2025 SUSTAINABILITY REPORT

First Financial Holding

table of Content

Report Information

First Financial Holding Co., Ltd. (hereinafter referred to as "FFHC" or "the Company") published its first Corporate Social Responsibility Report in 2012 (for the year 2011, hereinafter referred to as "the Report"), and has been continuously preparing and issuing the Report for 15 consecutive years. The previous edition was released in July 2025. In response to the amendments to the "Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies," the Report was renamed the "Sustainability Report." Since 2015, the Company has also published an English version of the Report (beginning with the 2014 edition). The Report transparently disclose the sustainable development strategies, actions, performance, and future plans of FFHC and its subsidiaries (the "Group"). The Company also collects opinions and feedbacks from major stakeholders to adjust its sustainable management policy.

Reporting Period

The Company's 2025 Sustainability Report covers the Group's impact and implementation status in material topics such as economy, environment, people (including human rights) in 2025 (from January 1, 2025 to December 31, 2025) in accordance with GRI standards. Certain content dates back to information relating to differences or growth between 2021 and 2024. No restatements of information were made in this Report. The Report was approved by the Board of Directors prior to its public disclosure.

Scope and Boundary

The sustainability data disclosed in this Report are non-financial in nature. The reporting scope mainly focuses on business operations in Taiwan, and encompasses First Financial Holding and its seven subsidiary companies - First Commercial Bank (including overseas branches), First Securities, FSITC, First Life Insurance, First Financial Assets Management (referred to as "First Financial AMC" hereafter), First Financial Management Consulting, and First Venture Capital. The disclosure scope covers 100% of the First Financial Holding's consolidated financial statements. With respect to information pertaining to social impact, First Bank Culture & Education Foundation has also been included. All financial data are denominated in New Taiwan Dollars.

Management Flow

Data Collection and Compilation: Six major working groups under the ESG Committee and various subsidiaries are responsible for collecting information and data necessary for compiling this report.

Internal Management Review: The Sustainable Development Committee Secretariat was responsible for integrating and compiling the contents of the Report.

External Assurance: The British Standards Institution (BSI) has been commissioned to verify compliance with GRI general standards in accordance with AA1000 TYPE 2, as part of our effort to continue to maintain a high level of assurance. In addition, Ernst & Young was engaged to perform an independent limited assurance engagement in accordance with Statement on Assurance Engagements No. 1: Assurance Engagements Other Than Audits or Reviews of Historical Financial Information issued by the Accounting Research and Development Foundation in Taiwan.

Board Review: The Report was submitted to the Board of Directors and approved upon review.

Public Disclosure: After the completion of editing and typesetting, the Report was disclosed on the FFHC official website and the ESG digital platform of the Market Observation Post System (MOPS).

Reporting Principles

The Global Reporting Initiative, GRI	2021 GRI Sustainability Reporting Standards
	GRI guidelines and financial services sector disclosure standards
Taiwan Stock Exchange Corporation	Sustainable Development Best Practice Principles for TWSE/TPEx Listed Companies
	Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies
Sustainability Accounting Standards Board, SASB	Commercial Banks Standard, Consumer Finance Standard
Task Force on Climate-Related Financial Disclosures, TCFD	TCFD Recommendations
International Advocacy	ISO 26000 Social Responsibilities Guidance
	Equator Principles, EPs
	United Nations Global Compact
	Sustainable Development Goals, SDGs
	Principles for Responsible Banking, PRB
	Principles for Responsible Investment, PRI
	Principles for Sustainable Insurance, PSI
	Green Bond Principles, GBP
	Social Bond Principles, SBP
	Sustainability Bond Guidelines, SBG
	Responsible Tax Principles
	Science-based targets initiative, SBTi
	Partnership for Carbon Accounting Financials, PCAF

Reporting Quality

Standard	Certification Bodies
Environmental Education Site	Ministry of Environment
Product Carbon Footprint Label (Credit Card)	
Product Carbon Footprint Label/Corporate Loan Application Service Carbon Footprint Label	
AA 1000 Assurance Standard application type 2 high level of assurance.	British Standards Institution, BSI
ISO 45001 Occupational Health and Safety Management System	
ISO 20000 IT Service Management System	
Task Force on Climate-related Financial Disclosures (TCFD) Report (Conformity) Verification Statement	
ISO 10002 Customer Complaint Management System	
ISO 27001 Information Security Management System	British Standards Institution, BSI/SGS Taiwan
SAES No. 1 "Assurance Engagements Other than Audits or Reviews of Historical Financial Information" (SASB-Commercial Bank, SASB-Consumer Finance)	Ernst & Young Global Limited
ISO 14064-1 Greenhouse Gas Inventory	SGS Taiwan
ISO 50001 Energy Management System	
ISO 14001 Environmental Management System	
ISO 20400 Sustainable Procurement Guidance Performance Evaluation	
BS 10012 Personal Data Management System	
Product Carbon Footprint Criticality Verification Statement (First Bank Credit Card)	Environment and Development Foundation

Contact Method

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In 2025, the global economy continued to face challenges amid multiple uncertain factors such as rising geopolitical risks, inflationary pressures, and volatility in financial markets. Nevertheless, driven by the ongoing advancement of artificial intelligence, digital transformation, and cloud-based applications, global industrial structures continued to evolve, enabling the economy to demonstrate resilience and maintain moderate growth. In response to changes in the external environment, FFHC adopted prudent and steady business strategies, balancing growth momentum with risk control while strengthening core competitive advantages and enhancing group synergies. In 2025, the Company recorded consolidated net revenue of NT$77.594 billion and net income after tax of NT$26.933 billion, representing a year-on-year increase of 6.2%; its total assets reached NT$5.04 trillion, while return on equity (ROE) was 9.61%, return on assets (ROA) was 0.55%, and earnings per share (EPS) was NT$1.87.

Upholding the management philosophy of "strengthening integrity governance and advancing toward a sustainable future," the Group fully integrates environmental, social, and governance (ESG) principles into its business strategies. In 2025, the Sustainable Development Committee was elevated to a board-level functional committee to coordinate and promote related tasks, thereby strengthening decision-making and supervisory mechanisms. Through the cross-subsidiary collaboration framework, the Group advanced six key aspects: corporate governance, responsible finance, sustainable financial products and services, employee care, environmental sustainability, and social engagement. At the same time, ESG performance was incorporated into subsidiary evaluations to deepen the sustainability culture and improve execution efficiency, ensuring that sustainability strategies are implemented in both daily operations and long-term development.

FFHC is committed to responsible finance and continues to strengthen ESG integration mechanisms in credit extension, investment, and financing decisions. For industries with high carbon emissions and elevated environmental risks, the Company has established differentiated credit policies and limit control systems, while incorporating the Equator Principles into project financing procedures. Through systematic ESG assessment tools—including environmentally sensitive area analysis, water resource and forest risk assessment–the Company further enhanced investment and financing quality and risk management capabilities. In addition, following the framework of the Task Force on Climate-related Financial Disclosures (TCFD), the Group continues to refine climate risk identification, scenario analysis, and financial impact quantification mechanisms, while establishing short-, medium-, and long-term management objectives and key performance indicators (KPIs). Transparency in information disclosures was also strengthened, and related achievements have received the highest level of assurance from the international certification organization BSI for five consecutive years. Meanwhile, the Group actively aligned with the IFRS Sustainability Disclosure Standards (S1 and S2), progressively integrating financial and sustainability information.

On the path toward achieving "Net Zero Emissions by 2050," FFHC follows the Partnership for Carbon Accounting Financials (PCAF) and the Science Based Targets initiative (SBTi), targeting the limitation of global temperature rise to 1.5°C. The Group has implemented carbon reduction actions such as expanding green electricity procurement and introducing internal carbon pricing, aiming to reduce carbon emissions by 63% by 2035 compared with the 2022 baseline year. In terms of green finance promotion, the cumulative approved amount of domestic and overseas green financing reached NT$229.12 billion by the end of 2025. The "Sustainability Linked Loan," which incorporates corporate environmental performance improvement indicators into lending considerations, served 865 borrowers with a cumulative approved amount totaling NT$1,090.4 billion. The Group also provided funding for projects that improve environmental benefits, such as pollution control, green transportation, green buildings / green factories, and energy and resource conservation. In addition, sustainable development financial bonds were issued and sustainable development time deposit programs were launched, with funds allocated to support renewable energy projects such as solar and wind power installations, as well as social housing financing. These efforts encouraged enterprises, investors, and depositors to invest in the clean energy sector. The Group also continued to further its own carbon reduction actions, with 41 locations

First Financial Holding Chairman

Yechin Chiou

certified with green building labels and 27 solar-powered branches established by the end of 2025, steadily increasing renewable energy utilization and energy efficiency while promoting and implementing sustainability awareness through environmental education and innovative applications.

In support of the United Nations Sustainable Development Goals (SDGs) to provide financial services to vulnerable groups and rural communities, FFHC actively promotes inclusive finance and expands financing services for domestic small and medium-sized enterprises (SMEs). By the end of 2025, outstanding SME loans exceeded NT$1 trillion, maintaining the highest market share among domestic banks for 16 consecutive years. The Company also assists small enterprises in obtaining working capital and collaborates with government programs such as the "Small Business Owner Loan Program," under which 23,591 cases were approved in 2025. Through the online loan application platform "Micro Enterprise e-Services," small and micro businesses are able to quickly access startup and operating funds, with 4,487 applications processed in 2025. Furthermore, to provide care to our aging society, the Company provides retirement planning services through the "e-First Intelligent Wealth Management" platform. By the end of 2025, trust assets under elderly and disability trusts reached NT$41.955 billion, while newly approved reverse mortgage loans amounted to approximately NT$2.299 billion. The Company also integrates charitable resources to support the disadvantaged and promotes awareness of digital tools, wealth management, trusts, and anti-fraud measures, thereby conveying the value of digital inclusive finance.

In response to increasingly sophisticated financial fraud schemes, the Group actively promotes anti-fraud awareness campaigns and develops related control measures. These efforts include introducing AI technologies in RegTech compliance supervision, fraud prevention, and financial exploitation prevention, as well as enhancing employee training for frontline customer care. The Group also participates in the "Eagle Eye Anti-Fraud Alliance" established by Taiwan's National Police Agency, MOI in collaboration with financial institutions and signed a memorandum of understanding (MOU) with the Taiwan High Prosecutors Office on a "Suspicious Transaction Analysis Mechanism" project to jointly build an anti-fraud protection network. In addition, the Group continues to promote financial anti-fraud education and financial literacy programs in elementary and junior high schools, as well as indigenous and new immigrant communities, enhancing public awareness and resilience against fraud. The Group also continues advancing FinTech applications and expanding digital accounts and mobile banking services, while introducing consumer carbon footprint inquiry services and sustainability information tools to help customers integrate sustainability concepts into daily life and improve the overall service value and their user experience.

FFHC has been actively building a gender-equal and gender-friendly work system and workplace environment. The proportion of female employees and the average remuneration of female managers are both higher than those of their male counterparts. Furthermore, as part of its efforts to create a workplace environment conducive to mothers' health, the Company provides maternity (prenatal checkup) leave and paternity (prenatal checkup) leave that exceed legal requirements, in addition to increasing employee childbirth subsidies to NT$250,000 for a third child and beyond. Female employees who undergo invasive fertility treatments are eligible for two days of fully paid "Fertility Treatment Leave." Through these initiatives, the Company strives to realize its business vision of a "Happy Workplace" and has been selected by the Occupational Safety and Health Administration, Ministry of Labor, as a "Healthy Workforce Sustainability Leading Enterprise" for three consecutive years

The Group's long-term commitment to ESG achievements has received extensive domestic and international recognition, including continuous inclusion in the three major international sustainability indexes, DJBIC, MSCI, and FTSE. It also remains the only financial institution to have won the highest honor, the "Excellence Award," of the National Enterprise Environmental Protection Awards six times. In the CDP evaluation, the Group achieved "3A" ratings in three major aspects: climate, water, and forests, ranking among the top 23 worldwide. Furthermore, FFHC is a member of the ESG initiative platform for state-owned financial institutions and the Sustainable Finance Pioneers Alliance established by the Financial Supervisory Commission, continuing to exert influence in advancing sustainable development.

Looking ahead, FFHC will continue strengthening its sustainability governance framework, enhancing climate risk management and transition finance strategies, and actively aligning with international standards. The Group will provide diversified sustainable finance solutions and work together with supply chain partners, customers, and shareholders to accelerate sustainability transformation and jointly realize the vision of sustainable development.

Awards And Acknowledgments In 2025

Received leadership-level "A" ratings from the international non-profit organization CDP in three major categories: Climate Change, Water Security, and Forest.

Selected for inclusion as a constituent stock of the "FTSE4Good Emerging Index" for nine years in a row

OVERALL ESG PERFORMANCE

- Selected as a member of the S&P Global Sustainable Yearbook for the 9th time; ranked in the top 5% of the global banking industry
- Ranked in the "top 5% of listed companies" in the Corporate Governance Evaluation by Taiwan Stock Exchange Corporation on ten occasions
- FFHC's TCFD report obtained the highest "LEVEL-5+" level certification by the British Standards Institution (BSI) for the 5th time
- Taiwan Corporate Sustainability Awards (TCSA) - "Taiwan Top 100 Sustainable Corporates Award," "Workplace Wellbeing Leadership Award," "Climate Leadership Award," "Social Inclusion Leadership Award," "Creative Communication Leadership Award," "Innovation Growth Leadership Award," and "Taiwan Corporate Sustainability Report Awards – Gold Award in the Financial and Insurance Industry"
- Banking and securities subsidiaries all ranked among the top 25% in the 3rd Sustainable Finance Evaluation conducted by the Financial Supervisory Commission (FSC)
- Banking, securities, and asset management subsidiaries were all recognized in the Taiwan Stock Exchange's "List of Institutional Investors with Better Stewardship Information Disclosure"

SOCIAL PERFORMANCE

- Selected as a "Healthy Workforce Sustainability Leading Enterprise" by the Occupational Safety and Health Administration, Ministry of Labor, for the third time
- FSC "Financial Education Contribution Award – Best Commitment Award"
- Taipei City Government "Parenting Friendly Enterprise Award" Outstanding Enterprise Category
- Recognized by the New Taipei City Government as an outstanding enterprise for "family-friendly measures & measures promoting workplace equality"
- Banking subsidiary received the "Sports Enterprise Certification" from the Sports Administration, Ministry of Education, for the third time
- Banking subsidiary received the Silver Award in the "Social Inclusion" category at the 5th Taiwan Sustainability Action Awards organized by the Taiwan Institute for Sustainable Energy
- Banking and securities subsidiaries received the "2025 Taipei City Middle-Aged and Elderly Friendly Enterprise Certification" from the Taipei City Government
- Securities subsidiary received both the "Best Companies to Work For in Asia 2025" and "Most Caring Company Award" from HR Asia

Selected as a constituent of the MSCI ACWI Index and awarded the highest AAA rating in the banking sector under MSCI ESG Ratings for the fourth time

Selected as a constituent of the Dow Jones Best-in-Class Index (DJBIC) World Index for eight consecutive years and the DJBIC Emerging Markets for ten consecutive years

ENVIRONMENTAL PERFORMANCE

- Banking subsidiary received the "Excellence Award," the highest honor of the 7th National Enterprise Environmental Protection Awards presented by the Ministry of Environment, becoming the first organization nationwide to receive the award six times.
- Banking subsidiary received the Gold Award in the for-profit enterprise category at the "2025 Taiwan Biodiversity Awards" organized by the Taiwan Institute for Sustainable Energy, becoming the first state-owned bank to receive the honor.
- Banking subsidiary received the Excellence Award in the "2025 Outstanding Environmental Education Personnel Selection" organized by the Ministry of Environment.
- Banking subsidiary received the inaugural "Corporate Ocean Sustainability Contribution Award" from the Ocean Affairs Council.

PRODUCTS AND SERVICES

- Received multiple honors in categories like "Outstanding Enterprise," "Outstanding Enterprise Leader," "Best Product," and "Most Popular Brand" in the 22nd National Brand Yushan Award
- Received multiple awards at the 5th Taiwan Sustainability Investment Awards organized by the Taiwan Institute for Sustainable Energy, including the "Institutional Impact Model Award" for the financial holding, banking, securities, asset management, and life insurance categories. The banking subsidiary additionally received the "Sustainable Bond Gold Award" in the Case Impact category.
- Banking subsidiary ranked first in Group A of the "Elderly Care Trust Award" and second in the "Trust Alliance Award" under the FSC's "4th Evaluation of the Trust 2.0 Plan by the Trust Industry."
- Banking subsidiary received numerous recognitions from the Ministry of Economic Affairs' "financial institutions & credit managers with outstanding performance in administering credit guarantee loans to SMEs", including "Credit Guarantee Gold Award-Financial Institution Category," "Credit Guarantee Gold Award-Outstanding Credit Manager," "Green Credit Promotion Award," "Post-Pandemic Revitalization Award-Number of Applicants for Credit Guarantee Fund Category," "Support for April 3 Hualien Earthquake Reconstruction Award-Branch Office Category," "Liaison Enterprise Award," "Outstanding Performance in Collection for Credit Guarantee Fund Cases," and "Excellence Award for Collection of Credit Guarantee Fund Cases-Outstanding Credit Manager."
- Banking subsidiary received dual honors in the "2025 Excellence Bank Awards" organized by Excellence Magazine, including "Best Wealth Management Team" and "Best Innovative Trust."
- Banking subsidiary received multiple recognitions in Business Today's 19th Wealth Management Bank and Securities Evaluation, ranking first in the "Best Digital Experience Award" and third in the "Best Asset Protection Award," "Best Trust Innovation Award," and "Best Senior-Friendly Service Award."
- Banking subsidiary was presented with multiple awards by the Trust Association of R.O.C., including the "Financial Advisor Team Award-Endurance & Summit Award," "Contribution to Trust Publicity Award-Full Devotion to Trust Publicity Award," and "Contribution to Trust Team Award-Honorable Award for Trust Information Exchange Platforms."
- Banking subsidiary received the "2025 Best Financial-Friendly Service Enterprise" award (State-Owned Bank Category) from the Taiwan Service Industry Development Association.
- Banking subsidiary became the first domestic bank to receive a carbon footprint label certificate from the Ministry of Environment for its "corporate loan application service."
- Banking and securities subsidiaries ranked among the top 25% in the FSC "Fair Customer Treatment Evaluation"
- Securities subsidiary received recognition for outstanding performance in the Taiwan Stock Exchange's 2nd Anti-Fraud Evaluation
- Life insurance subsidiary received the FSC "Project Investment Award" in the "Competition on Investment in Six Core Strategic Industries and Public Construction" for two consecutive years

Sustainable Governance Organizational Structure

In 2011, FFHC established the "CSR Committee" pursuant to a resolution of the Board of Directors. In March 2022, the committee was renamed the "Sustainable Development Committee," serving as the core organization responsible for promoting sustainability governance across the Group. In June 2025, the Sustainable Development Committee was further elevated to a functional committee under the Board of Directors. The committee consists of three independent directors; in principle, at least two meetings are held every year. The committee regularly reports to the Board of Directors on the Group's sustainability development implementation status and reviews improvement measures. It is also responsible for approving annual ESG objectives, implementation plans, and result follow-up reviews concerning various ESG-related aspects of the Group's operations. In addition, the President serves concurrently as the Chief Sustainability Officer (CSO), responsible for promoting and supervising the Group's sustainability development affairs. Under the committee, several cross-company working group have been established, including: Corporate Governance, Responsible Finance, Sustainable Financial Products and Services, Employee Care, Environmental Sustainability, and Community Engagement. The Administration Department is responsible for the overall planning and promotion of the Group's sustainability development initiatives.

FFHC Sustainable Governance Organizational Structure

FFHC Sustainable Development Committee

Members (3 independent directors)

Chief Sustainability Officer (President of FFHC)

Corporate Governance Task Force
- Ethical corporate management
- Organizational strategy
- Risk management
- Regulatory compliance
- Protection of shareholder rights
- ESG information disclosure
- Internal audit
- Stakeholder communication

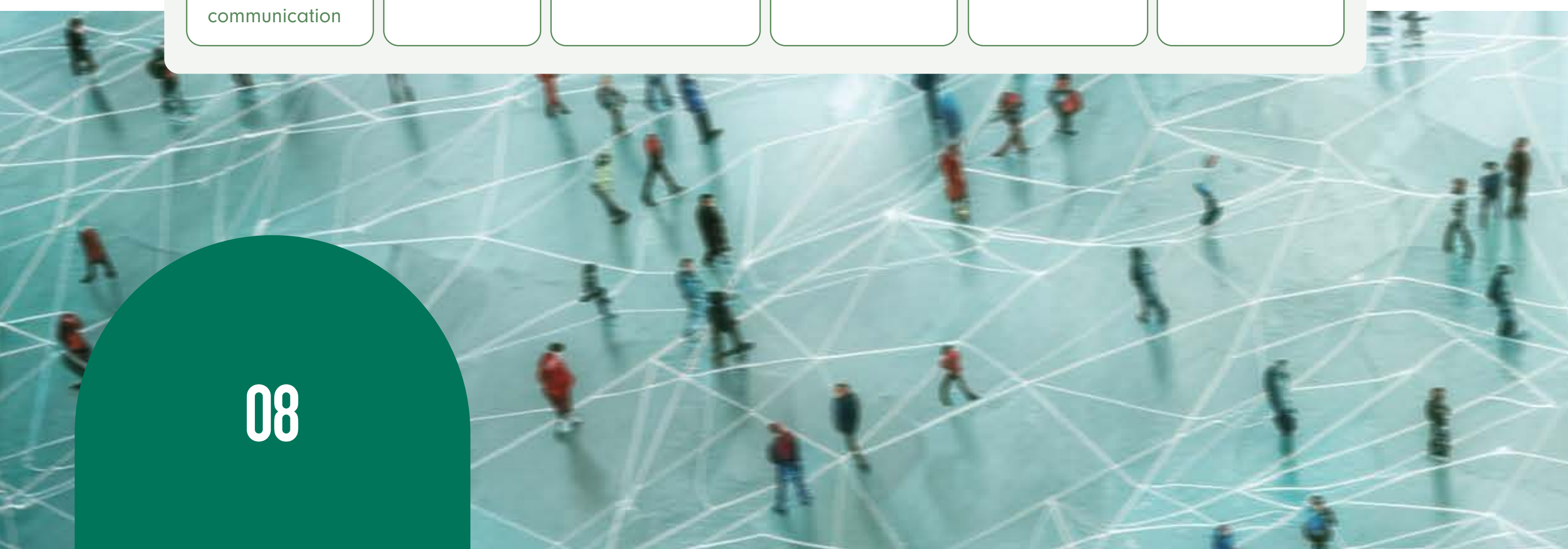
Responsible Finance Task Force
- TCFD management
- Responsible investment
- Due diligence and credit
- ESG product review

Sustainable Financial Products and Services Task Force
- Development of sustainable financial products
- Information security protection
- Financial consumer protection
- Customer relations management
- Digital innovations in financial services
- Financial inclusion

Employee Care Task Force
- Employee remuneration and benefits
- Competency development and training
- Employer/employee relations
- Human rights protection
- Occupational safety and health

Environmental Sustainability Task Force
- Environmental sustainability policy
- Operation carbon emission management
- Sustainable procurement
- Environmental Education
- Supply chain management

Community Engagement Task Force
- Social care
- Community participation
- Charitable strategy planning and execution
- Corporate image



Sustainable Governance Operation Mechanisms

Board of Directors' Oversight of Sustainability Development

The Company reports to the Board of Directors within four months after the end of each fiscal year on sustainability issues of concern to major stakeholders, following the framework of the Global Reporting Initiative (GRI) sustainability reporting standards. The report includes the Group's short-, medium-, and long-term sustainability development goals, as well as the achievement status of the previous year's objectives. The implementation results for 2025 were submitted to the Board of Directors for filing in March 2026. To further strengthen the effectiveness of ESG promotion across the Group, the Board of Directors of the Company instructed the following matters to be handled in 2025, all of which have been duly implemented:

- Introduction of iPad note-taking functions to reduce paper consumption.
- Active promotion of the Taipei Red Frog ex-situ conservation program, application of scientific methods to preserve marine oases, and establishment of a bird-window collision prevention improvement project to protect biodiversity.

Sustainable Development Committee Functions and Team Operation Mechanism

Every year, each working group of the Sustainable Development committee compiles the E.S.G. Issues of Concern to FFHC stakeholders, then draws up the short-term, mid-term, and long-term ESG targets, and drafts action plans and subsidiaries' annual ESG assessment basic items. These are discussed and revised internally at WG meetings convened by the Chief Sustainability Officer (President of FFHC) and the executive directors (Chief Executives) of each group before being submitted to the "Sustainable Development committee" for review. Approved proposals are then announced for implementation. Progress on each annual goals and action plan is then tracked and reviewed on a quarterly basis by Sustainable Development committee WG meetings convened by the Chief Sustainability Officer (President of FFHC) and the executive directors (Chief Executives) of each group. Within 4 months after the end of the fiscal year, major sustainability issues of stakeholder concern in the 3 major aspects of governance, environment, and social were reported to the Board of Directors using the framework for sustainability reporting guidelines published by the Global Reporting Initiative (GRI) and SASB industry standards. The report contained the risks and opportunities generated by the Group's operations, short-, medium-, and long-term targets in sustainable development, and target achievement in the previous year.

Process for Stakeholder Communication & Material Topic Analysis

Stakeholder Identification and Communication

To better understand stakeholders' concerns regarding economic, environmental, and people (including human rights) issues, FFHC incorporates stakeholder feedback and the Group's sustainable finance development strategies into the important evaluation basis for annual material topic analysis. The Group also comprehensively references international sustainability standards, initiatives, ratings, and financial industry-related disclosure frameworks, including the GRI Standards, ISO 26000, SDGs*1, TCFD*2, the Equator Principles*3, CDP*4, DJBIC*5, MSCI ESG Ratings*6, PRB*7, PRI*8, SASB*9, IFRS S1 / S2*10, and the GRI Financial Services Sector Disclosures, to identify and analyze material topics. The Group has established an analytical process encompassing both impact materiality and financial materiality, focusing on four major stages and eight key steps. Monetary and non-monetary methodologies are adopted to evaluate the impact of sustainability issues from both internal and external organizational perspectives. The process simultaneously considers the financial materiality of "organizational operational impacts" and the impact materiality of "economic, environmental, and person / people-related impacts" as part of the double materiality identification process. Based on this framework, nine material topics were identified, forming the basis for the preparation of the annual Sustainability Report.

Phase 1: Identification & Collection

01. Identification of Stakeholders:

In compliance with the five major aspects of the AA1000 Stakeholder Engagement Standards (SES) - dependency, responsibility, influence, representativeness, and diversity, we summoned members of the various panels under the ESG Committee to discuss and authenticate seven categories of stakeholders with the greatest influence on and relevance to operations: 1. Employees/labor/retired employees; 2. shareholders/investors/analysts; 3. customers; 4. suppliers; 5. community/NPO/NGO/scholars and experts; 6. government and competent authorities; 7. media/our peers, etc. They make up the main communication audience for the sustainability report.

02. Identification of ESG Topics:

Various task forces of the ESG Committee referenced international sustainability standards/initiatives, financial industry-specific topics, stakeholder feedback and the Group's sustainable finance development strategies to identify 21 sustainability topics related to the Group's operations, including 10 economic topics, 4 environmental topics, and 7 social topics.

*1：Sustainable Development Goals, or SDGs for short
*2：Task Force on Climate-Related Financial Disclosures, or TCFD for short
*3：Equator Principles, or EPs for short
*4：Carbon Disclosure Project, or CDP for short
*5：Dow Jones Best-In-class Index (DJBIC)
*6：Environmental, Social and Governance Ratings of Morgan Stanley Capital International Global Standard Indexes Constituents, or MSCI ESG Ratings for short
*7：United Nations Principles for Responsible Banking, or PRB for short
*8：United Nations Principles for Responsible Investment, or PRI for short
*9：Sustainability Accounting Standards Board, SASB
*10：IFRS Foundation - IFRS S1 "General Requirements for Disclosure of Sustainability-related Financial Information" and IFRS S2 "Climate-related Disclosures"

Phase 2: Survey and Identification

03. Survey of Stakeholder Concern Levels:

To obtain representative samples, the number of questionnaires distributed was determined based on principles of interaction, importance, and influence. Through online and hard-copy questionnaires, stakeholders were asked to evaluate their level of concern regarding various sustainability topics. A total of 509 valid questionnaires were collected, including responses from customers (133), suppliers (79), investors (25), employees (200), media / industry peers (35), and communities / NPOs / academics and experts (37).

04. Assessment of Operational Impact Levels (Financial Perspective):

The Company assessed the extent to which each sustainability topic impacts group operations and sustainable development, including revenue growth, brand image, customer satisfaction, and employee engagement. Members of the Sustainable Development Committee task forces determined the operational impact level of each sustainability topic.

05. Assessment of Financial Impacts from Sustainability Risks and Opportunities (Financial Perspective):

FFHC integrated IFRS assessment results to identify the degree of impact that sustainability-related risks and opportunities may have on pre-tax net income and total assets of the Company, thereby identifying sustainability topics with significant financial impacts.

06. FFHC's External Impacts (Impact Perspective):

Using a sustainability impact valuation methodology, FFHC defined 16 economic, environmental, and person/people-related impacts* associated with its operations and invited 18 members to form an assessment task force to participate in the survey. During the evaluation process, each external impact was analyzed based on scale, scope, irremediability, and likelihood. After summarizing the results of the questionnaires and internal discussions, eight significant external impacts were identified and mapped to the corresponding ESG topics.

*: The external impacts referred to in this step are not identical to the sustainability topics defined in previous steps. The 16 external impacts were defined by FFHC based on international frameworks and actual operational conditions.

Phase 3: Analysis and Confirmation

07. Analysis of Material Topics and Preparation of the Materiality Matrix:

Sustainability topics related to subsidiaries and investment/financing portfolios were reviewed in accordance with SASB industry classifications. Based on stakeholder concern levels, the impacts of sustainability topics on the Group's operations, the financial impacts of sustainability risks and opportunities, and the extent of external impacts, a materiality matrix was developed. After confirmation by senior management of the Company and approval by the Board of Directors, nine topics were ultimately defined as the material topics for 2025.

Phase 4: Action

08. Review of Sustainability Report Coverage of All Material Topics:

Various panels under the ESG Committee approved indicators that should have been disclosed, material topics and issues of concern in accordance with GRI universal standards and the Committee's resolutions, before drafting the Sustainability Report. They also expounded on response strategies, short-, mid- and long-term goals, implementation results and management policies in accordance with the reporting requirements of various topics.

Material Topics Identification and Management

- **Stakeholder Concerns:** Regarding the survey of "stakeholder concern levels," in order to collect representative samples, the number of questionnaires distributed is determined based on the principle of interaction, importance, and influence. Following the annual survey analysis, FFHC identified the following topics as key concerns among the majority of stakeholders: "Anti-Money Laundering, Financial Fraud Prevention, and Counter-Terrorism Financing," "Digital Finance and Inclusive Innovation," "Information Security and Privacy Protection," "Risk Management and Business Continuity," "Diverse Talent Recruitment and Skills Development," "Talent Retention and Employee-Friendly Benefits," and "Occupational Safety and Health."
- **Degree of Operational Impact**: The ESG Committee task force members evaluated the "the extent of external impacts of each topic" by scoring factors such as revenue, customer satisfaction, employee cohesiveness, and brand image to understand key issues under different factors and determine the importance and disclosure priority of each sustainability topic. The survey results indicated that topics with greater operational impacts included "Corporate Governance," "Ethical Management and Fair Customer Treatment," "Digital Innovation and Inclusion," "Business Performance," "Risk Management and Business Continuity," and "Information Security and Privacy Protection."
- **Financial Impacts of Sustainability Risks and Opportunities:** Based on IFRS assessments of various sustainability risks and opportunities, topics such as "ESG Products and Services," "Information Security and Privacy Protection," "Ethical Management and Fair Customer Treatment," and "Climate Strategy and Management" were identified as having more significant impacts on the Company's pre-tax net income and total assets.
- **Degree of External Sustainability Impacts:** Considering the environmental and social external impacts derived from corporate operating activities have increasingly become a focus of global investors, and in response to the revision of GRI 2021 Universal Standards G3: Material Topics 2021, FFHC has integrated economic, environmental, and social impact assessment methodologies developed by organizations including the Value Balancing Alliance (VBA), Harvard Business School's Impact-Weighted Accounts Project, and the London Benchmarking Group (LBG). The Company adopted both monetized and non-monetized methodologies to build an analytical framework encompassing impact materiality. After analysis, eight major impacts were identified as significant external impacts for FFHC (please refer to "Impact Assessment Model – Non-monetized Approach" for details).

● – Double Materiality Assessment

Dimension	Sustainability Issues	Operational Impact (Financial Materiality)				Sustainability Impact (Impact Materiality)							
		Revenue Increase	Customer Satisfaction	Employee Cohesion	Brand Image	Industrial Technology Development (Positive)	Upstream Output Value Creation (Positive)	Tax Contribution (Positive)	Improper Use of Data (Negative)	Support for Industrial Transformation (Positive)	Pollutant Emissions (Negative)	Impact on Species or Ecosystems (Negative)	Increased Employment Opportunities (Positive)
Economic Factors	Business Performance	●		●	●	●	●	●		●	●		●
Economic Factors	Responsible Banking and Decarbonization Strategies for Investment & Financing	●				●	●	●		●		●	●
Economic Factors	Corporate Governance	●	●	●	●	●		●	●	●			●
Economic Factors	Risk Management and Operational Continuity	●	●		●	●	●	●	●	●	●	●	
Economic Factors	ESG Products and Services	●	●			●	●	●	●	●	●	●	●
Economic Factors	Information Security and Privacy Protections	●	●		●				●				
Economic Factors	Ethical Operations and Fair Treatment of Customers	●	●	●	●	●	●	●	●		●		
Social Factors	Diverse Talent Recruitment and Skills Cultivation			●		●		●					●
Environmental Factors	Climate Strategy and Management						●	●		●	●	●	

● : Indicates that the ESG topic has a material impact on organizational operations or sustainable development impacts.

● - Ranking of Material Topics

Ranking*7	Impact Materiality			Financial Materiality			
	Questionnaire 1 Stakeholder*1	Questionnaire 3 Impact Assessment Model - Non-Monetization Approach*2	Impact Assessment Model - Monetization Approach*3	Questionnaire 2 Operational Impact*4	Questionnaire 4 IFRS*5	Executive Compensation*6	Number of Asterisks
1. Business Performance	★★	★★★	★★	★★		★★★	12
2. Ethical Operations and Fair Treatment of Customers	★	★★		★★★	★	★★★	10
3. Corporate Governance	★	★★		★★★		★★★	9
4. Responsible Banking and Decarbonization Strategies for Investment & Financing		★★★	★★★	★		★	8
5. ESG Products and Services		★★★		★★	★★★		8
6. Information Security and Privacy Protections	★★	★		★★	★	★	7
7. Risk Management and Operational Continuity	★★	★★★		★★			7
8. Climate Strategy and Management	★	★★	★		★	★	6
9. Diverse Talent Recruitment and Skills Cultivation	★★	★	★	★			5

*1：The number of asterisks reflects the results of the "Stakeholder Concern Level" survey.

*2：The number of asterisks reflects the results of the "Degree of External Sustainability Impacts" assessment.

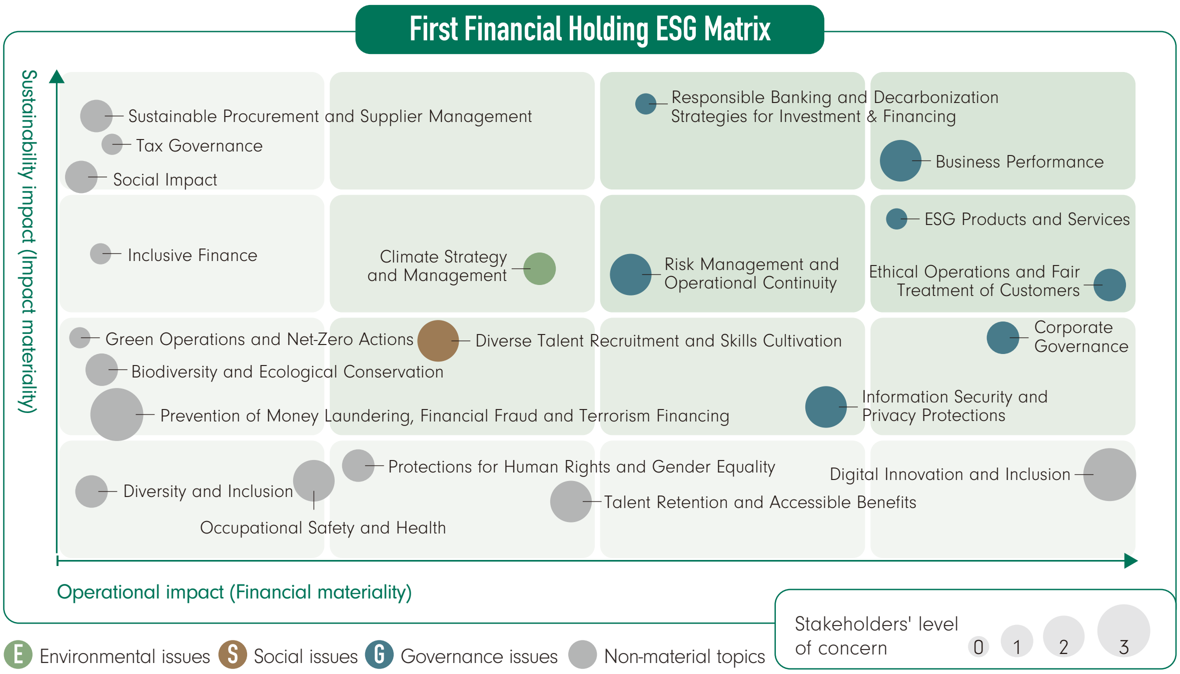
*3：The number of asterisks reflects the results of the impact assessment model - monetized approach. "★" represents a monetary value between NT$0–1 billion. "★★" represents a monetary value between NT$1 billion–100 billion. "★★★" represents a monetary value exceeding NT$100 billion.

