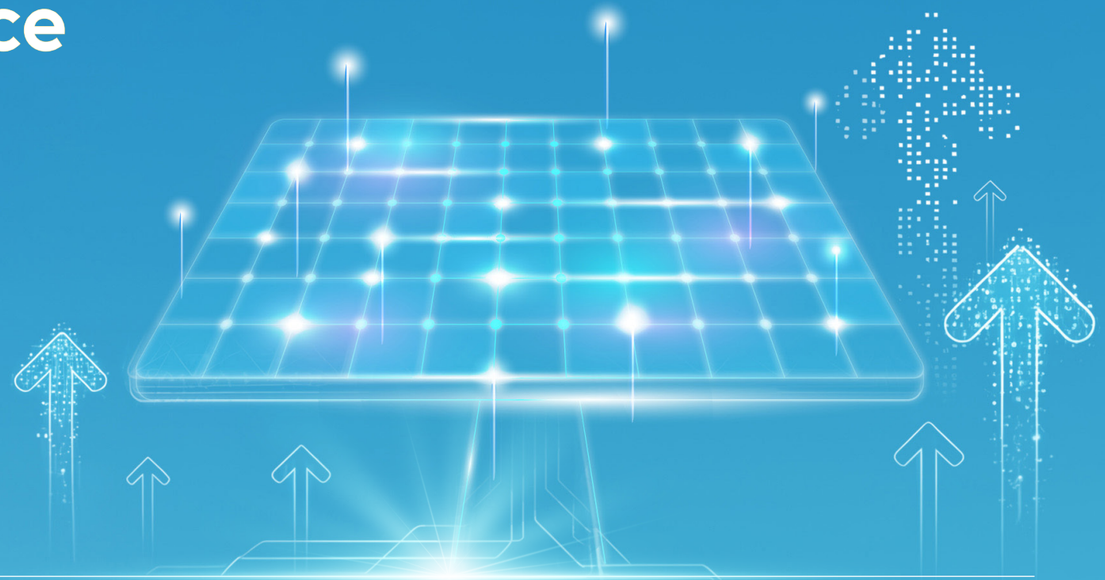
3 Fulfillment of Innovative Service



SinoPac Holdings assists customers in achieving sustainable management, including passing on wealth from one generation to the next generation and establishing a prosperous financial ecosystem in a more responsible and sustainable manner. Leveraging its financial and core business competencies, SinoPac Holdings drives sustainable impact through three key sustainability commitments, providing the customers with products and services.

This chapter includes:

3.1 Sustainable Finance Strategy: The management framework, policies, and guidelines for sustainable finance, including the integration of ESG factors into business processes and the implementation and outcomes of stewardship practices.

3.2 Sustainable Financial Products and Services: To demonstrate SinoPac Holdings' use of financial competencies in green finance, social finance, hosting ESG forums, and the promotion and achievements of sustainable financial products and services.

3.3 Smart Finance: The development and achievements of smart financial innovation and digital service.

3.4 Customer Relations: The policies and systems are implemented to establish a corporate culture of treating customers fairly and friendly finance, along with transparent disclosures on the implementation and outcomes of customer relations management initiatives.

2025 Achievements

Leading position in solar PV financing market

Bank SinoPac received the "Top Solar System Award" from the Energy Administration, Ministry of Economic Affairs for 10 consecutive years

SinoPac Securities

Ranked first among peers in the number of lead-underwritten deals for green industries (green energy /environmental protection)

Sustainable bonds

Bank SinoPac has cumulatively issued sustainable bonds totaling NT$12.4 billion.

SinoPac Securities pioneered

The inclusive finance product, the "Stock Gift Cards," achieved sales of 79 million and engaged over 56,000 participants

Bank SinoPac and King's Town Bank

prevented 684 suspected fraud cases with a total amount of NT$387 million

[Corresponding GRI Material Topic - Critical Topics] 201: Financial Performance 203: Indirect Economic Impacts 417: Marketing and Labeling G4 – Financial Services Sector Supplement: Local Community G4 – Financial Services Sector Supplement: Product Portfolio G4 – Financial Services Sector Supplement: Active Ownership



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3 Fulfillment of Innovative Service

Sustainability Commitment	Corresponding SDG	Action Plans	2030 Goals
Reduce Inequality	1 NO POVERTY	Improve the accessibility of financial services	• Migrant workers: Bank SinoPac provides loans amounting to NT$280 million. The cumulative number of successful applicants increases by 2,800 each year. • Farmers: Bank SinoPac's financial ecosystem service in wholesale markets reaches more than 2,450 loan applications, and outstanding amount reaches NT$120 million. • Individual merchants: Bank SinoPac targets the number of Merchant owned by individual to grow by 5% and transaction amount to increase by 12%, compared with the previous year. • Small capital customers: SinoPac Securities' Rich Saving Club platform reaches 310,000 customer accounts in the Taiwan stock / U.S. stock market, with a total trading amount of NT$51 billion. • Economically Disadvantaged: Bank SinoPac's Financial Inclusion Personal Loans accumulate 60 each year ; Amret microfinance loan borrowers reach 515,000, with outstanding loans totaling US$3.22 billion.
	7 AFFORDABLE AND CLEAN ENERGY	Support the development of the green energy industry	• Increase Bank SinoPac's balance of loans for green energy industries by NT$16.65 billion compared to the previous year, Bank SinoPac(China) achieve annual growth of 10% in outstanding loan balances. • Reach 900MW in installed capacity for wheeling on Bank SinoPac's Green Energy Electricity Trading Trust Platform. • SinoPac Leasing's annual loan to green energy equipment and its supply chain reaches NT$1.8 billion. • SinoPac Venture Capital / SinoPac Securities Venture Capital's new investments in green industries shall be no less than 15% of the total investment budget for the year. • SinoPac Securities undertakes at least 2 green energy stock underwriting cases.
Mitigate and Adapt to Climate Change	13 CLIMATE ACTION	Raise climate awareness (customers)	• Hold at least 4 sustainability/climate seminars/forums. • SinoPac Securities arranges at least 10 sessions for institutional investors to share ESG trends and regulations. Provide 25 engagement services for corporate clients. • Bank SinoPac communicates sustainability/net-zero concepts and related products, to retail customers through EDM and LINE notifications, reach a total of 5 million customer impressions, with a click-through rate of 10%. • Bank SinoPac, SinoPac Securities, SinoPac SITC continue to conduct engagement meetings with investee companies, organizing at least 42 engagements to further advance sustainability and net-zero service initiatives by Bank SinoPac. • Bank SinoPac continues to communicate its sustainable financial services solutions to corporate clients, with the objective of reaching 250 participants. • Bank SinoPac cumulatively issues (including replacements) 300,000 debit and credit cards with "Environmental Label Certification." The ratio of active cards reaches 25%. • Bank SinoPac achieves a cumulative total of 250,000 cards using the "Carbon Calculator function," with the usage rate among active cards ratio reaching 58%.
Promote Inclusive Growth	8 DECENT WORK AND ECONOMIC GROWTH	Support the growth of micro, small and medium enterprises (MSMEs)	• The domestic transaction amount on the SME digital platform (Bank SinoPac funBIZ) increases by 10% to 15% each year. • Bank SinoPac's SME loan balance increases by 5-8% per year and the number of borrowers increases by 1-3% per year. • Bank SinoPac's balance of loans to micro businesses total NT$18 billion.

Summary of Six Capitals Performance in 2025

INPUT

Financial Capital

- Total Investment assets at the beginning of the period were NT$616.595 billion
- Investment in property and equipment was NT$1.6 billion
- Bank SinoPac expenses for organizing seminars on green energy were NT$2.8726 million
- Expenditures on R&D were NT$634 million
- Bank SinoPac issued Issuance sustainable bonds totaling NT$1 billion

Human Capital

- Input 76 employees to organize ESG forums
- Input 111 employees in the Customer Relations Team

OUTPUT

Financial Capital

- Total investment assets at the end of the period were NT$627.671 billion
- Bank SinoPac (consolidated) and King's Town Bank (consolidated) combined interest spread totaled NT$21,231 million
- Total return on investment was NT$26.33 billion, and the rate of return on investment was 4.28%
- Non-performing loan ratio (%) Bank SinoPac (consolidated) 0.19%; King's Town Bank (consolidated) 0.02%

Intellectual Capital

- "Integrated Account Inquiry System for Bank Customers" invention patent
- "Fast Identity Online Trading Card Verification System" invention patent

Manufactured Capital

- Added 8 new services and functions

Natural Capital

(Refer to 3.2.1 Green Finance)

- Bank SinoPac, Bank SinoPac(China) and King's Town Bank financing for corporate and household solar energy equipment reached NT$150.532 billion , with a total installed capacity of 5,257.26 MW
- Bank SinoPac's loan outstanding for energy storage equipment reached NT$11.426 billion
- Bank SinoPac, Bank SinoPac(China), King's Town Bank and SinoPac Securities' combined outstanding balance of green bond investments totaled NT$18.734 billion

Social and Relationship Capital

- Number of people who benefited from key inclusive financial products and services (Bank SinoPac, Amret, King's Town Bank) : 263,669 customers and the business volume totaled NT$129.626 billion
- Bank SinoPac's customer satisfaction rate reached 98.07%

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3 Fulfillment of Innovative Service

Summary of the Results in the 2025 Sustainable Development Plan

Strategy	2025 Objectives and Implementation Results	Implementation Status in 2025	2026 Objectives (Note 1)

Enhance sustainable finance	• Sustainable finance regulations
	  ▪ Continue to enhance the contents of regulations related to sustainable finance (Sustainable Finance Policy, Inclusive Finance Policy, and Responsible Marketing Guidelines).
	  ▪ Continue to strengthen preventing greenwashing measures for green/sustainable products.
	  ▪ Prepare and establish a framework for transition finance.
	• Implement responsible investment
	  ▪ Continuously review the contents and targets of the questionnaire on sustainability issues in response to international trends.
	  ▪ In accordance with the Financial Supervisory Commission's "Green and Transition Finance Action Plan" and the "Taiwan Sustainable Taxonomy," evaluate the integration of these principles into the investment process.
	  ▪ Explore the establishment of sustainable investment themes, including benefit assessments and performance indicators.
	  ▪ Enhance the execution of investment engagement and the disclosure of stewardship governance information.
	• Implement responsible lending
	  ▪ Continue to promote the green loans and use funding, services, and engagement to support business transition.
	  ▪ In accordance with the Financial Supervisory Commission's "Green and Transition Finance Action Plan" and the "Taiwan Sustainable Taxonomy," evaluate the integration of these principles into the credit approval process.
	  ▪ Enhance the quality and utilization of customers' ESG information as a reference for credit decision-making.
	• Improve net zero actions
	  ▪ Develop an internal carbon pricing mechanism for investment and lending.
	  ▪ Deploy strategic (key technology/renewable energy/circular economy/low-carbon) investment positions.
	  ▪ Continue to develop financial products and services that meet the definitions of green/low-carbon transition (e.g., green mortgage, online housing/credit applications and functions, low-carbon funds, and optimized databases).
	  ▪ Enhance communication and raise the net zero and climate awareness of investment and lending clients.
		Completed	• Enhance regulations
			  ▪ Strengthen the substance of sustainable finance regulations based on external assessments, emerging issues, and domestic and international guidelines.
			  ▪ Follow green/sustainable guidelines to promote the trial calculation of percentage of sustainable business operations, and incorporate Bank SinoPac's three major categories of lending (Note 2) into internal audits and internal controls.
			• Process optimization and application of ESG information
			  ▪ Optimize responsible investment/lending processes and strengthen the disclosure of stewardship information. (Strengthen engagement and anti-greenwashing processes, and enhance external evaluations).
			  ▪ Expand external ESG data sources, optimize internal ESG information disclosure, and strengthen applications in investment and lending businesses.
			• Observation of trends and framework setup
			  ▪ Monitor domestic and international trends and deliberate on implementation models for the transition finance framework.
			  ▪ Enhance subsidiaries' monitoring of carbon emissions from investment and lending portfolios as preliminary preparation for the launch of internal investment and lending carbon pricing.

Develop ESG products and services	• Green finance
	  ▪ Bank SinoPac increase the balance of loans for green energy financing to NT$162 billion.
	  ▪ SinoPac Leasing disburse NT$1.6 billion in financing for green energy equipment and its supply chain.
	  ▪ SinoPac Venture Capital's additional investment in green industries shall not be less than 15% of the increase in investment amount that year (Note 3).
	  ▪ SinoPac Securities Venture Capital completes 2 green industry investment projects, with a total investment amount of not less than NT$30 million.
	  ▪ Bank SinoPac promotes green energy financing and services (including the continuous development of financing solutions for emerging renewable energy power generation facilities and develop services necessary for the wheeling of renewable energy electricity for borrowers of Bank SinoPac with electricity retailers communicate the business model and green financing services to external entities and organize internal training programs.)
	  ▪ Bank SinoPac reach 400 MW in installed capacity for wheeling on the Green Energy Electricity Trading Trust Platform.
	  ▪ Bank SinoPac introduce the "Carbon Calculator function" for the Green Card. 80,000 debit card users, 65,000 SPORT card users, and 5,000 Green Card users have used the Carbon Calculator function.
	  ▪ Continuous promotion of green deposits.
		Partially achieved	• Green finance
			  ▪ Bank SinoPac and King's Town Bank increase the balance of green energy financing by NT$16.65 billion, and Bank SinoPac (China) increase the loan balance to CNY 2.35 billion.
			  ▪ SinoPac Leasing disburses NT$1.7 billion in financing for renewable energy equipment and its supply chain.
			  ▪ Leverage green startup business opportunities by allocating no less than 15% of the annual investment budget to new investments in green industries by SinoPac Venture Capital and SinoPac Securities Venture Capital.
			  ▪ Allocate strategic investment portfolios to be no less than 65% to 82% of the domestic stock investment balance.
			  ▪ Promote green financial products for retail customers (green mortgages / Carbon Calculator function / green deposits).

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3 Fulfillment of Innovative Service

Strategy	2025 Objectives and Implementation Results	Implementation Status in 2025	2026 Objectives (Note 1)

Develop ESG products and services	• Inclusive financial (Bank SinoPac)
	  ◦ Develop inclusive financial products The financial ecosystem service in wholesale markets reaches more than 2,400 loan applications and outstanding amount reaches NT$105 million.
	  ◦ The amount of loans provided each year reaches NT$250 million. The cumulative number of successful applicants increased by 2,300 each year compared to the previous year. Continue to promote credit cards for migrant workers.
	  ◦ Promote and develop inclusive financial products and services for financially vulnerable groups, with 40 cases disbursed under the Financial Inclusion Personal Loans and NT$5.4 billion under Micro Business Loans in 2025.
	  ◦ Merchant owned by individual add 510 self-employed contracted merchants, with annual transaction amount reaching NT$325 million (Note 4).
	• Products and services
	  ◦ Assets under the management of SinoPac SITC's ESG fund reaches NT$17.2 billion (Note 5).
	  ◦ Bank SinoPac and SinoPac Securities promote the sales and marketing of ESG funds (wealth management trust business), including hosting ESG seminars with customers, expand the ESG fund products to NT$5.1 billion and SinoPac Securities raise NT$300 million through domestically listed ESG ETFs (Note 6).
	  ◦ Issuance of NT$1 billion in GSS bonds and develop 14 underwriting business of GSS bonds (4 by the Bank SinoPac/10 by the SinoPac Securities).
	• Digital finance
	  ◦ Cultivate digital talents and build a team of 31 to 34 outstanding AI scientists, recruit 1 to 2 additional TPM talents through the MA program.
	  ◦ Continue leveraging AI technologies to drive digital innovation and enhance products and services.
	  ◦ Continue to bridge the digital divide in financial services.
		Partially achieved	• Inclusive finance
			  ◦ Increase the financing scale (loan balance) for MSMEs, and promote sustainable products and services (funBIZ / DA BOSS).
			  ◦ Increase the scale of sustainable products for financially vulnerable groups (migrant workers / personal loans for financially disadvantaged / Individual merchants) and strengthen financial literacy (fraud prevention).
			• Products and services
			  ◦ Increase the assets under management of SinoPac SITC's ESG funds to NT$14.7 billion.
			  ◦ Increase the scale of ESG fund products to NT$8.47 billion, and raise NT$350 million for domestically listed ESG ETFs.
			  ◦ Bank SinoPac issue NT$1 billion in sustainable bonds; Bank SinoPac and SinoPac Securities aim to underwrite 16 bond issues.
			• Digital finance
			  ◦ Leverage artificial intelligence technology to promote digital innovation and optimize products and services.

Strengthen engagement on ESG issues (Customers)	• Host at least 4 sustainability/climate seminars/forums. • Arrange at least 20 ESG evaluation training courses for institutional investors. • Arrange eldercare and property trust seminars with 500 participants. • SinoPac Inv. Service provides 20 engagement services for listed companies.	Completed	• Host at least 4 sustainability/climate seminars/forums. • Arrange at least 5 sessions for institutional investors to share ESG trends and regulations. Provide 25 engagement services for corporate clients. • Strengthen engagement with investee companies; promote corporate sustainable financial service solutions to raise net-zero and climate awareness. (Engage with 34 investee companies / promote sustainable financial service solutions to reach 250 people). • Arrange wealth management customer seminars to enhance ESG awareness and investment concepts, with the number of participants growing by 10%. • Arrange eldercare and property trust seminars for 560 participants. • Utilize diverse online and offline channels to organize at least 395 anti-fraud awareness campaign sessions to enhance fraud prevention awareness.

Note 1: The strategic items from 2025, "Sustainable Finance Regulations" and "Improve Net-Zero Actions," are integrated and simplified in 2026. They are assigned to appropriate strategic categories based on the target items for 2026. Please refer to the official website of SinoPac Holdings for the latest sustainability work plans and target setting of SinoPac Holdings.

Note 2: The three major categories of lending are green loans, social responsibility loans, and sustainability-linked loans.

Note 3: The achievement rate of SinoPac Venture Capital's investment portfolio in green industries reached 73.03%. In response, investment cases have been actively evaluated, and funds continue to be allocated to green-related industries.

Note 4: The achievement rate of Bank SinoPac's annual transaction amount from merchant owned by individual reached 82.14%. In response, channel partnerships have been strengthened, and promotion efforts are ongoing.

Note 5: The achievement rate of the assets under management of SinoPac SITC's ESG funds reached 78.51%. In response, marketing efforts were strengthened, and promotion was further enhanced.

Note 6: The achievement rate of the scale of ESG fund products sold by Bank SinoPac and SinoPac Securities reached 94.66%. In response, sales efforts have been strengthened, and promotion continues.

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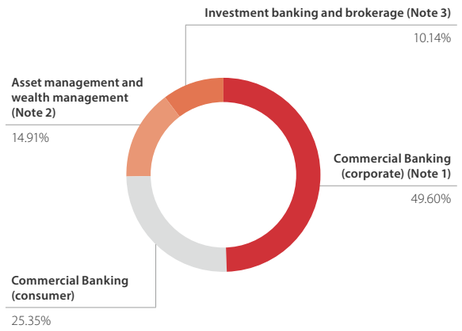
3.1 Sustainable Finance Strategy

3.1.1 Sustainable Finance Management Framework

Corporate banking accounted for the highest percentage of SinoPac Holdings' consolidated net revenue in 2025, followed by retail banking. Under the supervision of the Sustainable Development Committee, SinoPac Holdings formulated a group-level sustainable finance statement in 2022 and has incorporated ESG factors into its corporate banking, retail banking, asset management and investment wealth management or private banking, investment banking and brokerage businesses. The Board of Directors approved the "Sustainable Finance Policy " in July 2023, as the highest guiding principle for sustainable finance businesses, and business units established related management guidelines accordingly.

To achieve its net-zero emissions commitment by 2050, SinoPac Holdings has, since 2022, gradually withdrawn from investments and financing in thermal coal / unconventional oil & gas related projects, and has established Science-Based Targets (SBTs), which were validated in January 2024. The Company regularly monitors the progress of its SBTs and reviews its decarbonization scope, and commits to fully exiting investments, financing, and fixed-income underwriting related to thermal coal and unconventional oil and gas without credible transition plans by 2030. SinoPac Holdings actively supports the government's transition finance policies and continues to engage with investees and financing counterparties to facilitate an orderly transition of industries with high carbon emissions. Please refer to SinoPac Holdings' official website for detailed information.

Percentage of Consolidated Net Revenues from Main Business Segments of SinoPac Holdings in 2025



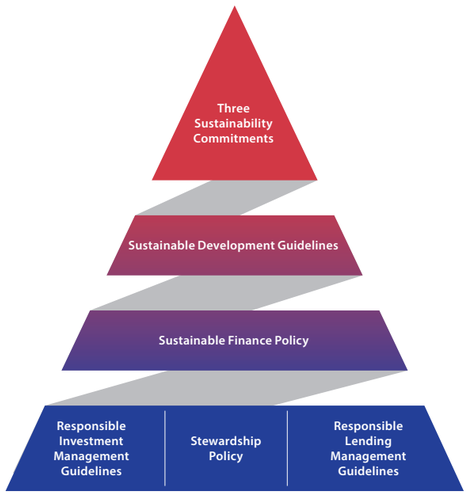
Note 1: It includes project financing and investment bank financing businesses.

Note 2: It includes custody activities.

Note 3: Fixed income underwriting accounted for approximately 0.12% of the consolidated net revenue of the main businesses of SinoPac Holdings. There was no securitization business.

Note 4: Others include deposits and financial market businesses for which the ratio of net income for the year was -6.16% and was not included in the calculation of the ratios of main businesses in this table.

SinoPac Holdings Sustainable Finance Management Framework



Industry and Activity Guidelines

Prohibit investment / lending to controversial industries	• Controversial industries include pornography and controversial arms.
Careful evaluation of sensitive industries and sensitive economic activities	• Sensitive industries: Industries with high carbon emissions (Oil & gas, Power generation, Metal mining, Chemical material manufacturing, Industrial manufacturing - motor vehicle manufacturing, Industrial manufacturing - manufacturing of basic metals and fabricated metal products, Cement, Shipping, and Aviation) or industries with high physical risks (agriculture, forestry, fishing, and animal husbandry, and other public utilities). • Sensitive economic activities: Include gambling , industries with food safety concerns, hazardous radioactive materials, genetic engineering not used for medical purposes or detrimental to human development, and the manufacturing of non-adhesive asbestos fibers and polychlorinated biphenyls.
Business restrictions in compliance with the Decarbonization Policy	• SinoPac Holdings has, since July 2022, ceased financing for new thermal coal and unconventional oil & gas projects and will not renew the existing projects. This policy will continue to be progressively enhanced on an annual basis and expanded to cover investments, financing, and fixed-income underwriting related to thermal coal mining, power generation, and unconventional oil and gas. Starting from July 2025, the scope of decarbonization is defined to include investments, financing, and fixed-income underwriting activities involving stranded assets—namely thermal coal and unconventional oil and gas—without transition actions. The scope of thermal coal activities is further expanded to include infrastructure, and has established a standardized phase-out schedule with 2030 as the final deadline. Please refer to SinoPac Holdings' Decarbonization Policy for detailed information.
Guidelines for high carbon emissions industries	• Incorporate ESG performance and information on carbon emissions of high carbon emissions industries into the investment and lending assessment process. • Engage with related companies, and carefully evaluate whether to continue lending activities if the client fails to establish any transition plans after communication.
Biodiversity assessment	• Project financing: Bank SinoPac follows the Equator Principles Version 4.0 (EP4) and the eight IFC Performance Standards on Environmental and Social Sustainability, and Performance Standard 6 (PS6) for assessing negative impacts and mitigation measures if ecologically important habitats are involved. • Sustainability-linked loans: Bank SinoPac, King's Town Bank and Bank SinoPac(China) included "significant or notable acts of corporate compliance with the United Nations' Sustainable Development Goals (SDGs) for marine ecosystems and terrestrial ecosystems" as an indicator in the "environmental protection checklist" to help companies understand the importance of this performance indicator and implement it. • Equity investment: The Company included "risk events related to biodiversity (e.g., species conservation, habitat maintenance)" in the ESG risk assessment of equity investment.
Taiwan Sustainable Taxonomy	• Lending: Incorporated the Second Edition of Taiwan Sustainable Taxonomy into the "Responsible Lending Management Guidelines" to guide fund toward in sustainable economic activities. • Equity investment: Include entities with any non-compliance with the criteria in the Taiwan Sustainable Taxonomy of the FSC and no concrete transition plan or schedule as part of the equity investment ESG risk screening assessment.

Engagement and Management Guidelines

Voting principles	• Support sustainability-related proposals proposed by the company to achieve environmental, social, governance or sustainable business goals, including. (Environmental issues: Support proposals that promote or disclose reasonable and comprehensive plans for climate transition, reducing operational and supply chain greenhouse gas emissions, strengthening the protection of natural resources, and preserving biodiversity and ecosystems. ; Social issues: Support proposals that promote or disclose initiatives to enhance occupational health and safety, value workplace diversity and inclusion, uphold human rights, and establish fair and reasonable remuneration policies. ; Governance issues Support proposals that promote or propose the deepening of a sustainable governance culture, strengthening director performance, competence and independence, enhancing gender diversity in the board of directors, implementing a nomination system for director election, and ensuring a reasonable dividend payout. • If the management of the investee company involves in unsound business practices that could harm the rights and interests of the company or shareholders, or if there are significant concerns regarding the violations of environmental (including significant climate-related issues, major environmental pollution from investment/expansion, and permanent impacts on the overall natural environment and ecosystem), social (including illegal employment of child labor, forced labor, major occupational accidents), and corporate governance aspects of sustainable business, it shall be evaluated to abstain or vote against such proposals.
Policy for third-party managed assets	• Bank SinoPac, SinoPac Securities and SinoPac SITC's "Stewardship Policy" specifies that if an external professional service provider is commissioned to carry out a portion of stewardship activities, SinoPac Holdings' subsidiaries will ensure the service provider follows its instructions through communication, an agreement, or supervision, to protect shareholders' rights and interests. The service provider will be disclosed in accordance with regulations and does not relieve SinoPac Holdings' subsidiaries from its responsibilities to shareholders. • Domestic securities investment trusts are required to sign a statement of compliance with the "Stewardship Principles for Institutional Investors." Offshore fund asset management institutions are required to comply with the Principles for Responsible Investment.
Engagement with other companies and shareholder activism	• Investment: Bank SinoPac, SinoPac Securities, SinoPac SITC and King's Town Bank engage with investee companies on ESG issues such as climate change, biodiversity, governance or social issues by attending shareholders' meetings or institutional investors' conferences or exercising voting rights and continue to advocate for and monitor sustainability initiatives and concrete carbon reduction actions, including progress in setting carbon reduction targets and the extent to which such targets are achieved. In addition, send the Sustainability Questionnaire on "Environment, Social and Corporate Governance (ESG)" Issues of SinoPac Holdings and subsidiaries to investee companies to focus on their actual sustainability actions, such as the ESG issues that the company has included in its operational/business decision-making process, whether it has assessed its level of sustainability in accordance with the Taiwan Sustainable Taxonomy or classifications such as EU Taxonomy, its net zero and greenhouse gas disclosure status, and other important issues. • Lending: Bank SinoPac, and King's Town Bank reference the Taiwan Sustainable Taxonomy for credit businesses and advise enterprises to review the applicability of their economic activities and their alignment with the reference guidelines, and assist clients in formulating carbon reduction and transition plans. The Company engages clients in industries with high climate risks (including industries with high carbon emissions) and advises them to provide data on GHG emission intensity and low carbon transition strategies, and invest in sustainable economic activities.

