **over 70** public welfare organizations

Media





Communication Channels

- ▶ News contact hotline and email (**real-time**)
- ▶ Financial performance, product information (**regular/monthly**)
- ▶ Sustainability report (**regular/annually**)
- ▶ Press releases, media interviews, feature interviews, major news responses, press conferences (**irregular**)

Issues of Concern

- ▶ Operational Performance
- ▶ Sustainable Finance
- ▶ Climate Resilience
- ▶ Treating Customers Fairly
- ▶ Inclusive Products

Corresponding Sections

- ▶ Our Sustainability Commitment [P04](#) 
- ▶ Sustainable Business Leader [P11](#) 
- ▶ A Practitioner of Healthy Management [P23](#) 
- ▶ Guardian of Social Value [P55](#) 

Engagement Highlights in 2023

- ▶ Issued **62** press releases
- ▶ Held **1** press conference



Communities/ Schools



Communication Channels

- ▶ Supervisor meetings (**regular/weekly**)
- ▶ Labor-management meetings (**regular/quarterly**)
- ▶ Employee satisfaction surveys, sustainability report (**regular/annually**)
- ▶ Employee symposiums, employee activities, education and training courses (**irregular**)
- ▶ Dedicated mailbox and hotline (**permanent**)

Issues of Concern

- ▶ Talent Development and Cultivation
- ▶ Friendly and Happy Workplace
- ▶ Occupational Safety and Health

Corresponding Sections

- ▶ Low-Carbon Green Initiatives [P39](#) 
- ▶ Guardian of Social Value [P55](#) 

Engagement Highlights in 2023

- ▶ 32 students applied for the Youth Internship Program, with **10** accepted
- ▶ Awarded scholarships to **120** students through the Farglory Life Cancer Family Children Scholarships
- ▶ Farglory Life's Love Never Fades rural care program **supported 3** schools
- ▶ The Protect 100 Million Owls program collaborated with **2** schools to cultivate green-collar talents
- ▶ The Golden Insurance Awards event saw participation from **45** universities and colleges



Suppliers/Contractors




Communication Channels

- ▶ Phone calls, personal visits, meetings (**irregular**)
- ▶ Supplier on-site visits and audits (**regular/semi-annually**)
- ▶ Supplier evaluation (**regular/annually**)
- ▶ Suppliers sign Corporate Social Responsibility Commitment (**irregular**)

Issues of Concern

- ▶ Corporate Governance
- ▶ Integrity Management
- ▶ Sustainable Supply Chain
- ▶ Green Operations

Corresponding Sections

- ▶ A Practitioner of Healthy Management [P23](#) 
- ▶ Pioneer in Low-Carbon Green Initiatives [P39](#) 
- ▶ Guardian of Social Value [P55](#) 

Engagement Highlights in 2023

- ▶ 38 new suppliers signed the Supplier Social Responsibility Commitment, for a **100%** signing rate
- ▶ Green procurement reached **NT\$18.29** million
- ▶ Proportion of local suppliers reached **96%**
- ▶ Conducted evaluations of 45 suppliers, achieving a **100%** completion rate

2.1 Sustainable
Organizational Structure

2.2 Sustainable
Development Strategy

2.3 Sustainable
Development Goals

2.4 Material Topic
Analysis

2.5 Stakeholder Engagement
and Material Topics Analysis

**Distribution
Channels**
Communication Channels

- ▶ Corporate sustainability website, sustainability mailbox (*irregular*)
- ▶ Service hotline, personal visits, website channel section (*regular/real-time*)
- ▶ Education and training courses (*regular/monthly*)
- ▶ Product information sessions (*irregular*)
- ▶ Sustainability report (*regular/annually*)

Issues of Concern

- ▶ Corporate Governance
- ▶ Integrity Management
- ▶ Operational Performance
- ▶ Treating Customers Fairly

Corresponding Sections

- ▶ Our Commitment to Sustainability [P04](#)
- ▶ A Practitioner of Healthy Management [P23](#)
- ▶ Guardian of Social Value [P55](#)

Engagement Highlights in 2023

- ▶ Collaborated with **13** banks and **117** insurance brokerage companies
- ▶ Held **75** financial channel information sessions for customers
- ▶ Held **15** Jingdai channel product briefing session


Policyholders
Communication Channels

- ▶ Sales representative service, service centers in various locations, website service mailbox and policyholder service section, policyholder app, official Facebook and Instagram accounts, corporate sustainability website, sustainability mailbox, complaint channels, reporting mailbox, customer satisfaction survey (*real-time*)
- ▶ Sending of policyholder EDM (*regular/weekly*)
- ▶ News reports, personal visits and phone calls, public information on the website (*irregular*)
- ▶ Sustainability report (*regular/annually*)

Issues of Concern

- ▶ Information Security
- ▶ Treating Customers Fairly
- ▶ Inclusive Products
- ▶ Digital Innovation
- ▶ Public Welfare and Care

Corresponding Sections

- ▶ A Practitioner of Healthy Management [P23](#)
- ▶ Guardian of Social Value [P55](#)

Engagement Highlights in 2023

- ▶ Handled over 230,000 customer service calls, with a satisfaction score of **98.6%**
- ▶ Sent out **86** policyholder EDM


**Government Agencies/
Regulatory Authorities/**
Communication Channels

- ▶ Government agency evaluation(*annually*)
- ▶ Annual report (*regular/annually*)
- ▶ Stewardship report (*regular/annually*)
- ▶ Meetings/Symposiums (*irregular*)
- ▶ Correspondence from supervisory authorities, financial inspections (*irregular*)

Issues of Concern

- ▶ Corporate Governance
- ▶ Sustainable Finance
- ▶ Climate Resilience
- ▶ Net Zero and Carbon Reduction
- ▶ Treating Customers Fairly

Corresponding Sections

- ▶ Our Commitment to Sustainability [P04](#)
- ▶ Sustainability Leadership [P11](#)
- ▶ A Practitioner of Healthy Management [P23](#)
- ▶ Pioneer in Low-Carbon Green Initiatives [P39](#)
- ▶ Guardian of Social Value [P55](#)

Engagement Highlights in 2023

- ▶ Participated in the Financial Supervisory **Commission's Treating Customers Fairly evaluation**
- ▶ Participated in the TWSE's assessment for **institutional investor stewardship information disclosure**
- ▶ Published the 2023 Farglory Life Sustainability Report in both Chinese and English


Employees
Communication Channels

- ▶ Supervisor meetings (*regular/weekly*)
- ▶ Labor-management meetings (*regular/quarterly*)
- ▶ Employee satisfaction surveys, sustainability report (*regular/annually*)
- ▶ Employee symposiums, employee activities, education and training courses (*irregular*)
- ▶ Dedicated mailbox and hotline (*permanent*)

Issues of Concern

- ▶ Talent Development and Cultivation
- ▶ Friendly and Happy Workplace
- ▶ Occupational Safety and Health

Corresponding Sections

- ▶ A Practitioner of Healthy Management [P23](#)
- ▶ Guardian of Social Value [P55](#)

Engagement Highlights in 2023

- ▶ Held **4** labor-management meetings
- ▶ Held **8** Employee Welfare Committee meetings
- ▶ Held **2** Occupational Safety and Health Committee meetings
- ▶ Conducted annual performance evaluation

03

A Practitioner of Healthy Management

From our internal operations to our external initiatives, Farglory Life Insurance Co., Ltd. ("Farglory Life" or the "Company") is committed to sustainable management by maintaining a sound financial structure, implementing effective risk controls, and accelerating the development of green finance. This deepens the goal of Healthy Governance, and enhances quality of life for the people of Taiwan.

3.1 Corporate Governance P25

3.2 Sustainable Finance P36

SDGs



Sustainability Goals

..... 2024 2025 - 2030



Sustainable Governance

Implement a candidate nomination system for board elections and implement addition of one female director.

Increase the proportion of female directors; establish a policy linking executive remuneration with ESG performance.



Ethical Management

Achieve a 100% completion rate for on-the-job training on legal compliance and on anti-money laundering/counter-terrorism financing.

Ensure that dedicated personnel complete ISO 37001 Anti-Bribery Management System training.



Risk Management

Obtain a score of 94 or higher on risk management indicators.

Continue to deepen the scope of the verification process.



Information Security

Maintain certifications for ISO 22301 Business Continuity Management System (BCMS), ISO 27001 Information Security Management, and BS 10012 Personal Information Management System (PIMS).

Achieve Level 2 information security maturity by 2025.



Sustainable Finance

Adjust or increase relevant information based on international sustainability trends, ESG and other factors Topics discussed by investee companies.

Participate in domestic and international responsible investment initiative organizations.



2023 Performance

Sustainable Governance

Established the Farglory Life Sustainable Development Policy. Each director received 12 hours of training, exceed-ing the legal requirement of 6 hours.

Ethical Management

Achieved **100%** coverage in dishonest behavior risk assessments.

Legal Compliance

Zero penalties for the year.

Information Security

Zero major information security incidents for the year.

Information Security Education and Training

Conducted **16,534** hours of training for **7,867** participants, achieving a **100%** employee completion rate.

Green Energy Industry Investment

NT\$ **2.619** billion, a **50%** increase from the previous year.

Investment in the 5+2 Innovative Industries Plan

Invested NT\$ **155.82** billion; recognized by the Financial Supervisory Commission as an Outstanding Insurance Company for "Investment in the 5+2 Innovative Industries and public construction".



Stakeholders concerned
with this chapter

Shareholders/investors; government agencies;
distribution partners, and media

3.1 Corporate Governance

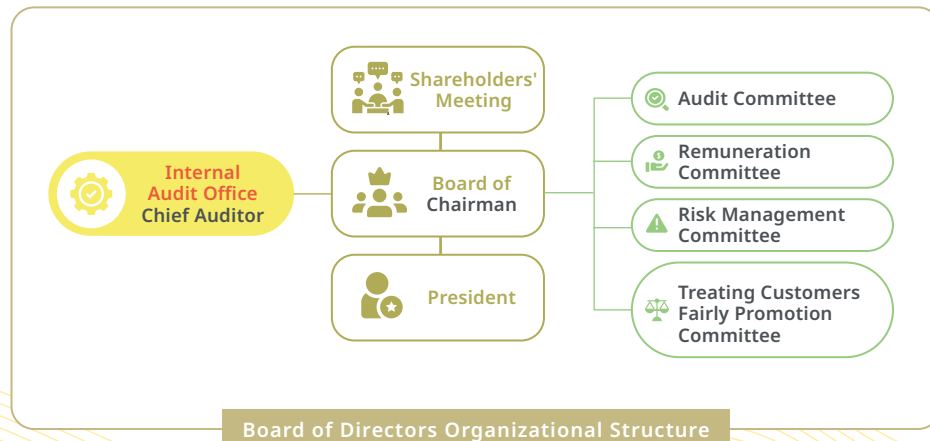
GRI 2-9~2-21、2-26、2-27

Farglory Life continues to deepen our sustainable management practices. In addition to building a robust governance structure, the Company enhances the functions of the Board of Directors, adheres to legal regulations, strengthens internal management, protects shareholder rights, leverages the Audit Committee's functions, maintains solvency, and improves information transparency. These efforts safeguard the interests of shareholders, employees, policyholders, and other stakeholders.

3.1.1 Sustainable Governance

Board Operations

Under the Farglory Life Board of Directors, several functional committees are established for different duties and functions. These include the Audit Committee, Remuneration Committee, Risk Management Committee, and Treating Customers Fairly Promotion Committee. These committees engage in discussions regarding important proposals and issues related to the economy, environment, and society, such as risk management, investment policies, Treating Customers Fairly policies, and sustainable development. The functional committees are composed entirely of or include directors and independent directors, ensuring effective supervision and strengthening management mechanisms. To further implement shareholder activism, the Company will amend our Articles of Incorporation in 2024; beginning in 2025, board elections will adopt a candidate nomination system.

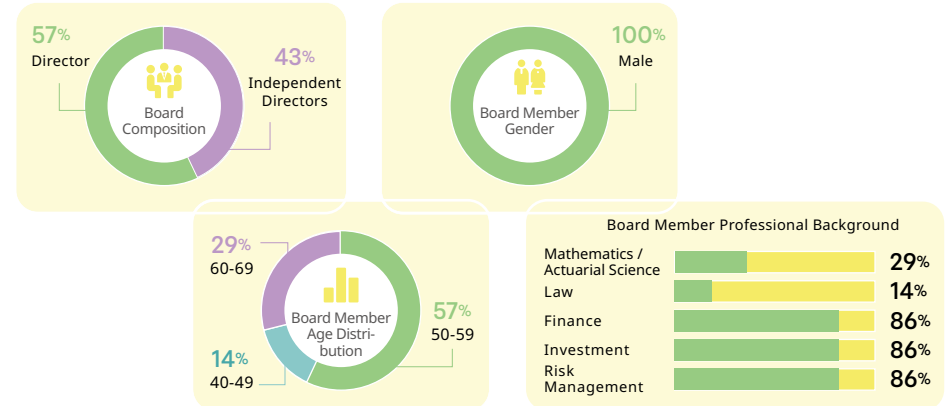


Board Composition

The highest Farglory Life governing body is the Board of Directors, which is convened and chaired by the Chairman of the Company. In 2023, a total of 13 board meetings were held, with a 97% overall attendance rate by the directors. Please refer to p. 92 of the Appendix 8 for the list of directors and their attendance statuses. Farglory Life has established the Demands by Directors to effectively fulfill the functions of the Board of Directors, enhance compliance with laws and regulations, and track matters that require follow-up through the Board of Directors Follow-up Management Form. The progress of these matters is reported to the Board of Directors.

In 2023, Farglory Life's Board of Directors consisted of seven members. This included three independent directors and four directors, all of whom are male, with ages ranging from 49 to 66 years old. The members have diverse cultural backgrounds and are professionals from different fields, possessing extensive experience in insurance, securities, asset management, actuarial science, law, finance, investment, and risk management. Independent directors constituted 43% of the entire Board. The independent directors are nominated through a candidate nomination system and elected by the shareholders' meeting. All independent directors meet the professional qualifications, independence, and concurrent post restrictions stipulated in the Regulations Governing Appointment of Independent Directors and Compliance Matters for Public Companies. In addition, in accordance with the Corporate Governance Best Practice Principles for the Insurance Industry, all directors are covered by liability insurance. In the future, following the Sustainable Development Action Plans for TWSE- and TPEX-Listed Companies, the Company plans to increase the percentage of female directors in 2024 to put the national gender equality policy guidelines into effect, enhance female participation in decision-making, and improve the board structure.

The composition of the Board of Directors is as follows.



Strengthening Board of Directors' Competencies

In 2023, each director received an average of 14.5 hours of training, exceeding the legal requirement of 6 hours. The Company arranges advanced training courses for all directors from time to time, focusing on areas such as governance, responsibility management, economic, environmental, and social issues. Courses organized by the Taiwan Insurance Institute for 2023 included IFRS 17 Insurance Industry Operational Concerns; Innovative Green Business Models for Green Finance Action Plan 3.0; and an Analysis of Principles to treat Customer fairly. Furthermore, all seven directors completed courses related to anti-corruption and anti-money laundering. The Company also arranged sustainable development courses for directors, corporate governance officers, and senior managers, with 14 participants completing 45 hours of training.

Avoidance of Conflicts of Interest

Farglory Life has established Corporate Governance Principles, which clearly define directors' fiduciary duties and responsibilities. All directors adhere to Farglory Life's Code of Ethics and maintain a high level of self-discipline. When board meeting proposals involve the interests of legal representatives, directors themselves, or company interests, the directors must not participate in the discussion and voting. They must recuse themselves during such discussions and votes, and are not then allowed to act as proxies for other directors to exercise their voting rights. If a director concurrently serves as a manager, they must not disclose any information learned in their position or engage in any investment-related transactions on behalf of the Company.

► Please refer to the website for detailed information [🔗](#)

Board of Directors Performance Evaluations

In accordance with the Corporate Governance Best Practice Principles for the Insurance Industry and the Corporate Governance Best Practice Principles for TWSE/TPEx Listed Companies, Farglory Life has established the Guidelines for the Performance Evaluation of Board of Directors and Functional Committees. Annual evaluations examine different aspects of Board of Directors', individual directors', and functional committees' performance. The evaluation process is done through questionnaires, which include self-assessments by directors as well as peer assessments.

The evaluation results of the Board of Directors, individual directors, and functional committees for 2023 were submitted to the Board of Directors in March 2024. The average score on the 2023 Board of Directors performance evaluation was 4.97 (with a peer assessment average score of 5), which is rated as "Excellent". The average self-assessment score for individual directors was 4.95, also rated as "Excellent". The functional committees received an average performance evaluation score of 4.95, indicating a well-functioning overall operation.

Board of Directors Remuneration System

In accordance with the Company's Articles of Incorporation, the remuneration for directors (including independent directors) is authorized by the Board of Directors, taking into consideration the usual level of remuneration in the industry. The remuneration for directors (including independent directors) is determined based on factors such as their level of involvement in the Company's operations, responsibilities and time commitment, contribution value, and industry standards. The remuneration amount is approved by the Board of Directors and the details can be found in Farglory Life's 2023 Annual Report and disclosed on the Company's website.

Remuneration Paid to Directors and Independent Directors in 2023																				Unit: NT\$thousands																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
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Note :

- In 2023, the ratio of the highest individual annual total compensation in the Company to the median annual total compensation of other employees (excluding the highest individual) was 19.7:1.
- In 2023, the ratio of the percentage increase in the highest individual annual total compensation in the Company to the median percentage increase in the average annual total compensation of other employees (excluding the highest individual) was 0.5:1.
- The above remuneration, excluding pay to drivers, totals NT\$1,913,000.

Managerial Remuneration and Performance

In accordance with the Farglory Life Standard Operating Procedures for Handling Managerial Performance Evaluations and Remuneration, reasonable remuneration is established in conjunction with corporate governance and business development. Assessments of managerial performance improve operating efficiency; strengthen responsible management; and serve as a reference for salary and compensation, promotion incentives, and professional development.

The managerial remuneration standards are established in consideration of the Company's performance targets set by the Board of Directors, taking into account specific risk factors and aligned with the Company's long-term overall profitability. To prevent managers from engaging in behaviors that exceed the Company's risk appetite in pursuit of higher monetary rewards, the Company regularly reviews the managerial remuneration (including incentive) system and performance. In addition, taking into account the overall situation of the life insurance industry and the Company's operating performance, managers' remuneration reflects their individual contributions to the Company's profitability. When a manager leaves the Company, their severance pay is calculated based on their realized performance.

Linking Remuneration to ESG Performance

ESG objectives are incorporated into each unit (department, office or division)'s annual key performance indicators (KPIs). Achievement of these KPIs serves as a major basis for annual manager and employee performance evaluations. Through a top-down performance management mechanism, consensus among all employees regarding the Company's ESG strategy blueprint is established, thereby guiding employees to integrate ESG practices into their daily work. The results of the annual performance evaluations directly influence year-end bonuses and promotion opportunities, ensuring a close alignment with the Company's long-term interests.



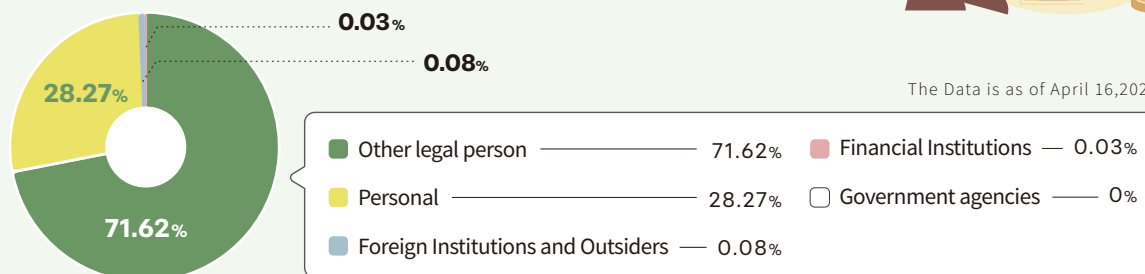
Shareholder Rights and Diverse Communication Remuneration System

Promoting Shareholder Activism

Protecting shareholder rights is the primary principle in establishing sound corporate governance mechanisms, and Farglory Life strongly encourages shareholder participation in corporate governance, with the utmost goal of safeguarding shareholder interests and treating all shareholders fairly. In accordance with the Financial Supervisory Commission's Corporate Governance 3.0 - Sustainable Development Roadmap, starting from 2023, companies listed on the emerging stock market are required to adopt electronic voting for shareholders' meetings. The Company already adopted electronic voting in 2022, strengthening operations and promoting shareholder activism.

Shareholder Structure Chart

Farglory Life Shareholder Structure



Investor Communication and Information Disclosure

To safeguard shareholders' right to information, Farglory Life ensures comprehensive external dissemination of Company information. We have established robust and diverse communication channels, including information disclosure on the Market Observation Post System and the Company's website. We regularly disclose financial performance, business updates, and material information. Our website features an Investor Relations Contact to facilitate communication with shareholders. We use a spokesperson system, with a dedicated public relations department, investor services department, and different reports (e.g., the annual report, sustainability report, and stewardship report) as channels for communication with shareholders, employees, stakeholders, and directors.

► For more information, please refer to the Shareholder Service section on our website. [🔗](#)

Communication and Response to Critical Major Events

The Company' inside material information is handled and disclosed in accordance with related laws, regulations, directives from the Taiwan Stock Exchange and the Taipei Exchange, and the Company's Inside Material Information Handling Procedures. In 2023, 17 announcements on material information were issued.

3.1.2 Ethical Management

GRI 2-23~2-25、2-27、205-2、205-3

Farglory Life values ethical management, embedding it within our corporate governance and continuously improving to create a high-quality culture of integrity and legal compliance. To ensure the implementation of ethical management principles, the Company continuously reviews the implementation of mechanisms to prevent dishonest behavior. The Legal Compliance Office, serving as the second line of defense, is designated as the dedicated unit overseeing implementation of ethical management principles across the Company. This office regularly reports to the Board of Directors on the implementation status of the ethical management principles.

Comprehensive Ethical Management Policies and Regulatory Standards

To establish a comprehensive framework for ethical management, Farglory Life's Board of Directors approved establishment of the Code of Integrity Business Operation and of the Procedures for Ethical Management and Guidelines for Conduct in 2022, setting a precedent for OTC financial institutions to adopt ethical management principles. Different departments within the Company reviewed existing operating standards, and then the Farglory Life Employee Code of Conduct was formulated to establish ethical standards and set out compliance regulations for daily operations. In addition, the Company re-evaluated existing internal guidelines, such as the Code of Ethics; the Procedures for Transactions Other than Loans with Stakeholders; the General Authorization Procedures for Transactions Other than Loans with Stakeholders; the Procedures for Handling Whistleblowing Cases; the Employee Reward and Punishment Guidelines; and the Guidelines for Donation Processing, to ensure they align with the Company's ethical management regulations. In 2023, the Company continued to review internal regulations related to ethical management, and further developed the Risk Assessment Guidelines for Dishonest Behavior as a reference for annual dishonest behavior risk assessments.

Conflict of Interest

Prevention Mechanism



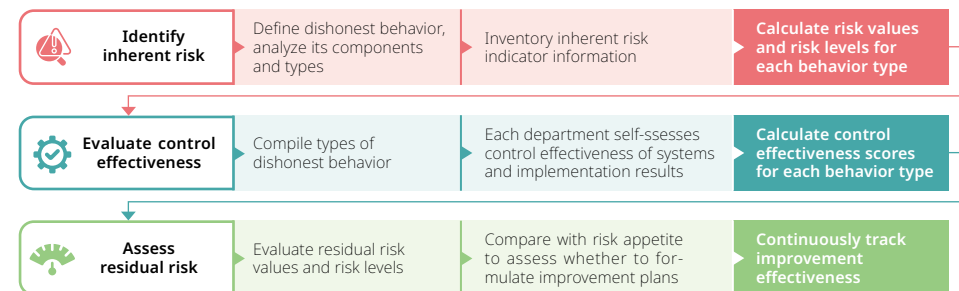
To effectively supervise and manage potential conflicts of interest that may lead to dishonest behavior, Farglory Life continuously strengthens legal compliance awareness in daily operations and employee conduct through an internal horizontal communication mechanism. Through this, we strive to create an environment of ethical management. Specific examples include creating a smoothly-functioning conflict of interest prevention mechanism, in which personnel involved in domestic equity securities investments accurately report their transactions every month. The Legal Compliance Office conducts quarterly spot checks to verify the accuracy of the reported information. When engaging in transactions other than loans with stakeholders, transaction prices must be independently evaluated, or proof must be provided that the transaction conditions are not favorable to those offered to other similar parties. This documentation must be submitted to the Board of Directors or responsible supervisors for approval. Moreover, during procurement processes, vendor selection evaluations must be conducted, and checks against stakeholder and anti-money laundering control lists (including politically exposed persons and individuals with negative media coverage) must be performed. Suppliers are also required to sign a Corporate Social Responsibility Commitment. **In 2023, there were no instances of corruption or violations of ethical management by suppliers.**

Formulating Internal Audit Plans for Preventing and Managing Dishonest Behavior

In adherence to the Corporate Governance Best Practice Principles for the Insurance Industry, Farglory Life has implemented a Dishonest Behavior Risk Assessment mechanism since 2022. This effectively identifies and analyzes potential risks of dishonest behavior. Using a risk-based approach, the Company annually analyzes and evaluates business activities with a higher risk of dishonest behavior within our scope of operations. Based on these evaluations, preventive measures are formulated and regularly reviewed for their adequacy and effectiveness. By conducting regular risk assessments of dishonest behavior, Farglory Life outlines risk profiles and formulates corresponding risk improvement and internal audit plans.

In 2023, Farglory Life continued to conduct risk assessments of dishonest behavior. Based on data collection results, qualitative and quantitative empirical analyses were conducted to systematically observe the collateral effects of different dishonest behaviors, their impact on business development, and compliance outcomes. This process also included assessing the completeness and effectiveness of preventive measures, considering social public opinion and regulatory trends. This comprehensive approach ensures that the conclusions of the dishonest behavior risk assessments are closely aligned with the Company's practical situations, leading to the establishment of effective prevention mechanisms and risk control measures. The results of the Dishonest Behavior Risk Assessment conducted in 2023 indicated no high-risk residual risks or deficiencies in either the system or its implementation.

Risk Assessment Method for Dishonest Behavior



How Many Departments Had Corruption Risk Assessments Done?

From 2022 to 2023, the Company conducted dishonest behavior risk assessments for 29 departments/ offices. The assessment covered 12 types of dishonest behavior across 109 subcategories.

	2022	2023
Types of Dishonest Behavior Assessed	12	12
Departments Assessed	29	29
Proportion of total (%)	100	100

Strengthening Ethical Management and Anti-Corruption Education and Training

To foster a culture of ethical management and achieve the goal of high moral standards among employees, new hires are required to complete courses on the Code of Conduct and Integrity in Business Operations, and on Employee Ethics and the Code of Conduct. In 2023, the Company further emphasized the importance of integrity through the themed short film "The Promise". We also invited industry experts to conduct two in-person training sessions totaling five hours, with topics such as Corporate Governance and Ethical Management, and Insider Trading Prevention Education and Training. These sessions trained legal compliance officers from different departments, empowering them to jointly promote the principles of ethical management.

In addition, for directors, supervisors in all departments, legal compliance officers, and all staff in the Legal Compliance Office, the Company offered a course titled Legal Risks and Practical Case Studies from Corporate/Workplace Dishonesty. This course utilized real-world cases to help supervised departments and personnel understand the importance of integrity and honesty. The Company also introduced resources from the Institute of Financial Law and Crime Prevention, the Ministry of Justice, and local governments to offer eight digital courses; the courses included Anti-Corruption and Whistleblower Protection, Corporate Integrity Governance and Promotion of Anti-Corruption and Anti-Money Laundering, and Accelerating the Promotion of Corporate Integrity. These initiatives promote ethical management policies from the top down and establish a culture of corporate integrity.

	Number of Office Staff	Number of Field Staff
Number of Employees Receiving Communication and Training on Anti-Corruption (Ethical Management) Policies	915	3,732
Percentage of Trained Employees (%)	100%	100%

Note :

- Office staff includes part-time employees. Office staff numbers refer to all employees employed as of 12/31/2023.
- Field staff includes part-time employees. Field employee numbers refer to people required to undergo training, i.e., the number of employees employed at the time of the annual training session.

Declarations and Commitments

Farglory Life requires office staff to adhere to the Farglory Life Employee Code of Conduct by signing the Farglory Life Employee Code of Conduct Declaration. This declaration entails fully avoiding moral conflicts and refraining from any actions that violate integrity during the implementation of their duties. Additionally, the Company's directors and senior management must sign the Declaration of Ethical Management Policy Compliance, declaring their commitment to adhere to the ethical management policy in performing their duties. This aims to ensure that the principles of ethical management are fully implemented from the top down, aligning with the Company's operating goals.

Providing Internal/External Whistleblowing Channels and Protecting Whistleblower Rights

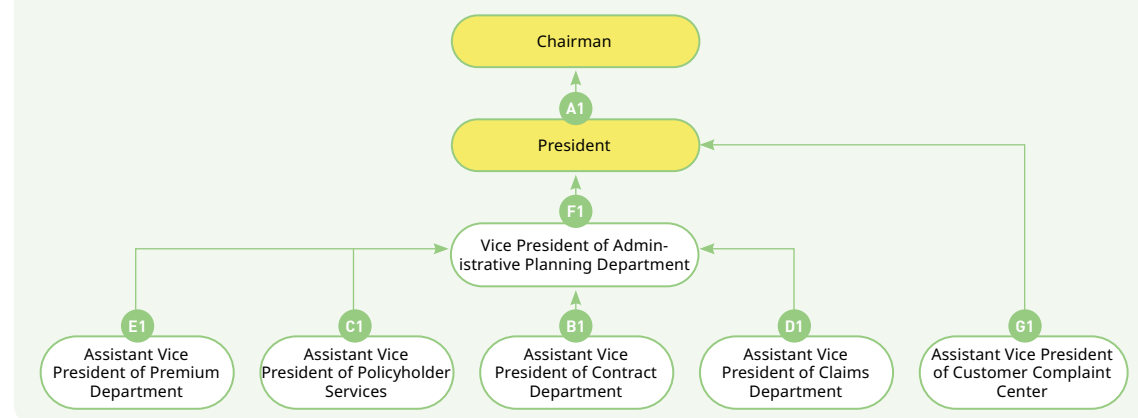
To uphold the Company's culture of integrity and transparency and promote sound management, Farglory Life encourages the reporting of illegal activities and safeguards the rights of whistleblowers. In accordance with the Regulations Governing Implementation of Internal Control and Auditing System of Insurance Enterprises, Farglory Life has established the Procedures for Handling Whistleblowing Cases. These procedures designate dedicated personnel within the Legal Compliance Office to handle whistleblower cases, establish independent whistleblowing channels, and publicly announce related measures on the Company's website. This demonstrates the Company's commitment to maintaining the confidentiality of whistleblower identities and to protecting their employment rights.

Farglory Life goes beyond the legal requirements by ensuring that individuals who are not directly involved with investigations but who are still notified to assist in them also receive adequate protection mechanisms to prevent workplace bullying. This is aimed at effectively supporting whistleblower case investigations. Therefore, in the Procedures for Handling Whistleblowing Cases, provisions have been added to maintain the confidentiality of those notified by the Company to assist with investigations and to fully protect their employment rights. This approach fosters a fairer, more transparent corporate governance environment. In 2023, five incidents were reported. Upon investigation, none of these incidents involved internal personnel committing crimes, fraud, or violating laws. However, to improve on internal control system weaknesses, the Company proactively enhanced our related internal review mechanisms. This preventative approach fosters a positive cycle that promotes sustainable management.

Introducing the Senior Manager Accountability System

When operational failures, personnel misconduct, or fraudulent behavior occur, to review the responsibilities of individuals, management, and supervisors in a timely way, Farglory Life introduced the Senior Manager Accountability System in 2022. This system involves identifying the scope and responsibilities of senior managers and creating a Responsibility Map to document the overall corporate governance structure. By following this map, the Company can assess whether senior managers are fulfilling their supervisory duties, providing a critical foundation for clarifying accountability. This approach concretely demonstrates comprehensive standards for responsibility assignment, accountability, and oversight.

Farglory Life Administrative and Service System & Customer Complaint Center Responsibility Map



In 2023, Farglory Life reviewed and updated the business processes of 29 departments, creating 29 Business Matrix Tables and Senior Manager Responsibility Tables for 28 senior managers. Additionally, the business processes of the 29 departments and the 28 senior managers were illustrated in 8 Responsibility Maps, which were compiled into one Responsibility Map Index Table.

3.1.3 Legal Compliance

GRI 2-23~2-25、2-27、205-2、205-3

Farglory Life promotes a corporate culture that emphasizes risk management and legal compliance. We comply with the Risk Management Practice Guidelines for Insurance Enterprises, the Regulations Governing Implementation of Internal Control and Auditing System of Insurance Enterprises and other laws and regulations. We have also established our Operating Standards for Legal Compliance System Handling Procedures to develop a comprehensive legal compliance system. Through legal consultations, communication channels, enhanced legal awareness and education and training, as well as the implementation of appropriate preventive and corrective measures, Farglory Life fulfills and strengthens the Company's internal legal compliance system.



System

- A Legal Compliance Office and dedicated Legal Compliance Chief are in place to oversee legal compliance matters, manage compliance-related operations, and hold a deep understanding of insurance-related laws and practical operations in the insurance industry. They coordinate the development and implementation of the Company's legal compliance plans, ensuring strict adherence to legal regulations.
- Twice a year, Farglory Life updates the legal compliance manual and conducts self-assessment operations. By reviewing the compliance status of each department's business activities, the Company encourages different departments to proactively identify and improve operations. Additionally, the results of legal compliance and internal control audits are included in the performance evaluations of different departments, implementing a top-down strategy to enhance the importance of legal compliance among all employees.



Communication

- Farglory Life holds quarterly project meetings for the legal compliance officers of different departments. These meetings establish a communication and interaction platform for legal compliance officers, where the latest legal regulations, industry penalties, audit findings, and other key points are reiterated. Additionally, the platform facilitates the sharing of experiences and adjustment measures among different departments. This approach implements a horizontal coordination mechanism across all departments, comprehensively enhancing overall legal compliance effectiveness.
- Farglory Life holds irregular coordination meetings for the first and second lines of defense, effectively facilitating communication and coordination on legal compliance matters across different departments. **In 2023, 11 such meetings were held.**



Consultation

- Farglory Life has established an effective legal communication and consultation system. Through resources such as the Presidential Office Gazette, Executive Yuan Gazette, regulatory authority websites, or other legal inquiry webpages, the Company promptly collects important legal regulations, amendments, and updates to self-regulatory standards. This information is provided to the legal compliance officers of different departments for reference. These officers are responsible for verifying whether their department's operations require adjustments or whether there is a need for inter-departmental communication and integration. When such legal and regulatory changes occur, notifications are sent to the legal compliance officers of each department via email. **In 2023, 49 such notifications were sent,** ensuring that all departments are effectively informed and able to review their compliance with the latest legal requirements.



Training

To strengthen the legal compliance awareness of all employees and shape a company-wide culture of compliance, both office and field staff complete the legally required training courses on legal compliance, anti-money laundering, and anti-corruption annually. This ensures that employees have correct understandings of and adherence to the regulations, so they can implement the legal compliance mechanism effectively. In 2023, the Company provided legal compliance, anti-money laundering, and anti-corruption training for new hires and existing employees as required. Both office and field staff achieved a 100% completion rate for anti-money laundering and anti-corruption training. Additionally, **for 62 collaborating suppliers in 2023 (380 in total), anti-corruption advocacy was conducted through the signing of commitment letters or cooperation contracts, with a completion rate of 16.32%.**

To ensure that management supervision and policies comply with legal requirements, Farglory Life implements training on anti-money laundering, counter-terrorism financing, and Treating Customers Fairly courses. These legal compliance trainings aim to enhance the awareness of all employees, ensure understanding of the latest regulations, and provide customers with accurate and effective professional services.

1

Farglory Life has offered 22 general legal compliance training digital courses, including online training on anti-money laundering, information security and personal data protection, Treating Customers Fairly, gender equality, disability awareness, occupational safety and health, the Convention on the Rights of the Child (CRC), whistleblower protection, prevention of malicious social interactions, elder-friendly services and rights protection, ESG (Environmental, Social, and Governance), ethical management, and Treating Customers Fairly. All employees have completed these training sessions.

2

A total of 369 participants attended the mandatory training courses for legal compliance personnel in the insurance industry. These courses covered legal compliance, anti-money laundering, actuarial certification, product signing, corporate governance for directors, information security specialization, and auditing training, totaling 2,424 hours.