*4：The number of asterisks reflects the results of the "Operational Impact" survey. Operational impact factors include revenue growth, brand image, customer satisfaction, and employee engagement.

*5：The number of asterisks reflects the results of the "Financial Impact of IFRS Sustainability Risks and Opportunities" survey. "★" indicates that the topic meets the qualitative materiality threshold. "★★★" indicates that the topic meets the quantitative materiality threshold.

*6：The number of asterisks reflects the linkage between ESG topics and executive compensation. For detailed information, please refer to the section "Standards and Approval Procedures for the Compensation of the President of First Financial Holding Co., Ltd." in the Sustainability Report.

*7：Rankings are determined based on the total number of asterisks assigned. If topics receive the same total number of asterisks, rankings are further determined by comparing the number of overlapping asterisks appearing across different questionnaires. Topics with a greater number of overlaps are ranked higher. For example, "Responsible Banking and Decarbonization Strategies for Investment & Financing" and "ESG Products and Services" both received a total of eight asterisks. However, the former received asterisks across three questionnaires as well as executive compensation, whereas the latter received asterisks in only three questionnaires. Therefore, the former ranked fourth, while the latter ranked fifth.



*1：Operational impact (financial materiality) was compiled and illustrated by combining three sources: the operational impact questionnaire, the IFRS assessment results, and the executive compensation.

*2：Sustainability impact (impact materiality) was determined based on the degree of external sustainability impacts.

*3：Among the material topics of concern to stakeholders, "Inclusive Finance," "Diversity and Inclusion," and "Biodiversity and Ecological Conservation" were considered to have relatively low impacts on operations. Therefore, these topics were incorporated into the chapters "ESG Products and Services," "Social Impact," and "Green Operations and Net-Zero Actions," respectively.

Sustainable Impact Assessment of Value Chain Activities

As a cash flow provider for the industry chain, First Financial Holding is extremely concerned with the impact onto society and the environment. Our management thinking linked to financial performance can identify the positive/negative, potential/significant, and mid- and long-term impact of the Group's operations towards human life. To effectively identify its external impact on economy, environment and people/human rights, First Financial Holding has combined non-monetization and monetization analyses to gain insight into the status of its external impact.

● – Impact Assessment Model – Non – Monetization Approach

16 external impact factors relating to economy, environment and people/human rights were adopted through a survey. Taking into account their severity (including the level of impact, scope of impact and remediability) and probability of occurrence, we identified eight significant impact factors, after reaching a consensus through suggestions from external and internal experts and internal executive meetings. These include: "positive economic aspect: FFC's product and

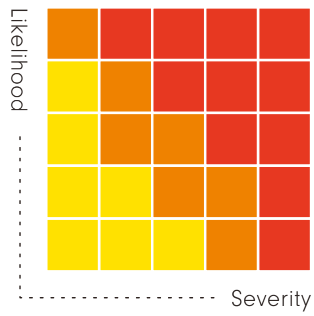
16 impacts

Impact	Positive	Negative
Economy	4	0
Environment	1	3
People/ Human Rights	5	5

Sources of impact:

- Value Balancing Alliance (VBA)
- Impact-Weighted Accounts Project, Harvard Business School
- London Benchmarking Group (LBG)
- First Financial Holding

Definition of Positive and Negative Impacts



Severity = (1) + (2) + (3)

(1) Scale

(2) Scope

(3) Irremediability

Significant Impact Analysis

service research, development, and innovation contribute to the development and application of the financial industry," "positive economic impact: FFHC's procurement activities create upstream and industrial output value," "positive economic impact: taxes paid by FFHC contribute to infrastructure and social welfare," "negative economic impact: FFHC's improper use of data and infringement of privacy rights," "positive environmental impact: FFHC promotes industrial transformation through investment and financing activities," "negative environmental impact: presence of pollutant discharges impacting human health"; "negative environmental aspect: impact on species or ecosystems"; "positive people/human rights aspect: increased employment and job opportunities that enhance skills improvement." These findings show the importance of the Group's sustainability topic management in areas such as business performance, responsible finance and investment/financing decarbonization strategies, diverse talent recruitment and skills cultivation, ESG products and services, climate strategy and management, and corporate governance.

Analysis of 8 Significant Impacts

+Economy	R&D and innovation of company products or services conducive to the financial sector's development and applications
	Create upstream or industrial output value
	The payment of taxes and other government-related fees contributes to supporting infrastructure development and social welfare.
-Economy	Improper use of data and infringement of privacy
+Environment	Assist industries in sustainable development or green transition through investment/credit/financial products and services
-Environment	Presence of pollutant discharges impacting human health
	Impact on species or ecosystems
+Society	Increased employment and job opportunities that enhance skills improvement

Corporate ESG Issues

Corporate ESG Issues	Times
Business Performance	3
Corporate Governance	3
Risk Management and Operational Continuity	4
Ethical Operations and Fair Treatment of Customers	1
Information Security and Privacy Protections	1
Prevention of Money Laundering, Financial Fraud and Terrorism Financing	1
ESG Products and Services	4
Inclusive Finance	1
Responsible Banking and Decarbonization Strategies for Investment & Financing	5
Tax Governance	1
Climate Strategy and Management	3
Green Operations and Net-Zero Actions	2
Sustainable Procurement and Supplier Management	2
Biodiversity and Ecological Conservation	2
Human Rights and Gender Equality	2
Diverse Talent Recruitment and Skills Cultivation	1
Talent Retention and Accessible Benefits	1
Occupational Safety and Health	1
Digital Innovation and Inclusion	2
Social Impact	3
Diversity and Inclusion	0

Significant Impact Analysis

Sustainability Topics with Significant Impacts

● – Impact Assessment Model – Monetization Approach

In 2025, FFHC generated approximately NT$4.8 trillion in positive impacts through its value chain activities, while also contributing around NT$64 billion in negative impacts, of which more than 96% came from downstream investment and credit business, highlighting the critical role of the financial industry in directing capital flows and driving industrial sustainability transformation. Through its investment and financing support, FFHC stimulated approximately NT$4.3 trillion in output value of the industry chain, created around 780,000 employment opportunities, and generated NT$359.7 billion in salary income, delivering substantial contributions to economic growth and social well-being. However, the consumption of natural resources and environmental pollution arising from industrial production and supply-demand activities also resulted in approximately NT$63.8 billion in social costs, reflecting the trade-offs between economic activities and

Value Chain Activities	Sustainability Issues	Output Metric	Impact Item
Supply Chain	Sustainable Procurement and Supplier Management	Procurement demand drives industrial supply and demand relationships	Social Externality - Increasing the supply chain's output value
		Employment opportunities in the supply chain created by procurement needs	Social Externality - Employment income of employees in the supply chain
		GHG emissions derived from the supply chain	Environmental Externality - GHG emissions of the supply chain
		Air pollution derived from the supply chain	Environmental Externality - Air pollutant emissions of the supply chain
Company Operations	Business Performance	Net profit after tax	Gross Value Added (GVA) - Net profit after tax
		Interest	GVA - Interest
		Leasing	GVA - Leases
		Depreciation and amortization	GVA - Depreciation and amortization
	Tax Governance	Paying tax	GVA - Taxes
	Talent Retention and Accessible Benefits	Employee compensation	GVA - Employee compensation
	Climate Strategy and Management	GHG emissions from energy usage	Environmental Externality - GHG emissions
		Use renewable energies to prevent GHG emissions	
		Water consumption leads to water scarcity	Environmental Externality - Water usage
		Gasoline and diesel consumption causes air pollution	Environmental Externality - Air pollutant emissions
		Environmental impact of waste disposal processes	Environmental Externality - Waste
	Occupational Safety and Health	Occupational disasters involving employees	Social Externality - Employee occupational disasters
		Number of people at risk of cardiovascular diseases	Social Externality - Employee health risks
		Number of people with improved health management	Social Externality - Employee health management
	Diverse Talent Recruitment and Skills Cultivation	Training to acquire skills and income growth	Social Externality - Future revenue of employees
	Social Impact	Resources and expenses invested in social inclusion	Social Externality - Social investment value
Products and Service	Responsible Banking and Decarbonization Strategies for Investment & Financing	Investment and financing boost supply and demand relationship in the industry chain	Social Externality - Increase the industry chain's output value
		Investment and financing create employment opportunities in the industry chain	Social Externality - Employment income of employees in the industry chain
		Industry chain GHG emissions derived from investment and financing	Environmental Externality - Industry chain GHG emissions
		Industry chain's air pollutant emissions derived from investment and financing	Environmental Externality - Industry chain air pollutant emissions
		Renewable energy investments prevent GHG emissions	Environmental Externality - Green finance benefits

＊1：Added value income includes net profit after tax (shareholders/investors), interest (customers), leasing (suppliers), compensation (employees), depreciation and amortization (suppliers), and taxes (society), which directly generate financial benefits for stakeholders. The methodology references VBA (2022).

＊2：Externality refers to the positive or negative impacts on human well-being resulting from the interactions between FFHC's operational activities and various types of capital. These impacts do not directly generate benefits or costs for the company. Environmental externalities consider the carbon social cost, human health loss costs, and ecosystem damage resulting from greenhouse gases, air pollution, waste, and water resource consumption. Social externalities consider the employment impact on employees and society brought by issues such as salary quality, career development, equal opportunities, health, and well-being.

＊3：In view of the differences in economic performances among various nations, valuation coefficients were adjusted to align with the gross national income (GNI) measured from the purchasing power parity (PPP) of various areas. Factors such as inflation and currency exchange rates were also taken into account, as the temporal boundary was aligned with the monetary value benchmark in 2017. OECD (2012) and PwC UK (2015) were referenced for methodology.

environmental burdens. Further analysis indicates that the positive impacts mainly stemmed from investment-driven industrial output, employment and salaries, profit after tax, interests, and employee compensation. In contrast, the negative impacts were primarily concentrated in pollutant emissions indirectly caused by investment and credit extension. These key topics with significant impact have become important foundations for FFHC in defining its responsible finance framework, advancing decarbonization strategies for investment and financing, strengthening business performance, and optimizing talent retention and employee-friendly benefits. In the future, FFHC will continue to leverage its role as a financial intermediary by implementing more precise resource allocation and sustainable investment and financing strategies to amplify positive impacts and mitigate negative impacts. Through these efforts, the Company aims to accelerate industrial transformation and create long-term, sustainable value together with its stakeholders.

Type of Impact	Monetary (KNTD)				Impact Rating	Impact Stakeholders
	2022	2023	2024	2025		
Positive (+)	5,819,928	4,586,704	5,293,393	6,733,543	●●●●●○○○	Society
Positive (+)	466,903	453,152	399,080	590,746	●●●●○○○○	External employees
Negative (−)	32,378	25,237	36,642	44,620	●●●○○○○○	Environment
Negative (−)	28,666	18,385	37,097	40,339	●●●○○○○○	
Positive (+)	20,595,663	22,461,001	25,359,450	26,932,848	●●●●●●○○	Shareholders/ investors
Positive (+)	28,085,214	71,501,734	86,193,831	83,542,188	●●●●●●○○	Customers
Positive (+)	165,455	906,128	938,653	780,223	●●●●○○○○	Suppliers
Positive (+)	2,243,880	2,316,507	2,408,334	2,449,809	●●●●●○○○	
Positive (+)	6,127,440	8,787,445	9,327,918	10,223,436	●●●●●●○○	Society
Positive (+)	17,575,865	18,465,190	19,786,629	20,497,108	●●●●●●○○	Employees
Negative (−)	33,289	30,462	29,808	28,443	●●●○○○○○	Environment
Positive (+)	1,057	2,623	5,162	5,741	●●○○○○○○	
Negative (−)	3	4	4	3	●○○○○○○○	
Negative (−)	11,156	12,483	11,484	10,445	●●●○○○○○	
Negative (−)	634	728	1,294	1,148	●●○○○○○○	
Negative (−)	2,616	1,470	1,497	2,658	●●○○○○○○	Employees and society
Negative (−)	5,939	1,760	1,029	1,163	●●○○○○○○	
Positive (+)	7,305	6,824	6,366	6,394	●●○○○○○○	
Positive (+)	89,746	69,898	79,148	80,652	●●●○○○○○	
Positive (+)	96,388	112,032	134,712	136,868	●●●●○○○○	Society
Positive (+)	3,782,907,974	3,802,927,796	4,082,428,109	4,276,772,492	●●●●●●●●	
Positive (+)	287,707,522	282,678,640	352,124,125	359,669,838	●●●●●●●○	External employees
Negative (−)	26,113,286	26,723,443	30,319,757	32,668,588	●●●●●●○○	Environment
Negative (−)	25,947,707	26,382,169	29,023,359	31,158,738	●●●●●●○○	
Positive (+)	441,519	309,022	3,007,027	5,504,559	●●●●●○○○	

Level of Impact	Currency Value (NT$ million)
●○○○○○○○	0～1
●●○○○○○○	1～10
●●●○○○○○	10～100
●●●●○○○○	100～1,000

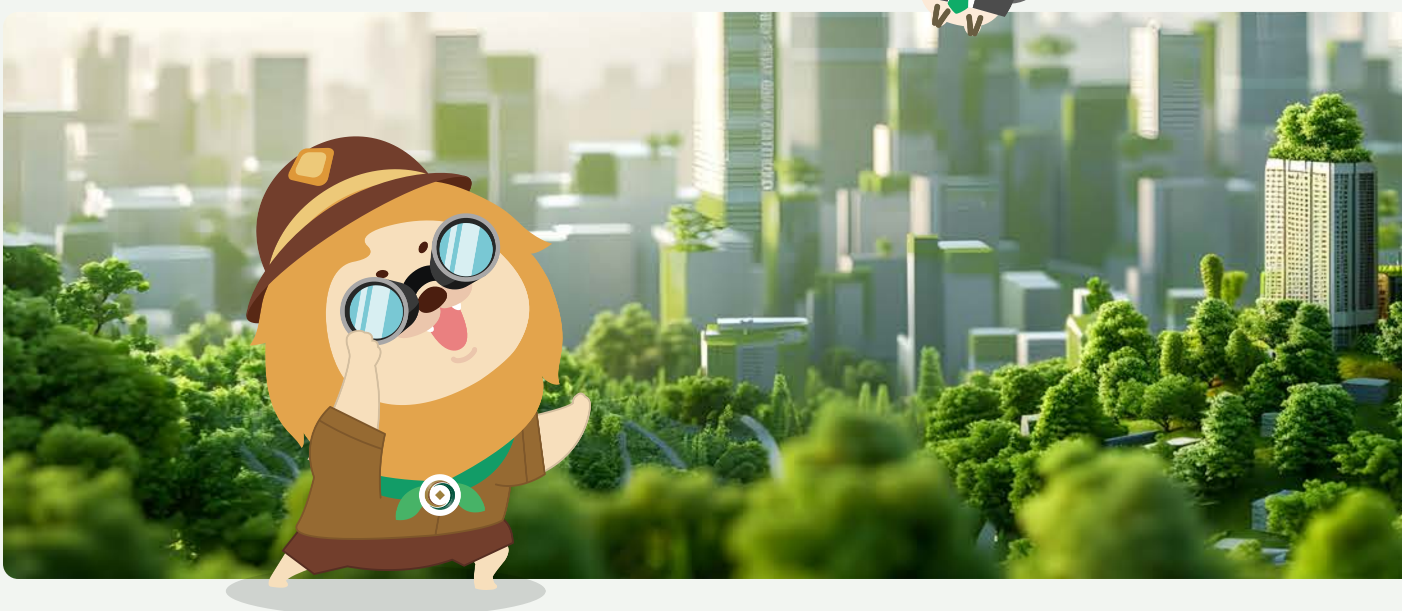
Level of Impact	Currency Value (NT$ million)
●●●●●○○○	1,000～10,000
●●●●●●○○	10,000～100,000
●●●●●●●○	100,000～1,000,000
●●●●●●●●	>1,000,000

Stakeholder Communication Channels and Results

Stakeholder	Materiality	Communication Channel and Frequency
Employees	Employees are the company's most important asset, and are crucial to the company's competitiveness. The support of employees is critical to corporate sustainable development and the most important component in our promotion of sustainable developments.	• **Monthly/Quarterly:** Employer-Employee Meeting, Employee Welfare Committee, Labor Safety and Health Committee, and Labor Pension Oversight Committee • **Once a year:** Employee commitment survey • **At least once a year:** Employee Savings and Stock Ownership Committee • **Once every three years:** Revise the collective bargaining agreement • **Permanent:** Employee and sexual harassment complaint hotlines, fax, email, company internal website employee opinion discussion forum, "Whistleblowing Section," "General Manager's Mailbox," and "Ideas Mailbox." • **When necessary:** First Commercial Bank e-Academy digital learning system; and business units' morning and evening meetings
Shareholders / Investors	To protect shareholder equity and to treat all shareholders equally, a corporate governance system has been set up so that shareholders enjoy the right to full information, participation, and decision-making on important company matters	• **Quarterly:** Hosting of earnings calls targeting domestic investors • **Monthly and quarterly:** Announcements of business performance • **Once a year:** Shareholders' meeting; publication of Chinese and English annual reports and sustainability reports; annual ESG credit rating meetings with rating agencies; participation in international ESG assessments such as DJBIC and CDP. • **Permanent:** The Company's website has an Investor Services section with contact details for the spokesperson and the Investor Relations Department, including phone numbers and email addresses. The Sustainability Development section features a stakeholder survey form. Recordings of earnings calls are also published on the website for investors to view (retained for one year). • **When necessary:** Publication of corporate governance, earnings call presentations, financial information, annual reports, sustainability reports, and related investors affairs in both English and Chinese on the corporate website. Invited to participate in earnings calls organized by securities brokers to communicate with investors. Participate in domestic and foreign initiatives and organizations related to corporate governance.
Customers	By upholding the philosophy of "Customer Service Comes First," FFHC continues to provide customers with innovative products and quality services. We also ensure the transparency and security of products and service information to commit ourselves to improving customer satisfaction.	• **Permanent:** All of our Group subsidiaries have customer complaint channels (business units / customer service hotlines / e-mail). The Group's website has contact information for each company with the telephone number, address, and email of the contact persons. • **Regularly:** Announce the "Customer Data Confidentiality Measures" and "Customer Service Commitment" for account statements, latest financial information, and event announcements, and select service role models. • **When necessary:** Conduct customer satisfaction surveys via telephone questionnaires, email questionnaires, customer service hotlines, or outsourced services. Organize trust seminars for the elderly and disabled, financial investment seminars, industrial zone seminars, and ESG engagement meetings
Suppliers / Contractors	Suppliers are FFHC's green partners. The supplier management and ESG product review mechanisms are used to select qualified vendors who conform with the spirit of corporate sustainable development as long-term partners in implementing ESG together.	• **Permanent:** Whistleblowing section • **Regularly:** If suppliers involve in environmental pollution, violation of labor laws and regulations, or threat to public interests, they will be required to give an explanation or be excluded as potential partners • **Before launch:** 1. Require companies that sell fund and insurance products through the First Bank to have compiled sustainability reports or issued a sustainable development commitment letter. 2. Review the ESG evaluation criteria of wealth management products through the ESG product review mechanism. The level of risk shall be classified based on the nature of these products before putting them on the market • **When necessary:** Organize supplier meetings, publish procurement information on the company website, and make bidding transparent

	Material Topics	Communication Highlights and Accomplishments
	• Diverse Talent Recruitment and Skills Cultivation • Ethical Operations and Fair Treatment of Customers • Business Performance	• Selected for inclusion as a constituent stock of the "Taiwan Employment Creation Index 99" for 16 consecutive years • Selected for inclusion as a constituent stock of the "Taiwan High Compensation 100 Index" for 12 consecutive years • Presented with the "Sustainable Pilot Enterprise in Healthy Workforce" award by the Occupational Safety and Health Administration, Ministry of Labor on three occasions
	• Business Performance • Corporate Governance • Risk Management and Operational Continuity • Ethical Operations and Fair Treatment of Customers • Information Security and Privacy Protections • Responsible Banking and Decarbonization Strategies for Investment & Financing • ESG Products and Services • Climate Strategy and Management	• Internal evaluation is conducted annually. Independent and professional external institutions are commissioned triennially to evaluate the performance of the Board of Directors (individual directors) and functional committees. The evaluation results are reported to the Board of Directors and disclosed on the company website before the end of the first quarter of the following year. • Banking, securities, and asset management subsidiaries were recognized on the "List of Institutional Investors with Better Stewardship Disclosure" • Selected as a constituent of the DJBIC for eight consecutive years and the Emerging Markets Index for ten consecutive years • Selected as a member of the S&P Global Sustainability Yearbook for the ninth time, and ranked in the top 5% of the global banking industry • Selected for inclusion as a constituent stock of the "FTSE4Good Emerging Index" for nine consecutive years • Selected as a constituent of the MSCI ACWI Index and awarded the highest AAA rating in the banking sector under MSCI ESG Ratings for the fourth time • Institutional investors' opinions and issues of concern are reported to the Board regularly to assist all directors, executives and independent directors in understanding the opinions of shareholders.
	• Ethical Operations and Fair Treatment of Customers • Information Security and Privacy Protections • Responsible Banking and Decarbonization Strategies for Investment & Financing • ESG Products and Services • Risk Management and Operational Continuity • Climate Strategy and Management • Business Performance	• First Commercial Bank and First Securities have both been ranked in the top 25% of the bank and securities industry in the "3rd Sustainable Finance Evaluation" by the Financial Supervisory Commission (FSC) • First Commercial Bank and First Securities were both ranked among the top 25% in the FSC "Fair Customer Treatment Evaluation" • First Commercial Bank ranked first in Group A of the "Elderly Care Trust Award" and second in the "Trust Alliance Award" under the FSC's "4th Evaluation of the Trust 2.0 Plan by the Trust Industry" and received numerous recognitions from the Ministry of Economic Affairs' "financial institutions & credit managers with outstanding performance in administering credit guarantee loans to SMEs", including "Credit Guarantee Gold Award - Financial Institution Category," "Credit Guarantee Gold Award - Outstanding Credit Manager," "Green Credit Promotion Award," "Post-Pandemic Revitalization Award - Number of Applicants for Credit Guarantee Fund Category," "Support for April 3 Hualien Earthquake Reconstruction Award - Branch Office Category," "Liaison Enterprise Award," "Outstanding Performance in Collection for Credit Guarantee Fund Cases," and "Excellence Award for Collection of Credit Guarantee Fund Cases - Outstanding Credit Manager." • Ranked No. 1 among all banks in Taiwan in SME loan market share for 16 consecutive years
	• ESG Products and Services • Ethical Operations and Fair Treatment of Customers	• 100% of the onshore and offshore fund companies with products listed in the Group have signed the "Stewardship Principles" compliance statement and the "Principles for Responsible Investment (PRI)" respectively

Stakeholder	Materiality	Communication Channel and Frequency
Governments / Competent authorities	Government policies influence the direction of business operations. FFHC actively cooperates with government policies, complies with regulatory laws, and develops a sound business environment	• **Permanent:** We continue to set up effective corporate governance structure and sound internal control, and has been chosen as a member of the FSC's "Coalition of Movers and Shakers on Sustainable Finance". Furthermore, we also serve as the convening party of the "Working Platform for Promoting Net Zero by the Financial Sector - Work Group for Domestic & Overseas Promotion". • **When necessary:** Participate in competent authority forums, seminars, public hearings, competitions, selection and evaluation mechanisms. Comply with relevant laws and policies of regulatory authorities, cooperate with their supervision and audits, and disclose operational information on the Market Observation Post System and the Company's website.
Media / Financial institutions	FFHC continues to disclose ESG-related information through diverse channels and regards the media and financial industry peers as important partners for information dissemination and exchange, thereby strengthening external communication effectiveness and enhancing market transparency.	• **Permanent:** Establish a spokesperson and PR department for liaising purposes. • **When necessary:** Participate in various ratings/symposiums/seminars; host press briefings; and distribute press releases
Community / Non-profit organizations/ Non-government organizations / Academics and experts	The community serves as an important foundation for FFHC's customer development. In addition to continuously deepening its local engagement, the Company actively encourages employees to participate in various community activities and is committed to strengthening connections with local communities in order to enhance corporate image and community identification.	Organize green organic/tree planting/beach cleanup and mountain cleanup green volunteers events; host seminars such as financial mini academy/gender equality/green finance & environmental education courses/health and money management; participate in ESG-related societies or organizations; conduct energy conservation seminars and sustainable finance lectures; and issue public welfare/green credit cards



Material Topics	Communication Highlights and Accomplishments
• Ethical Operations and Fair Treatment of Customers • Corporate Governance • Risk Management and Operational Continuity • Information Security and Privacy Protections • ESG Products and Services • Responsible Banking and Decarbonization Strategies for Investment & Financing • Climate Strategy and Management	• Ranked in the "top 5% of listed companies" in the Corporate Governance Evaluation of the Taiwan Stock Exchange Corporation for the 10th time; selected for inclusion as a constituent stock of the "TWSE Corporate Governance 100 Index" for 11 consecutive years; and selected for inclusion as a constituent stock of the "FTSE4Good TIP Taiwan ESG Index" for 9 consecutive years • Conducted seminars and exchanges with related international sustainable finance institutions or peers in the financial sector; put forth related suggestions; and offered suggestions to improve companies' and people's understanding of sustainable finance. • First Commercial Bank received the "Excellence Award," the highest honor of the 7th National Enterprise Environmental Protection Awards presented by the Ministry of Environment, becoming the first organization nationwide to receive the award six times. • Report the business overview to the competent authorities every quarter to help the government keep track of the overall financial environment
• Business Performance • Ethical Operations and Fair Treatment of Customers • Information Security and Privacy Protections • Corporate Governance • ESG Products and Services	• First Commercial Bank received multiple recognitions in Business Today's 19th Wealth Management Bank and Securities Evaluation, ranking first in the "Best Digital Experience Award" and third in the "Best Asset Protection Award," "Best Trust Innovation Award," and "Best Senior-Friendly Service Award." • Continuously deepen exchanges and collaboration with the media • The expert team provides daily updates on market conditions and financial products to help the public keep track of the financial market.
• ESG Products and Services • Climate Strategy and Management	• First Bank Culture & Education Foundation donated NT$4.01 million, equivalent to 1‰ of the total amount of transactions made with First Commercial Bank's Glory + World Card through the Ministry of Education's "School Education Savings Account" platform to help students in rural areas to have peace of mind and study by funding their education, school lunch and after-school programs, benefitting 1,705 schoolchildren. • Assisted 15 elementary and junior high schools in rural areas across New Taipei City, Hsinchu County, Nantou County, and Pingtung County in installing 6,007 LED lighting units. The project is expected to reduce annual electricity consumption by nearly 600,000 kWh, save approximately NT$2.36 million in electricity costs, and reduce carbon emissions by 293 metric tons of CO_2e annually. • A total of 65 gender equality education and anti-drug awareness seminars were conducted, benefiting 3,679 participants. • Organized 45 green volunteer activities involving organic farm collaboration, coastal conservation, tree planting and carbon reduction, contract farming adoption, and wetland conservation. A total of NT$2.27 million was invested, with 2,028 kilograms of organic vegetables and fruits harvested and purchased

Sustainable Development Goals & Enterprise Risk Management (ERM)

Material Topics and GRI Specific Topics	Policies/ Commitments	Description of Impact	Action	Responsible Unit
Business performance GRI 2-6: Activities, value chain and other business relationships GRI 2-28: Membership associations				
	Companies should pursue excellent business performance and profits to maintain their operations and development, drive domestic economic growth, and create job opportunities.	**Actual negative impact:** • Changes in international political and economic situations, along with long-term inflationary pressure, have affected the investments and financial demands in major markets. **Potential positive impact:** • Understand the development of the digital economy and integrate new business models to improve the efficiency of financial services and market competitiveness.	**Mitigation measures:** • Continue to expand deployment in overseas markets and diversify market risks while improving the quality and operational efficiency of core business operations; deepen the implementation of internal control, legal compliance, information security, and anti-money laundering systems to enhance overall operational resilience and stable profitability.	Corporate Governance Task Force
Responsible finance and decarbonization strategies for investment and financing GRI industrial disclosure aspect for the financial services industry: Product portfolio FS1: Policies with specific environmental and social components applied to business lines FS2: Procedures for assessing and screening environmental and social risks in business lines				
	Policies for sustainable lending, sustainable investment, and sustainable insurance are formulated to integrate ESG review factors with core business operations, including investment, financing, underwriting, and insurance. We encourage our clients to live up to the ESG sustainable spirit in the hope of achieving the goal of co-existence and co-prosperity between enterprises and ecology.	**Potential negative impact:** • As domestic and foreign competent authorities and financial rating agencies continue to pay increasing attention to ESG issues, financial institutions risk losing the recognition of competent authorities, markets, and investors if they fail to establish a comprehensive and consistent ESG review mechanism. As a result, their overall operational risks may increase. **Potential positive impact:** • By establishing a comprehensive ESG review mechanism, we can effectively identify the risks of investment and financing activities and reduce exposure to high-carbon industries and high-risk investments, improving the Group's asset quality and corporate image.	**Preventive measures:** • Enhance the assessment of ESG risks in investment and financing, including the transition risks associated with climate change. Incorporate carbon-related indicators into the industry-specific limit adjustment factors, and gradually reduce the investment and financing limits for highly polluting (carbon-intensive) industries while helping companies advance toward low-carbon transformation through customer engagement and promoting sustainable financial products.	Responsible Finance Task Force

Frequency of Risk Occurrence	Degree of Risk Impact	Key Performance Indicator (KPI)	2025 Goals	Progress	2026 Goals	Medium/ Long-Term Goals (2027-2031)	Value Chain Stage and Relations: Procurement/Suppliers	Value Chain Stage and Relations: Front-end Financial Services for Customers*1	Value Chain Stage and Relations: Financial Transactions*2	Value Chain Stage and Relations: Back-end Financial Services for Customers*3	Value Chain Stage and Relations: Old Assets*4
GRI 201-1: Direct economic value generated and distributed								●	●	●	
2 points	5 points	KPI 1: Net profit after tax budget achievement rate (NT$100 million)	260.40	269.33	274.62	For the annual growth rate of net profits after tax to be no lower than the average real growth rate of the domestic financial and insurance industry in the past three years					
		KPI 2: ROE after tax (%)	9.35	9.61	9.37	≥15%					
FS3: Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions SASB: FN-CB-410a.2								●	●	●	
3 points	4 points	KPI 1: Implement investment/financing engagements based on the financial carbon emissions inventory results of our investment/financing positions	Target more than half of the companies among the Group's domestic investment/financing positions that rank in the top 60% for the financed emissions for engagements, prompting them to formulate net-zero goals	100%	Continuous processing	Target more than half of the companies among the Group's domestic investment/financing positions that rank in the top 60% for the financed emissions for engagements, prompting them to formulate net-zero goals					
		KPI 2: Comply with the Equator Principles (EPs) and implement policies for due diligence in credit extension	Create an independent internal verification system based on the EPs and examine if the vetting and implementation process of the EPs is in compliance	100%	Optimize ESG risk factor reviews (e.g., incorporating carbon emissions from credit reports or the Market Observation Post System) to fully disclose sustainability information	Evaluate domestic credit strategies and continue to optimize assessment items, gradually improving ESG risk management					
		KPI 3: Percentage of onshore and offshore investment trust companies that have products listed for sale with First Bank and have signed the "Stewardship Principles" and "Principles for Responsible Investment (PRI)" compliance statements, respectively	100%	100%	100%	100%					

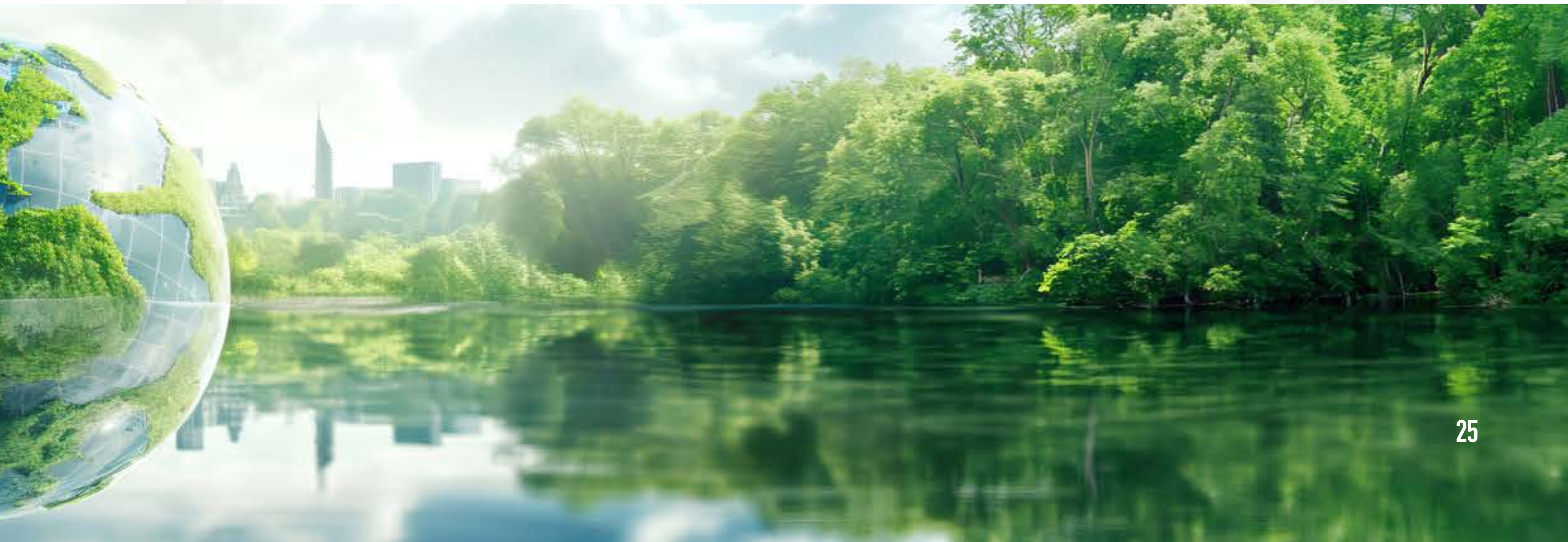
ESG products and services

GRI 201-1: Direct economic value generated and distributed
GRI 203-1: Infrastructure investments and services supported
GRI industrial disclosure aspect for the financial services industry: Product portfolio
FS1: Policies with specific environmental and social components applied to business lines
FS2: Procedures for assessing and screening environmental and social risks in business lines
FS3: Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions
FS7: Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose

Material Topics and GRI Specific Topics	Policies/ Commitments	Description of Impact	Action	Responsible Unit
	Drawing on international initiatives, the Company combines its core business with sustainable development goals and operates around the main principles of "Working Hand in Hand to March Toward Sustainability and Innovation." By fulfilling our role as a financial intermediary, we direct the flow of funds toward projects related to sustainable development. We strive to provide ESG products and services that meet competent authorities' standards in various countries, guiding companies to embark on the journey of sustainable operation.	**Potential negative impact:** • Demand for sustainable financial products and services has doubled in recent years. However, as related review and regulatory mechanisms are not perfected, the Company may struggle to meet customers' needs as a result of obscure positioning if it fails to specifically quantify the benefits of its products and services for the environment and society. Furthermore, it may risk losing business opportunities while being criticized as trying to "greenwash" its reputation with no actual actions to back it up. **Actual positive impact:** • In response to demands associated with population aging and government review mechanisms, the provision of diverse and inclusive financial products and services could enhance protection of senior and underprivileged customers, in addition to improving corporate image and expanding diverse business opportunities for sales. • In addition, the government is pushing for urban renewal and reconstruction of unsafe and old buildings; such products and services could not only expand the Group's financing operations but also integrate construction management and trust services to create safe and environment-friendly residences for consumers. As a result, a win-win situation could be achieved among the environment, residents, and the Group.	**Preventive measures:** • Strengthen the main development theme of ESG operations; improve the overall ESG investment/financing and the share of its products; expand the concept of sustainable development to overseas operations; and strive to help industries with sustainable transformation using our financial and brokerage influence. **Management measures:** • Continue to promote diverse and inclusive financial products catering to demographic groups such as seniors and persons with disabilities; value financially disadvantaged groups' rights to access equal financial services; and create a friendly financial environment.	Sustainable Financial Products and Services Task Force