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SinoPac Holdings

3.1.2 Responsible Investment

3.1.2.1 Responsible Investment Policy

SinoPac Holdings actively complied with the six principles of United Nations "Principles for Responsible Investment (PRI)" in 2019 and established the "Responsible Investment Management Guidelines " as the highest guiding principle for the group's investment and asset management business. SinoPac Holdings promotes thematic investments that support ESG development, including net-zero, sustainable development, enabling activities, and transition finance. Investment targets include, but are not limited to, renewable energy, circular economy, critical technologies, low-carbon or climate-focused startups, and other sustainable industries or economic activities, as well as investments in sustainable bonds or other sustainability-related financial products. In 2025, SinoPac Holdings revised its "Responsible Investment Management Guidelines" to strengthen its responsible investment strategies and enhance the evaluation and measurement framework for investment effectiveness. Subsidiaries are required to set specific and measurable targets based on their operational practices, such as the amount of investments in or underwriting of sustainable development–related assets, the scale of ESG funds, and the number of ESG engagement activities with investees. Relevant outcomes are continuously tracked to assess the effectiveness of responsible investment.

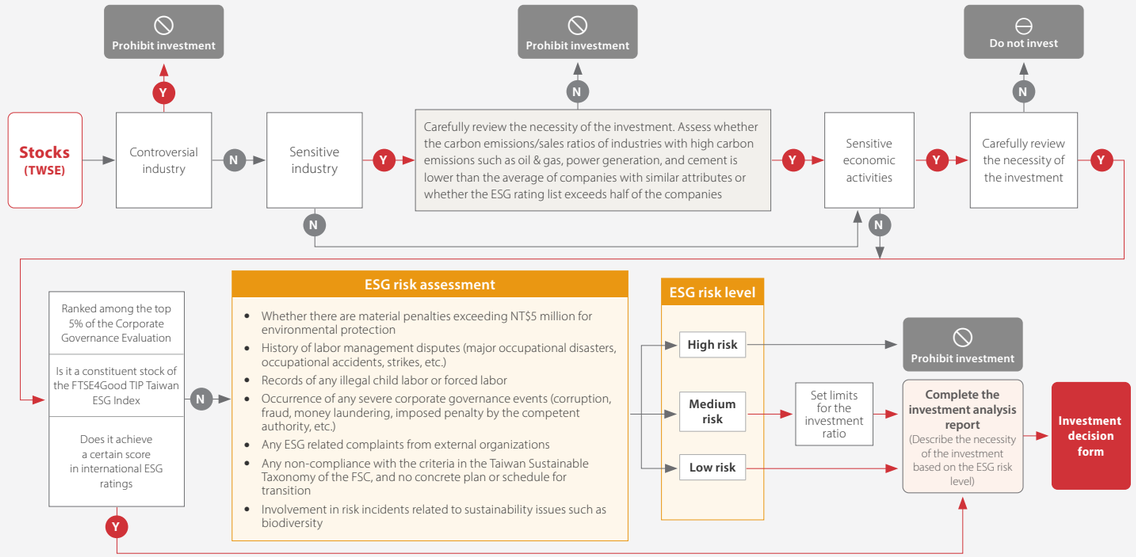
In accordance with SinoPac Holdings' Sustainable Finance Policy and Responsible Investment Management Guidelines, each subsidiary has established responsible investment guidelines or internal regulations, and has put in place a screening mechanism to prohibit investment in controversial industries and to prudently assess investments in sensitive industries/economic activities. Different ESG factors are incorporated at various stages of the investment process. Taking SinoPac SITC as an example, before investing, it screens and evaluates ESG risks based on different asset classes (e.g., Taiwan stocks, overseas stocks, and bond investments). By observing companies' ESG performance and ESG ratings from external professional institutions, it determines the risk level of the investment target and sets investment exposure limits. In investment processes involving proprietary funds, the ESG performance and carbon emission information of high carbon emissions industries are prudently assessed. Bank SinoPac evaluates whether the client has set SBTs or received validation and whether the client has disclosed data on carbon emissions, and Incorporate information on companies' Environment Ministry–approved voluntary emission reduction plans, voluntary reduction initiatives, and offset projects into investment evaluations. SinoPac Securities evaluates the total carbon emissions and the carbon emissions per unit of revenue in accordance with its industry assement guildelines, and prohibits investments in high carbon emission industries with total carbon emissions above the 80th percentile of the same industry and no signs of reduction in carbon emissions per unit of revenue each year.

Development of Responsible Investment by SinoPac Holdings

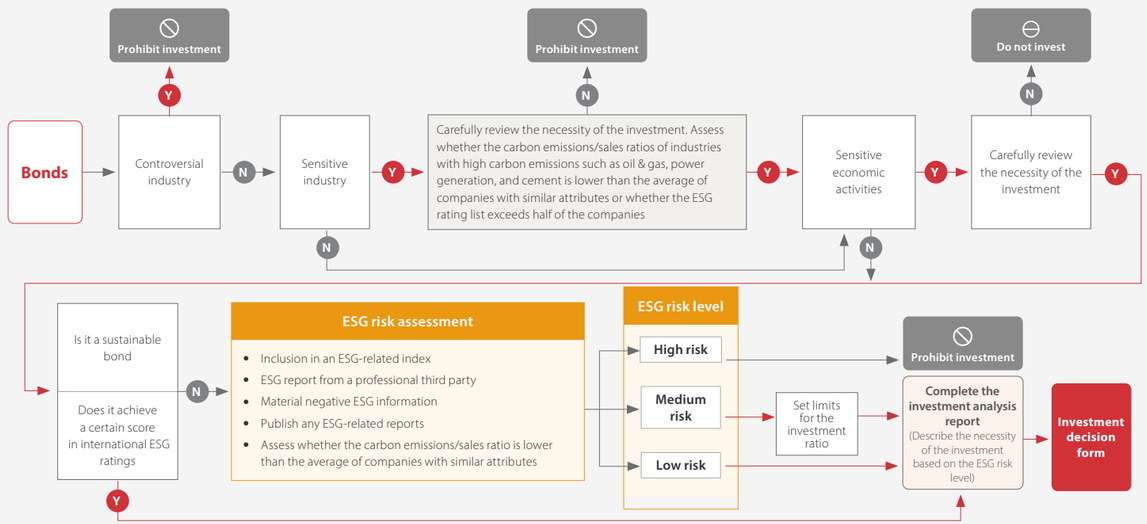
2018 to 2019	2020 to 2022	2023 to 2025
Stewardship and responsible investment	**Introduction of climate change issues**	**Accelerated decarbonization and enhanced ESG investment**
• Bank SinoPac, SinoPac Securities, and SinoPac SITC signed the "Stewardship Principles for Institutional Investors." • Established the "Responsible Investment Management Guidelines" according to the six principles of the UN Principles for Responsible Investment (PRI).	• Incorporated ESG factors into the investment evaluation process, and incorporated climate change-related issues into the voting policy based on the "Stewardship Policy." • Established industry guidelines for trial operations in industries with high carbon emissions.	• Cease (or ban) investments in thermal coal / unconventional oil & gas related projects. • Added industries with high climate risks as sensitive industries. • Incorporated biodiversity issues into the investment process and entities with any non-compliance with the criteria in the Taiwan Sustainable Taxonomy of the FSC and no concrete transition plan or schedule as part of the equity investment ESG risk screening assessment as an evaluation item. • SinoPac Holdings and its subsidiaries specified the ESG voting principles in the related guidelines/regulations for responsible investment management. • Revise the Responsible Investment Management Guidelines of the SinoPac's Holdings to strengthen responsible investment strategies and enhance the evaluation and measurement framework for investment effectiveness.

Note: The development context described above does not includes Amret and King's Town Bank.

SinoPac Holdings Responsible Investment Process (SinoPac SITC as an example) Stocks



SinoPac Holdings Responsible Investment Process (SinoPac SITC as an example) Bonds



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Asset Management Business

SinoPac Holdings' subsidiary SinoPac SITC operates the asset management businesses, which include active investments and passive investments. SinoPac SITC has no externally managed assets. SinoPac SITC established the "SinoPac SITC ESG Investment and Risk Management and Information Disclosure Policy" with reference to the United Nations' "Principles for Responsible Investment" as well as Taiwan Stock Exchange's "Stewardship Principles for Institutional Investors", "Sustainable Finance Policy" and the "Responsible Investment Management Guidelines" of SinoPac Holdings, and reference to the "Corporate Governance Best-Practice Principles for Securities Investment Trust Enterprises and Securities Investment Consulting Enterprises of Securities Investment Trust & Consulting Association of the R.O.C" has established the "ESG Investment and Risk Management and Information Disclosure Policy" as the guiding principle for promoting and implementing responsible investment and risk management.

When utilizing capital, SinoPac SITC incorporates ESG issues into the investment analysis and decision-making process, and supports thematic investments that promote ESG development. After investment, the risk management unit reviews the active ESG risk profile of active funds and discretionary account portfolios. It performs risk monitoring, tracking, and reporting based on ESG risk assessment results, performs monitoring on each business day, and provides risk control alerts on the following business day. It also tracks the implementation of response measures. It optimizes and adjusts passive investment accounts based on the approved product specifications. It provides a risk management report to the Risk Management Committee of SinoPac SITC each month.

Asset Management Business ESG Investment Management Policy (SinoPac SITC)

Exclusions

- Prohibit investments in controversial industries such as pornography and controversial arms.
- Cease investments in thermal coal and unconventional oil & gas related projects.
- Implement evaluations based on the stock and bond ESG risk assessment checklist. Investments are prohibited if they are assessed as high ESG risk.

Sector specific guidelines

- Require business units to carefully evaluate and explain the necessity of investments in sensitive industries (including industries with high climate risks) such as oil & gas, power generation industry, metal and mining, chemical materials manufacturing industry, agriculture, forestry, fishery, and animal husbandry, traditional manufacturing - manufacturing of automobiles and motorcycles, and metal and manufactures thereof.
- For industries with high carbon emissions such as oil & gas, power generation industry, and cement industry, review whether the company's shares are held by funds that meet the criteria of Article 9 of SFDR, or whether its carbon emissions/sales ratio is lower than the average of companies with similar attributes. Only those that meet related conditions may receive investments.

Asset class specific guidelines

Sets risk classification mechanisms for investments in domestic stocks, overseas stocks, and bonds.

- Stocks: Evaluation based on E, S, G, and external incidents.
- Bonds: Evaluation based on whether it is a constituent of ESG index bonds, ESG information from third-party institutions, and public information.

Incorporation of ESG factors into the investment process

Classify stocks based on the ESG risk assessment checklist when organizing investment and asset management business capital utilization. Incorporate ESG issues into the investment analysis and decision-making process. For instance, the investment analysis report for active funds and discretionary account portfolios must specify whether the companies are part of controversial or sensitive industries (including industries with high climate risks) or engage in sensitive economic activities. For passive investment accounts with related ESG indicators, implement suitable increase or decrease in positions based on ESG rating mechanisms.

ESG risk assessment factors

Environmental factors	Social factors	Governance factors
• Incorporate high climate risks and climate change (carbon emissions) issues into evaluation. Implement careful evaluations and explain the necessity of investments in the industry or company. If the target is part of an industry with high carbon emissions, review whether the company's shares are held by funds that meet the criteria of Article 9 of SFDR, or whether its carbon emissions/sales ratio is lower than the average of companies with similar attributes. • Incorporate the "Taiwan Sustainable Taxonomy" of the FSC into consideration (e.g., activities with substantial contributions to climate change mitigation). • Biodiversity sustainability issues (including conservation of species and habitat maintenance). • Environmental-related penalties or disciplinary actions.	• Major occupational disasters, occupational accidents. • Protests and strikes by stakeholders. • Illegal child labor, forced labor.	• Legal representative implicated in dereliction of duties, corruption, fraud, or breach of trust and indicted. • Major incidents such as fraud, non-arm's length transactions, or tunneling of assets. • Major incidents such as illegal political donations or money laundering. • Ordered to suspend operations by the competent authority.

Outcome identification and measurement

- In 2025, SinoPac SITC's list of domestic stocks eligible for investment with a total of 479 companies, included 381 companies (79.54%) which met at least a certain rating from any of the top three ESG rating institutions (S&P Global ESG Score, Sustainalytics, and MSCI ESG). SinoPac SITC has already invested 290 companies, among them, 275 companies met the aforementioned ESG criteria, accounting for 94.83%, demonstrating that ESG ratings have become an important reference in investment decision-making.
- By the end of 2025, 72.41% of the investment targets of SinoPac SITC active funds for Taiwan stocks were listed in the top 35% of the "Corporate Governance Evaluation" conducted by the Taiwan Stock Exchange Corporation. In terms of the transaction counterparties in the year, the ratio was 70.03%, which demonstrated its commitment and level of investment in companies with superior corporate governance results.
- SinoPac SITC has set evaluation indicators for sustainability investment in 5 ESG funds. All underlying assets of the investments met the sustainability investment objectives of the fund as of the end of 2025. It also disclosed the prospectus of the fund and regularly discloses ESG information.
- SinoPac SITC has set a target of NT$17.2 billion for its total ESG-related funds by the end of 2025. As of 2025, the fund reached NT$13.504 billion, achieving 78.51% of its goal, continuously monitoring market trends and enhance marketing collaborations on an ongoing basis to promote continued outreach.

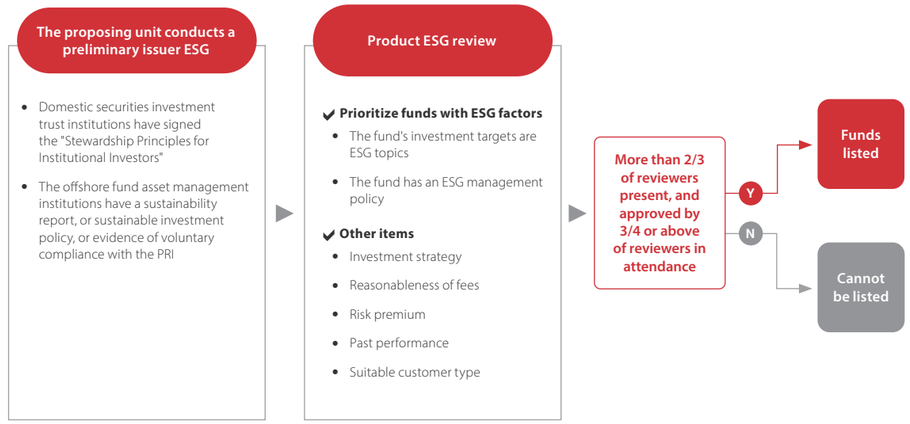
Incorporating ESG Factors into the Wealth Management Product Review Process

Bank SinoPac and SinoPac Securities' wealth management product review process includes ESG principles in the evaluation items for product issuers and incorporates ESG factors into the product review process. After comprehensively evaluating other items, the Company prioritizes products with ESG-related investment concepts or with relatively positive impact, to fully implement the spirit of responsible investment and stewardship.

All the domestic securities investment trust companies that offer funds of Bank SinoPac and SinoPac Securities, respectively, have signed the statement of compliance with the "Stewardship Principles for Institutional Investors" in 2025. Furthermore, all of the offshore fund asset management institutions that are working with are following the Principles for Responsible Investment (PRI).

SinoPac SITC conducts annual evaluations of the ESG investment strategy, screening standards, ESG screening standards of constituent stocks of performance indicators, and analysis of variance. For new ESG-themed funds, universally recognized ESG taxonomy and disclosure standards will be adopted to evaluate and set sustainable investment goals for the funds. Please refer to 3.2.3.2 Sustainable Investment Products for details.

Bank SinoPac and SinoPac Securities Wealth Management Product Review Process (fund as an example)



Note: King's Town Bank has established a product review committee, and the listing of funds is conducted in accordance with its existing product review process. At present, no mechanism has been established to prioritize the selection of ESG-focused funds. A total of 21 domestic securities investment trust companies partnering with the Bank have signed statements of compliance with the "Stewardship Principles for Institutional Investors".

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3.1.2.2 Stewardship

Bank SinoPac, SinoPac Securities, and SinoPac SITC have signed the "Stewardship Principles for Institutional Investors," and established "Stewardship Policy." They enhance the value of their investments by monitoring the operating conditions of the investee companies and carrying out stewardship actions.



Note: King's Town Bank has established and signed up to the "Stewardship Principles for Institutional Investors". The 2025 Stewardship Report is scheduled to be published in September 2026.

Post-investment Stewardship Process

For post-investment management, SinoPac Holdings and its subsidiaries complies with the voting principle of the "Responsible Investment Management Guidelines" and the voting policy under the "Stewardship Policy" and opposes any resolutions that violates major climate and social related issues or related resolutions when corporate governance incidents have occurred in principle. The Company regularly engages investees to determine potential ESG-related issues that they may face and examine their ESG-related performance.

Aspect of assessment	Post-investment stewardship	
	Voting	Regular review
Financial	• Opposes in principle or abstains from voting in cases where the investee company's management has improper and unsound operations, which may potentially harm the company's or shareholders' rights and interests.	• Analyze the investee company's current business results, including financial structure, solvency, operational ability, and profitability, and track major news events.
Non-financial	• Oppose or abstain in principle: Proposals that violate significant climate-relevant issues (such as investments that substantially pollute the environment, the expansion of highly polluting production lines, and issues causing irreversible and permanent impacts on the overall natural environment and ecosystem). • Abstain from voting or oppose: If the investee company is imposed fines by the competent authority for material violations of ESG -related sustainable operations, including environmental, social, and corporate governance matters. • For proposals of directors' election in which the corporate governances' disputes occurred, they will be abstained from voting.	• Examine the ESG rating of existing positions each year. Where an investee fails to meet any evaluation standard or does not have any rating, fill out the "ESG risk assessment checklist." If the investee is assessed as high-risk, the Company is required to dispose of all shares held within a specific period; if it is assessed as medium-risk, the Company shall set a limit on the percentage of investment; if it is assessed as low-risk, carefully review the necessity of the investment. • Track ESG evaluation results, records of fines imposed for ESG violations, track important ESG issues, and urge greater importance to be attached to ESG issues.

Stewardship Policy (SinoPac SITC as an example)

SinoPac Securities Investment Trust Company Stewardship Policy

Policy elements	Engagement		Voting	
Asset under management (AUM)	Active investment 100%	Passive investment 100%	Active investment 100%	Passive investment 100%

Engagement policy summary (SinoPac SITC as an example)

When an investee potentially commits a serious violation of the Corporate Governance Best-Practice Principles or is likely to harm the long-term value of the clients, beneficiaries, and shareholders of SinoPac SITC, SinoPac SITC shall inquire about the response measures taken by the management of the investee whenever necessary. SinoPac SITC will also prioritize major environmental (e.g., climate, biodiversity, and pollution of water and marine resources), governance, and social issues of high impact or concern.

Stewardship objectives	When SinoPac SITC engages in securities investment trust businesses, discretionary investment businesses, and other related businesses approved by the competent authorities, it shall, based on its role as an institutional investor, help fund providers raise funds to achieve its investment objectives based on its role in the investment chain and the nature of business. As the funds under its management have a significant impact on the market and investees, SinoPac SITC shall, when making investments or performing its duties as a trustee, continuously monitor the business operations of the investees to protect the long-term interests of the fund providers (including clients, beneficiaries, and shareholders). It also participates in the corporate governance of investees by attending shareholders' meetings, exercising voting rights, and appropriately engaging in dialogue and interaction with the management of the investees. SinoPac SITC has signed a statement of compliance with the "Stewardship Principles for Institutional Investors" and aims to enhance the value of investment with stewardship actions. It takes ESG issues into consideration (e.g., environmental protection, social responsibility and labor rights, and corporate governance) with the goal of enhancing the long-term interests of clients, beneficiaries, and shareholders.
Engagement guidelines for climate change	SinoPac SITC will give priority for engagement with the investee company that is subject of sensitive industries (i.e., high climate risk industries) and has been subject to sanctions (suspension/closure/ordered to cease operations) due to climate change factors in the past 12 months by regulator.
Engagement guidelines for biodiversity	SinoPac SITC will give priority for engagement with the investee company involved in biodiversity sustainable management issues such as biodiversity (including species conservation and habitat conservation) in the past 12 months resulting in relevant risks.
Engagement guidelines for governance issues	SinoPac SITC will give priority for engagement with the investee company occurred major corporate governance events: the person in charge violated the law (such as dereliction of duties, corruption, fraud, embezzlement, breach of trust, etc. and prosecution); internal control frauds, irregular transactions and hollowing out assets, illegal political donations, money laundering; Investee company was punished by regulator until suspension from work and business in the past 12 months.
Engagement guidelines for social issues	SinoPac SITC will give priority for engagement with the investee companies that experienced illegal employment of child labor, forced labor, major occupational disasters, protests by interested parties, strikes, etc. in the past 12 months.
Prioritization approach for engagement targets and engagement topics	SinoPac SITC determines the priority engagement targets based on the following factors: 1. Company geographical location/market: Prioritize the Taiwan market which accounts for the highest proportion of investment positions. 2. Risk exposure: Where the fund holding period is more than one year and accounts for more than 0.5% of the company's outstanding shares.
Position on collaboration on stewardship	If investee companies are likely to violate corporate governance principles in a serious manner or harm the long-term value of the company's clients, beneficiaries and shareholders on certain issues, SinoPac SITC will inquire the management of the investee companies about the progress of handling from time to time and may seek to express the demands with other investors.
Escalation strategy if engagement is unsuccessful	If the engagement counterparty fails to respond proactively to the inquiries or demands, fails to propose an improvement plan, or fails to complete the improvement actions as scheduled, SinoPac SITC will, depending on the situation, vote against the relevant proposals or abstain from voting at the shareholders' meeting, cooperate with other investors to raise proposals of shareholder meeting or request jointly, reduce some or sell out all holdings, or help promote positive improvements to the engagement party by other means.

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Voting policy summary (SinoPac SITC as an example)

Definitions of criteria for related ESG resolutions	SinoPac SITC votes in support or in opposition to or abstains from voting on proposals proposed by the shareholders' meetings of investee companies based on whether the proposals have positive impact or significant harm on ESG. • ESG positive impact: Proposals proposed by investee companies to achieve positive goals of environmental, social, governance or sustainable operations (e.g., strengthen corporate governance, climate change transition actions, greenhouse gas reduction, remuneration policies, employee care, etc.) • Significant ESG harm: The investee company has had corporate governance disputes or the content of the proposal obviously violates significant climate-relevant issues or significant social-relevant matters (e.g., unsound operations by the management that damage the rights and interests of the company or shareholders, investments that substantially pollute the environment, forced labor, or major occupational disasters, etc.)
Decision-making process for supporting shareholder resolutions	SinoPac SITC conducts evaluations and analyses with the manager and researchers responsible for related industries before exercising voting rights. They record the decision-making procedures and results of the exercise in writing. Whenever necessary, they may communicate with the management of a public listed company before the shareholders' meeting. Once the stocks hold for more than one year and holding position more than 1% of the investee's outstanding shares, the fund manager or the research team should communicate with the management team or operation members of the company before the shareholders' meeting and hold the research meetings to evaluate how to exercise voting rights.
Voting guidelines on environmental factors	Support in principle: (1) climate transition proposals with reasonable integrity and (2) plans to reduce greenhouse gas emissions from operations and the supply chain. Oppose in principle: Proposals that violate significant climate-relevant issues (such as investments that substantially pollute the environment, the expansion of highly polluting production lines, issues causing irreversible and permanent impacts on the overall natural environment and ecosystem). If the investee commits a serious violation of environmental protection and is penalized by the competent authority, SinoPac SITC will evaluate whether to abstain from voting or vote against such proposals.
Voting guidelines on social factors	Support in principle: (1) Issuance of employee stock options certificates below market price, (2) Treasury stocks transferred to employees with lower than the actual average repurchased price, and (3) Proposals on taking reasonable care of employees and fulfilling corporate social responsibilities. Oppose in principle: Those violating significant social-relevant matters (such as use of illegal child labor or forced labor, major occupational disasters, occupational accidents, strikes, or protests by stakeholders) and is penalized by the competent authority, SinoPac SITC will evaluate whether to abstain from voting or vote against such resolutions.
Voting guidelines on governance factors	Support in principle: Proposals and corporate financial reports by investee companies ranked among top 5% in the annual Corporate Governance Evaluation, including support for: (1) Proposals for payment of dividends at a reasonable rate, capital increase, capital reduction to make up for losses, or refund of shares, (2) Elections of the Board of directors by nomination system, and (3) Establishment of an audit committee to replace supervisors. For proposals of directors' election in which the corporate governance disputes occurred or the company's management has unsound operations and likely to damage the rights and interests of the company or shareholders, SinoPac SITC will abstain for voting or vote against such resolutions.
Requirements that external service provider voting recommendations are consistent with internal voting guidelines	If SinoPac SITC entrusts other professional service institutions (such as equity research agencies or custodian banks) to perform some stewardship activities (such as providing voting suggestion or proxy votes), it will ensure the entrusted service institutions comply with requirements and protect the rights and interests of clients and beneficiaries through communication, agreement or supervision.
Percentage of ESG resolutions supported in the last year	See table below

Category	Quantity	Percentage of support
(E) Environmental resolutions	0	-
(S) Social resolutions (e.g., employee compensation)	32	100%
(G) Governance resolutions (e.g., Directors and Supervisors and amendment of policies and regulations)	1,847	100%
ESG resolutions	1,879	100%

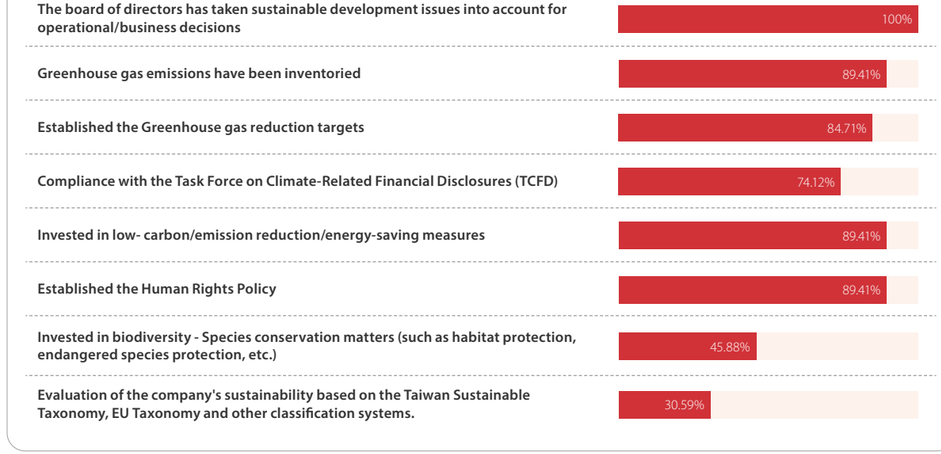
Note: No Environmental resolutions in 2025.