Categories of trained personnel

Legal compliance Chief	Legal compliance unit personnel	Anti-money laundering supervisor	All employees
1 people	10 people	28 people	4,410 people
Total number of trained individuals		Total training hours	
48,781 people		69,157 hours	

Note : All employees include both office and field staff

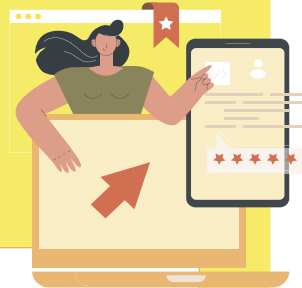
Anti-Money Laundering

Farglory Life has established the Anti-Money Laundering and Counter-Terrorist Financing Processing Procedures, the Anti-Money Laundering and Counter-Terrorist Financing Transaction Monitoring Procedures, the Anti-Money Laundering and Counter-Terrorist Financing Risk Assessment Processing Procedures, the Anti-Money Laundering and Counter-Terrorist Financing Risk Management Policy, and the Guidelines for Screening Against Money Laundering and Counter-Terrorist Financing Lists. We have established a Legal Compliance Office dedicated to anti-money laundering and counter-terrorism financing. Furthermore, we have formed an Anti-Money Laundering and Counter-Terrorist Financing Task Force to plan, create, and implement operations and systems related to anti-money laundering and counter-terrorism financing.

Professional consultants are also engaged to review internal controls and risk management to meet international standards. In addition, the Risk Management Office also conducts regular monitoring of Key Risk Indicators (KRI) on a monthly basis, including reporting of large transactions and suspicious transactions, to ensure the effectiveness of the anti-money laundering system. In 2023, risk assessment reports on money laundering and terrorist financing risks were completed for business activities carried out by different departments (including departments and offices), and no significant risk incidents occurred. In 2023, office staff underwent anti-money laundering training, including courses on anti-money laundering and counter-terrorism financing, as well as whistleblower reporting systems, **with a completion rate of 100%.**

External Promotion

To educate related stakeholders such as customers, suppliers, and external parties, the following measures are taken to promote their awareness, including conducting anti-money laundering awareness and education campaigns for customers.



1



Setting up an Anti-Money Laundering section on the website.

2



Posting information, website links, and official correspondence on the Company's official Facebook page to provide anti-money laundering resources for the public.

3



Displaying physical posters in customer service centers, regional offices, and branch locations.

4



Frontline staff provide explanations and education on anti-money laundering and counter-terrorism financing measures when customers inquire about related topics, ensuring effective communication and promoting awareness.

5



Requiring 100% completion of anti-money laundering due diligence procedures by suppliers and distribution channels before establishing transactions, and ensuring compliance with related legal and regulatory requirements through the signing of contracts.

Internal Audit System

Farglory Life's internal audit unit (the Internal Audit Office) is under the jurisdiction of the Board of Directors. The Internal Audit Office is headed by a Chief Auditor who reports on audit activities to the Board of Directors and the Audit Committee every six months. The internal audit unit is staffed with qualified and appropriate dedicated internal auditors who perform their audit duties with an independent and objective mindset. Their role is to assist the Board of Directors and management in examining and evaluating the effectiveness of internal control systems, providing timely improvement recommendations, and ensuring the continuous and effective implementation of internal control systems. The internal audit function also serves as a basis for reviewing and revising internal control systems as needed. In 2023, a general audit was conducted once each for the finance, operations, information, and other management departments. Additionally, specific project audits were conducted as required for different departments and operations. The internal audit unit also continuously followed up on improvement actions based on the inspection opinions or deficiencies listed by regulatory authorities, accountants, internal audits, and self-assessments.

Establishing a Risk-based Internal Audit System

In 2024, Farglory Life continues to apply to regulatory authorities to adopt a risk-based internal audit system. Through risk assessment methods, the audit focus, scope, methods, procedures, and frequency of audits will be determined based on risk trends and internal risk assessment results. The internal audit function will prioritize and enhance the depth of audits on significant risks, enabling more effective allocation of internal audit resources. This will effectively assist the Company in strengthening our risk identification and assessment capabilities, enhancing self-supervision and management effectiveness, improving internal control and internal audit systems, and ensuring a robust operating framework.

When formulating the audit plan, in addition to using risk assessments to identify high-risk departments and increasing the frequency of audits for these departments, departments are also selected based on management needs, and the frequency of audits for cross-departmental operations is increased.

Penalties by Regulatory Authorities in 2023 and Corresponding Improvements

In 2023, Farglory Life was not financially penalized by any regulatory authorities. The Company continues to improve and optimize necessary legal compliance measures. After collecting related information on violations by the peer group and receiving disciplinary actions from regulatory authorities, Farglory Life promptly provides reference and guidance to legal compliance personnel in different departments. This enables internal review of operations and regulations to prevent the possibility of similar violations. Simultaneously, this information is disseminated to all employees through electronic newsletters, ensuring compliance with the latest legal regulations in aspects such as solicitation, products, after-sales services, and employee rights protection. Specific implementation actions are as follows:

1

To continuously enhance the Company's legal compliance early warning mechanism, a self-check operation for penalties and deficiencies from the peer group has been established. This has been further optimized to immediately analyze and organize the nature of deficiencies when the Financial Supervisory Commission (FSC) announces penalties for supervised industries (including property and life insurance companies, banks, financial holding companies, and other regulated industries). If there is a similarity to the Company's operations, the corresponding responsible department is notified to review the implementation of current responsibilities. If similar deficiencies are identified, the department must immediately cooperate to make improvements or establish an improvement plan, enabling rapid self-correction and adaptation.

2

In 2023, 28 self-check operations were conducted for penalties and deficiencies in industries supervised by the FSC. During these reviews, it was discovered that certain rider products had termination agreement clauses that were not legally compliant. Subsequently, the responsible departments cooperated to complete the necessary product revisions, thereby enhancing the Company's overall legal compliance efforts.

3.1.4 Risk Management

GRI 2-23、2-24

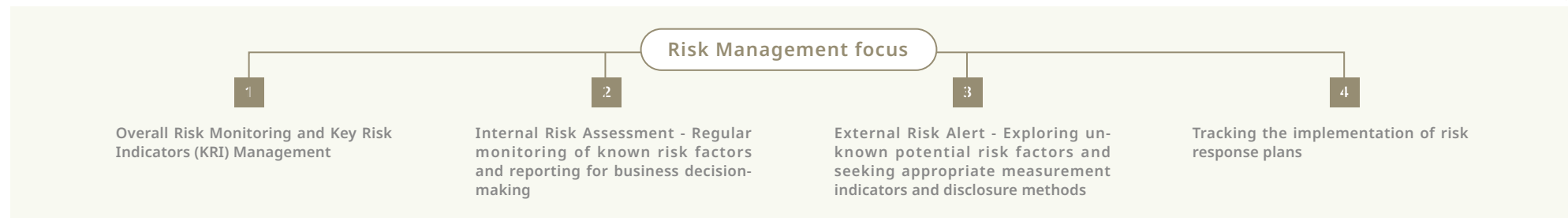
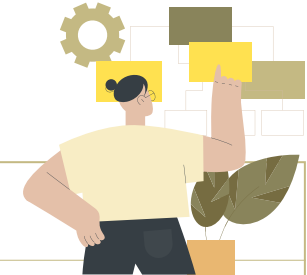
Risk Management Policy

Risk Management Policy and Framework

In response to market changes and regulatory requirements, Farglory Life's Risk Management Office regularly reviews and updates the risk control measures. For instance, considering that climate change is increasingly becoming a significant global risk and that regulatory authorities have added climate change as the seventh major risk within the Risk Management Practice Guidelines for Insurance Enterprises, the Company revised our Risk Management Policy in February 2022 to include climate change risk. The scope of risk management now encompasses market, credit, liquidity, operational, insurance, asset-liability matching, climate change, and other risks.

Risk Management Organization

The Board of Directors is the highest decision-making body for risk management in the Company. Under the Board, the Risk Management Committee is responsible for implementing the Board's risk management decisions and regularly reviewing the development, establishment, and effectiveness of the Company's overall risk management mechanisms. An independent and dedicated Chief Risk Officer position has been established, and the Risk Management Office is responsible for implementing and monitoring risk management. This ensures that all business units comply with risk management regulations, thereby demonstrating the substantial effectiveness of the risk management framework.



1 Cross-department Communication

Regular investment team meetings, Risk Management Committee meetings, and training for risk management personnel are held to facilitate cross-department coordination and communication. **In 2023, 44 investment team meetings were conducted.**

2 Board Reporting

Regular reports on investment risk management, including investment risk management weekly reports, monthly/quarterly risk management reports, risk self-assessment reports from business units, Own Risk and Solvency Assessment (ORSA) reports, and regulatory stress testing reports, are submitted to the Board of Directors to provide updates on the overall implementation of risk management. **In 2023, 10 Risk Management Committee meetings were held.**

3 Education and Training

Risk management education and training sessions are conducted regularly for directors, supervisors, senior executives, and all staff members.

Risk Identification and Assessment of Potential Risks

The Company measures and analyzes the quality of business risk through the score of an overall risk assessment, focusing on seven major risk types, including market, credit, liquidity, operational, insurance, asset-liability matching, and climate change. Key Risk Indicators (KRI) and General Risk Indicators (GRI) are designed accordingly. As of the end of 2023, there were 59 Key Risk Indicators and 74 General Risk indicators.

In addition, for each KRI and GRI, control value (green light), warning value (yellow light), and alert value (red light) have been established. If a KRI indicator exceeds the green light threshold, the responsible department will immediately respond in accordance with the indicator level and status, propose improvement measures, and report to the Board of Directors and Risk Management Committee meetings to facilitate timely risk disclosure. GRI indicators are monitored by the respective business units. If a GRI indicator exceeds the green light threshold, the business unit must disclose this in the quarterly risk self-assessment report, propose improvement measures, and the Chief Risk Officer will decide whether to report the matter to the Risk Management Committee.

Risk Indicator Monitoring and Related Response Measures

Risk Indicators

The Risk Management Office reports the status of the Company's risk indicator management (including KRI and GRI) to the Risk Management Committee and the Board of Directors on a quarterly basis. The report also highlights other risk-related events from the self-assessment reports of different departments. This helps the directors and the Risk Management Committee understand the overall risk profile of the Company for the current quarter. Based on the 2023 monthly risk management reports, the risk appetite assessment scores consistently reached 90 points or higher, and the compliance rate of risk monitoring indicators (proportion of green light indicators for key risk monitoring to the total number of key risk indicators) also consistently exceeded 90%.

Daily Monitoring Measures

In response to fluctuations in the financial markets, the Risk Management Office collaborates with the investment department to conduct daily monitoring of stocks, fixed income, and exchange rates. For stocks that reach warning or stop-loss thresholds, the investment department is immediately notified to evaluate or implement stop-loss operations. Regarding fixed income, the Risk Management Office closely monitors issuer limit checks and changes in credit ratings. As for exchange rates, the office regularly monitors market exchange rate fluctuations, calculates the Company's overall foreign exchange gains and losses, and assesses the hedging ratio.

Own Risk and Solvency Assessment (ORSA) Mechanism

The Risk Management Office prepares an Own Risk and Solvency Assessment (ORSA) report as required by the regulatory authorities. The report includes conducting scenario-based stress tests on both the asset and liability sides, evaluating operating performance targets, and understanding the results of solvency under current and future scenarios. Based on the 2023 ORSA report, Farglory Life's solvency assessment results were deemed adequate, with a stable financial profile and no cash flow issues. The Company has received a twA+ rating from the Taiwan Ratings for eight years in a row since 2016.

Enhancing Employee Risk Awareness

To enhance overall risk awareness among employees, the Risk Management Office conducts annual risk management education and training. Employees receiving the training includes management-level personnel. In 2023, four training sessions were held for board members, as well as supervisors, and risk management personnel of different departments. A total of 91 participants attended these sessions, with training time of 4 hours for each session.

Business Continuity Management

To ensure that all systems can continue to operate during emergencies caused by incidents or disasters, minimizing the impact of such events and reducing downtime to provide customers with stable and reliable insurance services, Farglory Life has been implementing a Business Continuity Management (BCM) plan since 2021. This plan addresses scenarios such as information system failures, natural disasters, or emergency human-made incidents, aiming to mitigate the impact during disasters and restore critical services in the shortest possible time. This ensures that essential business processes remain unaffected by major risk events, thereby protecting customer rights.

In 2023, the Company did not experience any business interruption events that significantly affected critical operations, nor were there any incidents requiring corrective or preventive actions under the business continuity management system. To enhance the business continuity management mechanism, in February 2023, the Company commissioned SGS Taiwan to conduct verification of compliance with ISO 22301:2019 Business Continuity Management System, which included Farglory Life's 0800 Customer Consultation Service and Claims Service. In May 2023, the Company passed the verification with zero non-conformities.

Farglory Life has developed company-wide business impact analysis (BIA) and risk assessments (RA), and has proposed business continuity management strategies and solutions. The Company also revised the Business Continuity Management Policy and related operating guidelines for employees to follow. Furthermore, we have conducted drills for high-risk scenarios to ensure the effectiveness of the formulated business recovery plans. In 2023, Farglory Life implemented several drills including Remote Office Drill, Offsite System Backup Drill, Evacuation Drill, and Incident Response and Reporting Drill (documents). These drills covered high-risk scenarios identified through risk assessments. The effectiveness of these drills was confirmed by consulting advisors and third-party certification bodies. Related departments annually review whether adjustments to the BIA and RA are necessary and continually refine the business continuity plans and strategies through drills.

Business Continuity Management Organizational Structure

In accordance with business continuity management regulations, the Company has established a Business Continuity Management Team and a Crisis Management Team.



1 Business Continuity Management Team

The convener of the Business Continuity Management Team is the President of the Company, and the team members include the heads of the Risk Management Office, Information Management Department, Human Resources & General Affairs Office, and Business Planning Office. Their main responsibility is to promote and maintain the business continuity management system. They regularly hold management review meetings to make decisions on matters related to the business continuity management system and establish a system that can be followed by all employees of the Company.

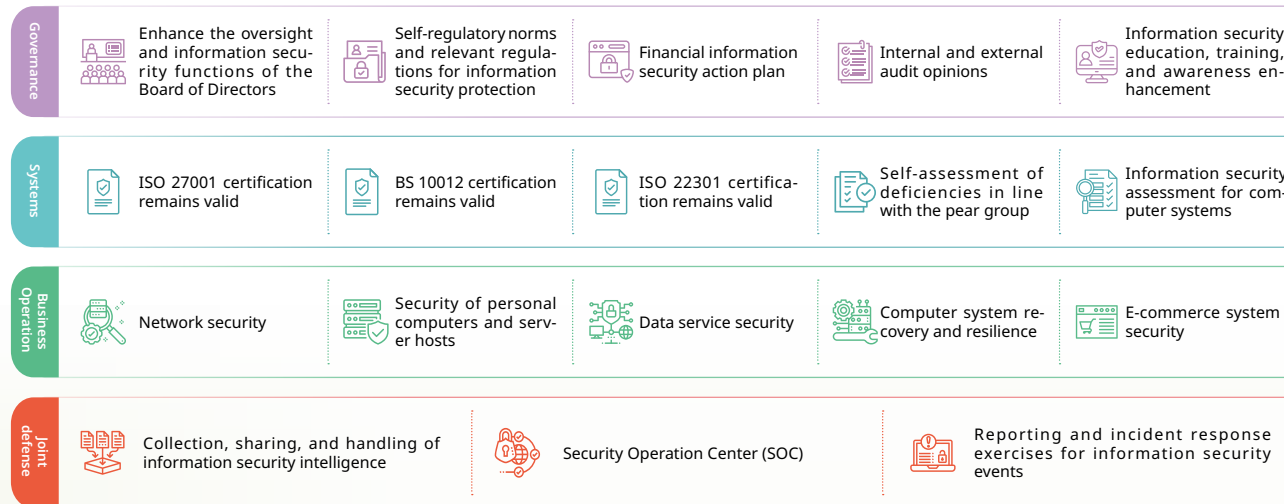
2 Crisis Management Team

In response to major unforeseen events and crisis situations, the Company has established a Crisis Management Team, which has been in operation for several years. The implementation of the business continuity management system has facilitated a closer integration of proactive measures for human-induced/natural disasters, as well as post-crisis handling and communication processes. This ensures that the Company can respond promptly in the event of a disaster and minimize the impact and consequences.

3.1.5 Information Security

GRI 418-1

Farglory Life's dedicated information security office, the Information Management Department-Information Security Management Division, is responsible for establishing information security policies and control standards. This office oversees the development of information security guidelines and is accountable for information security technical research and monitoring operations. By focusing on four key areas, namely enhancing security governance, completing security systems, strengthening operational resilience, and implementing joint security defenses, the office ensures continuous system operation and data security through proactive involvement, real-time monitoring, and post-event surveillance. This approach protects customer privacy and company confidentiality, fostering a secure environment for the development of financial services. In terms of practical information security control mechanisms and equipment implementation, Farglory Life adopts security architecture models such as Defense in Depth and Multi-layered Protection to establish comprehensive information and communication security management and protection mechanisms. Under this rigorous information security management framework, **no major information security incidents occurred in 2023.**



Insurance technology risk management

Risk management for innovative applications of artificial intelligence and biometric technology

Risk management for innovative applications such as blockchain and Internet of Things (IoT)

Information Security Policy

Farglory Life has established an information security management policy, which has been approved by the Board of Directors and published on the website. In 2022, the Company appointed information security consultants and advisors, and in 2023, we established a Security Operation Center (SOC) to enhance real-time information security monitoring, centralize security information, conduct correlation analysis, and integrate operations. The dedicated information security office reports annually to the Board of Directors on the information security assessment plan and overall implementation status to ensure the continuous and effective operation of the information security management mechanism.

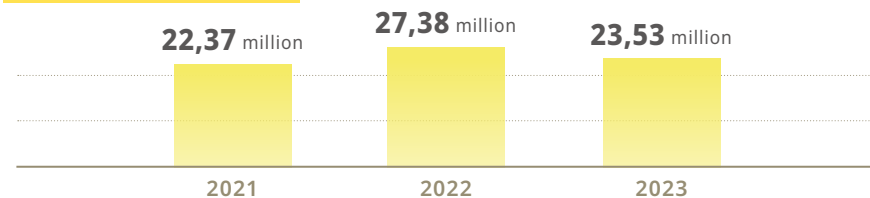
Farglory Life has established a comprehensive information security management system following the business continuity management (BCM) standards. We have implemented off-site backup and recovery environments and regularly conduct drills to ensure the integrity and availability of backups. The Company continues to engage independent third-party certification bodies and external experts to review and enhance our security measures, effectively preventing information security incidents and optimizing improvements.



Investment of Resources to Information Security

In 2023, Farglory Life invested NT\$23.53 million in information security. Allocated resources covered aspects such as establishing and maintaining comprehensive systems, governance, operating infrastructure, equipment setup and maintenance, incident response drills, and education and training. Additionally, a Security Operation Center (SOC) was established to provide 24/7 continuous monitoring and maintenance of information security.

Investment of Resources



Information Security Drills

To respond to the ever-changing external attack methods and strengthen the personal data awareness of all employees, an internal employee website has established a dedicated section for personal data promotion. Every quarter, recent penalty cases and domestic and international news related to personal data protection are advocated. In addition to providing case references, each case is analyzed and handling recommendations are provided. Regular training sessions are conducted on compliance with regulations, malicious emails, and information security awareness. The effectiveness of the handling procedures is verified through annual security incident drills.



1 Financial Information Security Attack and Defense Drills

Conduct a distributed denial-of-service (DDoS) defense drill once a year and regularly participate in the financial institution SOC collaborative detection and protection organized by F-ISAC.

2 Social Engineering Drills

Simulate common social engineering techniques used by hackers, such as malicious emails, phishing, URL or webpage spoofing, to enhance employees' information security awareness. For the drill in 2023, the click rate on links by office staff was 0.22%, the click rate on attachments was 0.76%, and for sales staff, both the click rate on links and the click rate on attachments were 0%, all meeting the requirements set by regulatory authorities.

3 Annual E-commerce System Security and Personal Data Incident Simulation Drills

Simulate a major A-level personal data breach incident and activate the Crisis Management Team in accordance with the information security incident handling process, conducting simulations for each stage.

4 App Security Testing

Conduct regular app security testing every year to comply with legal and regulatory requirements.

Information Security Education and Training

Each year, Farglory Life's dedicated information security staff undergo at least 15 hours of professional information security training. General internal staff are required to complete a minimum of 3 hours of information security education and training annually, which includes online training for new hires and occasional information security awareness campaigns for the entire company. In 2023, the completion rate for all employees was 100%, continually enhancing the overall information security literacy of the Company's personnel.

In accordance with the Executive Yuan's announcement on information security certification statistics, Farglory Life's dedicated information security staff collectively hold 14 professional information security certifications. All staff members have ISO 27001:2022 LA Information Security Management System Lead Auditor qualification. The Company continuously assists and encourages employees to obtain information security certifications. In 2023, one personal data incident drill was conducted, achieving a 100% coverage rate for information security and personal data education and training. All employees participated in and passed the information security test, resulting in a 100% pass rate.

Information Security Incident Reporting and Handling Mechanism

Farglory Life has established the Personal Data Security Management Guidelines to ensure that if incidents occur involving personal data theft, tampering, destruction, loss, or leakage that violate legal regulations and affect the Company's reputation, they are promptly contained. An inbox for Personal Information Management System (PIMS) is set up on the internal employee website. Employees who discover suspected personal data breach incidents can report them through paper-based, email, or other means of recordkeeping to the Legal Compliance Office. Regular internal audits of PIMS operations are conducted to ensure compliance with regulations and BS 10012 standards. Based on the audit results, departments/offices are required to implement appropriate response measures. In 2023, there were no incidents involving infringement of customer privacy or loss of customer data.



Personal Data Protection Promotion Team

Farglory Life has established a Personal Data Protection Promotion Team to carry out operations in accordance with the Guidelines for Personal Data Management Responsibilities. The team is led by the President or the head of designated department, with the heads or representatives of related departments/offices serving as the members of the team. The legal compliance manager of each department/office serves as the representative for personal data protection, collectively driving the initiatives. The team holds management review meetings every six months. These meetings include discussions on changes in internal and external issues related to the personal data management system; performance feedback regarding the personal data management system; user feedback; risk assessment results; related actions and measures; and reviewing the records of personal data protection procedures. In 2023, two management review meetings and six project meetings were held. The Company successfully passed the verification audit conducted by BSI in 2023; no non-compliance issues were identified.

3.2 Sustainable Finance

In recent years, the issue of achieving net-zero carbon emissions has gained significant attention globally, making sustainable development a critical focus. Integrating ESG (Environmental, Social, and Governance) principles into corporate operations has become imperative. As a financial and insurance company, responsible investment is even more important. Farglory Life follows the six principles of the United Nations' Principles for Responsible Investment (PRI), incorporating non-financial factors such as environmental, social, and governance considerations into our investment decisions. The Company also fulfills our role as a diligent institutional investor by promoting industry green transformation through low-carbon investments.

3.2.1 Responsible Investment

GRI 2-23、2-24

Responsible Investment Policy

In response to the development of sustainable finance, Farglory Life voluntarily follows the United Nations' Principles for Responsible Investment (PRI) and has established a comprehensive responsible investment system. This system requires that the companies in which we invest implement anti-money laundering and counter-terrorism measures, fulfill environmental protection responsibilities, uphold corporate integrity, and meet social responsibility standards. ESG (Environmental, Social, and Governance) factors are incorporated into investment decisions. Through our ESG evaluation mechanism and thematic investments, the Company aims to enhance the sustainability performance of our investment targets. To effectively manage investment risks, Farglory Life has also established related risk management standards and mechanisms.

Asset categories covered by responsible investment	Responsible investment management action plan
Listed equities	
Fixed income	
Private equity	Based on the attributes of investment targets and the feasibility of practical operations, the specific ESG assessment methods are explicitly defined in the responsible investment guidelines.
Infrastructure	
Derivatives and alternative investments	
Facility assets	Contracts include provisions for green building facilities, and when appointing consultants or awarding construction contracts for new projects, priority consideration is given to vendors with excellent corporate social responsibility performance.

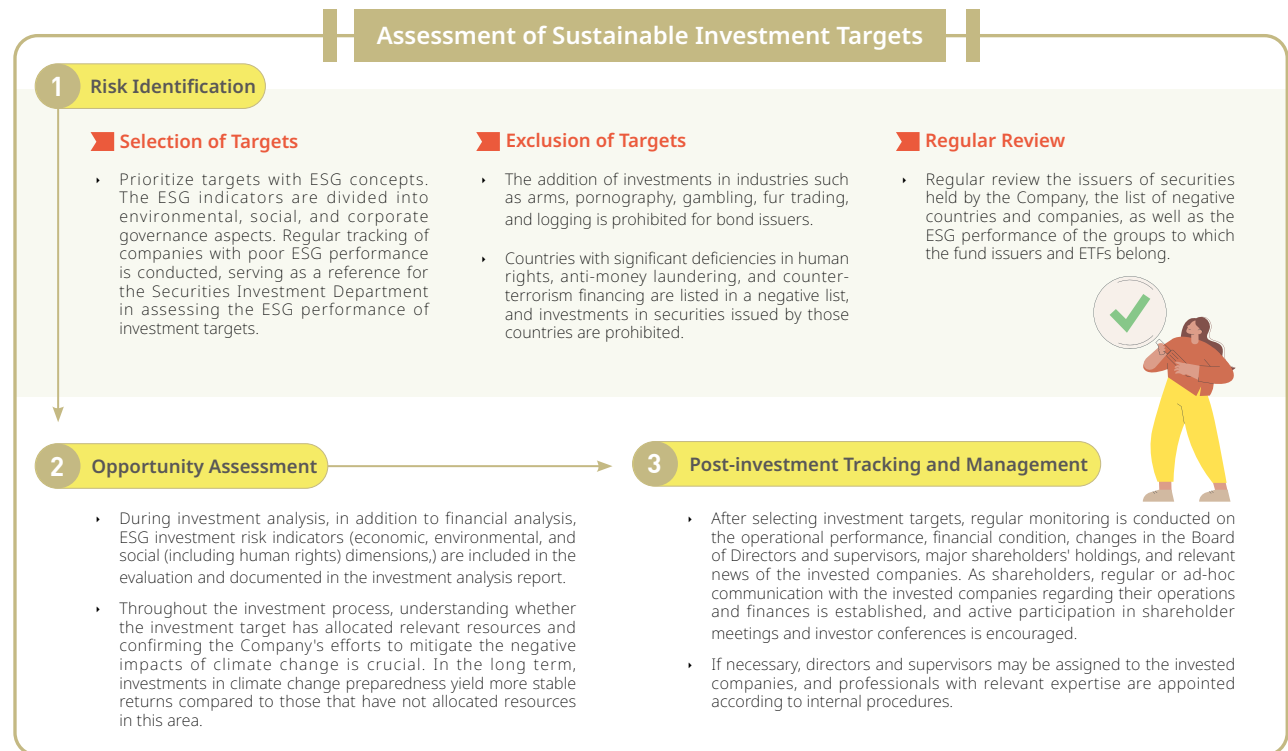
Responsible Investment Process

Farglory Life follows the Responsible Investment Guidelines for Equity Investment, reviewing the ESG eligibility standards list every six months. Before making an investment, research personnel must conduct a self-assessment process and provide supporting documentation. For post-investment management, the Company reviews the proportion of eligible assets in our investment portfolio on a monthly basis. To date, the proportion of investments in eligible assets has consistently exceeded 99%.

Farglory Life utilizes an ESG indicator database that includes ratings

from different ESG rating agencies such as Bloomberg, Sustainalytics, MSCI, Wind, and the Taiwan Stock Exchange Corporate Governance Evaluation. The Company sets standards based on these ESG ratings to ensure compliance.

Farglory Life continues to make Green Investment, directing funds towards areas that have a positive impact on and contribute to climate change mitigation. This aligns with the United Nations Sustainable Development Goals (SDGs), particularly the goal advocating for affordable and clean energy.



Farglory Life continues to invest in "green investments" that guide funds towards areas that have a positive impact and contribute to climate change. This aligns with the United Nations Sustainable Development Goals (SDGs), specifically SDG 7: Affordable and Clean Energy.

Dedicated Responsible Investment Personnel

To ensure that policies are implemented effectively, departments related to investment (Equity Investment Department, Securities Investment Department, and Loan Department) are organized under the Sustainable Development Team, which is accountable for Climate Governance. This team is responsible for implementing responsible investment and diligent governance management mechanisms and goals, as well as specific responsible investment and risk control implementation plans. The team regularly compiles ESG implementation status and plans for reporting to the Board of Directors. The investment-related departments have designated four ESG personnel who closely coordinate ESG-related matters and projects, continually strengthening and implementing the principles of responsible investment.

Institutional Investor Stewardship

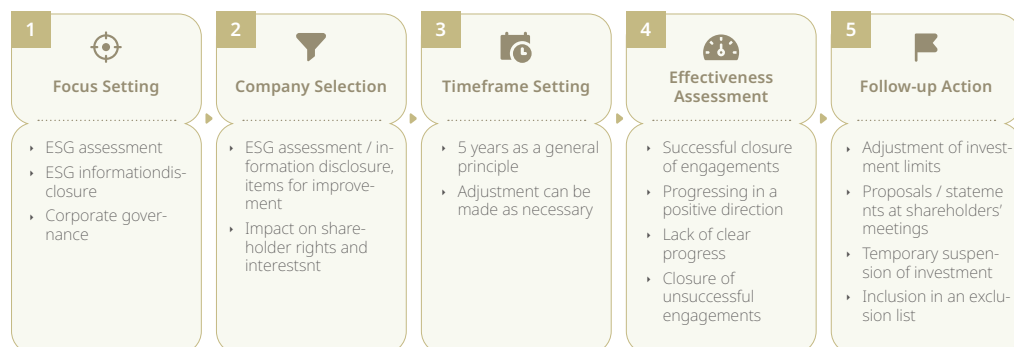
Farglory Life promotes institutional investor stewardship through direct face-to-face meetings, telephone conferences, and email communications. Adopting a "positive and gradual approach", the Company interacts and engages with the senior management, investor relations, and corporate sustainability teams of invested companies. The goal is to make these companies aware of the impact of ESG concepts on themselves, recognize the importance of ESG issues, and work toward managing ESG-related risks proactively. This approach aims to integrate ESG principles into all aspects of their operations, thereby realizing the spirit of stewardship.

Engagement with Invested Companies

To implement corporate sustainability practices and commit to following the PRI, Farglory Life incorporates environmental, social, and governance (ESG) considerations into the investment analysis and decision-making process. Through engagement with the invested companies and industry partners, and by following a five-stage engagement process, the Company ensures that the engagements align with our stewardship policy.

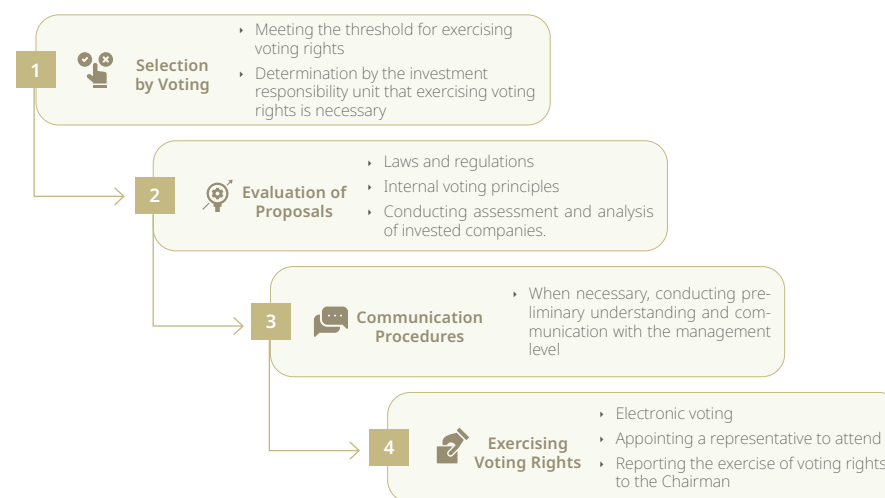


Engagement Process



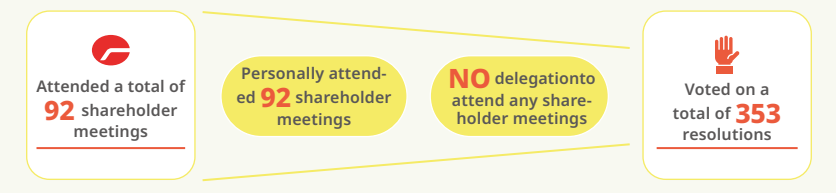
In adherence to Principle Five of the Statement of Compliance with the Institutional Investor Stewardship Principles, Farglory Life prioritizes the best interests of policyholders and shareholders. Before exercising voting rights, the Company carefully evaluates each proposal in accordance with insurance regulations. The exercise of shareholder rights must be approved through appropriate authorization procedures, primarily via electronic voting, with in-person or proxy attendance as supplementary methods. Records of the voting on each invested company's proposals are maintained and reported to the Board of Directors. While the general principle is not to oppose management proposals, this does not imply absolute support for all proposals put forward by the management.

Voting Process



Voting Participation

Farglory Life exercises ownership by participating in 100% of shareholder meetings for companies we invest in (listed companies). Farglory Life attended 92 shareholders' meetings domestically and internationally in 2023; with the exception of some proposals where abstention was legally mandated, Farglory Life voted on 353 proposals, for a 100% participation rate. After careful evaluation, the Company found no need for engagement or ineffective communication that would require expressing demands directly at the shareholders' meetings. All participation was through electronic voting, with no representatives appointed or proxies used, and no records of speeches made at the shareholders' meetings.



Responsible Investment Results

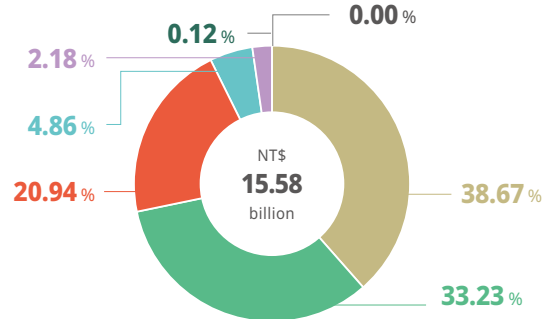
In 2023, none of the companies within Farglory Life's investment portfolio violated the ESG-related risk mechanisms established internally by the Company. The actual investment status of specific thematic investments is as follows:

1 5+2 Innovative Industries Plan

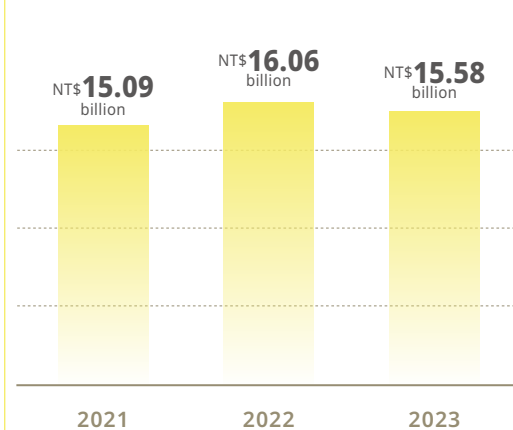
Farglory Life supports the government's 5+2 Innovative Industries Plan, which aims to bolster the energy transition policy. The Company has been steadily increasing our investments in areas such as the Asian Silicon Valley, green energy technology, biotechnology and pharmaceuticals, and the circular economy. These investments help more key innovative industries secure funding, with the goal of positioning Taiwan

as a global leader in low-carbon economy and sustainable development. In 2023, Farglory Life directly invested NT\$15.582 billion in the 5+2 Innovative Industries Plan, which include green energy technology, the Asian Silicon Valley, biotechnology and pharmaceuticals, the defense industry, smart machinery, new agriculture, and the circular economy.

Investment Amount and Proportion



Investment amount in the past three years



2 Investment in the Green Energy Industry

Farglory Life has been continuously investing in ESG-related industries such as low-carbon green energy, water resources, and renewable energy (solar energy). Starting from 2017, the Company began researching investment opportunities in green energy projects. In January 2019, we started actual investments in solar power plant development and operation. During this period, Farglory Life diversified our participation in different projects, including rooftop solar panels, ground-mounted solar panels, sports stadium solar panels, and fishery-electricity symbiosis solar installations, in line with government regulations and policy incentives. Currently, the Company has participated

in the establishment of 622 MW of photovoltaic facilities. Based on the electricity carbon emission factor of 0.494 announced by the Bureau of Energy in 2023, the estimated electricity generation in the first year is equivalent to planting 35,360,000 trees, providing afforestation benefits of 41,524 hectares. In terms of carbon reduction, this is approximately equivalent to the carbon absorption of 1,057 Da'an Parks for an entire year. The generated electricity can supply approximately 237,491 households with electricity. By 2023, the cumulative investment in power facilities and sustainable funds reached NT\$2.619 billion, a 50% increase from NT\$1.746 billion in 2022.