FS8: Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose
GRI industrial disclosure aspect for the financial services industry: Active ownership
FS11: Percentage of assets subject to positive and negative environmental or social screening
GRI industrial disclosure aspect for the financial services industry: Local Communities
FS14: Advocate the provision of better financial services and related measures for the underprivileged community
FS16: Initiatives to enhance financial literacy by type of beneficiary
SASB: FN-CB-240a.1、FN-CF-000.A、FN-CF-000.B

Frequency of Risk Occurrence	Degree of Risk Impact	Key Performance Indicator (KPI)	2025 Goals	Progress	2026 Goals	Medium/ Long-Term Goals (2027-2031)	Value Chain Stage and Relations: Procurement/Suppliers	Front-end Financial Services for Customers*1	Financial Transactions*2	Backend Financial Services for Customers*3	Old Assets*4
3 points	3 points	KPI 1: Number of new financing projects for urban renewal and the reconstruction of unsafe and old buildings (cases)	12	342%	12	50 in total		●	●	●	○
		KPI 2: Green financing (including green industries, green enterprises, and green buildings) loan balance (NT$100 million)	775	147%	805	With effect from 2027, an increase of 30 from the previous year is required until it reaches 955 in 2031					
		KPI 3: New volume of "Green Consumption Loans" (NT$100 million)	70	141%	70	200 in total					
		KPI 4: Number of micro-insurance policies provided for the economically disadvantaged to gain basic coverage	250	122%	250	2,700 cumulatively by 2031 since launch					
		KPI 5: Number of new loan accounts of Comfort Loan (households)	160	151%	160	800 in total					



Risk management and operational continuity

GRI 2-27: Compliance with laws and regulations
GRI 205-1: Operations assessed for risks related to corruption

Material Topics and GRI Specific Topics	Policies/ Commitments	Description of Impact	Action	Responsible Unit
	The Board of Directors is the Group's highest governance body in risk management. Aside from formulating a comprehensive internal control system and ensuring its continued and effective execution, the Board should also set up proper capital adequacy evaluation procedures and capital structure management. It should also set up procedures for identifying, assessing, monitoring, and controlling major risks (credit risk, market risk, interest rate risk, liquidity risk, insurance risk, operational risk, and emerging risks).	**Potential negative impact:** • Risk management and regulatory requirements derived from digital transformation, including aspects such as personal data protection, information security, and money-laundering prevention, all put corporate responsiveness to the test. **Actual positive impact:** • To comply with the regulatory requirement that a bank's subsidiary must be a D-SIB, the life insurance subsidiary has aligned with changes in the IFRS 17 international accounting framework and the global Insurance Capital Standard Version 2.0 (ICS 2.0) to advance the Group's introduction of IFRS 17 while continuing to strengthen capital benefits of the financial holding company and its subsidiaries. In doing so, the Group could improve its financial stability and operational resilience.	**Management measures:** • Continue to strengthen the Group's overall risk framework and capital adequacy management; enhance risk management efficiency through internal controls and legal compliance mechanisms to ensure that the Group's capital level meets regulatory requirements. **Preventive measures:** • Report the Group's risk assessment results of climate change, offsetting measures and execution to the Board of Directors.	Corporate Governance Task Force Responsible Finance Task Force

Ethical management and fair customer treatment

GRI 2-25: Processes to remediate negative impacts
GRI 2-26: Mechanisms for seeking advice and raising concerns
GRI 205-2: Communication and training about anti-corruption policies and procedures
GRI 205-3: Confirmed incidents of corruption and actions taken
GRI 417-1: Requirements for product and service information and labeling
GRI 417-2: Incidents of non-compliance concerning product and service information and labeling
GRI 417-3: Incidents of non-compliance concerning marketing communications

Material Topics and GRI Specific Topics	Policies/ Commitments	Description of Impact	Action	Responsible Unit
	• Corporate management prioritizes integrity, which is implemented in operations, management, and compliance to prevent employee fraud, penalties, and damage to business reputation and customer trust in the brand. • Implement the culture of treating customers fairly; refine friendly financial services; treat seniors and underprivileged customers fairly; prevent financial exploitation; and improve service quality.	**Potential negative impact:** • If the Company neither has a sound internal control system nor establishes evaluation and prevention mechanisms for the risks of unethical conduct, it may be at risk of suffering from company and customer loss or being punished by the competent authority. The consequences will damage the Company's image. • As fintech thrives, the awareness of fair customer treatment is on the rise, and regulatory rules have become more stringent. Failure to implement management mechanisms for fair customer treatment may increase the likelihood of infringement on customer rights, lead to penalties, and damage the Company's reputation. **Actual positive impact:** • Implement ethical management and avoid corruption and other unethical matters, thus preventing financial losses, establishing the Company as an entity that conducts business with integrity, and improving customer trust and loyalty. • Optimize the customer grievance process; compile and categorize major customer complaint cases regularly in conjunction with satisfaction surveys to adjust business development directions, thereby establishing sound customer relations.	**Management measures:** • Formulate precautions for banks when a party in commercial marketing exercises his or her right to refusal and establish a supervisory mechanism for handling cases pertaining to major customer complaints and material financial consumer disputes. **Preventive measures:** • The Board of Directors has instructed subsidiary companies to strengthen their KYC operation and countermeasures against financial exploitation, follow through on the control operation process, and prevent the occurrence of fraud.	Corporate Governance Task Force and Sustainable Financial Products and Services Task Force

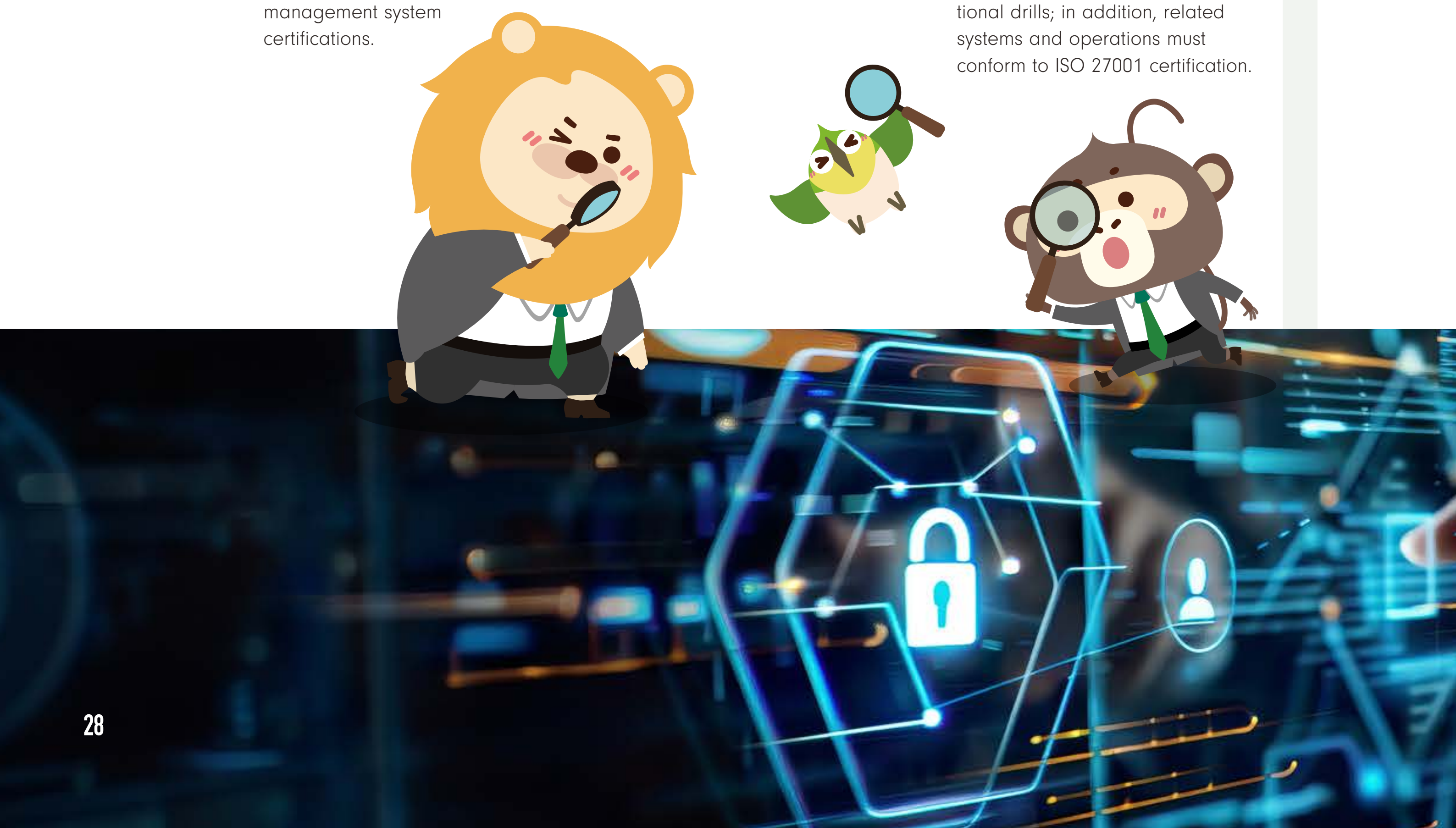
FS1: Policies with specific environmental and social components applied to business lines
FS2: Procedures for assessing and screening environmental and social risks in business lines

Frequency of Risk Occurrence	Degree of Risk Impact	Key Performance Indicator (KPI)	2025 Goals	Progress	2026 Goals	Medium/ Long-Term Goals (2027-2031)	Procurement/Suppliers	Front-end Financial Services for Customers*1	Financial Transactions*2	Backend Financial Services for Customers*3	Old Assets*4
2 points	5 points	KPI 1: Group's Capital Adequacy Ratio (Group CAR) (%)	＞120	130.62	＞120	≥110		●	●	●	
		KPI 2: First Bank's Capital Adequacy Ratio (CAR) and Tier 1 Capital Ratio (%)	CAR＞14.5 Tier1＞12.5	CAR：15.46 Tier1：13.22	CAR＞14.50 Tier1＞12.50	Continue to meet the legal capital requirements of the competent authority for D-SIBs, which are 14.50%, 12.50%, 11.00%, and 3%, respectively.					
		KPI 3: First Bank's Common Equity Tier 1 Ratio and Leverage Ratio (%)	Common Equity Tier 1 Ratio ＞ 11 Leverage Ratio ＞ 3	Common Equity Tier 1 Ratio: 11.70 Leverage Ratio: 6.39	Common Equity Tier 1 Ratio ＞ 11 Leverage Ratio ＞ 3						
		KPI 4: Enhance the synergy between legal compliance and internal control/audit	Hold the "Seminar on Review of the Discrepancies in the Group's Internal Control System and Legal Compliance Enhancement Measures" every six months	100%	Continuous processing	Continue to enhance the synergy between legal compliance and internal control/audit					

GRI industrial disclosure aspect for the financial services industry: Local Communities
FS16: Initiatives to enhance financial literacy by type of beneficiary
SASB: FN-CB-510a.1、FN-CB-510a.2、FN-CF-220a.1、FN-CF-220a.2、FN-CF-230a.1、FN-CB-230a.1、FN-CF-270a.4、FN-CF-270a.5

Frequency of Risk Occurrence	Degree of Risk Impact	Key Performance Indicator (KPI)	2025 Goals	Progress	2026 Goals	Medium/ Long-Term Goals (2027-2031)	Procurement/Suppliers	Front-end Financial Services for Customers*1	Financial Transactions*2	Backend Financial Services for Customers*3	Old Assets*4
2 points	4 points	KPI 1: Proportion of employees signing the Employee Code of Conduct at domestic and overseas business locations (%)	100	100%	100	100	◎	●	●	●	
		KPI 2: Completion rate of ethical management training (%)	100	100%	100	100					
		KPI 3: Completion rate of Fair Customer Treatment training in the Bank, Securities, Investment Trust, and Life Insurance (%)	100	100%	100	100					

Material Topics and GRI Specific Topics	Policies/ Commitments	Description of Impact	Action	Responsible Unit
Information security and privacy protections GRI 418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data FS1: Policies with specific environmental and social components applied to business lines				
	The Company increases the effectiveness of information security monitoring and leverages the synergy of joint defense of information security through the analysis and sharing of information security events, monitoring and joint defense of financial information security, promotion of financial information security configuration, and collaboration with new AI technology. Through these efforts, we implement the Group's "Information Management and Information Security Policy" and "Personal Data Protection Policy" and obtain related ISO management system certifications.	**Potential negative impact:** • Demand for digital finance has spiked in the wake of the pandemic. However, financial crimes and incidents of hacker attacks occur more frequently. If employees' information security awareness and software and hardware equipment have insufficient safeguards for information security, the overall operational risks may rise significantly. **Potential positive impact:** • As fintech thrives, enhancing personal information protection and management would protect company assets and reputation, safeguard customer rights, and increase customer satisfaction. • Strengthening the resilience of information security and the stability of the core system while optimizing the backup mechanism would help boost competitiveness, increase customer trust and stickiness, and ensure continued and stable business development.	**Preventive measures:** • Conduct e-mail social engineering drills and tests as well as education training on personal data protection regularly to raise information security awareness, prevent personal data leaks, and enhance employees' professionalism. • Construct key information security defense capabilities through containerized security defense, automated deployment of firewall regulations, optimized integration of code checks, and the expansion of the support platform for privileged accounts. **Management measures:** • Continue to advance various information security practices in accordance with the Financial Supervisory Commission's "Financial Cyber Security Action Plan 2.0," including deepening the core system's data security and operational drills; in addition, related systems and operations must conform to ISO 27001 certification.	Sustainable Financial Products and Services Task Force



Frequency of Risk Occurrence	Degree of Risk Impact	Key Performance Indicator (KPI)	2025 Goals	Progress	2026 Goals	Medium/ Long-Term Goals (2027-2031)	Value Chain Stage and Relations: Procurement/Suppliers	Front-end Financial Services for Customers*1	Financial Transactions*2	Backend Financial Services for Customers*3	Old Assets*4
SASB: FN-CF-220a.1、FN-CF-220a.2、FN-CF-230a.1、FN-CF-230a.3、FN-CB-230a.1、FN-CB-230a.2											
4 points	5 points	KPI 1: Conduct the recertification of ISO 27001 Information Security Management System	Continue the recertification of the "Information Security Management System (ISMS)" in accordance with the ISO 27001:2022 international standard for information security management and expand the scope of adoption	100%	Expand the scope and certification of the Information Security Management System (ISMS) in accordance with the ISO 27001:2022 standard	Continuous processing		●	●	●	
		KPI 2: E-mail social engineering drills	Company / Phishing successful rate (%): Bank <0.1 Securities <1.2 Securities Investment Trust <1.2 Life Insurance <1 AMC <2.4 Management Consulting <1.8	100%	Company / Phishing successful rate (%): Bank <0.1 Securities <1.2 Securities Investment Trust <1 Life Insurance <1 AMC <2 Management Consulting <0	Company / Phishing successful rate (%): Bank <0.1 Securities <0.95 Securities Investment Trust <0.95 Life Insurance <0.95 AMC <1.6 Management Consulting <0					
		KPI 3: Time needed for switching from the core information system to the backup center and for resuming operations (hours)	Company / Goals: Bank ≤1 Securities ≤1 Securities Investment Trust ≤2 Life Insurance ≤2	100%	Company / Goals: Bank ≤1 Securities ≤1 Securities Investment Trust ≤2 Life Insurance ≤2	Company / Goals: Bank ≤1 Securities ≤1 Securities Investment Trust ≤2 Life Insurance ≤2					
		KPI 4: Completion rate of the "Personal Data Protection Act" training program (%)	100	100%	100	100					

Material Topics and GRI Specific Topics	Policies/ Commitments	Description of Impact	Action	Responsible Unit
Corporate governance GRI 2-9: Governance structure and composition GRI 2-10: Nomination and selection of the highest governance body GRI 2-11: Chair of the highest governance body GRI 2-12: Role of the highest governance body in overseeing the management of impacts GRI 2-13: Delegation of responsibility for managing impacts GRI 2-15: Conflicts of interest GRI 2-17: Collective knowledge of the highest governance body GRI 2-18: Evaluation of the performance of the highest governance body				
	The Board of Directors and the management level seek to achieve our operating objectives in a way that is consistent with the best interests of the Company and its shareholders. The Board seeks to enhance corporate governance, operations, and transparency in order to increase the long-term corporate value and competitiveness, promoting social welfare for the general public.	**Potential negative impact:** • Well-rounded corporate governance lays the groundwork for corporate sustainable development. Failure to continuously refine and advance corporate governance structures and systems would affect its competitiveness and innovation-driven growth. **Potential positive impact:** • Continued refinement of corporate governance and ESG management could strengthen the operation and competency of the Board of Directors, improving the quality of corporate governance and strengthening trust in the market.	**Preventive measures:** • Implement diversity of Board members and their independence. • Continue to evaluate the performance of the Board of Directors (including functional committees) and disclose related information; enhance the competency of the Board of Directors and functional committees; and increase the objectivity of Board performance evaluation and information transparency.	Corporate Governance Task Force
Diverse talent recruitment and skills cultivation GRI 2-7: Employees GRI 2-8: Workers who are not employees GRI 202-2: Proportion of senior management hired from the local community GRI 401-1: New employee hires and employee turnover				
	Recruit diverse talents in line with the Company's operational strategies and goals of sustainable development; provide holistic education and training on ESG and sustainable finance; improve employees' job skills and regularly subject them to performance and career development reviews; enhance the diversity and inclusiveness of the labor force; actively engage with schools to provide internship programs and scholarships; and cultivate outstanding talents with potential.	**Potential negative impact:** • In the post-pandemic era, financial digital technologies continue to innovate while rules and regulations are rapidly changing. The financial industry keenly needs interdisciplinary talents from domains such as AI, digital technologies, and sustainable development to enter the industry. In the event that cultivation of professional talents and transformation fall short, the Company's sustainable management and profitability could be affected. **Actual positive impact:** • The pandemic has created a boom in digital services. Enhancing employees' digital thinking and learning capability is conducive to innovation and development for digital business models, as well as the realization of blueprints for sustainable development.	**Preventive measures:** • Low birth rates, the retirement wave, and digital technology developments have transformed financial service models. The Company's various subsidiaries have conducted strategic long-term manpower analysis and research, as well as discussed countermeasures for possible future manpower shortfalls and issues associated with recruiting talents required for sustainable development. **Management measures:** • Help employees develop diverse skills; provide learning courses on digital and sustainable finance; and encourage autonomous and lifelong learning.	Employee Care Task Force

Frequency of Risk Occurrence	Degree of Risk Impact	Key Performance Indicator (KPI)	2025 Goals	Progress	2026 Goals	Medium/ Long-Term Goals (2027-2031)	Procurement/Suppliers	Front-end Financial Services for Customers*1	Financial Transactions*2	Back-end Financial Services for Customers*3	Old Assets*4
							Value Chain Stage and Relations				

GRI 2-19: Remuneration policies
GRI 2-20: Process to determine remuneration
GRI 2-21: Annual total compensation ratio
GRI 201-1: Direct economic value generated and distributed
GRI 404-3: Percentage of employees receiving regular performance and career development reviews
GRI 405-1: Diversity of governance bodies and employees

Frequency of Risk Occurrence	Degree of Risk Impact	Key Performance Indicator (KPI)	2025 Goals	Progress	2026 Goals	Medium/ Long-Term Goals (2027-2031)	Procurement/Suppliers	Front-end Financial Services for Customers*1	Financial Transactions*2	Back-end Financial Services for Customers*3	Old Assets*4
1 points	4 points	KPI 1: Actual attendance rate of all/individual directors (%)	All: 85 Individual: 80	96.67%	Continuous processing	All: 85 Individual: 80		●	●	●	
		KPI 2: Diversity and independence of Board members	The number of board directors of any gender reaches at least 1/3 (5 seats)	100%	Continuous processing	When appointing new members to the Board of Directors of a subsidiary company, we plan to make sure that the numbers of female directors and supervisors make up more than one-fifth of the seats					
		KPI 3: Quality of information in the sustainability report	Preparation Standards / Assurance Standards Updated GRI standards (2021) / AA1000TYPE2 Assurance Standard Type 2 High Assurance Level Two SASB Industry Standards / ISAE 3000 assurance standards	100%	Preparation Standards / Assurance Standards Updated GRI standards (2021) / AA1000TYPE2 Assurance Standard Type 2 High Assurance Level Two SASB Industry Standards / ISAE 3000 assurance standards	Disclose sustainability information in the 2026 annual report in accordance with the implementation timeline of the IFRS Sustainability Disclosure Standards					

GRI 404-1: Average hours of training per year per employee
GRI 404-2: Programs for upgrading employee skills and transition assistance programs
GRI 404-3: Percentage of employees receiving regular performance and career development reviews
GRI 405-1: Diversity of governance bodies and employees

Frequency of Risk Occurrence	Degree of Risk Impact	Key Performance Indicator (KPI)	2025 Goals	Progress	2026 Goals	Medium/ Long-Term Goals (2027-2031)	Procurement/Suppliers	Front-end Financial Services for Customers*1	Financial Transactions*2	Back-end Financial Services for Customers*3	Old Assets*4
4 points	4 points	KPI 1: Cultivate overseas reserve personnel	20 people	185%	20 people	Continuous processing		●	●	●	
		KPI 2: Percentage of employees taking English proficiency tests (%)	40	110%	40	50 by 2030					
		KPI 3: Average hours of training received per person (hours)	Company / Goals Bank / 45 Securities / 53 Securities Investment Trust / 52 Life Insurance / 51 AMC / 17	Company / Completion rate Bank / 134% Securities / 253% Securities Investment Trust / 101% Life Insurance / 129% AMC / 133%	Company / Goals Bank / 45 Securities / 53.5 Securities Investment Trust / 52 Life Insurance / 52 AMC / 17.2	Company / Goals Bank / 45 per year Securities / 56 by 2031 Securities Investment Trust / 52 per year Life Insurance / 53 per year AMC / 18.5 by 2031					
		KPI 4: Level of satisfaction with training courses (point)	Company / Goals Bank / 85 Securities / 80 Life Insurance / 80	Company / Completion rate Bank / 111% Securities / 109% Life Insurance / 120%	Company / Goals Bank / 86 Securities / 82 Life Insurance / 80	Company / Goals Bank / 87 in 2027 Securities / 83 in 2027 Life Insurance / 80 in 2031					

Material Topics and GRI Specific Topics	Policies/ Commitments	Description of Impact	Action	Responsible Unit

Climate strategy and management

GRI 201-2: Financial implications and other risks and opportunities due to climate change
GRI 203-1: Infrastructure investments and services supported
GRI 203-2: Significant indirect economic impacts

Material Topics and GRI Specific Topics	Policies/ Commitments	Description of Impact	Action	Responsible Unit
12 RESPONSIBLE CONSUMPTION AND PRODUCTION 13 CLIMATE ACTION	Formulate climate governance framework, strategies, risk management processes, management indexes, and goals in accordance with the Task Force on Climate-Related Financial Disclosures (TCFD) framework as well as financial disclosure guidelines on climate-related risks from competent authorities to improve operational resilience in the face of climate change.	**Potential negative impact:** • As domestic and overseas industrial supply chains have progressively established their action plans for carbon emissions reduction or collected carbon taxes (for example, the EU will enforce the "Carbon Border Adjustment Mechanism" in 2026), related industries may be confronted with operational impact or transition risk, which could indirectly impact the Group's credit risk and operational risk. **Potential positive impact:** • Quantifying financial impact caused by climate risks through complying with the TCFD framework is conducive to strengthening resilience and risk responsiveness for the Group's core business operations. • Comply with guidelines of the Equator Principles to implement due diligence in credit extension and establish a customer engagement mechanism; share the circular economy concept or provide discounted loan interest rates to guide customers toward transition; and provide products and services with low environmental impact.	**Preventive measures:** • Produced reports in accordance with the TCFD framework and obtained BSI Level 5+ certification for 5 consecutive years. • Joined the PCAF and SBTi initiatives, made an inventory of financial carbon emissions about the Group's investment/financing positions through the PCAF methodology, and met the SBTi carbon reduction targets. **Mitigation measures:** • Revised the Sustainable Lending Policy to include industries involving forests and water issues in environmentally sensitive sectors while expanding the "highly polluting (carbon-intensive) industry" category to include non-manufacturing sectors such as agriculture, livestock, and water/aviation shipping industries, strengthening responses to climate change risks	Responsible Finance Task Force

● : Direct impact ○ : Contributed impact (indirect impact) ◎ : Impact on business relations

*1 : Product marketing and sales
*2 : Loans and investments
*3 : Digital financial services and back office operations
*4 : Replaced old machinery and equipment, waste disposal, and resource recycling

*5 : Frequency of Risk Occurrence		*6 : Degree of Risk Impact	
5 points	May occur within 1 year	5 points	Extremely high level of impact on company operations
4 points	May occur within 3 years	4 points	High level of impact on company operations
3 points	May occur within 5 years	3 points	Moderate to high level of impact on company operations
2 points	May occur within 10 years	2 points	Mild level of impact on company operations
1 point	May occur within 30 years	1 point	Extremely mild level of impact on company operations

Frequency of Risk Occurrence	Degree of Risk Impact	Key Performance Indicator (KPI)	2025 Goals	Progress	2026 Goals	Medium/Long-Term Goals (2027-2031)	Value Chain Stage and Relations: Procurement/Suppliers	Front-end Financial Services for Customers*1	Financial Transactions*2	Backend Financial Services for Customers*3	Old Assets*4
Aspect in GRI Financial Services Sector Disclosures: Product portfolio FS1: Policies with specific environmental and social components applied to business lines								●	●	●	
4 points	4 points	KPI 1: Completion rate of the CDP climate change question-naire (%)	Coordinate information from various companies within the Group to fill out and submit the CDP climate change questionnaire	100%	Continuous processing	Continuous processing					
		KPI 2: Introduce science-based targets (SBT) for carbon reduction	Establish the Group's pathway for carbon reduction and compile the SBTi carbon reduction results of subsidiaries for disclosure in the TCFD Report.	100%	Continuous processing	Continuous processing					
		KPI 3: First Bank's credit caps for highly polluting (carbon-in-tensive) industries (%)	13	100%	13	Adjust operations after consoli-dating with sector-specific quotas in the same year; examine the quotas' rationality in highly polluting (carbon-intensive) industries regularly; and set an adjustment schedule based on business units' engagements for decarbonization targets					
		KPI 4: Investment caps for highly polluting (carbon-intensive) industries (%)	Company / Upper Limit of Proportion Bank 10 Securities 21 Life Insurance 11 Venture Capital 9.5	100%	Company / Upper Limit of Proportion Bank 10 Securities 18 Life Insurance 11 Venture Capital 9	Company / Upper Limit of Proportion Bank 10 in 2031 Securities 13 in 2031 Life Insurance 10 in 2031 Venture Capital 7 in 2031					

01
Economic Factors

Business Performance

1-1 Basic Information and Operating Overview

● – Background of First Financial Holding Co., Ltd.

Establishment date	January 2, 2003
Head office address	Taiwan (No. 30, Section 1, Chongqing South Road, Zhongzheng District, Taipei City)
Paid-in capital	NT$143.795 billion
Assets	NT$5,041.754 billion
Subsidiaries	Financial sector businesses including banking, securities, securities investment trust, life insurance, financial asset management, venture capital, management consulting, investment consulting, and leasing
Number of employees	10,313 persons
Business category	Financial services
Stock code	TWSE: 2892

● – Shareholder Structure

Government institutions	Government funds and public institutions	Financial institutions	Other institutional investors	Individuals	Foreign institutions and individuals
11.49%	2.72%	12.76%	10.45%	35.82%	26.76%

＊：Data are as of April 20, 2026. The number of outstanding common shares was 14,379,468,650 shares (with no preferred shares issued).

In 2025, the Bank's assets under management (AUM) for high-net-worth wealth management business continued to grow. The Bank also became the first bank to sell funds under the "Taiwan Individual Savings Account (TISA)" program. In the asset management business, the "Global Utilities and Infrastructure Fund" and the "High Yield Premium Income Bond ETF" both exceeded the NT$10 billion fund size threshold, effectively enhancing market visibility. In terms of digital transformation, the Bank introduced Power BI and generative AI technologies to improve operational efficiency; meanwhile, online account opening and regular fixed-amount investment services were launched for sub-brokerage business. Regarding innovative services, the Bank was approved to offer Phase 3 Open Banking services involving "transaction-related information," and the asset management subsidiary established operations in the Kaohsiung Asset Management Zone to carry out offshore and domestic non-discretionary investment businesses.

Features	Digital Transformation	Innovative Services	Sustainable Practices
• The Bank became the first banking institution to offer TISA fund investments through trust arrangements for customers. • The Bank ranked No. 1 among all banks in SME loan market share for 16 consecutive years. • The asset management subsidiary's "Global Utilities and Infrastructure Fund" and "High Yield Premium Income Bond ETF" both exceeded the NT$10 billion asset threshold.	• The Bank introduced generative AI in telemarketing credit approval and credit investigation operations, and established an "Internal Intelligent Q&A System." • Online account opening and regular fixed-amount investment services were launched for sub-brokerage business. • First Life Insurance expanded both channels and products for its mobile insurance system.	• The Bank's e-First smart wealth management launched a regular fixed-amount investment function for ETF portfolios. • The Bank was approved to provide Phase 3 Open Banking services covering transaction-related information. • The asset management subsidiary entered the Kaohsiung Asset Management Zone to pilot two non-discretionary investment businesses.	• The holding company, banking, securities, asset management, and life insurance subsidiaries each received the "Model Award" under the "Institutional Impact Award" category at the 5th "Taiwan Sustainability Investment Awards" in 2025, organized by the Taiwan Institute for Sustainable Energy. • Ranked in the "top 5% of listed companies" in the Corporate Governance Evaluation on ten occasions. • The Bank received the highest honor, the "Excellence Award," at the National Enterprise Environmental Protection Awards for the sixth time. • Both the Bank and securities subsidiary were ranked among the top 25% in the Fair Customer Treatment Evaluation.

In terms of financial performance, both the Group and its banking subsidiary achieved record-high earnings. Net income after tax reached NT$26.933 billion and NT$25.663 billion, respectively. Non-bank subsidiaries also delivered solid performance, with combined net income after tax totaling NT$2.421 billion.

Aside from financial performance, the Group adheres to the management philosophy of "marching toward a sustainable future by laying a solid foundation for ethical governance", and is devoted to paying close attention to aspects such as accountable governance, environment management, happy workplace and social inclusion, as we continue to add to the value of being the "No. 1 Brand in Sustainable Finance". In terms of sustainability practices, the holding company, banking, securities, asset management, and life insurance subsidiaries each received the "Model Award" under the "Institutional Impact Award" category at the 5th "Taiwan Sustainability Investment Awards" in 2025, organized by the Taiwan Institute for Sustainable Energy. FFHC also ranked in the "top 5% of listed companies" in the Corporate Governance Evaluation on ten occasions. In addition, both the Bank and securities subsidiary were ranked among the "top 25% in the Fair Customer Treatment Evaluation", demonstrating wide recognition of the Group's overall sustainability performance.

1-2 Total Number of Business Sites Worldwide

With the head office of operations in Taiwan, First Financial Group has 213 operating locations and 544 automated teller machines (ATM) across the island in both urban and rural regions (including remote areas such as Nantou, Pingtung, Hualien, Taitung, and Penghu). Overseas operating locations span North America, Asia, Europe, and Oceania; one subsidiary, First Bank, has established 19 operating locations in New Southbound Countries (including Singapore, Vietnam, Laos, Philippines, Cambodia, Thailand, Myanmar, Indonesia and Australia).

● - Group's Overseas Spots

Region		Current sites
America		Banking：Los Angeles branch, New York branch, Houston branch Vancouver branch, and Toronto Branch; First Commercial Bank (U.S.A.) branch and its 8 sub-branches including the Alhambra Branch, City of Industry Branch, Silicon Valley Branch, Irvine Branch, Arcadia Branch, Fremont Branch, Chino Hills Branch and San Mateo Branch, as well as Ontario Representative Office. 14
Asia	China/ Hong Kong/ Macao	Banking：Hong Kong Branch, Macao Branch, Shanghai Branch, Shanghai Pilot FTZ Sub-branch, Chengdu Branch, Xiamen Branch 6 Securities：First Worldsec (Hong Kong) 1 Leasing：FCB Lease (Chengdu), FCB International Leasing (Suzhou), FCB Lease (Xiamen) 3
	Southeast Asia	Banking：Singapore Branch, Ho Chi Minh City Branch, Hanoi City Branch, Vientiane Branch (Laos), Manila Branch (Philippines), Phnom Penh Branch and its Chorm Chaov Sub-branch, Olympic Sub-branch, Chamkar Mon Sub-Branch, Tuol Kouk Sub-Branch, Mean Chey Sub-Branch, Chraoy Chongvar Sub-Branch, Siem Reap Sub-Branch, Phsar Derm Thkov Sub-Branch, Sen Sok Sub-Branch Bangkok Representative Office, Yangon Representative Office, and Jakarta Representative Office 18
	Northeast Asia	Banking：Tokyo Branch, Osaka Office 2
Europe		Banking：London Branch, Frankfurt, Germany branch office 2
Oceania		Banking：Guam Branch, Brisbane Branch 2

Total 48 sites

For more information on First Bank's domestic and overseas branches, please refer to the Bank's website

1-3 Financial Performance

Unit: NT$ thousand

Item	Year	2022	2023	2024	2025
Operating ability	Assets	4,157,195,982	4,429,410,318	4,704,422,325	5,041,753,713
	Total liabilities	3,933,073,412	4,180,965,920	4,436,536,418	4,749,386,855
	Shareholders' equity	224,122,570	248,444,398	267,885,907	292,366,858
	Net revenue	67,756,394	67,255,132	72,119,475	77,593,748
	Pre-tax profit	24,486,604	28,262,256	31,237,709	33,449,138
	Profit or loss after tax	20,595,663	22,461,001	25,359,450	26,932,848
Profitability	Return On Assets (%)	0.52	0.52	0.56	0.55
	Return on Ordinary Shareholders' Equity (%)	9.18	9.51	9.82	9.61
	Earnings per share (NTD)	1.56	1.65	1.81	1.87
	Profit ratio (%)	30.40	33.40	35.16	34.71
Economic value distributed	Employee welfare expenses (including salary expenses)	17,818,913	18,730,480	20,080,525	20,823,017
	Income tax expense	4,757,872	4,304,144	7,130,467	6,197,728
	Investment in social welfare	96,383	112,030	134,710	136,870
	Cash dividends per share (NTD)	0.8	0.85	0.95	1.3
	Stock dividends per share (NTD)	0.3	0.3	0.25	0

＊1：Earnings per share without retroactive adjustment.

＊2： The sub-subsidiaries not included in the consolidated financial company include First Financial AMC B.V.I., and FCB Leasing B.V.I.

1-4 Credit Rating

According to the credit ratings issued by credit rating agencies such as Taiwan Ratings, S&P and Moody's for 2025, the Group enjoys a strong competitive advantage in the financial industry and is a model of sound corporate governance. In the financial market, we have demonstrated very solid corporate values, a distributed customer base along with sound financial structure, risk control and excellent asset quality. The results from the long and short-term credit ratings as well as future outlook are shown right:

Credit Rating Agencies	First Financial Holding			
	Short-term	Long-term	Outlook	Rating Date
Taiwan Ratings	twA-1+	twAA-	Stable	2025.09.17
S&P	A-2	BBB	Stable	2025.09.16
Moody's	–	A2	Stable	2025.03.27

＊：Credit rating definitions can be found on the official websites of Moody's (https://www.moodys.com), S&P (http://www.standardandpoors.com), and Taiwan Ratings (http://www.taiwanratings.com).