Subsidiaries of SinoPac Holdings monitor the operations of investees by attending shareholders' meetings, exercising voting rights, and engaging senior executives. The companies disclose the Stewardship Report each year and use e-mails, telephone interviews, distribution of questionnaires, or in-person visits to pay attention to related ESG opportunities and risks of investees such as the just transition, specific measures and commitments for energy conservation and carbon emissions reduction, and sustainable development plans and disclosures for ESG. If an investee company is penalized for violating ESG-related regulations and fails to implement effective improvements, SinoPac Holdings shall gradually reduce or dispose of investment in the company.

SinoPac Holdings and subsidiaries have continued to send questionnaires on climate change issues to investee companies since 2020. In 2025, the "Sustainability Questionnaire on Environment, Social and Corporate Governance (ESG) of SinoPac Holdings and Subsidiaries" was updated in response to domestic and international sustainability trends, the latest sustainability assessments, and relevant guidance issued by regulatory authorities. The environmental, social, and governance–related questions were refined on a rolling basis to better align with corporate practices and market developments. This approach enables the Group to better understand the current status and needs of investee companies' sustainability governance, thereby strengthening the promotion of sustainable finance and enhancing professional insights into responsible investment.

In 2025, SinoPac Holdings distributed survey questionnaires through its subsidiaries that have signed and committed to compliance with the Stewardship Principles for Institutional Investors, the questionnaires were sent to 194 companies, and 85 responses were received with a response rate of 43.81%.

Summary of the Questionnaire Results on Investee Companies' Responses to (ESG) Sustainability Issues in 2025



Engagement with investees

Method	Bank SinoPac	King's Town Bank (Note 2)	SinoPac Securities	SinoPac SITC	Total (number of times)
Onsite visits / Phone calls / Email and other forms of communication (Note 1)	13	-	6	276	295
Attendance in shareholders' meetings	30	-	1,371	151	1,552
Participation in institutional investors' conferences	74	-	115	185	374
Sending questionnaires on sustainability issues	46	20	28	100	194

Note 1: Bank SinoPac and SinoPac Securities have targeted their investees of long-term proprietary investments as the main targets of engagement on ESG issues. Bank SinoPac focuses its engagement efforts on carbon emissions management, occupational safety incident response, and gender equality. The Bank actively promotes carbon inventories and carbon reduction measures, enhances occupational safety emergency response procedures, and advances diversity and inclusion to strengthen corporate sustainability and safety governance. Meanwhile, SinoPac Securities engages with investee companies on ESG issues through on-site visits, email communications, and participation in shareholders' meetings and investor conferences. Engagement topics include the setting and implementation of net-zero targets, the identification and management of climate change–related risks and opportunities, the use of renewable energy, and the adoption of circular materials in packaging. SinoPac Securities Investment Service also participates in joint institutional investor engagement meetings organized by SinoPac Inv. Service, focusing on issues such as greenhouse gas emissions reduction, human rights, and sustainable economic activities. The asset management business of SinoPac SITC engaged investees to enhance communication and discuss their ESG policies and implementation status.

Note 2: In 2025, King's Town Bank only recorded the number of sustainability survey questionnaires distributed; no data is available for other engagement activities with investee companies.

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SinoPac SITC Engagement Outcome Example

Engagement targets

Elite Material Co., Ltd.

(joint engagement by SinoPac SITC, Bank SinoPac, and other investment trust enterprises)

Engagement objective

SinoPac SITC focuses on implementation by Elite Material Co., Ltd. (EMC) of ESG issues such as energy conservation, carbon reduction, renewable energy, environmental protection, and corporate governance, and continuously follows up on the EMC's progress on halogen-free products and the Sustainable Development Goals (SDGs). SinoPac SITC aims to exchange ideas with the company and encourage it to continuously advance toward the goals disclosed in its sustainability report, enhance its information disclosure, and increase the effectiveness of its sustainability management.

Engagement process

During the 2025 joint engagement, fund managers from SinoPac SITC engaged in an in-depth exchange with EMC regarding ESG issues and the progress of its halogen-free products.

EMC explained that it adopted 2023 as the baseline year for its carbon reduction targets and aimed for a 30% reduction by 2030. Since the Malaysia plant did not commence production until 2025, it has not been included in the scope of carbon reduction targets. In terms of renewable energy, EMC has planned the installation of rooftop solar PV systems for self-use for its plants in Taiwan and plans to apply for Taiwan Renewable Energy Certificates (T-RECs). In terms of environmental protection, waste storage and disposal procedures are managed in accordance with the company's ESH Risk Change Management Procedures, and applications for changes are processed according to law. EMC's halogen-free products currently account for approximately 90% of its revenue, making it the global leader in eco-friendly halogen-free copper clad laminates (CCL) with a market share of over 30%. Due to the rising demand for AI servers and high-speed computing, the share of shipments of high-end materials and halogen-free eco-friendly materials are expected to continuously increase. In terms of corporate governance, the Corporate Sustainability Development Committee has been elevated to a functional committee that directly reports to the Board of Directors, and meetings are convened at least once a year.

Engagement outcome

Overall, EMC has provided detailed explanations regarding its strategies for sustainability and demonstrated its commitment to continuous improvement. EMC has provided a clear explanation of its sustainable operations, green manufacturing processes, and governance framework. As the company had previously committed violations of the Waste Disposal Act on several occasions, SinoPac SITC will continue to monitor the company for violations. SinoPac SITC will also continuously conduct engagement and tracking in accordance with ESG principles and use the results as the basis for future assessments and investment evaluations. After the assessment, SinoPac SITC maintained the stock within its investment portfolio.

3.1.2.3 Responsible Investment Results

SinoPac Holdings has paid close attention to responsible investment and stewardship, enhanced the ESG investment procedures, established sustainable strategic investment positions, and engaged with investees. The Company also focus on sustainable investment, target screening, and impact and benefit analysis on all levels to become a benchmark for sustainability in the finance industry.

2025 Awards and Honors

Bank SinoPac

- ★《The 5th Taiwan Sustainable Investment Awards (TWSIA)》"Case Influence - Sustainable Bond - Silver Award"
- ★《Taiwan Stock Exchange Corporation》"institutional investor stewardship disclosure"

SinoPac Securities

- ★《The 5th Taiwan Sustainable Investment Awards (TWSIA)》"Institutional Influence - Securities Group - Model Award," "Exemplary Case Impact - Corporate Engagement - Silver Award," "Exemplary Case Impact - Shareholder Activism - Bronze Award"
- ★《Taiwan Stock Exchange Corporation》Included in the Taiwan Stock Exchange Corporation's annual "List of companies with better institutional investor stewardship disclosure" for five consecutive years.

SinoPac SITC

- ★《The 5th Taiwan Sustainable Investment Awards (TWSIA)》"Institutional Leadership Award Categories-Investment Group-Role Model," "Exemplary Case Impact Recognition Categories-Corporate Engagement Award-Bronze Award"
- ★《Taiwan Stock Exchange Corporation》Included in the Taiwan Stock Exchange Corporation's annual "List of companies with better institutional investor stewardship disclosure"
- ★《China Times》2025 FINANCIAL SERVICES AWARDS "Sustainability Award"

Results of SinoPac Holdings' Own Assets ESG investments in 2025

The subsidiary banks of SinoPac Holdings

Bank SinoPac invests in green bonds to assist green industries in obtaining capital. In 2025, the Company added investments in the green bonds of ABN AMRO Bank N.V. and Macquarie Bank Ltd. The total balance of green bond investments reached NT$12.688 billion in 2025.

In 2025, it added new sustainability bonds for the Asian Development Bank and Korea Expressway Corp. In the case of the Asian Development Bank, the funds were primarily utilized for poverty reduction, education, healthcare infrastructure, water sanitation, SME financing, and disaster resilience. The total investment balance of sustainability bonds, social bonds, and sustainability-linked bonds reached NT$12.588 billion in 2025.

In addition, Bank SinoPac (China) cumulatively invested in 5 tranches of green bonds, with the investment balance equivalent to approximately NT$1.8 billion to support enterprises in the development of green projects.

Results of Incorporating ESG Policies into Investment Decisions of Bank SinoPac (Including Overseas Operations)

Balance of bond investments	2023	2024	2025
(100 million; US$)	32.25	41.56	45.31

Sustainability-related bonds of Bank SinoPac (Including Overseas Operations)

	2023	2024	2025
Balance of green bond investments (100 million; NT$)	98.07	117.61	126.88
Balance of sustainability bonds /social bonds/ sustainability-linked bonds (100 million; NT$)	98.43	133.03	125.88

King's Town Bank implements responsible investment and continues to enhance the allocation of ESG-related investment assets within its proprietary assets. In 2025, it added investments in green bonds issued by the International Bank for Reconstruction and Development (IBRD), the Asian Development Bank (ADB), and the Government of Chile. In the case of the IBRD green bonds, the funds were exclusively utilized to finance projects in support of developing countries in transitioning to a low-carbon economy, such as installation of renewable energy equipment and energy efficiency improvements. The green bonds issued by the Government of Chile focused on clean transportation (such as the expansion of the Santiago Metro) and water resource management to address the challenges of climate change.

The investment balance of sustainability-related bonds reached NT$3.224 billion in 2025.

SinoPac Securities

SinoPac Securities utilized its own assets to invest in equity and has invested in 8 companies that comply with the spirit of ESG and disclose information on ESG, including Uni-President, Hon Hai, and Taiwan Mobile.

SinoPac Securities and its subsidiaries invested in green bonds , with an investment balance of NT$1.035 billion in 2025. For instance, the green bonds of the Far Eastern New Century were utilized to promote the low-carbon transition and sustainable development of the Group and its subsidiaries, focusing on process and equipment upgrades, energy management optimization, as well as the construction of circular economy and resource recycling facilities. It also invested in sustainability bonds and sustainability-linked bonds with a total balance of NT$713 million.

SinoPac Securities Venture Capital has invested in 11 companies that specialize in pollution prevention, energy development and management, and solar energy. The balance of investments in green industries totaled NT$190 million in 2025.

Individual stocks that comply with the spirit of ESG

Investments amount (100 million; NT$)	2023	2024	2025
	40.94	6.09	6.41

Green bonds

Investments amount (100 million; NT$)	2023	2024	2025
	4.62	2.52	10.35

Note: The figures for 2025 include SinoPac Securities (Asia) and SinoPac Capital (Asia).

SinoPac Venture Capital

SinoPac Venture Capital completed 4 green investment projects in 2025. The target companies' primary business scopes covered industrial water treatment, steel structures and waste treatment, solar power plant system integration engineering, as well as energy storage battery/EV charging station inspections. In 2025, it obtained the second-phase investment quota for the Ministry of Environment's "Implementation Plan to Enhance Investments in Green Growth and Net-Zero Industries". It will co-invest in green growth and net-zero industries with the Ministry of Environment to contribute to the national 2050 net-zero transition goal. It will also implement regional balance to achieve the three balanced development objectives including increasing employment, raising wages, and bringing prosperity to local areas.

In addition, SinoPac Venture Capital continued to invest in the development of the cultural and creative industries and other related businesses. It supports the construction of a comprehensive environment for industrial development, cultivation of domestic cultural and creative industries, and their advancement.

Green eco-friendly industries

Investments amount (100 million; NT$)	2023	2024	2025
	5.50	4.48	4.48

Cultural and creative industries

Investments amount (100 million; NT$)	2023	2024	2025
	0.68	0.58	0.57

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3.1.3 Responsible Lending

Development of Responsible Lending by SinoPac Holdings (Bank SinoPac)

2014 to 2019

Gradual adoption of responsible lending standards

- The spirit of the Equator Principles is incorporated in corporate loan guideline and procedures.
- All loans are screened for ESG risk factors, and ineligible subjects and the limit on loans are specified in guideline and procedures.
- Established the "Responsible Lending Management Guidelines" and exclusion policy to avoid lending to controversial industries.
- Monitored the risks and opportunities brought by climate change to clients and their response strategies.

2020 to 2022

Implementation of the Equator Principles

- Signed the Equator Principles in February 2020.
- Established the "Environmental and Social Risk Team" to facilitate the risk assessment and review of Equator Principles cases and submitted the report for the first year after the adoption of the Equator Principles. The disclosure included the EP introduction process mechanisms, training programs, and disclosure of relevant information.

2023 to 2025

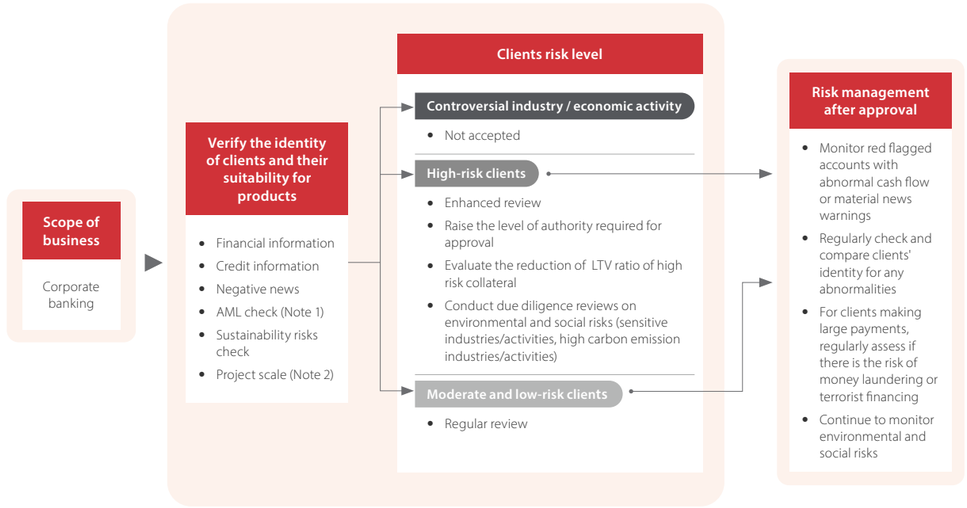
Enhancing responsible lending

- Enhancement of the "Responsible Lending Management Guidelines"
  - Included agriculture, forestry, fishing, animal husbandry, tobacco, tropical rainforest logging, and driftnet manufacturing/fishing in the scope of sensitive industries/economic activities, and incorporated biodiversity loss issues that are highly associated with climate change and natural capital into credit review and assessment.
  - Clearly specified the decarbonization scope and transition actions, and prohibit engagement with the list of "controversial industries/enterprises/economic activities." The Bank gradually exited financing businesses that are classified as stranded assets and lack transition actions.
  - Formulated green loans recognition principles and social loans recognition principles, and incorporated them into the Bank's regular self-auditing items, with verification conducted by a third party from the Head Office to enhance sustainable information management and prevent greenwashing.
  - Facilitated an orderly transition of industries, aligned with the latest "Taiwan Sustainable Taxonomy," assisted clients in formulating carbon-reduction transition plans, and recommended investments in transition lending.
- Continuously optimized the internal application of ESG information, as a reference for credit decision-making.

3.1.3.1 Corporate Banking Lending

KYC and CDD Processes for Corporate Lending

SinoPac Holdings incorporated ESG factors into its Know Your Customer (KYC) and Customer Due Diligence (CDD) procedures, and implements classified management of corporate banking clients, carrying out reviews and management operations by risk level.



Note 1: Please see 2.2.2.3 Customer Due Diligence for details.

Note 2: For project finance cases of Bank SinoPac and King's Town Bank reaching NT$300 million or more (or equivalent in foreign currency totaling US$10 million or more), or project-related corporate loans, bridge loans, project-related refinancing, and project-related acquisition financing cases that meet certain conditions and amounts, as well as project finance financial advisory services, risk classification must be conducted in accordance with the Equator Principles.

Note 3: Bank SinoPac's corporate banking credit extension and lending process introduced the "ESG Disclosure Assessment," which applies to all cases (without restrictions on amount and fund usage), including project finance under US$10 million. The assessment form corresponds to IFC Performance Standards PS1–PS8 and complies with the climate change requirements of the Equator Principles.

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Bank SinoPac and King's Town Bank formulated management guidelines related to responsible lending, while Bank SinoPac (China) formulated working guidelines for green credit lending. When conducting corporate banking lending operations, they assessed the environmental, social, and governance performance of borrowing clients on a case-by-case basis, incorporated ESG factors in the credit extension procedures, and provide sustainable products such as green credits, social responsibility credits, and sustainability-linked loans for positive financing.

Both Bank SinoPac and King's Town Bank implement KYC and CDD mechanisms for corporate banking lending cases. When establishing business relationships with borrowers, the business units explain SinoPac's ESG philosophy to clients and establish active engagement. During the credit extension and lending process, they established ESG checklists and assessments to conduct ESG risk assessment verifications and due diligence on requirements for clients. They established the exclusion list of controversial industries with high ESG risks (e.g., pornography, controversial arms). For sensitive industries/enterprises/economic activities such as gambling, food safety concerns, harmful radioactive materials, genetic engineering non-medical or harmful to human development, non-bonded asbestos fiber and PCB manufacturing, oil and gas mining exploitation and wholesale, tobacco manufacturing related industries, tropical rainforest logging/driftnet manufacturing, fishing using driftnets, and high climate risk industries (including high carbon emission industries, etc.), they conduct due diligence and prudent assessments, and strengthened ESG risk analysis to serve as responses and strategies for credit reviews. If a client still fails to propose concrete response strategies (including avoidance, minimization, mitigation, and compensation) or relevant transition plans, they prudently evaluate whether to reduce or continue providing funds. For cases submitted to the Board Credit Committee and Credit and Investment Committee (i.e., the application reaches a certain amount and above), the Company disclosed the clients' ESG risk information and improvement action plans, providing the basis for the approval or rejection of cases.

ESG and climate change risks include the following factors:

1 **Environmental risks:** Risks involving the natural environment such as air, soil, and water pollution, waste treatment, biodiversity and ecosystem protection, energy management, and compliance with environmental regulations.

2 **Social risks:** Occupational safety and health, human rights issues, supplier management, community relations, etc.

3 **Governance risks:** Corporate governance, ethical corporate management, compliance, risk management, etc.

4 **Climate change risks:** Physical risks arising from impairment of assets and business interruption due to short-term climate anomalies and extreme climate events or long-term climate change. Transition risks arising from changes in policies, laws, technologies, and markets in response to low-carbon economic trends.

5 **Nature-related risks:** Physical risks refer to asset impairment and business interruption resulting from short-term degradation of the natural environment and the consequent long-term loss of ecosystem services. Transition risks arise from the failure to protect, restore, or reduce negative impacts on nature, as well as changes in the external environment. Systemic risks occur when a large-scale imbalance in natural capital or ecosystem services leads to shifts or collapse of the ecosystem and instability in the financial system.

In terms of post-lending management, the banks continuously track whether clients fulfill their responsibilities regarding environmental protection, corporate integrity management, and social responsibility through regular reviews or post-lending early warning mechanisms. If signs of ESG risks or abnormal fund flows are detected in credit clients, the banks actively reach out to learn about the situation, assist the clients in proposing improvement plans and mitigation measures, and take necessary responsive actions depending on the specific circumstances of each case. The Company has enhanced ESG risk reviews for large project financing and continues to monitor environmental and social risks after approval. For details on incorporating ESG factors into corporate banking lending, please refer to the official website of SinoPac Holdings.

SinoPac Holdings corporate banking lending ESG review in 2025

In 2025, Bank SinoPac and King's Town Bank rejected a total of 3 cases because the clients were involved in sensitive industries/economic activities. In addition, there were no clients in this category that received conditional approval after engagement.

Involves sensitive industries/economic activities (including thermal coal, unconventional oil and gas, and tobacco)

Conditionally approved after engagement		Rejected	
Number of cases	Balance as of December 31, 2025	Number of cases	Amount
0	0	3	NT$2.374 billion

In addition, Bank SinoPac and King's Town Bank established active engagements with clients to enhance clients' awareness of climate change and natural environment risks and to promote social objectives of sustainable development.

In terms of actions taken by Bank SinoPac, it encouraged clients to formulate transition plans and concrete action schemes to undergo carbon-reduction transition in an orderly manner. The concrete action plans are as follows:

- Bank SinoPac focuses on whether clients assess and respond appropriately to the risks and opportunities of climate change and natural capital, whether they understand the impact of climate change and loss of biodiversity (including conservation of species, habitat preservation, and environmental sustainability) on their financial performance, and whether they have taken response measures.
- Bank SinoPac engages with clients in industries with high climate risks (including industries with high carbon emissions) and advise them to provide data on GHG emission intensity and low carbon transition strategies, and invest in sustainable economic activities.
- Bank SinoPac implements the United Nations Sustainable Development Goals for social development and encourages clients to engage in socially responsible lending to resolve or mitigate specific social issues, or create positive impact for society.
- Bank SinoPac directs funds to sustainable economic activities and encourages clients refer to the "Taiwan Sustainable Taxonomy," and invests in transition lending:
  1. Clients are invited to complete the Corporate Self-Assessment Questionnaire for ESG Information (Note) to review the applicability and compliance of their economic activities with the referenced Taxonomy. If the level of sustainability has not yet reached "compliant," the Bank advises them to plan carbon-reduction transitions or investment plans.
  2. Assist clients in formulating carbon-reduction transition plans to gradually achieve the sustainable conditions set by Taxonomy. They may refer to the "Suggested Elements for Transition Plan" for their transition plans.
  3. When a client applies for transition lending funds, the Bank must review whether the use of funds is directly or indirectly related to the transition plan. If the borrower's loan funds are used for project plans approved by the Ministry of Environment (e.g., carbon reduction plans, voluntary emission reduction, and carbon offset project information), supporting documents such as proposal plans and approval documents must be provided. Reference should also be made to the project information disclosures on the Ministry of Environment's information platform, and relevant credit reviews must be conducted in accordance with the "Suggested Elements for Transition Plan" and the "Guidance on Transition Loan Review."

Note: In 2025, the number of responses to the Corporate Self-Assessment Questionnaire of ESG Information accounted for 20.13% of the total number of new and renewed corporate credit accounts.

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Sustainability-Linked Loans

Bank SinoPac received
《 The Asset 》the Triple A Sustainable Finance Awards 2025 "Best Sustainability-Linked Loan"

Bank SinoPac and King's Town Bank established the "Guidelines for Sustainability-Linked Loan Service" according to the five core aspects of the Sustainability-Linked Loan Principles (SLLP) established by the Loan Market Association (LMA), Asia Pacific Loan Market Association (APLMA), and Loan Syndications and Trading Association (LSTA), along with reference to the GRI Standards of the Global Reporting Initiative (GRI). They guided domestic public/non-public companies or overseas corporate clients to agree on sustainability performance targets across environmental (e.g., energy conservation, low-carbon emission reduction projects, or significant/substantial actions taken by enterprises to conserve marine and terrestrial ecosystems in alignment with the United Nations SDGs), social, and governance (ESG) dimensions. Bank SinoPac (China) also formulated the "Measures for the Administration of Sustainability-Linked Loans" to guide borrowers toward sustainable transitions and to promote borrowers' awareness of sustainability-related issues. They reviewed the appropriateness of the contents of the Guidelines based on actual business needs or regulatory changes to ensure that the indicators are relevant to the overall operations of the organization and reflect the core values and significant material impacts of the organization.

As of the end of 2025, SinoPac Holdings had cumulatively undertaken 172 sustainability-linked loans, with a loan balance of NT$42.331 billion. The main underwriting clients and contents of Bank SinoPac in 2025 were as follows:

Client	Contents	Performance items
AcBel Polytech Inc.	Signed a joint credit facility agreement with the funds used to replenish medium-term working capital. Supported its sustainability development with technological innovation and transition, focusing on advanced AI (artificial intelligence) and clean new energy applications.	1. Increase in renewable electricity consumption 2. Decrease in greenhouse gas emissions / waste intensity / water withdrawal intensity
King Yuan Electronics Co., Ltd.	Signed a joint credit facility agreement to support its production capacity expansion needs.	1. Increase in the proportion of renewable energy consumption 2. Decrease in greenhouse gas emission intensity / water withdrawal intensity 3. Attain a certain level of waste recycling and reuse

Project Finance

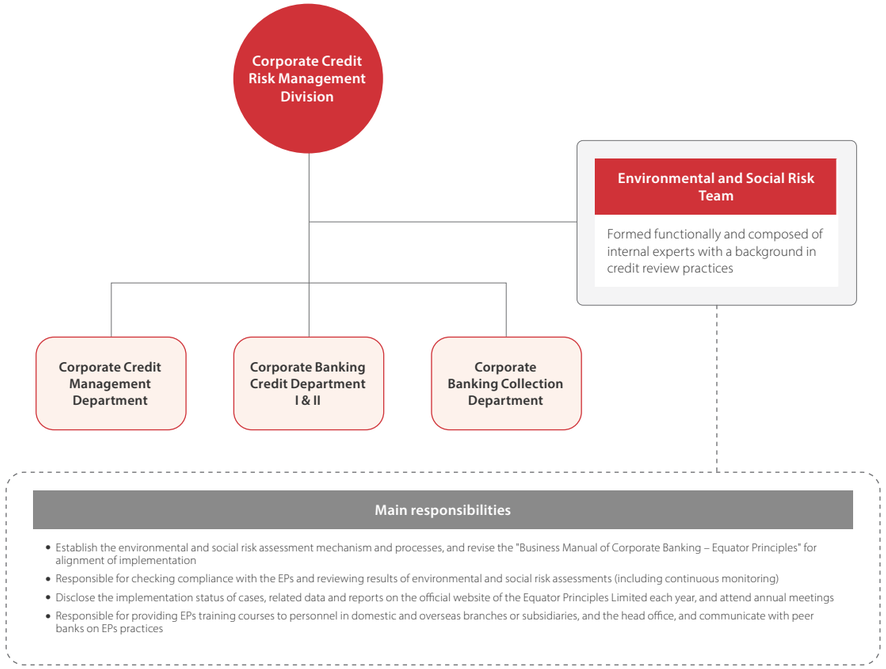
Bank SinoPac complies with EP4 and the eight Performance Standards (PS1-8) of International Finance Corporation (IFC), and includes climate change and biodiversity risks as necessary items for risk assessment. For high-risk cases, the team seeks assistance from a third-party external consultant according to the EPs. The Environmental and Social Risk team members have professional backgrounds in credit management. They have practical experience in the implementation of the Equator Principles case review process and have completed the EP4 course training. Bank SinoPac has also incorporated Equator Principles cases into the self-inspection items starting from December 2022 and a third party from head office regularly inspects the process of Equator Principles cases.