3.2.2 Responsible Financing

GRI 2-23、2-24

To implement sustainable financial risk management and effectively carry out customer due diligence (CDD) and know your customer (KYC) processes, Farglory Life plans to revise the Loan Credit Investigation and Review Operation Guidelines in 2024. This revision will integrate ESG risk identification into the credit granting process, carefully evaluating whether counterparties pose potential risks to the environment, society, governance, and climate change. Additionally, to enhance the management of specific industry risks, the Company prohibits financing for the tobacco manufacturing industry, industries involving pornography, illegal arms, and other highly controversial sectors. We also avoid financing new coal-fired power plants, coal-related infrastructure, and mining enterprises. This approach effectively integrates ESG considerations into credit management. In 2023, the amount of financing provided to ESG-compliant enterprises was NT\$2.936 billion, with an

Responsible Financing Process



04

Low-Carbon Green Initiatives

As we face the increasingly severe impacts of climate change, Farglory Life is developing strategies to address climate-related risks and opportunities, integrating them into daily operations to minimize negative impacts and reduce the burden on the environment. The Company conducts greenhouse gas inventories, carries out insurance policy carbon footprint assessments, and establishes an energy management system to accurately track carbon emissions and energy consumption, striving for carbon reduction. Our building construction follows green building design principles, creating a green enterprise from the inside out. Furthermore, Farglory Life collaborates with suppliers, employees, and a wide range of policyholders, combining efforts to jointly achieve a green future.

4.1 Climate Resilience P41

4.2 Net Zero and Carbon Reduction P48

SDGs



Sustainability Goals

..... 2024 2025 - 2030



Climate Governance

Incorporate climate change risk-related penalties into regular KRI monitoring.

Establish qualitative or quantitative climate-related risk appetite statements.



Net Zero and Carbon Reduction

Conduct the third-year ISO 14064-1 greenhouse gas inventory, aiming to reduce carbon emissions by 4% compared to the previous year.

Include Scope 3 investment and financing projects in the greenhouse gas inventory, covering listed stocks and bonds. Completed ISO 14067 carbon footprint inventory and applied to obtain the Ministry of Environment carbon label.

Using 2022 as the base year, aim for a 12% reduction in carbon emissions by 2025 and a 28% reduction by 2030.



Sustainable Supply Chain

Social Responsibility Commitment signing rate for suppliers reaches 100%.

Beginning 2026, ensure 100% of suppliers are local. By 2028, products with Green Mark must account for 10% or more of total procurement expenditure.



Ecological Environment

Continue to expand the ecological restoration area of the "Owl Conservation Programme " and " Marine Coral Restoration Project " to safeguard biodiversity and the ecological environment. The ecological restoration area will be increased to 7 hectares by 2030.



2023 Performance

Climate Governance

Held three in-person training sessions on climate change issues, with participation from board members and senior management.

Net Zero and Carbon Reduction

Scope 1 and Scope 2 greenhouse gas emission intensity per person was 0.7576 metric tons of CO₂e, a **0.8% reduction** compared to the previous year.

Completed **ISO 14067 carbon footprint inventory** and passed third-party verification.

Sustainable Supply Chain

Received the **Buying Power - Social Innovation Products and Service Procurement award** from the Ministry of Economic Affairs for three consecutive years.

Ecological Environment

Continued to promote Owl Conservation Programme, **expanding ecological restoration bases to four locations**. The ecological restoration bases consist of trees native in Pingtung, Tainan Dongshan to Pingtung Yongzai

Saved approximately **9.16 million sheets of paper** through mobile and electronic services.



Stakeholders concerned with this chapter

Government agencies; suppliers; communities

4.1 Climate Resilience

In addition to incorporating climate change risks into our Risk Management Policy, Farglory Life identifies and assesses climate change risks and formulates measures for key items to mitigate these risks.

The Company continues to follow the four key areas of the Task Force on Climate-related Financial Disclosures (TCFD) framework: Governance, Strategy, Risk Management, and Metrics and Targets. The climate-related information disclosure for each area is detailed as follows:

4.1.1 Climate Change Governance

The Board of Directors, as the highest-level climate risk oversight body, receives regular risk management reports from the Risk Management Committee. In addition, the Company has established a Sustainable Development Team under which there are six functional groups; the Team is overseen by the Company's President. The team holds regular meetings to discuss carbon reduction measures and the risks and opportunities brought by climate change. The Company has incorporated climate change risks into our Risk Management Policy. In 2023, climate change risks were also included in the Three-Lines-of-Defense Operational Risk Detection and Management Regulations, which was approved by the Board of Directors.

Organizational Structure for Climate Change Governance

Board of Directors of Farglory Life

Risk Management Committee

The committee formulates the Risk Management Policy and oversees the execution of risk management across all units. It regularly reports to the Board of Directors on the status of risk management implementation and provides necessary improvement recommendations.

In terms of climate governance, climate change risk has been incorporated into the "Risk Management Policy". In addition, the "Climate Change Risk and ESG Management Guidelines" have been established, covering investment and daily operations.

► For detailed information on the committee composition, please refer to the Corporate Governance/Risk Management section on P32 [↗](#)

Risk Management Office

Since 2021, climate change risks have been included in the annual "Own Risk and Solvency Assessment (ORSA) report" submitted to the Board of Directors, and continuous attention has been given to international developments, regulatory authorities, and the Life Insurance Association regarding climate change issues and progress. Regular reports are presented at relevant meetings.

In order to monitor climate change risks, key risk indicators (KRI) and general risk indicators are established. The Company's performance in environmental protection (E), social responsibility (S), and corporate governance (G) is regularly reviewed through monitoring indicators. If any of the above indicators exceed the control threshold (green light), appropriate measures are proposed to mitigate the impacts of climate change.

President

Sustainable Development Team

The team currently consists of six functional groups: Corporate Governance, Customer Value, Employee Care, Social Co-prosperity, Green Sustainability, and Climate Governance. These functional groups hold meetings quarterly to discuss the risks and opportunities of climate change. The discussions and outcomes are disclosed in the sustainability report. **The Green Sustainability and Climate Governance groups are responsible for conducting full-workplace carbon footprint inventory and setting medium- and long-term carbon reduction targets.**

► For detailed information on the Sustainable Development Team, please refer to the Sustainability Organizational Structure on P11 [↗](#)

Green Sustainability Group

Responsible for planning and executing net-zero emissions (carbon reduction), environmental strategies, and action plans.

Climate Governance Group

Responsible for climate risk assessment, as well as the planning and execution of climate-related financial disclosures (TCFD).

Climate Change Education and Training

To enhance the climate change-related knowledge of board members, senior management, and members of the Sustainable Development Team, training sessions are held annually. In 2023, three in-person trainings were held.

1



Participants:

Board members and senior executives; **total of 33 people**



Course Content:

Climate change and global risks, sustainable finance/ESG and regulations, Farglory Life's ESG practices, and Taiwan's Sustainable Finance Evaluation System



2



Participants:

President and members of the Sustainable Development Team; **total of 35 people**



Course Content:

TCFD, SBTi, carbon pricing, and decarbonization of investments



3



Participants:

Members of the Sustainable Development Team - Green Sustainability Group/Climate Governance Group; **total of 14 people**



Course Content:

Greenhouse gas inventory, PCAF calculation for Scope 3 financial carbon emissions



4.1.2 Climate Change Strategy

Climate change encompasses physical and transition risks, as well as opportunities for mitigation and adaptation. The Sustainability Development Team at Farglory Life analyzes the actual and potential climate risks and opportunities that the Company may encounter. We follow a climate risk identification process to identify climate risks and opportunities for different business areas and assess their financial impact on the Company. A climate risk matrix is then developed to prioritize the identified climate risks and opportunities.

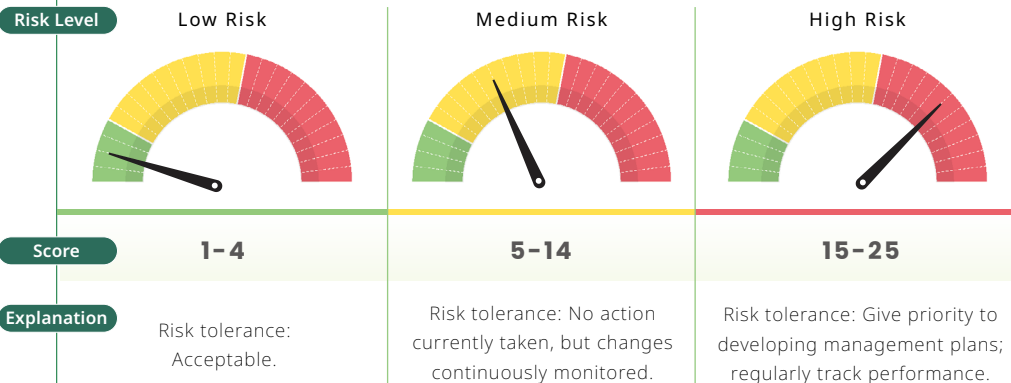


Identification of Farglory Life's Climate Risks and Opportunities

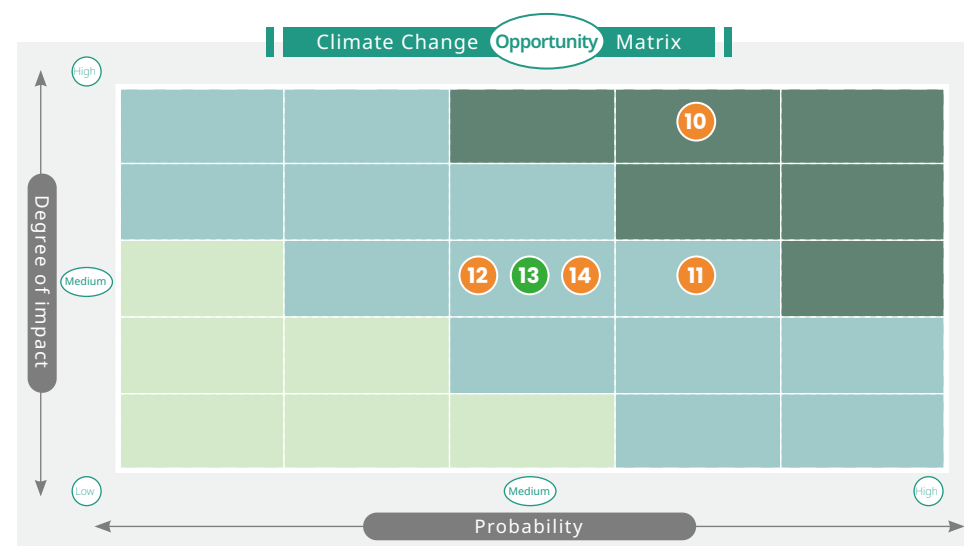
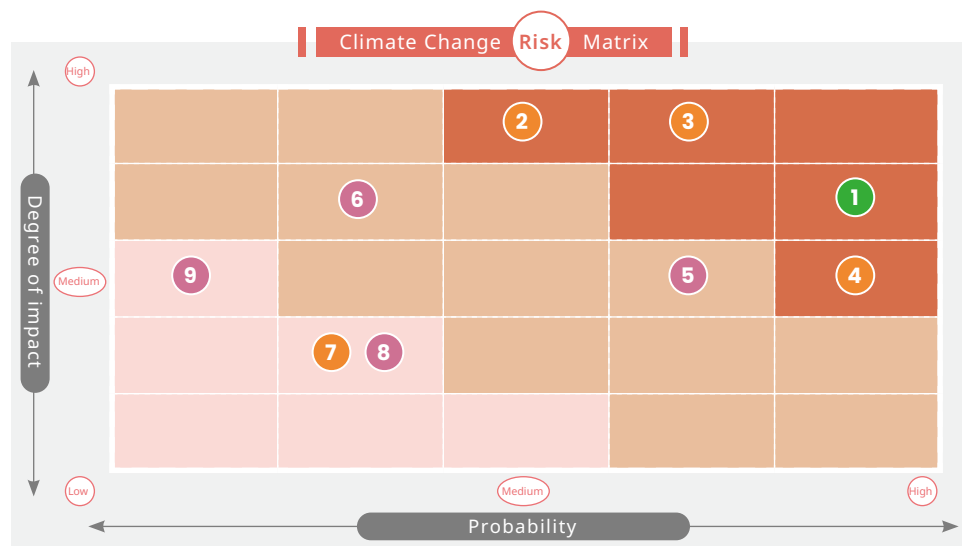
Interval Period



Degree of Impact



Farglory Life's Climate Risk and Opportunity Matrix



● Short-term Risk : Estimated to occur within 1-3 years

● Medium-term Risk : Estimated to occur within 3-10 years

● Long-term Risk : Estimated to occur after 10 years

High Risk

- 1 Reputation Risk - Failure to adopt sustainable practices that align with societal expectations
- 2 Market Risk - Shifts in public investment preferences result in an impact on the Company's investment returns
- 3 Physical Acute Risk - Impacts on operations and increased operating costs due to extreme weather events
- 4 Regulatory Risk - Government legislation imposes carbon taxes or fees, impacting investment and financing

Medium Risk

- 5 Physical Long-term Risk - Increased operating costs and equipment burden due to extreme weather events
- 6 Physical Long-term Risk - Rising temperatures lead to increased prevalence of pandemic outbreaks and higher claim ratios

Low Risk

- 7 Regulatory Risk - Increasingly strict environmental regulations leading to higher operating costs
- 8 Physical Long-term Risk - Increased mortality rates from extreme weather events (heatwaves, typhoons), raising claim rates
- 9 Physical Long-term Risk - Investments affected by extreme weather events, resulting in potential loss of investment returns

High Opportunity

- 10 Markets - New investment opportunities arise from climate change, leading to increased investment returns

Medium Opportunity

- 11 Markets - Government initiatives promote low-carbon energy policies, increasing opportunities for green energy investments
- 12 Products and Services - Growing public awareness of climate change drives increased demand for low-carbon products and services
- 13 Resilience - Improved ability to respond to climate change, managing risks and seizing opportunities more efficiently
- 14 Products and Services - Increased demand for basic insurance products during extreme weather conditions

Major Climate Risks /Opportunities and Response Measures



Transition Risk

Risk	Time Duration	Existing Risks	Potential Financial Impact on the Company	Response Strategy / Mitigation Measures
Reputation Risk	Medium-term	Market risk Credit risk	Insufficient climate-related risk management and failure to adopt sustainability measures may result in reduced investment inflows and a negative public perception.	Incorporate climate change risks into the Risk Management Policy, continuously align with national policies and regulations, enhance the Company's climate-related risk processes, and promote sustainability-related initiatives.
Market Risk	Short-term	Operational risk Market risk	Changing public investment preferences and customer preferences/aversions toward corporate environmental strategies could lead to a decrease in customer loyalty and affect revenue if customer expectations are not met.	1.Enhance the Climate Change Risk and ESG Management Guidelines to cover both investment and daily operations. Incorporate ESG considerations into investment decisions and establish monitoring indicators to track risks. 2.In response to the global trend toward net-zero emissions and green finance, and in order to achieve the net-zero carbon emissions goal by 2049, pursue a transition to carbon-neutral operations.
Policy and Legal	Short-term	Operational risk	The government's legislation to impose carbon taxes or fees could result in financial impacts on the Company and our investments.	Monitor regulations, policies, and market changes closely, and continue conducting greenhouse gas emission inventories. The goal is to include carbon emissions from investment and financing activities in the greenhouse gas inventory by 2023.
Policy and Legal	Short-term	Operational risk	Stricter climate-related policies and regulations (such as greenhouse gas reduction and disclosure) may increase operating costs and related disclosure requirements (e.g., costs for upgrading energy equipment or purchasing green electricity).	1.Adjust energy-saving equipment and measures in the office environment on a rolling basis. 2.Continuously promote green building designs for new construction to reduce energy consumption. 3.Actively participate in the Financial Supervisory Commission's TCFD policy promotion and ensure compliance with regulatory requirements.

Physical Risk

Risk	Time Duration	Existing Risks	Potential Financial Impact on the Company	Response Strategy / Mitigation Measures
Acute Risk	Short-term	Operational risk	Extreme weather events could cause disruptions to the Company's operations, leading to impacts on revenue.	1.Continuously implement the Business Continuity Management Plan to respond to information system disasters, natural disasters, and emergency human-made incidents; mitigate the impact of such events and restore critical services in the shortest possible time. 2.Maintain the validity of ISO 22301 Business Continuity Management System certification.
Chronic Risk	Long-term	Operational risk	Extreme weather events could intensify equipment loads and lead to increased operating costs.	1.Continuously improve energy efficiency in accordance with the ISO 50001 Energy Management System. 2.Use energy-saving and environmentally-friendly products in the workplace. 3.Prioritize the procurement of environmentally-friendly products that have low pollution, are recyclable, and save resources. 4.Include environmental protection clauses in supplier contracts to increase environmental conservation responsibilities.
Chronic Risk	Long-term	Operational risk	Due to increased average temperatures or natural disasters (typhoons, floods), there may be a rise or fall in mortality rates, or the incidence of diseases and accidents.	1.Determine trends in mortality rates for life insurance and the incidence of A&H under extreme climate conditions, and assess the impact on future product pricing. 2.If there is an upward trend in claims, evaluate whether products need to be discontinued or re-priced.
Chronic Risk	Long-term	Operational risk	With rising global sea levels and increased temperatures, the potential for more widespread infectious diseases could lead to an increase in claim rates.	1.Annually review trends in claim payouts related to infectious diseases, and assess the need for repricing. 2.Develop a business continuity management plan that prioritizes critical processes affecting policyholder rights, such as claim processing and customer service (e.g., 0800 hotline services). Ensure their proper functioning through internal controls and safeguard customer interests. 3.Annually review customer service and care measures for major disaster events; continuously promote preferential policy loans; and promptly provide care services for customers affected by major disasters, including deferred premium payments, deferred policy loan repayments, and expedited claim processing.
Chronic Risk	Long-term	Market risk Credit risk	Investments being affected by extreme weather events may present a loss of investment returns.	1.Establish an investment database and assess the significance of impact through RCP scenario analysis. 2.Evaluate potential physical climate risks associated with owned real estate and develop a business continuity plan.

! Opportunity

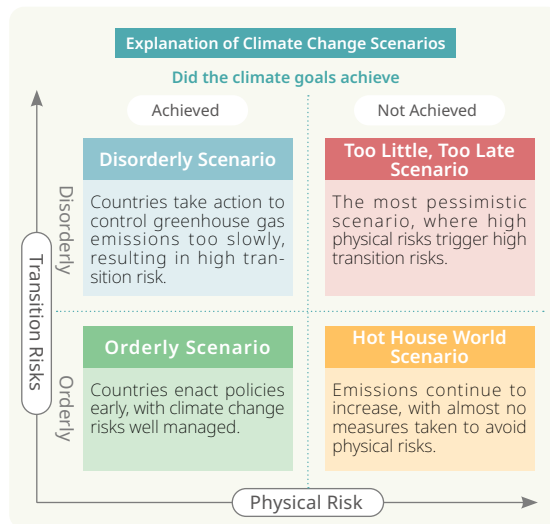
Type	Time Duration	Business Category	Potential Financial Impact on the Company	Response Strategy
Resilience	Medium-term	Operation Investment Insurance	Enhance climate change response abilities, to manage risks more efficiently and seize opportunities.	Actively address climate change issues to improve the Company's sustainability ratings, thereby enhancing the Company's sustainability brand value. This approach meets stakeholder expectations and trust, contributing to the long-term success of the business.
Market	Short-term	Investment	<p>Climate change could create new investment opportunities; proactively seek out potential future investments to increase investment returns.</p> <p>Government efforts to promote low-carbon energy policies could increase investment opportunities in the green energy sector.</p>	<p>1.Stay informed about international trends in low-carbon technologies/industries.</p> <p>2.Continuously engage in thematic investments such as low-carbon renewable energy and water resources, as well as influential investments.</p> <p>3.Implement responsible investing and respond to the government's 5+2 Innovative Industries Plan. Collaborate with industry partners to invest in the renewable energy sector, gradually increasing the percentage of investments in low-carbon industries each year, and accelerating the development of green energy in Taiwan.</p> <p>► (For more details, please refer to the Sustainable Finance – Responsible Investment section) </p>
Resource Efficiency / Products and Services	Short-term	Operation	Construct sustainable green buildings to achieve environmental friendliness and efficient resource utilization, thereby gaining consumers' trust.	<p>1.Aim to obtain green building certification for new construction projects, to enhance buildings' environmental sustainability.</p> <p>2.Implement energy-saving measures to improve existing buildings' energy efficiency.</p>
Products and services	Short-term	Operation	The increasing public awareness of climate change has led to a growing demand for low-carbon products and services. Through digital technology, it is possible to meet the low-carbon service needs of policyholders while simultaneously enhancing operating efficiency and reducing costs.	<p>Utilize mobile digital tools to meet customers' pre-sale, mid-sale, and post-sale needs. These initiatives aim to provide policyholders with convenient, efficient, paperless service experiences.</p> <p>► (For more details, please refer to the Digital Innovation – Digital Financial Service section) </p>
Products and services	Short-term	Insurance	Under extreme climate conditions, the demand for protection products increases, leading to higher premium income.	Add protection products, such as daily hospital indemnity insurance and accident insurance.

Note: Time durations are defined as follows: Short-term: within 1–3 years; medium-term: within 3–10 years; long-term: more than 10 years.

Climate Change Risk Scenario Analysis

The Company cooperates with regulatory authorities and the Taiwan Insurance Guaranty Fund policy to conduct Exploratory Climate Change Scenario Analysis simulations. The test scenarios and methodologies are primarily based on the GIMAR 2021 special topic edition climate change(Global Insurance Market Report) published by the International Association of Insurance Supervisors (IAIS). Under three different climate change scenarios ("orderly", "disorderly", and "too little too late")^(Note), potential losses from the Company's asset exposure in different scenarios are explored.

Note: The IAIS did not separately analyze the "hot house world" scenario, but the "too little, too late" scenario includes considerations of both transition and physical risks.



Based on the benchmark of the end of December 2023, Farglory Life's loss ratios under different scenarios are as follows: 1.39% for orderly scenario, 2.74% for disorderly scenario, and 6.91% for too little too late scenario. Compared to the previous year's results, the loss ratios for 2022 were 1.38% for orderly scenario, 2.71% for disorderly scenario, and 6.93% for too little too late scenario. Observing from the scenario analysis results, the loss ratios for each scenario from 2022 to 2023 did not show significant changes and remained within manageable ranges.

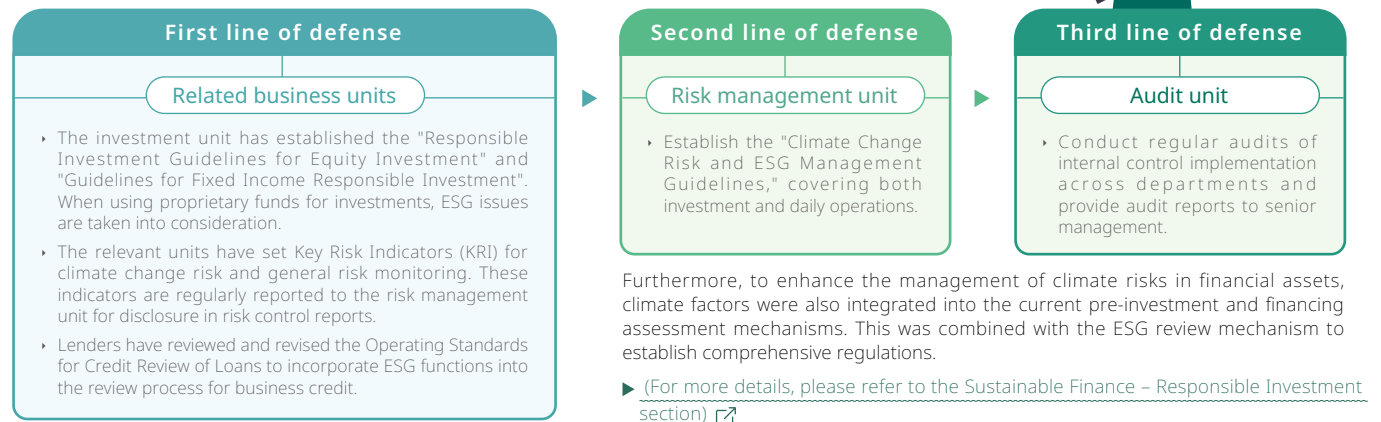
4.1.3 Climate Risk Management

Climate Risk Management Framework

In addition to following the Risk Management Practice Guidelines for Insurance Enterprises, the Company incorporated climate change risk into our Risk Management Policy in 2022. The Company also added the Climate Change Risk and ESG Management Guidelines, which cover both investment and daily operations, and established climate change risk-related KRI and GRI to regularly monitor indicator performance. Furthermore, the Company established a Climate Governance Group under the Sustainable Development Team, which holds regular meetings. By doing TCFD-recommended analysis of transmission channels for physical and transition risks (e.g., changes in climate-related policies; extreme weather events), the team identifies potential impacts of climate-related risks on the Company. For detailed identification results, [please refer to the explanation in the 4.1.2 Climate Change Strategy section.](#)

Climate Risk Management Measures

To effectively implement climate risk management, the Company incorporated climate change risk into our Risk Management Policy in 2022. Using a Three-Lines-of-Defense framework for internal control, the responsibilities and functions of each line in managing climate risks were clearly defined.



● Climate Change Risk Monitoring

In response to climate change risks, Farglory Life sets risk monitoring indicators, including Key Risk Indicators (KRI) and general risk indicators (such as greenhouse gas emissions, electricity consumption, and paper usage). These indicators are regularly monitored by the Risk Management Office. If the control threshold (green light) is exceeded, improvement measures are jointly proposed by the responsible departments in accordance with the Risk Monitoring and Handling Procedures. In accordance with national policies and regulations, the impact of climate change risks on existing risk management is continuously assessed.







4.1.4 Key Climate Metrics and Targets

Farglory Life has responded to the Green Finance Action Plan 3.0 by implementing ISO 14064-1 Specification for quantification and reporting of greenhouse gas emissions and removals and ISO 50001 Energy management. Through comprehensive inventory and monitoring, the Company effectively manages our operational carbon emissions and energy use efficiency. In terms of response measures, the Company has established operating guidelines, incorporating ESG issues into decision-making processes and conducting carbon inventories for investment and financing portfolios

► (For more details, please refer to the Net Zero and Carbon Reduction – Green Operations section). [↗](#)

Based on the inventory results, the Company will formulate policies for high-carbon investments and develop carbon reduction targets to mitigate the impact of climate change risks on our investments and financing.



Metric	Short-term Target	Mid-to-long-term Target	2023 Achievements
 Greenhouse Gas Emissions (Scope 1–Scope 2)	Continuously conduct ISO 14064-1 greenhouse gas inventorying; reduce carbon emissions by 4% compared to the previous year.	Reduce total greenhouse gas emissions by 12% by 2025 and by 28% by 2030, Net Zero Carbon Reduction by 2049.	Reduced 1,152 metric tons of CO₂e as compared to 2022.
 Policy Carbon Footprint Emissions	Continuously conduct ISO 14067 carbon footprint inventorying; obtain Ministry of Environment Carbon Label, and apply for the Ministry of Environment's Carbon Label	Improve policy service carbon footprint reduction, decreasing carbon emissions by 3%.	Conducted the first product carbon footprint inventory.
 Workplace electricity consumption	Reduce all worksites' electricity consumption by 1% compared to the previous year.	Reduce all worksites' electricity consumption by 1% annually, achieving a 6% reduction by 2030.	Reduced by 26.8% as compared to 2022.
 Workplace water consumption	Reduce all worksites' water consumption by 0.5% compared to the previous year.	Reduce all worksites' water consumption by 0.5% annually, achieving a 3% reduction by 2030.	Reduced by 3% as compared to 2022.
 Promotion of digitization and electronic policies	Continue to promote green service processes such as digitization and mobilization to reduce environmental impact and greenhouse gas emissions.		Saved approximately 9.16 million sheets of paper annually through mobile and electronic services.
 Amount of low-carbon investments	Increase annual investments in ESG-related businesses such as low-carbon green energy, water resources, and renewable energy, to accelerate development of the domestic renewable energy industry.		Cumulative investment in power facilities and sustainable funds reached \$2.619 billion, a 50% increase from NT\$1.746 billion in 2022.

4.2 Net Zero and Carbon Reduction

GRI 302-1、302-3、302-4、305-1、305-2、305-3、305-4、305-5

Since 2021, Farglory Life has conducted greenhouse gas inventories on all worksites every year, gradually expanding the scope of the inventory. Following this, the Company has carried out a policy carbon footprint inventory. In 2023, Farglory Life further adopted the PCAF carbon accounting methodology to conduct a financial carbon emissions inventory for Scope 3 investment and financing portfolios. Through inventory and third-party verification, Farglory Life effectively manages energy risks, reduces our carbon footprint, and enhances energy use efficiency. This inside-out approach gives play to our green sustainability influence, encouraging the industry to collectively move toward a low-carbon transition and demonstrating the Company's commitment to practicing green enterprise principles.

Referencing the United Nations Intergovernmental Panel on Climate Change (IPCC)'s 1.5°C pathway, Farglory Life has set absolute carbon reduction targets for Scope 1 and 2 emissions. Based on the year 2022 as the baseline, the goal is to achieve a 28% reduction in carbon emissions by the year 2030, with a further aim to reach net zero carbon emissions by the year 2049.

4.2.1 Green Operations

Greenhouse Gas and Energy & Resource Management

In alignment with Taiwan's 2050 Net-Zero Carbon Emission Targets, Green Finance Action Plan 3.0, and Sustainable Development Roadmap for TWSE-listed/TPEX-listed Companies, Farglory Life officially introduced ISO 14064-1 greenhouse gas inventories starting in 2021. Through systematic inventorying, actual emissions are clearly identified. By investigating energy cost expenditures, assistance from all operating sites, and using operating control methods, emissions figures are consolidated, for 100% coverage of our operations. In addition to conducting annual greenhouse gas inventories, in 2023, the scope was expanded to insurance policy services and carbon footprint verification was introduced. In 2024, Farglory Life will achieve ISO 14067 international certification for insurance policy carbon footprints.

Farglory Life thoroughly examines the energy & resources consumed by our operations and business activities. Through effective management measures, the Company aims to reduce greenhouse gas emissions and mitigate impacts on global warming.



Greenhouse Gas Emissions

In April 2024, Farglory Life's 2023 greenhouse gas inventory data was verified by the third-party certification body, AFNOR International. Scope 1 and Scope 2 emissions received reasonable assurance levels recognized by regulatory authorities, while Scope 3 received limited assurance levels. In 2023, Scope 1 and Scope 2 greenhouse gas emissions amounted to 3,340.798 metric tons of CO₂e, with an intensity of 0.7576 metric tons of CO₂e per person, representing a 0.8% reduction as compared to 2022. The Company continues to implement energy-saving and carbon reduction measures, including installing solar and wind power generation equipment on the rooftops of our buildings and gradually replacing lighting with energy-efficient fixtures to meet annual reduction targets.

Starting in 2023, Farglory Life introduced ISO 14067 product carbon footprint verification. Third-party verification and review showed that each insurance policy creates the equivalent of c. 3.6 kg CO₂e over its lifecycle, meeting the reasonable assurance level recognized by the Ministry of Environment. Farglory Life continues to use technology to create green insurance services by promoting mobile insurance, including mobile underwriting/claims/policy services/premium payments and electronic policy statements. These initiatives provide more environmentally-friendly services, reducing carbon emissions from paper and transportation. Internally, the Company implements low-carbon underwriting processes, utilizing secure, digital energy-saving mechanisms when archiving and transmitting application data. Policy production uses FSC-certified materials, with strict control over every aspect of the policy lifecycle to reduce environmental impacts. Farglory Life aims to have a positive influence on

Greenhouse Gas Emissions Statistics for the Past Three Years

Category	Measurement Unit	2021	2022	2023
Scope 1 emissions	Metric tons of CO ₂ e	374.0064	1082.4458	916.6975
Scope 2 emissions	Metric tons of CO ₂ e	3,975.4329	3,410.3176	2,424.1001
Scope 1+2 emissions	Metric tons of CO ₂ e	4,349.4393	4,492.7634	3,340.798
Scope 1+2 emissions intensity	Metric tons of CO ₂ e/NT\$ million of revenue	0.0466	0.0562	0.0452
Other emissions	Metric tons of CO ₂ e	2,274.8001	1,814.1235	1,517.9578

Note 1: The inventory covers the Company's headquarters, branches, branch offices, and all employees (including part-time personnel).

Note 2: Scope 1 emissions are calculated using the Greenhouse Gas Emission Factors Management Table (version 6.0.4) released by the Ministry of Environment.

Note 3: Scope 2 emissions are related to electricity consumption and are calculated based on the carbon emission factor announced by the Ministry of Economic Affairs' Energy Administration for 2023.

Note 4: Other inventory items include employee business trip, policy transportation, paper purchases, upstream emissions from purchased energy, waste disposal, and product services.



Note 5: Operating revenue was NT\$93.242 billion in 2021, NT\$79.905 billion in 2022, and NT\$73.977 billion in 2023.

Note 6: Global Warming Potential (GWP) values are based on the IPCC Sixth Assessment Report.

Financial Carbon Emissions Inventory

In response to Taiwan's net-zero carbon policy, Farglory Life follows the financial industry global greenhouse gas inventory and reporting standards of the Partnership for Carbon Accounting Financials (PCAF). The Company conducts a Scope 3 carbon inventory of our investment and financing portfolio to assess and manage the climate-related risks of our investments. By leveraging our financial power, Farglory Life aims to promote the industrial green transition and demonstrate our commitment to sustainable development as an investor. In 2023, the Company conducted an inventory of our equity investments and listed bond investments; carbon emissions from our investment portfolio amounted to 45 metric tons of CO₂e.

Electricity and Water Usage in the Past Three Years

Category		Unit	2021	2022	2023
 Electricity	Annual total electricity consumption	kWh	7,919,189	6,700,035	4,907,085
	Electricity use intensity	kWh/NT\$ million of revenue	84.93	83.85	66.33
	Total carbon emissions	Metric tons	3975.4329	3410.3176	2424.1001
 Water	Water consumption	kL	42,096	47,399	46,034
	Water use intensity	kL/NT\$ million of revenue	0.45	0.59	0.62

Note:

- Operating revenue was NT\$93.242 billion in 2021, NT\$79.905 billion in 2022, and NT\$73.977 billion in 2023.
- Calculations include the Company's headquarters, branches, branch offices, and regional offices.
- The 2022 water consumption data was recalculated, because the water usage for the public area of the headquarters had not been included.

Waste Management Statistics for the Past Three Years

General Industrial Waste	Unit	2021	2022	2023
Recycled waste	Tons	40.9	40.6	52.7
Domestic waste	Tons	154.6	178.1	177.9

Note: Calculations include the Company's headquarters, branches, branch offices, and regional offices. However, waste from the Company's self-owned building in Hualien are not included.



Carbon Reduction Goals and Actions

e-Services

Farglory Life develops digitally-transformed, optimized service processes by incorporating digital services into insurance innovation. By doing so, we provide policyholders with mobile services and create a highly convenient, equal digital insurance service ecosystem. Internally, the Company implements paperless meetings, digital learning courses, and e-management for employees. Externally, we promote different digital services, such as mobile insurance applications, electronic policy services, online insurance applications, online after-sales services, and electronic policy statements. These efforts aim to reduce environmental impacts and greenhouse gas emissions, positively contributing to environmental sustainability.



Through our implementation of mobile and electronic services, the Company saved approximately 9.16 million sheets of paper in 2023, equivalent to approximately 1.87 times the height of the Taipei 101 building. Our electronic services have helped save nearly a thousand trees from being cut down, resulting in a reduction of approximately 62.3 tons of carbon emissions. [\(Please refer to the Digital Innovation section P64 for detailed information on our e-Service initiatives\)](#)

Note: In 2023, saving 9.16 million sheets of paper would be c. 3,125 feet tall (Taipei 101 building is approximately 1,667 feet tall; 1 sheet of paper is about 0.0104 centimeters; 3,125/1,667 = 1.87).