1-5 Participation in Industry Associations and Domestic and International Organizations

To promote the development of Taiwan's financial industry and advance sustainable development initiatives, FFHC Group actively participates in financial industry associations related to banking, securities, securities investment trust and consulting, and venture capital. The Company's Chairperson serves as the executive director of the Bankers Association of the Republic of China, the executive director of the Bankers Association of Taipei, the chairperson of the Trust Association of R.O.C., the director of the National Credit Card Center of R.O.C., the chairperson of the Bankers Association of Taiwan, and the director of the Taiwan Financial Services Roundtable. The Chairman of subsidiary First Securities also serves as the Director of Taiwan Securities Association. The Chairman of First Securities Investment Trust Co., Ltd. serves as chairman of the Securities Investment Trust & Consulting Association of the R.O.C. Since 2018, FFHC has also been a Premium Member of the Asian Corporate Governance Association and has continuously provided sponsorship support to the Taiwan Center for Corporate Sustainability, where the Chairman serves as an advisory director. As of the end of 2025, the Group participated in approximately 70 industry associations and domestic and international organizations. Total expenditures related to industry exchange and development, as well as sustainable development-related institutions and associations, amounted to NT$288.03 million, including donations of NT$252.56 million to the Small and Medium Enterprise Credit Guarantee Fund of Taiwan.

● - Climate-Related Lobbying Activities and Industry Association Participation Management System and Review Report

FFHC has established a management system with regard to climate-related lobbying activities and participation in trade associations, which is applicable to the Company's and various subsidiaries' participation in domestic and foreign climate-related trade associations. Through clearly-defined management, annual reviews and a monitoring system, we strive to make sure if their climate-related activities and potential positions are consistent with the "Paris Agreement".

Please refer to the Company's website for the management system and review report on FFHC's participation in climate-related industry associations

Responsible Banking and Decarbonization Strategies for Investment & Financing

– Responsible Finance

First Financial Group ESG integration framework

Compliance with international sustainability principles

- SDGs
- Equator Principles (EPs)
- Principles for Responsible Banking (PRB)
- Principles for Responsible Investment (PRI)
- Principles for Sustainable Insurance (PSI)
- Green Bond Principles (GBP)
- Social Bond Principles (SBP)
- Sustainability Bond Guidelines (SBG)

Group policies and ESG management procedures

Corporate sustainable development policy

CDD / KYC	Sustain able Lending Policy	Sustainable Investment Policy	Sustainable Insurance Policy

Exclusion principles and applications → ESG Factor Review Mechanism → Negotiate, manage, and improve

Advisory	Loans	Investments	Insurance

To fulfill the net-zero commitment of limiting the increase in global average temperature to no more than 1.5°C, financial institutions have implemented net-zero transition plans, strategies, and governance frameworks, and require their financing and investment clients to pursue the same net-zero transition objectives. In line with the Group's "Sustainable Development Policy," the Group has established policies for sustainable credit, sustainable investment, and sustainable insurance, and has applied ESG due diligence procedures across all businesses, including investment, financing, advisory, and insurance activities. The Group continues to enhance its ESG factor review mechanisms by not only assessing whether investee and financed companies breach screening criteria relating to product sustainability, human rights, environmental protection, and major social controversies, but also incorporating coal-related and unconventional oil and gas sectors into its review scope. In addition, the Group, together with five peer financial holding companies, has formed the "Coalition of Movers and Shakers on Sustainable Finance" to strengthen engagement mechanisms with investee and financed companies. Where an investee or financed company is involved in material non-compliance and fails to propose an improvement plan after engagement, the Group will progressively reduce related investment and financing exposures, actively guiding clients to place greater emphasis on sustainability issues, with the aim of jointly achieving the 2050 net-zero emissions goal.

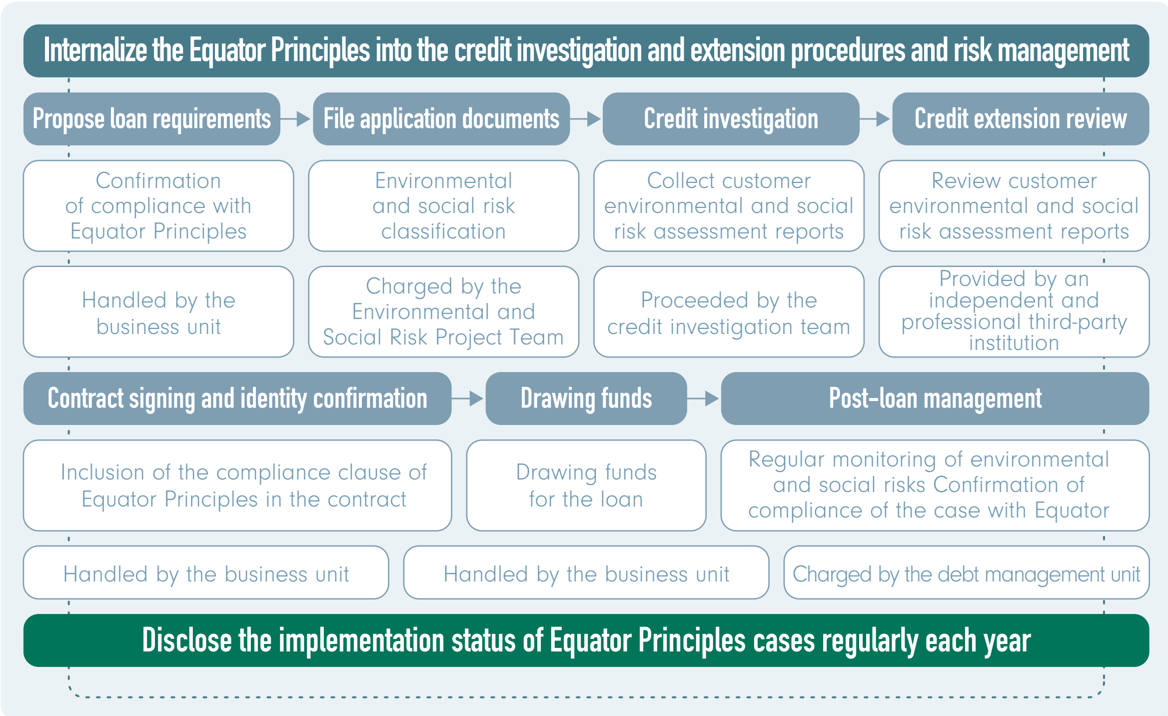
In keeping with its sustainability commitments, all domestic and offshore fund management companies whose products are made available on the Group's platform have each (100%) signed a compliance statement for the Stewardship Principles for Institutional Investors and the United Nations-supported Principles for Responsible Investment (PRI). In addition, all insurance companies whose products are made available on the Group’s platform have each (100%) prepared a sustainability report or issued a sustainability development commitment letter, in order to safeguard the rights and interests of customers and beneficiaries.

100%	100%	100%
Percentage of signature of the compliance statement for the "Stewardship Principles" by domestic fund companies with products marketed at the Group	Percentage of preparation of the "Sustainability Report" or submission of the compliance statement for the "Sustainable Development Commit-ment " by insurance companies with products marketed at the Group	Percentage of signature of the compliance statement for the "Principles for Responsible Investment (PRI)" by offshore fund companies with products marketed at the Group

2-1 Corporate Banking/Investment Business

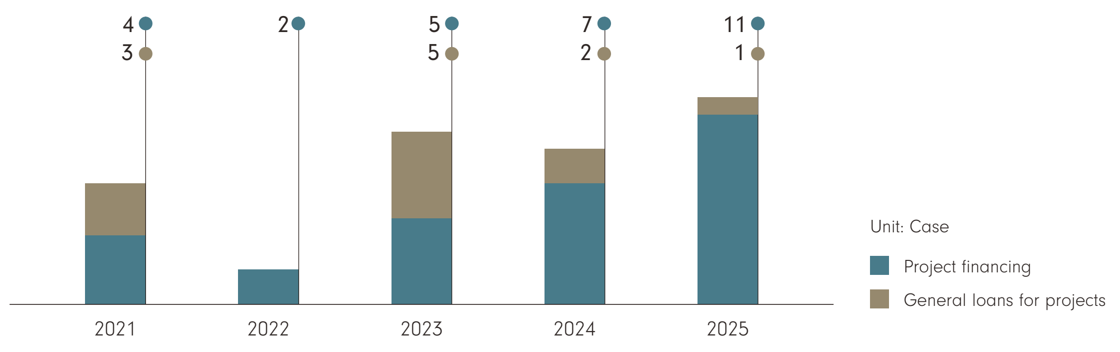
● - Equator Principles

The subsidiary First Commercial Bank has also signed up to official join the Equator Principles Association on December 21, 2020, becoming its 114th member bank globally. It also promulgated and enforced the "Operation Directions on Credit Cases Applicable to the Equator Principles" on January 6, 2021. In compliance with the Equator Principles, the Bank must determine the applicability of the Equator Principles based on the amount and purpose of each case before accepting financing applications from all corporates. For applicable cases, a dedicated "Environmental and Social Risk Project Team" would be formed by the business, review, post-loan management and other units, which are put in charge of risk classification. In addition, based on the "Environmental and Social Risk Assessment Report" and "Environmental and Social Monitoring Report" issued by an independent and qualified third-party institution, First Commercial Bank will conduct environmental and social risk reviews and post-loan monitoring to confirm that undertaken cases align with the guidelines of the Equator Principles. In doing so, we could adequately reduce potential credit risks and leverage the financial industry's influence to support sustainable development for environment and society.



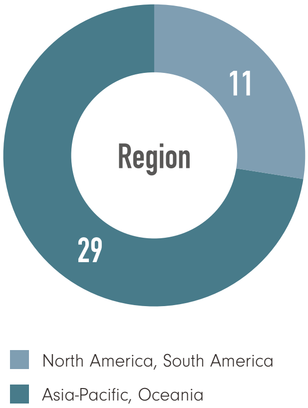
First Commercial Bank approved a total of 40 credit cases applicable to the Equator Principles between 2021 and 2025. Locations of these cases were mostly the Asia-Pacific region (Taiwan), with energy, electricity and oil and gas being the predominant industries.

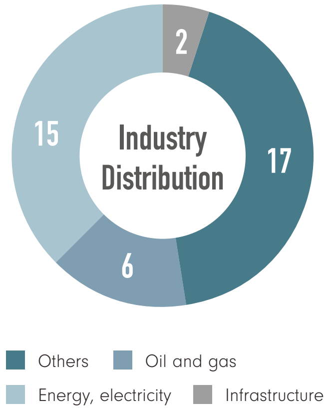
● - Number of Financing Cases Approved Under the Equator Principles from 2021 to 2025



Types of Financing Cases Approved Under the Equator Principles from 2021 to 2025

Unit: Case





Case Study

Third-Party Institution for Power Supply/Ground-Mounted Solar PV Syndicated Loan: TÜV Rheinland (Germany)

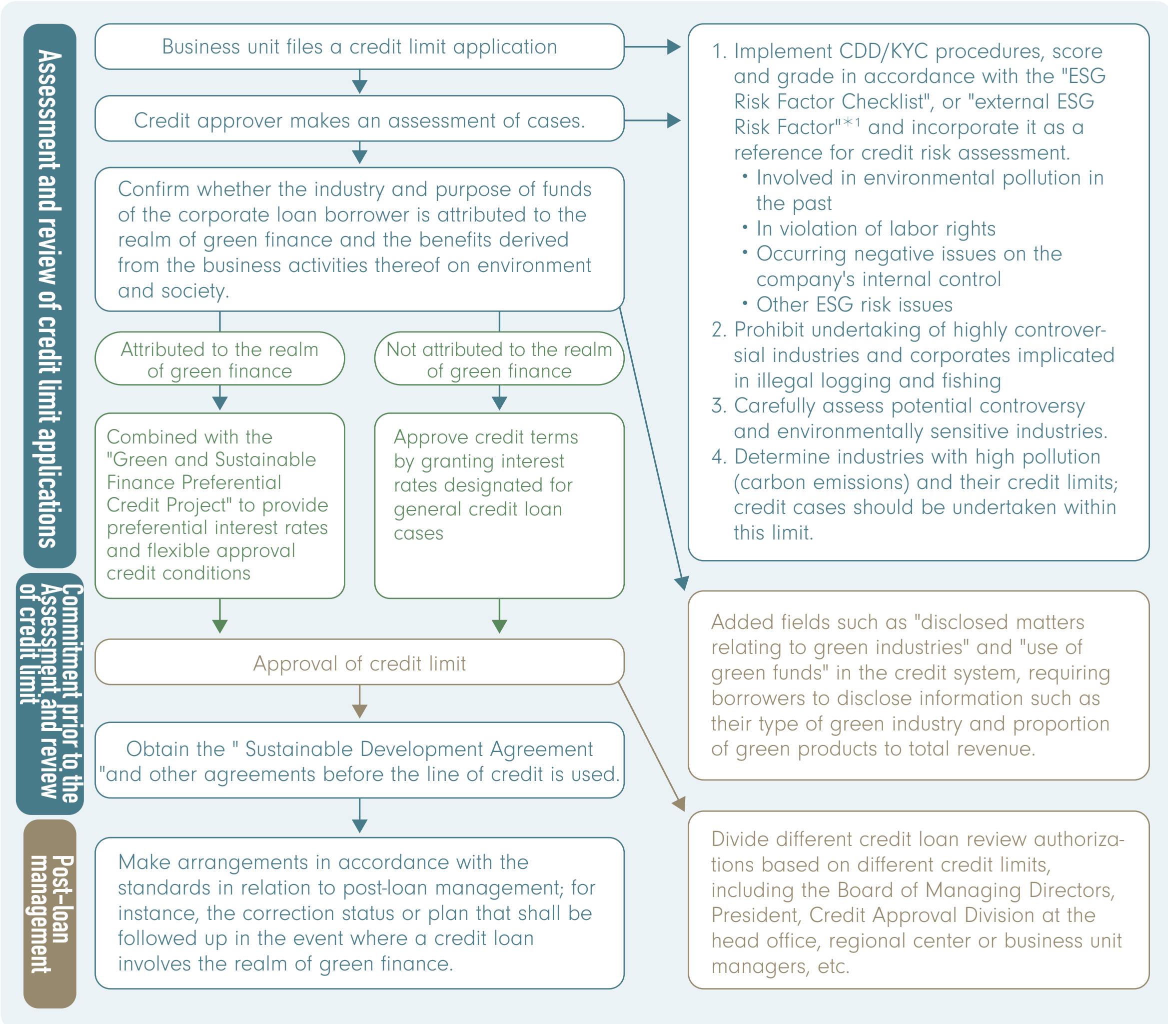
In 2025, First Bank acted as a joint lead arranger for a ground-mounted solar photovoltaic (PV) syndicated loan project. The project's planned installed capacity is 86 MW and is located in Linbian Township, Pingtung County, within an area designated by the Pingtung County Government as a severe land subsidence zone. The site is not classified as an ecologically sensitive area, nor is it within any cultural property/heritage protection zone or indigenous reserve. The project has obtained approval from the Ministry of Environment for an exemption from conducting an Environmental Impact Assessment (EIA), and an independent third-party institution has issued an Environmental and Social Due Diligence (ESDD) Report. The ESDD concludes that the project's environmental impacts are limited, largely reversible, and can be readily addressed through mitigation measures. The third-party institution has therefore categorized the project as Category B.

To manage potential environmental pollution impacts, the borrower has established dedicated units during both the construction and operational phases in accordance with applicable regulations to implement occupational safety and health (OSH) measures. Such measures include: strict traffic control for personnel and vehicles during construction; installation of fencing and hazard warning signage upon completion to prevent inadvertent public entry; minimizing the use of large machinery and avoiding simultaneous operation of multiple machines during construction to reduce noise; and centralized collection of construction waste and other waste materials for removal and proper handling by the contractors. In addition, to safeguard the rights and interests of all stakeholders, the borrower has held local briefings to explain the construction scope, schedule, project planning, construction methods, and road access/traffic arrangements, and has also provided points of contact and established a grievance mechanism to ensure effective and accessible communication channels.

In the syndicated loan agreement, in addition to requiring the borrower to submit an annual Equator Principles (EP) report issued by a third-party institution, the borrower is also required to ensure ongoing compliance with all applicable legal requirements related to environmental protection, pollution prevention, and waste management. The borrower must duly and timely implement all environmental protection measures and plans required by the competent authorities, as well as fulfill the commitments made under the project's Equator Principles commitment letter. These commitments include meeting public information disclosure requirements; disclosing information during the project's operational phase if Scope 1 and Scope 2 greenhouse gas (GHG) emissions exceed 100,000 metric tons per year; and maintaining, updating, and complying with all relevant environmental and social permits and approvals.

● – Responsible Lending

First Commercial Bank practices responsible finance to evaluate whether enterprise borrowers fulfill their responsibilities in environmental protection, social responsibility, and ethical management as key criteria of financing. We continue to advocate ESG review mechanisms to credit examiners through meetings related to risk management; the three stages of reviewing applications for line of credit, commitments prior to credit allocation, and post-loan management are as follows:



*1：Applicable to cases at the level of the Executive Board and above.

Undertaking Prohibited	Prudent Assessment Required		Caps to Be Imposed on Undertaking*2	
Highly Controversial Industries	Potentially Controversial Industries	Environmentally Sensitive Industries	High-Polluting (Carbon Emissions) Industries	
• Tobacco manufacturing industry • Pornography • Illegal firearms • Implicated in illegal logging and fishing	• Alcohol • Gambling	• Mining industries • Agriculture, forestry, fishery and animal husbandry industries • Gasoline • Natural gas • Industries embroiled in biodiversity, climate change, energy use, forests and water issues	• Power supply • Steel and aluminum/copper metallurgy • Petrochemical (including artificial fibers) • Cement • Papermaking • Agriculture and animal husbandry	• Waterborne & air transport • Printing, dyeing and related processing • Leather • Metal processing • Printed circuit boards • Battery manufacturing

*2：Credit extended to these industries shall not exceed 13% of the Bank's total credit extension in 2025.

Practice procedures such as Client Due Diligence (CDD) and Know Your Customer (KYC) in business dealings and utilize the "ESG Factor Checklist" to separately review borrowers for their ESG related risks, conduct scoring and grading, and incorporate them into credit risk assessment. If customers have previously engaged in environmental pollution, infringement of human rights/labor rights, suffered negative allegations within the company, and other ESG controversies, negotiations shall be conducted with the customer immediately to clearly state their current handling or improvement plan during credit limit application. The credit examining unit shall modify restrictive conditions based on the severity assessment of hazards; if involvement in ESG risk factors cannot be eliminated or improved, the loan should be refused to fulfill the finance industry's social responsibility.

As of 2025, ESG has been included in the loan decision review process for 100% of enterprise credit loans with a total of 15 cases that received "conditional approval" (e.g.: loan amount decrease or increased interest rates) or "rejected" due to ESG risk factors as described in the following:

Unit: Cases / NT$ million

ESG Risk Factors		Conditional Approval (Including Reduced Approval and Restrictive Terms)			Refusal of Credit Loans (Including Tabled or Withdrawn Applications)		
		Number of Cases	Amount	Ratio	Number of Cases	Amount	Ratio
Environmental Factors	• Pollutant source list as an object of regulation and related punishment records • High carbon emission industries • Controversial industries such as coal and energy • Whether the borrower is an entity required by the Ministry of Environment to inventory and register its GHG emissions, and whether its emissions have increased for two consecutive years.	4	2,195	36%	1	826	25%
Social Factors	• Status of compliance with the labor rights and the Labor Standards Act • Status of salary payment and retirement reserve fund appropriation • Occupational safety and health, and occupational accident records • Gender equality • Food Safety • Potentially Controversial Industries	4	1,785	36%	1	854	25%
Governance Factors	• Issuance of sustainability report • International ESG related evaluations and participation in initiatives • Shareholding ratio of directors and supervisors • Change of the management • Accountant's financial statement review opinion • Negative news events	3	1,482	28%	2	744	50%
Total		11	5,462	100%	4	2,424	100%

Cases that were conditional approved or not approved due to ESG risk factors identified by the reviewers, the following are the top three borrowers based on the amount:

Unit: NT$ million

Name of Borrower	Details of ESG Risks	Amount
OOO Company Limited (Overseas)	The borrower is primarily engaged in gaming and resort/entertainment hotel operations and is the market leader in its region. However, it has experienced continuous losses in recent years. Although recent revenue and profitability have shown improvement, further observation is required. In addition, the gaming industry is classified as a potentially controversial industry under the "Sustainable Lending Policy," and the borrower is listed as a high-risk entity for anti-money laundering and counter-terrorism financing. Considering the associated credit risks, the case was subject to further review.	854
OOO Corporate Limited (Overseas)	The wood fuel in the supply chain of the borrower group has been associated with environmental controversies. In addition, the local government's subsidy policy for the group will be revised from April 2027 to impose limits on total power generation capacity. Given the volatility of fuel costs and electricity market prices, rating agencies estimated that the borrower group's cash flow stability may decline from 2027 onward, potentially leading to significant decreases in revenue and profitability and affecting the source of repayment. Therefore, the case was subject to further review.	826
OOO Bank (International Finance)	The borrower is a supranational organization providing financing services to banks in member countries within the region. Due to declining economic growth rates among its top five lending countries, external rating agencies revised its outlook from stable to negative. In addition, the regional economic environment faces challenges related to resource development, energy transition, and infrastructure construction. The borrower's industry is also frequently exposed to ESG issues such as business ethics, product governance, data privacy, and security. External rating agencies assigned the borrower a high ESG risk rating, placing it among the lowest-ranked entities in the industry. Considering the overall credit risks, the approved credit limit was reduced.	656
	Total	2,336

To guide our borrowers to implement sustainable development, we actively urge our domestic customers to value sustainable development, and ask our borrowers to present their letters of commitment for sustainable development. We also urge our overseas customers to abide by local environmental laws and human rights regulations.

● – Sustainable Development Commitment Signed by Domestic and Foreign Borrowers over Recent Years

Unit: Number of Borrowers

Item / Year	2022	2023	2024	2025
Domestic Sustainable Development Commitment	53,682	49,639*	48,085*	43,486*
Sustainable Development Evaluation Form for Overseas Branches	6,317	7,250	8,108	8,938

*：Includes the Declaration of Sustainable Development obtained by First Bank, FCB Leasing, and First AMC.

In 2025, to realize the investment/financing negotiation commitments of the Coalition of Movers and Shakers on Sustainable Finance, the Group even compiled a list of the top 60% financial carbon emitters from all of its domestic investment/financing positions by the end of 2024. For the financing part, First Commercial Bank prioritized negotiations with potential borrowers willing to sign letters of commitment for sustainable development (Engagement version). As of the end of 2025, 78.26% of potential borrowers had completed their negotiations.

For the purpose of strengthening the post-loan management and fulfilling the responsibility of being a financial institution for environmental protection and social sustainability, First Commercial Bank finds out whether the operations of early warning cases of borrowers who have been punished by government environmental protection agencies for violating environmental protection laws violate ESG principles and proposes improvement measures to these borrowers. In 2025, there were no cases that met the early warning signal of "those who violated environmental protection laws and regulations were punished by government environmental protection agencies", and the borrowers have been continuously tracked to determine if they have complied with the environmental protection authority's request to obtain a permit for waste disposal. In addition, if the borrower's loan is suitable for the purpose of green financing, the verification of the actual use of the fund after the review operation will be strengthened. If it is discovered that circumstances of environmental pollution are in violation of ESG principles, it shall be stated in the review opinion as a reference for future credit limit review. After review conducted by reviewers in 2025, no such matters have occurred.

- Responsible Investment

First Financial Group establishes standard evaluation procedures for responsible investment, abides by the Stewardship Principles, complies with related regulations, and fulfills fiduciary duties as an asset manager to maximize interests for beneficiaries and shareholders.

Investment decision-making

01. Screening

- Exclusion principle: Investment targets may not be arms, gambling, pornography, or other controversial industries
- Revise and update the "Do-Not-Invest List" every month
- Disclose the carbon emissions of the investee company in the investment analysis report

02. Evaluate

- The evaluation procedures include financial and ESG factors
- ESG engagement with companies
- Investment decision-making meeting
- Trading and investment review

Stewardship actions

03. Review

- Review of deviations in execution
- Disclosure of voting in the shareholders' meeting
- Sign and comply with the "Stewardship Principles for Institutional Investors"
- Monitor ESG issues of investees

04. Adjustment

- Investment limit of own funds for specific industries (high pollution/high carbon emission)
- If an investee violates ESG obligations and is penalized but fails to implement improvements, investments in the company shall be reduced or withdrawn

First Capital Management has revised and updated the "Do-Not-Invest List for Sustainable Development Violations" every month. It continuously reviews investees based on product sustainability, governance, social, and environmental criteria. Any company that is found to have engaged in conduct which is not in the spirit of sustainable development is added to the do-not-invest list. We fine-tuned our screening guidelines for social factors to better safeguard human rights based on the content and spirit of the "Universal Declaration of Human Rights," with particular emphasis on Articles 6, 7, and 8 of the "International Covenant on Economic, Social and Cultural Rights." The number of companies included in the do-not-invest list from 2023 to 2025 were 15, 13, and 13 companies, respectively. The list was provided for reference purposes to 6 entities, including First Financial Holding, First Bank, First Securities, First Securities Investment Trust, First Life Insurance, and First Venture Capital. In 2025, the invested stock pool of the 6 domestic funds (small, innovative trends, electronics, core strategic, OTC, and balanced China) of FSITC did not include stocks from the "non-investment list of companies that violate sustainable development". Additionally, 94.9% of companies in the stock pool of domestic funds compiled their own sustainability reports.

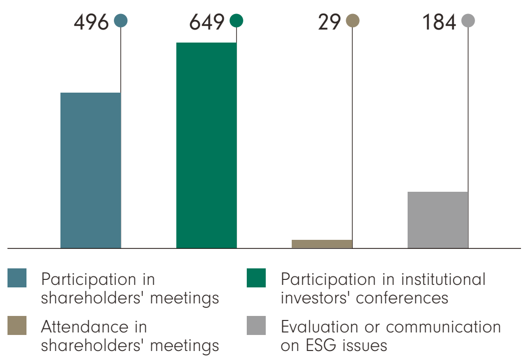
Dimension	Key Criteria	No. of Individual Stocks Excluded from the Investment Pool in the Past Three Years		
		2023	2024	2025
Product Sustainability	Excluding enterprises involving animal welfare (Biodiversity), climate change, ozone layer destruction, betting games, genetic engineering, nuclear energy, the sex industry, tobacco, and weapons systems.	7	7	7
Governance	Incidents involving corporate embezzlement, food safety violations, accounting fraud and market manipulation, and other controversial social issues in the most recent six months, leading to being investigated by the law enforcement agency.	7	6	6
Society	• It is determined whether a major labor dispute, employee strike, or other similar incident has occurred and whether union negotiations have not yet been concluded. • The company has laid off employees without warning. • Screening guidelines for safeguarding human rights were adjusted based on the content and spirit of the "Universal Declaration of Human Rights," with particular emphasis on Articles 6, 7, and 8 of the "International Covenant on Economic, Social and Cultural Rights."	1	0	0
Environment	• Companies in the List of Penalties and Sanctions by the Ministry of Environment (Information Service > Appeals, Decisions, Penalty Dispositions and State Compensation > Ministry of Environment Penalty Dispositions) that have been penalized and have not yet completed corrective actions. • Those which have legal actions taken against them by the prosecutor are entered on the watchlist.	0	0	0
Total		15	13	13

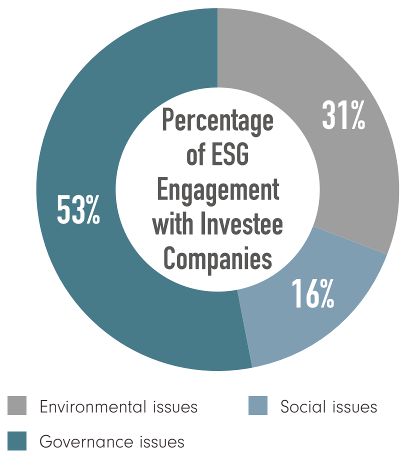
To better fulfill the responsibilities of an asset owner or manager, and to increase long-term value for the Group and fund providers, the subsidiary bank, securities company, investment trust company and life insurance company have all signed the "Stewardship Principles for Institutional Investors" compliance statement, and the status of their stewardship fulfillment is disclosed on each company's website. In 2025, First Commercial Bank, First Securities, and First Securities Investment Trust were all included in the TWSE's "List of Institutional Investors with Better Stewardship Information Disclosure." With respect to investment targets identified as being in the top 60% for financial carbon emissions among the Group's domestic investment/financing positions at the end of 2024, First Commercial Bank inquired these investment targets about their action plans for climate change risks, net zero emissions and concrete carbon reduction goals through prompting them to sign a letter of commitment for sustainable development, distributing questionnaires, giving speeches at shareholders' meetings, as well as letter correspondence with them. We have already obtained their commitment. Furthermore, FFHC has also actively participated in the CDP's engagement programs. With the help of the international advocacy organization, we can jointly distribute questionnaires on climate change, forests, and water, thereby encouraging companies to disclose relevant information and enhancing engagement effectiveness. As of the end of 2025, the engagement completion rate for investment business had reached 100%, living up to our commitment to the “Coalition of Movers and Shakers on Sustainable Finance” in terms of investment engagement targets.

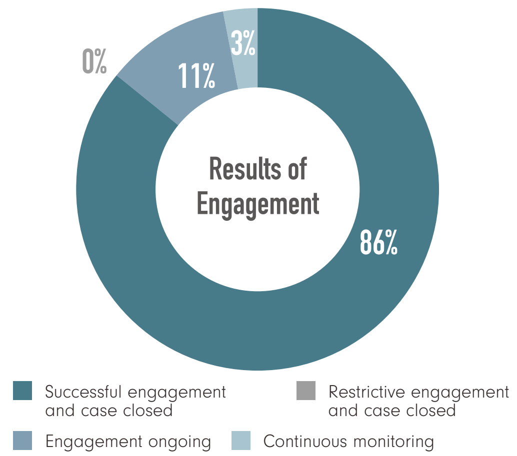
Attendance Rate at Shareholders' Meetings of Invested Listed Companies in 2025 [Number of Meetings Attended via In-person Participation Plus Electronic Voting / Number of Meetings Required to Attend]

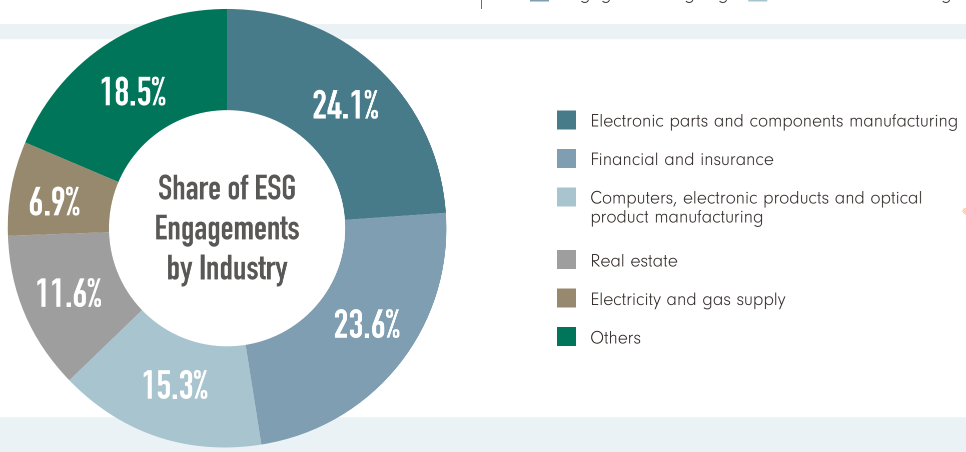
First Bank	100%
First Securities	100%
First Securities Investment Trust	100%
First Life Insurance	100%

– Responsible Investment/Stewardship Implementation Status





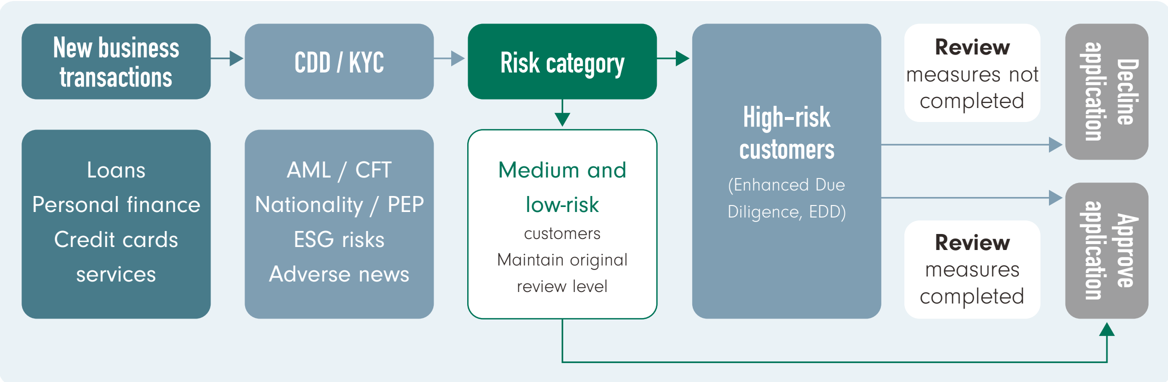




2-2 Retail Banking / Individual Finance

● - CDD / KYC Review Procedures

In order to improve the quality and resilience of credit assets, we incorporate ESG risk factors into the review process of our retail bank business for small and medium enterprises (including sole proprietorship and partnerships) and personal finance. Customers must pass 100% of the financial assessment and ESG risk review procedure to ensure their financial sustainability and resilience against unforeseen risk events.



When new accounts are opened, or if existing customers add projects to their businesses Customer Due Diligence (CDD) and Know Your Customer (KYC) are diligently conducted. This includes checklists for anti-money laundering (AML) and countering the financing of terrorism (CFT) for individuals and persons in charge of small and medium enterprises (SMEs); high risk customers must undergo Enhanced Due Diligence (EDD). Additionally, investigations are conducted into whether customers have been involved in ESG risks and transactions are refused and customers declined if their ESG risks are deemed excessive. This reduces the negative social and environmental impact caused by their products and services. The financing business for SMEs incorporates similar credit limitations comparable to those imposed on high pollution (carbon emissions) industries as well as restrictions on undertaking controversial and environmentally sensitive industries based on an assessment of their impact on environmental and social sustainability.

In order to incorporate the risks of value loss of collateral into appraisal considerations, information for "geologically sensitive areas" and "potential areas of soil liquefaction" must be obtained from the website of the "Geological Survey and Mining Management Agency, Ministry of Economic Affairs" on a case by case basis and disclosed in the appraisal report. This allows auditors to comprehensively consider climate change risks of collateral; if the real estate collateral is building on a type C construction site Note and is a new or loan increase case, it must be appraised by the management department of First Commercial Bank headquarters, regional center, or independently appraised on its own.

＊：This refers to land lots zoned for type C construction use (for users of buildings in forest zones, slope land conservation zones, scenic zones, and slope agricultural zones) in the land registration transcript.

● - 2025 ESG Review Results of Retail Banking and Credit Business

Type	Dimension	ESG Risk Factors	Review Results
Small and Medium Enterprises	Environmental Factors Social Factors Governance Factors	According to the review factors of general corporate finance	• No relevant cases identified
Individuals and Persons in Charge of SMEs	Environmental Factors	The area where the real estate collateral is located (geologically sensitive area and soil liquefaction potential area)	• 11% located in geologically sensitive areas • 19% located in high potential areas for soil liquefaction
	Social Factors	Money laundering Combating financing of terrorism Involvement in illegal affairs or negative media reports	• 11 Individual mortgages were denied due to excessive AML risks

● – Retail Banking Credit Review and ESG Engagement

To strengthen the communication with retail banking customers and identify ESG related risks and opportunities, First Bank interacts with customers and conveys ESG information from time to time through face-to-face conversations, lectures, dynamic/ static publicity and community interaction before engaging with customers, and also collaborates with the reinvestment East Asia Real Estate Management Company and government agencies to provide customers with ESG related consulting services so as to comprehensively enhance customer's ESG awareness; potential ESG risks and opportunities will be identified by integrating ESG risk factors audit mechanism when establishing business relationship, and more active actions will be taken in customers communication and the invitation of using perpetual financial products and services, including Green Industry/Enterprise Loan, Green Consumption Loan, Green Credit Card and relevant consulting services, in order to enable customers to actually participate in ESG actions through every financial behavior; it will continue to monitor whether customers are in violation of ESG, and take corrective measures to reduce the negative impact of goods and services on the environment and society after the establishment of business relationship.

● – Percentage of Customers Invited to Interact or Participate in ESG Engagement in 2025

Item	Number of Households
Green consumer loans	962
Urban renewal and reconstruction of urban unsafe and old buildings	18
Public Welfare/Green Credit Card	16,290
ESG fund*1	12
Individual financial customers*2	122,776

Proportion

14%

*1：Two ESG funds that complied with domestic regulatory requirements were selected in 2025.
*2：Number of housing loan, credit loan, and credit card loan customers in 2025.

Since 2023, First Commercial Bank has added the credit card "Carbon Calculator" function to its iLEO app, with which cardholders can understand the amount of carbon emissions generated from their credit card transactions each month. This is the first such function offered by a state-owned bank. As of the end of 2025, a total of 40,278 customers had activated it.