Bank SinoPac reviewed a total of 19 financing projects in line with the EPs in 2025. 11 cases have reached financial close, and the remaining are still ongoing.

Results of Project Finance Review

Overall number of project finances	19	Percentage of projects reviewed according to the EPs (%)	100
Number of projects that reached financial close	11	Number of projects rejected	1

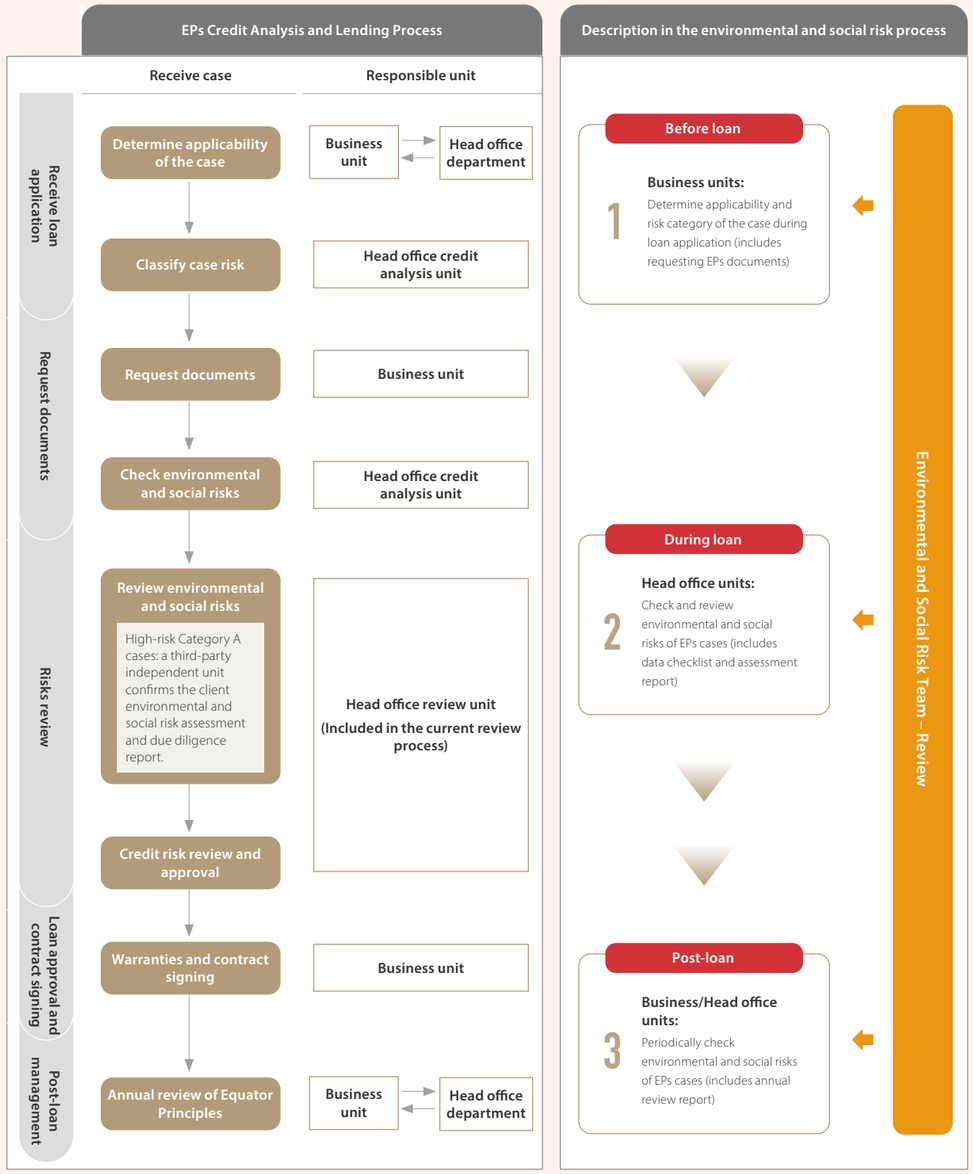
Organization and Duties of the Environmental and Social Risk Team (Bank SinoPac as an example)



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EPs Credit Analysis and Lending Process (Bank SinoPac)



Project finance cases reviewed in accordance with the Equator Principles (Case Study)

Project		Project A	Project B	Project C
Sector		Power	Power	Others
Description		Construction of a ground-mounted solar energy plant in Tainan	Construction of a ground-mounted / floating solar energy plant in Pingtung	Data Center in Australia
Potential environmental and social risks in the project	Environmental and social risk assessment and management	●	●	●
	Labor	●	●	●
	Resource efficiency and pollution prevention	●	●	●
	Community health/safety and public security	●	●	●
	Land expropriation and involuntary relocation			
	Cultural heritage			
	Climate change		●	●
	Management of biodiversity and natural resource sustainability	●		
Risk category		B	B	B
Region		Asia Pacific	Asia Pacific	Asia Pacific
Independent third-party experts review		AECOM	TUV	TBH
Review by independent third-party experts		Management plans for risk identification and assessment, tracking and review, grievance mechanisms, ecological maintenance, and mitigation measures have not yet been established.	Continue to track the establishment of the grievance mechanism for the project's stakeholders and the public disclosure of the ESIA (Environmental and Social Impact Assessment).	The project will protect the environment by reducing greenhouse gas emissions and water consumption.
Subsequent management measures		The Bank must track the impacts on labor safety, local residents, and the ecology during the project construction period.	As this project is located in a land subsidence area, attention should be paid to flooding after heavy rainfall and stakeholder engagement.	As this project is a power-consuming enterprise, the greenhouse gas emissions and the electricity sources used during the operation period must be tracked.

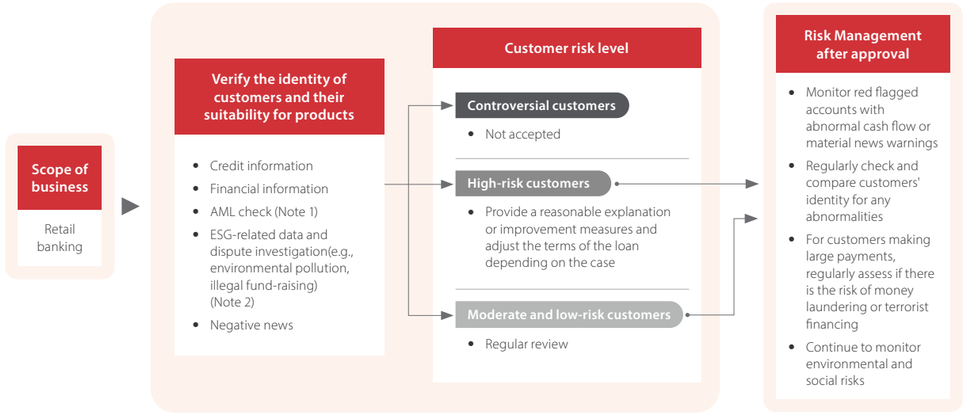
In addition, King's Town Bank signed the Equator Principles in December 2022, and promulgated the "KTB Equator Principles Financing Guidelines" in November 2023. When accepting corporate financing applications, the applicability of the Equator Principles must be determined based on the loan amount and purpose of each case. Bank SinoPac (China) established the Equator Principles Operating Manual to require reviews of large-scale project financing within its corporate banking lending business in accordance with relevant principles.

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3.1.3.2 Retail Banking Lending

KYC and CDD Processes for Retail Banking Lending



Note 1: Please refer to 2.2.2.3 Customer Due Diligence for details.

Note 2: The environmental and social factors incorporated into related ESG surveys include whether the collateral is located in areas with regulatory restrictions and flood-prone areas and whether customers are implicated in penalties for polluting the environment, money laundering and terrorist financing, and illegal fundraising.

The subsidiary banks of SinoPac Holdings incorporated ESG factors into their retail banking businesses (including mortgage, motor vehicle loans, credit loans, and credit cards). When a new retail banking loan application is received, besides carrying out KYC and CDD mechanisms, the Company actively investigates the customers' ESG-related information and uses the ESG risk they may face for risk grading, appraisal, and adjustment of loan terms. Furthermore, if related parties (company, person-in-charge, or individuals) of the loan applicant are involved in ESG-related disputes and were fined by the competent authority, or were involved in disputes, such as environmental pollution or illegal fund-raising, SinoPac Holdings will contact the customer to provide a reasonable explanation or improvement measures and adjust the terms of the loan depending on the case. If the fine was imposed due to severe hazard or pollution and concrete improvement measures were not proposed, then the loan application will be rejected. For details on incorporating ESG factors into retail banking lending, such as review process considerations, exclusion or rejection criteria, and post-lending management, please refer to the official website of SinoPac Holdings.

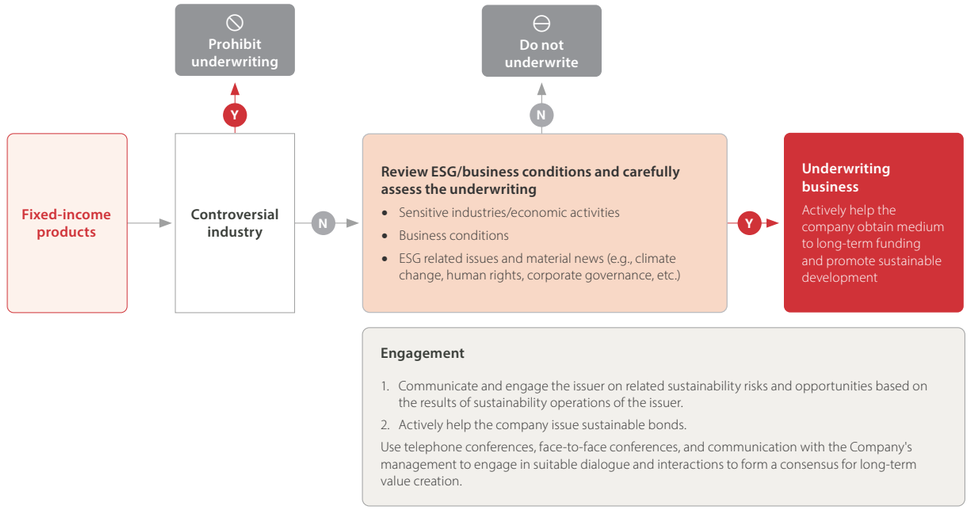
3.1.4 Sustainability Advisory Services

Bank SinoPac and SinoPac Securities provide ESG advisory services for Sustainable Bond underwriting, securities listing on TWSE/TPEx, underwriting/consultation and capital raising services and incorporate ESG factors into the evaluation and guidance process in accordance with the relevant Business Manuals and the "Responsible Investment Management Guidelines."

Incorporate ESG Factors into Fixed Income Underwriting

SinoPac Securities incorporated ESG topics into the investment analysis and decision-making process of its bonds underwriting service according to the "Responsible Investment Management Guidelines." The Company understands the background of issuers and performance in each ESG aspect through the KYC process and prohibit from engaging with controversial industries. For sensitive industries and sensitive economic activities, investments must be thoroughly evaluated, with enhanced analysis and explanation of approval authority, and control of position ratios. An exceptions management process is established to prevent having a material negative impact on the external environment or society.

SinoPac Securities Fixed Income Underwriting KYC Process



Incorporate ESG factors into Securities Listing on TWSE/TPEx, Underwriting/Consultation and Capital Raising Services

When SinoPac Securities is providing clients with consultation for securities listing or raising capital, it conducts CDD/KYC according to rules governing review of securities listings and evaluation and inspection procedures of the competent authority and incorporates ESG factors such as implementation of corporate governance, major labor-management disputes, and major environmental pollution into the consultation, review, and evaluation process.

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3.2 Sustainable Financial Products and Services

SinoPac Holdings actively promotes sustainable financial products and services and held 5 seminars in 2025 for 749 participants. Furthermore, SinoPac Securities and SinoPac Inv. Service arranged 21 events of ESG rating–related education and training courses for institutional in 2025, participants included the competent authorities and domestic institutional investors.

2025 SinoPac Holdings ESG Forum

Item	Main topic and contents	Organizer and partners	Participants	2025 results
SinoPac Holdings ESG Forum	**Topic: Toward a Global Circular Vision: GCP Framework and Taiwan's Industrial Circular Practices** Event highlights: Promote the adoption of the Global Circular Protocol (GCP) by conducting a series of stakeholder engagement activities and practical assessments across three representative industries in Taiwan—electronics, textiles, and chemicals. These efforts aim to examine the current state of circular economy practices in the three industries, as well as the extent to which circular principles and design are applied in their products and services. Through practical discussions, the initiative seeks to establish a reference foundation that integrates both theoretical and practical value.	SinoPac Holdings Bank SinoPac BCSD Taiwan	Financial institutions, experts in the industry, government, and academia, directors, managers, and employees of SinoPac Holdings and subsidiaries	191
2025 Green Action Forum	**Topic: Trump 2.0: Taiwan's Emerging Net Zero Trends and Future Outlook** Event highlights: The implementation of new policies under U.S. President Donald Trump presents both challenges and opportunities for climate change action, green finance, and industrial decarbonization toward net-zero goals. The forum brought together cross-sector participants from government, industry, and the financial sector to engage in dialogue and jointly explore optimal solutions for the development of green finance and the transition of industries toward net-zero emissions.	Bank SinoPac Economic Daily News	Government (Ministry of Economic Affairs / Ministry of Environment), green energy industry, financial institutions, managers, and employees	224
Taiwan Corporate Day 2025	**Topic: The Impact of Institutional Investor Engagement: Practices in the Taiwan Market** Event highlights: Focus on the impact of institutional investor engagement by analyzing the objectives companies seek to achieve through engagement and how ESG can enhance international visibility and sustainable competitiveness. Share SinoPac Securities' experience in assisting companies and institutional investors in deepening engagement and communication through its "Institutional Investor Engagement" professional services, serving as a bridge between the two parties to support institutional investors in fulfilling their stewardship responsibilities while enabling companies to effectively communicate their ESG strategies.	SinoPac Securities Taipei Exchange (TPEx)	Listed and OTC companies, Institutional investors, managers, and employees	11
ESG Forum	**Topic: Green and Transition Finance: Policy, Practice, and the Future of Green Securities** Event highlights: Invite distinguished speakers from government, industry, and academia to participate and provide in-depth analysis of the policy dimensions underlying net-zero carbon emissions and sustainable development, while examining how companies and investors can, through collaboration and communication in the engagement process, jointly embark on a journey toward mutually beneficial outcomes.	SinoPac Securities SinoPac Inv. Service BCSD Taiwan	Experts in the industry, managers, and employees	123
Anti-Fraud Forum	**Topic: 2025 ETtoday Anti-Fraud Forum** Event highlights: Bank SinoPac participated as a principal partner in a forum organized by ETtoday Broadcasting Company, bringing together government, industry, and academia to promote anti-fraud education for the public and related policy advocacy.	Bank SinoPac ETtoday	The President, senior police officials, peers in the industry, Experts in the industry, Chairman of Bank SinoPac managers, and employees	200
	Total			**749**



ESG Forum "Toward a Global Circular Vision: GCP Framework and Taiwan's Industrial Circular Practices" jointly organized by SinoPac Holdings, Bank SinoPac and BCSD Taiwan in 2025



Bank SinoPac and Economic Daily News jointly hosted the "2025 Green Action Forum - Trump 2.0: Taiwan's Emerging Net Zero Trends and Future Outlook" forum

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3.2.1 Green Finance

Bank SinoPac received

- ★《Asian Banking & Finance》ABF Wholesale Banking Awards 2025 "Best Domestic Green Finance Initiative – Taiwan"
- ★《Wealth Magazine》" 2025 Wealth Management Awards – Best Promotion for Sustainable Development Bank"
- ★《Excellence》"Best Sustainable Action Award in 2025 Bank Ratings"
- ★《2025 Taiwan Sustainable Action Award (TSAA)》"SDG07 Gold Award: Sustainable Commitment Driving Green Business Opportunities"

To achieve the carbon reduction goals set forth in the Glasgow Climate Pact and respond to the "Green Finance Action Plan 3.0" and "Green and Transition Finance Action Plan" of the FSC, SinoPac Holdings and its subsidiaries utilized their core financial services to expand green finance services. Bank SinoPac has provided the solar PV industry with strong support for more than 10 years and has supported the government's energy transition policy for the development of solar PV and energy storage sites to promote equipment financing for the energy storage industry and develop new sources of renewable energy. Since 2022, Bank SinoPac has collaborated with the "Industry, Government, Academia, Research, and Finance" to promote the "Four Stages of Sustainable Finance". The Company created one-stop green transition financial services including carbon inventory and verification, energy management, carbon reduction and sustainability. They support the national policy objective of developing renewable energy for power generation and promoting energy-saving and carbon reduction goods and services.



3.2.1.1 Promote the Development of the Green Energy Industry

SinoPac Holdings' short, medium, and long-term goals for promoting the development of the green energy industry and results in 2025

Item	Implementation results in 2025	Short-term 2026	Medium-term 2027~2028	Long-term 2028~2030
Bank SinoPac: Loan outstanding amount of green energy financing provide (Note)	NT$165.509 billion	Green energy financing outstanding balances increased by NT$ 16.65 billion year on year, with Bank SinoPac (China) financing outstanding reaching CNY 2.35 billion.	Green energy financing outstanding balances increase by NT$ 16.65 billion annually, and Bank SinoPac (China) financing outstanding balances grow by 10% annually.	
Bank SinoPac: Installed capacity of Green Energy Electricity Trading Trust Platform	747MW	An accumulation of 700MW	An accumulation of 800MW	An accumulation of 900MW
SinoPac Venture Capital: Total amount of investment in green industries	New investment amount for 10.95%	New investment amount not less than 15% of the total investment budget amount of the year		
SinoPac Securities Venture Capital: Investment amount in green industries	3 new investments with an investment amount of NT$147 million			
SinoPac Leasing: Amount of loans to Green Energy Equipment and its Supply Chain	NT$2.07 billion	NT$1.7 billion	NT$1.7 billion in 2027 NT$1.8 billion in 2028	NT$1.8 billion/year
SinoPac Securities: Underwriting amount and projects for green energy stock as the lead or co-underwriter	NT$3.522 billion	NT$1 billion	Underwriting amount to reach NT$ 1.0 billion in 2027 Undertake at least two green energy and environmental protection projects in 2028	Undertake at least two green energy and environmental protection projects each year

Note : Starting in 2026, the scope of green energy financing targets will include Bank SinoPac (including overseas operations), King's Town Bank, and Bank SinoPac (China).

Solar Photovoltaic Energy Generation Equipment Financing for Corporates

Bank SinoPac received

- ★ "Best Financial Service Provider Award in the Top Solar System Award," Energy Administration, Ministry of Economic Affairs (R.O.C) for 10 consecutive years from 2016 to 2025. Bank SinoPac is the only financial institution in Taiwan to receive the award for 10 consecutive years.

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SinoPac Holdings Solar Photovoltaic Energy Generation Equipment Financing Project Development Process

2012 to 2017

- Commenced project preparation and planning in 2012. Launched the "Solar Photovoltaic Energy Generation Equipment Financing Project" in 2013 to provide financing for rooftop PV power plants based on adjustments in government policies and changes in the needs of the industry and later added underwriting regulations for ground-mounted and floating sites.

2018 to 2021

- Implemented active innovation to expand the fishery and electricity symbiosis model.
- Created the first green energy trading financing project framework for promoting the liberalization of green power.
- Created a green energy ecosystem, worked with electricity suppliers to create the "Green Energy Electricity Trading Trust Platform," independently developed the "Green Power Plant Management System."

2022 to 2025

- Developed the innovative energy storage system project financing service in 2022 and launched the behind-the-meter energy storage system project financing service in 2025.
- It hosted several large-scale syndicated loans that led to the involvement of other financial institutions. In 2025, Bank SinoPac undertook its first PV financing project in Singapore to help Singapore attain its 2030 solar capacity targets. It served as the mandated lead arranger for the first offshore wind farm construction vessel syndicated loan, assisting the client's company in building offshore wind farm installation vessels in support of the government's target of achieving a 20% renewable energy power generation by 2026. Bank SinoPac actively supports domestic and international green energy development.
- The Bank continuously developed and expanded emerging renewable energy businesses (e.g., geothermal power, small hydro power, and biomass energy).

Note: The development context described above applies to Bank SinoPac and excludes Amret and King's Town Bank.

The subsidiary banks of SinoPac Holdings actively promote solar PV equipment financing for corporate clients. As of the end of 2025, the total outstanding balance of solar PV equipment financing for domestic and foreign corporate clients was approximately NT$150.359 billion. Among them, Bank SinoPac's total outstanding balance of solar PV equipment financing for domestic and foreign corporate clients was approximately NT$146.138 billion, and the total installed PV capacity was 4,811.38MW, which is roughly equivalent to the annual electricity consumption of 1.4 million households (4 people). The annual growth rate of total installed PV capacity was approximately 19.59%, and the market share of the installed capacity in Taiwan was approximately 30.40%.

In addition, due to the impact of natural disasters such as Typhoon Danas in 2025, several solar PV sites in Taiwan suffered damage. To provide operators with the necessary funding for typhoon-related losses in all stages of power plant construction, Bank SinoPac launched the "Solar Photovoltaic Project Site Renovation Financing Program" in September to use real actions for rebuilding our green homeland and supporting the renewable energy industry.

Innovative Solar PV Smart Financial Services provided by SinoPac Holdings

Created the "Green Energy Electricity Trading Trust Platform"

Green Energy Electricity Trading Trust Platform received
《 Asian Banking & Finance 》ABF Wholesale Banking Awards 2025 "Taiwan Domestic Green Finance Initiative of the Year"

Bank SinoPac created the first "Green Energy Electricity Trading Trust Platform" to increase the transparency and security of green energy transactions. The Platform provides trust management mechanisms such as bid bond, deposits, and electricity payment cash flow to reduce the transactional costs and risks and utilizes dedicated funds for dedicated purposes to enhance the mutual trust and security for the power purchase or wheeling between green energy buyers, power producers, and retailers. Bank SinoPac also used the renewable electricity transaction inquiry channels provided by the Green Energy Electricity Trading Trust Platform for power generators and retailers and created the first green energy electricity wheeling service to support the market promotion of renewable electricity.

2025 Achievements

As of the end of 2025, 37 retailers joined the Green Energy Electricity Trading Trust Platform with a combined installed capacity of 747MW signed green electricity wheeling agreements.

Developed the First "Green Power Plant Management System"

Bank SinoPac is taking the lead in financial institutions in terms of using big data and AI technologies to develop the proprietary "Green Power Plant Management System," which has four functions: power plant evaluation, asset appraisal, revenue forecast and risk assessment. With the Green Power Plant Management System, SinoPac Holdings became the first financial institution in Taiwan to receive a patent from the Intellectual Property Office of the Ministry of Economic Affairs. SinoPac continues to use the basic information of power plants to evaluate potential private green power plants for trading to promote the electricity trading market.

2025 Achievements

Introduced "Robotic Process Automation (RPA)" to enable end-to-end automation of the submission, upload, and recognition of electronic utility bills, thereby reducing manual workload and working hours, and enhancing overall operational efficiency.

Green Financial Advisory Services

Bank SinoPac has actively developed diverse corporate green energy solutions on the basis of its track records for financing solar energy plants and continued to be the pilot of green energy corporate financing in the market. It restarted the financial consulting business in 2022 to provide companies with project management and consulting services for related equity and asset transactions. Services include providing clients with recommendations and plans for their energy transition, matchmaking potential transaction counterparties, appraisal of the value of electricity generation facilities, and negotiation of the transaction terms. The financial consulting business is also conducted along with provide comprehensive net zero solutions and become a professional consulting partner in companies' pursuit of net zero transition. In 2025, expanded into equity and asset transaction-related services for other alternative energy sectors, such as geothermal energy. As of 2025, it has been involved in 16 green finance financial advisory projects, with project types ranging from equity or asset disposal, equity fundraising and advisory services, and matchmaking for green electricity trading.