Low-carbon Operational Management

1 Energy-saving Equipment Upgrades

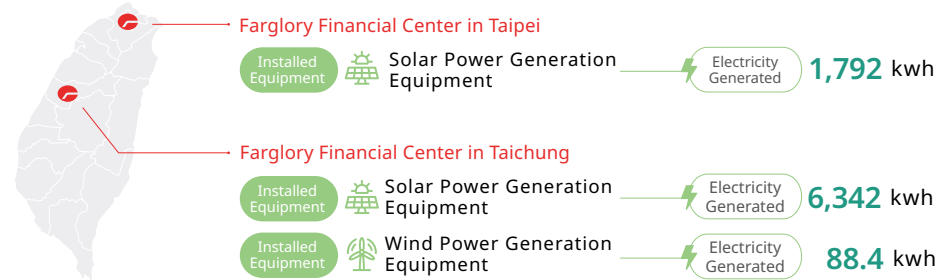
Category	Type	2023 Action Plan	Energy Saving (kwh)	Cost Savings (NTD)	Carbon Reduction Benefits (metric tons)
Lighting	Electricity Saving	Install microwave motion sensors for the safety stairwell floor indicator lights.	23,957	137,513	11.8
Lighting	Electricity Saving	Reduce lights in public area corridors of company-owned workplace floors.	9,029	51,826	4.5

Note 1: Cost-saving benefits are calculated based on the most recently-announced Taipower average value for the highest summer and non-summer electricity usage rates, that is, NT\$5.74/kWh.

Note 2: Carbon reduction benefits are calculated using the 2023 electricity carbon emission factor of 0.494 kg CO₂e/kWh, as announced by the Ministry of Economic Affairs' Energy Administration.

2 Use of Renewable Energy

Farglory Life responds to government policies on renewable energy and utilizes renewable energy sources to reduce overall carbon emissions.



3 Sustainable Green Buildings

Farglory Life starts from our own operations and incorporates environmental-friendly and energy-saving designs in our newly constructed buildings, such as increasing greenery, as well as reducing water consumption and carbon emissions. The Farglory Financial Center, completed in 2011 in Taipei, was the first commercial office building in the Xinyi District to receive dual certifications of LEED-NC Gold from the US Green Building Council (USGBC) and Diamond-level from the Ministry of the Interior's Green Building certification, setting a benchmark for sustainable corporate buildings. **As of 2023, the Company has constructed four green buildings, achieving one diamond-level, two silver-level, and one candidate green building certification, as well as one US LEED certification.**

Green Building Achievements of Farglory Life

Project	Farglory Financial Center in Taipei	Farglory Financial Center in Taichung	Farglory Financial Center in Taoyuan	Construction Project in Jiaoxi, Yilan
Year	2011 / 2013	2015	2019	2022
Achievement	LEED-NC Gold-level Green Building certification Diamond-level Green Building certification	Silver-level Green Building certification	Silver-level Green Building certification	Silver-level Candidate Green Building certification



Keeping pace with the rest of the world, Farglory Life has taken action for "Earth Hour" for eleven years in a row. On the annual World Earth Hour Day, the Company participates by turning off our buildings' exterior lighting from 8:30pm to 9:30pm. This action demonstrates the Company's commitment to mitigating global warming through practical measures.

Environmental Education

Environmental Education Rooting Program for Rural Schools

In rural areas where educational resources are scarce, teachers and students have an urgent need for complex climate change and environmental education resources. In 2023, Farglory Life teamed up with PD.Dinos, a social enterprise specializing in designing and teaching environmental education boardgames, to develop an environmental financial education boardgame course. This course combines elements of financial literacy and climate change, inspiring students to learn while playing. Additionally, Farglory Life organized in-person promotional activities, rallying over 70 volunteers to visit Alian Elementary School's Fengshan campus in Kaohsiung and Ningpu Primary School in Taitung. They led 90 rural students in learning about Taiwan's rich terrestrial and marine ecosystems through play. Students were enlightened about green finance concept and how to strengthen protection of vulnerable financial consumers.



- ▶ Participants: 90 students from Alian Elementary School's Fengshan campus in Kaohsiung and Ningpu Primary School in Taitung
- ▶ Event Period: November–December 2023
- ▶ Event Highlights: Using climate change boardgames to guide students in understanding environmental protection issues in play

Purpose-Built Climate Change Boardgame

Farglory Life collaborated with PD.Dinos, a social enterprise, to create a customized, multi-player boardgame for environmental financial education. By simulating real-life scenarios and adopting a role-playing approach, the game helps students naturally understand climate change issues. Although the countries represented by each group of players are in competition with each other, they must all collectively bear the responsibility for both destruction and mitigation efforts. This highlights the fact that "there is only one Earth". Through the game, students also develop problem-solving and teamwork skills.

Each group of players represents a different country. By promoting national land development, students learn how to allocate income and expenses. When construction generates carbon dioxide and pollution increases, raising carbon emissions, the overall environment warms. When this accumulates to a certain level, it triggers a Disaster Card. The Disaster Card causes urban destruction and financial losses. At this point, players can use Mitigation Cards and Adaptation Cards to think of ways to respond to the disaster. For example, extreme weather may threaten forests with storms, droughts, and wildfires, reducing owl habitats. Players can use Adaptation Cards, such as setting up owl perches in fields or placing owl nest boxes in forests, to address these threats.

Marine Citizen Scientist Beach Cleanup Action

To give marine life back their clean habitats, Farglory Life teamed up with the National Museum of Marine Science and Technology in 2023. Over 70 corporate volunteers and policyholders participated in cleaning up the Chaojing coast in Keelung, removing 147 kg of marine debris. The cleanup followed ICC international beach cleanup standards, including waste sorting, and the entire event avoided use of disposable items to reduce resource waste.

In 2024, Farglory Life launched our Environmental Protection Declaration to extend our marine conservation efforts. This initiative aligns with SDG 17, fostering diverse partnerships among industry, government, and academia. Through this Declaration, Farglory Life calls on employees, policyholders, and event participants to sign the declaration, committing to the mission of protecting the environment and maintaining sustainable oceans.

Launching of Digital Lecture Series on Green Living

Farglory Life collaborates with the Environmental Ethics Foundation of Taiwan and the Luodong Nature Education Center to offer green living courses. Together, we have developed educational materials on plastic reduction and carbon sequestration. Internally, we promote self-directed online learning through the e-learning streaming platform. Externally, we encourage the public to view the course on a dedicated YouTube channel, which has garnered 78,000 total views.

Environmental Protection Initiatives

Tea Serving Initiative

In response to the Ministry of Environment's Nationwide Green Living policy, Farglory Life has set up tea serving stations at customer service centers in northern and central Taiwan. By linking up 8,200 locations nationwide, the initiative enthusiastically invites guests to bring their own plastic-free eco-friendly containers to fill with water. This promotes source reduction of plastic, encourages the reduction of bottled water purchases, and helps decrease carbon emissions.

Supporting the RF100 Drinking Water with Zero Waste Initiative

Farglory Life continually seeks solutions to reduce environmental impact. In 2023, the Company supported the RF100 Drinking Water with Zero Waste Initiative by implementing no-bottled-water policy at all workplaces. Employees are encouraged to use eco-friendly cups, and vending machines in the workplace no longer sell bottled beverages. This initiative promotes the concept of refilling and reusing containers, starting from within the Company to implement a zero-plastic model. Through small changes made by each individual, Farglory Life aims to address the issue of large-scale plastic pollution, and giving the Earth a chance to breathe.

Supporting the Melting Greenland Public Screening Initiative

In addressing the issue of climate change, no one is an outsider. Farglory Life supports the corporate environmental initiative by backing the Melting Greenland public screening project. Through this documentary that explores Greenland, the initiative aims to raise public concern about increasingly severe climate issues, encouraging everyone to work together to make the world a better place.

Promoting the Green Mirror Initiative Carbon Reduction Campaign

Farglory Life continues to promote the Green Mirror Initiative's online carbon reduction campaign, inviting policyholders to share their daily carbon reduction practices. By spreading these influential practices, the initiative encourages sustainable green living. Over a thousand people have joined this campaign.

4.2.2 Sustainable Supply Chain

To foster mutual growth with suppliers, Farglory Life employs new supplier assessments, supplier risk management, supplier audits, and supplier guidance. This approach helps develop suppliers into a green supply chain and reduces supply chain risks. Environmental sustainability and social human rights clauses are incorporated into supplier contracts, requiring suppliers to fully comply with local and international environmental and social regulations. This demonstrates Farglory Life's commitment to enhancing the sustainability of our supply chain.

Supply Chain Management

Management Actions

New Supplier Assessment	Annual Supplier Evaluation
<ul style="list-style-type: none"> All new suppliers are required to undergo an ESG audit based on international standards and Farglory Life's "Supplier Management Guidelines", which include assessments on "Labor Rights and Human Rights", "Health and Safety", "Environmental Protection", and "Ethical Standards." New suppliers are also required to sign the "Corporate Social Responsibility Commitment" agreement. In addition, new suppliers are required to sign the "Corporate Social Responsibility Commitment". Their qualification as new suppliers is subject to review and approval based on the Company's sustainable development goals and basic supplier qualification criteria. 	<ul style="list-style-type: none"> Suppliers are evaluated based on their annual "total transaction amount", "total transaction count", and "total number of abnormal cases" to determine their performance level. Suppliers are classified into four levels: "A Grade (Excellent)," "B Grade (Normal Transaction)," "C Grade (Reassessment Required)," and "D Grade (Transaction Suspension)." This evaluation system effectively monitors supplier risks and serves as a consideration for future collaborations.
Supplier Risk/Impact Assessment	Supplier On-site Audits
Every month, the top 10 suppliers in terms of transactions are subjected to risk assessment in areas such as product quality, delivery time, service, environment, and social responsibility.	Every year, key suppliers are subjected to on-site audits to assess product quality and corporate social responsibility. These audits ensure that suppliers' ESG practices align with the Company's management requirements and serve as a mean to guide and eliminate unsuitable suppliers.

Supplier Management Performance in2023 (Number of Suppliers/Percentage)

CSR Commitment Signing Rate	100 %	New Supplier CSR Commitment Signing Rate	38 manufacturers 100 %	Key Supplier ESG Performance Evaluation Completion Rate	45 manufacturers 100 %
ESG Compliance Rate	100 %	Supplier Risk Impact Assessment Completion Rate	92 manufacturers 100 %	Number of Key Suppliers Underwent Annual Audit	15 manufacturers

Note: ESG compliance rate of 100%. There were 35 A-Grade suppliers, 7B-Grade suppliers, and 3 C-Grade suppliers. There were no suppliers rated D Grade. After guiding and improvement, all C-Grade suppliers were upgraded to B-Grade suppliers or above.

Number and percentage of new suppliers screened using social standards over the past three years

Item	2021	2022	2023
Number of new suppliers	42	45	38
Percentage of suppliers completing screening (%)	100%	100%	100%

4.1 Climate Resilience — 4.2 Net Zero and Carbon Reduction

Green Procurement Supporting Local Procurement

In selecting suppliers, Farglory Life considers factors such as quality, price, and delivery time, with a priority given to local suppliers in Taiwan. This supports local procurement, reduces unnecessary transportation costs, and lowers carbon emissions. The Company continuously increases the proportion of local procurement and develops local suppliers through procurement management procedures. Over the past three years, the percentage of local suppliers has been 97% or higher. In 2023, the total procurement amount was NT\$440 million, with 96% sourced from local suppliers.

Percentage of procurement expenditure from local suppliers in the past three years

Unit: NT\$10,000

Item	2021	2022	2023
Procurement amount from local suppliers	43,958	36,155	42,341
Total procurement amount	45,318	36,155	43,977
Percentage of procurement expenditure from local suppliers	97%	100%	96%

Green Procurement

Farglory Life prioritizes purchasing products that meet the Green Mark standards recognized by the Ministry of Environment, aiming to achieve goals of energy saving, water conservation, and reduced energy consumption. The Company gives preference to products with green building material labels and water efficiency labels, and selects suppliers that comply with corporate social responsibility standards. The total annual amount spent on green procurement reached NT\$18.29 million, accounting for approximately 4.5% of total procurement.

Green Mark Standards/Product Category	Procurement Amount (NTD)
Office Supplies (OA) Products	8,202,357
Information Products	5,472,058
Energy-saving Products	446,919
Recycled Products	4,129,195
Home Appliances	44,000
Total	18,294,529

Starting with green procurement, Farglory Life prioritizes environmental protection by purchasing innovative products and services with a lower environmental impact. Addressing significant sustainability issues, the Company collaborates strategically with different stakeholders, including youth start-ups, social enterprises, and non-profit organizations. This support helps social innovation organizations obtain resources and explore market opportunities, promoting responsible consumption and production. As of 2023, Farglory Life has won the Ministry of Economic Affairs' Buying Power - Social Innovation Products and Services Procurement award for three consecutive years, with a cumulative procurement amount of **NT\$1.16 million from social enterprise suppliers.**

4.2.3 Ecological Restoration

15

LIFE ON LAND



SDG 15 Terrestrial Ecosystem Restoration

Since 2021, Farglory Life has collaborated with the Cross-Disciplinary Research and Development Center and the Wildlife Conservation Research Institute of National Pingtung University of Science and Technology. Together, they have established seven pesticide-free ecological fields covering a total of 6.74 hectares in Gaoshu Township, Pingtung County, and Dongshan District, Tainan City. In 2023, two additional sustainable forest areas, totaling 5.9 hectares, were added to an FSC-certified artificial reforestation site at Yongzai Forest. Over three years, they have installed 13 raptor perches, ecological monitoring equipment, and 82 nest boxes. 53 bird species have been recorded. 16

collared scops-owl (*Otus lettia*) chicks have been successfully raised to leave the nest, positively impacting the overall ecological food chain. This initiative supports SDG 15 terrestrial ecosystem restoration and aligns with government agricultural policy promotion. Agricultural products such as Owl-brand Pineapple Cake Gift Boxes, owl-branded rice, and owl-branded mushrooms were also introduced to help market produce from small rural farmers.

▶ Please refer to the owl conservation programme film [\[link\]](#)



Efforts of Volunteers Ensuring Love for Never Fades

Farglory Life's volunteer team, in collaboration with policyholders, has been engaged in activities ranging from painting owl nest boxes to working directly in the fields to assist small farmers. Over the past three years, they have conducted six care and promotion projects for rural schools at Jiuliao Elementary School, Taishan Elementary School, Xinan Elementary School in Pingtung, and Shengxian Elementary School in Tainan. A total of 166 owl protection volunteers and 249 students have participated.

Cultivating Green Talent

In 2023, Farglory Life advanced our initiatives at National Formosa University and National Yuanlin Agricultural and Industrial Vocational High School. The Company promoted a project to transmit knowledge and techniques related to biodiversity in organic farming areas. Students were guided step-by-step in building owl nest boxes, deeply instilling environmental awareness. Additionally, field perches were set up at the internship farm to teach students the importance of ecological pest control.



Owl Conservation Programme Picture Book

To expand environmental awareness, Farglory Life published the Protect 100 Million Owls picture book in 2023. This collaborative creation with the writer Little Bear and illustrator Tony incorporates perspectives from experts, scholars, rural farmers, corporate volunteers, and school children. The picture book aims to subtly influence the public to pay attention to environmental issues and support the community dedicated to land conservation. The picture book has been donated to the National Central Library, rural schools, 47 libraries in Taichung, and bookmobiles, launching a storytelling volunteer parent promotion. Additionally, it was integrated into the Taichung City Elementary School Bird Watching Competition by the Wild Bird Society, held at Taichung Metropolitan Park, reaching nearly 200 people. At the Taiwan Reading Festival at Chiang Kai-shek Memorial Hall, the Raptor Research Group of Taiwan included a sharing and charity sale of the Protect 100 Million Owls picture book.



Embracing Nature Special Exhibition

From August to December 2023, Farglory Life partnered with the Raptor Research Group of Taiwan and National Pingtung University of Science and Technology to host the Love Never Fades: Embracing Nature special exhibition. The event featured many sections, including a perch and nest box display area, a paper sculpture raptor art area, an ecological video recording area, an ecological picture book reading area, and an interactive guided tour area. On weekends, the event included talks about the collared scops owl. To allow visitors to get close to owl habitats, nest boxes were specially hung on trees outside the exhibition area. The exhibition also featured different painted nest boxes, creating an experience like walking through farmland and forests, with owls seemingly close by.



14 LIFE BELOW WATER



SDG 14 Marine Ecosystem Restoration

Farglory Life has long been committed to environmental protection and the practice of ESG sustainable development to leave a rich and beautiful natural environment for future generations. In 2022, the Company launched the Marine Coral Restoration Project, an ecological restoration initiative, in collaboration with the Institute of Marine Environment and Ecology at National Taiwan Ocean University. This initiative involved working with Professor Shikina Shinya's Coral Farming Laboratory, the New Taipei City Government,

and the National Museum of Marine Science and Technology in Keelung. By integrating efforts from industry, government, and academia, the initiative focused on coral planting activities. Through artificial cultivation techniques, 230 coral seedlings were planted in safe aquaculture ponds. Underwater coral bases and monitoring systems were also established to create a breeding base. Starting in 2023, the coral seedlings were gradually transplanted to the waters off Mao'ao Bay in Gongliao District, New Taipei City, allowing the vibrant and colorful corals to flourish once again.



Coral Watch Lecture

Led by instructor Cheng Shu-Ching from the National Museum of Marine Science and Technology, 80 volunteers transformed into marine citizen scientists. They used coral health color cards, Coral Watch, to record the appearance of corals in the intertidal zone, gaining insights into the color and health status of marine corals. This activity aimed to raise awareness about protecting the oceans, encouraging everyone to start from their daily lives, reduce waste, and collectively restore a clean ocean for the corals.



Planting Trees in the Ocean

Five volunteers with open water diving certifications were called upon to become ocean farmers. They embarked on a journey to New Taipei City's Marine Resource Restoration Center, and collaborated with a research team led by Professor Shikina Shinya from the Institute of Marine Environment and Ecology at National Taiwan Ocean University. The volunteers participated in coral fragmentation and dived underwater to plant new coral seedlings. They also cleaned algae off the coral surfaces to enhance growth, contributing their efforts to coral conservation in Taiwan.










05

Guardian of Social Value

"Treating customers like family and empathizing with care" is not just a service slogan but also represents Farglory Life's cultural belief. We develop a variety of services to address different life stages, offering diverse products to accompany policyholders throughout their lives. By providing a comprehensive compensation and benefits system, diverse development opportunities, and a friendly workplace, we create a healthy and happy work environment. Combining the efforts of employees, customers, partners, and the public, we invest in social participation, arts and culture, sports development, and financial insurance education, creating a healthy and prosperous life for individuals, families, and society.

Sustainability Goals

 2024	2025 - 2030
 Inclusive Products	Mid-to-high inclusive products account for 80% of all products.	Continue developing inclusive products.
 Customer Service	Initiate the ISO 10002 Customer Complaint Quality Management System certification project.	Implement NPS (Net Promoter Score) survey mechanism.
 Digital Innovation	Increase the usage rate of mobile insurance applications, electronic policies, and mobile claims.	Gradually increase mobile insurance application usage rate to 90%.
 Talent Development	Achieve a 52% key talent reserve rate.	Achieve an 80% key talent reserve rate by 2030.
 Human Rights Protection	Establish Farglory Life Human Rights Policy.	Conduct human rights due diligence investigations.
 Workplace Safety	Achieve a 100% completion rate for employee safety and health education and training.	Implement ISO 45001 Occupational Health and Safety Management System by 2030.
 Social Co-prosperity	Promote ESG activities following ISO 20121 Event Sustainability Management System.	Implement Social Return on Investment (SROI) to conduct social impact assessments.

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SDGs



5.3 Digital Innovation P64

5.4 Talent Development and Cultivation P66

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5.6 Workplace Safety and Health P76

5.7 Social Co-prosperity P78



2023 Performance

Treating Customers Fairly

Ranked in the **top 25%** by the Financial Supervisory Commission.

Customer Service

Customer satisfaction score for the 080 service hotline reached **98.6%**.

Talent Development

Office and field female staff accounted for **66%** of total workforce; average monthly salary increase for office staff was **3.8%**

Workplace Safety

Established an Occupational Safety and Health Committee.

Social Co-prosperity

Nearly **20,000** people benefited from the public welfare and care, with over **100** key stakeholders (organizations) benefiting.



Stakeholders concerned with this chapter

policyholders, employees, distributors, schools/communities, non-profit organizations

5.1 Treating Customers Fairly

GRI 2-23~2-25、417-1~417-3

Farglory life always puts customers first. To protect the rights of consumers in the financial and insurance industries, the Company transforms the philosophy of "treating customers like family and empathizing with care" into action. Through the substantial supervision of the Treating Customers Fairly Promotion Committee and the organization of cross-departmental group, the Board of Directors implements the core value of treating customers fairly service to all employees from the top down. In 2023, Farglory life was recognized by the Financial Supervisory Commission, ranking in the top 25% of outstanding financial institutions.

5.1.1

Implementing the Treating Customers Fairly Principles

Committee Promotion

In 2019, Farglory Life established the Treating Customers Fairly Promotion Committee, which consists of six promotion groups: Product Management Group, Channel Group, Investment Group, Customer Service Group, Customer Relations Group, and Quality Enhancement Group. The Board of Directors leads and promotes the committee, embedding Treating Customers Fairly deeply into Farglory life employees' mindsets, from the top down. The committee oversees the entire operating cycle, ensuring effective leadership and supervision. Through a robust three-line communication mechanism, the committee addresses anomalies or deficiencies by implementing preventive measures, conducting post-event reviews, and tracking improvements, thereby safeguarding customer rights.

Farglory Life has established a Treating Customers Fairly Policy and Strategy. In 2023, a total of 19 key performance indicators (KPIs) were set, and the

achievement of these indicators was reviewed by the Treating Customers Fairly Promotion Committee on a quarterly basis. Each group reports on their progress on a monthly basis and submits the reports for discussion in committee meetings. This rolling review and improvement process strengthens the implementation of treating customers fairly. There is a dedicated unit responsible for promoting these efforts, led by the President of the Company, who oversees the affairs of the Treating Customers Fairly Promotion Committee and facilitates cross-departmental communication and coordination. In 2023, the Board of Directors was deeply involved in implementing treating customers fairly and embedding it within the corporate culture. Their involvement ranged from setting the Company's vision and strategy to enhancing frontline customer service experiences.

Shaping a Culture of Treating Customers Fairly

1 Treating Customers Fairly Service Award

Since 2020, the Treating Customers Fairly Service Award for Innovative Proposals has been held to encourage frontline service staff to submit proposals that enhance and better meet policyholders' needs, based on their daily service experiences, customer feedback, and genuine feelings. In 2023, the Kaohsiung Branch's proposal for Service Counter Renovation won first place. The renovation included adding privacy screens at counters, charging stations for electric wheelchairs, cane holders, braille books, hearing aids, and magnifiers, improving customer privacy and providing a wider range of services.

2 Recognition of Inspiring Service Stories

For four consecutive years, the annual Inspiring Service Stories Presentation has been held. Frontline service staff from six major administrative departments are encouraged to uncover more execution details in their work. Independent directors, the President, and vice-president level executives are invited to serve as judges to select the best service stories. Award-winning departments and employees receive cash rewards and honorary leave. The presentation allows all participating employees to understand the details of providing inspiring service.

3 Top Ten Treating Customers Fairly Advertising Slogans Activity

In 2023, the Treating Customers Fairly Advertising Slogans Activity was held, inviting employees to share their own approaches to Treating Customers Fairly. Over 50 employees participated, and the top ten advertising slogans were selected, including "Love in every focused service", "Love and responsibility coexist sustainably", and "Sincerely protect what is entrusted, treat everyone with care", etc.



4 Treating Customers Fairly GPS

In 2023, the Treating Customers Fairly culture was promoted and cultivated under three main themes: "Get Knowledge", "Play Creativity", and "Share Inspiration". The goal was to foster empathy among all employees and provide financial services that better align with policyholders' lives, promoting a Treating Customers Fairly culture step by step:

1

Get Knowledge - Strengthening employees' understanding of Treating Customers Fairly: A quiz was designed to enhance employees' knowledge of Treating Customers Fairly and the Company's achievements in this area. The participation rate was 82%, the pass rate was 90%, and the average score was 77.

2

Play Creativity - Showcasing creativity and illuminating the essence of Treating Customers Fairly: Employees were invited as a team to share "creative Treating Customers Fairly photos".

3

Share Inspiration - Sharing genuine stories to inspire and resonate: Employees from different departments were invited to submit entries under the theme of "sharing your Treating Customers Fairly approach in one sentence" and "sharing your inspiring Treating Customers Fairly experience". In 2023, there were 20 submissions, with 220 people participating in the voting; 10 'excellent' awards and 3 'most inspiring' awards were selected.

5 Voice of Farglory Life Broadcast and Promotion

Through the Voice of Farglory Life broadcast and e-flyer promotions, different efforts and positive impacts of Farglory Life in Treating Customers Fairly are shared. By highlighting service achievements, the aim is to inspire unity and empathy among employees. External recognition of the Company's commitment to Treating Customers Fairly further motivates employees to continue providing service with the same spirit, thereby creating a positive cycle of goodwill.

Treating Customers Fairly Service Measures



Product Development and Design

- Establish a product risk assessment mechanism, starting with protecting consumer rights and ensuring product suitability checks.
- Research and develop products with spillover effects and long-term care products, encouraging policyholders to increase health awareness.
- Hold dedicated product development meetings for online insurance customers to meet the needs of the younger generation.
- Use an inclusivity index to regularly review product inclusiveness.
- Continue developing inclusive products, including basic protection, spillover policies, microinsurance, small-sum endowment insurance, and policy-based insurance.



Product Promotion and Solicitation

- Focus on specialized education and training to continuously enhance the professionalism of sales personnel.
- Launch a project to establish mobile offices APP for insurance agents, comprehensively optimizing service quality.
- Organize VR experience activities on dementia to promote knowledge of long-term care trusts and insurance.
- Continue conducting diverse promotional activities to cultivate financial and insurance knowledge among young people.
- Implement inclusive finance by promoting financial knowledge, including the creation of Treating Customers Like Family mini-films.
- Create easy-to-read and audio versions of product introductions for specific products to bridge the digital divide.
- Develop large-print sales documents for products that cover insurance for individuals aged 65 and above.



Policy Maintenance and Customer Service

- Establish a special condition annotation system to accurately provide the services needed by policyholders.
- Implement friendly measures for deaf and mute policyholders by replacing new contract sample phone calls with online questionnaires.
- Provide dual approaches of video and on-site sign language interpretation services to ensure barrier-free communication.
- Set up Friendly Service Counters and provide professional training to enhance empathy and service quality among frontline staff.
- Adjust phone call and policy maintenance processes for elderly customers to strengthen the protection of their rights.
- Plan to introduce a new customer service system to optimize the policyholder experience.
- Create dedicated sections on the website for Treating Customers Fairly, friendly financial services, and services for the elderly.



Claims

- Provide online claims and mobile claims services to facilitate quick applications for policyholders.
- Continuously conduct education and training for handling claims-related complaints.
- Establish alternative medical reimbursement standards in line with the improvement of national medical standards.
- Implement post-claims care measures to proactively address policyholders' needs.



Complaints

- Establish Major Complaints Standards and regularly report them to the Board of Directors.
- Compile common complaint patterns and thoroughly review policies that meet abnormal patterns. Independent directors lead complaint seminars to internalize practical experiences and strengthen corporate governance.
- Regularly hold Customer Complaint Evaluation and Improvement Team meeting to reduce disputes.

Treating Customers Fairly Education and Training

In 2023, Farglory Life conducted a total of 18 sessions of Treating Customers Fairly courses for directors, supervisors, and all office staff, with an average training time of 10.5 hours per person, an increase of 5% over 2022. The courses were attended by 11,606 individuals. The courses included Treating Customers Fairly, consumer protection, friendly financial services (for the elderly and disabled), and Integrity management. The training for staff in the sales department was handled by the Salesperson Training Division of the Life Insurance Department, with a total of 10,677 individuals completing regulatory training for the year.

In addition, for department heads, deputy heads, and section chiefs, Professor Kuan-Chun Chang from the CTBC Business School and former President of the Financial Ombudsman Institution was invited to share on topics such as the Treating Customers Fairly Principles, the Financial Consumer Protection Act, and practical issues in implementing the Treating Customers Fairly Principles. The course duration was 2 hours, and 115 people completed the training. The President of the Company personally promoted the spirit of Treating Customers Fairly during the annual managers' planning meeting, while Independent Director Chi-Chou Yeh was invited to lecture on "Correct Understanding of the Family and Succession and Insurance Disputes". Through sharing Treating Customers Fairly case studies, frontline staff were encouraged to incorporate financial consumer protection and Treating Customers Fairly principles into their daily operations, providing customers with satisfactory and considerate quality services, prioritizing the protection of consumers' rights and interests.



5.1.2 Customer Service Communication

Listening to the Customer's Voice

Farglory Life always considers the policyholders' perspective, providing them with the most substantial service experience and transforming the philosophy of "treating customers like family and empathizing with care" into practical actions. Across Taiwan, Farglory Life has established a toll-free 080 service hotline, a website service platform, and mobile service counters. To ensure that policyholders experience timely, convenient, and warm service, satisfaction surveys are regularly conducted through an automated system, serving as a reference for optimizing service processes. In 2023, the customer satisfaction score for the 080 service hotline was 98.6%.

Customer Complaint Response

Farglory Life values the opinions of every policyholder and has established an open and transparent complaint process and channels. We have dedicated departments to review complaints, provide feedback on complaints, and conduct education and advocacy for sales channels. We have established the Customer Complaint Evaluation and Improvement Team, as well as the Treating Customers Fairly Promotion Committee to effectively resolve policyholder disputes and improve the efficiency of complaint handling.



1 Complaint Management Regulations and Procedures

- The Company has established a Customer Complaint Center, which is responsible for handling different types of complaints through dedicated personnel. We also set up corresponding contacts in administrative and business units to facilitate immediate communication and resolution when customers raise issues. Furthermore, following the Procedures for Handling Complaint Cases, regular education and training are conducted to effectively handle consumer disputes, ensuring efficiency and quality to protect customer rights and interests.
- Through the Complaint Management System, customer complaints are handled in a systematic manner, covering receipt and assignment procedures, ensuring precise control of the complaint handling timeline and continuously tracking of the progress by supervisors. With the system's timeliness monitoring, the Customer Complaint Center effectively manages the number of days taken to handle complaints, continuously optimizing efficiency and quality. The Company's 30-day Complaint Response Rate has reached 100% for three consecutive years.
- According to the Procedures for Handling Complaint Cases, a grading system for complaints is specified, categorizing disputes into major disputes and general disputes. Major disputes are not only reported to the Treating Customers Fairly Promotion Committee but must also be regularly presented to the Board of Directors with details on the dispute facts, causes of the disputes, and handling results. In 2023, there were a total of four major disputes, all of which have been reported to the Board of Directors.

2 Promotion of Complaint Case Awareness

- Regular Complaint Seminars and Customer Complaint Evaluation and Improvement Team meetings are conducted, where independent director Chi-Chou Yeh shares special complaints. Director Hsueh-Hsin Chao, Chairperson of the Treating Customers Fairly Promotion Committee, committee members of the Treating Customers Fairly Promotion Committee, and heads of departments involved in complaints attend these meetings. Through discussions and sharing of industry practices, diverse perspectives and references are provided to committee members and department heads, enabling them to make informed decisions and improvements.
- Conduct promotional activities for distribution channels, compile case studies of consumer disputes as part of channel education and training, enhance the understanding of product terms and conditions among channels, and strengthen their ability to explain products and services to customers, in order to avoid related disputes.
- The Customer Complaint Evaluation and Improvement Team is established to hold regular meetings, thoroughly analyzing arbitration by the Financial Ombudsman Institution. This analysis helps to evaluate different policy service processes, leading to the development of enhancement measures to prevent similar disputes from occurring in the future.

Farglory Life has implemented the Complaint Management System, where a dedicated unit systematically handles customer complaints and responds to customers promptly. Through timeliness monitoring and progress tracking, the Customer Complaint Center effectively manages the number of days taken to handle complaints, optimizing both efficiency and quality. In 2023, the average handling time for complaints was reduced to 20.6 days, with an average handling time of approximately 21 days over the past three years.

Item	2021	2022	2023
Customer complaint rate	0.31903175	0.42113934	0.56728667
Application for evaluation rate	0.16310050	0.19604763	0.35386123
Complaint processing time	20.4 days	22 days	20.6 days

Note:

- Customer complaint rate in 2022 = [Number of complaints received by the Financial Ombudsman Institution (614 cases) / Total number of signed contracts in Q4 2023 (10,823,452)] * 10,000.
- Application for evaluation rate in 2023 = [Number of evaluations received by the Financial Ombudsman Institution (383 cases) / Total number of signed contracts in Q4 2023 (10,823,452)] * 10,000.

Fair and Friendly Customer Service

Farglory Life responds to the financial inclusion policies by planning a series of friendly insurance service measures, ensuring that all groups can enjoy equal financial services. By providing the most substantial service experience, Farglory Life turns the philosophy of "treating customers like family and empathizing with care" into practical actions.

Service Target

Vulnerable Groups

Measures

Establishing Friendly Financial Services

Services

Established a Friendly Financial Services Section on the Company's website to reduce the issues that people with disabilities face when using the internet.

Set up dedicated complaint hotline and email in the Friendly Financial Service Section for customers with disabilities.

For the login of online insurance website and policyholder value-added service website, a voice announcement function for the verification code is available. This replaces the visual number code with an audio version to facilitate accurate input.

Continue to provide preferential policy loan rates for economically disadvantaged policyholders. Each policyholder can borrow up to NT\$100,000 at a preferential interest rate of 1.718% for three years.

Offer sign language translation service. Customers with hearing and speech impairments can book a sign language interpreter in advance by calling the 080 customer service hotline or via the website. A professional interpreter will assist through an online platform or in-person service, ensuring smooth communication.

Provide barrier-free access facilities at headquarters and branch offices. This includes service bells, barrier-free service counters, accessible pedestrian ramps, and accessible restrooms and elevators with voice equipment.

Establish Friendly Service Counters in northern, central, and southern service centers with staff guiding customers in need. Custom assistance is provided based on system data and the customer's speech attributes. If a customer requires home service, arrangements are made in accordance with their service channel.

Provide preferential value-added services for accessible transportation and tourism, addressing practical life inconveniences and promoting travel equality.

2023 Results

Policy loans for economically disadvantaged policyholders benefited **78** policyholders with **94** loans, totaling NT\$ **6.51** million. This program will continue in 2024.

Expanded sign language translation services by adding in-person sign language translation services at counters, with service information available on the website.

Friendly Financial Service Section obtained AAA Certification for accessibility from the National Communications Commission, with a total of **180,599** visits.

Service Target

Middle-aged and Elderly

Measures

Caring for the Elderly with Appropriate Services

Services

Offer enlarged versions of insurance claim application forms, insurance contract change request forms, etc.

Set up customer complaint service hotline and email in the Friendly Financial Service section for disabled and elderly customers aged 65 and above.

Provide Farglory Life Magnifying Glass Keychains for seniors to use.

Offer 080 service hotline dedicated for seniors. When policyholders call the customer service center, the system immediately identifies if they are 65 years old or more, allowing service personnel to provide appropriate assistance based on their status.

Establish a Senior Service Section on the website. Provide friendly reading features like enlarged fonts and voice reading functions, simplifying the visual page to help seniors easily understand product details, insurance rights, health information, and value-added services.

Create "Elderly & Disabled Protection" videos for seniors and disabled people in Mandarin, Taiwanese, and Hakka, to help seniors understand product details in a simple, engaging, and clear manner.

2023 Results

The Senior Service Section has accumulated **17,710** visits.

Measures

Value-added Services for Elderly Policyholders

Services

Provide custom birthday gift service for senior policyholders, offering a convenient gift collection mechanism for policyholders aged 65 and above with a registered mobile number, and proactively sending birthday gift SMS.

Provide special offers for senior policyholders, including free trials at senior companionship centers, free online senior exercise sessions, discounted remote health learning, meal discounts, discounted accessible transportation, discounted accessible travel, and discounts on accessible aids.

2023 Results

Special offers for senior policyholders had a total of **9,840** users; among them, the accessible services were used approximately **570** times.

Service Target

Middle-aged and Elderly

Measures

Promotion of Financial Knowledge

Services

Implement inclusive finance by promoting financial fraud prevention knowledge to help seniors improve their ability to identify and block fraudulent messages. Several posts were created and uploaded to the official fan page, and were also made into commonly shared LINE group images for easy forwarding.