● – Product Review ： Include ESG Risks and Opportunities into the Evaluation Items for Product Launch Reviews

In order to prevent our provided financial products and services from causing negative environmental and social impact, subsidiaries in banking, securities, securities investment trust, and life insurance have incorporated ESG factors in the selection criteria for the release of financial products. Rigorous product review that caters to risk controls and sustainable social and environmental development provides customers and investors the ability to pursue sustainable and long-term rewards. To fully understand product suitability, the financial products released by First Commercial Bank must utilize an evaluation chart to review whether ESG criteria are involved in significant negative ESG issues (such as air pollution, water pollution, violation of human rights and labor rights, poor internal control and unethical employee behavior, etc.) in combination with the competent authority's standards for ESG funds. The listing of ESG funds must pass review by the Financial Supervisory Commission and be listed in the dedicated ESG fund area on FundClear to prevent the act of greenwashing for listed products. After passing review by the proposing unit, relevant information is submitted to the "Financial Product Review Committee" for further review. Review items include at least the investment targets, ESG management guidelines, operating strategy, risks return and past performance, reasonableness of related fees, and suitable customer categories. The product risk ratings are established based on product characteristics and the product must obtain the approval of more than 2/3 of members in attendance before it can be launched and sold. In 2025 a total of 98 products were reviewed before launching, a total of 14 products were recalled and 100% of the launched products passed ESG review. The Bank must also implement anti-money laundering and counter terrorism financing regulations in the sales process and evaluate the compatibility of product risks and customer risks to ensure that the risks of the products sold are commensurate to the customers' risk tolerance to protect the interests of the customers and investors.

Preliminary evaluation by the proposing unit

Issuing institutions :
- Sustainable Development commitment
- Taiwan Stewardship Principles for Institutional Investors (domestic fund companies)
- Principles for Responsible Investment (PRI) (offshore fund companies)
- Anti-Money Laundering and Counter Terrorism Financing Risk Identification Table (Insurance)

→

Product Review Meeting

Essential scoring items :
- Investment targets and ESG management policies
- Operating strategy
- Risk and returns
- Past performance
- Reasonableness of related fees
- Suitable customer type

→

Fail to obtain approval from more than 2/3 of members in attendance → **It cannot be launched**

Obtain approval from more than 2/3 of members in attendance → **Launch**

2-3 Decarbonization Strategy for Investment / Financing

To echo the government's goal of 2050 net-zero emissions, First Financial Holding has established a decarbonization mechanism for its investment/financing operations since 2023, and all of its banks, securities, life insurance, securities investment trust and venture capital subsidiaries have included related regulations in their sustainable credit/investment policies, as carbon reduction strategies are implemented from top to bottom. We encourage companies to embark on the transition to energy conservation, and direct their funds to projects with lower environmental impact.

● – Financing Decarbonization

Since February 2023, First Commercial Bank has established a financed emissions reduction mechanism for its financing business. The Bank has committed to no longer undertaking new financing or additional lending for existing cases involving corporate financing for coal mining, project financing for the construction of coal-fired power plants (except for decarbonization transition projects), and corporate financing cases where non-conventional oil and gas revenues exceed a certain proportion. Existing credit exposures will be gradually reduced upon maturity, with the goal of fully phasing them out by 2030.

Item	Operating Item	Applicable Scope of Exclusionary Policy	Exclusion Condition	Applicable Year	Year in Which Financing Positions Will Be Eliminated
Coal	Including coal-related operations like coal mining, coal-fired power generation, and coal infrastructure (processing, pipework and railroad transportation)	Not to undertake new project financing and business loans Existing quota to gradually decline upon expiration	Coal-related operations account for more than 30% of revenue	Since 2024	2030
Energy	Including related atypical oil & gas operations such as tar sands, polar circle oil & gas, ultra-deep water oil & gas, shale oil & gas, as well as related upstream mining, production, and infrastructure (pipework and receiving stations).		Related atypical oil & gas operations account for more than 15% of revenue		

＊：Exceptions may be made to those who meet the following conditions: (1) The purpose of the loan is for carbon reduction transformation.(2) The borrower or the group to which it belongs has publicly announced net-zero or carbon reduction commitments, or has proposed specific carbon reduction targets or transformation plans.(3) The borrower is a government agency or state-owned enterprise affiliated to the government which has committed to net-zero emissions or has proposed carbon reduction targets.

● – Investment Decarbonization

Investment exclusion policies have been formulated for sensitive industries such as coal and energy sectors, primarily covering active investments and third-party managed investment businesses. We also actively engage with clients to encourage them to establish transition plans and carbon reduction targets. If clients do not present concrete transition plans, we will evaluate the gradual reduction of investment positions in order to promote corporate sustainable development. To take advantage of its influence as an institutional investor, and to accelerate the decarbonization progress for its investment operations, First Commercial Bank further enhanced its decarbonization commitment in 2024, as it reduced the share of its related operations, publicly pledged not to make new investment in high carbon-emitting enterprises with no plan for low-carbon transition. Unless funds can be definitively confirmed to be used on low-carbon transition, or unless the borrower is a state-owned enterprise with net-zero commitments and carbon reduction goals already made and set by local government, the Bank will make no more new investment in "enterprises whose coal operations account for more than 25% of revenue" and "enterprises whose atypical oil & gas operations account for more than 10% of revenue". In 2024, the Bank eliminated its positions on all such enterprises altogether. In addition, the investment limits for highly polluting and high-carbon-emission industries were gradually reduced year by year from 2020 to 2025 in order to enhance the climate change risk management mechanism for investment operations. The Bank also stipulates that, if invested companies fall into the category of high-polluting and high carbon-emitting industries, they must regularly examine the effectiveness of their mitigating measures for transition risks based on the frequency of inspection, in addition to conducting regular assessment in accordance with the investment risk rating derived from their ESG implementations. The Bank would use those data to follow and negotiate their implementation of decarbonization strategies.

Item	Operating Item	Applicable Scope of Exclusionary Policy	Exclusion Condition	Applicable Year	Year in Which Investment Positions Will Be Eliminated
Coal	Including coal mining, coal-fired power generation, coal infrastructure, and other coal-related operations	No more investments in the respective company (including new and existing positions)	Coal operations account for more than 25% of revenue	Since 2024	2024
Energy	Including atypical oil & gas operations such as tar sands, polar circle oil & gas, ultra-deep water oil & gas, atypical liquefied natural gas, and shale oil & gas, etc.	No more investments in companies active in mining, trade, equipment, or transportation (including new and existing positions)	Atypical oil and gas operations account for more than 10% of revenue		

2-4 Investment / Financing Strategies Catering to Biodiversity

To leverage the influence of the financial industry through financing and investment activities and promote biodiversity and a sustainable environment through its core functions, FFHC continuously enhances its Sustainable Lending Policy with reference to domestic and international guidelines, including those issued by CDP and sustainable finance evaluation. Within the "ESG Risk Factor Checklist" included in credit application forms, additional review items have been introduced to assess whether borrowers are involved in issues related to biodiversity, energy use, forests, and water issues. Natural risks such as forest- and water-related issues are incorporated into the credit review and evaluation process. When conducting investment business, if the investment target is a domestic enterprise, the Company checks whether the registered business address is located within environmentally sensitive areas in Taiwan. In addition, the Company conducts nature-related financial disclosures with reference to the recommendations issued by the Taskforce on Nature-related Financial Disclosures (TNFD), thereby reducing nature-related risks and directing capital toward nature-positive activities. Meanwhile, in accordance with the TNFD's LEAP (Locate, Evaluate, Assess, Prepare) approach, the Company conducted significance analyses on the nature and biodiversity reliance and impact of our own operating locations, suppliers and investment/financing targets and disclosed our findings, in hopes of achieving the objective of communicating with stakeholders. The execution structure of the LEAP approach is as follows:

LOCATE > EVALUATE > ASSESS > PREPARE

Locate the sites of value chain activities

- **Use the map overlay analysis approach:** To identify the impact of the activities of the Company, our investment/financing targets and suppliers in the value chain on nature and biodiversity, we use location map overlay to analyze overlaps with biodiversity areas within a 2,000-meter buffer zone radius of various locations.

Three stages of location map overlay analysis

Collection of maps and information about biodiversity
- Coastal protection areas
- National parks
- Important wildlife habitats
- Wildlife sanctuaries
- Natural reserves
- Natural protection areas
- Important wetlands

Site location analysis
- Location address
- Location coordinates
- 2000-meter buffer zone analysis*

Maps and information overlay analysis
- Intersection analysis of biodiversity and location distribution
- Analysis completed for report production

*: Maps and information about nature and biodiversity were collected and sourced from the National Park Service, Ministry of the Interior and Ministry of Agriculture.

- **Exposure-biodiversity hotspot analysis:** First Financial Holding conducted nature and biodiversity impact assessments with respect to the locations of 53,663 sites on its value chain in Taiwan (including 206 of our operating locations, 137 suppliers' locations, and 53,320 locations of investment/financing targets). The analysis results indicated that there were 28,283 locations on the First Financial Holding value chain that had nature and biodiversity impact potential, including our own operating locations, suppliers' locations, and investment/financing targets' locations.

Biodiversity assessment & analysis report

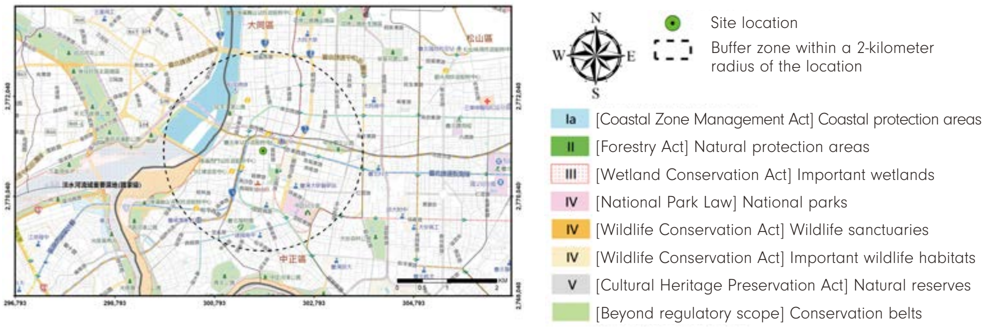
Name of analysis object: Operating location - Head office building

Location of analysis object: No. 30, Section 1, Chongqing South Road, Zhongzheng District, Taipei City (Latitude:25.045751，Longitude:121.513087)

● – Is it located in an area with impact on biodiversity

IUCN categorization	Name	Biodiversity maps and information within the regulatory scope	Yes or no
Ia	Strict nature reserve	Natural reserves	No
Ib	Wilderness area	-	No
II	National park	National park	No
III	Natural monument or feature	Natural protection areas	No
IV	Habitat or species management area.	Important wetlands, Wildlife sanctuaries, Important habitats of wildlife and wild plants	Yes
V	Protected landscape or seascape	Coastal protection areas	No
VI	Protected area with sustainable use of natural resources	-	No
-	Others	(Beyond regulatory scope) Conservation belts	No

● – Location

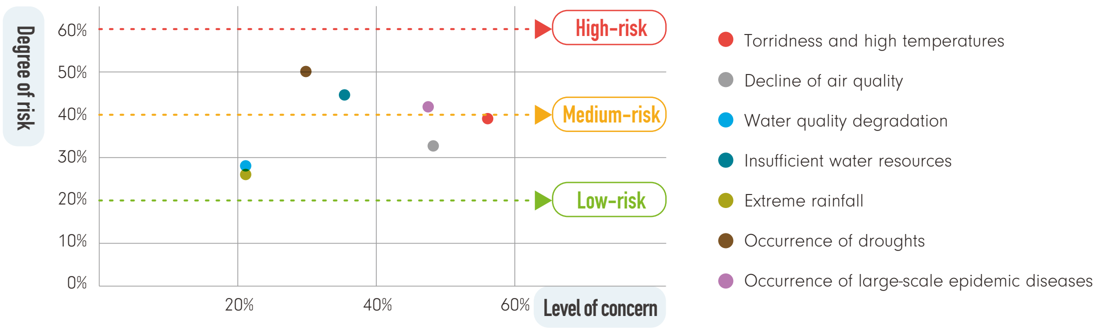


Significance analysis on value chain reliance & impact

With respect to the significance analysis of our value chain's reliance & impact on nature and biodiversity, First Financial Holding conducted a survey on the level of concern and risks via internal assessment, or by distributing the "Identifying the significance of investment/financing targets' biodiversity and natural environments" questionnaires. By aggregating the numbers of stakeholders' responses to a particular environmental issue, we were able to decide the level of concern for that issue. When more companies reply that they are confronted with a particular issue, the level of concern would be higher in terms of percentage points, which means that the level of exposure to this issue is likely to be higher among the stakeholders. With respect to environmental issues that the stakeholders were concerned about and the level of theses issues' impact on their companies, we prepared different topics out of consideration for differences in reliance and impact. There were four major categories, including the level of concern, the degree of risks, risk calculation based on the types of reliance, and the level of mitigation achieved by management measures.

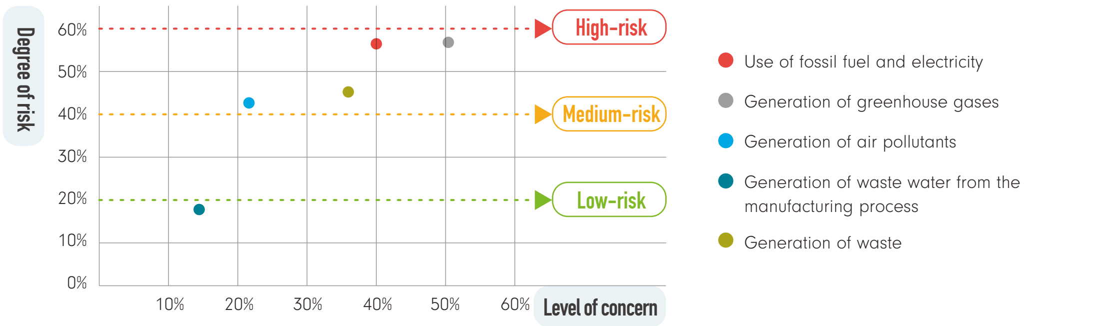
● – Identification & assessment of suppliers' nature-related reliance and impact

Based on the analysis of the Company's survey results about our suppliers nature-related risks, we have concluded that they rely on the ecosystem to provide water resources and disease control; they also have relatively higher impact on natural environments with the greenhouse gases generated from the fossil fuel and electricity that they use. Therefore, the Company will focus on our suppliers' management of water resources, air pollution and disease control and prevention. We plan to incorporate their performance in the aforementioned prevention and management into our pre-procurement "vendor data checklist" and the "supplier grading assessment" in 2024. With the "pre-audit" mechanism, we seek to strengthen suppliers' natural risk management as well as the "post-management" mechanism, in addition to encouraging them to take more active actions in terms of natural risk management.



Identification of suppliers' nature-related reliance:

- To understand our suppliers' degree of reliance on nature and biodiversity, First Financial Holding conducted industry-specific reliance and impact analyses through the distribution of questionnaires.
- Risks are classified into various degrees. When the degree of risk is higher than 60%, it is considered high-risk. When it is 20% to 60%, it is considered medium-risk. When it is below 20%, it is deemed low-risk.
- For this survey, we only chose high-risk issues and those with a level of concern 20% or higher, and considered them to be high degree of reliance. In particular, the risk of droughts was the highest, with a level of concern of around 25%; Torridness and high temperatures drew the highest level of concern at 57%, and the degree of risk was medium.

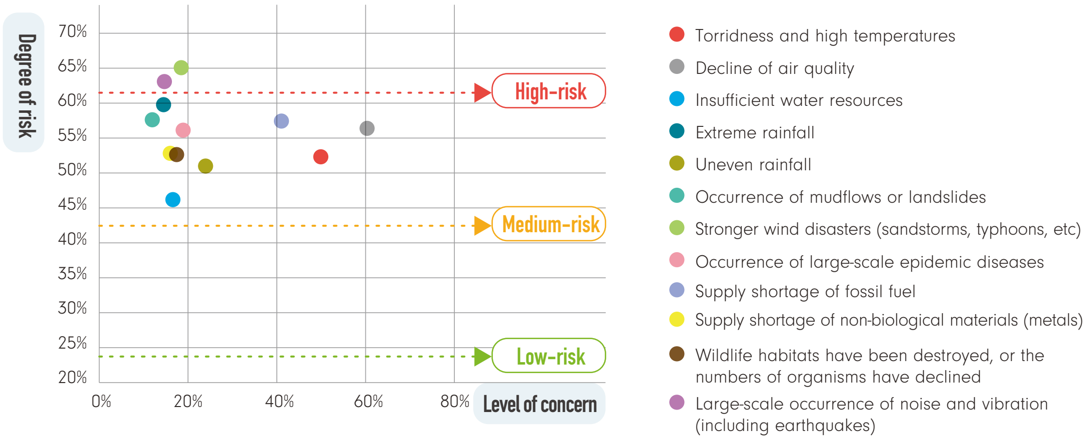


Identification of suppliers' nature-related impact:

- We only chose medium-risk reliance issues with a level of concern 10% or higher.
- Supplier activities generating obvious pollution include: There are four types, including the use of fossil fuel and electricity, the emission of greenhouse gases, air pollution, and waste discharge.
- The higher the degree of risk for an item, the more evident it became that the supplier's management measures and goal setting remained inadequate even after its own assessment of that item. With regard to the identification results of the impact of supply chain management, First Financial Holding has established corresponding investigation indicators and measurement units for subsequent risk management.

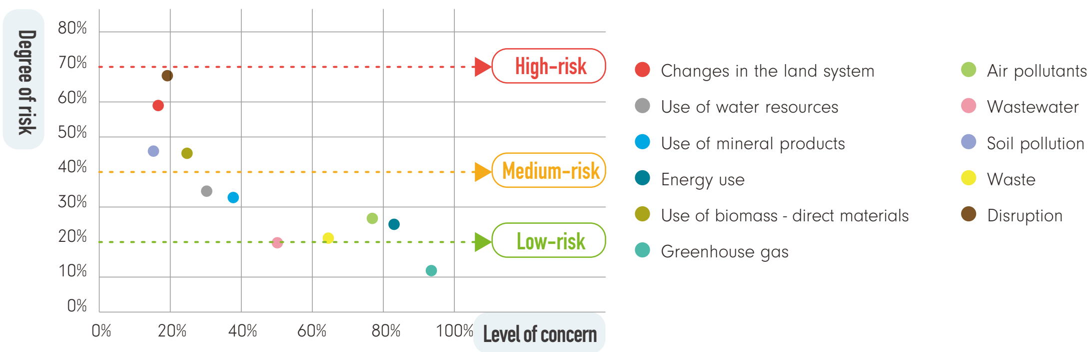
– Identification & assessment of domestic investment/financing targets' nature-related reliance and impact

Investment and financing targets are key to assessing the financial industry's related impact on nature and biodiversity. First Financial Holding has conducted assessments of 54 industries via survey by distributing questionnaires to its internal business units.



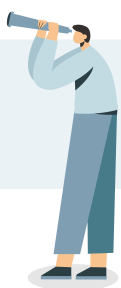
Identification of investment/financing targets' nature-related reliance:

During the course of identifying our investment/financing targets' nature-related reliance and biodiversity, we only chose items with a level of concern 10% or higher, or industries with a high degree of risk for assessment. Nature-related reliance items that drew a level of concern higher than 40% included: Air quality, torridness and high temperature, as well as fossil fuel. Items with a relatively high degree of risk – and thereby falling into the high-risk category – included wind disasters, noise and vibration, and extreme rainfall. However, the level of concern was lower.



Identification of investment/financing targets' nature-related impact:

The top 3 nature-related impact items with a high level of concern included: Greenhouse gases, energy use and air pollutants. High-risk items with a degree of risk 60% or higher included surrounding disruptions to operations and changes in the land system. The main reason that some items were determined to be high-risk items is due to the questionnaire respondents' self-assessment results of these disasters. The higher the level of concern, the more management measures are put in place. Therefore, issues with a degree of risk lower than their concern level is relatively low-risk.



– Risk and opportunity management that investment/financing targets rely upon

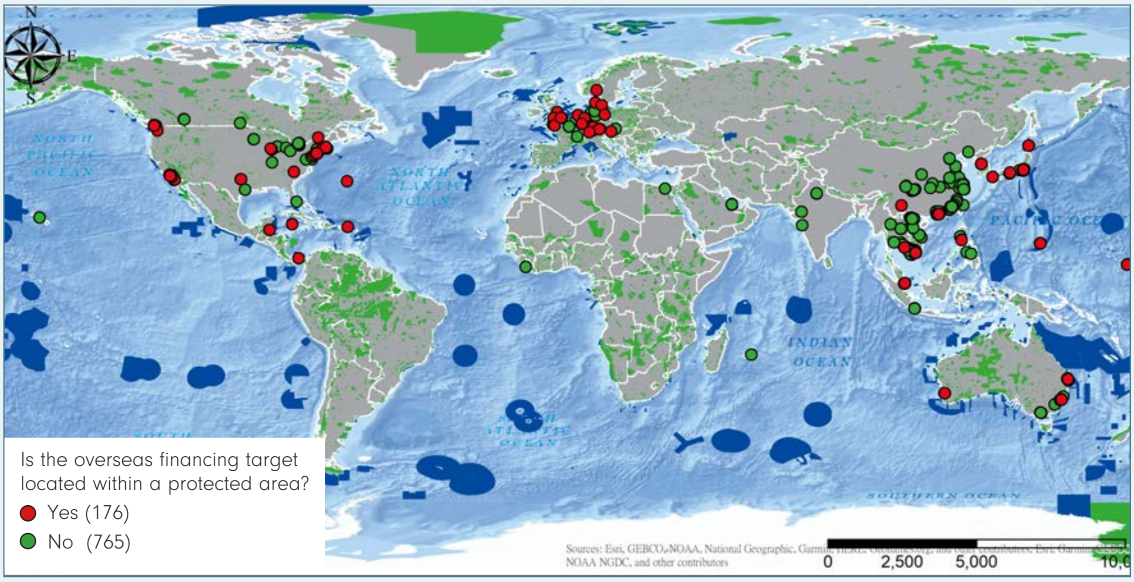
Risk items	Exposed industries	Risk explanation	Types of impact	Strategy
Torridness and high temperatures	Agriculture, forestry, fishery and animal husbandry	High temperatures may lead to low yields for some crops, or health risks to farmers.	Revenues Operating costs	Investment/financing targets are requested to manage their production environment control systems and precautionary mechanisms.
	Electricity and gas supply	High temperatures would result in reduction in electricity efficiency and the supply capacity, which would impact expected revenues.	Revenues	We would manage our investment/financing targets' precautionary mechanisms against high temperatures to ensure that they are equipped with fine precautionary mechanisms against high temperatures.
Decline of air quality	Mining industries	The decline of air quality creates high-risk impact on the health of on-site employees.	Business reputation Operating costs	Investment/financing targets are requested to install measures to monitor air quality.
Supply shortage of fossil fuel	Thermal power plants	Power plants' revenues/costs are affected due to spikes in fossil fuel prices caused by geopolitical reasons or climate disasters.	Revenues Procurement cost	We would conduct analyses on our investment targets' procurement diversity and low-carbon transition, while paying attention to international trends.
Extreme rainfall	Hotels, B&B, Food service and tourism industries	Extreme rainfall leads to disasters, which could damage some hotels and destroy roads/scenic spots. As a result, the number of travelers would decline sharply.	Revenues Capital expenditures	We would conduct disaster potential analyses on the surrounding environments of hotel locations, and stringently review our investment/financing targets' precautionary mechanisms.
Wind disasters	Fishery	Wind disasters cause damage to fishing boats or fish farms, which leads to capital losses or even additional compensations.	Revenues Capital expenditures	We would examine our financing targets' response mechanisms to wind disasters, and demand that borrowers have a certain wind disaster prevention mechanism or insurance policies in place.
Noise and vibration	Construction projects	Earthquakes could lead to occupational safety issues and accidents during the course of a construction project, which could result in project suspensions and insufficient cash flow on the part of the investment target. Neighboring houses could even be damaged as a result.	Revenues Capital expenditures Business reputation	We demand that construction companies put sound vibration-resistant engineering measures in place to prevent any mudslides, landslides, collapses, or accidents.
GHG emissions	Electronic parts industry	Customers of companies in the electronics industry may demand that they reduce the carbon footprint of products with high carbon emissions, which may drive up their operating costs. As a result, our investment/financing targets' profits may fall short of expectations.	Operating costs Revenues	We would examine our investment/financing targets' information relating to climate change, transition programs and climate-related financial plans, in addition to conducting financial stress tests on companies that have received a large amount of investment from us.
Fossil fuel and energy use	Electronics industry	Mega electricity-consuming companies are requested to install renewable energy or use a certain ratio of renewable energy, which would drive up their operating and procurement costs. If they fail to fulfill their regulatory requirements, they would face regulatory risks.	Operating costs Capital expenditures	We would ensure that our investment/financing targets meet regulatory requirements

Risk items	Exposed industries	Risk explanation	Types of impact	Strategy
Air pollutants	Thermal power plants	Due to requirements associated with air pollution and carbon emissions, thermal power plants are required to limit their use of coal, or face a large amount of emissions cost. Therefore, they need to replace their generator sets, which would impact their capital investment, revenues or costs.	Capital Revenues Total cost	We would ensure that our investment/financing targets have backup generator sets, and that their air pollution control equipment has met requirements of the best feasible technology.
Changes in the types of land use	Cement	Cement mining may lead to protests from residents as well as risks of destruction to the local ecological system and landscape, which could further affect the timetable for capacity deployment.	Revenues Capital expenditures	We would ensure that our investment/financing targets have a comprehensive communication mechanism with stakeholders, and that they have enforced environmental remedy measures with respect to damaged land.
Disruptions to operations	Investment/financing targets that are in the vicinity of protected areas	Investment/financing targets that are in the vicinity of protected areas may disrupt specific species, or cause species' migration/deaths/extinction.	Business reputation	We would demand that our investment/financing targets conduct comprehensive ecological monitoring, and build the best possible facilities such as ecological corridors or habitats, in order to prevent factory operations from disrupting the lives and growth of animals and plants.

Assessment of biodiversity impact regarding the locations of overseas investment/financing targets

The Company has conducted assessments of biodiversity impact regarding the locations of its 941 overseas investment/financing targets. Referencing the DJSI index, the analysis designates a buffer zone within a radius of 2 kilometers from the operating location as the potential impact area. Maps and information about protected areas from around the world as recorded by the International Union for Conservation of Nature (IUCN) are also used for overlay analysis. The IUCN divides the world's protected areas into 8 categories (strict nature reserve, wilderness area, national park, natural monument or feature, habitat or species management area, protected landscape or seascape, protected area with sustainable use of natural resources, and the unclassified category). The analysis result indicates that (as shown in the illustration below) a total of 176 locations have touched on the IUCN's scopes of protected areas, including 61 locations in Asia (34.66%); 27 locations in Europe (15.34%); 44 locations in America (25.0%); 19 locations in Australia (10.80%) and 25 Oceanic locations (14.20%).

● - Locations of overseas financing targets & distribution of the IUCN's scopes of protected areas



＊：Maps and information are sourced from the World Database on Protected Areas established by the IUCN.

Corporate Governance

3-1 Board Structure and Operation

The board members of First Financial Holding are re-elected every 3 years through a "candidate nomination system". The qualifications of all candidates for directors and independent directors is reviewed by the board before they are elected from a list of candidates at the shareholders' meeting, thereby ensuring that the nomination and selection procedures of directors is open and transparent. A total of 13 Board meetings were convened in 2025, with an average attendance rate of 96.84% among all directors (reaching 100% including proxy attendance).

For 2025 attendance of board of directors meetings,
please refer to page 49 of the Company's Annual Report

To ensure that independent directors can exercise their duties objectively, the "Corporate Governance Best Practice Principles" of FFHC clearly stipulate that independent directors may not serve more than three consecutive terms, thereby preventing prolonged tenure from impairing their independence. All five incumbent independent directors comply with this requirement. Separate individuals, who are neither spouses or first-degree relatives, have been appointed as Chairman and President; furthermore, there are no instances of spouses or second-degree relatives between the directors. The independent directors meet the independence requirements prescribed by the competent authority, and none of them concurrently serve as directors or independent directors of more than three other companies. The Board of Directors therefore maintains its independence.

Diverse Board Members

The Company shall not exclude candidates nominated for directors based on race, nationality or gender. After analysis of the Company's development of operations in the future, a diversity policy must be implemented to address the Group's emerging risks. The Company's directors possess industry and professional knowledge in banking, insurance, securities and laws, accounting, finance, tax affairs, technology, risk management economic or Society. Generally speaking, directors are capable in operations, management, leadership, accounting, financial analysis, crisis management, and decision-making as well as possessing plenty of knowledge in global market perspectives, industries, and risk management.

The Company's 8th-term board of directors is composed of 10 directors and 5 independent directors. Currently, including the Chairperson, there are a total of 7 female directors who make up 47% of all directors.

● – Implementation of the Diversity Policy for the Company's 8th-Term Board of Directors

Title and Name (Core Items of Diversity)		Basic Composition					External Independence (＊1)	Industry Experience (＊2)	Professional Background and Ability							
		Nationality	Gender	Age＊3					Law	Accounting	Finance	Tax	Technology	Risk Management	Economy	Society
				<50	50-60	>60										
Chairman	Ye-Chin Chiou	Republic of China	Female			●	●	Finance							●	
Director and President	Frank Y.C. Fang	Republic of China	Male			●		Finance		●	●	●		●		
Director	Lin-Na Huang	Republic of China	Female			●	●	-	●							●
Director	Ming-Chi Lee	Republic of China	Male		●		●	Finance				●				●
Director	Shing-Rong Lo	Republic of China	Female		●		●	Finance		●						
Director	Chih-Chuan Chen	Republic of China	Male		●		●	Finance			●					
Director	Hsin-Lu Chang	Republic of China	Female		●		●	-					●			
Director	Shih-Yuan Tai	Republic of China	Male			●	●	Finance					●			
Director	Chen-Ching Tien	Republic of China	Male			●	●	Energy	●							
Director	An-Fu Chen	Republic of China	Male			●	●	Finance, Healthcare, and Information Technology								●
Independent director	Rachel J. Huang	Republic of China	Female		●		●	Finance			●			●		
Independent director	Chun-Hung Lin	Republic of China	Male			●	●	Finance					●		●	
Independent director	Wen-Ling Hung	Republic of China	Female			●	●	Finance	●							
Independent director	Hung-Yu Lin	Republic of China	Female	●			●	Finance							●	
Independent director	Chi-Chang Yu	Republic of China	Male			●	●	Finance and Healthcare	●	●		●				

＊1：The following criteria and standards have been adopted for the external independence compliance of directors. Directors cannot be executive directors and must meet at minimum 4 of the 9 following indicators; they must meet at least 2 of the first 3 criteria

- The director must not have been employed by the company in an executive capacity within the last year.
- The director or his/her family member did not accept any compensation from the Company or any of its subsidiaries exceeding US$60,000 in the last year, unless otherwise permitted by the US SEC 4200 clause.
- The Director's family members have not been employed by the Company or any of its subsidiaries as a senior executive.
- The Director is not a consultant of the Company or the management team and has no conflict of interest with consultants of the Company.
- The Director has no conflict of interest in the Company's main customers or suppliers.
- The Director has not entered into any service contract with other companies or their executives.
- The Director has no conflict of interest in non-profit organizations whose main sources of revenue are donations from the Company.
- The director must not have been a partner or employee of the company's outside auditor during the past year.
- The Director has no conflict of interest with the independent operations of the Board of Directors.

Please refer to the Company's website for information regarding compliance with external independence requirements.

＊2：Classification is based on the Global Industry Classification Standard (GICS Level 1 industry).

＊3：The number of directors less than the age of 50 is 7%, those 50-60 years of age is 33%, and those over the age of 60 is 60%; the average tenure is 5.6 years.

＊4：Please refer to pages 21 to 29 of the Company's Annual Report for detailed information on the Company's Directors and their independence determined in accordance with the standards of domestic regulations

3-2 Board Functionality

Evaluation of Board Performance

In order to implement corporate governance and to improve the operational effectiveness of the Board of Directors, the Company's "Board of Directors Performance Evaluation Guidelines" stipulate that the Board of Directors should conduct internal performance evaluation annually. Additionally, evaluation shall be conducted by an external, professional, independent institution or a panel of external experts and scholars at least once every three years.

Internal performance evaluation results: In 2025, the average score for the Board of Directors and individual director performance evaluation indicators was 4.93, with the overall result rated as "Excellent." The average score of the performance evaluation measurement indicators for functional committees was 4.99 (the average scores for the Audit Committee, Remuneration Committee, and Sustainable Development Committee were 5, 4.98, and 4.98, respectively), and the evaluation result was "excellent". On January 26, 2026, the evaluation results were submitted to the 20th meeting of the 8th Board of Directors for future reference.

Utilization of board performance evaluation results: In accordance with the "Regulations for Evaluating the Performance of the Board of Directors", the Company's board performance evaluation results should serve as basis of reference for selecting or nominating directors; individual directors' performance evaluation results shall also be used as basis of reference for formulating individual remuneration.

The Company's board performance evaluation results from 2016 to 2025 have been disclosed on the company website.

Training for Directors

To improve directors' professional competence and to optimize their decision-making capabilities, the Company arranged a total of 151 hours of advanced core courses and professional courses for directors in 2025, per the Company’s curriculum plan for directors' advanced studies.

Curriculum Classification	Type of Professional Knowledge	Proportion
Core Courses 54.30%	Sustainable development	42.38%
	Directors' legal duties and responsibilities	9.93%
	Finance; accounting	1.99%
Professional Courses 45.70%	Business and commercial affairs of the industry to which the Company belongs	23.84%
	Risk management, internal control, digital governance, etc.	19.87%
	Affairs relating to directors & shareholders' meetings	1.99%
Total		100%

For advanced studies of all of the Company’s directors in 2025, please refer to the company website.

Based on the "Global Economic Crime Survey 2024" published in June 2024 by the professional consulting organization PricewaterhouseCoopers (PwC), the Company continued to adopt "cyber-crime" as the 2025 board training theme. Accordingly, two training programs were conducted: "Trends and Applications of Personal Data Protection under Digital Finance Development" and "Trends in Personal Data Protection, Anti-Money Laundering, and Fraud Risk Management." A total of 44 and 53 directors and supervisors from the Group participated in the respective training sessions.

3-3 Functional Committees

To achieve sound supervisory functionality and to strengthen the management function, the Company's Board of Directors has progressively established functional committees made up of independent directors, including the "Remuneration Committee," "Audit Committee," and "Sustainable Development Committee" since 2011. Each committee exercises its authority in accordance with its charter, in an effort to strengthen the Board's oversight of financial supervision, remuneration systems, sustainable development, and ethical management.

Committee	Operations in 2025
Remuneration Committee	• This committee is made up of three independent directors, and independent director Chun-Hung Lin serves as the convener. • A total of 4 meetings were convened in 2025, with an attendance rate of 100% among committee members.
Audit Committee	• This committee consists of all independent directors, and independent director Rachel J. Huang serves as the convener. • A total of 6 meetings were convened in 2025, with an attendance rate of 100% among committee members.
Sustainable Development Committee *	• This committee is made up of three independent directors, and independent director Hung-Yu Lin serves as the convener. • A total of 3 meetings were convened in 2025, with an attendance rate of 100% among committee members.

*: On June 26, 2025, the Company's Board of Directors approved amendments to the organizational charter, incorporating the responsibilities of the former Sustainable Development Committee into the Ethical Management Committee, which was subsequently renamed the "Sustainable Development Committee"

For the major duties, members and attendance of various functional committees in 2025, please refer to pages 52 to 54 and page 64 to 65 of the Company's annual report

3-4 Remuneration Policy

● - Remuneration Policy of Directors (Including Independent Directors) at First Financial Holding

Directors

- Remuneration of directors: Director's compensation, monthly remuneration, health examination fee, and transportation allowance (actual expense reimbursement), etc.
- Director's compensation: Taking into account factors including the annual performance evaluation results, business performance, implementation effectiveness in enforcing sustainable development and major risk events of the Board of Directors (including individual directors) and functional committees, the Remuneration Committee would submit a proposal in line with the range of allocation ratios stipulated in the Articles of Incorporation. After review and approval by the Board of Directors, the proposal will be reported to the shareholders' meeting.
- Director's monthly remuneration: In accordance with the shareholders' meeting resolution, the Board of Directors is authorized to decide on the remuneration level of each director within the range of NT$2.4 million per month. The Chairman's remuneration shall be 1.25 times that of the President's.

Independent Directors

Compensation items for independent directors include monthly remuneration, attendance fees for functional committee meetings, health examination expenses, and transportation expenses (reimbursed based on actual expenses incurred). In addition, attendance fees for functional committees are paid according to the number of meetings attended for the Audit Committee, Remuneration Committee, and Sustainable Development Committee. The amounts for all aforementioned items are determined in accordance with Board resolutions.