One-stop Solution of Financial Advisory Services



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Products and Services of SinoPac Holdings Related to Green Energy Development

Corporate clients

Project name	Subsidiary	Category		Service	2025 results (cumulative)
Financing	Bank SinoPac	Green energy financing	Financing for renewable energy	Bank SinoPac launched the Solar Photovoltaic Energy Generation Equipment Financing Project in 2013. Due to adjustments in government policies and changes in the needs of the industry, Bank SinoPac added innovative financing options for different types of sites and such as fishery and electricity symbiosis and solar and energy storage integration sites.	The balance of solar photovoltaic energy generation equipment financing for domestic and foreign companies was NT$146.138 billion. Total Solar PV installed capacity 4,811.38MW
				Financing for equipment loans for onshore wind power, geothermal power, small hydro power, and biomass energy (including biogas power generation and solid recovered fuel (SRF)) projects.	Loan balance: NT$6.611 billion Total installed capacity: 230.06 MW
			Financing for energy storage systems	Developed the innovative front-of-the-meter and behind-the-meter energy storage system project finance services to satisfy the cost-saving demands of major electricity users and high-energy-consuming operators by installing behind-the-meter energy storage equipment.	Loan balance: NT$11.426 billion
			Other energy construction projects	Provided project financing for electric vehicle charging stations and combined heat and power plants.	Loan balance: NT$1.161 billion
	Bank SinoPac (China)	Green energy financing		Promoted corporate financing for green industries such as green and low-carbon economic transition, recycling of waste materials, and the green upgrading of infrastructure.	Loan balance: Equivalent to approximately NT$12.315 billion Among them, the loan balance for corporate solar PV financing was equivalent to approximately NT$3.923 billion, and the total installed PV capacity was 417.31MW.
	King's Town Bank	Green energy financing		Provided financing in green energy technology, circular economy industries, and wind power. It also promoted solar PV equipment financing for SMEs to support the development and construction of green energy projects.	Loan balance: NT$22.971 billion Among them, the loan balance for corporate solar PV equipment financing for corporate clients was NT$298 million and the total installed PV capacity was 17.66MW.
	SinoPac Leasing	Financing for green energy equipment and its supply chain		In 2018, SinoPac Leasing invested in short-term project financing for the construction period of "solar power plants," and continued to develop the clients base of small and medium-sized enterprises, such as manufacturers of electric vehicles and peripheral equipment, developers of green energy construction systems and energy storage systems, suppliers of materials, and EPCs/contractors.	In 2025, it granted NT$2.07 billion in loans Loan balance: NT$2.613 billion
Insurance	Bank SinoPac	Insurance for green enterprises		Bank SinoPac supports the green transition of the solar PV industry by distributing related insurance products, including power generation equipment accident insurance and public accident liability insurance during the operations of power generation equipment.	Assisted 552 companies in obtaining insurance coverage with insurance premiums totaling NT$67.55 million.
Trust	Bank SinoPac	Green energy industry trust		Bank SinoPac assists energy companies process renewable electricity transaction deposits, electricity charge trusts, and local rebate trusts through the trust accounts. It enhances the safety management mechanism of the cash flow of electricity purchase or resale transactions between the power producers, power retailer, and buyers and ensures that the trust funds are used exclusively for the designated purposes.	Bank SinoPac signed contracts with 62 clients and the total assets in trusts is NT$415 million.
Deposits	Bank SinoPac	Corporate client green deposits		Bank SinoPac and Bank SinoPac (China) worked with corporate clients to launch the green time deposit project. The funds are used for green loans such as green buildings, renewable energy loans, and pollution prevention industries.	Bank SinoPac (China) reported a green deposit balance of approximately NT$7.427 billion. The Hong Kong Branch's Sustainable Deposit project had a balance of NT$2.268 billion.

Retail customers

Project name	Product name	Service contents	2025 results (cumulative)
Financing	Financing for household solar energy equipment	Bank SinoPac provides loans to help individuals or families set up solar photovoltaic equipment on the rooftop of their buildings.	The balance of financing household solar energy equipment was NT$173 million. Total Solar PV installed capacity 10.91MW
Deposits	Individual customer green deposits	Bank SinoPac launched the Individual customer green deposits to help customers use their funds to finance or refinance a variety of projects around the world that comply with green loan principles.	2024/10 launched the "Green for Good" USD demand deposit program (promotion till 2025/02), total 5,878 participants. 2025/04 launched the "DAWHO Green Action" USD demand deposit program (promotion till 2025/08), total 16,038 participants.

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Renewable Energy Financing Impact Assessment

SinoPac Holdings referenced the IRIS+ Impact Assessment Frameworks developed by the Global Impact Investing Network (GIIN) to assess the positive impact of monetized renewable energy on the environment and society (including green energy services such as solar PV equipment loans, onshore wind power, geothermal power, small hydro power, and energy storage equipment financing). According to the assessment, the renewable energy financing loans of SinoPac Holdings can reduce social costs by approximately US$630 million.

Corresponding IRIS+ impact category: Energy

Corresponding Material Topics	Recipient of Impact	Description of Impact	Output Metric	Impact Valuation
Achieve net-zero targets	• Environmental • Social	Climate change caused by greenhouse gas emissions creates social costs to the overall economy and environment. By upgrading financing for green energy, the financial industry can reduce the carbon emissions from traditional fossil fuel power generation, which in turn reduces overall social costs.	Carbon emissions avoided due to renewable energy generation: 3,318,349.56 (tCO_2)	Reduced social cost by avoided carbon emissions: US$630,486,415.90
		Climate change caused by greenhouse gas emissions create social costs to the overall economy and environment. Non-green energy-related financing and investment activities in the financial sector may increase financed emissions, which in turn increases overall social costs.	Increase in financed emissions from the proprietary investment and lending portfolio in 2025 compared to 2024: 1,774,550 (tCO_2)	Increase in the social cost of financed emissions in 2025 compared to 2024: US$337,164,500

Monetization impact pathway:

Power generation with renewable energy equipment in kWh **6,855,003,558** (kWh) X Marginal emissions factor for electricity in Taiwan **484.077** (gCO_2/kWh) X Social cost of carbon emissions **190** (US$/$tCO_2$) = Social cost reduced dur to renewable energy power generation projects **630,486,415.90** (US$)

The increase in financed emissions from investment and lending portfolios with own capital in 2025 compared to 2024 **1,774,550** (tCO_2) X Social cost of carbon emissions **190** (US$/$tCO_2$) = social cost resulting from the increase in financed emissions from investment and lending portfolios with own capital in 2025 compared to 2024 **337,164,500** (US$)

Note 1: The electricity marginal emission factor refers to the amount of electricity generated by the power plant with the highest variable operating cost (the basis for calculating avoided emissions as proposed by PCAF) in the existing power system, ranked in order of economic value.
Note 2: The source of Taiwan's electricity marginal emission factor is based on the "Harmonized IFI Default Grid Factors 2021 v3.2" report published by UNFCCC in 2022.
Note 3: The source of the social cost of carbon emissions is based on the "Report on the Social Cost of Greenhouse Gases: Estimates Incorporating Recent Scientific Advances" published by the United States Environmental Protection Agency in 2023.

Green Energy Policy Engagement

Bank SinoPac continued organizing numerous briefings and seminars on green energy financing to facilitate exchanges and discussions. In 2025, SinoPac Holdings conducted both internal and external engagements. Internally, the company provided training for employees on green energy industry trends and renewable energy financing services. Externally, it actively participated in relevant industry associations and exhibitions, took part in the "Energy Taiwan" exhibition, becoming the only financial institution to have exhibited for nine consecutive years. In 2025, under the theme of "Sustainable Circularity," SinoPac Holdings hosted 8 seminars in the exhibition area, inviting experts from industry, government, and academia to share strategies, developments, and practical approaches to sustainability from both governmental and corporate perspectives. The topics covered topics including Taiwan's net-zero transition trends, as well as the latest developments in renewable energy sectors such as small hydropower, geothermal energy, and biomass energy.



Bank SinoPac participated in the 2025 Energy Taiwan & Net-Zero Taiwan

Bank SinoPac's results from promoting the green energy business in 2025



Bank SinoPac actively serves as the lead arranger in syndicated loans in the green energy market, helping companies quickly raise capital for establishing or investing in solar energy plants. Bank SinoPac has actively served as the lead arranger for solar power and solar PV syndicated loans. From 2019 to 2025, Bank SinoPac has served as mandated lead arranger and bookrunner (Facility Agent) for 34 solar energy plants of 17 group clients, and the total amount of the syndicated loan contracts reach NT$168.4 billion. The number of cases, amount, and installed capacity continue to increase and the Bank uses its extensive experience to help companies obtain diverse electricity supply.



In September 2025, Bank SinoPac announced that it served as the mandated lead arranger for its first offshore wind farm construction vessel syndicated loan case, partnering with Dong Fang Offshore to sign a NT$4.6 billion syndicated loan as the facility agent, cash management, and collateral management bank. Bank SinoPac assisted Dong Fang Offshore in building offshore wind farm installation vessels to support the government's target of achieving a 20% renewable energy power generation proportion by 2026 and actively promote sustainable energy development. This case also involves constructing a brand-new Offshore Subsea Construction Vessel (OSCV) that can be used across maritime engineering sectors including the offshore wind industry, oil and gas field engineering, and cable laying.

Bank SinoPac also undertook its first photovoltaic (PV) financing project in Singapore to construct rooftop solar sites, helping Singapore achieve its 2030 solar capacity targets and promoting overseas green energy development.

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3.2.1.2 Support Energy Conservation and Carbon Reduction Actions

SinoPac Holdings leverages its financial influence to accelerate decarbonization across society. Through green building and urban renewal financing, green loans, and financial products that encourage low-carbon consumption, the Company effectively reduces energy use and greenhouse gas emissions, partnering with businesses and the public to advance toward a resilient, low-carbon, and sustainable future.

Products and Services of SinoPac Holdings to Support Energy Conservation and Carbon Reduction (Bank SinoPac)

Target customers	Product name	Services	2025 results
Corporate banking clients	**Syndicated Loan for Green Building Urban Renewal / Green building civil engineering financing projects**	For projects that meet specified green building certification standards, customized trust and financing solutions are provided, working with developers to incorporate environmental and green design considerations into the construction of new factories, office buildings, or residential properties.	undertaken 7 green building civil engineering financing projects in 2025; Undertook seven green building construction financing projects during the year, with a cumulative outstanding loan balance of NT$41.098 billion.
	Loans to the eco-friendly textiles industries	Bank SinoPac provides loans to domestic textile companies that have obtained the bluesign® certification to assist textiles companies with their green transition.	A total balance of NT$3.745 billion.
	Replacement of large diesel vehicles	Supports the policies of the Ministry of Environment of the Executive Yuan in the subsidized interest incentives for vehicle loans for the replacement of large diesel vehicles with voluntary selections to provide services to clients.	The total amount of loans reached NT$84 million.
Retail banking customers	**Green Mortgage**	Bank SinoPac offers the exclusive green mortgage program for communities obtained the Green Building Label from the Taiwan Architecture & Building Center (TABC). In addition, the company provides links to professional resources, including green building certification inquiries and recognition, to support customers in creating sustainable homes together.	The total amount of green mortgage loans reached NT$7.133 billion with a balance of loans totaling NT$5.770 billion.
	Green Card	Made with more environmentally friendly PETG materials. It provides customers with cash rebates for spending in selected green stores in Taiwan and works with external institutions on forest land rehabilitation to support environmental sustainability with real actions.	Over 50,000 Green Cards have been issued. In 2025, Carbon Calculator function was introduced to the Green Card.
	Carbon Calculator function Debit and Credit Card	• Worked with Mastercard to introduce the Carbon Calculator function. Customers with Bank SinoPac debit cards, SinoPac SPORT Card and SinoPac Green Card can activate the "carbon calculation of spending item" function to obtain information on the amount of carbon emissions for each debit card payment, boosting customers' awareness of green consumption. • The "SinoPac SPORT Card" is the first credit card in Taiwan to offer reward points for calories burned. It seamlessly integrates with the "Fun Sport" App, leveraging "big data, social network, cloud computing, and wearable devices." Cardholders can convert calories burned each day into reward points through IoT technology.	• Over 170,000 cardholders have activated the "Carbon Calculator function" function. • The "Fun Sport" App was downloaded more than 380 thousand times, and members walked approximately 282 million km, burning approximately 10.6 billion calories in 2025.
	Electric vehicle loans	Supports clean energy in Taiwan in response to the government's "Air Pollution Control Action Plan," and encourages customers to purchase low carbon-emission (electric or hybrid) vehicles.	The total amount of loans reached NT$16 million.

SinoPac SPORT Card Impact Assessment

SinoPac Holdings referenced the IRIS+ Impact Assessment Frameworks developed by the Global Impact Investing Network (GIIN) to monetize the positive impact of Bank SinoPac's "SinoPac SPORT Card" and "Fun Sport" App on the environment and society.

The assessment indicates that SinoPac Holdings' related products and services can reduce social costs by approximately US$10 million.

Corresponding IRIS+ impact category: Health

Corresponding Material Topics	Recipient of Impact	Description of Impact	Output Metric	Impact Valuation
Increase service convenience with digital financial innovations	• Environmental • Social • End consumers / customers	Bank SinoPac used consumer financial services and the Internet of Things (IoT) to create a finance sports ecosystem. Customers of the "SinoPac SPORT Card" and "Fun Sport" App increased the number of steps taken each day and reduced the social costs of carbon emissions in the use of the "Fun Sport" App, which also reduces the cost of medical services for risks associated with cardiovascular diseases.	Average number of users of the App and cumulative number of kilometers in 2025: 61,135 people and 281,994,099 km	• Reduced social cost by avoided carbon emissions: US$10,924,733.39 • Reduced cost of medical services: NT$27,098,407

Monetization impact pathway:

Assumption: Assume that the reduction in carbon emissions from the number of steps taken is a direct replacement of the carbon emissions from driving a car that runs on gasoline.

Cumulative number of kilometers of App users in 2025 **281,994,099** (km) X Carbon emission factor of private small passenger vehicles per kilometer **1/11.1*2.2631=0.2039** ($KgCO_2e$/km) X Social cost of carbon emissions **190** (US$/$tCO_2$) = Social cost of carbon emissions reduced due to related products and services **US$ 10,924,733.39**

Assumption: Using a tool with a pedometer feature prompts people to walk an average of 2,500 additional steps per day. Walking an additional 2,000 to 10,000 steps per day can reduce the risks of cardiovascular diseases by 8% each year.

Average number of App users in 2025 **61,135** (people) X Prevalence rate of high blood pressure of adults over 18 years old in Taiwan **29.5%** X Reduction of the cardiovascular diseases **8%** X Cost of medical services for cardio vascular diseases (high blood pressure) **18,782** (NT$/people) = Cost of medical services for cardiovascular diseases(high blood pressure) reduced due to the use of the App **NT$ 27,098,407**

Note 1: The source of fuel efficiency for private small passenger vehicles (gasoline) is based on the "2022 Survey Report on the Utilization of Private Passenger Vehicles" published by the Ministry of Transportation and Communications. The carbon emission factor of gasoline is based on the "Greenhouse Gas Emission Factor Management Table Version 6.0.4" published by the Environmental Protection Administration.

Note 2: The source of the social cost of carbon emissions is based on the "Report on the Social Cost of Greenhouse Gases: Estimates Incorporating Recent Scientific Advances" published by the United States Environmental Protection Agency in 2023.

Note 3: The United States National Institutes of Health (NIH) research report "Step Counting: A Review of Measurement Considerations and Health-Related Applications." It stated that using a tool with a pedometer feature prompts people to walk an average of 2,500 additional steps per day. The customers of the "Fun Sport" App walk an average of 16,000 steps per day.

Note 4: The source of the prevalence rate of adults over the age of 18 with high blood pressure is the "Nutrition and Health Survey in Taiwan (2017-2020)" published by the Health Promotion Administration, Ministry of Health and Welfare.

Note 5: The source of the reduction in the cardiovascular disease incidence rate is the report "Daily Step Counts for Measuring Physical Activity Exposure and Its Relation to Health" published by the American College of Sports Medicine in Medicine & Science in Sports & Exercise in 2019.

Note 6: The source of the cost of cardiovascular diseases (high blood pressure) is the follow-up tracking of high blood pressure, hyperglycemia, and high blood lipid published by the Health Promotion Administration, Ministry of Health and Welfare in 2007.

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3.2.2 Social Finance

The Board of Directors of SinoPac Holdings approved the "Inclusive Finance Policy" in July 2023 as the highest guiding principle for inclusive finance businesses.

All business units have amended related management guidelines on this basis to implement financial inclusion and provide different communities with access to affordable financial products and services that meet their needs.



3.2.2.1 Economically Disadvantaged

In 2023, Bank SinoPac launched the "Financial Inclusion Personal Loan" to provide economically disadvantaged customers with suitable financial services and emergency financial relief for families. The Bank offers small incentives and waived service fees for family revolving credit loans for economically disadvantaged customers such as families with special needs, single-parent families, small capital customers, indigenous peoples, and residents of outlying islands. It realizes the spirit of financial inclusion through continuous online consultation and rapid application services. In 2025, Bank SinoPac targeted potential customers with LINE and SMS messages and the campaign reached 77 people. Loans were provided in 42 cases in 2025. As of the end of 2025, a total of 70 loans had been granted, with an outstanding balance exceeded NT$11 million. In addition, as Typhoon Danas and Typhoon Ragasa battered Taiwan in 2025, Bank SinoPac launched a financial relief program for typhoon victims, providing extensions, grace periods, and waivers of interest and fees for mortgage and credit card customers. For corporate banking clients, the bank provided working capital loans and credit assistance. It also established dedicated care hotlines and rapid processing mechanisms and mobilized customer service resources to alleviate post-disaster financial pressures and accelerate reconstruction.

Amret provides microloans to people in rural and remote areas, micro-entrepreneurs, and the unbanked. It also offers multiple financial products and services such as insurance and savings to its clients. In 2025, the cumulative number of microfinance loan customers reached approximately 236,700, with a loan balance equivalent to NT$51.331 billion.

King's Town Bank offers micro accident insurance services to low-income households, low-to-middle-income households, indigenous peoples, fishermen, farmers, people with disabilities, and family members of the aforementioned individuals, helping economically disadvantaged or specific demographic groups obtain basic insurance coverage at lower premiums. In 2025, there were 67 insured individuals and the total insured amount was NT$33.5 million.

3.2.2.2 Micro, Small and Medium Enterprises (MSMEs)

Bank SinoPac received

- ★《Financial Supervisory Commission》"Banks with Excellent Performance - for Lending to SMEs," "Special Award for Financing Small and Startup Enterprises," "Outstanding Banks in the 20th Anniversary of SME Loans by Domestic Banks"
- ★《Small & Medium Enterprise Credit Guarantee Fund of Taiwan》"Golden Credit Guarantee Award" and "Credit Manager Award"

DA Boss received

- ★《FinanceAsia》FinanceAsia Awards 2025 " Best Commercial Bank – SMEs in Taiwan"
- ★ 2025 Asia – Pacific Sustainability Action Award (APSAA) – Silver Award for SDG08: DA BOSS

One-Stop Cash Flow Platform received

- ★《FinanceAsia》FinanceAsia Awards 2025 "Best Strategic Initiative - Banks in Taiwan"
- ★《Asian Banking & Finance》ABF Corporate & Investment Banking Awards 2025 "Initiative Award for Green Finance - Taiwan"
- ★《The Asian Banker Taiwan Awards 2025》"Best Payments Initiative in Taiwan"
- ★《Commercial Times》5th Digital Finance Awards (Bank Category) "Excellence in Green Net-Zero Finance"

funBIZ received

- ★《The Asset》Triple A Digital Awards 2025 "Best Corporate Payment Project"
- ★《National Brand Yushan Awards》"First Prize in the Best Product Award"
- ★《International Business Magazine》Best Corporate Payment Project Taiwan 2025

SinoPac Holdings upholds the spirit of inclusive finance and the subsidiary banks of SinoPac Holdings provides diverse loan services for SMEs that meet their business models. They also design credit products for the needs of cultural creative companies, urban renewal, and small and micro businesses. SinoPac Securities assists SMEs with growth potential in raising funds through the capital markets, thereby supporting their business expansion. In addition, Bank SinoPac continues to enhance and diversify its digital payment services to strengthen the electronic transaction capabilities of SMEs, supporting the digital transformation of MSMEs.

Financial Products and Services for Micro, Small and Medium Enterprises (MSMEs)

Product name	Service contents	2025 results
SME Loans	Bank SinoPac, Bank SinoPac (China), and King's Town Bank provide loan services tailored to the business models of SMEs. They utilize the power of finance to assist SMEs and industries in transformation, upgrading, and competitiveness enhancement, thereby boosting industrial and economic prosperity.	The total number of loan clients reached 7,105 and the outstanding loan balance at the end of the year totaled NT$597.317 billion.
Cultural & Creative Industries Lending Program	Bank SinoPac provides financial planning for cultural and creative enterprises at different stages, and long-term funds are provided in hopes of driving the upgrade of cultural creative industries.	Loans were provided to 324 accounts and the outstanding loan balance at the end of the year reached NT$15.765 billion.
Loans for Urban Renewal Projects and the Reconstruction of Unsafe and Old Buildings	In response to the government's "Statute for Expediting Reconstruction of Urban Unsafe and Old Buildings," Bank SinoPac provides assistance in each stage of reconstruction, including professional consultation, trust management, and construction auditing. Bank SinoPac also advised clients to obtain green building and building energy efficiency certifications, or relevant credentials such as near-zero carbon, zero carbon emissions, zero energy consumption, zero water consumption, and zero waste, to support the government's target of 100% new buildings as near-zero carbon buildings by 2050, and to comply with the "Taiwan Sustainable Taxonomy."	Loans were provided to 186 projects and the outstanding loan balance at the end of the year reached NT$47.809 billion.
Small Business Loans (Note 1)	Bank SinoPac, Bank SinoPac (China), and King's Town Bank provides numerous policy loans and financing projects for the healthy development of small businesses. Bank SinoPac, and King's Town Banks also utilize government resources and promote the guarantees provided by the "SME Credit Guarantee Fund," helping small businesses with insufficient collateral to obtain funding, while developing diverse loan services.	The total number of loan clients reached 4,056 and the outstanding loan balance at the end of the year totaled NT$283.128 billion.
Micro Business Loans (Note 2)	Bank SinoPac launched the micro business loans for domestic companies or sole proprietorships with small-scale operations and low total assets. The Micro Business Loans offers 24-hour online applications and consolidates information on micro business loans and entrepreneurial financial resources and provides personalized advisory services to support the development of micro enterprises.	A total of 1,522 micro business loans were provided with a cumulative total of 1,876 businesses. The balance of loans at the end of the year was NT$6.023 billion.
Loan Program for Low-Carbon and Smart Transformation and Targeted Factories under Supervision	Bank SinoPac supports the "《Ministry of Economic Affairs (R.O.C.)》 Guidelines for Project Loans Supporting SMEs' Low-Carbon and Smart Transformation and Infrastructure Optimization for Registered and Specific Factories" by assisting SMEs in their low-carbon and digital transformation.	Bank SinoPac provided guarantees for 11 applicants with an outstanding loan balance of NT$184.6 million, and an outstanding guarantee balance of NT$148 million.
Advising and assisting SMEs in capital raising	SinoPac Securities took concrete actions to help potential Taiwanese enterprises grow and thrive. It advises and assists small and medium enterprises with paid-in capital under NT$100 million or fewer than 200 employees to raise capital in the capital market in accordance with the latest "White Paper on Small and Medium Enterprises in Taiwan" published annually by the Small and Medium Enterprise and Startup Administration of the MOEA.	In the current year, it assisted in 26 capital raising cases for SMEs and the total underwriting amount was NT$7.038 billion.

Note 1: Small businesses are defined by each subsidiary (Bank SinoPac, King's Town Bank, and Bank SinoPac (China)) with reference to the relevant laws and regulations of their applicable jurisdictions. For details, please refer to Appendix 3: SASB FN-CB-240a.1.

Note 2: For Bank SinoPac, micro enterprises are domestic companies or sole proprietorships with an annual revenue of less than NT$150 million and have been in continuous operations for at least one year.

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Transformation services for MSMEs

Service name	Services	2025 results
One-Stop Cash Flow Platform	Bank SinoPac used digital cash flow services to improve the payment collection capacity of SMEs. It has worked with system integration companies in the SME service chain since 2022 to provide cash flow integration and cloud operation applications for SMEs. The Bank launched the Enhanced Automated Clearing House (eACH) reserved amount payment deduction system to streamline and increase the efficiency of fund collection and payment between corporate head offices and franchise stores. Bank SinoPac worked with Data Systems Co., Ltd., a software information service company, to develop a cash flow and enterprise resource planning (ERP) system that allows businesses to automatically import Bank SinoPac's cash flow applications such as receipts and payments and salary payment. Businesses can also use the "Carbon Manager" of Data Systems Co., Ltd. for digital management of carbon emission information. Bank SinoPac provides integrated carbon reduction and financing solutions.	As of the end of 2025, Bank SinoPac has set up API frameworks to connect the cash flow services with 28 system providers for more than one thousand clients. The program also provides fund management services for more than 3,200 clients that include schools and cram schools, and community management committees. The total transaction amount was NT$27.559 billion. In 2025, Bank SinoPac integrated its digital corporate card with the Data Systems Co., Ltd. ERP system to provide enterprises with a new, comprehensive payment solution.
funBIZ	Bank SinoPac's funBIZ integrates payment collection functions with digital payment collection methods such as credit cards, mobile payment, and virtual accounts. It provides open API connections and a single management platform to help stores resolve difficulties in digital transformation and account management while simultaneously satisfying consumer needs for secure and rapid payments.	In 2025, Bank SinoPac added services such as "Payment Link" and "E-Payment Collection", enabling merchants to easily create payment links for collections and expanding the application scenarios of the funBIZ. In that year there were 3.50 million transactions totaling NT$15.0 billion.
Merchant owned by individual	Bank SinoPac provides credit card and mobile payment and collection solutions to individual merchants and natural persons who are not registered as a company or for-profit business to assist individuals or micro clients in setting up personalized mobile payment solutions and create employment opportunities.	The cumulative transaction amount exceeded NT$267 million.
DA BOSS ecosystem platform	Bank SinoPac launched "DA BOSS" in 2024 to help companies with all the necessary processes from the establishment of the preparatory office and the setting up of the company. It provides diverse services such as online application of corporate accounts, loans for businesses and business owners, and employee salary payment. Bank SinoPac created the "DA BOSS ecosystem platform" that provides four major services for e-commerce, including operations, management, growth, and expansion. It provides the most critical cash flow, logistics, information flow, sales platform, and marketing services when clients start their businesses.  DA BOSS connects businesses at every step of their journey	In 2025, Bank SinoPac partnered with 12 leading digital service suppliers to upgrade platform functionalities, fully integrating digital tools such as mobile payments, membership management, targeted marketing, AI applications, e-commerce, and cloud management to accelerate the operational transformation and expansion of small and medium-sized enterprises (SMEs). The Company organized 7 seminars for a total of 1,541 participants. Experts shared practical experience at the seminars to enhance business owners' professional knowledge.  Bank SinoPac and suppliers jointly launched the second phase of the DA BOSS ecosystem platform in 2025
Income Proxy Model	In 2025, Bank SinoPac piloted an income proxy model by incorporating AI and data analytics, integrating cash flow data and official salary statistics from the Directorate-General of Budget, Accounting and Statistics (DGBAS) to estimate customers' monthly income for use as a credit assessment basis. This approach streamlines the loan approval process, shortens review time, lowers the threshold for income verification, and supports access to credit for self-employed individuals, freelancers, and workers in diverse occupations.	Through the income proxy model, revolving credit facilities were extended to 2,600 customers, with a total credit line of NT$530 million.