Through the promotion by our insurance agents, we teach seniors basic consumer electronics knowledge to reduce the digital divide and social isolation, and to prevent financial exploitation.

In collaboration with Risk Management, Insurance & Finance magazine, we produced a special issue on senior health and financial management, covering topics such as retirement life planning for the 'Orange Generation', insurance trust funds, and preventing senior fraud.



2023 Results

Launched a series of **39 posts and micro-videos** on financial knowledge and fraud prevention, reaching over **400,000 people**.

Service Target

Young Generation

Measures

Promotion of Financial and Insurance Education

Services

Launched the Golden Insurance Award video contest, targeting young people who need to improve their financial risk resistance and literacy. This initiative encourages using videos to interpret the ubiquitous risks in life, thereby emphasizing the importance of "being prepared in advance", fostering risk education among the youth, and building their financial and insurance literacy.

To effectively strengthen and protect the rights of financially disadvantaged consumers, Farglory Life has been promoting the Farglory Life Love Never Fades rural care program for five consecutive years. This initiative focuses on caring for students and families in rural schools, reaching deep into Taiwan's remote areas. More than a thousand employees have formed volunteer teams, and professional mentors from different fields have participated to promote experiential education, transforming rural challenges and broadening the children's horizons.

► For details, please refer to the Social Co-prosperity/Public Welfare section

2023 Results

The "Golden Insurance Award" have attracted nearly **2,000** university students to participate, collecting **188** risk-themed video creations.

The rural care efforts have reached areas including Tainan, Kaohsiung, Pingtung, Hualien, and Taitung, organizing a total of **17 events**, and providing substantial insurance education resources to **22** rural schools.

Service Target

All Customers

Measures

Health Care Services

Services

The claims payment notification includes a care letter, providing information on different social welfare resources to help policyholders through difficult times.

A weekly e-newsletter is sent to policyholders, offering updates on brand news, new services, health topics, special offers, and holiday care information.

Farglory Life has created an all-age online health care service network, partnering with medical network providers to offer policyholders Digital Medical Care services, including online doctor consultations, AI doctor assistance, and disease risk assessments by professional physicians.

In collaboration with the Cancer Care Foundation, Farglory Life provides policyholders with Nutrition Consulting services, where professional nutritionists offer personalized advice on health issues and balanced diet suggestions, creating a healthy living community.

To meet the needs of care recipients and reduce the stress on caregivers, Farglory Life offers referral services for Accompanied Medical Visits, Home Care, Nutritious Meal Delivery, and Hospital Care through special partnerships, promoting the importance of health for policyholders and their families.

2023 Results

A total of **86 e-flyers** were sent to policyholders, ensuring quick communication.

Approximately **550 people** utilized the health care services

Introduction materials for specific products have been made available in easy-to-read and audio formats to bridge the digital divide

To extend the scope of friendly financial services, in 2023, the Friendly Financial Section webpage content was integrated, and more accessible financial services were added. These include easy-to-read and audio versions of the introduction materials to the Farglory Life Small-sum Endowment Insurance, suitable for the elderly, those with limited insurance knowledge, non-native speakers, and the visually impaired.

★ Easy-to-read version features

Complies with the standards of Taiwan Easy Read Reference Guide set by the Ministry of Health and Welfare; font size increased and bolded to at least 16pt, background color that ensures sufficient contrast with the text, uniform left-aligned layout with line spacing of at least 24 points; Uses simple, easy-to-understand language and short sentences, accompanied by illustrations explaining the text content.

★ Audio version features

Clearly conveys the product's target audience and coverage in 9 minutes; Available on demand; Easy to access and search.

★ Exceeds regulatory policies

Follows the Ministry of Health and Welfare's Taiwan Easy Read Reference Guide, "Accessible Formats That Must Be Noted in Government Advocacy Materials", and General Characteristics and Needs of People with Disabilities. Customizes the "Friendly Financial Easy-to-Read Promotion Checklist" that includes 18 elements for precise review, optimizing promotion materials.

Collaborating with the Taipei Parents' Association for the Visually Impaired to launch a business desk calendar in Braille

To expand fair and friendly financial services, Farglory Life has partnered with the Taipei Parents' Association for the Visually Impaired to launch a business desk calendar in Braille. Through this tangible effort, job opportunities are provided for the visually impaired, raising awareness about the visually impaired community and creating a positive impact on society. This initiative aims to promote the image of friendly financial services.



5.2 Inclusive Products

GRI 417-2

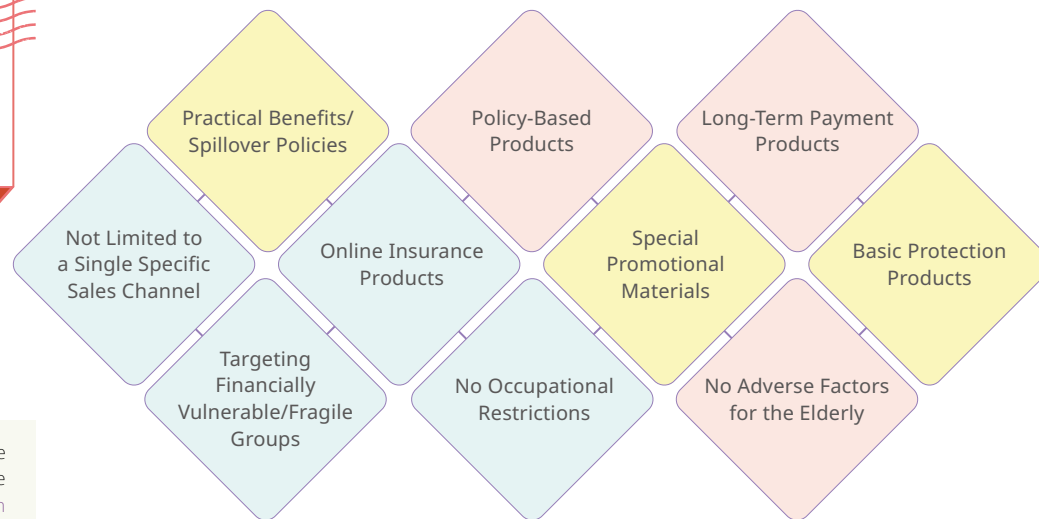
Farglory Life prioritizes customer needs by continuously developing different insurance products such as life insurance, medical insurance, cancer insurance, accident insurance, and annuities to provide a comprehensive insurance protection for the people. In 2023, Farglory Life developed six life insurance products (Bestowing Wealth Glorious Diamond (AZ1); Bestowing Wealth Beautiful Life US Dollar (SN1); Bestowing Wealth Glorious Protection (WB1); Bestowing Wealth Gathering Exchange US Dollar (SP1); Bestowing Wealth Beautiful Life US Dollar (SQ1); Bestowing Wealth Generational Treasures US Dollar (SS1)), three medical insurance products (Great Health (RSN); Great Wealth (RM3); Great Fortune), one cancer insurance product (Timely Care (RQ1)), one accident insurance product (Extraordinary Accident Insurance (XK1)), and one annuity product (USD Single-Premium Immediate Annuity (NZA)). Farglory Life will continue to develop new products and aim to meet consumer needs through combination products, integrating life insurance, medical insurance, accident insurance, foreign currency policies, annuities, investment products, and group insurance.

5.2.1 Diversified Product Protection

Inclusive Insurance Products

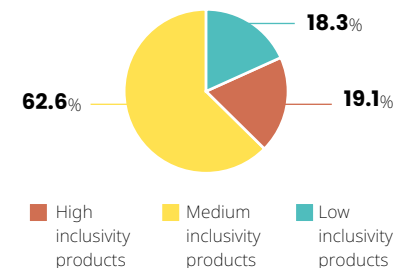
Based on the principles of fairness, reasonableness, and equal mutual benefits in insurance rights, Farglory Life has established ten inclusivity indicators in our product design. The Company develops highly inclusive financial products to enhance product inclusivity, reduce financial access gaps caused by different social barriers, and address protection gaps resulting from economic income disparities, thereby fulfilling our corporate social responsibility.

To further analyze and review the inclusivity of existing insurance products and to set the direction for future development of inclusive products, ten inclusivity indicators have been established as shown in the figure below. Each indicator's inclusivity characteristics are assigned a score of 1-3 points. The total Inclusivity Score is quantified accordingly. Products with scores above the median are considered highly inclusive; those below the first quartile are considered low inclusivity products, while the rest are classified as medium inclusivity products:



In 2023, there were a total of 241 existing insurance products. Among them, highly inclusive products accounted for 19.1%, medium inclusive products for 62.6%, and low inclusive products for 18.3%. Out of the 241 insurance products, there were 153 protection-type insurance products, making up 63.5% of all products. There were a total of 43 policy-type insurance products (including FundRich, small-sum endowment insurance, and micro-insurance), accounting for 17.8% of all products. In the future, the Company will continue to launch insurance products that meet the diverse needs of policyholders, practicing inclusive finance to fill the gaps in the social safety net and support every disadvantaged policyholder.

Percentage of Inclusive Products



Promoting Protection-oriented Products to Fill the Gap in National Insurance Coverage

To increase basic insurance protection for the people, Farglory Life has continuously introduced long-term payment protection-oriented whole life insurance, health, and accident insurance products in recent years. Additionally, the Company offers public policy basic protection products (platform for online insurance protection-oriented products), designing more affordable protection-oriented products. This initiative helps customers who support their families to fill the gaps in death and disease coverage, thereby realizing the true value of insurance protection.

Platform for Online Insurance Protection-oriented Products

Currently, there are four categories of seven products available, including small-sum endowment insurance, term life insurance, and major illness health insurance, etc. In 2023, 33 policies were sold, and the webpage received 31,796 visits. The webpage for the online insurance platform integrates travel insurance and protection-oriented products. With an intuitive browsing design tailored to the needs of younger customers, it provides clear and easy-to-understand product descriptions, product combination suggestions, and insurance FAQ. It also features an online calculation function without page jumping, making it convenient for young customers to quickly understand the coverage details.

Investment-linked Policies Incorporate ESG Funds

The global ESG (Environmental, Social, and Governance) fund management industry continues to expand, indicating that investors are increasingly concerned about environmental protection, social responsibility, and sustainable corporate governance. In light of this trend, Farglory Life has launched investment-linked insurance policies such as the Jilizuan Variable Annuity Insurance and the Jilizuan Foreign Currency Variable Annuity Insurance that incorporate the TCB ESG Retirement Growth Fund and are linked to the S&P 500 ESG Index. These policies provide policyholders with a reference for investment decisions and the opportunity to accumulate assets steadily.

Microinsurance Continues to Expand Support Coverage

Respond to the government's safety net policies for disadvantaged groups, Farglory Life has been donating microinsurance premiums for 9 consecutive years. This initiative aims to protect vulnerable individuals and beneficiaries of social welfare organizations, including people with disabilities, elderly individuals, cancer patients, crime victims, economically disadvantaged families, and women and children. The scope of assistance has been expanded annually, with cooperating social welfare organizations increasing from 43 in 2022 to 48 in 2023.

In 2023, insured individuals reached 11,485, with a total insured amount exceeding NT\$5 billion, including 2,632 individuals with disabilities, accounting for 23%. Due to the outstanding achievements in promoting microinsurance, Farglory Life has received the Financial Supervisory Commission's Outstanding Business Performance Award for five consecutive years and the Care for the Disabled Award four times.

In Q4 2023, the Company initiated an upgrade of the microinsurance section on the website. The upgrade features include increased font size and voice reading functionalities, aiming to enhance website usability for the elderly and people with disabilities, making them less restricted by vision and hearing limitations. Additionally, the website content has been optimized to integrate product introductions for three currently available products, present common FAQs in a more visually accessible waterfall format, and enhance the disclosure of regulatory information as well as customer service cases.

Promoted for **9 years** so far

31,745 customers insured

Total value insured nearly **NT\$ 14.5 billion**

Total claims paid **NT\$ 2.5 million**

Elderly Product

1 Small-sum Endowment Insurance

Farglory Life proactively addresses the insurance needs of the elderly and has launched the Farglory Life Small-sum Endowment Insurance. This product provides lifelong coverage at affordable premiums for individuals aged 0 to 84. It aims to assist those who face limitations in their financial capabilities or are unable to obtain insurance due to age restrictions. With lower premiums, individuals can obtain life insurance coverage and increase their insurance protection. The coverage limit has been raised from a maximum of NT\$700,000 to NT\$900,000, contributing to the establishment of a basic insurance safety net for the general public, elderly individuals, people with disabilities, and disadvantaged groups. In 2023, there were a total of 9,620 effective policies with premium income of NT\$175.13 million.

Continuing from July 2022, the FundRich Platform online service was enhanced by adding the protection-oriented insurance product, Farglory Life eFundrich Small-Sum Endowment Insurance. This product offers lower premiums compared to general life insurance and is available for online purchase 24 hours a day for individuals aged 20 to 74.

2 Annuity Insurance

In response to the aging population trend, Farglory Life has not only introduced small-sum endowment insurance but also enhanced our insurance product lineup for an aging society through annuity insurance. This includes a total of five annuity insurance products and one long-term care term health insurance product. In 2023, there were a total of 939 new policies sold for annuity insurance and long-term care insurance combined.



5.3 Digital Innovation

GRI 203-2

Aligning with digital technology development, Farglory Life promotes digital transformation programs. From insurance application to service at different stages, Farglory Life is customer-oriented, leveraging digital technology to enhance administrative efficiency and service quality. This ensures that customers can conveniently complete all insurance services online, creating a convenient, secure, and fast service experience.

Digital Financial Services

In response to the challenges and opportunities of the digital economy, Farglory life has accelerated the development of digital tools. Utilizing green financial technology combined with sustainable development and technological innovation, Farglory life aims to enhance customer service experience, support sales staff in marketing, and improve administrative and service efficiency. The objective is to meet the genuine digital needs of customers, make services more convenient, and enable information to be more transparent and comprehensive through digitization.

In 2024, Farglory Life will continue implementing our digital transformation plan, focusing on mobile applications, website services, and AI big data. The plan includes the following initiatives:

1 Developing a Mobile Document Completion App

This app will provide real-time notifications for incomplete new contracts, allow immediate responses and track the progress of document completion, thereby accelerating the submission process for document completion and reducing policy issuance time.

2 Digitization of Insurance Agent Operations for Marketing Purposes

Providing insurance agent with digital marketing tools, including policyholder and policy information inquiries, policyholder data management, policy health checks, customer needs analysis, and product recommendations, to improve service satisfaction.

3 Establishing Mobile ID Authentication

Offering more diverse and convenient identity verification for mobile and online insurance applications.

4 Implementing a New 080 Customer Service System

Integrating multiple inbound channels and a policy inquiry platform to provide real-time customer service information.

5 Optimizing Online Policyholder Change Functions

Continuously enhancing mobile insurance application, mobile claims, and mobile document completion functions to improve service efficiency.

5.3.1 Development of Digital Applications

Farglory Life is committed to putting customers first, analyzing user needs, and continuously developing digital and mobile insurance services and marketing models. We aim to provide customers with convenient and innovative service experiences without discrimination. Leveraging big data technology, the Company is dedicated to streamlining administrative processes, enhancing operating efficiency, and improving service quality. Farglory Life is committed to achieving greater customer satisfaction while promoting digitization, net-zero emissions, carbon reduction, and environmentally-friendly practices.

Improving Administrative and Service Efficiency

Optimizing underwriting workflow (NB2.0), implementing SAS system for claims anti-fraud model, robotic process automation tools, establishing procurement operation system, upgrading and redesigning personnel service system, complaint management system, and developing a systematic risk assessment model

Supporting Sales Staff in Marketing

Travel insurance app, travel insurance acceptance system, web-based proposal, mobile insurance application, mobile claims, remote insurance application, and digital signature

Enhancing Customer Service Experience

Digital financial flow with multiple mobile payment services (eDDA Online Banking Authorization), electronic policies, insurance technology utilization on a shared platform, (such as policy portfolio and Medical Insurance Claims Platform), online insurance application (travel insurance and protection-oriented product platform), app biometric authentication, online claims, and Claims Alliance Chain service



1

Mobile Insurance Application

In 2022, Farglory Life redesigned and restructured our mobile insurance application, developing an optimized version focused on convenience and security in policy submissions. The system's check frequency was streamlined, and operating efficiency was improved to enhance user satisfaction. In August 2023, investment-linked products were incorporated into the mobile insurance application, completing the range of products that can be submitted through the mobile platform. The usage rate in 2023 increased by 8% over 2022.

2

Online Insurance Application

To provide convenient online insurance services, we have been offering online insurance products since 2016, initially focusing on travel insurance products. In July 2022, we expanded our online services with the FundRich Platform, providing online insurance applications for small-sum endowment insurance, term life insurance, and major illness health insurance. We also offer a simple and comprehensive premium calculation tool, assisting individuals in selecting suitable insurance products based on their needs and income, providing all-around protection in one purchase.

3

Online Policy Services

We offer policyholders the convenience of accessing all online policy services through the Policyholder Section on our website. These services include policy loans, policy amendments, personal policy information inquiries, changes to investment-linked policies, and application for electronic documents, totaling 14 services. In 2023, nearly 9,000 online policy changes were made. Starting in January 2024, additional services such as annuity payment inquiries, surrender value and value-added bonus inquiries, and declared interest rate links will be available, providing more convenient policy inquiry services.

[Service Description](#)

4

Claims Services

Mobile Claims

Starting from December 2023, we launched mobile claims services, allowing insurance agents to assist policyholders in submitting claims through mobile devices. Additionally, policyholders can use the mobile claims service to access the Claims Alliance Chain, Medical Insurance Claims Platform, and digital identity verification features to simultaneously handle claims applications with other insurance companies. This achieves a Single Application, Document Interoperability one-stop claims service.

Online Claims

Starting from December 2023, we introduced online claims services. Policyholders can now apply for claims through the website, significantly reducing the claims process time.

SAS Fraud Detection Model for Claims System

In 2019, the claims system integrated the SAS fraud detection model. By analyzing past claims from different perspectives and combining different risk variables, the system uses statistical methods to present a risk score for each claim. This assists reviewers in objectively assessing claims, thereby improving the efficiency and timeliness of claim payments.

In the future, feedback from digital services such as mobile claims and online claims will be used to gradually optimize system functions, enhance usage rates, and improve claims service efficiency. In response to the increasing number of new immigrant, we plan to introduce a multilingual claims application guide in 2024. This will provide new immigrant with insurance claims services without language barriers, ensuring Treating Customers Fairly.

5

Electronic Policy Services

In 2023, we offered Personal Insurance Electronic Policy services and launched Travel Insurance Electronic Policy services in April 2023. Electronic policies are digitally signed and certified by the Life Insurance Association of the Republic of China and the Company. Policyholders can apply independently and, once verified, sign and download the policy via the electronic policy platform. As of 2023, the usage rate for personal insurance electronic policies has reached 6%, and the usage rate for travel insurance electronic policies has reached 27.4%.

Online Value-added Services

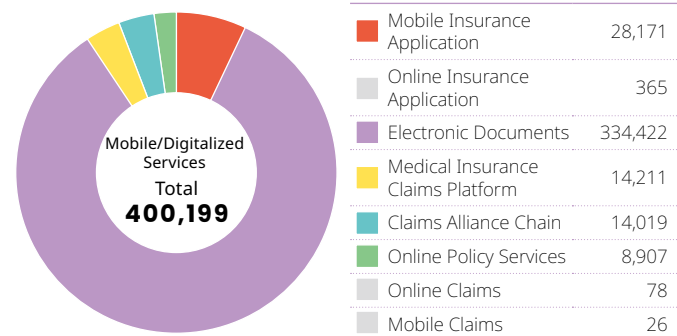
To safeguard the daily health and provide attentive after-sales services to our policyholders, we have continuously integrated digitization and personalization to create a diverse range of online value-added services. From the day they become policyholders, they can enjoy a total of 20 services with the best benefits, health, care, and convenience. In 2023, these services have been provided to over 170,000 policyholders. [Service Description](#)

Claims Alliance Chain Service

In 2021, Farglory Life joined the Insurance Blockchain Alliance Technology Application Sharing Platform, providing policyholders with the convenience of transmitting basic information changes or claims applications to partner insurance companies through the alliance chain transfer mechanism via the website. This eliminates the inconvenience of document exchanges with multiple insurance companies. At the same time, with a comprehensive control mechanism, the service provided to customers ensures both security and convenience.

To provide policyholders with faster and more convenient claims services, starting from May 2022, the Medical Insurance Claims Platform was upgraded to version 1.5, with the addition of authorization consent for cooperating medical institutions to provide data to insurance companies, streamlining the process of accessing medical records by insurance companies and expediting claim payments. In 2023, the Medical Insurance Claims Platform and Claims Alliance Chain handled 28,230 claims, a 52.6% increase from 18,506 claims in 2022. Overall usage of digital services exceeded 400,000 instances,

Digital Service Usage in 2023



Note:

1. Online claims service launched on November 14, 2023.
2. Mobile claims service launched on December 2, 2023.

5.4 Talent Development and Cultivation

Farglory Life regards every employee as an important partner, establishing a corporate value of partnership spirit. We provide diverse recruitment channels and systematic development plans, creating a healthy environment and a happy workplace. This allows employees to achieve a balanced and stable development between family and career, offering resources for career advancement and entrepreneurial endeavors, growing together with the Company.



5.4.1 Diverse Recruitment

Farglory Life aligns our talent acquisition strategy with IFRS17, ICS, and digital transformation, not only creating diverse recruitment channels but also implementing a non-discriminatory recruitment policy. We recruit candidates from different backgrounds and cultures to build a diverse team. Every year, we continue to organize the Youth Internship Program that provides diverse internship opportunities to proactively prepare for outstanding insurance talent.



Talent Pool for Office Staff

Youth Internship Program

Farglory Life collaborates with different colleges and universities offering finance and insurance programs to provide internship opportunities. Every year, we hold insurance practice seminars to deepen students' insurance knowledge through case studies. Moreover, we organize corporate visits, senior-themed experiences, and charitable activities to convey our corporate culture and service philosophy of "treating customers like family and empathizing with care". The internship positions focus on career development areas such as actuarial statistics, customer service, and marketing planning. We design courses that are accessible and comprehensive for interns and assign mentors to provide daily work guidance and career direction. As of 2023, we have trained 150 interns, with a retention rate of over 80%.

Visionary Industry-University Collaboration

Farglory Life engages in industry-university collaboration with multiple universities, including National Chengchi University, Fu Jen Catholic University, Soochow University, and Tamkang University. We have signed a Talent Exchange Industry-University Collaboration Program with Feng Chia University's Department of Risk Management and Insurance. We also collaborate with Feng Chia University's Carbon Neutrality Research and Service Center on Greenhouse Gas Inventory and Carbon Footprint Analysis of Insurance Policies. Additionally, we work with Shih Hsin University on the promotion of the Youth Empowerment Industry-University Collaboration Program. Furthermore, we collaborate with the Bird Ecology Laboratory at National Pingtung University of Science and Technology on the development of the Protect 100 Million Owls ecological restoration project. Through these collaborations, we aim to nurture talents in a variety of fields, combining the strengths of corporate social responsibility (CSR) and university social responsibility (USR). In addition, we have been organizing the Gold Insurance Awards for five consecutive years, with the participation of students from over 100 universities and colleges. This event nurtures outstanding students and their works, demonstrating Farglory Life's long-term commitment to youth empowerment.



Recruitment of Field Staff

New Eagle Project

To attract more young people to join Farglory Life's insurance advisory team and create a bright future, we continue to promote the New Eagle Project. This project provides nurturing and guidance, to help young individuals not have to worry about outside concerns, so they can focus on their studies, strengthen their skills, and achieve their entrepreneurial goals.

5.4.2 Talent Retention

Competitive Compensation System

Farglory Life establishes a competitive and fair compensation system based on employees' expertise, abilities, educational and professional backgrounds, while considering external job market standards, industry conditions, internal operating performance, and salary benchmarks. This system aims to maintain the Company's competitive edge, motivate internal talent, and stay attuned to market trends. Flexibility in retaining key talents is also ensured through strategic approaches, guaranteeing a competitive advantage in talent acquisition and retention.

Average salary growth curve for general office staff in the past three years

Item	2021	2022	2023
Average Salary (in NTD)	924,936	992,269	1,000,548
Median Salary (in NTD)	816,560	924,793	949,062
Average Salary Increase Rate (%)	14.9	7.3	0.8

Note: Salary includes base salary, meal allowance, and year-end bonus

In response to the government's policy of raising the salary levels for the younger generation, Farglory Life ensures that the ratio between the salary of entry-level employees and the minimum wage in the country is 1.3:1, surpassing the statutory minimum wage. Starting salaries for specific positions can be flexibly adjusted based on job responsibilities. The compensation for managerial positions is benchmarked against industry standards, taking into account individual performance, departmental performance, the Company's operating performance, and the associated risks and responsibilities. The level of involvement in the Company's operations, the value contributed, and the responsibilities undertaken are considered in determining compensation. Additionally, the Remuneration Committee is established to regularly review and evaluate the remuneration policies for managerial positions and the reasonableness of individual compensation.

Gender salary ratio (male: female) for office staff by job level in 2021-2023

(male: female)

Item/Rank	2021	2022	2023
Department/Office Supervisor	1 : 1	1 : 1	1 : 1
Section Supervisor	1 : 1	1 : 1	1 : 1
General Staff	1 : 1	1 : 1	1 : 1

Ratio between the salary of entry-level office staff and minimum wage in the country in 2023

Item	Male	Female
Base Salary for Entry-Level Staff (in NTD)	34,955	34,955
Statutory Minimum Wage for Entry-Level Staff (in NTD)	26,400	26,400
Multiple of Statutory Minimum Wage Exceeded	1.3	1.3

Note: Field staff are engaged under contract-for-service agreements, and their income is based on the commissions earned from the policies they solicit. Therefore, the concept of minimum wage does not apply to them.

Annual Total Salary Ratio

The ratio of the annual total income percentage increase of the highest-paid individual in 2023 to the median percentage increase in annual total income of other employees (excluding the highest-paid individual), referred to as the median increase ratio, ranges between 0.5 to 0.3:1.

Performance Management

To motivate employees to challenge themselves and enhance their skills, Farglory Life conducts annual employee promotions and salary adjustments in June. In 2023, the average salary adjustment for office staff was 3.8%, with a total income increase of 0.8% including bonuses. Regular performance interviews are conducted to assist employees in their growth and development. All levels of supervisors have received training in performance interviews and assessments. Performance evaluations for all employees are not differentiated based on gender. In 2023, 95% of employees underwent regular performance evaluations, and the results serve as the basis for promotions and salary adjustments.

Percentage of office staff undergoing performance and career development evaluation in 2023

Item	Male			Female		
	Total number of employees	Number of employees undergoing evaluation	Percentage	Total number of employees	Number of employees undergoing evaluation	Percentage
Managerial position	60	58	97%	74	73	99%
Non- managerial position	209	193	92%	516	491	95%
Total	269	251	93%	590	564	96%

Note:

- The calculation for the number of employees is based on the in-service employees (full-time office staff) as of December 31, 2023.
- Employees who have been in service for less than three months throughout the year and those who have been on unpaid leave and returned to work during the evaluation period, will not be included in the evaluation.

Selection of Outstanding Departments and Outstanding Employees of the Year

Farglory Life conducts the selection of excellent departments and outstanding employees every year. Based on the nature of the business and characteristics of each department, they are grouped into categories such as Excellent Achievement, Excellent Performance and Excellent Administration, and rewarded and recognized accordingly. Outstanding employees are grouped into Excellent Achievement and Excellent Performance as well. Detailed criteria are established for each award category, serving as growth goals and role models for colleagues. The selection process involves two stages: document review and panel interview. Panel interviews are conducted by senior managers at or above the assistant vice president level to ensure fairness in evaluation.

Retirement Protection

To safeguard employee retirement benefits, Farglory Life has established an Employee Retirement Policy in accordance with the Labor Standards Act and the Labor Pension Act, providing stable retirement fund allocation and payments.

The Retirement Reserve Supervisory Committee was established. It allocates a certain percentage of the total salary each month as retirement reserve funds. These funds are deposited into a dedicated retirement fund account at the Bank of Taiwan. The balance of the fund account is reviewed annually to ensure it is sufficient to meet the retirement needs of employees who meet the retirement conditions in the following year. If there is any shortfall, it is replenished by the end of March of the following year. Currently, the retirement fund has been fully allocated, and as of the end of 2023, the balance in the retirement reserve fund account based on the old pension system is approximately NT\$160 million.

For employees covered under the new pension system, 6% of their salary is contributed on a monthly basis by the Company to their personal retirement account at the Bureau of Labor Insurance. In addition, employees have the option to choose the contribution proportion within the range of 6% of their monthly salary to their retirement funds.

An external actuarial consultant is engaged to estimate the retirement benefits, using the end-of-year data as the basis. The calculation of retirement benefits is based on the salary of employees under the old pension system, considering salary growth rate and turnover rate for calculation purposes.

Flexible Work Arrangements



Mobile Attendance System

A dedicated attendance app has been developed for employees to clock in and out, apply for leave online, check the progress of all applications, and view salary details.



Diverse Benefits

Multiple travel options are provided to cater to different travel needs of employees.



Flexible Attendance

A 20-minute buffer period is allowed for employees to arrive for work.

5.4.3 Talent Cultivation

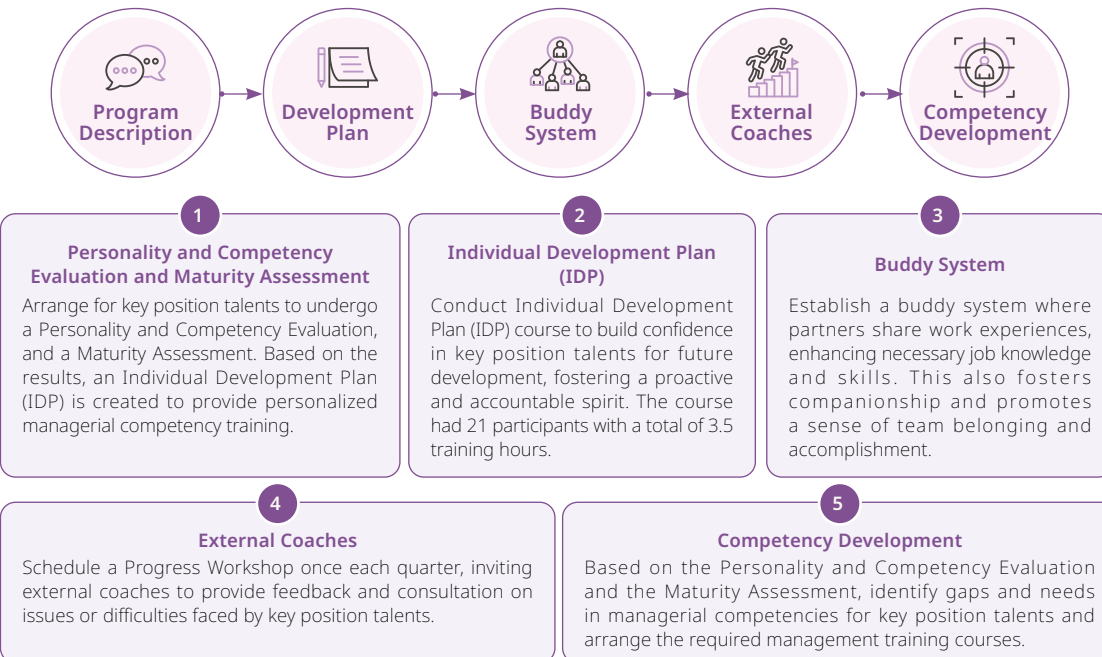
Farglory Life places a strong emphasis on talent cultivation and development, constructing a comprehensive training and development blueprint that enables employees to maximize their potential and strengths, thereby creating self-value in the workplace. Through the division of training for field and office staff, from newcomers to managerial positions, diverse training channels and programs are provided in accordance with different roles, goals, and needs. This approach ensures that every Farglory Life member keeps pace with industry trends and becomes a pioneer in the insurance industry.

Talent Development and Cultivation Highlights

LED Program (Leadership and Excellence Development Program)



Since 2022, through industry surveys and organizational development needs, five major categories comprising 19 key roles have been identified. Potential key section managers are selected based on unit (department/office) recommendations, performance, development potential, and willingness. In 2023, nine more key talents were chosen, bringing the total to 21 key talents who are being strengthened through the Leadership and Excellence Development Program.



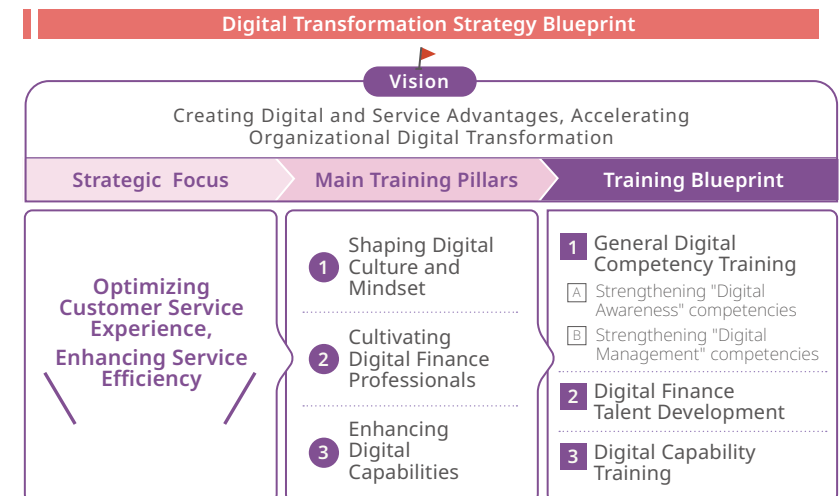
GPS Treating Customers Fairly Training

To implement the principles of Treating Customers Fairly in the financial services industry and reinforce the Company's culture of "treating customers like family and empathizing with care", Farglory Life organizes Treating Customers Fairly training in accordance with different hierarchy levels. In 2023, training focused on raising awareness of fair treatment for financial consumers, utilizing insurance dispute analysis to help employees understand how to effectively handle financial consumer disputes. To deepen the understanding of Treating Customers Fairly, a contest on the knowledge of Treating Customers Fairly was held, rewarding outstanding individuals and departments, thereby enhancing the Treating Customers Fairly literacy of all employees.



Digital Transformation Training

Optimizing Customer Service Experience and Enhancing Service Efficiency are key digital transformation strategies at Farglory Life. Before digitalizing or introducing digital tools, shaping a digital culture and nurturing digital talent are critical to successful transformation. The Company focuses on three main training pillars: Shaping a Digital Culture, Cultivating Digital Talent, and Enhancing Digital Capabilities. Farglory Life continuously promotes the goal of each employee obtaining the FinTech Knowledge Test certification to enhance digital competitiveness.



1 Shaping a Digital Culture

To establish a digital transformation mindset among all employees, Farglory Life continuously strengthens Digital Cognition and Digital Management competencies. The Company offers courses such as Data Visualization and Data Presentation Design and 15 FinTech Knowledge Courses. For department and section supervisors, two live-streamed lectures on digital tool applications and financial digital innovation case studies are planned. In addition, Farglory Life's "Voice of Farglory Life" broadcasts digital trends and new knowledge, fostering digital literacy among all employees through both visual and auditory means.



2 Cultivating Digital Talent

To develop well-rounded financial technology (FinTech) talent and accelerate digital transformation, employees are assigned to enroll in FinTech Competency Certification courses, focusing on business analysis techniques, user interface, and user experience design. In 2023, Farglory Life continued to provide subsidies and rewards for employees taking the FinTech Competency Certification exam. A total of 48 supervisors and employees passed the FinTech competency exam administered by the Taiwan Academy of Banking and Finance, with subsidies and rewards totaling NT\$198,000, a 72% increase from 2022.

3 Enhancing Digital Capabilities

Farglory Life continues to encourage employees taking the certification exams, ensuring each employee passes the FinTech Knowledge Test, reinforcing consistent digital thinking and recognition of digital transformation. In 2023, 46 FinTech competency certificates were obtained, with a total of 113 employees obtaining the certificates.

Sustainable Development Training

Farglory Life places great importance on sustainability issues, including human rights protection, ethical management, risk management, climate governance, and low-carbon sustainability. In 2023, all employees, including directors and supervisors, completed courses such as ESG, Integrity Management, and Treating Customers Fairly; Friendly Financial Services for Customers with Disabilities; and Elderly Friendly Services and Rights Protection. **In 2023, the total external ESG training hours for all employees amounted to 765.5 hours.**

Lifelong Learning and Development Program

Office Staff Development Training

Each year, based on annual goals, vision, and regulatory adjustments, Farglory Life revises our talent development strategy, which is cascaded down to each department. This strategy is aligned with the gap needs of managerial, professional, and core competencies, planning training directions, development resources, and cultural promotion. Through the framework and planning of six major training systems, comprehensive and differentiated goals are achieved. In 2023, the training focus was on the Leadership and Excellence Development Program for key section managers, Treating Customers Fairly GPS training, and digital transformation training. In 2023, a total of 557 sessions were conducted, with a total of 27,720 participants completing the training. The average training time was 37 hours, and the training satisfaction score was 93.3 points.