● – President Remuneration Standards and Approval Procedures at First Financial Holding

Basis*1: Articles of Incorporation, "Employee Salary Regulations", "Employee Bonus Disbursement Regulations", and "Employee Remuneration Payment Regulations"

Payment Standards

Fixed Compensation: Standards, which are regularly reviewed by the Remuneration Committee, are proposed by the Remuneration Committee for approval by the board of directors

Variable Compensation: Elements such as measured operating (including financial and non-financial) performance, individual performance evaluations, and the Company's future risks are considered by the Remuneration Committee before a recommendation is proposed to the board of directors for approval

01. Performance Bonus :

Indicator	Contents of Indicators	Achievement Status in 2025
Strategic Indicator	• Performance of corporate governance execution • Results of sustainable development • Results of corporate image and credit rating	FFHC continues to hold itself to global standards and outdo itself in the realm of sustainable development, having recorded stellar performances at the top 3 international sustainability indexes: MSCI, FTSE and DJBIC, as it takes the lead for the Group to follow through on the "No. 1 Brand in Sustainable Finance" vision through nonstop innovation and sustainable practices. • Selected for inclusion as a constituent in the MSCI Global Standard Indexes on four occasions, in addition to being named in the top AAA class in the bank category of the ESG Rating • Included as a constituent stock of the "World Index" by Dow Jones Best-in-Class Indices (DJBIC) for 8 consecutive years • Received leadership-level "A" ratings from the international non-profit organization CDP in three major categories: Climate Change, Water Security, and Forest • Selected for inclusion as a constituent in the "FTSE4Good Emerging Index" for nine years in a row • Selected as a member of the S&P Global Sustainable Yearbook for the 9th time; ranked in the top 5% of the global banking industry • FFHC's TCFD report has been awarded "LEVEL -5+", the highest level of certification, by the British Standards Institution (BSI) for five consecutive years • Ranked in the "top 5% of listed companies" in the Corporate Governance Evaluation by Taiwan Stock Exchange Corporation on ten occasions • Won the "Sustainable Pilot Enterprise for Healthy Workforce" award from the Ministry of Labor on three occasions • Honored with the 18th "Taiwan Corporate Sustainability Awards (TCSA)" - "Taiwan Top 100 Sustainable Corporates Award" • Served as the convener of the "Financial Industry Net Zero Promotion Task Force – Domestic and International Promotion Working Group," responsible for organizing sustainability-related seminars and exchange activities. In 2025, the Company hosted the "Low-Carbon Transition Corporate Visit Program" and the "AI FinTech Innovation and Creativity, Green Finance and Sustainable Net-Zero Competition" • Participated in the "2025 4th Asia-Pacific Sustainability Expo," jointly exhibited by nine state-owned financial institutions under the Ministry of Finance, showcasing the financial industry's net-zero achievements and receiving broad and positive recognition
Risk Indicator	• Asset quality • Customer complaints • Compliance and major incidents of internal control	• Both the capital adequacy ratio and double leverage ratio comply with standards set by the competent authority • There were no major internal control incidents, or major penalty cases by competent authorities for violating financial regulations.
Profitability Indicator	• Achievement rate of pre-tax surplus budget target • Pre-tax surplus growth rate	• The achievement rate of this indicator was 104.53%
Joint Marketing Indicator	• Achievement rate of joint marketing revenue budget target • Joint marketing revenue growth rate	• The achievement rate of this indicator was 109.32%
Sustainable Development Index	• Integrated ESG performances of various subsidiaries	• The achievement rate of this indicator was 100%
Other Indicators	• Management and leadership skills, judgment, ethics, and other competency indicators • Various annual targets, including those for inclusive finance, green financing, responsible investment, information security management and climate governance, were achieved.	

02. Remuneration :

In the event of an annual profit, the Company should appropriate 0.02% to 0.15% of its profit before tax as employee remuneration, before deducting employees' and directors' remunerations. The actual disbursement ratio shall be calculated and decided after comparing indicators, such as the annual pre-tax profit target achievement rate, earnings per share (EPS), return on equity (ROE) and return on assets (ROA) of the year, with those of other banks in the industry.

Indicator	Benchmark	Proportion (%)	Achievement Rate (%) in 2025
Pre-tax surplus	Target value of the Company's budget surplus	60	103.54
Earnings per share (EPS)	Simple average value of industry peers	15	83.48
Pre-tax return on equity (ROE)		15	85.55
Pre-tax return on assets (ROA)		10	88.87

Compensation Structure

In 2025, the ratio of fixed compensation to variable compensation in the President's total remuneration*2 was approximately 3:1

Unit:NT$1,000

Title	Fixed Compensation (A)	Variable Compensation		Total Compensation (A+B+C)
		Bonus (B)	Remuneration (C)	
President	4,924	1,616	0	6,540
Percentage of total compensation	75%	25%	0%	100%

*1：Formulation and revision of the payment levels of senior executives' (including those of the President) pay, bonuses and remunerations shall be proposed by the Remuneration Committee to the Board of Directors for review and approval.

*2：In 2025, the President's compensation (the Company's top salaried individual annually) was 3.21 times that of the average employee compensation (excluding the President; applicable hereinafter), and 3.7 times that of the median employee compensation. The rate of the President's compensation increase was 0.34 times that of the median employee compensation in terms of percentage points.

*3：All members of the Remuneration Committee are independent directors. Please refer to the Company's website for information regarding their independence.

Risk Management and Operational Continuity

Our company has established internal controls in accordance with the "Implementation Rules of Internal Audit and Internal Control System of Financial Holding Companies and Banking Industries". The system covers all business activities and require joint compliance by the Board of Directors, management, and all employees. The Board of Directors shall be aware of the operational risks faced by the company or business, supervise its operating results and bears the ultimate responsibility for ensuring the establishment and maintenance of appropriate and effective internal control system.

To improve the internal control system and strengthen the Company's controls, we established three lines model in internal controls and clarified the roles and scope of duties of the three lines model to ensure the organization structure meets the principles of the three lines model and their effective operations.

4-1 First Line Model - Internal Inspection by Business Unit

Business units are responsible for identifying, evaluating, controlling, and reducing risks derived from business activities based on their respective functions and scope of businesses. We established internal control procedures and execute risk management procedures to ensure that the execution of business operations meet the business policies and goals. We also organize self-inspection and self-assessments for internal controls and immediately propose improvement plans when processes and control procedures prove to be inadequate. According to the Company's 2024 "Compliance Risk Assessment Report," which was submitted to and approved by the Board of Directors in June 2025, the corruption risk assessment rate across all domestic and overseas operating locations of the Group reached 100%. Among the assessed areas, anti-money laundering, personal privacy and information management, and competent authority supervision were identified as medium- to high-risk categories. All subsidiaries proposed a total of 28 improvement plans and enhancement measures. Except for one measure involving customized requirements for system monitoring rules and threshold values, which is expected to be completed by the end of 2026, all other improvement and enhancement actions have been completed.

4-2 Second Line Model - Sound Compliance and Risk Management System

The second line roles include the Risk Management, Compliance, and other units with related tasks (e.g. financial control, human resources, and legal affairs) which are responsible for formulating overall risk management policies for main risks, supervising overall risk-bearing capacity and current status of risks already incurred, and reporting the risk management status to the Board of Directors or senior management.

Regulatory Compliance

FFHC, First Bank, First Securities, First Securities Investment Trust and First Life Insurance have all established dedicated compliance units reporting to the president in accordance of the law. Other subsidiaries also appointed the Chief Compliance Officers at their head offices. The Chief Compliance Officers are responsible for the planning, management and execution of the regulatory compliance system at their respective companies. FFHC is continuing to require all subsidiaries to implement and strengthen their compliance systems. Related implementation results in 2025 are as follow:

Implementation Plan	Implementation Results
Supervision and management of the Board of Directors and the Audit Committee	• The 2025 compliance plans of each subsidiary were submitted to and approved by their respective Boards of Directors, and subsequently reported to the Company's Head Office Chief Compliance Officer for record. • The Company reports the implementation of the regulatory compliance system by each subsidiary to the Risk Management Committee bimonthly and to the Audit Committee and the Board of Directors semi-annually. • Based on the results of compliance risk assessment of each subsidiary and the methodology of Group consistency, every year, the Company compiles the Group's compliance risk assessment report to report to the board of directors.
Regulatory change management	The Company provides weekly updates of external regulatory changes to relevant departments through the compliance management system. Compliance officers of each department report back to the Compliance Department through the system regarding handling status to ensure that all operational activities comply with applicable laws and regulations. In addition, the Company continuously collects updates on overseas compliance developments and regulatory penalty cases, prepares key summaries, and uploads them to the compliance section of the internal website and compliance management system for reference by the Company's departments and subsidiaries. Overseas branches of the banking subsidiary revise internal policies in accordance with local regulations and submit regulatory gap analyses and enforcement case reviews to their respective Compliance Divisions for assessment.
Compliance training and self-assessment operations	• The Company's 2025 compliance education and training programs covered major regulatory updates, regulatory penalty cases in the financial industry, promotion of gender equality in employment and prevention of workplace sexual harassment, employee confidentiality awareness, anti-bullying awareness, the Public Interest Whistleblower Protection Act, and employee ethics and self-discipline regulations (including whistleblowing mechanisms and employee codes of conduct). In addition, to strengthen employees' awareness and implementation of personal data protection, the Company commissioned the Taiwan Academy of Banking and Finance to conduct Group-wide training on personal data protection, covering "Latest Domestic and International Trends and Regulatory Changes in Personal Data Protection" and "Challenges and Responses to Personal Data Protection in the Financial Industry's Application of AI Technology." A separate "Personal Data Protection Awareness Seminar" was also organized, inviting professional lecturers to speak about relevant regulations and penalty cases. • The Group's subsidiaries are required to conduct compliance educational training and self-evaluation at least once every six months. In 2025, subsidiaries across the Group conducted a total of 234.8 training hours, with 28,553 participants in attendance.
Compliance performance evaluation	• The results of the Company's 2025 compliance performance evaluations (including compliance deficiency items) of the Company's departments in 2025 were submitted to the President for approval and then provided to department heads and the human resources department as a basis for personnel evaluations of department managers, compliance officers, and related personnel. • The results of the compliance system performance evaluation of subsidiaries in 2025 were reviewed by the Company's Board of Directors and sent to the subsidiary companies for reporting to the Board of Directors. They shall be used as the basis for personnel evaluations.
Compliance coordination and communication and onsite visits	• Four "Group Chief Compliance Officers Meetings" were convened in 2025, where the subsidiaries reported the status of implementing their compliance systems in the previous quarter. They were also asked to cooperate in terms of disseminating, discussing and offering suggestions on important recent issues, in addition to reporting back their status of execution. • On-site visits were paid to the securities, investment trust, life insurance, AMC, and consulting and venture capital subsidiaries for guidance and verification. After presenting a report on important agenda topics of the year, each subsidiary was subject to inspection to make sure that it had followed through on implementing the compliance system, and improvement suggestions were offered. In doing so, we hope to enhance communications and liaison with subsidiaries, thereby perfecting their regulatory compliance system. Furthermore, we also conducted spot checks on the aforementioned subsidiaries to examine their compliance and AML operations, and came up with 4 suggestions for improvement, all of which have since been completed.

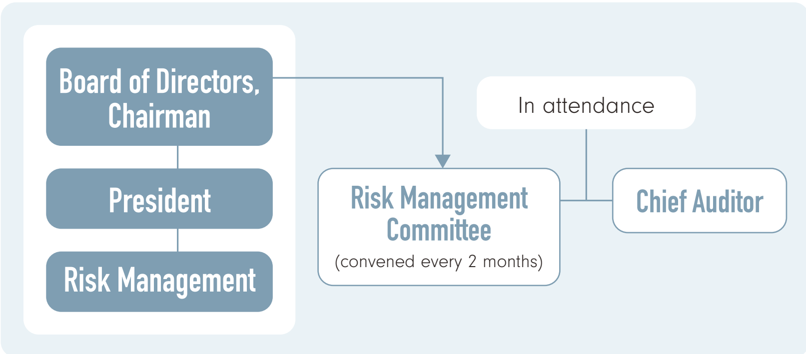
In 2025, there were a total of nine cases in which the Company and its subsidiaries were fined by domestic or overseas competent authorities, with total penalties amounting to approximately NT$5.79 million. No material regulatory penalty cases were recorded*

*：The disclosure of penalties relating to cases of major violations must comply with Article 36, Paragraph 3, Item 2 of the Securities Exchange Act if there is a possibility of material impact to the rights and interests of shareholders or the price of securities or if it complies with Article 2 of the "The Financial Supervisory Commission's Measures for the Public Announcement in Major Penalty Violations of Financial Laws".

Risk Management

01. Risk Management Structure

FFHC's Board of Directors is the top policy-making unit when it comes to Group risk management. A "Risk Management Committee" has been established under it. The Chairman serves as the committee chairperson, while the President, VPs and the chairmen and presidents of subsidiaries serve as committee members. A meeting would be convened once every two months to supervise and examine the effectiveness and implementation status of the Group's and each subsidiary's risk management, which is reported to the Board of Directors on a regular basis. The Risk Management Department is responsible for carrying out various risk management policies.



02. Risk Management Policies & Process

A.The Group identifies, weighs, monitors and controls each risk based on the "Risk Management Policy" approved by the Board of Directors, and formulates qualitative and quantitative measures commensurate with risk appetite.

- **Identification of Risks:** The influence path of major hazards, risk types and risk descriptions are identified through the compilation of various data, such as historical events as well as domestic and international issues and trends.
- **Risk Measurement Assessment:** Risk assessment models are introduced for scenario analysis to complete the quantitative assessment of the impact that risks have on business as well as potential opportunities.
- **Risk Strategy**: Based on the quantitative assessment results and the organization's current situation, adopt strategies for risk mitigation, transfer, acceptance, or control and establish action plans for mitigation and adaptation.
- **Objective Setting:** Concrete organizational goals and indexes are established based on the outcome of risk strategy formulation. These goals are in turn allocated to business management units.
- **Objective Monitoring:** Organizational risks and opportunities are monitored regularly to ensure that milestones are met in time. An independent Risk Management Committee has been established to effectively integrate the review, supervision, reporting, and coordination of risk management matters across the Group.

The Company has imposed caps on the maximum risk undertaking for the Group's and its subsidiaries' credit extensions and investment operations in order to control the Group's large risk exposures. Subsidiaries in different business lines have set their respective capital adequacy (CAR) warning thresholds in order to maintain the Group's CAR. The Group regularly reviews its subsidiaries' main risk monitoring indexes, including credit risk, market risk, interest risk, liquidity risk, insurance risk, operational risk and emerging risk, in order to faithfully implement the early-warning and stop loss mechanisms. Effective internal control systems are implemented to reduce possible losses caused by risks.

Each subsidiary company would formulate its own control & management procedures for credit risk, market risk, interest rate risk, liquidity risk, insurance risk, operational risk and emerging risk, based on the characteristics of its business operations, including establishing and implementing the power delegation mechanism, quota management, monitoring indicators and reporting procedures, etc. The functionality of risk management is implemented through monitoring indicators as well as regular self-evaluations. Additionally, audit units would regularly check and verify the implementation status of risk management to ensure that the risk management mechanism is operating effectively.

Risk Types	Description	Scope of Management	Consideration Factors for Evaluation
Credit Risk	Credit risk refers to the risk of financial losses arising from a transaction counterparty's failure to perform his/her contractual obligations.	We have developed a credit rating model for assessing borrower risk as well as assessment tools for measuring credit limit characteristics risks for operations such as corporate financing, credit financing, mortgages and credit cards. We have also introduced them to our system, in hopes of quantizing the risks and controlling them to a tolerable range with the help of objective and consistent tools for measuring credit risk.	• The Company's risk management system and policies have been established in accordance with the "Risk Management Policy and Guiding Principles for FFHC and its Subsidiaries", as well as risk management policies formulated by each subsidiary based on the risk strategies and management policies approved by each company's Board of Directors. They are in compliance with the Basel Accords as well as related rules and regulations by competent authorities. In view of economic cycles and changes as well as factors such as the detail and quality of the overall credit extension portfolio and business promotion strategies, our risk management policies are subject to timely adjustments on the condition of compliance with the related regulations of competent authorities. These adjustments are approved on a tiered responsibility basis. • To align with regulations of the New Basel Capital Accord and to establish an objective audit standard, we have gradually developed credit risk rating tools, introduced an audit process for credit checks and extensions in order to assess risks, and linked them to post-loan management in the early-warning mechanism for reviews. The goal is to build a sound and comprehensive credit extension management process. Furthermore, to control risks associated with credit concentration, we have established a credit limit management mechanism for conglomerates, industries, nations, stock collaterals of publicly listed and OTC companies, and real estate loans. • To avoid overly concentrated credit risk and to monitor changes in the credit rating of credit assets, important credit risk information, such as credit rating status, asset quality, non-performing loan ratios and concentration risk, is submitted to the Risk Management Committee or Board of Directors regularly, in addition to adhering to the regulation on legal credit extension limit for the same individual, same related party and same related enterprise. • Develop a credit rating model for measuring the borrower's risks in our business operations such as business loans, credit loans, mortgage loans and credit cards; develop evaluation tools for measuring risks associated with credit exposure characteristics; and introduce them to the system to quantify risks using objective and consistent tools for measuring credit risks, in order to control risks within tolerable limits. • We regularly monitor and report concentration risks associated with conglomerates, industries, nations, various types of stocks and collaterals of publicly listed and OTC companies, and real estate loans. We also revise our risk undertaking caps in accordance with changes in market environments, levels of business complexity and risk control strategy assessments, in order to grasp the effectiveness of risk control.

Mitigating Measures

- To align with regulations of the New Basel Capital Accord and to establish an objective audit standard, we have gradually developed credit risk rating tools, introduced an audit process for credit checks and extensions in order to assess risks, and linked them to post-loan management in the early-warning mechanism for reviews. The goal is to build a sound and comprehensive credit extension management process.
- To control risks associated with concentration of credit extensions, we have established a credit limit management mechanism for conglomerates, industries, nations, various types of stocks and collaterals of publicly listed and OTC companies, and real estate loans.
- To enable the risk management process to run effectively, we have established related systems for internal audit & internal control.
- We regularly monitor and report concentration risks associated with conglomerates, industries, nations, various types of stocks and collaterals of publicly listed and OTC companies, and real estate loans. We also revise our risk undertaking caps in accordance with changes in market environments, levels of business complexity and risk control strategy assessments, in order to grasp the effectiveness of risk control.
- We would demand proper collaterals or guarantee in line with a borrower's credit status or credit limit characteristics to mitigate our credit risk.

Risk Types	Description	Scope of Management	Consideration Factors for Evaluation
Market Risk	Market risk refers to possible losses of investment portfolios or financial assets resulting from changes and fluctuations of risk factors in market transactions.	Changes in market prices on or off a balance sheet could lead to expected or unexpected losses for the Company. In particular, interest rates, equity, exchange rates and commodity risk could cause changes in market prices.	• Including expected and unexpected losses resulting from changes in market prices on or off a balance sheet. In particular, interest rates, equity, exchange rates and commodity risks could affect changes in market prices. • Formulate various market risk management guidelines in accordance with different business operation characteristics, so that related risk identification, measurement, control and reporting can be included in the operating procedure guidelines. Departments in charge of market risk management should monitor business units' compliance status. • Based on risk factors, divide market risks into different investment portfolios for daily evaluation, monitoring and management; and adopt risk quantification indicators such as VaR or Greek values to measure the level of exposure to market risks for the reference of the management, in order to dynamically and timely adjust our market risk management policies.

Mitigating Measures

- Aside from taking necessary hedge covering with regard to financial products in our transactions with customers, we would also take into account market changes, financial goals and risk measurement factors to establish an appropriate risk-weighted asset position within the reasonable range of risk limit control, and take advantage of the benefit of capital allocation, in hopes of creating maximum profits. Our main financial products for hedging include interest rate swaps, cross-currency swaps, swaptions, and interest rate collars, etc. For our overseas business units' loan assets with fixed interest rates, we would - out of consideration for hedging - circumvent risks caused by fair market price fluctuations through interest rate swaps.
- Risk management departments would regularly submit their hedging monitoring results in accordance with the frequency required by various management regulations, which would be presented to business units and senior management.

Risk Types	Description	Scope of Management	Consideration Factors for Evaluation
Operational Risk	Operational risk refers to the risk of all losses resulting from inadequacies and errors of internal operations, personnel or systems, or of other external operations and related incidents. In particular, "legal risk" is also included, but strategic risk and reputation risk are excluded.	respective powers and responsibilities as well as the report line system are specified in accordance with the functionality of the three lines of defense in risk management: • Each unit should control and manage its daily business activities within the range of its responsible business operations, and implement operational risk management. • Risk management departments are responsible for establishing the operational risk management system, planning operational risk management tools and processes, and conducting exposure monitoring and reporting. • Audit departments are responsible for independently reviewing and assessing if the operational risk management architecture operates effectively.	• Operational risk management is the responsibility of individuals of all pay grades. When conducting various operational activities, they should be directly responsible for risk management within the perimeters of their job descriptions, apart from abiding by the internal control/audit system as well as related guidelines. • Standardized operational risk management tools and working methods are adopted to conduct risk identification and assessment, so that managers are able to observe the profile of operational risks to continue monitoring the potential operational risks that they discover, which is conducive to risk control or mitigation. • In the event that a business unit spots an operational risk event such as major risk exposure endangering the financial or operational situation, it should immediately notify audit units, its supervisory sales management departments and risk management units. Reports shall be submitted to the Chief Auditor and senior management in accordance with applicable procedures. In the event of penalties imposed by competent authorities as a result of regulatory violations, reports should be separately submitted to regulatory compliance units.

Mitigating Measures

- Hedging or mitigation of operational risk is mainly achieved through insurance in order to transfer/mitigate operational risk losses caused by operational negligence, personnel, systems, or external incidents. We strive to ensure continuous utilization of these mitigating tools through regular risk identification and assessment as well as control measures.
- To reduce potential losses from disruptions to operations resulting from fires, explosions, typhoons, earthquakes, robberies, bank runs, strikes, or other major incidents, we have formulated the "Contingency Measures for Management Crises", and "Crisis Management Handbook" for all units to follow.

As the types of global emerging risk items and related incidence gradually rise, the Company has also separately formulated the "Emerging Risk Management Guidelines" so that the Group can enhance corporate governance and administer assessments of emerging risks (such as trade war, global epidemic diseases, climate emergencies, information security risk, etc). By doing so, we have established a Group-level management mechanism for emerging risk items. In response to regulatory requirements and changes in the economic environment, the Company also updates and revises various risk management regulations and monitoring indicators in a timely manner. In 2025, the Company amended relevant regulations, including the "FFHC Incident Reporting Guidelines" and the "Maximum Risk Exposure Limits for Credit Extensions and Investments to the Same Person, Related Parties, and Corporate Group by Subsidiaries."

B. Risk Appetite

After taking business plans and risk profiles into account, we would set our risk appetite in accordance with the amount and level of risks we are willing and able to accept or assume. Aside from referencing reliable risk quantitative data, we would also incorporate past experiences and decision makers' macro vision. The Group's risk appetite is presented in two ways. The first is its CAR target, and the other one is risk limits (including credit risk, market risk and operational risk).

C. Analysis of Sensitive Scenarios & Stress Test

- The Group's sensitivity analysis includes interest rate risk, foreign exchange risk, and equity securities risk.
- The Group's subsidiary bank is one of the competent authority's domestic systematically important banks (D-SIB), which should be subject to a two-year stress test. It should also calculate various kinds of capital adequacy ratios and various profit and loss situations under severe recession scenarios in accordance with the Financial Supervisory Commission's "Operating Plan for Conducting Stress Tests on Domestic Banks" methodology.

D. Independent External Audits

First Financial Holding is subject to a full-scope examination by the Financial Examination Bureau, FSC once every two years, in addition to unscheduled targeted examinations. In particular, as the subsidiary bank has been designated as a domestic systematically important bank (D-SIB), it is required to file its CAR assessment results to the competent authority regularly. The competent authority also has more stringent demands with respect to the Bank's risk management process.

03. Risk Management Enhancement Measures

A. System Upgrade

To strengthen information security and optimize credit rating operating procedures, the banking subsidiary upgraded its "Corporate Banking Credit Rating System" by enhancing the user interface and operational workflows, thereby improving operational efficiency.

B. Main risks - credit risks, market risks, interest rate risks, liquidity risks, insurance risks, operational risks, and emerging risks.

- The life insurance subsidiary promoted alignment with the new-generation solvency regime (TW-ICS) by implementing optimization and transformation of capital adequacy ratio calculations. The subsidiary strengthened its capital structure and risk control through refined risk models to ensure long-term fulfillment of commitments to policyholders and implement sustainable operations.
- In order to improve the accuracy of risk identification, the Company refined the definitions and individual identification standards for "specialized financing" with reference to regulatory requirements and completed revisions to relevant operational guidelines to ensure regulatory consistency and compliant application.
- The Company is committed to implementing the international supervisory standards under the New Basel Accord. In addition to complying with the revised "Methods for Calculating Bank's Regulatory Capital and Risk-Weighted Assets" issued by the competent authority, the Company continued to optimize its capital calculation systems, system data sources, and database interfacing. It also implemented automated assessments of unrated banks' credit grades, reducing manual reporting procedures and saving manpower and time costs.

– Subsidiary First Bank Capital Adequacy Ratio

Unit: NT$ thousand

		2023/12	2024/12	2025/12
Own capital	Tier 1 capital	274,376,185	294,343,820	322,536,856
	Tier 2 capital	42,518,933	51,499,620	54,648,003
	Total own capital	316,895,118	345,843,440	377,184,859
Risk-weighted assets	Credit risk	2,032,188,724	2,225,320,690	2,334,071,268
	Operational risk	101,720,175	111,690,092	61,109,015
	Market risk	42,520,900	57,054,743	47,132,696
	Total risk-weighted assets	2,176,429,799	2,394,065,525	2,442,312,979
Capital adequacy ratio		14.56%	14.45%	15.44%
Common Equity Tier 1 Ratio		10.91%	10.75%	11.69%
Tier 1 capital ratio		12.61%	12.29%	13.21%
Total exposure		4,537,458,881	4,817,348,068	5,043,376,400
Leverage		6.05%	6.11%	6.40%

04. Establishment of the Corporate Risk Culture

To enhance and ensure smooth operation of the Group's risk management mechanism and to establish a risk-oriented corporate culture, we would invite and round up various companies within the Group to discuss current financial events and related changes, evaluate and adjust various risk control indexes and frequencies, and host risk management seminars from time to time. In the meantime, we also leverage the complementary online e-Academy to help build a systemic risk awareness. We hope that each and every Group employee understands FFHC's risk culture and core ideas.

FFHC Group 2025 Risk Management Education and Training	Course	Participants
	Risk management principles	9,837

＊：100% of employees within FFHC Group completed the training courses related to risk management principles, excluding employees unable to work for extended periods due to resignation, retirement, maternity leave, injury, illness, or unpaid leave.

The Company arranges for all directors to participate annually in courses covering risk governance and practical risk management within financial institutions. These courses are conducted through platforms such as corporate governance forums and continuing education programs for directors, aiming to strengthen their understanding of the identification, assessment, and oversight of material risks.

– Establishment of Risk Management Culture Measures

Connection between Risks and Performance

- Risk indicators (includes asset quality, customer complaints, regulatory compliance, and major incidents of internal control) are included in the standards for the distribution of performance bonuses for the President, senior management, and employees, and they affect the amount of the annual performance bonus.
- The performance evaluation items of the risk management unit include risk management indicators such as the capital adequacy ratio and leverage ratio, return on capital, and non-performing loan ratio control target achievement rates, employee training, and innovative measures. The evaluation results shall be used as an important reference for determining the performance bonus for the evaluated department.
- Performance Assessment:
  - (1). With regard to the internal control and management checklist item of "points deduction standard for administrative efficiency" under "management performance" in the performance assessment, if an employee violates regulations relating to credit rating adjustments for corporate banking, and has been notified of three or more incidents of inadequacy by the Risk Management Department or fails to improve within the required timeframe after being notified during the assessment period, he or she shall be subject to points deduction in commensurate with the severity of negligence.
  - (2). With regard to the "monitoring and management measures for controlling real estate credit concentration", an important management index relating to "profitability" and "management performance" in the "financial performance" of the performance assessment, we have also formulated related incentive measures.
  - (3). Capital utilization effectiveness and the achievement rate of "economic profits" after taking capital cost into account have been incorporated in the performance assessment. We also conduct assessment contests for return on capital, including return on capital for net profit before provisions, the amount of increase in return on capital for gross operating profit before provisions, and the amount of increase in capital deduction, which serve as items worthy of extra points in the performance assessment of business units. Additionally, we would also conduct incentive activities to grade each unit's return on risk-weighted assets and average risk weights. Commendations/-bonuses are awarded to outstanding units based on their scores.
- We continue to follow up on review opinions of internal audit units, accountants, and business administration units or deficiencies proposed by internal audit units, and matters requiring improvement listed in the internal control system statement. Improvements are submitted in writing to the Board of Directors and Audit Committee and used as an important item for penalties and rewards and performance evaluations of related units.
- The results of the compliance evaluation of the departments and subsidiaries are used as the basis for personnel evaluations.

Risk Reporting Measures

- We strive to establish a risk reporting mechanism for internal staff through related regulations, such as the Rules for the Regulatory Compliance System, FFHC's Guidelines for Reporting Regulatory Compliance Cases, Implementation Rules for the Internal Audit System, FFHC Incident Reporting Guidelines, Operational Risk Management Guidelines, and Credit Risk Management Guidelines.
- A range of transparent, equal and convenient complaints channels have been established including the President's Mailbox, Ideas Mailbox, Employee Support Hotline, CEO Weekly, Good Articles as well as public forums on the company intranet to ensure complaints are handled properly.

Enhancement of the Risk Culture

- The Company organizes risk management seminars from time to time and invites subsidiaries to discuss recent changes in the finance industry to evaluate and adjust the risk monitoring indicators and frequency.
- We established the employee proposal system to encourage employees to actively identify and report potential risks.
- We publish the risk management newsletter each month and use the "Risk Management Report", "Special Report", and "Risk Management Terminology" to enhance the risk awareness of all employees and increase their professional knowledge and skills.
- Organize relevant education and training for emerging risks (such as information security risks, climate change risks and personal information protection risks) to improve risk resilience.
- Based on the "Standard Operating Procedures for New Types of Products", various business management units would discuss the profiles, operating procedures and internal control mechanisms of new types of products. Their proposals are submitted to the Business Decisions Committee or (Managing) Board of Directors for review. Before a new type of product is officially launched/goes online, it is necessary to conduct risk identification and assessment in accordance with related RCSA procedures and methods in the "Guidelines for Operational Risk Management Tools".

05. Emerging Risks

Identification Procedures for the Group's Emerging Risks

01. Risk Identification
Companies perform emerging risk assessment and identification

02. Risk Compilation
Compile a list of the emerging operation and business risks identified by the companies of the Group to establish a list of emerging risks for the Group

03. Response to Risks
Establish mitigation measures for identified emerging risks of the Group to reduce the impact on operations or business

04. Continuous Tracking
Regularly follow up on the implementation status of mitigation measures and review the results

The Group identified "Geoeconomic Confrontation" and "Misinformation and Disinformation" as emerging risks. The potential impacts of these risks and the mitigation measures adopted are summarized in the table below:

Risk Description	Potential Impact
Geoeconomic Conflicts In recent years, countries have increasingly weaponized economic measures such as tariffs, export controls, investment reviews, and supply chain adjustments based on geopolitical and national security considerations, intensifying global economic competition and confrontation. The ongoing trade and technology rivalry between the U.S. and China, along with the strengthened industrial autonomy through industry subsidies and supply chain localization policies adopted by various countries, have accelerated global supply chain restructuring and the regionalization and fragmentation of economic systems. These trends increase uncertainty in international trade and financial markets and may affect corporate investment decisions and operating environments. The World Economic Forum's Global Risks Report 2026 also identifies "geoeconomic confrontation" as one of the major short-term global risks.	• **Credit Risk**: Higher tariffs, export controls, and supply chain restructuring may affect corporate operations and profitability, thereby weakening borrowers' repayment capacity and increasing default risk. • **Market Risk**: Trade policies and economic sanctions may trigger financial market volatility, intensifying fluctuations in interest rates, exchange rates, and asset prices. • **Liquidity Risk**: Geopolitical conflicts or sanctions may affect the operation of cross-border capital flows and payment systems, increasing the pressure on liquidity management. • **Operational Risk**: Supply chain restructuring and industrial structural adjustments may increase operating costs and industry uncertainty. • **Compliance Risk**: As sanctions and export control measures become stricter globally, financial institutions must strengthen sanctions screening and compliance management. • **Reputational Risk**: Involvement in sensitive transactions or sanctioned targets may adversely affect market confidence in and brand image of financial institutions. • **Fraud and Financial Crime Risk**: Criminal groups may exploit investment opportunities or financial market volatility to conduct fraud, such as inducing investments, establishing mule accounts, or transferring funds through financial instruments, thereby increasing financial crime and customer asset loss risks.

Mitigation Measures

Short-term:

- Continuously monitor the impact of geopolitical and supply chain changes on borrowers during credit investigation and post-loan management operations, while reducing credit deterioration risks through early warning mechanisms and adjustments to lending conditions.
- Continuously track global political and economic situation, trade policies, and industry supply chain changes through cross-departmental meetings and risk assessment mechanisms, so as to keep abreast of external risks and adjust business strategies in a timely manner.
- Regularly review investment portfolios and country exposures and adjust asset allocations or adopt hedging measures according to market conditions, thereby reducing the impact of market fluctuations.
- Continuously manage the risk exposure of overseas locations and cross-border business through country risk limits and early warning threshold mechanisms.
- Integrate sanctions lists and transaction monitoring systems, strengthen customer due diligence, abnormal transaction monitoring, and anti-fraud awareness campaigns to reduce sanctions-compliance violations and financial crime risks.

In addition to the foregoing measures, the following medium- and long-term mitigation measures will be implemented:

- Continue monitoring global political and economic conditions, sovereign ratings, and country risk developments, while dynamically adjusting overseas risk exposure and cross-border business strategies through country risk limits, early warning thresholds, and regular risk assessment mechanisms.
- Regularly review industry and regional credit risk exposures and adjust lending strategies in response to global supply chain restructuring and industrial transformation to enhance credit portfolio resilience through greater industry and customer diversification.
- Develop geopolitical risk assessment models and scenario analysis tools incorporating factors such as political stability, sanctions risks, and supply chain resilience to support lending, investment, and asset allocation decisions.
- Continue monitoring global inflation, interest rate policies, and industry development trends, adjusting investment portfolio structures, asset duration, and liquidity asset allocation as appropriate to mitigate market volatility impacts on investment positions.
- Utilize FinTech and AI to strengthen transaction monitoring, risk early warning, and fraud detection capabilities, thereby enhancing risk identification efficiency and reducing operational and compliance risks.
- Continue cultivating employees' expertise in international finance and trade finance while strengthening cooperation with international financial institutions and supervisory authorities to enhance overall risk management and information exchange capabilities.

Risk Description	Potential Impact
Misinformation and Disinformation With the rapid development of generative artificial intelligence (GenAI) and digital social media platforms, the scale of generating and disseminating misinformation and disinformation continues to expand. Such false or manipulated content may spread rapidly through social media and digital platforms, affecting public perceptions of financial markets and institutions, thereby undermining market confidence, and increasing market volatility. In addition, generative AI and deepfake technologies make it increasingly difficult to distinguish the authenticity of voices, images, and text, potentially leading to identity fraud, fake instructions, and financial scams, thereby posing potential impacts on financial institutions' brand reputation, customer trust, and operational management.	• **Credit Risk**：False information or deepfake content may affect corporate credit assessments or financial judgments, leading to misjudgments in lending decisions and increased credit risk. • **Market Risk**：Disinformation may influence investor sentiment and trigger abnormal fluctuations in asset prices, increasing uncertainty in investment positions. • **Liquidity Risk**：False information regarding financial institutions disseminated through markets or social media may trigger rapid fund movements or digital bank run risks. • **Operational Risk**：Fake information may interfere with operational judgments, investment decisions, or business promotion, increasing operational management risks. • **Compliance Risk**：Regulations related to AI and digital information governance continue to evolve, requiring financial institutions to invest resources to ensure regulatory compliance. • **Reputational Risk**：False information disseminated through media or social platforms may damage the brand image and customer trust of financial institutions. • **Information Security and Fraud Risk**：As deepfake technologies and digital fraud techniques become increasingly sophisticated, criminals may impersonate financial institutions or customers through forged voices, images, or websites to conduct fraud or account theft, resulting in customer asset losses and weakening public trust in digital financial services.