Left: Bank SinoPac received recognition as an outstanding bank – 20th Anniversary of the "Lending to SMEs" Program

Right: Bank SinoPac DA BOSS first time received 《2025 Asia-Pacific Sustainability Action Award (APSAA)》 "Silver Award for SDG08: DA BOSS"

3.2.2.3 Elderly and People with Disabilities

Bank SinoPac received

- ★《Trust Association of R.O.C.》Crouching Tiger, Hidden Dragon Group Award for Eldercare Financial Planning Consultant & Outstanding Commitment to Trust Promotion Award
- ★《The 22nd National Brand Yushan Awards》"Trust Assessment Platform"
- ★《Commercial Times》"Excellence Award for Treating Customers Fairly (TCF) in Digital Finance"

As the emphasis on protecting seniors and disadvantaged customer groups in Taiwan's society continues to rise, SinoPac Holdings and its subsidiaries continue to build a friendly and inclusive financial environment to support diversity. In recent years, the Company actively promoted elderly care trust services to enhance clients' awareness of financial planning for retirement and long-term care. 192 employees at SinoPac Holdings have obtained the "financial advisors for seniors" certification to provide clients with more professional services. Bank SinoPac launched the Braille Combo Card for visually impaired friends and King's Town Bank designed the "King's Preferential Deposit Program" for people with disabilities. They both provide preferential interest rates on demand deposits and waivers of ATM cross-bank transaction fees for individuals with disabilities in order to provide more appropriate financial products and services for seniors and customers with disabilities.

Service title	Service contents	2025 results
Eldercare trust	Bank SinoPac • Bank SinoPac began offering "eldercare trust" in 2016. For individuals with dementia who do not yet require guardianship or assistant declaration, as well as those with other mental disabilities, the Bank utilizes trust products to protect customers' assets through flexible discussions and supporting measures (e.g., family or third-party support, and the appointment of a trust supervisor). • Bank SinoPac launched the innovative "Trust Assessment Platform" in 2024 to provide customers with a concise, one-stop trust review service. It provides appropriate trust products for references based on evaluation and analysis results. Bank SinoPac also provides trust story sharing and fraud prevention education, as well as simple pre-dementia symptom screening to enhance customers' risk awareness. King's Town Bank launched "King's Anxin," a simplified eldercare trust product, to assist seniors, people with disabilities, and customers with elderly care needs in implementing asset protection.	• There were 316 beneficiaries of elderly care trusts and disability trusts provided by SinoPac Holdings, and the cumulative trust asset principal was NT$549 million. • SinoPac Holdings organized a total of 42 eldercare trust advocacy seminars to promote trust concepts and share practical experiences with seniors, people with disabilities, or their family members, attracting a total of 2,710 participants. • In 2025, Bank SinoPac launched an online matchmaking contract-signing service for eldercare trusts to enhance convenience and reduce the digital divide, allowing seniors and people with disabilities to easily complete the process without visiting a branch.
Braille Combo Card	In 2023, Bank SinoPac became the first among financial institution to launch the Braille combo card. The Braille design of the card helps the visually impaired clearly identify and use the card. Bank SinoPac also provides inter-bank service fee discounts and unlimited amount SMS notification service for the people with visual impairments to keep track of their credit card status by using the reader function on mobile phones.	The number of individuals applying for the card exceeded 20.

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3.2.2.4 Migrant Workers

ADMigrant Pay received

★《FinanceAsia》2025 FinanceAsia Awards organized "Best Bank for Financial Inclusion in Taiwan"

Bank SinoPac observed the inconvenience faced by migrant workers trying to access financial services in Taiwan and implemented the "Migrant Worker Lending Program" in 2013. Bank SinoPac offered the first credit card for migrant workers in Taiwan – "SEA Rewards Mastercard" in 2020, providing a new payment option other than cash to meet the needs of migrant workers. Bank SinoPac organizes seminars on products designed for migrant workers and case studies of financial exploitation from time to time. In 2025, a total of 1,857 participants attended the seminars, and 1,836 individuals applied for financial products and services. The Bank provides migrant workers with the same financial services available to citizens.

Service title	Service contents	2025 results
Migrant Worker Lending Program	Bank SinoPac launched the "Migrant Worker Lending Program" in 2013 to provide loans for migrant workers. In 2018, it expanded the target customer segments for migrant worker loans, making applications available to non-Bank SinoPac customers. In 2022, the bank further extended the program's applicable customer base to include new immigrants, thereby resolving social problems derived from migrant workers turning to illegal financial services. It continuously provided diverse consultation channels for financial services and post-lending automatic notification services.	It disbursed 3,358 loans during the current year, with a total loan disbursement amount of NT$345 million. The cumulative number of disbursed loans reached 21,425, and the cumulative total loan disbursement amount was NT$1.791 billion.
SEA Rewards Mastercard	Bank SinoPac launched the "SEA Rewards Mastercard" in 2020—the first credit card specifically designed for migrant workers in Taiwan—providing them with a payment option other than cash.	The cumulative number of issued cards exceeded 800 and the cumulative transaction volume totaled NT$24.81 million.
ADMigrant Pay	In 2024, Bank SinoPac launched the industry's first multilingual ADMigrant Pay that support 5 languages. It also provides a mobile phone App and automated equipment to provide migrant workers with cardless cash payment services to create more convenient payment channels.	The total number of transactions in the current year reached 1.402 million and the total transaction volume was NT$9.849 billion.
King's Global Pass X Western Union	King's Town Bank is currently the only bank in Taiwan that processes Western Union remittances. Through its digital international remittance platform "King's Global Pass", the bank integrated "King's Pay," an App operated in collaboration with Western Union, and "Q-Send," an App operated in partnership with Mastercard to enable customers to quickly make online remittances overseas 24 hours a day. Operated primarily via mobile Apps, the platform provides real-time cash pickups (via Western Union) or direct deposits into bank accounts (via Q-Send) to facilitate users' needs when studying abroad and making small-value remittances while significantly streamlining the traditional counter-based SWIFT remittance process.	The number of transactions exceeded 345,000 in the current year. User included individuals holding the status of new immigrants, migrant workers, or foreign nationals, which accounted for approximately 50.65%. Their combined total remittance amount was approximately NT$3.514 billion.

3.2.2.5 Young and Small Capital Customers

SinoPac Securities received

★《Commercial Times》2025 Digital Financial Awards "Digital Inclusion Award - Premium Award"

SinoPac Holdings strive to lower the barrier to financial services, and designed numerous micro-products and services for young entrepreneurs, mortgages, deposits, long-term stock investments, insurance, and funds, so as to comprehensively meet the needs of young entrepreneurs and young, small capital, and disadvantaged customers for financial services ranging from house purchase to investment, thereby achieving inclusive finance.

Product name	Services	2025 results
Loans for Startup Funding for Young Entrepreneurs	Bank SinoPac provides low interest loans to the persons in charge or investors in startups that comply with the "Directions of Loans for Startup Funding for Young Entrepreneurs" of the Small and Medium Enterprise Administration, MOEA.	The outstanding amount of loans was NT$0.662 million.
First Home Purchase	Bank SinoPac offers housing loans to help young customers purchase the first house of their dreams while reducing the burden of their mortgage.	The outstanding amount of loans was NT$38.115 billion.
Micro-products	Small amount credit loans: After comprehensively reviewing the credit status and repayment ability of individuals (no collateral or guarantor required), Bank SinoPac provides individuals with funds to accomplish their plans in life. In 2022, Bank SinoPac launched the "pocket money" service, it provides convenient financial services for young and small capital customers through small-amount fund financing and a simple and convenient application channel.	27.2 thousand loans were approved with a balance of NT$56.909 billion.
	Small amount deposits: Bank SinoPac allows foreign currency time deposits starting at 100 dollars (including USD, RMB, AUD, CAD, NZD, and ZAR) for small capital customers to easily begin saving.	160.3 thousand time deposit certificates were opened with a total amount equal to NT$6.578 billion.
	Small amount funds: Bank SinoPac offers 100-dollar funds with a minimum subscription amount of 100 dollars, lowering the barrier to making investments in numerous markets and industries, and helping small capital customers to manage their wealth more conveniently.	Offered an accelerated total of 477 products and sales amount reached NT$12.433 billion.
	Small amount insurance: Bank SinoPac offered "Fubon Life Insurance Small Amount Whole Life Insurance" for people starting from age 0, providing young, small capital, and disadvantaged customers with insurance coverage.	A total of 30 orders were sold with a total gross premiums written amount reaching NT$551.4 thousand.
Rich Saving Club	SinoPac Securities "Rich Saving Club" fixed-term and fixed-amount / fixed-term and fixed-stock savings plan was created as a one-stop platform to help small-capital investors diversify their stock purchases and engage in long-term investments in ETFs or stocks across both the Taiwan and U.S. stock markets. "Rich Saving Club" leverages the "SinoPac+ ESG Rating System" to introduce net-zero and low-carbon stock savings products, enabling small-capital investors to seize sustainable investment opportunities and track the carbon reduction performance of their holdings.	• Taiwan stock market: A total of 193.9 thousand accounts were successfully debited, and NT$30.143 billion was debited during the year. • U.S. stock market: A total of 58 thousand accounts were successfully debited, and approximately NT$14.847 billion was debited during the year. • Offered 11 net-zero and low-carbon stock savings products at the end of 2025.
ShareShares Regular Savings Plan in U.S. Stocks	Bank SinoPac "ShareShares" uses inclusive financial services and technology for dividing shares to reduce the minimum investment to NT$1,000 and help young people create an investment portfolio of U.S. stocks.	Approximately 528,000 debits were made and approximately NT$2.372 billion was debited. The asset under management (AUM) totaled approximately NT$3.584 billion.
Kmeng Chhlat parent-child joint savings account	"Amret Kmeng Chhlat" is a co-branded parent–child savings account that allows parents to flexibly set savings goals and monthly deposit amounts. Depending on individual circumstances, the minimum monthly deposit is US$ 10, helping Cambodian parents provide financial security for their children through small, regular savings according to their needs and financial capacity, and supporting the realization of their educational aspirations.	Approximately 44,000 customers, with account balances totaling approximately NT$ 687 million.

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3.2.2.6 Farmers

Bank SinoPac received
★《The Asset》Triple A Digital Awards 2025: Best Green Loan - Agriculture

SinoPac Holdings supports the development of sustainable agriculture. In addition to providing agriculture-related loans, it pays special attention to the financially disadvantaged groups who face more difficulties in obtaining capital, and builds exclusive and secure wholesale market financial flow services for farmers, fishermen and related underwriters.

Service title	Service contents	2025 results
Agriculture-related Business Loans	SinoPac Holdings values the development of sustainable agriculture, supports national policies to promote loans for new agriculture, and provides agriculture-related corporate loans to assist them in stabilizing operations, thereby improving their quality of life.	The outstanding loan balance of Bank SinoPac and King's Town Bank at the end of the year totaled NT$2.977 billion.
Agriculture-related Personal Loans	Amret provides agriculture-related credit loans to local individual customers in Cambodia to support the investment and expansion of agricultural activities, such as purchasing land, cultivating crops, raising livestock, or purchasing seeds, fertilizers, and equipment to enhance productivity and sustainable income.	Outstanding loan balance is approximately NT$8.432 billion.
Smart Wholesale Market Transaction Facilitation Platform	In view of the time-consuming payment process of traditional wholesale markets and the public security risk of carrying cash, Bank SinoPac created the "Smart Wholesale Market Transaction Facilitation Platform" in 2016 and issued multi-functional merchant cards and distributor cards for agricultural products along with a credit limit. It provides high-quality exclusive financial services to elderly customers or wholesalers who are accustomed to cash transactions and rarely transact with banks and thus could not obtain financing from banks because they never accumulated records of transactions with banks. It links the cash flow in merchants' accounts to the wholesaler market's electronic settlement system, automatically settles accounts, and controls the transaction limits of the wholesalers. It empowered the transition of the market operation model.	• Launched in 8 wholesale markets in 4 municipalities • Established 4 cooperation models for fruits and vegetables, fishery products, meats, flowers • The outstanding amount of loans was NT$106 million, including NT$12 million in corporate loans and NT$94 million in personal loans. • A total of 2,438 wholesalers and farmers were included in the service. • The newly added cash advances in the current year totaled NT$9.139 billion and the cumulative cash advances totaled NT$69.894 billion.

3.2.3 Other Sustainable Financial Products and Services

3.2.3.1 Sustainable Bonds

Bank SinoPac received
★《The 5th Taiwan Sustainable Investment Awards (TWSIA)》"Case Influence - Sustainable Bond - Silver Award"

In 2025, Bank SinoPac issued another NT$1 billion in sustainability bonds. Bank SinoPac has issued 8 sustainable bonds since the government launched green bonds in 2017. The cumulative issuance of sustainable bonds totaled NT$12.4 billion.

Results of Sustainable Bonds Issued by Bank SinoPac

Category	Year issued	Total amount issued	Description	Results
Green bonds	2017	US$45 million	The funds were used for loans to energy conservation and environmental protection investment plans.	Green bonds fund utilization report
	2019	NT$3 billion	The funds were used for renewable energy and green eco-friendly industries.	Green bonds fund utilization report
	2022	NT$2 billion	The funds were used for the development of renewable energy and energy technology and the main projects consist of solar PV equipment financing projects.	Green bonds fund utilization report
Sustainability bonds	2020	NT$1 billion	The funds raised were used to assist the development of renewable energy and energy technology as well as social welfare investment plans to create employment opportunities and prevent unemployment caused by social and economic crises, and support SMEs that have been impacted by the pandemic since 2020.	Sustainability bonds fund utilization report
	2023	NT$2 billion	The funds raised were used to assist the development of renewable energy and energy technology as well as social welfare investment plans to create employment opportunities and prevent unemployment caused by social and economic crises and support the financing needs of SMEs.	Sustainability bonds fund utilization report
	2024	NT$1 billion		Sustainability bonds fund utilization report
	2025	NT$1 billion		Sustainability bonds fund utilization report
Social bonds	2021	NT$1 billion	Provided project financing for "Affordable housing," "Employment generation, and programs designed to prevent and/or alleviate unemployment stemming from socioeconomic crises," and "Socioeconomic advancement and empowerment".	Social bonds fund utilization report

Note 1: As of the end of 2025, Bank SinoPac's the balance of sustainability-related bonds reached NT$6.415 billion, accounting for 11.76% of the total NT$54.555 billion in financial bonds issued. In 2025, NT$1 billion of new sustainability-related bonds were issued, representing 33% of the financial bonds issued that year.

Note 2: The proportion of Bank SinoPac's sustainability-related bonds by category relative to its total bond investment amount is as follows: green bonds 3.02%, sustainability bonds 2.18%, social bonds 0.77%, and sustainability-linked bonds 0.05%.

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3.2.3.2 Sustainable Investment Products

Issuance of Sustainability Funds

SinoPac SITC received

★《The 22nd National Brand Yushan Awards》"Best Product - SinoPac Asset Management's ESG Fund Practices Sustainable Finance"

SinoPac SITC specified in the "SinoPac SITC ESG Investment and Risk Management and Information Disclosure Policy" that it supports thematic investments that contribute to the development of ESG-related issues, as well as the public offering of ESG or sustainability topics funds. In response to the "Review and Supervision Principles for Disclosure Matters of Taiwan Investment Trust Company Publishing Environmental, Social and Governance (ESG) Theme Fund" announced by the FSC in 2021, all of its ESG theme funds have obtained approval from the Securities and Futures Bureau for ESG information disclosure, and the Company regularly discloses important ESG information on the official website of SinoPac SITC. As of 2025, SinoPac SITC had 5 ESG funds with a total scale of NT$ 13.504 billion. The number of beneficiaries reached nearly 90,000 people.

ESG funds	Sustainable Fund category	Description	Performance as of the end of 2025
SinoPac Taiwan ESG Plus Fund	ESG integration	SinoPac SITC launched Taiwan's first active ESG fund for Taiwan's stock market in April 2020. The fund mainly invests in constituent stocks of FTSE4Good TIP Taiwan ESG Index, which is based on the FTSE ESG Ratings and Data Model and includes 14 themes and 300+ indicators across the three Pillars of Environmental, Social, and Governance. The overall ESG score is calculated and the Taiwanese companies with outstanding ESG performance are selected as constituent stocks.	The assets of the fund totaled NT$376 million
SinoPac Taiwan Target Exposure ESG ETF	Best-in-Class screening	SinoPac SITC brought this fund to listing in March 2021, with the investment objective of tracking the performance of the FTSE Taiwan Target Exposure ESG Index as its management objective. The underlying index is based on the FTSE ESG Ratings and Data Model and includes 14 themes and 300+ indicators across the three Pillars of Environmental, Social, and Governance. The overall ESG score is calculated and the companies with outstanding ESG performance are selected as constituent stocks.	The assets of the fund totaled NT$6.092 billion
SinoPac ESG Global Digital Infrastructure Fund	ESG integration	SinoPac SITC launched this fund in July 2022. The fund mainly invests in global digital infrastructure businesses and related industries. Investees are companies with outstanding performance in environmental protection, social responsibility, and corporate governance. The fund used the SynRatings system (6 levels from A to F with A as the best) and the ratings are also based on the Sustainable Finance Disclosure Regulation (SFDR) of the European Union to screen and remove companies in controversial industries and those with lower ESG scores. As a principle, the overall weighted average rating of the fund based on ESG SynRatings is C or above.	The assets of the fund totaled NT$0.548billion
SinoPac Taiwan ESG Low Carbon High Dividend 40 ETF	Thematic investing	SinoPac SITC brought this fund to listing in July 2023, with the investment objective of tracking the performance of the Taiwan ESG Low Carbon High Dividend 40 Index. The constituent stocks are based on the carbon emissions of each company and the relative or absolute carbon emissions that affect the revenue of the company. The benchmark index adopts the "Taiwan Sustainability Rating" by Taiwan Index Plus Corporation. It selects constituent stocks with a rating of at least BBB and creates an investment portfolio based on carbon indicators that accounts for ESG, low carbon, and high dividends.	The assets of the fund totaled NT$4.725 billion
SinoPac 15+ Year Investment Grade US Banking ESG ETF	ESG integration	SinoPac SITC brought this fund to listing in September 2024, with the investment objective of tracking the performance of the ICE 15+ Year Investment Grade US Banking ESG Index. The index incorporates ESG risk ratings from Sustainalytics, selecting only securities with ESG risk scores below 30 and excluding those without a Sustainalytics ESG risk score, thereby forming a portfolio aligned with ESG investment principles.	The assets of the fund totaled NT$1.762 billion

Bank SinoPac actively uses trust business to promote sustainable development and launched the innovative foreign-currency-denominated "Bank SinoPac Trustee Selected Net-Zero Green Lifestyle Overseas ESG ETF 2035 Target-Maturity Collective Investment Trust Funds" in 2025. This account aims to attain stable monthly dividend distributions to satisfy customer demand for fixed income and provide differentiated retirement asset management tools. This ESG trust product selects investment targets through rigorous multi-layered mechanisms with a proprietary robo-advisor model to simulate and achieve investment objectives through big data algorithms and provide customers with robust asset allocation schemes. It has accumulated 1,300 customers as of the of 2025, with assets under management totaling NT$1.22 billion at the end of the year. Bank SinoPac also utilizes the OMO (Online to Offline) "Collective Investment Trust Funds online matching process" to reduce paper consumption, actively support the government's energy conservation and carbon reduction policies, and demonstrate its commitment to environmental sustainability. The Bank received recognition by winning 《Commercial Times》2025 TRUST Awards: Best Sustainable Trust Innovation Award - Gold Award.

Sustainability Fund Sales

SinoPac Holdings' total ESG fund sales reached NT$4.721 billion in 2025. Overall ESG fund AUC of SinoPac Holdings in 2025 were NT$8.987 billion. The ESG funds that are sold comply with the Sustainable Finance Disclosure Regulation (SFDR) invest in sustainability targets, including eco-friendly funds that focus on green energy, water resources, energy transition, climate change, and environmental sustainability. They must also meet the following definitions for sustainability funds to ensure the supply of more diverse investment options that consider ESG to retail banking and wealth management customers.

Definitions of Sustainability Funds

Fund category	Definition
ESG integration	Exclusion of controversial or sensitive investments and systematically incorporate ESG risk factors (such as environmental, social, and governance, etc.) into the investment analysis and decision-making process.
Best-in-Class screening	Investing in activities, companies, or projects selected for their positive ESG performance relative to industry peers. Also known as positive screening.
Thematic investing	The allocation of capital to themes or assets related to certain environmental or social outcomes such as renewable energy, energy efficiency, or sustainable agriculture.
Impact investing	Investments made with the intention to generate positive and measurable social and environmental impacts alongside a financial return.
Others	Other ESG products not included in the four categories above but meet the requirements of Articles 8 and 9 of SFDR.

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3.2.3.3 Sustainable Advisory Businesses

Fixed Income Underwriting

In 2025, SinoPac Securities served as the lead arranger for 2 sustainable bonds with a total amount of NT$0.6 billion. SinoPac Securities also assisted in the underwriting of 19 sustainable bonds with a total of NT$10.4 billion. The funds raised were mainly used for GHG reduction and renewable energy investments. Bank SinoPac organized underwriting for 4 green bonds totaling NT$0.6 billion.

Securities Listing on TWSE/TPEx, Underwriting/Consultation and Capital Raising Services

In 2025, SinoPac Securities focused its consultation and underwriting businesses on ESG and sustainable development. The underwriting businesses for public listing and capitalization totaled NT$10.917 billion, including underwriting of environmental protection and renewable energy businesses totaling NT$3.522 billion. It served as the lead arranger for green industries (renewable energy / environmental protection) and ranked first among peers in the number of such cases. SinoPac Securities will continue to focus on fundraising for renewable energy and environmental protection businesses and support the public listing of companies with the aim of exerting positive influence with businesses.

Business category	Industries served	2025 results
Underwriting	Services include soil and groundwater remediation services, energy storage system solutions, water resource treatment projects, use of wind power related equipment and products, and recycling of waste materials.	SinoPac Securities underwrote 8 environmental protection and green energy enterprises with a total of NT$3.522 billion.
Consultation	Services include marine engineering of offshore wind farms, along with equipment and operation and management, development, construction and services for solar power plants, energy storage system solutions, environmental protection technologies and renewable energy, recycling of waste materials, water treatment engineering and O&M, plant engineering for energy storage sites, and the transportation and installation of wind turbines.	SinoPac Securities continued to assist eco-friendly companies with their public listings. By the end of 2025, the firm was assisting 20 companies.

SinoPac+ ESG Rating System

SinoPac Inv. Service received

★《The 22nd National Brand Yushan Awards》"Best Product: SinoPac Inv. Service Sustainable Finance Total Solution"

★《Global Views》The 21st Annual ESG Corporate Sustainability Awards - Outstanding Initiative Award: Social Innovation Category - Award for Excellence in SMEs: SinoPac Inv. Service Sustainable Finance Total Solution Services

SinoPac Inv. Service has incorporated ESG into its core research since 2019 and has launched the SinoPac+ ESG Rating System with the SASB standards as the core framework in 2021. It uses publicly available information as the source of information for evaluations and uses financially significant sustainability indicators and localized design to classify companies into five ratings based on their sustainability performance. The evaluation results meet international standards, with advantages of high standards, wide coverage, ease of understanding and immediacy and have become important metrics for sustainability investment, assisting more corporate and general investors to understand ESG ratings and increasing the visibility of Taiwan stocks in the international ESG investment market.

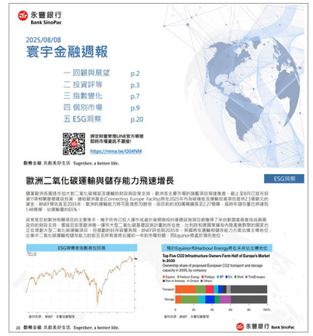
The SinoPac+ ESG Rating System of SinoPac Inv. Service was officially launched on the ESG IR Platform of the Taiwan Depository & Clearing Corporation in 2024. It is the only financial institution in Taiwan that provides TWSE sustainability evaluation services. The SinoPac+ ESG Rating System encompasses 61 industries, and it has completed the establishment of benchmarks for all industries in Taiwan, and completed the evaluation of 622 businesses. The SinoPac+ ESG Rating System methodology and the evaluation results are announced on the SinoPac Securities Rich Club ESG website.

SinoPac Inv. Service took the lead in the industry in 2025 by launching engagement services, becoming the only investment advisory firm currently offering engagement services to institutional investors and establishing an ESG dialogue mechanism between companies and stakeholders. Based on SinoPac Inv.'s stewardship policy and the five-dimension rating framework of the SinoPac+ ESG Rating System, the Company evaluates ESG risks and provides first-hand sustainable investment insights and customized engagement recommendations.

SinoPac Inv. Service upholds its missions of sustainable finance and financial inclusion and applies the rating system on SinoPac Securities' Rich Saving Club platform to identify companies with excellent performance in both EPS and ESG. It also targets high dividend yield, niche supply chain, or industries with high potential to create a variety of customized ESG portfolios. In 2025, the Rich Saving Club added 11 net-zero and low-carbon stock savings products, enabling investors and small capital customers to benefit from the long-term growth of high-quality ESG companies, track the carbon reduction performance of stocks in the portfolio, and grasp opportunities for sustainability investment.

Wealth Management Advisory Services

In response to the market's demand for corporate ESG information, Bank SinoPac and SinoPac Inv. Service incorporated ESG topics into the weekly investment report of "Global Wealth Insight." Contents include insights into ESG trends, green economy, sustainable finance, and climate plans of each country, helping customers monitor ESG investment trends and raising their ESG awareness. SinoPac Securities issues e-newsletters containing ESG-related information, giving investors an opportunity to understand ESG-related risks and opportunities. In 2025, the fund section of the "Rich Club ESG website" recorded a total of 2,600 page views.



Bank SinoPac issues e-newsletters containing ESG-related information to raise investors' ESG awareness.



SinoPac Securities issues e-newsletters containing ESG-related information to raise investors' ESG awareness.

Bank SinoPac and SinoPac Securities distribute e-newsletters to enhance customers' understanding of ESG investments and raise ESG awareness. Bank SinoPac and SinoPac Securities engage with their wealth management customers through e-newsletters, and 87.85% of the customers of Bank SinoPac and 31.43% of SinoPac Securities were reached in 2025.