Office Staff Training System Framework



Training expenses and hours for office staff in 2023

Item		Male	Female
Training Hours	Supervisors	4,044	4,622
	Average Training hours for supervisors	65	
	Non-Supervisors	7,018	16,412
	Average Training hours for non-supervisors	30	
	Total average training hours	40	33
Total Number of Employees	Supervisors	60	74
	Non-Supervisors	220	561
	Subtotal	280	635
Total Training Hours for Employees(hours)		11,062	21,034
Total Training Expenses for Employees (million NTD)		599	
Average Training Expenses per Employee		6,553	

Note:

- Supervisor positions include Assistant Vice President and above, Manager, Assistant Manager, Associate Manager, and Section Chief.
- The training hours are calculated based on all office staff, including regular employees and contract employees.

In 2023, focusing on Work Guidance and Performance Management, Farglory Life planned mandatory courses for department/section managers. In addition, the Replicable Leadership digital course was launched on Farglory Life's i-Learning platform as a self-study resource for department and section managers.

1. New Employee Guidance and Performance Enhancement Course

The New Employee Guidance and Performance Enhancement course was conducted to help managers learn ways for guiding new employees, tools for evaluating new employee development, systems for improving employee performance, principles for avoiding labor disputes, and analysis of labor disputes.



2. Effective Leadership Course

Based on the needs of manager competency development, the Effective Leadership course was held. Through Competency Assessment and Maturity Evaluation, managers learned how to identify subordinates' maturity levels and apply tailored leadership techniques to jointly pursue higher performance with their teams. In 2023, a total of 4 sessions were held with 125 participants, achieving a course satisfaction score of 90 points. Post-course assignments were designed for managers at different levels to extend the application of the learning content to practical scenarios.



Statistics of various training courses for office staff in 2023

Item	content	2021	2022	2023
Basic Consensus Training for New Employees	Number of Participants	255	299	63
	Total Training Hours	521	393	378
Corporate Operation Consensus Training	Number of Participants	12,098	24,407	22,463
	Total Training Hours	20,436	26,015	23,481
On-the-Job Training by Job Positions	Number of Participants	3,125	2,461	3,395
	Total Training Hours	5,622	2,528	4,198
On-the-Job Training by Hierarchical Levels	Number of Participants	949	1,971	588
	Total Training Hours	1,000	3,712	1,691
R&D and Innovation Training	Number of Participants	157	2,946	1,086
	Total Training Hours	63	3,464	1,767
Learning Skill Training	Number of Participants	33,795	164	125
	Total Training Hours	4,576	12	581
Subtotal	Number of Participants	50,379	32,248	27,720
	Total Training Hours	32,218	36,420	32,096

Statistics of various training resources for office staff in 2023

Item	content	2021	2022	2023
External	Number of Participants	255	299	63
	Total Training Hours	521	393	378
Physical Training	Number of Participants	12,098	24,407	22,463
	Total Training Hours	20,436	26,015	23,481
Online Training	Number of Participants	3,125	2,461	3,395
	Total Training Hours	5,622	2,528	4,198
Subtotal	Number of Participants	50,379	32,248	27,720
	Total Training Hours	32,218	36,420	32,096

Diverse Training and Learning Channels

Providing diverse learning channels, including in-person courses, digital learning, online learning, mobile learning, external training, physical libraries, and online lectures, to increase employees' participation in classes and improve the flexibility as well as efficiency of learning. Furthermore, through the Voice of Farglory Life broadcasts, newsletters, and year-end book gifts, a culture of self-directed learning is promoted.

Field Staff Talent Training

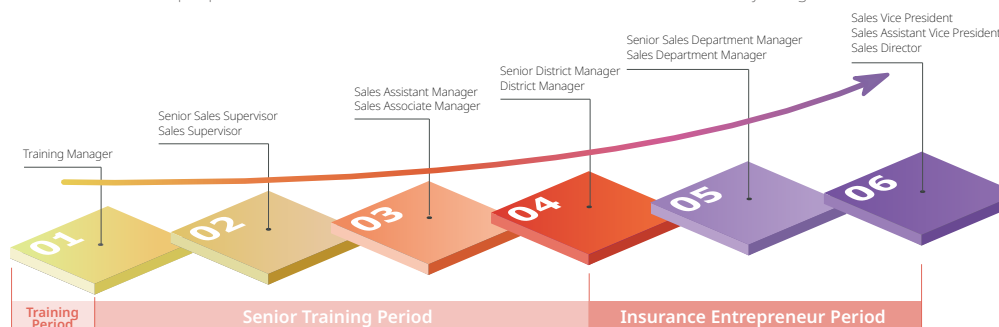
Farglory Life places great importance on nurturing leadership talent, from developing basic sales skills and training professional competencies for managers to assisting in the development of business teams, offering comprehensive career development courses to become insurance entrepreneurs. In 2023, the total number of participants completed the training sessions for field staff was 86,651, with an average training time of 46.5 hours.

Training expenses and hours for Field staff in 2023

Item	Male	Female
Training Hours	Supervisors	36,669.0
	Average Training hours for supervisors	46.7
	Non-Supervisors	7,430.5
	Average Training hours for non-supervisors	45.5
	Total average training hours	47.2
Total Number of Employees	Supervisors	765
	Non-Supervisors	169
	Subtotal	934
Total Training Hours for Employees(hours)	23,954	44,099.5
Total Training Expenses for Employees (million NTD)	499	
Average Training Expenses per Employee	3,408	
Average Training Hours per Employee(hours)	46.5	

Note:

- Except for regulatory compliance courses, the content in the above table does not include part-time employees.
- The number of people trained does not include field staff who have been hired but not yet registered.



Farglory Life Entrepreneurship University Cultivation Program

Farglory Life provides comprehensive training for field staff, offering systematic professional development programs for different levels of positions such as supervisors, associate managers, district managers, and department managers. These programs ensure that employees have a clear understanding of their roles and responsibilities at each level and continuously improve the knowledge and skills for their business tasks. Within the training framework of the headquarters, individual training is combined with departmental and branch office training to help new insurance agents build a solid foundation of essential skills. Through guidance and support from supervisors, they quickly enter the market and progressively enhance their financial insurance expertise.



Item	content	2022	2023
Certification Training	Number of Participants	1,084	507
	Total Training Hours	4,335	2,496.5
Foundation Training	Number of Participants	11,237	2,212
	Total Training Hours	24,286	6,391.5
Hierarchy Training	Number of Participants	1,391	797
	Total Training Hours	6,048	3,869.5
Professional Training	Number of Participants	10,965	8,316
	Total Training Hours	17,763	17,099.5
Regulatory Training	Number of Participants	72,387	27,295
	Total Training Hours	101,156	38,196.5
Subtotal	Number of Participants	97,064	86,651
	Total Training Hours	153,588	68,053.5

Note: Due to missing hours in 2021 data, only the data of two years are provided.

Competition and Rewards Activities

Reward competitions are held annually, including the SAP Excellence Award, Eagle Cup Overseas Summit, and Lion Cup Asia Elite Club. These competitions aim to motivate and recognize outstanding performance in sales and marketing as well as exceptional achievements in team expansion. Winners are rewarded with domestic and international incentive trips and invited to attend prestigious conferences, inspiring them to continue expanding the business landscape.

5.5 Friendly and Happy Workplace

Employees are the foundation of Farglory Life's growth and competitiveness, and they are also the main driving force for sustainable development. Farglory Life is committed to creating a happy, healthy, friendly, and safe workplace for our employees. The Company has been awarded the Workplace Health Promotion Certification by the Health Promotion Administration and the Taiwan i Sports Certification by the Sports Administration. By providing a comprehensive talent cultivation and retention environment, as well as a diversified development system, Farglory Life ensures that employees can work in positions that suit their talents, feel secure in their jobs, and fully express themselves and achieve excellence.

5.5.1 Human Rights Protection

Human Rights Awareness and Advocacy

Farglory Life recognizes and supports international human rights conventions, such as the United Nations Universal Declaration of Human Rights, the United Nations Global Compact, and the International Labour Organization Conventions, and strictly prohibits any actions that violate or infringe upon human rights. We prioritize gender equality in employment, ensuring that every employee has equal opportunities for employment and development. We have also established the Sexual Harassment Prevention and Complaint Committee to prevent and address sexual harassment issues, providing employees with clear guidelines regarding complaint channels, hotlines, and disciplinary measures. In 2023, there were no incidents related to violations of professional ethics, discrimination, child labor, freedom of association, forced labor, or infringement of indigenous rights.

Farglory Life adheres to the following principles



Adhere to government labor regulations and implement workplace diversity, without discrimination based on gender, sexual orientation, race, class, age, marital status, language, ideology, religion, political affiliation, nationality, birthplace, appearance, facial features, or physical and mental disabilities. The Company ensures fair and equitable treatment in recruitment, employment, remuneration, training, evaluations, and promotion opportunities. We also provide effective and appropriate communication channels and complaint mechanisms.



Comply with occupational safety and health laws; organize safety and health work, educational training, employee health check-ups, and health promotion activities to care for employees' physical and mental health. The Company continuously improves workplace safety and health conditions to reduce occupational hazards and provide a safe, healthy, and sanitary working environment for employees.



Regularly hold labor-management meetings to ensure positive two-way communication, especially during major operating activities or internal management changes that impact labor rights. These meetings aim to maintain good communication between labor and management, protecting and enhancing employees' rights.



To fully protect the privacy of employees and customers, the Company has established a comprehensive information security management system, following strict control regulations and protective measures. We also comply with personal data protection laws to ensure that the collection, processing, and use of personal data are lawful, thereby safeguarding personal data rights.



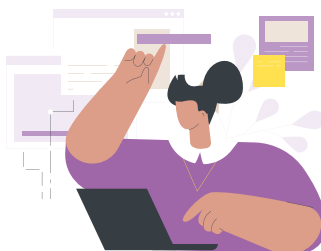
Continuously care for disadvantaged groups, promote corporate volunteer services as well as charitable donations, and value educational and sports health activities. The Company fosters student internship programs and industry-university collaboration to cultivate diverse professional talents for the benefit of society and the industry's overall development.



Collaborate with suppliers, contractors, and business partners who align with the Company's sustainable business philosophy. Together, we focus on human rights issues and risk management.

In March 2024, the Company formulated the Farglory Life Human Rights Policy, which has been approved by the Board of Directors. We are committed to creating a work environment that is dignified, safe, equal, and free from harassment.

In 2023, the Company arranged courses in accordance with laws and regulations for all employees, including online anti-money laundering, information security and personal data protection, Treating Customers Fairly, gender equality, disabilities, occupational health and safety, Convention on the Rights of the Child, whistleblower systems, and prevention of malicious social interactions. A total of 15,062 office staff members participated in these training sessions, accumulating a total of 15,128 hours of training. The completion rate was 100%. These efforts aimed to strengthen fair treatment for individuals regardless of gender, age, or disabilities, and to prevent discrimination based on differences.



Anti-Money Laundering (In-Service/New Employees) 2/0.5 Hours

Convention on the Rights of the Child 0.5 Hours

Information Security and Personal Data Protection Act 3 Hours

Financial Consumer Protection Act and Treating Customers Fairly 3 Hours

Preventing Malicious Email Social Engineering 0.5 Hours

Friendly Financial Services for Persons with Disabilities 1 Hours

Occupational Safety and Health (In-Service/New Employees) 3/1 Hours

Employee Ethics and Integrity Management 1 Hours

Integrity Management (Anti-corruption) 1.5 Hours

Elderly Friendly Services, Prevention of Elder Financial Exploitation, Elder Financial Policy 2 Hours

Workplace Equality and Sexual Harassment Prevention 0.5 Hours

Corporate Integrity Governance 1 Hours

5.5.2 Diversity and Inclusion

Farglory Life insists on implementing equality in our employment, development, and training policies, ensuring they are diverse and flexible. The Company goes the extra mile to support employees of different identities and respects each individual. Based on the principle of equal treatment, there has been a notable performance by female employees in recent years. There are 74 female supervisors at the section level or higher in the office, outnumbering male supervisors by 14. In particular, there are 5 female executives at the vice president level. In 2023, 116 female employees were promoted, accounting for 69% of all promoted employees. This highlights the significant opportunities and achievements for women in Farglory Life.

As of the end of 2023, Farglory Life had a total of 915 employees and 3,495 field staff under contract. Due to the nature of the insurance industry, there were 2,910 female employees (66%) and 1,500 male employees (34%). The Company employed 8 individuals with disabilities, meeting legal standards. [Please refer to the appendix for detailed information](#) on the employment status. Additionally, there were 437 new hires and 431 departures in 2023.

Talent Sustainability Initiatives

Farglory Life demonstrates our commitment to embracing and nurturing talent. We have joined the 2024 TALENT in Taiwan alliance initiated by Commonwealth Magazine every year since 2021. Alongside over 400 alliance partners, the Company promotes and implements six key talent development indicators: Purpose and Value; Diversity and Inclusion; Organizational Communication; Reward and Incentives; Physical and Mental Health; and Talent Growth, ensuring sustainable competitiveness in talent retention.



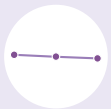
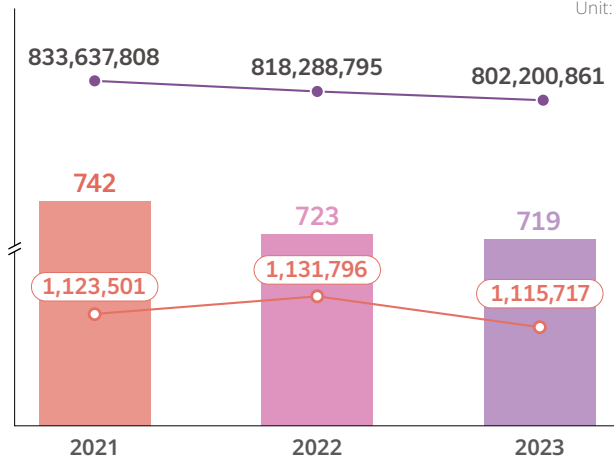
Open Communication Channels

Farglory Life provides diverse communication channels to ensure every employee can timely express their suggestions. Additionally, the Company conducts an annual internal employee satisfaction survey to gather a wide range of opinions. The survey focuses on corporate brand image, product policies, internal processes and service efficiency, learning and development, talent management, and overall satisfaction. This helps the Company understand employees' thoughts and feelings about organizational development. Furthermore, monthly Newcomer Gatherings are held to understand the adaptation of new employees and provide assistance as needed.

Welfare and Employee Care

Farglory Life treats employees like family and considers them important partners. We provide many welfare benefits that exceed legal requirements. In 2023, the average welfare expenses per non-supervisor office staff were approximately NT\$1.115 million.

Unit:NTD



► Total Welfare Expenses for Non-Supervisor Positions (NTD)
Difference -16,087,934 Growth rate -2.0 %



► Number of Employees in Non-Supervisor Positions
Difference -4 Growth rate -0.6 %



► Average Welfare Expenses per Non-Supervisor Employee (NTD)
Difference -16,079 Growth rate -1.4 %

Sound Welfare System

Farglory Life places a strong emphasis on caring for employees' physical, mental, and spiritual well-being, aiming for happy work and a healthy lifestyle. By enhancing welfare programs and providing a safe working environment, we serve as the strongest support for our employees. We have adopted three major strategies: Improving Facilities for a Safe Workplace, Caring and High-Quality Welfare System, and Enriching Life to Nourish the Soul to meet the needs of our employees. Additionally, we offer volunteer leave every year to encourage employees to participate in public welfare activities and give back to society.

The Company has established the Farglory Life Insurance Co., Ltd. Employee Welfare Committee in accordance with the law. The committee plans employee benefits and activities under the Five-Star Welfare theme, which are divided into five categories: (1) Life Support: Providing living allowances for marriage, funeral, and illness, and signing special agreements with stores; (2) Festive Celebrations: Offering three-festival bonuses, festival gifts, and holding themed activities; (3) Health Protection: Providing health checkups, health lectures, sports competitions, and health promotion activities; (4) Team Spirit: Encouraging diverse club activities; and (5) Work-Life Balance: Organizing employee trips and cultural activities. These initiatives aim to enhance employees' workplace happiness, boost team morale, and foster a strong sense of unity.

Life Support

Providing living allowances for marriage, funeral, and illness, and signing special agreements with stores.

Festive Celebrations

Offering three-festival bonuses, festival gifts, and holding themed activities.

Health Protection

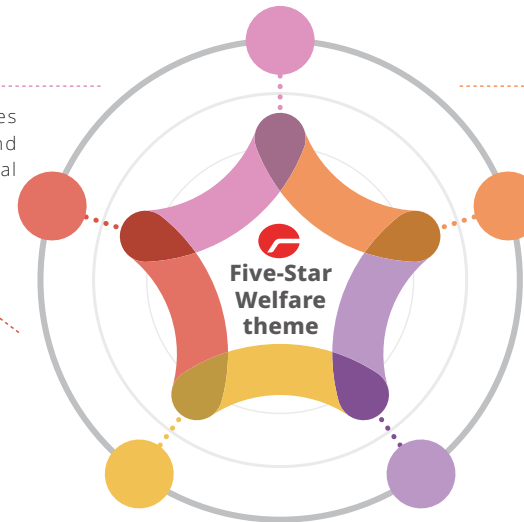
Providing health checkups, health lectures, sports competitions, and health promotion activities.

Team Spirit

Encouraging diverse club activities.

Work-Life Balance

Organizing employee trips and cultural activities.



Health Promotion

Farglory Life promotes workplace health in multiple aspects, striving to create a high-quality work environment and a happy workplace.

1 Physical and Mental Stress Relief

	Short Exercise Routine	Playing of Farglory Life's exercise music daily to encourage colleagues to stretch and relax.
	Break Reminders	Daily playing of soothing music on the hour and automatic dimming of lights during lunch break to remind colleagues to take a break from work.
	Massage and Stress Relief Services	Contracted visually impaired masseurs are available to provide on-site massage services throughout the year. Colleagues can make appointments through the internal employee website. A total of 2,769 sessions of massage services were provided in 2023.

2 Health Management

	Health Seminars	Invite nutritionists to conduct lectures on healthy eating habits and create personalized weight-loss plans, sharing principles of weight control.
	Health Consultation	Physician is invited to provide on-site medical consultations on a quarterly basis, and a dedicated nurse is available to offer daily health consultation services. A total of 30 consultations were provided in 2023.
	Healthy Environment	Issue bi-monthly health newsletters, post health promotion slogans in the pantry, and provide freshly ground coffee, milk (replacing creamer), and sugar-free tea beverages for employees to enjoy.

3 Workplace that Values Sports Activities

	Health Activities	Organize the healthy spring outing, exploring the mountains of Taiwan. A total of 70 participants, including 16 departments, 6 department supervisors, and 1 system supervisor, joined the event from the north, central, and south regions.	
	Sports Clubs	Encourage participation in sports clubs and provide subsidies. Eight sports clubs have been established, including badminton, hiking, yoga, aerobic boxing, etc. Nearly 200 people have joined the clubs.	
	Badminton Competition	To promote health awareness and cultivate healthy living habits among employees, the first Farglory Life Cup Badminton Tournament was held in September 2023. The competition included preliminary and elimination rounds with men's doubles, women's doubles, and mixed doubles categories, awarding the top four teams in each category. A total of 51 people participated. In 2024, plans include hosting a basketball tournament, the second Farglory Life Cup Badminton Tournament, and a large employee trip to continue fostering employee health and work-life balance.	

Reinstatement rate and retention rate of office staff applied for parental leave without pay in 2023

Year / Item	Male	Female	Total
2023			
Number of employees eligible for parental leave	31	21	52
Total number of employees applied for parental leave without pay	0	9	9
2023			
Number of employees expected to be reinstated after their parental leave without pay	0	6	6
Actual number of employees reinstated after their parental leave without pay	0	4	4
2022			
Number of employees who have worked 2022continuously for one year after their reinstatement from parental leave without pay of the specified year	1	1	2
Reinstatement Rate	N/A	67%	67%
Retention Rate	N/A	50%	50%

Note:

- According to Article 16 of the Act of Gender Equality in Employment, employees who have been employed for more than six months and need to care for children under the age of three are eligible to apply for parental leave without pay. All employees are entitled to the rights of parental leave without pay according to the Act.
- Reinstatement Rate = (Actual number of employees reinstated in 2023 / Number of employees expected to be reinstated in 2023) × 100%.
- Retention Rate = (Number of employees who have worked continuously for one year after their reinstatement in 2023 / Number of employees reinstated in 2022) × 100%.
- The total number of employees who applied for maternity leave, paternity leave, and maternity allowance in 2023 was 29.

Statistics of family care-related leaves for office staff in 2023

Applied for Family Care Leave	Applied for Maternity (Paternity)	Applied for Menstrual Leave
Male Female	Male Female	Female
1	8	125
4	7	

5.6 Workplace Safety and Health

Farglory Life places great importance on workplace safety and health. Although the Company operates in the life insurance industry and the work environment presents fewer occupational safety and health-related hazards, risks, and impacts, we are still committed to maintaining a safe work environment and reducing the potential occurrence of occupational diseases among employees. We have established an Occupational Safety and Health Committee to oversee and continuously improve the Company's occupational safety and health practices to ensure compliance with legal regulations.

5.6.1 Workplace Safety Plan

Occupational Safety and Health Committee

Farglory Life established the Occupational Safety and Health Committee in 2023. The committee formulates the occupational safety and health management plan annually and implements related safety and health matters in accordance with the plan, conducting reviews and improvements. The committee holds quarterly meetings to gather and discuss employee feedback on safety and health issues, evaluating whether there are any items requiring improvement, the methods for improvement, and the results. Additionally, the Company has established the Occupational Safety and Health Policy and the Company's safety and health work rules, which are announced for all employees to follow.

To create a healthy and safe workplace, the office environment's air quality is monitored in real-time, and indoor lighting is bright and adequate, all in compliance with occupational safety and health regulations. Daily cleaning staff maintain the workplace, ensuring it is free from any harmful factors such as biological, chemical, and noise pollution. Both the headquarters and branch office service counters are equipped with AEDs (Automated External Defibrillators) and accessible facilities, along with security personnel to ensure employee safety. Through comprehensive pre-emptive measures and post-event reviews, the goal of zero occupational accidents is achieved. From 2021 to 2023, apart from commuting accidents, no work-related injuries, occupational fatalities, or occupational disease incidents occurred among employees.

Four Major Occupational Safety Plans

To create a healthier, safer, and friendlier workplace, the Company is fully committed to implementing four major occupational safety plans.



Abnormal Workload-related Disease Prevention Plan

Through planned surveys and data analysis, we gain an understanding of the workload faced by employees in both work and personal life. We organize health seminars to promote health knowledge. The Company's medical staff engage with and conduct interviews with high-risk employees to identify sources of stress and provide recommendations for improving their work and personal health.

1



Human Factor Hazard Prevention Plan

We provide adjustable-height desks and chairs to accommodate individual needs. We regularly conduct surveys on human factors and provide seminars, physician consultations, health education e-flyer, and massage services to address and mitigate human factor hazards.

3



Maternal Health Protection Plan

For employees during pregnancy and within one year after childbirth, we provide regular care, arrange consultations with physicians, and conduct identification of environmental hazards to ensure the safety and health of both the employees and their babies.

2



Workplace Unlawful Infringement Prevention Plan

We have developed a Workplace Unlawful Infringement Prevention Plan that adopts a Zero-Tolerance policy toward all forms of workplace violence. This plan includes self-assessment measures for workplace misconduct, extending the responsibility from department-level supervisors to section-level supervisors, aiming to protect employees from any illegitimate incursions, both internal and external, that may occur during the course of their duties.

4

Safe Work Environment

- ✓ **1** Smoking is strictly prohibited in the office premises.
- ✓ **2** In the event of any safety concerns or issues in the workplace, employees can report them through the designated repair or complaint hotline for appropriate actions to be taken.
- ✓ **3** Carbon dioxide detectors are installed in the office to maintain a comfortable and safe working environment.
- ✓ **4** Regular safety inspections are conducted for equipment: Fire safety equipment in the office is regularly maintained by contracted vendors. Every six months, measurements are taken to assess workplace lighting levels and carbon dioxide concentrations, ensuring a safe working environment.
- ✓ **5** Automated External Defibrillators (AEDs) are installed in the workplace.

Promotion and Training

- 1** For employees who may face health or safety issues related to their work, communication channels such as the labor complaint hotline or email are available for notification, consultation, and communication, along with appropriate actions to be taken.
- 2** Disaster Preparedness and Emergency Response Drills: Following the Fire Services Act, self-defense firefighting teams are established, and fire evacuation drills are conducted semi-annually.
- 3** Cooperate with the building management to carry out emergency response and personal protective equipment training, including simulating building fires and practicing evacuation and safety precautions.
- 4** In 2023, an earthquake sheltering drill was conducted in accordance with ISO 22301 Business Continuity Management System, simulating an earthquake and practicing evacuation and safety precautions.
- 5** Occupational Safety and Health Education and Training:
 - 1** Conduct at least 3 hours of occupational safety and health education and training annually for new and existing employees. In 2023, we held 2 sessions of training, totaling 4 hours. Participants included 132 new employees and 809 existing employees, making a total of 941 participants and 1,205 hours of training.
 - 2** On National Disaster Prevention Day (September 21), an earthquake drill is conducted to familiarize employees with the evacuation procedure using the DCH method (Drop, Cover, Hold).
 - 3** An annual company-wide emergency evacuation drill is conducted in coordination with the self-defense firefighting teams to ensure that employees and members are familiar with the drills and key points.
 - 4** Occupational safety and health education promotion: A monthly occupational safety bulletin is produced and disseminated through electronic billboards, emails, and other channels for awareness and promotion.

Occupational Accidents and Safety

The most common type of occupational accidents at Farglory Life is traffic accidents. We will continue to use internal communication channels to remind employees to pay attention to their safety during their commute.

Statistics on disabling injury among office staff in 2021-2023

Item	2021	2022	2023
Work Hours	1,716,160	1,717,104	1,815,360
Number of Deaths Caused by Occupational Injuries	0	0	0
Death Rate Caused by Occupational Injuries	0	0	0
Number of Serious Occupational Injuries	0	0	0
Rate of Serious Occupational Injuries	0	0	0
Number of Recordable Occupational Injuries	5	7	4
Rate of Recordable Occupational Injuries (calculated per million work hours)	2.91	4.07	2.96

Note:

- Work hours are calculated based on 8 hours per day, multiplied by the number of working days in 2023 (excluding holidays), and then multiplied by the number of office staff.
- Recordable occupational injuries include work-related injuries, car accidents, and fatalities.
- Only injuries resulting from commuting accidents caused by transportation arranged by the organization are considered occupational injuries. Employee commuting accidents are not included. In 2022, work-related injuries mainly involved falls and car accidents, primarily related to commuting accidents. Traffic safety awareness has been reinforced through occupational training programs.
- Serious occupational injuries are defined as injuries that result in death or significantly impair the worker's ability to return to their pre-injury health status within six months.
- There were no cases of occupational diseases among employees (including non-employee workers) in 2023.
- There were no occupational injuries reported among non-employee workers in 2023.

Supplier Occupational Safety Management

Farglory Life has established comprehensive occupational safety management throughout the workplace. When contractors enter the Company to perform construction work, they are required to be supervised by assigned occupational safety supervisors. They must also sign the Contractor Work Safety Commitment and Construction Operation Safety Notice to ensure that all workers in the work area have compliant and safe work protection measures.

5.7 Social Co-prosperity

Insurance is not only a safeguard for a better life but also a supporting force that protects dreams and propels them forward. Farglory Life continues to leverage our core insurance competencies, combined with corporate volunteers and different resources, to act as a stabilizing force in society, extending love and goodwill to every corner of the community.

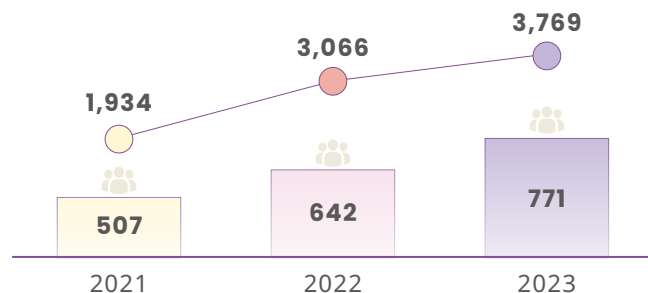
5.7.1 Public Welfare and Care

GRI 203-1、203-2

Farglory Life continues to demonstrate the insurance industry's power to help by leading in corporate social responsibility. The widespread Farglory Life volunteer teams engage with local communities, giving back through different initiatives such as blood donation drives, supporting microinsurance, accompanying underprivileged students, promoting domestic health sports development, and providing respite services for family caregivers, thereby fostering social inclusion. According to the LBG measurement framework, participation in social inclusion is evaluated through four forms of contribution: In-Kind Donations; Cash Contributions; Time Contributions; and Management Expenses, as well as three motivations: Charitable Donations; Community Involvement; and Business Promotion. In 2023, the total investment in social participation amounted to NT\$20.847 million, benefiting nearly 20,000 individuals and over 100 key

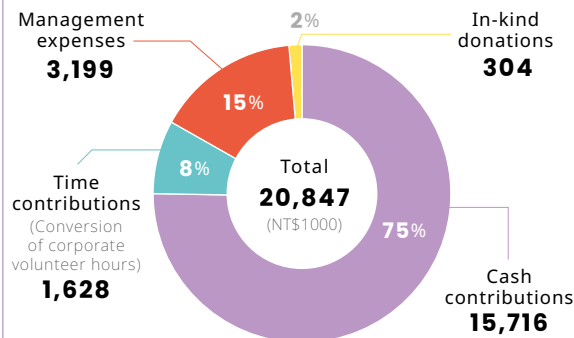
Volunteer Involvement

Number of volunteer participants Volunteer participation hours



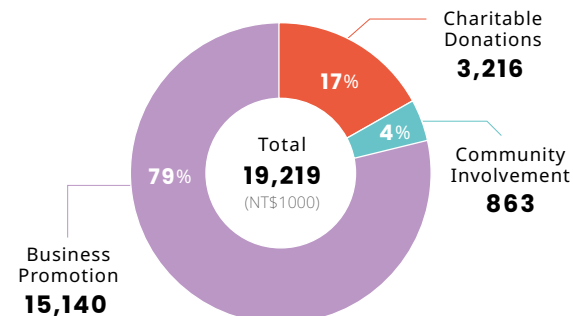
Public Welfare Investment

1 Investment by participation Investment Costs (NT\$1000)

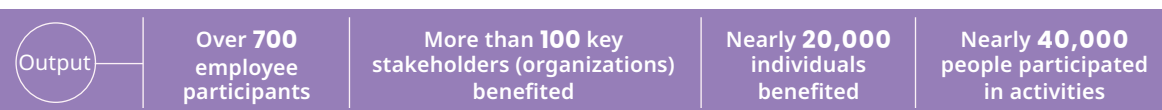


Note: The cost of corporate volunteer hours is calculated by converting it to an equivalent monetary value based on the average personnel cost per person per hour in the current year. The Farglory Life volunteer team includes both office and field staff. The total service hours in 2023 amounted to 3,769 hours.

2 Investment by Participation Type Investment Costs (NT\$1000)



Note: Investment costs include activity expenses (including administrative and personnel costs), in-kind donations, and sponsorship amounts.



Local Community Engagement

Target

Local communities, rural school children, elderly

Program

- Corporate Volunteer Team
- Community Public Service
- Elderly Care Service
- Farglory Life's "Love Never Fades" Rural Care Program
- Public Welfare Mini Shop

Arts and Culture Promotion

Target

Family caregivers, general public

Program

- "Take a Breath, Empowerment" Family Respite Services

Health and Sports Advocacy

Target

Patients, students, general public

Program

- "Passionate Summer" Blood Donation Campaign
- Promotion of Professional Basketball
- Farglory Life Sports Excellence Scholarship

Financial and Insurance Education

Target

Students, general public

Program

- "Golden Insurance Award" Campus Video Competition
- Scholarships for Children of Cancer Families
- Insurance Talk Show

► For more public welfare programs, please visit the Public Welfare website of Farglory Life [🔗](#)

Local Community Engagement

1 Family Volunteer Team: Demonstrating the Power of Collective Love and Kindness

Farglory Life has long been committed to supporting the socially disadvantaged and has deeply rooted this commitment in our corporate culture and values. The Company has established the Farglory Life Volunteer Service Management Regulations to encourage participation through reward systems, offering public welfare volunteer leave, and public recognition. Employees are motivated to invite policyholders and friends to join, thereby expanding the impact. In addition, every volunteer participating in the program is provided with a NT\$1 million accident insurance coverage, ensuring their well-being and protection. To date, over 2,000 volunteers have participated in the program.

In 2023, people volunteered with Farglory Life 771 times, providing 3,769 hours of service. The number of participating organizations, individuals, and service hours have all increased. Farglory Life also led the industry by launching the carbon reduction and sustainability - Family Volunteer Team Website, enabling volunteers to quickly access information about public welfare activities and complete online applications. The website also offers quick e-checks for service hours and dedicated reporting services for public service leave and statutory volunteer service hours.

2023

- ★ 108 branch offices/departments participated
- ★ People volunteered 771 times
- ★ Provided a total of 3,769 hours of service



2 Community Public Service: Long-term Local Commitment

To encourage field staff to participate in community public service activities, the Regional Public Welfare and Environmental Protection Activity Sponsorship Guidelines have been established. This initiative focuses on sponsoring and supporting disadvantaged social welfare organizations in the local communities for the long term. By leveraging local resources and uniting the workforce, the Company engages in these activities to enhance ESG concerns and community impact. For eight consecutive years, donations and volunteer manpower have been contributed, resulting in the provision of support to 23 branch offices, sponsorship of 44 regional public welfare activities, and assistance to 25 social welfare organizations, for total donations of NT\$350,000.

2023

- ★ 6 branch offices participated
- ★ Support provided to 8 social welfare organizations
- ★ A total of 606 beneficiaries

3 Care Services for Elderly in Rural Areas: Active Aging in Communities

Farglory Life has extended our environmental sustainability public welfare plan to rural areas, discovering widespread aging issues. At Farglory Life's second ecological restoration base in Dongshan District, Tainan City, the population over 65 years old exceeds 26%. Many elderly residents in rural areas live alone, with children only returning home on weekends. Increasing interaction with people is the best solution to delay aging. In 2023, the volunteer team went to Dongshan District in Tainan for home care actions for the elderly, helping with house cleaning, measuring blood pressure, and assisting with weeding and farming, promoting active aging and fostering a healthy cycle.



4 Farglory Life's "Love Never Fades" Rural Care Program: Empowering Diverse Learning and Inspiration

This program focuses on caring for school children and families in rural areas. Over the past five years, it has extended its reach to Tainan, Kaohsiung, Pingtung, Hualien, and Taitung, providing substantial insurance education resources to 22 rural schools. To date, more than a thousand employees have formed volunteer teams, with professional mentors from different fields involved in promoting experiential education. A total of 17 sessions of activities have been held to transform the challenges of rural areas and broaden the horizons of the children.

To help children become stronger, this program also integrates care for intellectually disabled individuals, offering friendly services to support them. Intellectually disabled individuals are invited to schools to convey the insurance spirit of equality, encouraging bravery and ambition. Through the handmade meal boxes prepared by these individuals, love is shared, supporting their independence and ensuring that children are well-nourished and healthy. To date, over 5,400 meal boxes prepared by intellectually disabled individuals have been provided to 22 rural schools.

Over the course of 5 years

- ★ Supported 22 rural elementary schools with nutritious meal boxes
- ★ Organized 17 events
- ★ Benefiting nearly 1,400 children
- ★ Volunteer services provided by 1,000 individuals



5 Public Welfare Mini Shop: Empowering the Vulnerable through Self-Made Goods

Farglory Life has established the Public Welfare Mini Shop, a platform for compassionate shopping, to assist social welfare organizations such as the Taipei Autism Children Social Welfare Foundation, the Yu-Cheng Social Welfare Foundation, the Kanner Foundation of Taiwan, the Eden Social Welfare Foundation, the Eden Social Welfare Foundation, and the Taichung Association for the Welfare of the Disabled. This initiative promotes self-made and self-sold goods, allowing policyholders to support public welfare efforts from the comfort of their homes. It also enhances the visibility and online sales of social welfare organizations, providing the most tangible and consistent support to vulnerable communities. In 2023, approximately 1,790 individuals utilized the services.