Mitigation Measures

Short-term：

- Strengthen capabilities for identifying market information, media reports, and digital content by establishing multi-source cross-verification and rapid verification mechanisms to reduce the risk of trusting misinformation or disinformation.
- Continuously monitor media and social platform information and promptly issue clarifications and activate crisis management mechanisms upon identifying false information related to the Company, thereby preventing the spread of such information.
- Introduce information monitoring and analytical tools and establish cross-departmental reporting and response procedures to rapidly assess impacts and implement appropriate countermeasures when suspected false information is detected.
- Establish recognizable official information channels through official websites, dedicated short-code SMS services, official domains, and verified-identity advertisements to help customers identify authentic information and reduce fraud risks.
- Enhance employees' ability to identify risks associated with emerging technologies, generative AI, and deepfake technologies through education and training, social engineering exercises, and cybersecurity awareness programs.
- Strengthen financial fraud prevention and customer protection measures through abnormal transaction monitoring, KYC care mechanisms, and anti-fraud awareness campaigns to reduce financial crime risks arising from misinformation.

In addition to the foregoing measures, the following medium- and long-term mitigation measures will be implemented：

- Continuously improve corporate governance and information disclosure quality, establish cross-departmental information management and communication mechanisms, and ensure the timeliness and accuracy of material information disclosure, thereby reducing the impact of incorrect information on corporate operations and market confidence.
- Incorporate misinformation and disinformation into the overall risk management framework and assess their potential impacts on market sentiment, customer behavior, and financial market volatility through scenario analysis and stress testing.
- Continuously enhance monitoring, material information disclosure, and crisis management mechanisms and respond promptly to public concerns through diversified communication channels to reduce reputational impacts on the company caused by the spread of misinformation.
- Strengthen information security and data protection mechanisms through device management, access control, encrypted transmission, and cybersecurity monitoring to reduce data leakage and impersonation risks.
- Introduce artificial intelligence and data analytics technologies to identify misinformation, deepfake content, and abnormal online activities, while establishing related case databases to improve risk identification and response capabilities.
- Enhance employees' ability to identify risks associated with emerging technologies and digital information through education and training in media literacy, cybersecurity protection, and misinformation identification, thereby strengthening the overall organizational risk management culture.

4-3 Third Line of Defense - Independent Internal Audit Mechanism

The Company, along with its banking, securities, securities investment trust, and life insurance subsidiaries, has established internal audit units that report directly to the Board of Directors, and has implemented a Chief Audit Executive system. These units perform audit functions with independence and objectivity, reviewing and evaluating the effectiveness of the internal control and risk management systems designed and implemented under the first and second lines of defense. The risk management processes are included in the scope of internal audits and are audited at least annually. They also provide timely recommendations for improvement to ensure the continuous and effective operation of internal control systems and to serve as a basis for ongoing review and enhancement.

In addition, the internal audit units conduct ongoing follow-up reviews on examination findings and identified deficiencies raised by financial supervisory authorities, external auditors, internal audit units, and self-assessments conducted by business units, as well as items for improvement listed in the Internal Control System Statement. The status of corrective actions and follow-up evaluations is reported in writing to the Audit Committee and the Board of Directors, and is incorporated as a key factor in performance evaluation and incentive mechanisms for relevant units, thereby maintaining effective and sound internal control operations.

To further strengthen regulatory compliance and ensure the effective operation of internal audit and internal control systems, the Company continues to promote awareness of the three lines of defense model—particularly for high-risk business areas—through relevant coordination meetings. In addition, through the Internal Control Deficiencies and Regulatory Compliance Enhancement Review Forum, key examination focuses identified by the Financial Supervisory Commission, annual examination priorities issued by the competent authority, major deficiencies commonly found across financial institutions, and recent regulatory penalty cases are shared with subsidiaries. Subsidiaries are requested to review the adequacy and effectiveness of their internal control frameworks and control measures accordingly, and such areas are incorporated into annual audit priorities. Furthermore, deficiencies and penalty cases identified by regulatory authorities must be included in the most recent audit scope, with strengthened sampling and review procedures conducted by internal audit units.

With respect to performance evaluation, the Company conducts periodic assessments of the effectiveness of internal audit operations of its subsidiaries in accordance with internal audit performance evaluation guidelines. These assessments cover organizational structure, audit systems, audit execution, and audit management, and the results are submitted to the boards of directors of the subsidiaries as an important basis for evaluating the performance of their internal audit units.

For 2025, the execution of internal audit activities and the formulation of the 2026 audit plan have adopted a risk-based approach, taking into account the latest regulatory developments, examination priorities issued by the competent authority, internal control assessment ratings of all units (including subsidiaries), and business characteristics. In addition, results from self-assessments of internal control systems supervised by the second line of defense are reviewed by the internal audit units. Together with identified internal control deficiencies and the status of corrective actions, these form the basis for evaluating the overall effectiveness of the internal control system, thereby enhancing the completeness of the Group's internal control self-assessment process.

Furthermore, the subsidiary First Bank has implemented a risk-based internal audit system, establishing methodologies and procedures for risk-based audit assessments as the basis for audit planning. Audit frequency is determined according to risk levels, enabling more effective allocation of audit resources, with greater focus and depth on material risks.

● - Key Audit Areas in 2025:

- Implementation status of anti-money laundering (AML), countering the financing of terrorism (CFT), and counter-proliferation financing (CPF) measures, including financial fraud prevention measures.
- The status of enforcing of the regulatory compliance system.
- Supervision and management of the reinvestment businesses.
- The status of implementing and operating the corporate governance system.
- The Group's risk management and control mechanism.
- Conduct information security management, and supervise & guide subsidiaries' implementation on updating relevant plans and operations of the information system, information security defense, early warning monitoring, and the contingency response drill mechanism.
- Personal information protection.
- The status of executing the whistle-blowing system, including educational training.
- The status of declarations in compliance with the Financial Holding Company Act.
- The status on implementing control procedures and the sampling/verification mechanism to guard against conflict of interest regarding domestic equity investments or inappropriate transactions.
- The status of audits and management initiated by the internal control system.
- Implementation status of sustainability development promotion and information disclosure standards.

● - Effectiveness of the Internal Audit System in 2025:

Please refer to the Company's website for the 2025 Internal Control System Statement

Implementation Plan	Number of Times Held/ Execution Times
Self-audit meetings, internal control system self-audit results review, internal control system deficiency review meetings, and internal audit coordination meetings within the group	2 each (Every six months)
General audits, project audits	8 each (Once a year for the Company and its subsidiaries)
Derivative trade audit	10 (Monthly for the Company, excluding periods of general and project audits)
Auditing opinions and follow-up	18 (Irregularly)

4-4 Business Continuity Management Mechanism

To ensure the timely reporting of incidents and effective monitoring of handling progress, the Company and its subsidiaries classify incidents into major and general incidents in accordance with the FFHC Incident Reporting Guidelines. Based on the level of impact, incidents are further categorized into three levels: A, B, and C. All incidents are handled in accordance with the Incident Reporting and Handling Procedures, following the principles of reporting, response, and follow-up, in order to effectively prevent escalation and minimize impact.

In addition, to promptly and effectively respond to business crises of the Company and its subsidiaries—including bank runs, robbery, theft, major misconduct, financial crises, significant investment losses, information security incidents (such as data breaches and system disruptions), fires, explosions, natural disasters, and large-scale customer petitions—the Company has established the Crisis Response Guidelines for the Company and its Subsidiaries. These guidelines aim to contain incidents, restore operations as quickly as possible, and mitigate adverse impacts.

When a crisis occurs, the responsible business unit shall take immediate action and implement appropriate contingency measures for its operations. In addition to standard response procedures, tailored measures shall be adopted depending on the nature and cause of each crisis. When necessary, the Company will establish a crisis management task force. The Risk Management Department is responsible for case documentation, convening meetings, maintaining case tracking records, and regularly reporting the status and handling progress to management at all levels, until the incident is resolved and the crisis is concluded.

To ensure uninterrupted operation of the financial system and to provide the public with reliable, convenient, and diversified financial services—while also supporting the development of financial technology innovation—the Company, along with its banking, securities, and life insurance subsidiaries, actively implements information security and privacy protection measures. For further details on related planning and implementation, please refer to the Information Security and Privacy Protection section.

ESG Products and Services

5-1 Corporate Banking / Investment Business

● – Corporate Banking ESG – Related Products and Their Proportion

Unit: NT$100 million

Item	Balance as of the End of 2024	Balance as of the End of 2025
G Green Loans (including Renewable Energy Sustainability Loans & Preferential Financing Program for Green Enterprises)	1,214.65	1,009.47
S ESG Infrastructure Financing	211.30	229.66
G S S Sustainable Performance-linked Credit Project	1,829.22	2,054.82
Outstanding Balance of ESG / Green Financing for SMEs	764.52	548.37
G Social Responsibility Loans	-	177.16
Private-Sector Corporate Loan Balance	13,136.81	14,045.24
Percentage (%)	30.60%	28.62%

Unit: NT$100 million

Sustainable Finance Disclosure – Corporate Loans	Balance as of the End of 2024	Percentage (%)
Eligible Under the Reference Guidelines for Recognition of Sustainable Economic Activities	332.42	2.76%
Aligned with the Reference Guidelines for Recognition of Sustainable Economic Activities	332.03	2.75%
Outstanding Domestic Corporate Loans	12,060.07	-

*1：The calculation of "Eligible under / Aligned with the Reference Guidelines for Recognition of Sustainable Economic Activities" is based on information disclosed by borrowers through the ESG Digital Platform of the Market Observation Post System (MOPS). Borrowers that have not disclosed information on the ESG Digital Platform are excluded from the calculation. The platform currently discloses data for fiscal year 2024.

*2：Of the balance aligned with the Reference Guidelines for Recognition of Sustainable Economic Activities, NT$2.764 billion as of year-end 2024 qualified as enabling activities.

*3：Aligned-to-Eligible Ratio: 99.88%.

In 2025, First Bank collected ESG Information and Sustainable Economic Activities Self-Assessment Questionnaires from 616 corporate customers. These customers represented 2.86% of the 21,557 corporate credit customers with newly granted or renewed loan facilities during the reporting period.

Unit: NT$100 million

Item	Balance	Product Content Description
Financing for ESG-based entrepreneurship investment consulting services	8.35	G S Investments in companies involved in industries such as eco-friendly green energy, biomedical technologies, and medical supplies. G Solar power plant construction services and consulting services for the operation and entrusted management of power plants.
Volume of entrepreneurial investments and consulting services	17.82	
Percentage (%)	46.86	

Unit: NT$100 million

Item	Balance as of the End of 2024	Balance as of the End of 2025
G S Sustainability-Themed Financial Bonds	55	70
Total issued monetary value of fixed income products	625.07	570.29
Percentage (%)	8.8	12.27

G Green S Social S Sustainable

Green Finance

To help enterprises reduce energy waste arising from their production and service processes, First Commercial Bank has successively launched a range of financing programs, including the "Energy Efficiency Industry Promotion Financing Program" that supports energy service companies (ESCO), the "Renewable Energy Sustainability Loans," the "Sustainable Industry Upgrade Loans," and the "ESG Net-Zero Preferential Financing Program." These initiatives provide preferential financing support for enterprises and their supply chains in achieving net-zero transition. For enterprises that have obtained approval from the Ministry of Environment for self-determined reduction plans or voluntary reduction applications, the Company also evaluates opportunities to prioritize credit facilities and capital allocation, encouraging active participation in carbon reduction initiatives. In addition, the scope of the Renewable Energy Sustainability Loans program has been expanded. Electricity generated by supported renewable energy facilities may now be sold not only to the Taiwan Power Company but also directly to private-sector corporate customers, supporting the development of green power procurement and diversified electricity sales models. Furthermore, to prevent potential greenwashing concerns, beginning in 2025, the Bank has fully incorporated the fund utilization requirements, eligibility criteria, and review procedures defined by the Joint Credit Information Center (JCIC) for green loans, sustainability-linked loans, and social responsibility loans into its internal control system and audit scope. This approach is intended to ensure the compliance, transparency, and execution quality of green and sustainable finance activities.

Green Finance

ESCO industry	Financing provided to enterprises for energy-saving projects or equipment, including electricity-saving, water-saving, and fuel-saving, with the objective of improving energy efficiency
Renewable energy sustainability loans	Renewable energy construction financing provided to support the installation or purchase of renewable energy generation facilities
Preferential Loan Program for Green Enterprises	Corporate financing for projects with environmental benefits, including pollution reduction, resource conservation, and improvements to production or service processes
ESG Net-Zero Preferential Financing Program	Financing provided to enterprises with clearly defined carbon reduction or net-zero transition plans that are supported by evaluation or verification mechanisms

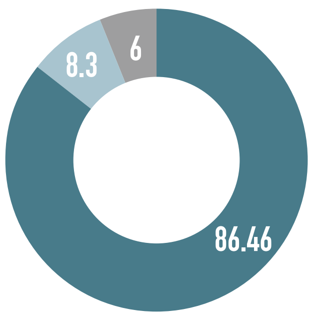
Unit: NT$100 million

2023		2024		2025	
Approved Amount	Credit Balance	Approved Amount	Credit Balance	Approved Amount	Credit Balance
2,279.32	1,301.57	2,476.53	1,378.22	2,291.18	1,196.90

＊：Includes green financing loans from overseas branches in the amount of NT$39.465 billion and balance of NT$18.743 billion.

First Bank participated as either the lead arranger or a participant in renewable energy syndicated loan projects with a total syndicated loan amount of NT$214.293 billion (the amount of participation loan was NT$10.076 billion) in 2025. The total installed capacity was 1,440 MW, and the annual power generation reaches around 5.52875 billion kWh. Compared with the 1.694 million metric tons of CO_2e in 2024, the annual carbon reduction significantly increased to 2.6206 million metric tons of CO_2e, comparable to annual carbon absorption by approximately 6,737 Da'an Forest Parks.

＊：The amount of carbon absorption by one Da'an Forest Park is around 389 metric tons annually, as referenced from the "Bureau of Energy's photovoltaic target of 6.5 GW for 2020" https://www.ey.gov.tw/File/D995A747C88EA053?A=C



Case Study

First Commercial Bank actively supports the government's renewable energy expansion policy and has participated as a joint lead arranger in syndicated loans for domestic offshore wind farm development projects. One such project is the Ørsted Greater Changhua Southwest Offshore Wind Farm, located approximately 60 kilometers offshore from Changhua. The project is expected to have a total installed capacity of 624 MW and generate approximately 2.94 billion kWh of electricity annually upon commercial operation, reducing carbon emissions by an estimated 1.3936 million metric tons of CO_2e per year.Another project is the Fengmiao Offshore Wind Farm, located approximately 35 kilometers off the coast of Taichung. The project is expected to have a total installed capacity of 495 MW and generate approximately 2.19 billion kWh of electricity annually upon commercial operation, reducing carbon emissions by an estimated 1.038 million metric tons of CO_2e per year.

ESG Infrastructure Financing

First Bank supports the domestic transportation infrastructure by actively providing financing for public transportation projects, including high-speed rail and metro systems. These projects help improve transportation connectivity for remote areas, strengthen transportation networks surrounding airports, and promote the development of domestic and international tourism and logistics.

Unit: NT$100 million

ESG Infrastructure Construction Loan Balance	2023	2024	2025
	210.45	211.30	229.66

Sustainable Performance-linked Credit Project

In order to be in line with international ESG trends, First Commercial Bank launched the "Sustainability Linked Loan*", whose funds can be used without being confined to specific purposes. Through long-term monitoring of ESG indicators, connecting corporate borrowers' sustainability performance in controlling greenhouse gas emissions, electricity, energy, and total waste, etc. to loan interest rate pricing. The Bank will reduce the financing costs if the borrower meets the relevant ESG performance indicators to encourage corporate borrowers to actively manage their low-carbon transformation risks and support corporate borrowers that implement ESG governance in this engagement manner.

*：First Commercial Bank's "Preferential Credit Project for Green Sustainable Finance (including green enterprises and sustainability-linked credit extensions) incorporated the concept of the "Guidelines for Identifying Sustainable Economic Activities", promulgated by competent authorities in 2022. The project was designed for products with green capital expenditures, encompassing the range of forward-looking economic activities defined by the guidelines (such as renewable energy installations, architectural energy conservation, low-carbon transportation, and utilization of low-carbon and circular economic techniques, etc). Our sustainability-linked credit extensions have incorporated methods and concepts recognized by the guidelines to have substantive contributions in terms of mitigating climate change. Through sustainability performance indicators (such as controlling GHG emissions and electricity management) and the linkage to performance, we are able to provide favorable interest rates, encouraging customers to devote themselves to ESG. We also leveraged the project to engage in negotiations with enterprises, and encouraged and guided customers to make the low-carbon transition with preferential interest rates.

● – Sustainable Performance – linked Credit Project

Unit: NT$100 million

2023			2024			2025		
Approved Cases*	Approved Amount*	Credit Balance	Approved Cases*	Approved Amount*	Credit Balance	Approved Cases*	Approved Amount*	Credit Balance
215	3,463.23	802.89	478	6,963.77	1,829.22	865	10,903.61	2,054.82

*：All the figures in the statistics refer to cumulative numbers from program initiation in April 2021

Case Study

First Commercial Bank acted as the lead arranger for a NT$16.8 billion Sustainability-Linked Syndicated Loan for King Yuan Electronics Co., Ltd. By reviewing the company's achievement of sustainability performance indicators, including GHG emissions intensity, waste recycling rate, and water withdrawal intensity, corresponding interest rate reduction is provided, encouraging the borrower to fulfill its corporate social responsibility. In addition, First Commercial Bank jointly acted as lead arranger with Bank of Taiwan for a NT$6 billion syndicated loan to YFY Inc., as well as a NT$3.2 billion Sustainability-Linked Syndicated Loan for Chung Hwa Pulp Corporation. These loans are linked to sustainability performance indicators and interest rate incentives are offered, helping clients integrate operational objectives with their sustainability strategies.

Preferential Financing Projects for Six Core Strategic Industries

In support of the Executive Yuan's Six Core Strategic Industries Promotion Program, First Commercial Bank continues to provide financing to enterprises in the relevant industries across various stages of their operations, including day-to-day business activities, research and development, capacity expansion, and business transformation.

Unit: NT$100 million

Information and Digital Industries	Cybersecurity Industry	Precision Health Industry	National Defense and Strategic Industries	Green and Renewable Energy Industry	Strategic Stockpile Industries
• Computers and their components • AI • IoT • Media production • Broadcasting and information communication service industry	• Semiconductors • AI • 5G	• Nutritional supplements and foods • Drugs • Hospitals/clinics • Healthcare services	• Aviation • Ships • Aerospace	• Photovoltaics • Fuel batteries • Wind power generation • Biofuel	• Energy • Daily commodities • Medical care • Food • Disaster relief resources • Gravel and cement

Balance of Financing Outstanding as of Year - End 2024

2,133.10	857.94	269.14	3,355.84	2,237.41	3,128.43

6,244.45*

Balance of Financing Outstanding as of Year - End 2025

2,346.98	959.25	322.25	3,593.19	2,423.32	3,265.05

6,778.26*

*：Excludes double counting

Financing Key Strategic Industries on the Pathway to Net - Zero Emissions in 2050

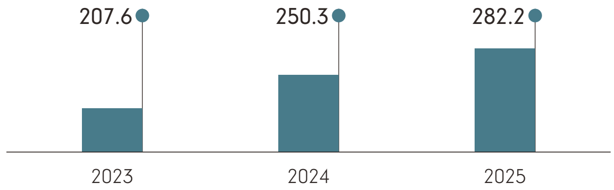
In alignment with the government's "Taiwan's Pathway to Net-Zero Emissions in 2050", which is built upon four major transitions—energy transition, industrial transition, lifestyle transition, and societal transition—supported by two governance foundations, technological innovation and climate governance, and implemented through the twelve key strategies, First Commercial Bank provides financing to support the operational funding needs of clients in key sectors expected to benefit from energy, industrial, and lifestyle transition policies, thereby facilitating the implementation of action plans for achieving the net-zero transition.

Unit: NT$100 million

	Wind Power Generation/Solar Photovoltaic	Forward-Looking Energy	Power System & Energy Storage	Energy Conservation	Vehicular Electrification and Decarbonization	Resource Circulation and Zero Waste	Natural Carbon Sink	Net-Zero Green Life	Green Finance	Total
Balance of Financing Outstanding as of Year - End 2024	147.02	1.34	31.18	30.87	0.47	21.4	0.34	284.99	894.21	1,411.82
Balance of Financing Outstanding as of Year - End 2025	208.54	0.93	58.85	19.94	12.20	26.80	0.28	308.94	889.24	1,525.72

Sustainable Investment

● – Investment Balance of Sustainable Development Bonds in the Past Three Years



- The Group has steadily increased its investment in sustainable development bonds over the years, with the outstanding balance reaching NT$28.22 billion as of the end of 2025.
- In order to implement the spirit of sustainable investment, the Group actively invests in domestic green energy and renewable energy-related industries. Prior to making investment decisions, public information, including sustainability reports of investee companies, is examined to assess whether their business scopes or action plans align with the government's Six Core Strategic Industries. Additionally, according to data from the ESG Digital Platform, the Bank's outstanding investment amount in businesses whose economic activities are deemed consistent with the FSC's Guidelines for Identifying Sustainable Economic Activities by themselves amounted to NT$22.8 billion. The Bank also continues to actively expand its positions, in the hope of effectively guiding funds toward the direction of related ESG applications, so it can take advantage of its influence as an institutional investor.

● – Our Outstanding Investment Amount in the Domestic "Green Electricity & Renewable Energy" Industries over the Past Three Years

2023	2024	2025
NT$41.9 billion	NT$44.5 billion	NT$49.6 billion

- First Financial Management Consulting has successfully raised and managed three green energy funds totaling NT$780 million. Meanwhile, First Venture Capital also invested NT$378 million in the construction of a solar power plant with a capacity of approximately 52.4 MW. When the aforementioned project is completed, it is expected to reduce 52,400 metric tons of CO_2e every year, comparable to annual carbon absorption by around 135 Da'an Forest Parks (calculated at 389 metric tons of CO_2e per park).

Unit: NT$100 million

Sustainable Finance Disclosure – Investments	Balance as of the End of 2025	Percentage (%)
Eligible Under the Reference Guidelines for Recognition of Sustainable Economic Activities	228.66	18.03
Aligned with the Reference Guidelines for Recognition of Sustainable Economic Activities	228.04	17.98
Subtotal - Total Investment Balance	1,268.43	-

＊：Aligned-to-Eligible Ratio: 99.73%

Issuance of Sustainable Development Bonds

In compliance with the International Capital Market Association's (ICMA) Green Bond Principles (GBP), Sustainability Bond Guidelines (SBG) standards, Sustainability-Linked Bond Principles (SLBP), as well as regulations of Taiwan's "Taipei Exchange Operation Directions for Sustainable Bonds", the Company has issued green/sustainability bonds, and third-party verification have been obtained. As of the end of 2025, the outstanding balance totaled NT$7 billion.

Issuance Date	Bond Type	Bond Series	Bond Code	Bonds Name	Currency	Issuance Amount (NT$ Million)	Balance as of the End of 2025	Main Purpose
2021/12/8	Sustainability bond	110-1	G159A3	P10 FIRST COMMERCIAL BANK 1	TWD	1,000	1,000	• Provide enterprise loans for the installation of solar PV or wind power generation equipment • Support small and micro enterprises to carry out project loans
2022/9/19	Sustainability bond	111-5	G159A7	P11 FIRST COMMERCIAL BANK 3	TWD	1,500	1,500	
2023/3/21	Sustainability bond	112-1	G159A8	P12 FIRST COMMERCIAL BANK 1	TWD	1,500	1,500	
2024/2/5	Sustainability bond	113-1	G159A9	P13 FIRST COMMERCIAL BANK 1	TWD	1,500	1,500	
2025/3/27	Green bond	114-1	G159AB	P14 FIRST COMMERCIAL BANK 1	TWD	1,500	1,500	Provide enterprise loans for the installation of solar PV or wind power generation equipment

Time Deposits for Sustainable Development

To respond to the government's "Green Finance Action Plan 3.0", First Commercial Bank has offered the "Time Deposits for Sustainable Development" program since 2023, and obtained a limited assurance report from an independent third party, ensuring that funds received would be used on energy conservation and development of related green projects, in addition to social impact financing plans like affordable housing. In doing so, we are able to help enterprises that have demonstrated actual improvements in environmental and social benefits to obtain necessary funds, enabling clients to make positive influence and long-term effects on environment and society through making a deposit. In 2025, a cumulative total of two sustainability time deposit transactions was completed*, with total deposits received amounting to NT$2 billion. The proceeds were allocated to lending projects supporting the construction of social housing.

*：Two cases have expired and been canceled.

5-2 Retail Banking / Personal Finance

● – Retail Banking – ESG Related Products and Their Respective Proportions

Unit: NT$100 million

Item	Balance as of the End of 2024	Balance as of the End of 2025
Green consumer loans	405.18	477.11
e-speed loan	231.77	295.24
Urban renewal & financing projects for the reconstruction of dangerous and old building	582.34	751.21
Total retail banking business loan balance	8,216.31	8,867.49
Percentage (%)	14.84	17.18

Item	Balance as of the End of 2024	Balance as of the End of 2025
Scale of listed ESG funds	44.6	37.9
Total assets under management (AuM)	1,908.8	2,066.1
Percentage (%)	2.3	1.8

Sustainable Finance Disclosure – Consumer Loans	Balance as of the End of 2025	Percentage (%)
Eligible Under the Reference Guidelines for Recognition of Sustainable Economic Activities	7,606.84	85.78%
Aligned with the Reference Guidelines for Recognition of Sustainable Economic Activities	477.11	5.38%
Total retail banking business loan balance	8,867.49	-

*：Aligned-to-Eligible Ratio: 6.27%

Green / ESG Lending Business

● – Green / ESG Consumer Loans

In order to guide customers into adopting low carbon products, First Bank has launched "Green Consumer Loans" which targets the procurement of green energy or energy saving products (e.g.: green buildings, hybrid vehicles, electric vehicles, energy-efficient home appliances.), providing preferential interest rate loans, thereby increasing incentives for customers to procure green energy or energy saving products. In addition, the Bank offers the "e-speed loan" service, enabling customers to apply for loans conveniently from home without the need to visit a branch.

Unit: Number of Accounts / NT$100 Million

Dimension	Related Products for Green / ESG Consumer Loans	2024 Year-End Accounts / Balance	2025 Year-End Accounts / Balance
Environment	Green consumption loans (helping customers purchase green energy or energy-saving products)	2,369/405.18	962/477.11
	e-speed loans (helping customers apply for consumer loans online in a convenient digital financial environment)	11,287/231.77	12,186/295.24

● – Urban Renewal

First Commercial Bank launched the "Preferential Loans for Accelerating the Reconstruction of Dangerous and Old Urban Buildings" program. Old and dangerous buildings that meet the requirements of the "Statute for Expediting Reconstruction of Urban Unsafe and Old Buildings" or "New Taipei City Simple Urban Renewal or Disaster Prevention Renewal" are eligible to apply for preferential loans for reconstruction. The Bank also partnered with East Asia Real Estate Management Company, a reinvested and affiliated company of the Bank, to provide comprehensive, one-stop financial service for urban renewal, allowing building owners to feel at ease during the reconstruction process. Reconstructed buildings are required to comply with green indicators, and minimize their emissions and discharge of exhaust heat, carbon dioxide, methane and waste water in order to transition to energy-efficient, low-carbon, and environment-friendly communities. The goal is to create a win-win scenario for environment, the residents and the Group. To date, a total of 182 urban renewal and aging building redevelopment projects have been assisted in obtaining silver-level or above green building label.

● – Approved Financing Amount and the Number of Cases for Urban Renewal and Reconstruction of Dangerous and Old Buildings

Unit: NT$100 million / Cases

Item / Year	2023	2024	2025
Self-managed urban renewal and the reconstruction of dangerous and old buildings projects	200.92/45	288.92/48	295.29/51
Developer-consolidated urban renewal and the reconstruction of dangerous and old buildings projects	1,601.06/186	2,041.9/214	2,257.67/229
Landowners benefited	3,921	4,903	5,336

＊：All statistical figures are cumulative.

Case Study

In 2025, First Commercial Bank collaborated with its investee company, East Asia Real Estate Management Company, to promote urban renewal and redevelopment projects in the Heti Section of Zhongzheng District, the Wenquan Section of Beitou District, and the Zhengda Section of Wenshan District in Taipei City. Through these projects, approximately 31 landowners were assisted in rebuilding aging properties, with the provision of construction project management, financial audits, and other services. During the redevelopment period, landowners were not required to raise reconstruction funds on their own and ultimately received a total of 54 residential units upon project completion. The projects contributed to the creation of safe, comfortable, and environmentally friendly dream homes for residents.

● – ESG / Green Financing for SMEs

First Commercial Bank actively supports domestic SMEs by leveraging credit guarantees provided by the Small and Medium Enterprise Credit Guarantee Fund of Taiwan (SMEG) to expand financing access. In 2025, it received the "Credit Guarantee Gold Award" for the 17th time in recognition of its outstanding performance in administering credit guarantee loans to SMEs. It also retained the "Green Credit Promotion Award" and received several special honors, including the "Post-Pandemic Revitalization Award - Financial Institution Category," "Support for April 3 Hualien Earthquake Reconstruction Award," and "Liaison Enterprise Award," achieving the highest number of awards among its industry peers. In addition, First Commercial Bank continues to support the development of small and medium-sized long-term care enterprises. As of the end of 2025, the Bank had cumulatively financed 88 SME long-term care enterprises, with approved financing totaling NT$2.157 billion and an outstanding loan balance of NT$1.448 billion.

Case Study

In support of the "2030 Electric Passenger Vehicle Promotion Plan," in 2025, First Commercial Bank assisted SME passenger transportation operators with the acquisition of 129 low-floor electric buses to replace aging diesel-powered vehicles. The electric bus fleet is expected to accumulate approximately 5 million kilometers in total operating mileage and reduce carbon emissions by an estimated 150 metric tons of CO_2. In addition, the project includes the installation of 20 charging stations at bus depots. Expanding charging infrastructure is expected to increase electric vehicle usage rate and further reduce pollution from diesel vehicles.

● – Public Welfare / Green Credit Card

First Commercial Bank continues to push forward environmental and public welfare events with a fixed percentage of the amount of transactions made with its charity credit cards/Living Green cards. In addition to obtaining dual certification under the British Standards Institution's PAS 2060:2014 Carbon Neutrality standard and the Ministry of Environment's Carbon Footprint Reduction Label, the Bank also uses green electricity in card production to reduce its carbon footprint and purchases carbon credits to offset the remaining carbon emissions, thereby achieving carbon neutrality. The Bank added the "Carbon Calculator" function to its iLEO app for credit cards, allowing credit card holders to understand the amount of carbon emissions from their credit card transactions each month. This marks the first time that a government-owned bank offers such service. As of the end of 2025, a total of 40,278 customers had activated this function. Holders of green credit cards using them at designated channels are entitled to cashback bonuses.

Unit: NT$ thousand

Card Type		Content	Carbon Footprint/-Card	Number of Cards in Circulation in 2024/2025	Share of Total Cards in 2024/2025 (%)	Accumulated Donation Amount in 2024/2025
Environmental Conservation	Living Green Card	Donate 2‰ of domestic payments made with the card to the First Bank Culture & Education Foundation to carry out the "Green Light to Spread Love" program, assisting remote elementary schools and social welfare organizations in replacing energy-saving LED lamps.	500g CO_2e	279,551 / 278,707	18.95 / 18.2	203,156 / 222,286
	Leezen Card	Donate 6‰ of domestic and overseas spending with the card to the "Tze-Xin Organic Agriculture Foundation" and the "Bliss and Wisdom Foundation of Culture and Education" to promote the idea of organic, pesticide-free vegetables, assist organic agriculture, and restore land.	900g CO_2e			
	Yilan Card	Donate 3‰ of domestic payments with the card to Yilan County Government for use in social welfare, tree planting and tree protection activities to provide care for disadvantaged groups in such County and environmental protection.				
	Taoyuan Card	Donate 3‰ of domestic payments made with the card to Taoyuan Government for smart water resource recycling cloud integration platforms, green transportation, diverse energy integration systems, and regional resource and circular economy industry chains.				
Social Welfare	World Card	Donate 1‰ of the domestic payments made with the card to the First Bank Culture & Education Foundation to sponsor education activities, school lunches, classes after school, etc. for disadvantaged schoolchildren in remote areas through the "Edusave" platform of the Ministry of Education.		12,291 / 15,255	0.83 / 1.00	10,989 / 14,243

＊1：Prepaid card products are not provided by First Bank.
＊2：In 2025, the total number of valid credit card customers of First Commercial Bank was 711,064, and the number of cards in circulation reached 1,531,235.
＊3：For the social and environmental benefits of credit cards, please refer to the chapter "Social Impact - Public Welfare Strategy".

Sustainable Investment Products and Services

● – FSITC issues funds rated four globes or higher by the Morningstar Sustainability Rating, with a substantial ESG fund asset management scale

As of the end of 2025, FSITC had issued 4 funds with higher-than-average rating (4 globes) by the Morningstar Sustainability Rating ("Morningstar")*, as well as 5 funds with high Morningstar rating (5 globes), with a total scale of around NT$7.738 billion while accounting for 4.69% of FSITC's publicly offered funds. In particular, the "FSITC Global Sustainable Impact Investment Multi-Asset Fund" is Taiwan's first ESG fund focusing on impact investment.

Unit: NT$100 million

Category	Rating	AuM	Fund Name
Active	🌐🌐🌐🌐	2.31	First Securities Global Fitness Fund
		1.32	First Securities Global Real Estate Securitization Fund
		4.66	First Securities OTC Fund
		7.60	FSITC Asian Technology Fund
	🌐🌐🌐🌐🌐	5.82	FSITC Taiwan Core Strategic Infrastructure Fund
		27.00	First Securities Innovative Trends Fund
		10.07	First Securities Small Selection Fund
		2.40	FSITC Global Sustainable Impact Investment Multi-Asset Fund
Passive	🌐🌐🌐🌐🌐	16.20	FSITC Taiwan Industry Elite 30 ETF

*: Morningstar includes 3 major ESG factors in their rating of sustainable investments. The grading is classified into 5 tiers (bottom, below average, average, above average, and high end) represented by 1 to 5 globes. A rating of 5 globes represents an investment combination with extremely low ESG risks while 1 globe represents an investment combination with extremely high ESG risks.

● – ESG Products of First Bank and First Life Insurance

The assessment, development, and listing operations of funds and insurance products consider ESG factors. All ESG funds listed by First Bank are compliant with the laws and regulations of the competent authority. The linked objects of First Life Insurance's investment type policies prioritize green funds compliant to the EU's SFDR.

	First Bank	First Life Insurance
Funds compliant to the laws and regulations of the domestic competent authority in 2025 / total number of listed funds in 2025	0.9%	-
Green (linked objects) funds compliant to the EU's SFDR listed in 2025 / number of (linked objects) funds listed in 2025	2.3%	61.54%

● – Net Revenue by Business Category

Business Category	Share of Net Revenue (%)
Commercial banking (corporate finance) and investment	66.16%
Commercial banking (consumer finance)	29.77%
Investment banking and brokerage business	2.59%
Asset Management	1.10%
Venture Capital	0.39%
Total	100%

5-3 Inclusive Finance Products and Services

In response to the UN's promotion of financial inclusion for micro enterprises, low income households, residents of remote areas, disadvantaged women, youths, the elderly, and those with disabilities, basic financial services are provided for the goal of sustainable development. First Financial Holding continues to develop various products and services that support disadvantaged groups and provide them with a channel to obtain funding and financial services.