Name of Service	Contents of Advisory Services
Promotion of ESG information and trends	Bank SinoPac and SinoPac Securities provide consulting services through SinoPac Inv. Service with weekly/monthly publications on investment or e-newsletters that cover ESG-related topics and help customers understand the latest ESG trends and related risks and opportunities.
ESG individual stock analysis and recommendation	SinoPac Securities uses the SinoPac+ ESG Rating System developed by SinoPac Inv. Service to comprehensively evaluate the sustainability performance and risks of investment targets and includes evaluation results into the ESG Equity Note, which allows investors to better understand ESG investments through its ESG evaluation and analysis.
Promotion of ESG wealth management products	Bank SinoPac: Promotes periodic variable investment in ESG funds through digital channels and created a sustainable investment section on its wealth management webpage. Contents include: ESG concepts, trends, and knowledge sharing, allowing customers to participate in and understand environmental sustainability and social issues. Bank SinoPac launched its official Wealth Management LINE account in October 2024, which features a dedicated section on trending topics such as "ESG/Sustainable Investing." This initiative aims to share insights into net-zero and sustainability-related investments, enhancing customers' awareness and understanding of ESG products. As of the end of December 2025, the number of followers reached 59,000.
	SinoPac Securities: established an "ESG Fund" zone on its "Rich Club ESG," website and divided ESG funds on the wealth management trust platform by themes based on the characteristics, investment themes, contents, and other key factors. These include natural resources, environmental protection, net-zero emissions, and sustainability themes to encourage investors to support environmental, social, and corporate sustainability operations.

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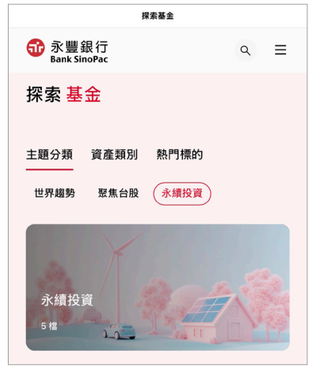
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SinoPac Securities "Rich Club ESG website" – ESG Fund zone



Bank SinoPac's wealth management webpage – Sustainable investment section



Bank SinoPac Wealth Management LINE Official Account – ESG/Sustainable Investing Featured Section

Retail Banking ESG Advisory Services

SinoPac Holdings provides ESG advisory services to retail customers, actively promoting ESG-related concepts and advocating for environmentally friendly and socially responsible information and financial services to create a positive impact. The services include consultations on household solar energy systems, green buildings, and financial services for migrant workers.

Name of Service	Contents of Advisory Services
Advisory for Household Solar Energy Plants Installation	Advisory links are provided in the solar energy financing section of Bank SinoPac's official website with integrated external information to help customers more quickly and comprehensively obtain information to apply for the installation of solar power equipment.
Green mortgage consulting	Bank SinoPac launched the "green mortgage." The Company provides information on green building-related qualifications and links professional information on green buildings in the green building section on the official website of Bank SinoPac.
Advisory for Young Entrepreneurs	Bank SinoPac supports government policy by providing low interest "Directions of Loans for Startup Funding for Young Entrepreneurs" to- help the youth obtain the funding needed to start their own business. Bank SinoPac provides young entrepreneurs with advisory services, analyzing and diagnosing funds required for operations and processing fees.
Promote ESG consumption	Bank SinoPac promotes organic product promotions through credit card spending campaigns by sharing information on relevant merchants and features the Ministry of Environment, Executive Yuan-"Net Zero Green Lifestyle" website to support customer consultation and awareness.
Advisory for migrant workers on financial services	Bank SinoPac collected cases of migrant workers using underground financial services for promotion and sharing to provide migrant workers with proper channels for financial services. Bank SinoPac provides one-stop services in foreign languages to provide migrant workers more efficiently with friendly advice on financial services, such as loans, and help them successfully complete applications for related credit loan products and services.
Advisory on property trust	Bank SinoPac provides the elderly and people with disabilities and their families with asset planning advisory services and developed the Trust Assessment Platform, providing a one-stop platform for elderly risk assessments, trust service evaluations, and online consultation appointments.
Advisory on online payments for funBIZ	Assist small and medium businesses/individual sellers with using different online payment tools to promote e-commerce, introduce features, applicability, safety authentication, and related functions of funBIZ, and facilitate the development of online business.
First home purchase consulting	Bank SinoPac Feng Yun Mortgage digital platform provides an online calculation function for house purchase ability, as well as recommendations and explanations for making their first purchase. This allows customers to first evaluate their financial planning and fully assess their ability to purchase a house.

3.2.3.4 Retail Banking ESG Promotion and Engagement

Bank SinoPac provides information on sustainable financial products on its official website and produces green environmentally friendly event pages and promotional links to use multiple channels such as carbon reduction electronic newsletters and LINE messages for communicating ESG-related risks and opportunities with customers. In 2025, the events reached approximately 1.13 million customers, which accounted for 30.10% of all retail customers of Bank SinoPac.









SinoPac communicates ESG ideas through electronic newsletters, the official website, mobile banking, Facebook, and the official YouTube channel.

In 2023, Bank SinoPac's official LINE account launched the "Carbon Off Show Time" zone, which gradually cultivates carbon intuition through interactive experiences to help customers integrate carbon reduction into their lives and enhance their sense of achievement through concrete results. The ultimate goal is to build a green ecosystem to strengthen the role of the "individual" in carbon reduction and the power of carbon reduction. Bank SinoPac continues to integrate green products through themed missions and Bee Points, it allows users to support green life initiatives and demonstrate their support for a green future.

"Carbon off Show Time" zone received

★《Golden Peak Award》Top 10 Outstanding Innovation R&D

★《2025 Taiwan Corporate Sustainability Awards (TCSA)》Creative Communication Leadership Award

5 highlights of the "Carbon off Show Time" zone

Personal carbon reduction results	Cumulative number of papers saved, and carbon emissions reduced from personalized subscription of green notifications.
Green Product e-Label	It gathers green products including green deposits, green investments, and green consumption for high integration and rapid redirection.
Bee Points rewards for carbon off reduction tasks	It connects the points economy for users to complete limited tasks and collect Bee Points.
Green Service Express GO	Eight online services minimize breaks in customer experience (online account opening, online card application, online transfer/remittance, online foreign exchange, mortgage application, loan application, time deposit application, and DACARD Pay
Innovative campaigns	From time to time, the Company plan the marketing packaging campaigns and use innovative designs to enhance carbon reduction initiatives.

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3.3 Smart Finance

3.3.1 Smart Financial Innovation

SinoPac Holdings received

★《2025 IT Matters Awards》"2025 IT Matters Digital Transformation Award"

SinoPac Holdings actively invests in AI and development of emerging technologies, data-integrated operations, introduction of intelligent process automation, and the expansion of cloud-related deployment to help subsidiaries reduce manpower cost and maximize resource synergy.

Results of Smart Financial Innovation Strategies

AI Technology Applications

- "iWish": With generative AI (GAI) as its core, Bank SinoPac launched Taiwan's first conversational financial service in 2025. It transformed traditional transaction processes by enabling customers to easily complete deposits, withdrawals, transfers, and remittances through a single interface. It also supports three interactive modes with voice, text, and images to deliver a natural, effortless, and personalized financial experience.
- "SinoPac ibrAin": SinoPac Securities Investment Service used a multi-agent system to reduce the time required for collecting investment research data and enhance the depth of analysis and quality of reports. With the close integration of AI and financial expertise, it continuously empowers the innovative upgrading of financial services and investment decisions.
- "Financial Advisor Copilot": To elevate customer service capabilities, Bank SinoPac introduced GAI tools to launch the Wealth Management Specialist Copilot in 2025. The Copilot has four major functions including "Smart Customer Quick Search", "Internal Crystal Ball", "Fast Customer Profiling", and "Smart Interaction", which help wealth management specialists access key information and enhance service precision.
- "SinoPac Cloud Chat!": In 2024, Bank SinoPac focuses on developing internal empowerment tools and launched a GAI assistant called "SinoPac Cloud Chat!" designed specifically for employees. Bank SinoPac introduced the GPT large language model integrated with internal databases to support functions such as routine document translation, copy generation, text summarization, and internal data retrieval. It continuously expanded generative AI assistant tools in 2025, such as the official document generation assistant and the employee leave application assistant.

Establishment of emerging technology application management mechanisms and governance organization

SinoPac Holdings is committed to promoting the use of artificial intelligence (AI) in the financial services sector to establish comprehensive AI governance policies and management mechanisms. We adopted the " Guided by the core principles of a risk-based approach and the responsible use of AI " as the core philosophy, and referenced the six core principles of the FSC's "Guidelines for Artificial Intelligence (AI) Applications in the Financial Industry" to ensure the responsible use of AI technology. The Group has established a dedicated governance organization responsible for policy formulation, risk monitoring, and AI application development management. We also actively organize AI literacy training programs for employees. The subsidiaries also follow the Group's policies to establish their own management mechanisms. They regularly review AI project risks to ensure compliance and security.

SinoPac Holdings partnered with Bank SinoPac, SinoPac Securities, SinoPac SITC, and SinoPac Securities Investment Service in the "2025 Taipei International Financial Expo (TAIPEI FINEXPO) " with "Financial Gravity" as the main theme of the exhibition. The Group's exhibition area focused on Intelligent and Fintech in an immersive universe and showcased a diverse range of applications and value of its "customer-centric" approach through interactive experiences across four major dimensions, including digital financial technology, financial fraud prevention, sustainable finance (green integrated trusts and ESG solutions), and retirement wealth management. In the same year, the group hosted the "2025 SinoPac Holdings Technology Conference" with international speakers to analyze AI trends and extend discussions on how frontier technologies land in the practical fields of the financial industry. It offered an opportunity to share the Group's results and practical experience in AI development in recent years with external partners. In 2025, SinoPac Securities hosted the 7th "41AI Conference" and invited well-known experts from industry and academia to jointly discuss the utilization of the most popular AI technologies in investment strategies, innovation trends, and real stories in stock trading on TWSE.



SinoPac Holdings "Taipei International Financial Expo (TAIPEI FINEXPO)"



2025 SinoPac Holdings Technology Conference



SinoPac Securities "7th 41AI Conference"

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3.3.2 Smart Financial Innovation Services

"DAWHO" X "DAWHOTOU" integrated digital services

DAWHO received

★《International Business Magazine》Best AI-driven Personalized Service Taiwan 2025 - DA AI Personalized Fund Selector

★《The Digital Banker》2025 "Best AI Initiative"

DAWHOTOU received

★《Business Weekly》"AI Innovation Top 100 Awards"

★《Wealth Magazine》2025 Wealth Management Awards "Best Use of AI in Securities Award - Excellence Award: DAWHOTOU App AI Smart Engine"

Bank SinoPac's integrated digital account "DAWHO" was launched in 2019 and the total number of accounts opened has exceeded 2.15 million. Bank SinoPac set up the exclusive DAWHO App in 2020 and has continued to enhance the integration with SinoPac Securities' DAWHOTOU with the launch of account opening integration, transaction connection, and learning integration. The "DA AI Personalized Fund Selector" is an innovative function that creates customized investment strategies for customers through algorithms and data analysis to generate personalized fund targets and indexes based on customers' basic information and past records. The DAWHO digital account is designed with a grading system to provide customers with more privileges. In 2025, it launched the "DAWHO Green Action" USD demand deposit program to provide preferential interest rates on green deposits for customers who attain a certain level in their DAWHO digital accounts. Customers are eligible for benefits, and they can also participate in promoting sustainability.

SinoPac Securities launched the "DAWHOTOU" digital wealth management investment account in 2019 and launched the "DAWHO+DAWHOTOU" online account opening service. It became the first joint account opening application and account opening progress inquiry service for both banking and securities in the industry. The "DAWHOTOU" App launched in 2021 has accumulated approximately 978.7 thousand downloads as of the end of 2025.

The "Smart Order" function on the "DAWHOTOU" App expanded the scope of transactions to the Taiwan Stock Market, U.S. stock market, and options markets and launched smart order functions. It also integrated the 3 major transactions including market monitoring, order placement, and order deletion and revision on one page. It introduced the dual quality management technologies including "Quality of Service (QoS)" and "Quality of Experience (QoE)" to provide investors with simple and efficient digital investment experience. In 2025, a new "Chip Analysis" function was added to track the dynamics of major investors in real time. The technical team independently developed the "Stock Dashboard" to create an intuitive market monitoring interface. It also provides smart price alerts and supports personalized multi-conditional monitoring to support precise timing for buying and selling. SinoPac Securities also launched "Smart Subscription" to help users automatically participate in new stock lotteries through cloud monitoring based on the maximum subscription amount and expected price spread configured by users. SinoPac Securities continuously provides investors with a simple and efficient digital investment experience.



Bank SinoPac's "DAWHO" Exclusive Grading System



The "Taiwan Stock Dashboard" in the DAWHOTOU App integrates big data on traders across the entire market to create an intuitive market monitoring interface, assisting investors in achieving precise timing for buying and selling.

DACARD

DACARD App received

★《The Asset》The Asset Triple A Digital Awards "Best Digital Wallet Project"

★《The Digital Banker》Global Transaction Banking Innovation Awards 2025 "Best Digital Payments Initiative – Taiwan"

★《Commercial Times》the 5th Digital Finance Awards "Excellence Award for Digital Inclusion Award"

★《International Business Magazine》Best Digital payments initiative Taiwan 2025 - DACARD App

Bank SinoPac released the payment and credit card management app DACARD in 2021. The app integrates online payment and credit card management functions and supports a variety of payment methods and payment tools, including real-time payment inquiry, QR code scan to pay, and online payment application. In 2025, it added a new cross-border payment function to enable customers to scan QR codes for payment in South Korea. It launched a LINE Pay card-adding function to allow credit cards to be bound without entering the card number. It also introduced biometrics FIDO paired with SIM card verification to ensure that the person configuring the settings is the cardholder. These measures are implemented to comprehensively enhance transaction security. In 2025, it accumulated 1.067 million transactions with a total amount of NT$7.616 billion.

SinoPac Donation Platform



The "SinoPac Donation Platform" utilized the collection API to integrate Bank SinoPac's "funBIZ" and "DACARD Paybill" cashflow services. Organizations receiving donations simply convert donation URLs into QR codes, and donors can easily online donations by scanning the QR code with mobile phones. The system selects the payment service with the lowest cost to significantly lower processing fees.

Bank SinoPac has a professional product team that helps collaborating organizations introduce online digital donation services and helps organizations receiving donations check account and donation details in real time to reduce labor and management costs. It offers additional analysis on the characteristics of donors and the amounts of donations with the aim of enhancing the systematic and efficiency of public welfare organizations and resolving the difficulties that small and medium charities face in fundraising due to the low brand exposure.

"The SinoPac Donation Platform" continues to enhance user experience. In 2025, an "e-receipt" option was introduced, allowing donors to choose to receive receipts via email in line with digitalization trends. In the same year, 22 new non-profit organizations were added, bringing the total number of participating organizations to 117 since the platform's launch. To date, the platform has facilitated 40,400 transactions, generating more than NT$ 100 million in donations.

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Highlight Products and Services of SinoPac Holdings' Smart Financial Innovation Services

Item	Item introduction	2025 performance and results
Orbit.AI	Bank SinoPac applies generative AI technology with exclusive patents for the launch of the Orbit.AI service. It integrates news databases from domestic and international media platforms, reading news data and combining it with qualitative discussions and quantitative data. It adds time sequence, news weighting, and professional outlook of the SinoPac Group to produce important market information and help customers monitor trends.	• In 2025, it added new analysis and data chart functions for the two major foreign exchange markets including the US Dollar Index and USD/JPY foreign exchange as well as the DAWHO Market Barometer function. • The number of subscribers reached 38 thousand.
"ibrAin" robo-advisor services	Bank SinoPac provides automated investment advisory services with the best algorithms and big data precision computing for the public to access digital management services. It uses brand-new AUM pricing and charging model with low barriers to entry and low fees to realize universal financial services.	• In 2025, the AUM of "ibrAin" robo-advisor services increased by 19.99% compared to the previous year.
Rich Saving Club	SinoPac Securities integrates account opening, AI services, orders, and performance management, and provides a trading platform for stock savings in Taiwan and U.S. stock markets, so that investors can invest in stocks in different markets.	• In 2025, SinoPac Securities added a new feature to allow periodic stock savings to be configured directly via LINE Bank. It uses the LINE Bank account as the settlement account to expand the utilization scenarios and flexibility of long-term investment. • In 2025, SinoPac Securities launched the "Automatic Securities Lending" function. With a one-time configuration by investors, the system automatically matches stocks available for lending to enhance asset utilization efficiency and overall returns.
"Rich Club" Knowledge Service Platform	SinoPac Securities is the first in the industry to use the concept of "uninterrupted digital services" and links three major services including online account opening, product trading platform, and financial education materials. It provides investment knowledge through text, audio, and videos to help investors understand capital markets and sustainability-related investment topics. The "Rich Club" and the subscription-based "RichClub PRIME" enhanced knowledge columns are wealth management investment columns designed based on customers' investment progress to provide comprehensive education materials.	• In 2025, they added 3 new ESG-related articles, with topics including "The Onset of Carbon Border Taxes: Supply Chain Resilience as New Battlefield for ESG Investment" and "The Surge in AI Power Demand Creates Opportunities for ESG Investment." • Rich Club accumulated more than 90 million views as of the end of 2025. **Received** ★《The 22nd National Brand Yushan Awards》"Best Product: Rich Club Weekly Market Strategy, Best Product: Rich Stock Agent" ★《The 23rd Golden Peak Awards》The 23rd Golden Peak Awards - Outstanding Commodities: RichClub PRIME ★《Wealth Magazine》2025 Wealth Management Awards - Best Innovative Marketing in Securities: Rich Club's Mandatory Trading Course ★《Commercial Times》2025 5th Digital Financial Awards - Digital Inclusion Award - Excellence Award: Rich Club Prime
Rich Club ESG website	SinoPac Securities integrates research and evaluation results of SinoPac Securities and SinoPac Inv. Service and includes five highlights, namely the SinoPac' ESG Rating System, SinoPac ESG investment portfolio, SinoPac ESG sustainability fund series, ESG funds, and insights into trends.	• It became the first dedicated ESG website of domestic securities firms and its digital website provides investors with information on global ESG investment trends. • SinoPac Securities set up an "ESG Fund" zone on its "Rich Club ESG website," and divided ESG funds on the wealth management trust platform by themes and characteristics. The four major sustainability themes include resources, the environment, carbon emissions, and ESG, which encourage investors to support environmental, social, and corporate sustainability operations.
DAWHOFONE App	SinoPac Securities' "DAWHOFONE" is the first smart wealth management App in the industry. It is based on the core concept of "AI X Allocation Makes Portfolio Perfect " and uses digital intelligence services for wealth management to help investors configure the investment weights of various types of assets and optimize the efficiency of asset accumulation. The "DAWHOFONE" App launched small-capital foreign bonds. The entry barrier for purchasing bonds was lowered from US$10,000 to US$1,000 to help small capital investors accumulate assets.	• In 2025, offshore structured products were digitized to streamline complicated paper-based processes and provide online gain and loss inquiries along with product structure information. It extended inclusive finance to advanced wealth management client segments. • In 2025, the DAWHOFONE App incorporated Bank SinoPac's Gold Passbook service, successfully integrating the nine major asset categories of both Bank SinoPac and SinoPac Securities to provide a one-stop asset overview. The assets include domestic securities, overseas securities, options, funds, bonds, structured products, cash equivalents, funds in transit, and gold. • The DAWHOFONE App has accumulated 370 thousand downloads **Received** ★《Wealth Magazine》2025 Wealth Management Awards "Financial Services Innovation in Securities: DAWHOFONE App"
Stock Gift Cards	SinoPac Securities applied to the FSC for a FinTech regulatory sandbox case. The stock gift cards are issued and sold in electronic form and their face value can be converted into available funds for stock transactions, including stock settlement payments, handling fees, and transaction taxes.	In 2025, over 56 thousand people participated in the stock gift card sandbox experiment, with more than 42 thousand accounts opened to date and cumulative sales totaling NT$79 million. ★《The 19th Golden Torch Awards》Top Ten Outstanding Products of the Year: Stock Gift Cards
SinoTrade Space	SinoPac Securities established the quantitative trading experience venue "SinoTrade Space" in 2024. It is committed to building a new offline ecosystem, promoting quantitative trading, and supporting financial inclusion.	SinoPac Securities' SinoTrade Space is centered on the concept of "online-to-offline integration," featuring three innovative functional areas: research and development exchange, quantitative trading experience, and an intelligent financial product allocation and management platform. By integrating online digital services with offline interactions, it provides a shared physical space for quantitative trading investors to learn together. The "Intelligent Trading" feature uses program systems to implement all-weather dynamic hedging monitoring, enhancing the success rate and stability in investments. In 2025, a total of 66 client visits were conducted for "Intelligent Trading" technical exchanges, of which 19 were at SinoTrade Space and 47 were conducted across 20 branches.

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3.3.3 Digital Service Promotion and Results

Bank SinoPac actively promotes digital services. It uses the 3S core principles including "optimization of traditional procedures (Smooth)," "smart services procedures (Smart)," and "personalized over-the-counter banking services (Sweet) " to create comprehensive digital banking branch services. Bank SinoPac continues to innovate and uses technologies to provide personalized services and enhance customer experience.

King's Town Bank's "Goyee Digital Account" enables customers to complete online NTD and foreign currency account opening, and enjoy access to financial services such as transfers, mobile payments, foreign exchange trading, cross-border remittances, mutual funds wealth management, and securities investments. As of the end of 2025, approximately 72 thousand NTD and foreign currency accounts were opened.

SinoPac Securities became the first in the industry to launch the "online account opening" service with the unique feature of applying for 6 accounts in 3 institutions in 1 application. When an investor completes account opening, he/she will have access to the NTD savings account, foreign currency savings account, and trust account of Bank SinoPac, the "DAWHOTOU" domestic trading account and sub-brokerage account of SinoPac Securities, and membership of SinoPac Inv. Service. By 2025, approximately 148 thousand customers opened accounts online and over 80% of investors have operated entirely online. The simple and convenient account opening services improve customers' digital experience. Going forward, the functions of online trading platform will be continuously optimized to enhance electronic services and efficiency. In 2025, SinoPac Securities launched the "Rich Stock Agent" stock transfer agency platform, with pioneering functions such as changing the dividend payout bank account online, tracking shareholder meeting souvenirs and ex-dividend/ex-right information, reissuing shareholder meeting notices, and reserving shareholder meeting souvenirs. It effectively improves service efficiency and reduces counter and manual inquiry volume.

Flipping the Branch Service Journey with 100% Digitalization

3S

Optimization of traditional procedures (Smooth)

- ♦ iBranch
- ♦ eNote Green Counter

- Bank SinoPac uses the iBranch, eNote Green Counter, and cloud account opening services to accelerate the efficiency of business operations, reduce the risk of data leakage, and achieve energy saving and carbon reduction more effectively.
- It also uses e-paper technology to accelerate the digitalization of over-the-counter forms and make use of electronic signatures, online reviews, and automated payments. It reduced paper consumption and increased the efficiency of payments in branches.
- In 2025, the Green Finance Counter (paperless data such as TOGO, eNote, and remittance slips) saved a total of 15.89 million sheets of paper.

Smart services (Smart)

- ♦ Smart FX Remittance
- ♦ Palm Vein Recognition Service
- ♦ iWish

- "Smart FX Remittance" incorporates machine learning-based semantic analysis and web crawler technologies to automatically determine the accuracy of remittance data. It replaces traditional manual operation, improves the speed and accuracy of data processing, effectively reduces the risk of data errors, and increases customer satisfaction.
- By utilizing the Palm Vein Recognition high-security biometrics technology, Bank SinoPac has set up palm vein recognition equipment in all of its business unit counters to provide customers with palm vein authentication for transactions, which reduces fraudulent transactions and improves the efficiency of verification procedures. In 2025, Bank SinoPac added the "Digital E-Palm Enrollment " service for customers to record their palm vein information at an ATM. In 2025, 79 thousand customers registered their palm vein data and customers accumulated 300 thousand over-the-counter verification transactions, which was an increase of 8.71% compared to 2024.
- "iWish" enables customers to express their needs for deposits, withdrawals, remittances, and transfers through intuitive dialogue. The AI agent then provides realistic guidance to automatically complete the pre-filled form operations and provide simpler financial services.

★《The Asset》Triple A Digital Awards, Best Digital Upgrade: Smart FX Remittance - Optimizing Your Remittance Experience

Personalized over-the-counter banking services (Sweet)

- ♦ TOGO App
- ♦ 360° Customer Service Platform
- ♦ HyperM Marketing Platform

- "TOGO App Mobile Teller" integrates digital and physical channels via mobile devices to optimize business processes. It streamlines tedious account opening operations and digitizes services such as basic information maintenance. A new "TOGO FX RFQ" function was added in 2025.
- "360° Customer Service Platform" leverages data analytics and customer insights to tailor the most suitable financial services for different customer segments, including the elderly and those with special needs, to provide personalized services. In 2025, the number of digital service and financial product promotions exceeded 1.69 million.
- "HyperM Marketing Platform" utilizes smart AI to identify customer segments and connects the iBranch platform, 360° Customer Service Platform, ATMs, and other channels to empower innovative service transformation in branches and strengthen precise interaction between bank clerks and customers.

★《The Digital Banker》Best Digital Transformation Program

★《Asian Banking & Finance》"Branch Innovation of the Year - TOGO App," "Best High-Tech Innovation Bank in Taiwan - HyperM Marketing Platform"

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3.4 Customer Relations

3.4.1 Principle for Financial Service Industries to Treat Customers Fairly

SinoPac Holdings actively establishes a corporate culture of treating customers fairly and friendly finance. It continues to fulfill its corporate social responsibility through policy formulation and management, business activities, education and training, and culture shaping. Please refer to the official website of SinoPac Holdings for details on policies for treating customers fairly.