6 Purchase of Local Taiwanese Agricultural Products to Support Local Farmers

Farglory Life combines social welfare with long-term purchases of seasonal fruits such as pomelos, bananas, dragon fruits, and mangoes from local farmers, providing these to employees. In 2023, Farglory Life purchased 2,430 tkg (1 tkg = 0.6 kg) of Golden Diamond pineapples from Dashu, Kaohsiung, and mangoes from Nanhua, Tainan, totaling NT\$162,000. This initiative not only cares for employees' health but also helps increase the income of local farmers.



Promotion of Arts and Culture

1 "Take a Breath, Empowerment" Family Respite Service : Combining Art and Public Welfare to Support Caregivers

Farglory Life understands the needs of family caregivers and has been promoting the "Take a Breath, Empowerment" Family Respite Service for five consecutive years. Collaborating with the Godot Theatre Company and different social affairs bureaus and health departments of New Taipei, Taipei, Taoyuan, Taichung, Tainan, and Kaohsiung city governments, as well as family caregiver support groups, Farglory Life has organized the Art Workshops. These workshops include therapeutic activities such as drama, music, gardening, makeup, social interaction, body movement, painting, and creative arts. These activities guide family caregivers to connect with nature and stimulate their senses, providing a release for their minds and bodies. At the end of the program, a public exhibition and performance are held, featuring amateur family caregiver actors portraying real-life stories of family caregivers. The performances are based on the challenges and experiences faced by family caregivers, allowing the audience to empathize with their difficulties and better prepare themselves for the future.

In 2023, the Taipei event invited senior family caregiver and theatre talent Tsung-Sheng Tang to perform alongside family caregiver participants. The event was held at the Family Theater in Taipei, accommodating over a thousand attendees. Additionally, for every participant who attended the performance, a corresponding amount was donated to the Taipei Family Caregiver Association and the Family Caregiver Support Centers of four districts in Taipei. In 2023, primarily used for financial assistance to families of caregivers, subsidies for home care worker protective gear, support activities for caregivers, and community advocacy activities. To help participants focus on the 15-week course, Farglory Life also provided free respite care hours. Over the past five years, a total of 16,700 hours of respite care have been offered.



Family Caregiver Respite Service Video Festival YouTube Channel



Participant Feedback



" I saw myself and discovered a part of me I never knew. I will continue to keep an open mind and have the courage to face the challenge in each day. "



" Life may not be perfect, but the support and companionship among partners made the process of creating drama warm and meaningful. "

- ★ Served **6** counties and cities for **5** years
- ★ Conducted **195** art workshop sessions
- ★ Organized **14** exhibition performances
- ★ Attendance reached nearly **3,800** people
- ★ Engaged a total of **318** participants in the workshops
- ★ Provided **16,700** hours of respite care



Health and Sports Advocacy

1 "Passionate Summer" Blood Donation Campaign: Encouraging participation from all policyholders, employees, and the public across Taiwan

For eight consecutive years, in collaboration with the Taiwan Blood Services Foundation, more than 91 "Passionate Summer, Love to Share" blood donation campaigns have been held nationwide. These events aim to maintain medical capacity, promote body greening, and express gratitude to the enthusiastic participants. Each event strives to have a substantial impact. Farglory Life regularly collaborates with local- friendly farmers, social welfare organizations, and other resources to provide rewards to passionate blood donors, contributing to the local communities.



★ Over the course of **8** years

★ **7,305** people participated in blood donation

★ **9,479** bags of blood have been collected

★ Benefiting nearly **30,000** individuals



2 Supporting the Development of Professional Basketball to Drive a Health-Conscious Culture

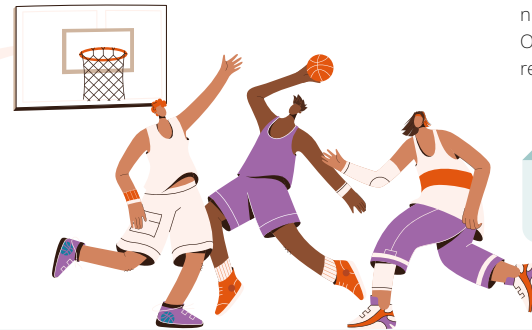
Farglory Life integrates ESG principles to support the development of sports, from school basketball and professional leagues to community basketball, and extends our efforts to rural schools to assist in the development of sports-specific education. The aim is to expand sports participation across all regions of Taiwan, making health and exercise a common language for all. In 2023, Farglory Life continued our cross-sector sponsorship of the P.League+ New Taipei Kings basketball team, fully supporting Taiwan's sports talents. Additionally, by combining this effort with public welfare, Farglory Life expanded our social contributions. For 20 home games, the total points scored by the players were converted into the number of microinsurance policies donated, directly benefiting the underprivileged in New Taipei City. Over a thousand disadvantaged residents of New Taipei City have received microinsurance coverage as a result.



★ Over the course of **2** years

★ Allocated **NT\$5,050,000** in 2023

★ Reached nearly **36** million people over **50** games



3 Providing Farglory Life Sports Excellence Scholarship to Support Sports Players on Campus

Based on the altruistic principle of helping others, Farglory Life implements youth empowerment. In 2020, Farglory Life signed a Youth Empowerment Industry-University Collaboration Program with Shih Hsin University, aiming to cultivate campus talent. For four consecutive years, the Company has provided the Farglory Life Sports Excellence Scholarship to support students in the areas of scholarship grants, living expenses, off-site training, and sports injury protection. This initiative has garnered the attention of thousands of fans toward the women's basketball team. To enhance the players' protection against unexpected accidents during training, the team is fully sponsored with One-Year Group Accident Insurance.

★ Over the course of **4** years

★ Provided **NT\$5.1** million in sponsorships

★ Achieving excellence in the women's basketball team

Financial and Insurance Education

1 Golden Insurance Award: Promoting Risk Awareness among Youth

Based on a survey conducted by the Taiwan Academy of Banking and Finance, individuals aged 20–29 are a financially vulnerable group, lacking financial and risk awareness. Individuals in this group need to improve their financial risk resilience and literacy. In response to the Financial Supervisory Commission's promotion of financial inclusion policies, Farglory Life promotes the construction of basic protection for the public. Recognizing that establishing financial and risk concepts early can help people independently plan for protection, Farglory Life focuses on promoting risk awareness and disseminating financial knowledge among young people.

Farglory Life focuses on empowering youth creativity to spread risk awareness, targeting young people from elementary school to university and graduate students. Under the theme of "Needing to Prepare in Advance", Farglory Life has pioneered and consistently hosted the industry's only nationwide campus film competition, the Golden Insurance Awards, for five consecutive years. This event encourages young students to creatively highlight the importance of risk management, enhancing their financial and insurance literacy and establishing a correct understanding of risk. The event's professional competition standards have attracted enthusiastic participation from many university professors leading their students, showcasing a unique insurance education effort. The Golden Insurance Awards have successfully promoted participation across 109 universities, involving over 188 departments, with more than 1,000 outstanding entries and over 10,000 students participating. The

event has engaged 90% of students from non-insurance-related fields in risk topics, earning widespread recognition and support from all sectors of society. Several universities have now integrated the Golden Insurance Awards as a required competition in their curricula.



- ★ Over the course of **5** years
- ★ More than 10,000 university students have participated
- ★ More than **1,000** videos have been created



Golden Insurance Video Festival Youtube Channel

2 Scholarships for Children of Cancer Families: Supporting Thousands of Students' Dreams for 13 Consecutive Years

To alleviate the financial burden on cancer families and encourage their children to strive for academic excellence, Farglory Life has partnered with the Formosa Cancer Foundation to promote the Farglory Life Scholarship for Children of Cancer Families. This initiative helps 120 high school and university students continue their education despite their parents' illness. Award recipients and their families are also invited to watch the public respite stage play for family caregivers, experiencing a profoundly moving artistic performance. These life stories inspire the children of cancer families to remain dedicated to their studies and maintain a positive outlook while supporting their parents through their battle with cancer.

- ★ Over the course of **13** years
- ★ **NT\$14.9** Distributed million in scholarships
- ★ Benefiting over **1,120** children from cancer families



3 Production of Insurance Education Programs to Enhance Public Awareness of Insurance

Through insurance columns in print media and the production of insurance education television programs, Farglory Life aims to strengthen public awareness of the importance of insurance and promote financial literacy. In 2023, two episodes of the "Let's Talk about Health Insurance" television program were produced, with the participation of six branch offices and six supervisors in advocacy efforts. Additionally, a dedicated YouTube channel for insurance education was created to promote an insurance-oriented lifestyle.

- ★ Over the course of **5** years
- ★ Produced **10** episodes of the program
- ★ Reached over **20,000** people

Appendix

Appendix 1	2023 Material Topic Management Approach	P83
Appendix 2	GRI Standards	P85
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Appendix 4	Disclosure of Climate-related Information for the Insurance Industry	P89
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Appendix 1 2023 Material Topic Management Approach

● A Practitioner of Healthy Management

2023 Material topics

Sustainable Governance / Ethical Management / Risk Management / Information Security

Commitments

- ◆ Implement stringent standards for corporate governance regulations and continuously improve the Company's governance system.
- ◆ Carefully assess and review implementation of internal control systems for anti-money laundering and counter-terrorism financing, and issue an internal control system statement.
- ◆ Regularly evaluate the development, establishment, and execution effectiveness of the Company's overall risk management mechanism, to ensure compliance with risk management regulations by all business departments.
- ◆ Adhere to the Financial Information Security Action Plan by regulatory authorities, enhance information security governance, strengthen information security operating resilience, and establish a comprehensive information security management system.

Policies / Management Systems

- ◆ Establish the Ethical Corporate Management Best Practice Principles, and the Procedures for Ethical Management and Guidelines for Conduct to implement ethical management policies.
- ◆ Establish a Risk Management Committee and appoint a Chief Risk Officer, with the dedicated Risk Management Office executing risk management and monitoring to ensure that all business departments comply with risk management regulations, thereby demonstrating the effectiveness of risk management.
- ◆ Implement a Senior Manager Accountability System to ensure senior managers fulfill their supervisory responsibilities.
- ◆ Formulate the Anti-Money Laundering and Counter-Terrorism Financing Risk Management Policy and related internal regulations; implement anti-money laundering and counter-terrorism measures; establish a Legal Compliance Office with a dedicated Anti-Money Laundering Division; and create a task force for anti-money laundering and counter-terrorism financing responsible for promoting, planning, establishing, and executing related operations and systems.
- ◆ Enhance corporate governance and improve the functionality of the Board of Directors by setting performance goals. Establish the Board and Functional Committee Performance Evaluation Guidelines based on the Corporate Governance Best-Practice Principles for Insurance Enterprises and the Corporate Governance Best Practice Principles for TWSE/TPEx Listed Companies.
- ◆ Establish a comprehensive business continuity management (BCM) mechanism by formulating the Business Continuity Management Policy; Business Continuity Impact Analysis and Risk Assessment Operation Guidelines; Information Security Business Continuity Management Operation Guidelines; Business Continuity Plan Operation Guidelines; and Business Continuity Management System Corrective and Preventive Operation Guidelines.
- ◆ Establish a dedicated information security department, the Information Management Department - Information Security Division, and establish the Information Security Policy Management Guidelines. Conduct annual risk assessments, internal audits, and corrective and preventive actions for the personal data protection management system.
- ◆ Voluntarily sign the Stewardship Principles for Institutional Investors statement of the Taiwan Stock Exchange to express commitment to responsible investment governance.
- ◆ Voluntarily respond to the United Nations Principles for Responsible Investment (PRI) and establish the Responsible Investment Guidelines for Equity Investment in accordance with the Investment Policy Operation Procedures as a guiding principle for integrating ESG into the equity investment process.
- ◆ Formulate the Guidelines for Fixed Income Responsible Investment to avoid investing in bond issuers listed on the restricted investment exclusion list and regularly review ESG implementation.

Feedback Mechanism

- ◆ Internal Whistleblowing Channels: In-person reporting, written reporting, telephone reporting, and email reporting. Establish the Procedures for Handling Whistleblowing Cases; appoint dedicated personnel in the Legal Compliance Office to handle whistleblowing cases; set up an independently operated whistleblowing channel; and publicly announce measures on the website.
- ◆ Physical Communication Channels: Shareholders' meetings.
- ◆ Online Communication Channels: Shareholder Service section, as well as Anti-Money Laundering section on the Company's website and email addresses.

Assessment Mechanism

- ◆ Conduct an annual corporate governance self-assessment.
- ◆ Conduct an annual performance evaluation of the entire board of directors, individual board members, and functional committees.
- ◆ Conduct a legal compliance self-assessment every six months.
- ◆ Carry out an annual risk assessment of dishonest behavior.
- ◆ Perform annual audit for financial, business, information, and other management departments, and conduct special audits as needed.
- ◆ Hold a Risk Management Committee meeting every quarter to present risk management reports.
- ◆ Issue the Institutional Investor Stewardship Report annually and participate in the Taiwan Stock Exchange's stewardship assessment.
- ◆ Undergo annual audits by the British Standards Institution (BSI) third-party certification body, for Information Security Management System (ISMS) and Personal Information Management System (PIMS), to maintain the validity of ISO 27001 Information Security and BS 10012 Personal Data certifications.
- ◆ Conduct a personal data management review meeting every six months to review internal and external issues related to personal data management.

Low-Carbon Green Initiatives

2023 Material topics

Climate Governance / Green Operations / Sustainable Supply Chain / Ecological Conservation

Commitments

- Starting from within, we aim to establish a green, low-carbon corporate environment, taking specific actions toward achieving net-zero carbon emissions. At the same time, we collaborate with suppliers, employees, and numerous policyholders to jointly promote environmental sustainability.

Policies / Management Systems

- We integrated climate change risks into the Risk Management Policy and developed the Climate Change Risk and ESG Management Guidelines, covering management aspects related to investment and daily operations.
- Collaborating suppliers are required to sign the Corporate Social Responsibility Commitment, which encompasses labor and human rights, health and safety, environmental protection, ethical standards, and continuous improvement.

Feedback Mechanism

- Physical communication channels: Official documents; telephone; on-site visits; and related meeting communications.
- Online communication channels: Contact Us page on our website, and email.

Assessment Mechanism

- Annually issue ORSA supervisory reports, including climate change risk assessments.
- Set climate change risk monitoring indicators to assess whether risks are increasing, and propose strategies to mitigate impacts.
- The Risk Management Committee acts as the Company's highest-level climate risk oversight body. The Risk Management Office regularly reports risk management activities to the Risk Management Committee and the Board of Directors.
- Implement ISO 14067 product carbon footprint and obtain third-party verification.
- Annual ISO 14064-1 audits and obtain third-party verification.
- The Supplier Social Responsibility Commitment signing rate for new suppliers is 100%.
- Perform annual on-site audits of suppliers' corporate social responsibility practices, to ensure compliance with standards for Labor Rights and Human Rights, Health and Safety, Environmental Protection, and Ethical Standards.
- Continuously promote green procurement, winning the Ministry of Economic Affairs' Buying Power - Social Innovation Products and Services Procurement award for three consecutive years.
- Amount of paper saved through digital services.
- Continue to promote the Protect Owl Conservation Programme, installing 13 field raptor perches and over 80 owl nesting boxes across four ecological restoration bases around Taiwan and successfully raising nearly 30 collared scops owl chicks.

Guardian of Social Value

2023 Material topics

Treating Customers Fairly / Digital Innovation / Talent Attraction and Retention / Talent Development and Cultivation / Healthy and Happy Workplace / Human Rights Protection / Public Welfare and Care

Commitments

- Implementing the Treating Customers Fairly Principles and instill a culture of Treating Customers Fairly in every Farglory Life employee, from top to bottom.
- Continuously utilize financial technology to improve operating efficiency, business promotion, and customer satisfaction, providing comprehensive services that better meet customer needs.
- Cooperate with regulatory authorities' policies and continuously promote products from the FundRich Platform, as well as products such as small-sum endowment insurance and microinsurance.
- Continuously promote digital transformation, striving for paperless digital processes and low-carbon services.

Policies / Management Systems

- Establish the Treating Customers Fairly Policy and Strategy to treat every financial consumer in a fair and reasonable manner.
- Develop the Complaint Management System to enhance efficiency in complaint handling.
- Revise the complaint handling procedures, initiate the Complaint Grading Mechanism, and set Major Complaint Standards to be regularly reported to the Board of Directors.
- Continuously adopt big data analytics and AI (artificial intelligence) technology to manage internal operations and digital financial applications for external services.
- Conduct product design and review in accordance with the Regulations Governing Pre-sale Procedures for Insurance Products and regulations; hold Product Evaluation Team and Insurance Product Management Team meetings.
- Establish the Underwriting Principles for Persons with Disabilities to ensure fair insurance coverage rights for individuals with disabilities.
- Establish the Farglory Life Regulations for Implementing Public Welfare Micro Insurance to safeguard customer rights, and the Incentives for Promoting Public Welfare Group Microinsurance to encourage collaboration among employees in promoting these initiatives.
- The Company has established the Salary Policy Guidelines and Salary Structure Guidelines to define employee salary levels. The Remuneration Committee (which is composed of the independent directors) assesses and reviews the remuneration of managers, taking into account the long-term profitability, shareholder interests, and future risks of the Company.

Feedback Mechanism

- Customer Service Channels: Company website ("Leave a message" section), Facebook page, toll-free customer service hotline (0800-083-083), service counters at service centers, mail, fax, and customer service email.
- External Complaint Channels: Financial Ombudsman Institution; Insurance Bureau, Financial Supervisory Commission.

Assessment Mechanism

- Participate in domestic and international awards and evaluations related to Treating Customers Fairly, inclusive finance, and social participation.
- Hold a Treating Customers Fairly Promotion Committee meeting every quarter to strengthen the implementation of Treating Customers Fairly.
- Scores from evaluations conducted by regulatory authorities on the principles for treating customers fairly.
- Regularly hold Independent Director Complaint Case Discussion Meeting; Complaint Overview Statistics and Review Meetings; Policyholder Complaint Review Committee Meetings; and Review Improvement Committee Meetings.

- Build a comprehensive talent development mechanism that provides motivating rewards and incentives to encourage employees to strive for performance and outline their career blueprints.
- Continue to cultivate insurance professionals and promote youth internship programs to enhance workplace adaptability and create win-wins for industry, academia, and students.
- Continue to deeply promote public service to expand influence from within, and meet stakeholders' social needs and expectations.
- Strengthen connections with local communities and the Sustainable Development Goals (SDGs).

- Formulate the Specialized Certification Management and Incentive Guidelines for office staff, encouraging them to obtain Life Office Management Association (LOMA) certification and customer service certifications.
- Establish the Occupational Safety and Health Committee to develop an annual occupational safety and health management plan and implement safety and health matters in accordance with the plan.
- Following the Act of Gender Equality in Employment, we uphold gender equality policies and continuously enhance the management of human rights-related issues.
- Establish the Farglory Life Volunteer Service Management Guidelines to provide volunteer-related education and training, accident insurance, volunteer leave, and service incentives, aiming to cultivate employees' awareness of public welfare and develop a habit of volunteer service.
- Establish the Farglory Life Regional Public Welfare and Environmental Protection Activity Guidelines to encourage field departments to participate in local public welfare activities.

- Internal Communication Channels: Employee suggestion box, employee newsletter, labor-management meetings, new employee discussion sessions, and business manager meetings.

- Customer satisfaction at the telephone service center.
- Time taken to handle complaints, response rate to handling results, and proper handling rate of adjudications.
- In-person social participation activities organized, number of public welfare activities participated in, number of beneficiaries, and volunteer hours invested.

Appendix 2 GRI Standards

Statement of Use	Farglory Life Insurance has reported in accordance with GRI standards for the period from January 1st, 2023 to December 31 st , 2023
GRI 1 Standard Used	GRI 1: Basic 2021
Applicable GRI Industry Standards	None

GRI General Disclosures 2021

Corresponding GRI and Disclosure Items	Relevant Section	Page Number	Omission / Supplemental Explanation
Organization and Reporting Practices			
2-1 Organization Profile	Corporate Overview	9	
2-2 Entities Included in the Sustainability Report	About this Report	4	
2-3 Reporting Period, Frequency, and Contact Point	About this Report	4	
2-4 Information Restated	About this Report	4	
2-5 Extended Assurance / Verification	About this Report	4	
Activities and Workers			
2-6 Activities, Value Chain, and Other Business Relationships	this Report	9	
2-7 Employees	Appendix 8 Table of Relevant Data	92	
2-8 Non-Employee Workers	Appendix 8 Table of Relevant Data	92	
Governance			
2-9 Governance Structure and Composition	3.1.1 Sustainable Governance Appendix 8 Table of Relevant Data	25 92	
2-10 Nomination and Selection of the Highest Governance Body	3.1.1 Sustainable Governance	25	
2-11 Chair of the Highest Governance Body	3.1.1 Sustainable Governance	25	
2-12 Role of the Highest Governance Body in Oversight of Impact Management	3.1.1 Sustainable Governance	25	
2-13 Executive Responsible for Impact Management	3.1.1 Sustainable Governance	25	

Corresponding GRI and Disclosure Items	Relevant Section	Page Number	Omission / Supplemental Explanation
2-14 Role of the Highest Governance Body in Sustainability Reporting	3.1.1 Sustainable Governance	25	
2-15 Conflicts of Interest	3.1.1 Sustainable Governance	25	
2-16 Communication of Key Significant Events	3.1.1 Sustainable Governance	25	
2-17 Collective intelligence of the Highest Governance Body	3.1.1 Sustainable Governance	25	
2-18 Performance Evaluation of the Highest Governance Body	3.1.1 Sustainable Governance	25	
2-19 Remuneration Policy	3.1.1 Sustainable Governance	25	
2-20 Process for Determining Remuneration	3.1.1 Sustainable Governance	25	
2-21 Annual Total Remuneration Ratio	3.1.1 Sustainable Governance	25	
Strategy, Policy, and Practice			
2-22 Sustainable Development Strategy Statement	2.2 Sustainable Development Strategy	13	
2-23 Policy Commitments: Responsible Investment, Integrity in Operations, Fair Treatment of Customers, Human Rights Protection	3.1.2 Integrity in Operations	28	
	3.2.1 Responsible Investment	36	
	5.1 Treating Customers Fairly	57	
	5.5.1 Human Rights Protection	72	
2-24 Incorporating Policy Commitments: Responsible Investment, Integrity in Operations, Fair Treatment of Customers, Human Rights Protection	3.1.2 Integrity in Operations	28	
	3.2.1 Responsible Investment	36	
	5.1 Treating Customers Fairly	57	
	5.5.1 Human Rights Protection	72	
2-25 Procedures for Addressing Negative Impacts: Integrity in Operations, Treating Customers Fairly, Human Rights Protection.	3.1.2 Integrity in Operations	28	
	5.1 Treating Customers Fairly	57	
	5.5.1 Human Rights Protection	72	
2-26 Mechanisms for Seeking Advice and Raising Concerns: Human Rights Protection	5.5.1 Human Rights Protection	72	
2-27 Regulatory Compliance: Compliance with Laws and Regulations	3.1.3 Compliance with Laws and Regulations	30	
2-28 Membership in Public Associations	Appendix 8 Table of Relevant Data	92	
Stakeholder engagement			
2-29 Stakeholder Engagement Policy	2.5 Stakeholder Engagement and Material Topics Analysis	20	
2-30 Collective Bargaining agreement			No collective bargaining signed with employees.

GRI 3 : Major Topics in 2021

Corresponding GRI Standard and Disclosure Item	Relevant Chapters	Page Numbers	Omission/Supplementary Explanations
3-1 Process for Determining Major Topics	2.4 Material Topics Analysis	18	
3-2 List of Major Topics	2.4 Material Topics Analysis	18	

Major Themes Compared with GRI

Customized Major Themes

Major Themes	Corresponding GRI Standards and Disclosure Contents	Relevant Chapters	Page Numbers	Omission/Supplementary Explanations
Corporate Governance	3-3 Management of Major Themes	Appendix 1 2023 Material Topic Management Approach	83	
Risk Management	3-3 Management of Major Themes	Appendix 1 2023 Material Topic Management Approach	83	

Major Theme : Ethical Management

	Corresponding GRI Standards and Disclosure Contents	Relevant Chapters	Page Numbers	Omission/Supplementary Explanations
GRI 3 : Major Theme 2021	3-3 Management of Major Themes	Appendix 1 2023 Material Topic Management Approach	83	
205 Anti-Corruption 2016	205-1 Operations assessed for corruption risks	3.1.2 Ethical Management	28	
	205-2 Communication and training on anti-corruption policies and procedures	3.1.2 Ethical Management	28	
	205-3 Confirmed incidents of corruption and actions taken	3.1.2 Ethical Management	28	

Major Theme : Information Security

	Corresponding GRI Standards and Disclosure Contents	Relevant Chapters	Page Numbers	Omission/Supplementary Explanations
GRI 3 : Major Theme 2021	3-3 Management of Major Themes	Appendix 1 2023 Material Topic Management Approach	83	
418 2016 418 Customer Privacy 2016	418-1 Complaints regarding breaches of customer privacy or loss of customer data confirmed	3.1.5 Information Security	34	

Major Theme: Treating Customers Fairly

	Corresponding GRI Standards and Disclosure Contents	Relevant Chapters	Page Numbers	Omission/Supplementary Explanations
GRI 3 : Major Theme 2021	3-3 Management of Major Themes	Appendix 1 2023 Material Topic Management Approach	83	
417 Marketing and Labeling 2016	417-1 Requirements for information and labeling of products and services	5.1 Treating Customers Fairly	57	
	417-2 Incidents of non-compliance with regulations regarding product and service information and labeling	5.1 Treating Customers Fairly	57	No such Incidents
	417-3 Incidents of non-compliance with regulations regarding marketing communications	5.1 Treating Customers Fairly	57	No such Incidents

Major Themes: Digital Innovation, Social Co-prosperity

	Corresponding GRI Standards and Disclosure Contents	Relevant Chapters	Page Numbers	Omission/Supplementary Explanations
GRI 3 : Major Theme 2021	3-3 Management of Major Themes	Appendix 1 2023 Material Topic Management Approach	83	
203 Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	5.7.1 Public Welfare and Care	78	
	203-2 Significant indirect economic impacts	5.3.1 Development of Digital Applications	64	
		5.7.1 Public Welfare and Care	78	

Major Theme: Talent Attraction and Retention

	Corresponding GRI Standards and Disclosure Contents	Relevant Chapters	Page Numbers	Omission/Supplementary Explanations
GRI 3 : Major Theme 2021	3-3 Management of Major Themes	Appendix 1 2023 Material Topic Management Approach	83	
405 Employee Diversity and Equal Opportunities 2016	405-1 Diversity of governance bodies and employees	3.1.1 Sustainable Governance	25	
		Appendix 8 Relevant Data Tables	92	
	405-2 Ratio of basic salary and remuneration of women to men	5.4.2 Talent Retention	66	

Major Theme: Talent Development and Cultivation

	Corresponding GRI Standards and Disclosure Contents	Relevant Chapters	Page Numbers	Omission/Supplementary Explanations
GRI 3 : Major Theme 2021	3-3 Management of Major Themes	Appendix 1 2023 Material Topic Management Approach	83	
404 Training and Education 2016	404-1 Average hours of training per employee per year	5.4.3 Talent Cultivation	68	
	404-2 Enhancement of employee skills and transition assistance programs	5.4.3 Talent Cultivation	68	Farglory Life currently does not possess transition assistance programs for retired or departing employees
	404-3 Percentage of employees undergoing performance and career development reviews	5.4.2 Talent Retention	66	

Major Theme: Human Rights Protection

	Corresponding GRI Standards and Disclosure Contents	Relevant Chapters	Page Numbers	Omission/Supplementary Explanations
GRI 3 : Major Theme 2021	3- 3 Major Theme Management	Appendix 1 2023 Material Top ic Management Approach	83	
406 Non Discrimination 2016	406-1 Discrimination Incidents and Improveemtn Actions taken by the Organizaiton	5.5.1 Human Rights Protection	72	
408 Child Labor 2016	408-1 Significant Risks of Forced or Compul-sory Labor incidents in Operations and Supply Chains	5.5.1 Human Rights Protection	72	
409 Forced or Compulsory Labor 2016	409-1 Significant Risks of Forced or Compul-sory Labor Incidents in Operations and Supply Chains	5.5.1 Human Rights Protection	72	

Major Theme: Friendly and Happy Workplace

	Corresponding GRI Standards and Disclosure Contents	Relevant Chapters	Page Numbers	Omission/Supplementary Explanations
GRI 3 : Major Theme 2021	3-3 Major Theme Management	Appendix 1 2023 Material Top ic Management Approach	83	
401 Employment 2016	401-1 New Employee Hires and Employee Turnover	Appendix 8: Table of Relevant Data	92	
	401-2 Benefits Provided to Full-Time Employees (excluding temporary or part-time employees)	5.5.2 Diversity and Inclusion	72	
	401-3 Parental Leave	5.5.2 Diversity and Conclusion	72	

Major Theme: Climate Governance

	Corresponding GRI Standards and Disclosure Contents	Relevant Chapters	Page Numbers	Omission/Supplementary Explanations
GRI 3 : Major Theme 2021	3-3 Major Theme Management	Appendix 1 2023 Material Top ic Management Approach	83	
2016 Economic Performance 2016	201-2 Financial Impacts of Climate Change and Other Risks and Opportunities	4.1 Climate Resilience	41	

Major Theme: Net Zero Carbon

	Corresponding GRI Standards and Disclosure Contents	Relevant Chapters	Page Numbers	Omission/Supplementary Explanations
GRI 3 : Major Theme 2021	3-3 Major Theme Management	Appendix 1 2023 Material Top ic Management Approach	83	
302 Energy 2016	302-1 Energy Consumption within the organi-zation	4.2 Net Zero and Carbon Re-duction	48	
	302-3 Energy Intensity	4.2 Net Zero and Carbon Re-duction	48	
	302-4 Reduction of energy consumption	4.2 Net Zero and Carbon Re-duction	48	
305 EMISSIONS 2016	305-1 Direct (Scope 1) Greenhouse gas emis-sions	4.2 Net Zero and Carbon Re-duction	48	
	305-2 Energy Indirect (scope 2) Greenhouse gas emissions	4.2 Net Zero and Carbon Re-duction	48	
	305-3 Other Indirect (Scope 2) Greenhouse gas emissions	4.2 Net Zero and Carbon Re-duction	48	
	305-4 Intensity of greenhouse gas emissions	4.2 Net Zero and Carbon Re-duction	48	
	305-5 Reduction of Greenhouse gas emissions	4.2 Net Zero and Carbon Re-duction	48	

Major Theme: Sustainable Supply Chain

	Corresponding GRI Standards and Disclosure Contents	Relevant Chapters	Page Numbers	Omission/Supplementary Explanations
GRI 3 : Major Theme 2021	3-3 Major Theme Management	Appendix 1 2023 Material Top ic Management Approach	83	
308 Supplier Environmental assessment 2016	308-1 Adoption of environmental standards for screening new suppliers	4.2.2 Sustainable Supply Chain	52	
	308-2 Environmental impacts of the supply chain and actions taken	4.2.2 Sustainable Supply Chain	52	
414 Supplier Social Assessment 2016	414-1 Adoption of social Stanrds for new screening suppliers	4.2.2 Sustainable Supply Chain	52	
	414-2 Negative Social impacts in the supply chain and actions taken.	4.2.2 Sustainable Supply Chain	52	

Major Theme: Ecological Conservation

	Corresponding GRI Standards and Disclosure Contents	Relevant Chapters	Page Numbers	Omission/Supplementary Explanations
GRI 3 : Major Theme 2021	3-3 Major Theme Management	Appendix 1 2023 Material Top ic Management Approach	83	
	304-3 Protected or Rehabilitated Habitats	4.2.3 Ecological Restoration	53	

Appendix 3 SASB Sustainability Accounting Standards Disclosure Items

Indicator Code	Measurement Indicator	Corresponding Information
Disclosure Topic : Transparent Information & Fair Advice for Customer		
FN-IN-270a.1	Total amount of losses due to legal actions resulting from marketing and communication of insurance products to new/old customers (amount of legal fees incurred due to sale of goods)	<ul style="list-style-type: none"> Farglory Life Official Website: Information Disclosure – other notes- Matters subject to Regulatory Sanctions ↗ Farglory Life Sustainability Report - Annual Penalty Events)(P.31) Farglory Life's Annual Report for the Year 112 ↗
FN-IN-207a.2	Customer Complaint Rate	<ul style="list-style-type: none"> Financial Ombudsman Institution – Information Disclosure – Statistical Data – Quarterly Dispute Case Statistics and Statistical Explanations ↗ Farglory Life Sustainability Report- Treating Customers Fairly (P.57)
FN-IN-207a.3	Customer Complaint Rate	<ul style="list-style-type: none"> MOPS Insurance Section:Farglory Life> FinancialProfile>Finance Indicators>Retention Rate ↗ Farglory Life Sustainability Report - Company Profile (P.9)
FN-IN-207a.4	Total amount of losses due to legal actions	<ul style="list-style-type: none"> Farglory Life Corporate sustainability website - Stewardship Report ↗ Farglory Life Sustainability Report- Treating Customers Fairly (P.57)
Disclosure Topic : Incorporation of Environmental, Social, and Governance Factors in Investment Management		
FN-IN-410a.1	Total investment assets segmented by industry and asset class.	<ul style="list-style-type: none"> Farglory Life's Corporate Sustainability Website – Reports and Governance Area – Institutional Investor Governance Report : ↗
FN-IN-410a.2	Explanation of methods to incorporate ESG factors into investment management processes and strategies	<ul style="list-style-type: none"> Farglory Life's Corporate Sustainability Website – Reports and Governance Area – Institutional Investor Governance Report : ↗ Farglory Life Sustainability Report - Responsible Investment (P.36) Climate Resilience Chapter (P.41)
Disclosure Topic : Policies Designed to Incentivize Responsible Behavior		
FN-IN-410b.1	Net Premium income related to energy efficiency and low-carbon technologies	<ul style="list-style-type: none"> It falls within the scope of property insurance companies and does not apply to life insurance companies.

Indicator Code	Measurement Indicator	Corresponding Information
FN-IN-410b.2	Development of insurance products promoting healthy, safe lifestyles or responsible environmental behaviors	<ul style="list-style-type: none"> Fairglory Life Sustainability Report – Inclusive Products (P.62)
Disclosure Topic : Environmental Risk Exposure		
FN-IN-450a.1	Probable maximum loss (PML) from insurance products related to weather-based natural disasters	<ul style="list-style-type: none"> Farglory Life Sustainability Report- Climate Change Governance (P.41)
FN-IN-450a.2	Monetary losses from insurance expenditures due to typical and atypical natural disasters by event type and geographic area	<ul style="list-style-type: none"> No significant natural disasters in 2023, hence no relevant statistical figures.
FN-IN-450a.3	Explanation of incorporating environmental risks into (1) individual underwriting processes; (2) company-level risk management and capital adequacy	<ul style="list-style-type: none"> Farglory Life's Sustainability Report - Risk Management (P.32)
Disclosure Topic : Systemic Risk Management		
FN-IN-550a.1	Exposure to derivative instruments by category : insurance payouts from (1) total potential exposure to non-centrally cleared derivatives, (2) total fair value of acceptable collateral posted with the Central Clearinghouse, and (3) total potential exposure to centrally cleared derivatives	<ul style="list-style-type: none"> Farglory Life currently only has (1) potential total exposure for non-centrally cleared derivative financial instruments and does not have (2) and (3) positions. For more details, please refer to the Financial Statements and Auditor's Report of Farglory Life Insurance Co., Ltd. for 2023 - Derivative Instruments (P.162).
FN-IN-550a.2	Total fair value of securities lending collateral assets	<ul style="list-style-type: none"> Not applicable in Taiwan
FN-IN-550a.3	Description of management methods for systemic non-insurance activities and capital risk and liquidity risk	<ul style="list-style-type: none"> Please refer to the Financial Statements and Auditor's Report of Farglory Life Insurance Co., Ltd. for 20223 - Liquidity Risk (P.211).
Disclosure Topic : Activity metric		
FN-IN-000.A	Effective policies classified by category (1) Property and Casualty (2) Life Insurance (3) Reinsurance (Premium income / reserved)	<ul style="list-style-type: none"> MOPS Insurance Section: Farglory Life > Financial Profile > Premium Income for Various Types of Insurance. ↗

Appendix 4

Disclosure of Climate-related Information for the Insurance Industry

No	Disclosure Items	Disclosure Status
1	Describe the oversight and governance of climate-related risks and opportunities by the Board of Directors and management.	4.1.1 Climate Change Governance
2	Describe how identified climate risks and opportunities affect the business, strategy, and finances of the enterprise in the short, medium, and long term.	4.1.2 Climate Change Strategy
3	Describe the financial impacts of extreme weather events and transformation actions.	4.1.2 Climate Change Strategy
4	Describe how the identification, assessment, and management process of climate risks are integrated into the overall risk management system.	4.1.3 Climate Risk Management
5	If scenario analysis is used to evaluate resilience to climate change risks, explain the scenarios, parameters, assumptions, analysis factors, and major financial impacts used.	4.1.2 Climate Change Strategy
6	If there are transformation plans to manage climate-related risks, description of the plan content, indicators, and targets used for identifying and managing physical transitional risks	4.1.2 Climate Change Strategy
7	If internal carbon pricing is used as a planning tool, explanation of the pricing basis	The company currently does not have a carbon pricing system, thus there is no data that can be disclosed in the report
8	If climate-related targets are set, explanations of covered activities, scope of greenhouse gas emissions, planning schedule, annual progress towards targets, and if carbon offsets or Renewable Energy Certificates (RECs) are used to achieve these targets, description of the source and quantity of offset carbon credits or RECs.	The Company has not established any plans related to carbon offsetting or renewable energy certificate at the moment.
9	Inventory and verification of greenhouse gas emissions.	4.2.1 Green Operations

Appendix 5 ISO 26000 Content Index

Category	Main Issue	Related Sections	Page Number	Category	Main Issue	Related Sections	Page Number
Organizational Governance	Decision-making process and structures	2.2 Sustainable Development Strategy 3.1 Corporate Governance	13 25	Fair Operating Practices	Anti-Corruption	3.1.2 Ethical Management	28
					Responsible Political Participation	3.1.1 Sustainable Governance	25
Human Rights	Audit to ensure compliance and avoid human rights related issues	5.5.1 Human Rights Protection	72		Fair Competition	3.1.1 Sustainable Governance	25
	Human Rights risk situations	5.5.1 Human Rights Protection	72		Promoting social responsibility within the scope of influence	3.1.1 Sustainable Governance	25
	Avoidance of complicity, direct, indirect, or silent complicity	5.5.1 Human Rights Protection	72	Consumer Issues	Respect for intellectual property	5.1 Treating Customers Fairly	57
	Resolving grievances	5.5.1 Human Rights Protection	72		Fair marketing, information, and contractual practices	5.1 Treating Customers Fairly	57
	Discrimination and vulnerable groups	5.5.1 Human Rights Protection	72		Protecting consumer health and safety	5.1 Treating Customers Fairly	57
	Civil and Political rights	5.5.1 Human Rights Protection	72		Sustainable consumption	5.1 Treating Customers Fairly	57
	Economic, social, and cultural rights	5.5.1 Human Rights Protection	72		Consumer service, support, complaints, and dispute resolution	5.1 Treating Customers Fairly	57
	Fundamental rights at work	5.5.1 Human Rights Protection	72		Consumer data protection and privacy	3.1.5 Information Security	34
Labor Practices	Employment and working relationships	5.5.2 Diversity and Inclusion	73	Social Participation and Development	Provision of necessary services	5.1 Treating Customers Fairly	57
	Working conditions and social protection	5.5.1 Human Rights Protection 5.5.2 Diversity and Inclusion	72 73		Education and awareness	5.7.1 Public Welfare and Care	78
	Social Dialogue Maintenance	5.7.1 Public Welfare and Care	78		Community involvement	5.7.1 Public Welfare and Care	78
	Occupational health and safety	5.5.2 Diversity and Inclusion	73		Education and culture	5.7.1 Public Welfare and Care	78
Environment	Human Development and Training	5.4.3 Talent Cultivation	68		Increasing employment and technical development	5.4.3 Talent Cultivation	68
	Pollution prevention	4.2.1 Green Operations	48		Technological Development	5.3.1 Development of Digital Applications	64
	Sustainable resource use	4.2.1 Green Operations	48		Wealth and Income Creation	5.7.1 Public Welfare and Care	78
	Mitigation and adaptation to Climate Change	4.1 Climate Resilience	41		Health	5.1 Treating Customers Fairly 5.7.1 Public Welfare and Care	57 78
	Environmental protection, biodiversity, and habitat restoration	4.2.3 Ecological Restoration	53		Social Development	5.7.1 Public Welfare and Care	78

Appendix 6





UN Global Compact Comparison Table

Category	Main Issue	Related Sections	Page Number
Human Rights	Businesses should support and respect internationally recognized human rights	5.5.1 Human Rights Protection	72
	Ensure no complicity with human rights violations	4.2.2 Sustainable Supply Chain	52
Labor	Businesses should uphold freedom of association and effectively recognize the right to collective bargaining	5.5.1 Human Rights Protection	72
	The elimination of all forms of forced and compulsory labor.	5.5.1 Human Rights Protection	72
	The effective abolition of child labor.	5.5.1 Human Rights Protection	72
	The elimination of discrimination in respect of employment and occupation.	5.5.1 Human Rights Protection	72
Environ-ment	Businesses should support a precautionary approach to environmental challenges	4.2.1 Green Operations	48
		4.2.3 Ecological	53
	Undertake initiatives to promote greater environmental responsibility.	3.1.1 Sustainable Governance	25
	Encouraging the development and diffusion of environmentally friendly technologies	5.3.1 Development of Digital Applications	64
Anti-Corruption		4.2.1 Green Operations	48
	Businesses should work against all forms of corruption, including extortion and bribery	3.1.1 Sustainable Governance 3.1.2 Ethical Management	25 28

Appendix 7

United Nations Sustainable Development Goals (SDGs)

SDGs	specific actions
<p>1.1 Eradicate extreme poverty for all people everywhere</p> <p>1.4 Ensure that all men and women, in particular the poor and vulnerable, have equal rights to economic resources as well as access to basic services, ownership, and control over land and other forms of property, inheritance, natural resources, appropriate new technology, and financial services, including microfinance.</p>	<ul style="list-style-type: none"> Supporting disadvantaged institutions in remote areas, donating funds to sponsor hardware and software equipment Promoting community service, adopting disadvantaged social welfare organizations locally and for the long term. P78 Public Welfare Care Continuously donating micro-insurance premiums, caring for disabled friends, elderly, cancer patients, crime victims, economically disadvantaged families, and women and children served by social welfare organizations. P62 Micro-Insurance
<p>2.1 End hunger and ensure access by all people, in particular the poor and people in vulnerable situations, including infants, to safe, nutritious, and sufficient food all year round.</p>	<ul style="list-style-type: none"> Promoting the Farglory Life's "Love Never Fades" Rural Care Program, providing nutritional supplements for children P78 Local Community Engagement
<p>3.4 Reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being. 3.b Support the research and development of vaccines and medicines for the communicable and noncommunicable diseases that primarily affect developing countries, provide access to affordable essential medicines and vaccines.</p>	<ul style="list-style-type: none"> Provide a preferential interest rate plan for policy loans to economically disadvantaged policyholders P59 Fair and Friendly Customer Service
<p>4.3 By 2030, ensure equal access for all women and men to affordable and quality technical, vocational, and tertiary education, including university.</p> <p>4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship</p> <p>4.5 By 2030, eliminate gender disparities in education and ensure equal access to all levels of education and vocational training for the vulnerable, including persons with disabilities, indigenous peoples and children in vulnerable situations</p> <p>4.7 By 2030, ensure that all learners acquire the knowledge and skills needed to promote sustainable development, including, among others, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture's contribution to sustainable development</p>	<ul style="list-style-type: none"> Continuously promoting the "Youth Internship Program," providing diverse internship opportunities. Cultivating Visionary Industry-University through collaboration between EVA Air and academic institutions. P66 Talent Cultivation Offering comprehensive education and training to all employees, cultivating insurance professionals. P66 Talent Development and Cultivation Promoting the "Love Never Fades" Rural Care Program" rural care project, inspiring children through diverse learning opportunities P78 Local Community Engagement Engaging deeply with rural elementary schools, promoting sustainable environmental education and financial literacy, and enhancing protection for disadvantaged financial consumers P79 Environmental Education
<p>5.1 End all forms of discrimination against all women and girls everywhere</p> <p>5.c Adopt and strengthen sound policies and enforceable legislation for the promotion of gender equality and the empowerment of all women and girls at all levels.</p>	<ul style="list-style-type: none"> promote Maternal Health Protection Plan P76 Workplace Safety Plan Gender workplace equality, diverse employment P73 Diversity and Inclusion

SDGs	specific actions
 <p>6.6 By 2020, protect and restore water-related ecosystems, including mountains, forests, wetlands, rivers, aquifers, and lakes</p> <p>6.b Support and strengthen the participation of local communities in improving water and sanitation management.</p>	<ul style="list-style-type: none"> Promote the "Ocean Coral Restoration" ecological action, planting corals underwater to rejuvenate coral reefs P54 Ecological Restoration Develop the "Regional Public Welfare and Environmental Protection Activity Sponsorship Guidelines," integrating local resources and manpower to encourage community participation P79 Local Community Engagement
 <p>7.3 By 2030, double the global rate of improvement in energy efficiency</p> <p>7.a By 2030, enhance international cooperation to facilitate access to clean energy research and technology, including renewable energy, energy efficiency, and advanced and cleaner fossil-fuel technology, and promote investment in energy infrastructure and clean energy technology.</p>	<ul style="list-style-type: none"> Implement environmental data inventory and energy resource management P48 Net Zero and Carbon Reduction Use renewable energy to reduce overall carbon emissions P49 carbon reduction goals and actions
 <p>8.4 Improve progressively, through 2030, global resource efficiency in consumption and production and endeavor to decouple economic growth from environmental degradation, in accordance with the 10-year framework of programmes on sustainable consumption and production with developed countries taking the lead.</p> <p>8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value</p> <p>8.7 Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including recruitment and use of child soldiers, and by 2025 end child labour in all its forms</p> <p>8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.</p>	<ul style="list-style-type: none"> Implement TCFD for climate risk management. P41 climate resilience Establish externally competitive and internally fair compensation system. P66 talent retention Promote occupational safety management for employees and suppliers. P76 workplace safety plan Prohibit any form of forced or compulsory labor. P72 human rights protection
 <p>10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status</p> <p>10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard</p>	<ul style="list-style-type: none"> Promote financial-friendly services to meet the needs of various social strata and ethnic groups, providing affordable insurance products and services, achieving inclusive economic growth, reducing wealth inequality, and promoting social fairness and welfare. P59 customer service communication Provide scholarships and promote "Small Golden Insurance Awards" to ensure educational opportunities for children in remote and disadvantaged families. Promote "Breath of Relief" respite services for family caregivers, meeting their social and self-fulfillment needs. P78 Public Welfare and Care

SDGs	specific actions
 <p>12.2 By 2030, achieve the sustainable management and efficient use of natural resources</p> <p>12.4 By 2020, achieve the environmentally sound management of chemicals and all wastes throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil in order to minimize their adverse impacts on human health and the environment</p> <p>12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle</p> <p>12.8 By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature</p>	<ul style="list-style-type: none"> Enhance sustainable knowledge and skills through activities and training P68 Talent Cultivation Promote various electronic services to reduce environmental impact P49 carbon reduction goals and actions Promote low-carbon operational management to improve resource efficiency P49 low-carbon operational management Promote ecological restoration projects such as "Owls Conservation Programme" and "Marine Coral Restoration Project," conveying knowledge on ecological conservation P53 Ecological Restoration
 <p>13.2 Integrate climate change measures into national policies, strategies and planning</p> <p>13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning</p>	<ul style="list-style-type: none"> Continue to invest in line with the investment objectives of "green investment" and guide the use of funds to have a positive impact and contribution to climate change. P36 Responsible Investment Respond to climate risks and opportunities, adopt TCFD and promote climate governance, and formulate management and response actions P41 Climate Resilience Promote low-carbon services and reduce greenhouse gas emissions P49 Carbon Reduction Goals and Actions Promote internal and external environmental education and improve climate change literacy P52 Environmental Education
 <p>14.2 By 2020, sustainably manage and protect marine and coastal ecosystems to avoid significant adverse impacts, including by strengthening their resilience, and take action for their restoration in order to achieve healthy and productive oceans</p>	<ul style="list-style-type: none"> Promote "Marine Coral Restoration Project," ecological action, planting coral underwater to rejuvenate colorful coral reefs P54 SDG14 Marine Ecological Restoration
 <p>15.4 By 2030, ensure the conservation of mountain ecosystems, including their biodiversity, in order to enhance their capacity to provide benefits that are essential for sustainable development</p>	<ul style="list-style-type: none"> Promote the "Owls Conservation Programme" ecological restoration project, creating a sustainable vision for local biodiversity. P53 SDG15 Terrestrial Ecological Restoration
 <p>17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships</p>	<ul style="list-style-type: none"> Pursue sustainable business operations and growth in partnership with the supply chain, achieving mutually beneficial relationships P52 Sustainable Supply Chain Join various types of associations P92 Participation in Organizations and Associations

Appendix 8 Table of Relevant Data

List of the Board members and their attendance

Statistical Period: January 1, 2023, to December 31, 2023

Job Title	Name	Event attendance count	Proxy attendance count	Overall Attendance Rate
Chairman of the Board	Jia-Ren Meng	13	0	100%
Director	Xue-Xin Zhao	13	0	100%
Director	Li-Qiang Lin	13	0	100%
Director	Zhi-Jian Lu	13	0	100%
Independent Director	Zheng-Zhe Tsai	11	2	84.6%
Independent Director	Qi-Zhou Ye	12	1	92.3%
Independent Director	Hong-Lin Chen	13	0	100%










Note : Overall Attendance Rate (%) is calculated based on the number of Board Meetings held during their tenure and their actual attendance to those meetings

Participation in Organizations and Associations

Organization	Role
The general Chamber of Commerce of the Republic of China	Member
Taiwan Registered Financial Planner Institute	Director
Life Insurance Education Foundation	Advisory Committee Member
The Life Insurance Association of the Republic of China	Supervisor / Member
The Institute of Internal Auditors-Chinese Taiwan	Member
Actuarial Institute of Chinese Taipei	Member
China Credit Information Services	Member
Chinese Insurance Service Association	Member

Organization	Role
Institute of Financial law and Crime Prevention	Member
Financial Supervisory Commission, Republic of China (Taiwan)	Member
Risk Management Society of Taiwan	Member
Financial Ombudsman Institution	Member
Taiwan Financial Services Roundtable	Member
The Pension Fund Association	Member
Financial Information Sharing and Analysis Center	Member
Taiwan Insurance Institute	Member

Contact for Stakeholders

Stakeholders	Contact Information
 Policyholders	Customer consultation service : 0800-083-083 Corporate website : Visit the "Contact Us" section on the page below
 Shareholders / Investors	Contact: Ms. Chang, Finance Department Email : amber_chang@fglife.com.tw Audit Committee Email : audit-committee@fglife.com.tw
 Employees	EIP http://eip.fglife.com.tw/personalHome.action?index= Contact : Mr. Yan, Human Resources Department Email : HUNGYIYEN@fglife.com.tw
 Government Agencies	Contact : Vice President Chang, Life Insurance Department Email : jacky-chang@fglife.com.tw
 Distribution Channels	Contact : Manager Lin, Intermediary Insurance Department Email : stan_lin@fglife.com.tw Contact : Manager Yang, Financial Insurance Department Email : tony_yung@fglife.com.tw
 Community / Schools	Contact : Ms. Li, Public Affairs Office Email : 660@fglife.com.tw
 Suppliers	Contact : Mr. Zhuang, Human Resources Department Email : johnson_chuang@fglife.com.tw
 Non-Profit Organizations	Contact : Ms. Li, Public Affairs Office Email : 660@fglife.com.tw
 Media	Contact : Ms. Li, Public Affairs Office Email : eva_lee@fglife.com.tw

Talent Structure Data

1 Regional distribution of employee workers and non-employee workers

Taiwan

Unit : People

Item	Male	Female	Total
Number of employees	280	635	915
Permanent Employees	269	590	859
Temporary Employees	11	45	56
Non-guaranteed hours employees	0	0	0
Full-Time Employees	269	590	859
Part-Time Employees	11	45	56

Note : Farglory Insurance's headquarters and branches are all located in Taiwan. The senior management team is entirely Taiwanese.

2 Employee Gender & Age Distribution

2023 Employee and Office Staff Employment Status

Item	Employee				Office Staff			
	Male		Female		Male		Female	
Age	Number	%	Number	%	Number	%	Number	%
Under 30	23	10	90	15	178	34	215	27
31-50	182	70	397	67	252	47	426	46
Above 51	64	20	103	18	101	19	293	26
Full-time staff	859				1,465			
Female Percentage	69%				64%			
Part-time Staff	56				2,030			

Note :

1. full positions are for regular employees
2. part-time refers to student workers (salary complies with present labor laws and regulations)
3. Office Staff are eligible for training and competition bonuses, while part-time employees are not

2023 Management Appointment Status

Item	Employee				Office Staff			
	Male		Female		Male		Female	
Age	Number	%	Number	%	Number	%	Number	%
Section supervisor / Director	39	14	51	9	195	37	401	43
Department head / Assistant and district manager	16	6	21	4	200	38	348	37
Director above the ministerial level / Department manager or above	5	2	2	0	20	4	16	2
Non-managerial	209	78	516	87	116	22	169	18
Proportion of female executives	55%				65%			

Note : Part-time employees excluded

3 New recruits and turnover rate distribution

2023 New recruits gender distribution

Item	Employee				Office Staff			
	Male		Female		Male		Female	
	Number	%	Number	%	Number	%	Number	%
Under 30	4	9	26	30	88	49	97	45
31-50	39	85	51	59	39	15	70	16
Above 51	3	7	9	11	2	2	9	3
Total	132				305			
Female Employee Ratio	65%				58%			

Note :

- Excludes part-time employees
- The calculation method for the new hire ratio is the number of employees in each age group in 2023 divided by the number of employees in each age group at the end of 2023.

2023 Turnover rate gender distribution

Item	Employee				Office Staff			
	Male		Female		Male		Female	
	Number	%	Number	%	Number	%	Number	%
Under 30	4	30	28	10	83	47	82	38
31-50	31	60	57	70	57	23	55	13
Above 51	9	10	6	20	7	7	12	4
Total	135				296			
Turnover Rate	15%				20%			

Note :

- Excludes part-time employees
- The calculation method for the employee turnover ratio is the number of employees who left in each age group in 2023 divided by the number of employees in each age group at the end of 2023.
- Turnover rate = (Number of employees who left in 2023 / Number of employees in service at the end of 2023) x 100%

4 Training expenses and hours(Employee)

Training Metric	2021	2022	2023
Total Training Expenditure (NT\$)	4,270,000	4,100,000	5,995,609
Total Number of Training Attendees	865	924	915
Average Training Expenditure per person	4,936	4,422	6,553

5 Training expenses and hours(Office Staff)

Training Metric	2021	2022	2023
Total Training Expenditure (NT\$)	5,430,000	8,000,000	4,992,934
Total Number of Training Attendees	27,045	97,064	86,651
Average Training Expenditure per person (NT\$)	2,343	4,505	3,408

6 Non-employee workers

Item	Service Scope	Number	Contract
Outsourced	Policy Printing	4	Policy Printing Mailing Operation Contract
Send	Policy Filing	2	Entrust data registration contract
Send	Program Development	5	Information system outsourced development station manpower contract
Send	Workplace Cleanin	7	Office Workplace Cleaning Maintenance Contract
Undertake	Insurance Sale	3,495	Insurance sales contract

Appendix 9 External Assurance » ISO 22301:2019 Business Continuity Management System (BCMS)

Certificate TW23/00000319

The management system of

Farglory Life Insurance Inc.

28F., No. 1, Songgao Rd., Xinyi Dist., Taipei City 110, Taiwan (R.O.C.)

has been assessed and certified as meeting the requirements of

ISO 22301:2019

For the following activities

The business continuity management system covers the provision of 0800 customer enquiry service and claims service.

This certificate is valid from 14 May 2023 until 14 May 2026 and remains valid subject to satisfactory surveillance audits.

Issue 1. Certified since 14 May 2023

Certified activities performed by additional sites are listed on subsequent pages.

Jonathan U. Hall

Authorised by
Jonathan Hall
Global Head - Certification Services

SGS United Kingdom Ltd
Rossmore Business Park, Ellesmere Port, Cheshire, CH65 3EN, UK
t +44 (0)151 350-6666 - www.sgs.com



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SGS

Certificate TW23/00000319, continued

Farglory Life Insurance Inc.

ISO 22301:2019

Issue 1

Sites

Farglory Life Insurance Inc.
28F., No. 1, Songgao Rd., Xinyi Dist., Taipei City 110, Taiwan (R.O.C.)

The business continuity management system covers the provision of 0800 customer enquiry service and claims service.

Farglory Life Insurance Inc.
B2, No. 21, Sec. 6, Zhongxiao E. Rd., Nangang Dist., Taipei City 115, Taiwan (R.O.C.)

Backup office for the provision of 0800 customer enquiry service and claims service



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SGS

» ISO 27001:2013 Information Security Management System

Certificate of Registration

INFORMATION SECURITY MANAGEMENT SYSTEM - ISO/IEC 27001:2013

This is to certify that: Farglory Life Insurance Co., Ltd.
28F,
No. 1, Songgao Rd.
Xinyi Dist,
Taipei City
110404
Taiwan

Holds Certificate No: **IS 581778**

and operates an Information Security Management System which complies with the requirements of ISO/IEC 27001:2013 for the following scope:

The provision of development, operation, and maintenance of information systems, network infrastructure management, server rooms management, and related information security management activities within Information Management Department and System Development Department.
This is in accordance with the Statement of Applicability dated 05 August 2022.

For and on behalf of BSI:

Michael Lam - Managing Director Assurance, APAC

Original Registration Date: 2011-12-30
Latest Revision Date: 2023-08-29

Effective Date: 2020-09-14
Expiry Date: 2025-10-31

Page: 1 of 2

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Printed copies can be validated at www.bsi-global.com/ClientDirectory or telephone +886 (02)2656-0333.

Taiwan Headquarters: 2nd Floor, No.37, Ji-Hu Rd., Nei-Hu Dist., Taipei 114, Taiwan, R.O.C.
A Member of the BSI Group of Companies.

» BS 10012:2017 Personal Information Management System

Certificate of Registration

Personal Information Management System - BS 10012:2017

This is to certify that: Farglory Life Insurance Co., Ltd.
28F,
No. 1, Songgao Rd.
Xinyi Dist,
Taipei City
110
Taiwan

Holds Certificate No: **PIMS 590178**

and meets the criteria of BS 10012:2017: Specification for Personal Information Management System for the following scope:

The provision of personal information management for life insurance services in collection, processing, and using in the Farglory Life Insurance headquarters, the branch offices and the agencies for the following activities including IT services, underwriting, claim, insurance premium, conservation, actuarial, human resource, marketing, real property, lending, investment, finance, legal affairs, risk management and auditing.

For and on behalf of BSI:

Managing Director BSI Taiwan, Peter Pu

Original Registration Date: 2013-06-04
Latest Revision Date: 2019-03-27

Effective Date: 2019-06-04
Expiry Date: 2022-06-03

Page: 1 of 2

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Taiwan Headquarters: 5th Floor, No.39, Ji-Hu Rd., Nei-Hu Dist., Taipei 114, Taiwan, R.O.C.
A Member of the BSI Group of Companies.

» ISO 14064-1:2018 Greenhouse Gas Verification Statement

Certificate

Certificat

報告編號: (TH23-354 / 第 1 版)

溫室氣體查證報告意見書

THGHG23354-00

查證範圍: 遠雄人壽保險事業股份有限公司
110 台北市信義區松山路 1 號 28 樓
☒涵蓋其他場域範圍如附頁所示。

查證準則: ISO 14064-1: 2018

查證目標: 艾法諾國際 (AFNOR ASIA) 根據 ISO14064-3: 2019 標準, 確認上述組織之溫室氣體聲明(溫室氣體盤查報告書)依據雙方協議之查證準則進行查證並提出報告, AFNOR 以客觀公正的立場及原則(相關性、完整性、一致性、準確性、透明度)執行查證。

數據期間: 2023 年 01 月 01 日至 2023 年 12 月 31 日 (檢視的數據為歷史性質)

查證數據: 直接溫室氣體排放量(類別 1): 916.6975 公噸 CO₂e
能源間接溫室氣體排放量(類別 2): 2424.1001 公噸 CO₂e
間接溫室氣體排放量(類別 3-6): 461,498.8927 公噸 CO₂e

全球暖化潛勢值(GWP): 2021 年 第 6 次評估報告。

聲明依據: 本聲明必須與下列文件作為一個整體以進行解釋說明。
溫室氣體盤查報告 (版次: 2 ; 日期: 2024 年 06 月 25 日)
溫室氣體盤查清單 (版次: 2 ; 日期: 2024 年 06 月 25 日)

實質性: 5% (類別 1 及類別 2)

意見類型: ☒不含保留意見 ☐含保留意見(請見附頁) ☐放棄查證

查證結論: 確認組織依據雙方協議查證準則之要求提出溫室氣體聲明, 並公正地呈現溫室氣體數據及相關資訊, 與雙方協議的查證範圍、目標和準則一致。
聲明查證數據之合理保證等級為類別 1。

本文件核發日期: 2024 年 06 月 26 日

APPROVED BY

Patrick Ni
Director for Certification
ON BEHALF OF
AFNOR ASIA

第 1 頁 / 共 6 頁
(本文件不可單頁使用, 單頁使用無效。)

afnor
GROUPE

AFNOR Asia Ltd - 艾法諾國際股份有限公司 - 20F, No.102, Chung-Ping Road, Taoyuan, 330, R.O.C - Taiwan
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» ISO 140647 Caron Footprint Verification

Certificate

Certificat

碳足跡查證聲明書

聲明書編號 THCFP23354.01-00

遠雄人壽保險事業股份有限公司

查證準則: ISO 14067: 2018

產品/服務功能單位: 人身保險/每件新契約人身保險(不分險種)

生產/服務地址: 台北市信義區松山路 1 號 28 樓

查證範圍: 遠雄人壽保險事業股份有限公司提供之人身保險服務

系統邊界: 搖籃到墳墓

查證數據:

每功能單位排放量	原料階段	服務階段	廢棄階段
3.6212	0.9274	2.6412	0.0527

單位: 公斤二氧化碳當量

查證意見

艾法諾國際 (AFNOR ASIA) 確認上述單位之碳足跡主張係根據協議之查證準則規範的溫室氣體評估與報告予以準備, 並公正地呈現溫室氣體數據及相關資訊, 查證數據為合理量測及計算, 查證結果發現並未違反實質性限制, 盤查數據為合理保證等級。

碳足跡研究報告書版次: 第 2 版; 日期: 2023 年 12 月 22 日
碳足跡查證清單版次: 第 2 版; 日期: 2023 年 12 月 22 日
碳足跡查證總結報告版次: 第 1 版; 日期: 2023 年 12 月 24 日
查證作業實施日期: 2023 年 10 月 31 日、11 月 01 日、11 月 14 日及 12 月 07 日
查證聲明書核發日期: 2023 年 12 月 26 日
查證聲明書有效期間: 2023 年 12 月 26 日至 2025 年 12 月 25 日

保留限制: 無

APPROVED BY

Patrick Ni
Director for Certification
ON BEHALF OF
AFNOR ASIA

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GROUPE

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» Auditor's Limited Assurance Report



安侯建業聯合會計師事務所

KPMG

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Xinyi Road, Taipei City 110615, Taiwan (R.O.C.)電 話 Tel + 886 2 8101 6666
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網 址 Web kpmg.com/tw

會計師有限確信報告

遠雄人壽保險事業股份有限公司 公鑒：

本會計師接受遠雄人壽保險事業股份有限公司（以下簡稱「遠雄人壽」）之委託，對遠雄人壽民國一一年度（2023年度）永續報告書（以下簡稱「報告書」）中所揭露之特定績效指標（以下簡稱「確信標的資訊」）執行有限確信程序並出具報告。

確信標的資訊與適用基準

遠雄人壽依據全球永續性標準理事會（Global Sustainability Standards Board, 「GSSB」）發布之全球永續性報告協會準則（Global Reporting Initiative Standards, 「GRI Standards」）所揭露之確信標的資訊及其適用基準詳列於附件一。

管理階層之責任

遠雄人壽應設定其永續績效和報導目標，包括辨識利害關係人及重大性議題，並依前述適用基準編製及允當表達民國一一年度（2023年度）報告書內所涵蓋之確信標的資訊，且負責建立及維持與報告書編製有關之必要內部控制，以確保報告書所報導之確信標的資訊未存有導因於舞弊或錯誤之重大不實表達。

會計師之責任

本會計師係依據財團法人會計研究發展基金會所發布之確信準則3000號「非屬歷史性財務資訊查核或核閱之確信案件」規劃並執行工作，以對第二段所述之確信標的資訊是否存在重大不實表達出具有限確信報告。另，本會計師執行有限確信時，對與有限確信相關之內部控制取得必要之瞭解，以設計當時情況下適當之有限確信程序，惟其目的並非對遠雄人壽民國一一年度（2023年度）永續報告書之相關內部控制設計或執行之有效性提供任何確信。

獨立性及品質管理規範

本會計師及所隸屬會計師事務所已遵循會計師職業道德規範中有關獨立性及其他道德規範之規定，該規範之基本原則為正直、公正客觀、專業能力及專業上應有之注意、保密及專業行為。此外，本會計師所隸屬會計師事務所遵循品質管理準則，維持完備之品質管理制度，包含與遵循職業道德規範、專業準則及所適用法令相關之書面政策及程序。



所執行程序之彙總說明

本會計師係針對第二段所述之確信標的資訊執行有限確信工作，主要執行之確信程序包括：

- 取得遠雄人壽民國一一年度（2023年度）報告書，並閱讀其內容；
- 訪談遠雄人壽管理階層及攸關員工，以瞭解用以蒐集及產出確信標的資訊之相關作業流程與資訊系統；
- 基於對上述事項所取得之瞭解，就報告書揭露之特定資訊執行分析性程序，或於必要時檢視核對相關文件，以獲取足夠及適切之有限確信證據。

上述確信程序係基於本會計師之專業判斷，包括辨識確信標的資訊可能存有重大錯誤或不實表達之範圍並評估其潛在風險，設計足夠且適切之確信程序暨評估確信標的資訊之表達。本會計師相信此項確信工作可對本確信報告之結論提供合理之依據。惟本會計師對於有限確信案件風險之瞭解及考量低於對合理確信案件者，所執行程序之性質及時間與適用於合理確信案件者不同，其範圍亦較小，因此有限確信案件中取得之確信程度明顯低於合理確信案件中取得者。

先天限制

遠雄人壽民國一一年度（2023年度）報告書內容涵蓋非財務資訊，對於該等資訊之揭露內容可能涉及遠雄人壽管理階層之重大判斷、假設與解釋，故不同利害關係人可能對於該等資訊有不同之解讀。

結論

依據所執行之程序及所獲取之證據，本會計師並未發現第二段所述確信標的資訊有未依適用之適用基準編製而須作重大修正之情事。

其他事項

本確信報告出具後，遠雄人壽對任何確信標的資訊或適用基準之變更，本會計師將不負責就該等資訊重新執行確信工作之責任。

安侯建業聯合會計師事務所

會計師：

黃郁婷
周寶蓮

事務所地址：台北市信義路五段七號六十八樓

民國一一年六月二十八日

Appendix 10 Author's Limited Assurance Report

確信標的資訊彙總表

編號	報告書 對應章節	確信標的資訊	適用基準									
1	5.2 普惠商品	<ul style="list-style-type: none">■ 微型保險<ul style="list-style-type: none">• 2023年承保人數11,485人、總承保金額逾50億元，其中身心障礙人數為2,632人，佔23%。• 連續5年榮獲金管會微型保險「業務績優獎」與4度獲「身心障礙關懷獎」。• 遠雄人壽持續9年捐贈微型保險費。• 微型保險累計推動9年、保戶人數累積31,745人、承保金額近145億元、理賠金額250萬元。■ 小額終老保險<ul style="list-style-type: none">• 遠雄人壽推出「遠雄人壽全家保小額終身壽險」，提供0-84歲民眾低保費之終身保障，主動協助國人受限於經濟能力或是因年齡條件無法投保者，可用較低保費獲得壽險保障，為使國人保險保障額度提高，將壽險保障額度由上限70萬元提高為90萬元• 2023年有效契約件數共9,620件、保費收入17,513萬元。	自訂指標 各經營業務為創環境效益或社會效益所設計之產品與服務									
2	3.1 公司治理	<ul style="list-style-type: none">■ 2023年7位董事100%完成反貪腐與洗錢防治相關課程。■ <table><tr><td></td><td>內勤員工數</td><td>外勤同仁數</td></tr><tr><td>受反貪腐(誠信經營)政策溝通及訓練</td><td>915</td><td>3,732</td></tr><tr><td>受訓百分比(%)</td><td>100%</td><td>100%</td></tr></table><p>註1：內勤員工含兼職員工，內勤員工數係指2023/12/31在職之全體員工。</p><p>註2：外勤同仁含兼職人力，外勤同仁數指應訓人數，即上述訓練課程於每年調訓當時之在職人數。</p>■ 2023年合作供應商(共380家)，透過簽署承諾書或合作契約進行反貪腐宣導的供應商共有62家(含新進供應商38家)，比例為16.32%。		內勤員工數	外勤同仁數	受反貪腐(誠信經營)政策溝通及訓練	915	3,732	受訓百分比(%)	100%	100%	GRI Standards 205-2 有關反貪腐政策和程序的溝通及訓練
	內勤員工數	外勤同仁數										
受反貪腐(誠信經營)政策溝通及訓練	915	3,732										
受訓百分比(%)	100%	100%										
3	01. 我們的永續承諾	<ul style="list-style-type: none">■ 第13個月保單繼續率96.95%■ 第25個月保單繼續率92.56%	自訂指標 保單繼續率									

編號	報告書 對應章節	確信標的資訊	適用基準																											
4	3.2 永續金融	<div>■ 2023年累積投資於五加二新創產業(綠能科技、亞洲矽谷、生技醫藥、國防產業、智慧機械、新農業、循環經濟)投資金額市值達新臺幣155.82億元。</div> <table><tr><th>分類</th><th>部位市值(億)</th><th>占率</th></tr><tr><td>亞洲矽谷</td><td>51.78</td><td>33.23%</td></tr><tr><td>智慧機械</td><td>0.00</td><td>0.00%</td></tr><tr><td>綠能科技</td><td>60.25</td><td>38.67%</td></tr><tr><td>生技醫藥</td><td>7.58</td><td>4.86%</td></tr><tr><td>國防產業</td><td>3.40</td><td>2.18%</td></tr><tr><td>新農業</td><td>0.18</td><td>0.12%</td></tr><tr><td>循環經濟</td><td>32.63</td><td>20.94%</td></tr><tr><td>合計</td><td>155.82</td><td>100%</td></tr></table>	分類	部位市值(億)	占率	亞洲矽谷	51.78	33.23%	智慧機械	0.00	0.00%	綠能科技	60.25	38.67%	生技醫藥	7.58	4.86%	國防產業	3.40	2.18%	新農業	0.18	0.12%	循環經濟	32.63	20.94%	合計	155.82	100%	自訂指標 年度永續投資金額(五加二新創產業投資金額總和)
分類	部位市值(億)	占率																												
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循環經濟	32.63	20.94%																												
合計	155.82	100%																												
5	4.2 淨零減碳	<div>■ 年度綠色採購總金額達1,829萬元，佔總採購金額約4.5%。</div> <table><tr><th>環保標章規格標準/產品類別</th><th>採購金額(元)</th></tr><tr><td>(OA)辦公室用具產品類</td><td>8,202,357</td></tr><tr><td>資訊產品類</td><td>5,472,058</td></tr><tr><td>省電產品類</td><td>446,919</td></tr><tr><td>資源回收產品類</td><td>4,129,195</td></tr><tr><td>家電產品類</td><td>44,000</td></tr><tr><td>總計</td><td>18,294,529</td></tr></table>	環保標章規格標準/產品類別	採購金額(元)	(OA)辦公室用具產品類	8,202,357	資訊產品類	5,472,058	省電產品類	446,919	資源回收產品類	4,129,195	家電產品類	44,000	總計	18,294,529	自訂指標 年度綠色採購金額													
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遠雄人壽