Policy formulation and management measures	• Subsidiaries established rules and regulations relating to the "Principle for Treating Customers Fairly" to ensure that in providing products and services to customers, they can treat customers fairly from design, advertising, sales, contract performance, to service advisory. • In 2023, SinoPac Holdings established the "Responsible Marketing Guidelines" as the guiding principle for promoting and implementing responsible marketing. SinoPac Holdings and its subsidiaries established regulations based on the business scope and characteristics of products to ensure that the financial products or services provided implement responsible marketing. In 2024, "Guidelines for Preventing Greenwashing by Financial Institutions" of the FSC were incorporated into the "Responsible Marketing Guidelines" to improve services.
Business activities and supervision	• Bank SinoPac and SinoPac Securities established the "Treating Customers Fairly Committee" and initiative groups to oversee the implementation. They also regularly report the implementation status to the Treating Customers Fairly Committee. In 2023, Bank SinoPac obtained approval from the Board of Directors for the attendance of independent directors in the Treating Customers Fairly Committee. • The three lines of defense, including business units, compliance and risk management, and audit establish and strengthen system monitoring and information security to ensure consumer protection.
Training and culture shaping	• In 2025, SinoPac Holdings and all subsidiaries provided training to over 98,000 participants, and topics included the Financial Consumer Protection Act, introduction to the principle for treating customers fairly, patterns of consumer disputes and case studies, protection of the rights and interests of the elderly and persons with disabilities, and fraud prevention. • All employees of Bank SinoPac and King's Town Bank completed the "User-Friendly Financial Services for Treating Customers Fairly" course. All full-time employees of SinoPac Securities have completed online courses on user-friendly financial services or the Convention on the Rights of People with Disabilities (CRPD). • Bank SinoPac organized the "My Story of Treating Customers Fairly" cultural promotion campaign for employees and selected real stories for treating customers fairly. SinoPac Securities organized quizzes on actions "Zero Tolerance for Fraud, Report Without Hesitation!" for treating customers fairly to strengthen employees' awareness for treating customers fairly.

Bank SinoPac received

★《2025 Taiwan Sustainability Action Awards (TSAA)》"SDG10 Silver Award: Heartfelt Inclusion for Barrier-Free Finance"

★《Commercial Times》5th Digital Finance Awards (Bank Category) "Treating Customers Fairly — Premium Award"; "Digital Inclusion — Premium Award"

★《Business Today》The 19th Wealth Management Banks and Securities Firms Evaluation "No. 3 in Best Treating Customer Fairly Award"

Amret received

★《MicroFinanza Rating SRL (MFR)》"Client Protection Certification: Certified Gold"

Bank SinoPac, King's Town Bank and SinoPac Securities

★ Included in the 26%–50% ranking bracket in the 2025 Fair Customer Treatment Principles Evaluation Results for the Financial Services Industry

Results of implementation of treating customers fairly and user-friendly financial services in 2025

Subsidiary	Treating customers fairly	User-friendly financial services (Including people with disabilities, such as those with mental or psychiatric, hearing, visual, language, or physical impairments)
Bank SinoPac	• In 2025, Bank SinoPac amended the "Code of Conduct for Treating Customers Fairly" to strengthen customer risk assessment and high-asset customer qualification determination and review. It added notification and disclosure obligations for interacting with customers using artificial intelligence technology, and reinforced internal control mechanisms to prevent wealth management and private banking sales personnel from misappropriating customer funds. • In 2025, it optimized the soundness of the complaint handling mechanism and conducted root-cause analysis on customer complaints regarding credit cards and business operations. Improvements were implemented by business management units. It also established a dedicated department to handle retail banking complaint cases. • The Bank continued to implement the "Mystery Shopper Inspection Project" to strengthen sales compliance and add new inspections for friendly services.	• Bank SinoPac established a three-year implementation plan for financial friendly services, setting specific short-, medium-, and long-term targets across optimization dimensions such as environment, information, and services tailored to people with disabilities, middle-aged and elderly individuals, new immigrants, and migrant workers. • Accessible facilities are established across all Bank SinoPac branches in Taiwan. In 2025, financial friendly demonstration branches have been set up in municipalities to serve as benchmarks for all branches to follow suit and enhance friendly services. • Bank SinoPac set up 232 ATMs with audio services for the visually impaired in hospitals, branches, and sites recommended by advocacy groups (accounting for 45.67% of the total number of ATMs in Bank SinoPac). • Bank SinoPac added more bilingual branches with a total of 114 branches in Taiwan that provide bilingual services, accounting for 91.20% of all domestic branches. It added Hokkien service to the service hotline for the elderly. • In 2025, it organized 2 accessible digital service experience activities (invited the Blind Welfare Association and the Senior Citizen Welfare Alliance for three consecutive years). It used the actual operations of digitally vulnerable groups to understand customer pain points and optimize the bank's digital service functions. • In 2025, it added easy-to-read documents for over-the-counter operations for implementing changes and debit cards, and established a supporting service process for people with mental disabilities to handle trust businesses. It added a voice version of market reports to the Wealth Management official LINE account and continued to expand the QR code audio reading function, product introduction sign language videos, cardless withdrawal Mandarin / English / Hokkien instructional videos, and foreign language versions of contracts and documents.
SinoPac Securities	• SinoPac Securities aims to enhance the implementation of ethical corporate management and employees' code of conduct and prevent the misappropriation of customer funds. It established an ethical conduct project and added the " Guidelines for the Management of Ethical Conduct of Branches Sales Personnel," leveraging sales personnel behavioral analysis combined with anomaly indicators to build a sales personnel ethical conduct analysis and monitoring module, which strengthens management of the ethical conduct of sales personnel and implements a tiered caring system. • SinoPac Securities established a customer complaint and dispute management task force and obtained the ISO 10002 Customer Satisfaction Management System audit certification. It ensures that contact is made and needs are confirmed within 24 hours of receiving a case to strengthen complaint handling management and enhance the performance and efficiency of complaint case handling. • SinoPac Securities established pre-event, mid-event, and post-event review and management mechanisms for collaborating with influencers in advertising, business solicitation, and business promotional activities to safeguard investors' rights and interests. • SinoPac Securities continued to implement "Mystery Shopper Inspections" to improve the service quality of sales personnel and enhance the user experience of trading platforms.	• SinoPac Securities optimized its self-media services by newly adding text descriptions to the activity and relevant information broadcasts on the SinoPac Securities official LINE account, enabling elderly or visually impaired investors to obtain information via audio reading functions. • SinoPac Securities and the Taipei and Taichung branches of SinoPac Futures obtained Dementia-Friendly Organization certifications in 2025. SinoPac Securities organized training programs for employees with dementia-friendly organizations and 1,617 employees completed the training in 2025. The Company also added lectures on dementia-friendly topics to enhance branch employees' awareness and understanding of the dementia community. • It added wheelchair charging services across 43 branches to enhance accessible facility services. • SinoPac Securities continued to promote bilingual services, and 22 branches appointed English-speaking employees or set up translation devices to provide services in 2025.

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SinoPac Holdings

Results of implementation of treating customers fairly and user-friendly financial services in 2025

Subsidiary	Treating customers fairly	User-friendly financial services (Including people with disabilities, such as those with mental or psychiatric, hearing, visual, language, or physical impairments)
SinoPac SITC	• SinoPac SITC organized training programs on the "Treating Customers Fairly Principles by Financial Services Enterprises," which included topics such as case studies of penalties, financial friendly services, and protection of people with disabilities (including consumption by elderly people) to strengthen employee awareness.	• SinoPac SITC provides retirement plan products including the R share class issued by "SinoPac Fund," which were launched on the FundRich Retirement Prepared Platform. In 2025, the Company supported the FSC's promotion of the "Taiwan Individual Savings Account (TISA)" with the issuance of TISA share class by the "SinoPac Fund" and "SinoPac Small and Medium Fund." As of the end of 2025, the scale of the aforementioned shares rose to NT$34 million. • SinoPac SITC requires dedicated personnel to implement pre-event care before disadvantaged investors were allowed to subscribe to funds with a risk-return of RR5. The aim is to mitigate investment risks for disadvantaged groups.
King's Town Bank	• King's Town Bank established relevant rules and regulations related to the "Treating Customers Fairly Principle" to ensure that the products or services provided have taken customers into consideration. It adopted appropriate procedures to evaluate whether products or services comply with customer needs while adhering to financial consumer protection regulations.	• King's Town Bank branches provide multiple accessible facilities, including service bells, accessible ramps, accessible ATM facilities equipped for wheelchair users, accessible service counters, and tactile paving. • Each King's Town Bank branch provides reservation services for "video sign language interpretation services."

Bank SinoPac treating customers fairly section
Bank SinoPac user-friendly financial services section
SinoPac Securities treating customers fairly section
SinoPac Securities user-friendly financial services section
SinoPac SITC user-friendly financial services section
King's Town Bank treating customers fairly and user-friendly financial services section



In 2025, all members of the Board of Directors and senior management of Bank SinoPac gathered at the " Executive Forum on Treating Customers Fairly and User-Friendly Financial Services " to promote treating customers fairly and user-friendly financial services, demonstrating their commitment to safeguarding the rights and interests of financial consumers.

3.4.1.1 Financial Fraud Prevention Education and Results

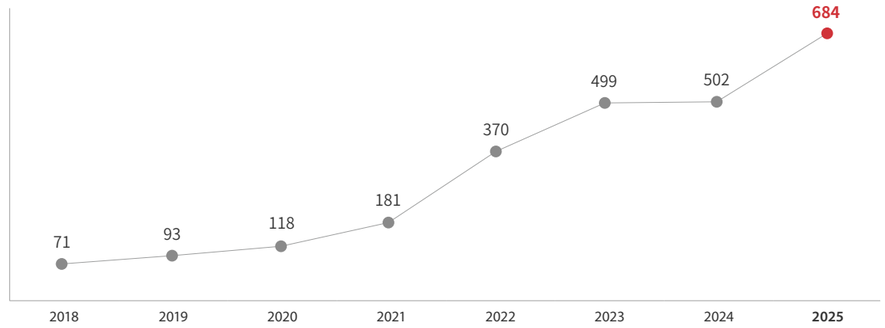
Bank SinoPac received
★《The Asset》Triple A Digital Awards 2025 "Best Regtech Project"
★《Commercial Times》5th Digital Finance Awards (Bank Category) "Digital Information Security Award (Anti-Fraud) – Premium Award"

SinoPac Securities received
★《Taiwan Stock Exchange》2025 Securities Firms Anti-Fraud Evaluation Activity "Excellence Award"

SinoPac Futures received
★《Taiwan Futures Exchange》2025 Futures Commission Merchants Anti-Fraud Evaluation Activity " Excellence Award"

All subsidiaries of SinoPac Holdings uphold the spirit of treating customers fairly and continuously implements anti-fraud operations. Bank SinoPac implements a two-pronged approach combining over-the-counter care and high-tech fraud prevention. Internally, the Bank regularly promotes anti-fraud procedures, updates information on fraud techniques, and establishes blocking mechanisms. By utilizing AI models, transaction cooling-off periods, Bank SinoPac's official dedicated short code "68807" SMS alerts (e.g., paperless password letters, digital account opening supplement notifications, or account protection alerts triggered in suspected "canceled separate installment payment" fraud scenarios), and collaborative over-the-counter care with third parties, the bank builds multiple lines of defense to reduce the risk of customers being defrauded or maliciously exploited. Externally, the Bank continuously uses the "fraud prevention section" on its official website for public awareness campaigns and adds anti-fraud knowledge in reminders in newsletters for important customer messages to enhance and build anti-fraud awareness among customers. King's Town Bank signed an "Anti-Fraud Program Memorandum of Understanding (MOU)" with the Chiayi County Police Bureau to jointly establish an information sharing platform for financial crimes such as fraud and money laundering. They combined public and private sector resources to comprehensively enhance public awareness of fraud prevention and maximize the effectiveness of fraud prevention. In 2025, the subsidiary banks of SinoPac Holdings blocked 684 cases of suspected fraud and the cumulative amount totaled NT$387 million.

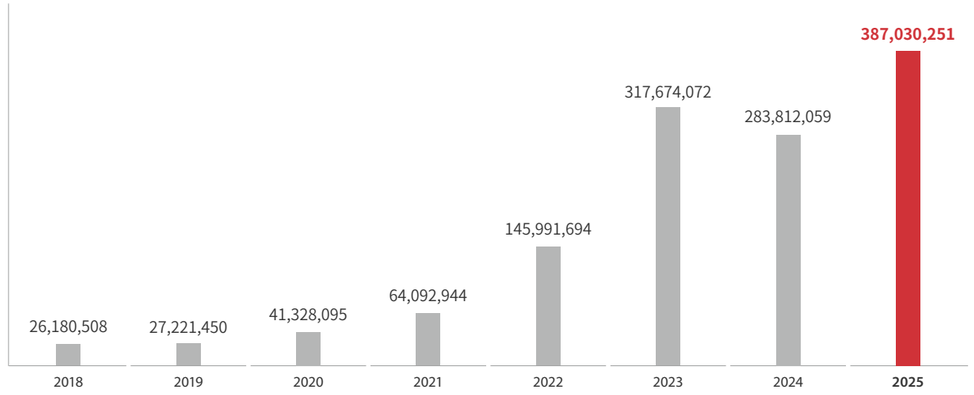
Number of fraud prevention interceptions by Bank SinoPac and King's Town Bank



Note: The scope of data from 2018 to 2024 covers Bank SinoPac. Data scope for 2025 encompasses Bank SinoPac (number of over-the-counter fraud preventions and reports made to the National Police Agency of the Ministry of the Interior for interception) and King's Town Bank (reports made to the National Police Agency of the Ministry of the Interior for interception)

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Amount Prevented by Bank SinoPac and King's Town Bank (Unit: NT$)



Note 1: The subsidiary banks of SinoPac Holdings effectively prevented 2,518 cases of financial fraud from 2018 to 2025, and the total amount was NT$ 1,293 million.

Note 2: Data from 2018 to 2024 cover Bank SinoPac only. In 2025, the data scope includes Bank SinoPac (number of cases blocked at the counter and reported to the National Police Agency, Ministry of the Interior) and King's Town Bank Co., Ltd. (number of cases reported to the National Police Agency, Ministry of the Interior).

SinoPac Securities integrated physical and digital fraud prevention and built comprehensive internal and external fraud prevention measures. Internally, it organizes education and training. It also utilizes digital technology to strengthen risk control and takes actions to protect customers' investment safety in the face of abnormal transaction detection and real-time alerts, and fraud detection. Externally, it leverages physical education, awareness campaigns in the "fraud prevention zone" on the official website, and the dedicated "Anti-Fraud Consultation Hotline." In 2025, SinoPac Securities launched the dedicated short code "68123" for SMS to ensure that text messages (e.g., notifications on customer rights and interests and marketing campaigns) are sent officially by SinoPac Securities, reducing the risks of phishing and spoofing scams. It works hand in hand with customers to establish a safer financial environment and jointly combat fraud crimes. In 2025, it successfully stopped the fraud totaling NT$18.35 million. It detected 25 impostor transaction apps and fraud websites. SinoPac Futures adheres to the core philosophy of "placing customers and trust first." It established a dedicated anti-fraud task force that integrates resources from compliance, risk control, customer service, and information security departments to construct a comprehensive "anti-fraud protective network." In terms of system design, it incorporates fraud recognition and prevention into corporate governance and operational processes.



SinoPac Securities received the 《Taiwan Stock Exchange》2025 Securities Firms Anti-Fraud Evaluation Activity - Excellence Award

3.4.1.2 Communication of Product Information

The design and promotion of all products of SinoPac Holdings and its subsidiaries are in accordance with the "Financial Consumer Protection Act," "Personal Data Protection Act," and regulations of SinoPac Holdings and its subsidiaries related to compliance and risk management. The fee rates of products are consistent with industry standards and risks are disclosed according to regulations, ensuring both customer rights and interests and service efficiency. In 2025, there was no incident involving a violation of regulations related to product and service information and labeling.

SinoPac Holdings Product Management Policy
All new businesses and products must comply with risk assessment and management procedures, as well as various management mechanisms, and must be approved by the internal audit, compliance, or risk management unit or the Board of Directors.
Legal documents signed with customers, in principle, must be reviewed by the Company's attorney, compliance unit, or legal affairs unit to verify that the rights and interests of the Company and customer are properly protected before the documents may be used.
If business units or the credit review unit have any questions regarding the law, they may ask the attorney, accountant, or competent authority for an explanation or clarification orally or in writing.
To ensure that transaction management personnel strictly follow the Company's basic principles for various transactions, the subsidiaries established relevant regulations such as "Regulations for the Management of Sales Personnel" and "Transaction Management Regulations," and established complete "Employee Rewards and Punishment Standards" to prevent employees from violating the law or misleading consumers.
Emphasize the fairness of transaction terms, and avoid illegal conduct or misleading consumers in communication and advertisements for products and services.
Regularly review related policies and regulations.
The sale of controversial products is prohibited, and internal transaction management regulations were established to strictly prohibit transactions with companies or individuals that engage in illegal transactions.

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3.4.2 Customer Satisfaction and Customer Feedback Mechanism



Bank SinoPac received

★《Taiwan Contact Center Development Association (TCCDA)》Customer Service Excellence Awards "Best Service Innovation Team," "Best Customer Service Team," "Best Store Service Team," "Best Store Service Manager"

★《Taiwan Trend Research》"Banking Service Quality Telephone Mystery Shopper Survey (Overall Service Quality: 2nd Place)"

SinoPac Securities received

★《Business Today》The 19th Wealth Management Banks and Securities Firms Evaluation "No. 2 in Best Customer Satisfaction Award," "No. 3 in Best Customer Trust Award"

SinoPac Holdings is committed to a customer-centric business philosophy, to ensure that customers' rights and interests are protected, Bank SinoPac, King's Town Bank and SinoPac Securities conduct annual customer satisfaction surveys and allow customers to provide their precious opinions or issues they face through a variety of customer feedback mechanisms so that the issues can be immediately resolved.

Bank SinoPac and SinoPac Securities introduced the Net Promoter Score (NPS), a common indicator of customer loyalty, to review key points in the customer's experience. After customers experience key products or services, the Company immediately surveys the customer satisfaction and feedback. Furthermore, Bank SinoPac and SinoPac Securities jointly conducted a "Bank–Securities VIP Customer" survey. Through the NPS system, they assess satisfaction levels across different aspects of the VIP customer experience to enhance customer integration value and resource utilization efficiency at the level of SinoPac Holdings. This approach enables a comprehensive view of customers from a group-wide perspective, helping to increase customer acquisition opportunities and strengthen customer brand loyalty.

Customer Service and Feedback Mechanism

Customer satisfaction survey results for each subsidiary in 2025

Subsidiary	2025 survey	Survey results	Survey subjects / sampling method
Bank SinoPac	Customer satisfaction survey	Satisfaction rate was 98.07%	1. Questionnaires were sent by e-mail each week (no repetitive sampling within 3 months; 100% delivery to customers with registered e-mail address). 2. In 2025, a total of 784,592 customers (after account aggregation) visited Bank SinoPac branches for consultation or transactions. The Company issued 510,104 questionnaires and received 11,565 effective responses. 3. The target customer satisfaction rate for 2025 was 95%. ★ Satisfaction rate: Percentage of customers that provided a score of more than 7 points. (The satisfaction survey is a 10-point rating scale)
	Over-the-counter customers NPS (Note)	81.94	
	Telephone customer satisfaction survey	Satisfaction rate was 99.30%	1. For customers who call the customer service hotline, after services are provided by dedicated personnel, customers are transferred to the voice system if they are willing to take the satisfaction survey. 2. The sampling ratio in 2025 was 4.4% and the Company collected a total of 55,898 effective questionnaires. ★ Satisfaction rate: Percentage of customers that provided a score of more than 12 points. (The satisfaction survey is a 15-point rating scale)
SinoPac Securities	Customer satisfaction survey	Satisfaction rate was 91%	1. The targets of the customer satisfaction surveys included those who opened accounts online at SinoPac Securities in the last six years. Questionnaires were sent by e-mail. 2. The number of effective samples in 2025 was 3,416. ★ Satisfaction rate: Percentage of customers that provided a rating of "satisfied" and "very satisfied."
	Brand NPS (Note)	49	Note: In collaboration with Bank SinoPac, a "Bank–Securities Joint Account: Annual Satisfaction Survey Project" was conducted, incorporating two types of questionnaires. One targeted joint account customers of "SinoPac DAWHO x SinoPac Securities," and the other targeted securities account customers.
	Telephone customer satisfaction survey	Satisfaction rate was 99.35%	1. For customers who call the customer service hotline, after services are provided by dedicated personnel, customers are transferred to the voice system if they are willing to take the satisfaction survey. 2. The sampling ratio in 2025 was 3.47% and the Company collected a total of 2,003 effective questionnaires. ★ Satisfaction rate: Percentage of customers that provided a rating of "satisfied" and "very satisfied."
King's Town Bank	Telephone customer satisfaction survey	Satisfaction rate was 98%	1. For customers who call the customer service hotline, questionnaires are sent to conduct satisfaction surveys based on customers' willingness. 2. The sampling ratio in 2025 was 2.7% and the Company collected a total of 230 effective questionnaires. ★ Satisfaction rate: Percentage of customers that provided a score of more than 7 points. (The satisfaction survey is a 10-point rating scale)

Note: NPS score = [Percentage of promoters (9 to 10 points) minus percentage of critics (0 to 6 points)] *100

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Response to Customer Complaints and Improvements

Bank SinoPac, SinoPac Securities, SinoPac SITC, SinoPac Venture Capital, SinoPac Leasing, and King's Town Bank have established comprehensive customer dispute complaint handling procedures. Customers can provide their valuable opinions through letters, dedicated hotlines, direct email contact, online form, and in-person visits to business outlets. Customers of Bank SinoPac and SinoPac Securities can also utilize the smart AI customer service platform "SinoPac Chatbot-Smart Fun" to gain access to real-time financial consultations, business operations, and product descriptions. Internal regulations set time limits for responding to and handling customer complaints after they are received, and customers can track the progress of their complaint cases through the customer service hotline.

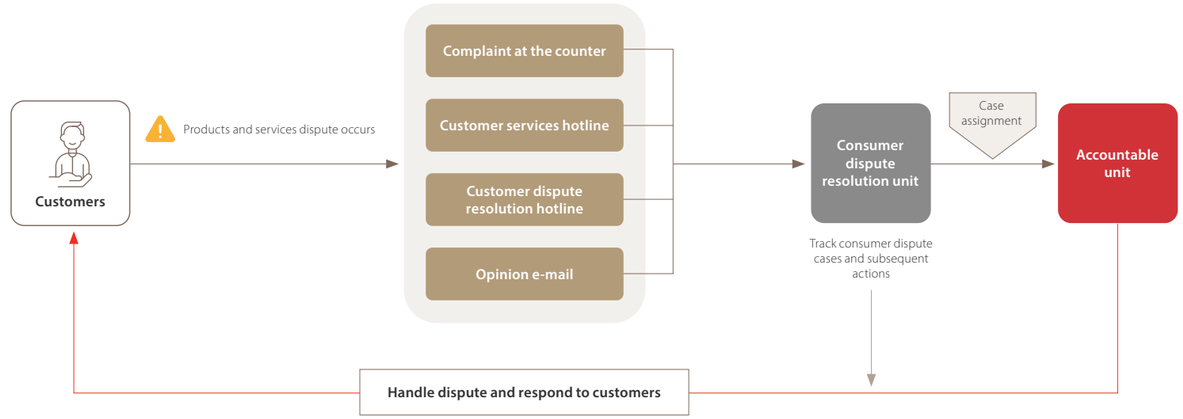
To protect consumer rights and interests and ensure that customer complaints are properly handled, Bank SinoPac referenced the "Dispute Resolution: Complaints Sourcebook (DISP)" of the UK Financial Conduct Authority (FCA) to formulate its "Consumer Dispute Handling Measures" Amret established the "Policy on Code of Conduct and Ethics," King's Town Bank enacted the "Consumer Protection Regulations," SinoPac Securities formulated the "Financial Consumer Dispute Resolution Regulations," and SinoPac SITC established the "Customer Complaint Handling Procedures." The aforementioned regulations have all been approved by their respective Boards of Directors. Dedicated consumer dispute supervisory units have been set up to track consumer dispute cases as well as their subsequent handling schedules and progress, ensuring that customer disputes are properly resolved. These units also compile general overviews of consumer dispute handling to report to the Board of Directors, implementing a top-down approach that attaches great importance to consumer disputes. For detailed consumer dispute handling policies and specific measures, please refer to the relevant regulations on the official websites of SinoPac Holdings and its subsidiaries.

Bank SinoPac Consumer Dispute Handling Measures

SinoPac Securities Financial Consumer Dispute Resolution Regulations

	Bank SinoPac	SinoPac Securities
Customer complaint acceptance and handling	An initial response and confirmation will be provided to the customer within 5 business days from the date the complaint is received, and appropriate handling is implemented with a reply to the customer within 30 days. During the case investigation period, customers can track the progress of their case with the dedicated "customer complaint hotline," "24-hour customer service hotline," and email.	An initial response and confirmation will be provided to the customer within 5 business days from the date the complaint is received, and appropriate handling is implemented with a reply to the customer within 30 days. During the case investigation period, customers can track the progress of their case with the unit that accepted the complaint or the customer service and complaint hotline.
Implementation effectiveness of customer suggestions	• A total of 6,618 suggestions were collected in 2025, including 301 cases of suggested improvements, 63 cases of real-time responses, and 6,254 cases of praise/other suggestions.	• Continuously enhanced platform and process optimization; in 2025, a total of 52 functional enhancements and process improvements were completed based on customer feedback, covering DAWHOTOU, securities lending/lending, eLeader, and HOWSHENTONE • In 2024, SinoPac Securities passed the international standard verification for "ISO 10002:2018 Customer Satisfaction - Guidelines for Complaints Handling in Organizations" by the authoritative British Standards Institution (BSI), and completed the review audit for the certification in 2025.
Adjustments and improvements of customer service mechanisms	• The VOC (Voice of Customer) management mechanism is utilized to collect and classify customer suggestions, which are then sent to the responsible units for evaluation and optimization. The VOC actively addresses customer needs and expectations, serving as a reference for optimizing services, products, and processes to enhance customers' effectively recommend our services. • For customers with disabilities or elderly customers, the financial friendly survey for digitally vulnerable groups is used to collect improvement suggestions, and concrete improvement measures are reported to the Board of Directors.	• The VOC (Voice of Customer) management mechanism is utilized to collect and classify customer suggestions, which are then sent to the responsible units for evaluation and optimization. The VOC actively addresses customer needs and expectations, serving as a reference for optimizing services, products, and processes to enhance customers' brand loyalty and effectively increase loyal customers' willingness to recommend our services. • SinoPac Securities regularly track the annual advanced improvement measures related to services for customers with disabilities or elderly customers. We also adhere to the digital financial service inclusion guidelines to review whether the digital financial services currently provided balance the needs of vulnerable groups and middle-aged and elderly citizens, and report the implementation status to the Treating Customers Fairly Committee.

Customer Dispute and Complaint Mechanisms of SinoPac Holdings' Subsidiaries



SinoPac Holdings assists the customers in achieving sustainable management, including passing on wealth from one generation to the next generation and establishing a prosperous financial ecosystem in a more responsible and sustainable manner. For more information on development goals, strategies, and implementation of sustainable finance, please refer to relevant sections of this report.