Unit: Accounts/Transactions

Products	Recipients of Services	Content of Products and Services	2024		2025	
			Number of Customers	Transaction Volume	Number of Customers	Transaction Volume
Demand Deposits / Savings Deposit	Low Income Households	In order to practice fair treatment of customers and reinforce measures for accessible financial services, the Bank's branch offices waive processing fees for inward or outward foreign remittances for vulnerable customers (low-income and lower-middle-income households).	10,656/ 111	378,196/ 776	12,716/ 131	520,428 1,405
	Residents in Remote Areas	The nine sub-branches under First Commercial Bank's Phnom Penh branch provide local people with convenient deposit account services through internet and mobile banking platforms. Services include exchange rate inquiries, account balance inquiries, designated and non-designated fund transfers, and remittance services. Interfaces are available in Traditional Chinese, English, and Khmer, while deposit-related forms are provided with trilingual reference information in Chinese, English, and Khmer.				
Loans	Micro Enterprises	To assist small businesses in obtaining working capital, the Company provides preferential and general-purpose loans for small and micro enterprises and participates in government-sponsored project loans like Loans for Minor Entrepreneurs. In 2025, a total of 23,591 borrowers were served.	12,472	37,770	23,591	44,775
	Low Income Households	For individuals with less than NT$190,000 in annual income, the Company provides many home loan and credit loan products to meet their fund needs for money management, home decoration and repair, home or car purchases, wedding, and children's education.	1,128	1,388	901	1,071
	Residents in Remote Areas	For people living in areas defined as remote areas by the Ministry of the Interior, the Company has designed many kinds of home loan products, offering up to 30 years in repayment period and a grace period for principal repayment. Thanks to these products, the burden of buy a house on people living in remote areas is alleviated.	28	57	21	51
	Disadvantaged Women	To alleviate start-up financing pressures for middle-aged, senior, and lower-income disadvantaged women entrepreneurs, the Company participates in the Ministry of Labor's Micro Loans for Female Entrepreneurs, providing loans of up to NT$2 million with interest-free benefits during the first two years.	57	114	47	94
	Youth Groups	Under the government's Youth Housing Loan program, the Company provides first-time homebuyers with mortgages of up to NT$10 million and repayment periods of up to 40 years, helping young people achieve homeownership.	7,150	7,150	3,067	3,067

Unit: Accounts/Transactions

Products	Recipients of Services	Content of Products and Services	2024		2025	
			Number of Customers	Transaction Volume	Number of Customers	Transaction Volume
Loans	Youth Groups	Operating in cooperation with the Ministry of Economic Affairs' "Loans for Young Entrepreneurs and Start-ups" project, the Bank provides businesses the opportunity to obtain financing for revolving funds within a combined cap of NT$18 million. Moreover, it also provides companies with loans of no more than NT$1 million on the preferential condition that they offer 95% in collateral and that they present the owner as guarantors.	756	1,653	223	519
Loans	Elderly Groups	For elderly customers aged 60 and above, the "Reverse Mortgage Loan" is designed to provide funds for their living expenses. In 2025, newly approved reverse mortgage loans totaled NT$2.299 billion, representing 1.93% of newly approved mortgage loans.	213	215	233	242
Insurance	Low Income Households	Micro insurance has been launched to care for the economically disadvantaged individuals and specific groups (including Indigenous peoples), hoping that the relatively low premiums will provide the most basic assurances for members of disadvantaged families.	320	320	330	330
Insurance	Residents in Remote Areas	In order for residents in remote areas to enjoy comparable insurance protections as the general public, the Company actively promotes "micro insurance" and "Loving Small-sum Lifetime Insurance".	1,635	1,635	1,338	1,338
Insurance	Disadvantaged Women	Small-amount insurance is provided to low-income women so that their insurance coverage is comparable to that of the general public.	806	806	655	655
Trust	Elderly and Individuals with Disabilities	In accordance with trust agreements, First Commercial Bank manages and utilizes entrusted assets to safeguard the living and healthcare needs of senior customers. In 2025, the amount of outstanding trust assets totaled NT$41.955 billion, which accounted for 2.9% of the overall trust business. Among customers aged 55 and above, the cumulative number of beneficiaries of elderly care trusts reached 538 persons per 10,000 account holders.	16,159	16,159	9,204	9,204

Aside from striving to provide various groups with fair and accessible financial products and services, First Financial Holding actively combines core businesses to offer diverse non-financial support, such as training and seminars, free of charge. Relevant incentives are offered to encourage disadvantage groups to utilize financial products and services, fulfilling the social responsibility of the financial industry.

● – Social Impact Indicators of FFHC's Non – Financial Support Programs

	Financial Literacy	FinTech Literacy	Savings Willingness and Habits	Accessibility of Savings Services	Business Management Insight	Financial Planning Capability
2025	+80%	+82%	+84%	+77%	+80%	+85%

– Training in Financial or Digital Literacy

- **Rural areas:** First Securities makes it a rule to go deep into far-flung areas every year to provide fintech training to people with scarce financial resources. It also provides complimentary health check-up service for money management. In 2025, First Securities traveled to Liugui District (Kaohsiung City), Lukang Township (Changhua County), and Chaozhou, Donggang, and Hengchun Townships (Pingtung County), providing financial literacy and fintech training to 171 customers.

– Measures for Friendly Financial Services

- **Remote areas:** The Company actively develops mobile banking apps in developing countries and least developed countries such as Cambodia and Vietnam. It also joined the local Bakong blockchain system to boost payment/receipt efficiency and security for local people, thereby promoting financial inclusion.
- **Youth segment:** The Bank has developed the iLEO Digital Account that caters to young people. Through lively, cute and easy-to-understand interface designs, the service provides favorable interest rates for small-sum demand deposits. A 2% interest rate is available for demand deposits from NT$100 to NT$120,000. Such interest is paid out every month to encourage young people to get into a savings habit.

In accordance with the Guidelines on Financial Friendly Services by Banking Industry, First Commercial Bank actively promotes accessibility measures and barrier-free service facilities to provide a more friendly banking experience for persons with disabilities. The implementation status as of the end of 2025 is summarized as follows:

Item	Service-Related Facilities (Measures)
Environment	• All branches are equipped with "service bells," "accessible ramps (including portable ramps where applicable)" and "accessible service counters." In addition, "dedicated customer service representatives" are also deployed to provide customers with consultation and guidance services. “Exchange (interest) rate boards" and "electronic bulletin displays" are also installed to provide information such as real-time exchange (interest) rates and service fees. • 543 ATMs have been installed, and all of them are wheelchair accessible and support a full-keypad accessibility mode. Meanwhile, 294 voice-guided ATMs for visually impaired customers are installed across branch locations. • 20 branches feature Accessible Service Counters equipped with communication aids and enhanced facilities, including ticketing machines, passbook updating machines, and writing desks. • 100 branches provide accessible parking spaces, while 151 branches are equipped with accessible restrooms.
Communication	• The account opening master agreement, as well as various deposit, foreign exchange, securities, trust and credit card application forms are available to the public for downloading from the official website. • QR codes for "deposit service/gold passbook agreement", "consumer loan receipts", "foreign exchange service application forms" and "master agreement for trust service" are provided for scanning, downloading and future reference. • Easy-to-read guides and simplified explanatory materials are provided for documents such as "Procedures for Opening Deposit Accounts," "Foreign Currency Cash Exchange Service," "Fund Subscription and Redemption Procedures," "Key Terms and Conditions of Consumer Loan Agreements," "Account Opening, Depositing, Withdrawing, and Transferring Funds at a Branch," "Depositing, Withdrawing, and Transferring Funds via ATM," "Basic Online Banking Operations and Fraud Prevention Knowledge," "Protecting My Assets through Trusts: Introduction to Elderly Care Trusts," "Wealth Management Know Your Customer (KYC) Procedures," "Key Terms and Conditions of New Taiwan Dollar Deposit Agreements," "Terms and Conditions for Online Outward Foreign Currency Remittance Services." • Respect the need of persons with disabilities to be legally witnessed, and provide assistance. • Provide "sign language video relay interpretation service" to customers with hearing or speech impairment. • Stickers containing "24-7 customer service information (including QR codes for telephone and text-based customer service) have been attached to all of our ATMs, so that customers can access timely assistance.

Item	Service-Related Facilities (Measures)
Service	• The "Accessible Financial Services Handbook" establishes regulations such as standard service procedures and business acceptance criteria for customers with different types of disabilities for compliance by employees. • In case a customer with disabilities is unable to come to the Bank to conduct business, they can commission or delegate to a third party to act on their behalf. If necessary, the customer may contact a nearby business unit for out-of-bank document pickup (delivery) service. • Customers with disabilities can schedule appointments to visit the branch during designated service hours to conduct various financial businesses. • Deposit account holders with disability identification or certification may apply for waiver of the handling fee for interbank ATM withdrawals. Each such person may apply for one account, and is entitled to three complimentary interbank ATM withdrawals each month. • Customers in possession of a Certificate of Low-Income and Moderate-Income Households or approved official documents issued by a city or county civil affairs office are entitled to discounted handling fees for foreign currency remittance.
Products	Wording for disadvantaged demographics such as persons with disabilities has been eliminated from our product instructions or descriptions.
Information	• First Commercial Bank's official website, digital service platform, and smart customer services have obtained AA-level certification under the Ministry of Digital Affairs' Web Accessibility Guidelines. In addition, its Friendly Financial Service Network and major electronic banking services have also achieved ratings ranging from A to AAA, including the simplified eATM online wealth management service (A), simplified online banking platform (AA), and Friendly Financial Service Network (AAA). • First Commercial Bank's "Friendly Financial Service Network" has provided service items such as simplified e-Banking services (including functions such as TWD / foreign currency account services, wealth management KYC evaluation, changing e-Banking login username/password), financial information inquiry, simplified eATM, and discount applications for persons with disabilities. In addition, promulgated information relating to accessible services is also published.
Rights protection	• Customer opinion feedback forms are available at all of our business units for customers to fill in and express their comments. • We provide a 24-7 customer service hotline, hotline for reporting a lost/stolen credit card, and hotline for friendly services and senior citizens. Furthermore, we also offer smart customer services (including text-based customer service with a real attendant), as well as diverse communication channels such as the Internet and apps. • Credit card loss reporting functionality has been added to First Commercial Bank’s mobile banking platforms (iLEO APP, e-mobile APP), Personal e-Bank, and smart customer services.
Education and training	Accessibility and inclusive financial service education and training is provided annually to directors, persons in charge, senior managers, branch managers, frontline staff, new employees, and interns.
Reward	Rewards are given to business units and frontline personnel with outstanding service performance.
Review and statistical announcements	The "implementation status of friendly financial service guidelines", "table of accessible service facilities (measures) available at each business unit", and "Q&A for friendly financial service operations" are regularly updated and published on the "Friendly Financial Service Network" for inquiry and browsing.

- **Foreign nationals:** As of the end of 2025, First Commercial Bank had built 135 bilingual branches. Among these, 12 branches provide trilingual services in "Chinese, English, and Japanese." The Bank plans to add approximately 25 bilingual branches annually and aims to achieve full bilingual coverage across all domestic branches by the end of 2027.

– Technical Assistance

- **Microenterprises, disadvantaged women:** First Bank has partnered with Industrial Technology Research Institute ("ITRI") so that the institute may provide enterprises with counseling in terms of patents, technologies, and market conditions while the bank handles financing loans for technology, intellectual property, or other matters. Also, long-term support for microenterprises has been provided in coordination with the Workforce Development Agency. Consultation and services for micro startup businesses, female entrepreneurs, and pre/post loan operations are provided by dedicated consultants stationed at the Ministry of Labor. Furthermore, the Bank also works with the Taiwan Small & Medium Enterprise Counseling Foundation. We would jointly host seminars to increase SMEs' financial competitiveness and provide counseling plans each year. We would invite industrial and economic experts or business owners for bilateral communication with enterprises, while providing counseling service from the industrial, economic and technical aspects.

– Business Management Tools or Training

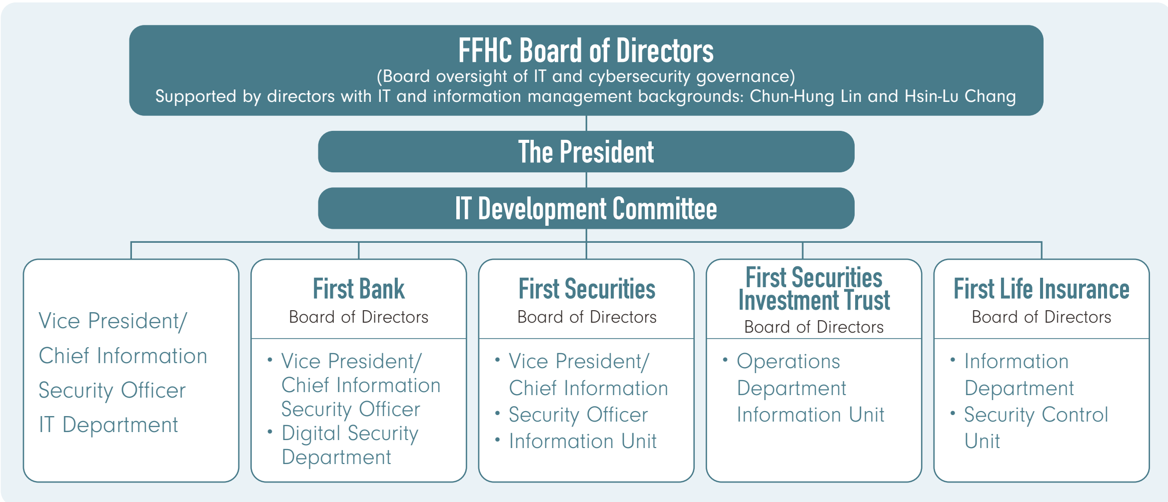
- **Microenterprises:** FFHC partners with the Taiwan Small & Medium Enterprise Counseling Foundation and provides financial examination and diagnosis counseling services for SME and microenterprise customers. In 2025, a total of 46 SMEs and microenterprises benefited from these services. In addition, 7 seminars were organized in 2025 to provide macroeconomics and industry trend analysis to SMEs and microenterprises, in an effort to help business owners cultivate business insights.
- **Microenterprises, low-income households, demographics living in remote areas and relatively disadvantaged women:** Through the "LEO's Life" blog, we provide professional articles on business administration, investment and money management, industrial trends, and financial knowledge. We have also designed and added the "Financially Savvy Leo Club" and "Leo News Flash" columns to our Facebook fan page, as knowledge-based infographics are disseminated. We also communicate information relating to wealth management with our official LINE account "Wealth Management Is A Cinch", in order to help would-be entrepreneurs increase their professional competence while implementing and promoting the value of inclusive finance.
- In accordance with the FSC's "Financial Inclusion Indicators" and "Financial Benefits for the Public Program Briefing Paper," the Company has incorporated financial inclusion into its sustainable development strategies to strengthen public confidence in the financial sector. The implementation status of related products and services is summarized as follows:

	2025 Target	2025 Achievement
Bank	Install or upgrade 65 accessible ATMs.	75 accessible ATMs were installed or upgraded.
	Add 25 bilingual branches.	25 bilingual branches were established.
	Expand microinsurance coverage through group insurance arrangements for disadvantaged groups, with a year-end target of 50 policies.	305 policies were sold.
Bank & Life Insurance	Bank: Enable the public to purchase basic coverage of small-amount whole-life insurance with lower premiums, with an annual agency sales target of 800 policies.	**Bank:** 818 policies sold.
	Life insurance: Achieve 1,200 new low-premium whole-life insurance policies.	**Life insurance:** 1,338 new policies issued.
Life Insurance	Achieve 440 protection-type insurance policies through the FundRich Platform.	587 protection-type insurance policies sold through the platform.
Bank, Securities, FSITC & Life Insurance	Conduct annual self-assessments of the Principles for Fair Treatment of Customers in the Financial Services Industry, report results to the Board of Directors, and submit them to the FSC.	**Bank, Securities & Life Insurance:** Self-assessment results were reviewed by the Fair Customer Treatment Committee and the Board of Directors before submission to the FSC. **FSITC:** Self-assessment results were submitted to the Fair Customer Treatment Promotion Committee and the Board of Directors for reference. *: As asset management companies are not required to participate in the FSC's Fair Customer Treatment Evaluation, submission to the FSC is not required.
	Provide effective complaint channels, safeguard consumer rights, and enhance customer satisfaction.	**Bank, Securities, FSITC & Life Insurance:** • Customer complaint channels include customer service hotlines (complaint hotlines), official website message boards, and customer service email accounts. • Customer complaints were addressed and responded to within the prescribed timeframe. Cases were analyzed and compiled by business type, with monthly summaries provided to relevant departments as a basis for improvement.

Information Security and Privacy Protection

6-1 Information Security Governance Framework and Strategy

To comprehensively enhance the efficiency of the Group's digital financial business and information security management, the Company has two directors with academic and professional backgrounds in computer science and information management (which support the Board's oversight of information technology, information systems management, and cybersecurity governance matters). The Company has also appointed a Chief Information Security Officer (CISO). This role is assumed by a Vice President who previously served as the Executive Director of the National Center for Cyber Security Technology under the Executive Yuan and as Deputy Director of the Information Security Institute of the Institute for Information Industry. The CISO oversees the Electronic Information Department and is responsible for the planning, establishment, promotion, and management of the Group's information systems and information security control measures, as well as the sharing and integration of related resources.



The Company has established an Information Development Committee, chaired by the President. Committee members include the Vice President (CISO), the Head of the Electronic Information Department, the General Managers of each subsidiary, and the Vice Presidents (or professional managers with relevant expertise) responsible for information-related functions. The Committee convenes at least semi-annually to discuss and review matters related to the Group's information development, information security, and information management, and reports major conclusions to the Board of Directors. In addition, in line with regulatory requirements, in 2025 the banking, securities, SITC (investment trust), and life insurance subsidiaries all incorporated their overall information security implementation status into their Internal Control System Statement. Each subsidiary issued its Internal Control System Statement jointly signed by its CISO (or the head of the dedicated information security unit or the most senior executive responsible for information security) together with the Chairperson, President, Chief Auditor, and the Head of Compliance at the head office.

To support the Group's overall business development and ensure the effective use of information resources—while also safeguarding the security of information systems and operations—the Company requires itself and its subsidiaries to establish industry-specific information operations management rules in accordance with the Board-approved Information Management and Information Security Policy. To further strengthen the security of information systems, equipment, networks, and data for the Company and its subsidiaries; enhance internal control functions; and comply with information management-related laws and regulations, the Company has also adopted the Information Operations Management Regulations. Moreover, in response to the Bankers Association's requirements for controlling Internet of Things (IoT) devices, the Company has incorporated rules on the use and security control of IoT devices into the Information Security Management Regulations.

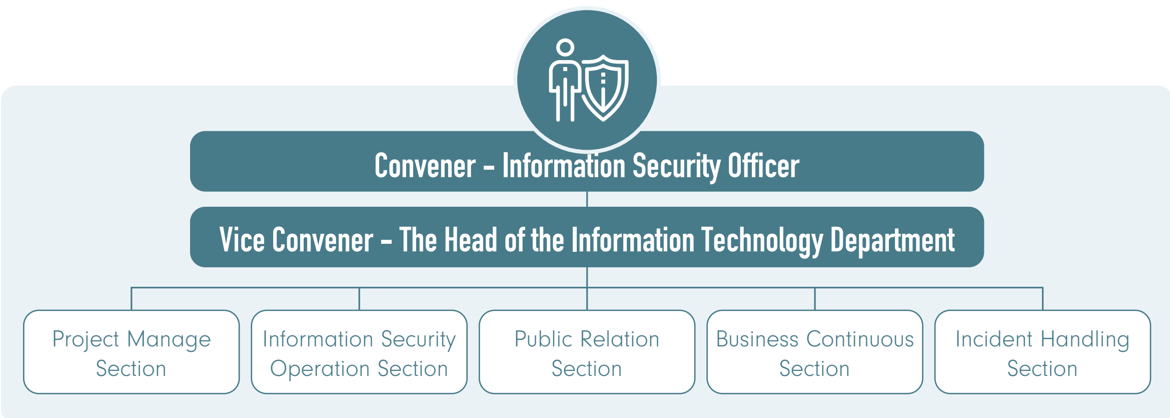
The Internal Control System also includes business rules and procedural manuals addressing information security/cybersecurity risks, covering areas such as application system controls, hardware and environmental management, network management, website management, email security management, user access privilege management, disaster recovery procedures, supervision of subsidiaries, and principles for the retention, storage, and processing of electronic files. The Company's internal audit function conducts internal audits of the information systems and information security practices of the Company and its subsidiaries based on the business risk characteristics of each entity.

To provide financial services that are safe, convenient, and uninterrupted, the Company and its banking, securities, and life insurance subsidiaries implement relevant plans and measures in accordance with the FSC's "Financial Cybersecurity Action Plan 2.0," as summarized below:

Execution Measures	Execution Schedule	Execution Results
Encourage financial institutions exceeding a certain scale or Internet-only banks to appoint a Chief Information Security Officer	Completed	FFHC has set up a Chief Information Security Officer in 2022. First Bank and First Securities have set up Chief Information Security Officers in 2021 and 2022 respectively. All were assumed at Vice President level.
Encourage the appointment of Directors or consultants with information security background or information security advisory teams.	Continuous	The Digital Security Division of First Bank has established an "Information Security Advisory Team," which includes one director and two external information security experts from academia as members. The team provides advisory opinions on the information security framework, development blueprint planning, major information security incidents, and information security implementation.
Encourage financial institutions to assess the maturity of their information security governance	Continuous	First Commercial Bank has cooperated with the Financial Information Sharing and Analysis Center (F-ISAC) in evaluating the Cybersecurity Assessment Tool (CAT), and has produced the F-ISAC Taiwan-version cybersecurity maturity assessment.
Encourage financial institutions to adopt international information security management standards and obtain related certifications	Continuous	The Group's various subsidiaries have enhanced the effectiveness of their information operations and cyber security management through reviews and audits by independent, external third-party institutions, including: • First Commercial Bank, First Securities, FSITC and First Life Insurance have all obtained the ISO 27001 Information Security Management Systems certification. • First Commercial Bank and First Life Insurance have obtained the BS 10012 Personal Information Management Systems certification. • First Commercial Bank has obtained ISO 20000 IT Service Management System (ITSMS) certification and ISO 22301 Business Continuity Management System (BCMS) certification.
Encourage financial information security personnel to obtain international information security licenses	Continuous	Banking subsidiary has obtained ISO 22301 LA, EC-council-CEH, EC-council-ECIH, and OffSec Certified Professional. Securities subsidiary has obtained international information security certifications such as ISO/IEC 27001:2022 Auditor/Lead Auditor.
Encourage financial holding companies to establish computer information security	Continuous	A Computer Information Security Incident Response Team has been established in accordance with the Company's Guidelines for the Establishment of the Information Security Incident Response Team.

6-2 Information Security Measures

In order to ensure the security of information operating systems, equipment, networks, and data, and maintain uninterrupted operations, the Company has established the "IT Management Guidelines" and "Guidelines for Disaster Recovery Plan" as the basis for emergency response in information operations. Disaster recovery drills are carried out every six months, and a "Computer Information Security Incident Response Team" is also established to strengthen the handling mechanism of major information security incidents in the Group companies.



To ensure the timely management and resolution of information security incidents, the Company has established incident handling procedures in accordance with the Guidelines for Reporting Information Security Incidents, as outlined below:

01. Report
When the Company or its subsidiary has an information security incident, it shall report immediately, and the Company's point of contact shall immediately register after it received such report

02. Determine the level
When department being the point of contact receives a report, it shall report to relevant supervisors according to the level of incidents

03. Enforce responsive measures
Unit where the incident occurred shall enforce relevant responsive measures and recover plans and report back to the Company on the process and outcome of handling

04. Follow-up and close
The department in charge of being the point of contact shall follow-up on each improvement measure and review whether or not the recovery plan is sufficient, in order to close the case

● – 2025 information security education and training programs were as follows:

Training Recipients	Session	Number of Trainees	Hours	Course Content
Regular Personnel	28	13,346	53.5	Information security education and training: IoT information security and information security trends. Personal data protection education and training: IoT information security attack and defense practices, email social engineering information security promotion, and AI and cloud application risks.
IT Personnel	69	5,744	239	Introduction to ISO 27001:2022 standard, education and training, self-assessment training for business continuity management (ISO 22301), latest cyberattack trends and case studies, AI development and future cybersecurity threats.
Total	97	19,090	292.5	

To prevent malware intrusion through social engineering, the banking, securities, securities investment trust, and life insurance subsidiaries conduct 2-4 unannounced social engineering exercises each year within the scope of security monitoring. Employee testing coverage is 100%. Exercise scenarios include opening emails, clicking links, sending replies, opening attachments, and successful phishing. For units that fail to meet the exercise requirements and for employees with relatively weaker information security awareness, the Group not only reinforces education and awareness campaigns, but also incorporates the exercise completion rate and any material regulatory penalties imposed on the company due to cybersecurity incidents as one of the annual performance evaluation indicators. Where targets are not met, annual performance bonuses are reduced in accordance with applicable internal rules.

In 2025, neither the Company nor its subsidiaries experienced any major cybersecurity incidents (Note) or IT infrastructure events that resulted in revenue loss, nor were they subject to regulatory sanctions arising from such events. In addition, an information service incident involving a Hong Kong stock order-routing/introducing broker (Phillip Securities) led to trading abnormalities affecting multiple securities firms, including the subsidiary First Securities. As the incident met the criterion under the "Procedures and Other Matters to be Observed for Securities Firms Reporting Major Cybersecurity Incidents" (i.e., a single system abnormality impacting three or more securities firms), it was reported as a major contingency incident.

With respect to supply chain security, in March and November 2025, SYSTEX Corporation and Chung-Fei Computer Co., Ltd. (respectively) reported information security incidents. After reviewing the systems and equipment maintained by the relevant vendors, the Group's companies confirmed that none of their systems or equipment were affected by the aforementioned incidents.

In response to the development and application of artificial intelligence and cloud services, the Company, with reference to the FSC's "Guidelines on the Use of Artificial Intelligence (AI) by the Financial Industry" and the Bankers Association's "Self-Regulatory Standards for Financial Institutions Outsourcing Operations to Use Cloud Services," has established the "Management Guidelines for the Use of Artificial Intelligence by First Financial Holding Co., Ltd. and its Subsidiaries" and the "Management Guidelines for Outsourcing Information Operations to Use Cloud Services by First Financial Holding Co., Ltd." to ensure that AI systems are introduced and used under controllable risk conditions.

＊Definition of a major cybersecurity incident: an incident that results in a financial impact of NTD 5 million or more, involves a formal investigation and intervention by the competent authority, and causes severe impacts such as reputational damage.

Furthermore, to ensure network and information system security and to provide customers with secure automated services, the banking, securities, securities investment trust, and life insurance subsidiaries have all obtained ISO 27001 Information Security Management System certification. To maintain certificate validity, surveillance audits are conducted annually by certification bodies and recertification audits are performed every three years, thereby supporting safer financial products and transaction processes.

First Commercial Bank: Continues to purchase insurance coverage for unlawful acts against information systems to mitigate potential financial losses arising from system intrusion. The Bank also engages independent third parties to conduct information security assessments to identify potential threats and vulnerabilities, and implements corresponding control measures, including ongoing core system transformation, expansion of backup center capacity, firewall upgrades and replacements, deployment of network traffic detection and response systems, and the conduct of red team cybersecurity exercises to assess the robustness of network environments and application systems. In addition, the Bank continues to participate in Financial Information Sharing and Analysis Center (F-ISAC) intelligence sharing initiatives.

– First Bank's Information Security Emergency Response Plan

Emergency Response Plans and Drill Scenarios	Drill Completion Date
01. Response plan and procedure practice for abnormal ATM withdrawal incidents: Simulated emergency response measures for ATM cash-out incidents caused by hacker intrusion.	2025.08.27
02. Response process drills when computer systems are infected with encrypted ransomware: These drills simulate emergency response measures when computers are infected with encrypted ransomware	2025.07.29
03. SWIFT abnormal remittance response plan and procedure practice: Simulated emergency response measures for when hackers hack the SWIFT system and transfer funds.	2025.11.21
04. Phishing websites and Phishing application (APP) information security prevention emergency response plans and drills: A scenario simulation of the emergency response plans and drills when the bank's external website and application (APP) is attacked by hackers to be phishing websites or APP	2025.08.27
05. Response plan and procedure practice for website under DDoS attack: Simulated emergency response measures for distributed denial-of-service (DDoS) attacks against the Bank's systems and services.	2025.10.14
06. Local backup plan for servers: Simulated emergency response measures for switching to backup servers of the Taipei Center when servers in the Taipei Center malfunction.	2025.03.10
07. Remote backup plan for servers: Simulated emergency response measures for switching all information services to the Zhongli remote backup center when the Taipei primary center encounters a disaster.	2025.09.25

First Securities: Conducts vulnerability scanning and test operations against penetration through an independent third party, inspects network and system security as well as the effectiveness of its defense equipment, builds a multi-layered defense deployment system and control measures, increases the intensity of information security protection, continues to enhance the backup capacity of its core transaction system, and conducts response drills for interruptions to the core transaction system regularly. The goal is to enhance its capability to cope with contingencies.

– First Securities' Information Security Emergency Response Plan

Emergency Response Plans and Drill Scenarios	Drill Completion Date
01. Response plan for disruptions to the electronic transaction network and defense against distributed denial-of-service (DDoS) attacks for continuous operation: This plan simulates emergency response measures for disruptions to the transaction network	2025.10.18
02. Response plan for disruptions to the securities brokerage transaction system: This plan simulates emergency response measure for disruptions to the securities brokerage transaction system	2025.05.04
03. Response plan for disruptions to the concurrent futures transaction system: This plan simulates emergency response measure for disruptions to the futures brokerage transaction system	2025.05.04
04. Data center power outage response plan: Simulated emergency response procedures for a power outage or failure at the data center	2025.08.02

FSITC: Has established the SOC information security monitoring system as well as the DLP protection system for confidential/sensitive data, in addition to reviewing its firewall rules on a regular basis; Vulnerability scan is carried out every year, in addition to social engineering drills and official website penetration tests.Business continuity planning regarding the information system has been formulated to respond to emergency incidents. Remote backup drills are carried out every year.DDoS offensive and defensive drills are carried out in the fourth quarter of each year to ensure that the defense mechanism against cyberattacks is effective.

● – FSITC's Information Security Emergency Response Plan

Emergency Response Plans and Drill Scenarios	Drill Completion Date
01. Remote backup drills: Simulated a two-hour power outage caused by mechanical and electrical equipment failure at headquarters, requiring activation of the remote backup center by the emergency response team in accordance with the "Power Abnormality Process" of the Business Continuity Plan.	2025.10.15
02. Personal data breach incident drill: Simulated an incident in which adjustments to the statement mailing system resulted in statements being sent to addresses inconsistent with customers' registered correspondence addresses, resulting in abnormal billing.	2025.10.01
03. Process drills for incidents of DDoS attack: These drills simulate emergency response measures for distributed denial-of-service (DDoS) hacker attacks on the official website	2025.12.15

First Life Insurance: Insurance commissions a professional external information security company each year to conduct various assessments, including vulnerability scanning, penetration testing, mobile app testing, and reviews of information system and network equipment security configurations. They are meant to help detect information security threats and vulnerabilities, thereby enhancing its defense capability for information security through improvements. Furthermore, social engineering drills, DDoS offensive and defensive drills, drills for responses to personal information leaks, and business continuity planning (BCP) drills for the information system are conducted each year. Through the approach of implementing scenario simulations, we hope to improve our colleagues' responsiveness and related awareness, while ensuring the appropriateness and reasonableness of various response processes.

● – First Life Insurance's Information Security Emergency Response Plan

Emergency Response Plans and Drill Scenarios	Drill Completion Date
01. BCP drills for key (core) information operations and core information system: These drills simulate emergency response measures when key (core) information operations and the core information system must be switched over to a remote backup center because the head office's machine rooms have been damaged	2025.11.08
02. Response drills for distributed denial-of-service (DDoS) attacks: These drills simulate emergency response measures for distributed denial-of-service (DDoS) hacker attacks on the head office	2025.07.26
03. Response drills for personal information leaks: These drills simulate emergency response measures for incidents of personal information leaks at the head office.	2025.11.12
04. Backup data restoration tests: These tests simulate emergency response measures when backup data must be restored because important information system data at the head office have been damaged	2025.06.18

First Financial AMC: Has conducted information security assessments, including vulnerability scanning and social engineering testing, through an independent third party to identify potential information security threats and vulnerabilities, which serve as the basis for implementing related control measures from both the technical and management aspects. The Company also replaces, expands, and upgrades its information technology hardware and software as appropriate to strengthen its information security protection capabilities.

● – First Financial AMC's Information Security Emergency Response Plan

Emergency Response Plans and Drill Scenarios	Drill Completion Date
01. Response process drills when computer systems are infected with encrypted ransomware: These drills simulate emergency response measures when computers are infected with encrypted ransomware	2025.12.29
02. Drills for the restoration plan of information operation disasters: These drills simulate emergency response measures for the restoration of backup data, failure of dedicated VPN lines or power supply facilities, and server switchover in the event of malfunction.	2025.12.31

● – Summary of the Group's Information Security Testing Measures

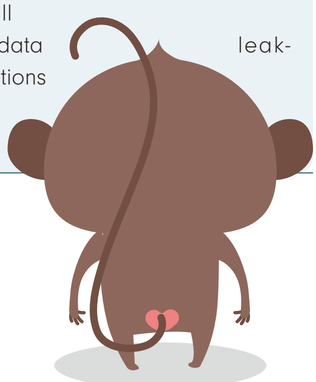
Company	Testing Type	Testing Target	Testing Frequency
First Financial Holding	Vulnerability scanning	• Scanning for system vulnerabilities - open servers • Scanning for website vulnerabilities - service-oriented websites	At regular intervals annually
	Intrusion & penetration test	• All systems providing external services	Before the system goes online and at regular intervals annually
First Bank	Vulnerability scanning	• Scanning for system vulnerabilities - open servers • Scanning for website vulnerabilities - service-oriented websites	• Scanning for system vulnerabilities: Before the system goes online and once every two months • Scanning for website vulnerabilities: Before the system goes online and once every quarter
	Intrusion & penetration test	• Intrusion & penetration test All systems providing external services and internal systems providing important services	Before the system goes online and at regular intervals annually
First Securities	Vulnerability scanning	• Scanning for system vulnerabilities - production system servers • Scanning for website vulnerabilities - websites providing external services	• Scanning for system vulnerabilities: Once every six months • Scanning for website vulnerabilities: At regular intervals annually
	Intrusion & penetration test	• Core systems providing Internet services	Once every two years
First Life Insurance	Vulnerability scanning	• Scanning for system vulnerabilities - all production servers • Scanning for website vulnerabilities - all websites providing external services	Once every quarter
	Intrusion & penetration test	• All systems providing external services	At regular intervals annually
First Securities Investment Trust	Vulnerability scanning	• Scanning for system vulnerabilities - production system servers • Scanning for website vulnerabilities - service-oriented websites	At regular intervals annually
	Intrusion & penetration test	• Websites providing external services	At regular intervals annually
First Financial AMC	Vulnerability scanning	• Scanning for system vulnerabilities - open servers	At regular intervals annually

6-3 The Protection of Clients' Privacy

To safeguard customer privacy, FFHC and its subsidiaries have established personal data protection policies and guidelines. The key measures are outlined below:

Policies	The Company and its subsidiaries has enacted personal data protection policies and guidelines in accordance with relevant regulations such as the “Personal Data Protection Act," "Regulations Governing Security and Maintenance of Personal Data Files of Non-government Agency Designated by the Financial Supervisory Commission," "UK General Data Protection Regulation (UK GDPR)" and "EU General Data Protection Regulation (EU GDPR)".
The range of protection	For the collection, processing, and use of personal data accessed by personnel of the Group companies* in the course of performing their duties, the Company establishes access authorizations for relevant personnel and controls their access to such personal data. Confidentiality obligations are agreed upon with such personnel, and the disclosure of personal and customer information to external parties is strictly prohibited.
Regulations and measures	• FFHC established the "Personal Data Protection and Management Committee", which the President is the chairman to be in charge of promoting and supervising the operation of Personal Data protection and management system, and established the "Personal Data Incident Response Team" in order to effectively respond to and handle Personal Data incidents which is inspected externally by accountants every year. • Customer data confidentiality measures and data-sharing protection mechanisms are disclosed on the homepage of each group company's official website. The scope and safeguards for protecting confidential documents—including paper and electronic files, charts, information, computer programs, media, or other items—are clearly defined. The Group also outlines the purposes, recipients, and protective measures related to data sharing. In addition, First Bank provides information on its official website regarding the procedures for customers to cancel or modify their consent for the use of marketing data. • In the event of any major personal data security incident, such as theft, tampering, damage, loss, or leakage of personal data, the Risk Management Department and the Compliance Department shall be notified. If the incident affects the Bank's normal operations or involves the rights and interests of a large number of data subjects, the Financial Supervisory Commission shall be notified within 72 hours. • Regular awareness and training programs are provided to employees. In 2025, the Group has conducted training programs related to Personal Data Protection Act and customer privacy protection for all employees, the total number of employees trained was 7,650 and the total training hours were 3,825, with a 100% completion rate across the Group. • Shall at least inspect Personal Data protection policy once a year in order to keep up with latest governmental laws and regulations, rules of industries, information technologies and business development of the Company.
Internal control	Subsidiaries are required to incorporate personal data protection procedures into their internal control systems and conduct periodic self-assessments. Audit units shall conduct regular reviews of personal data protection. Personal data leakage incidents are incorporated into business unit performance evaluations and may result in disciplinary actions against individuals depending on the severity of the incident.

*：Include employees of the Company, temp worker sent by the temp agency and appointed institution which has appointment relationship with the Company and personnel of such institution.



● – Measures taken by First Commercial Bank in response to the UK GDPR and EU GDPR are as follows:

Steps	Measures
01. Designate a Data Protection Officer (DPO)	The chief compliance officer of London branch will be the DPO. The Frankfurt branch will require a consultant company to appoint a coordinator to be the DPO.
02. Retain outside counsel to provide consulting service	In order to make sure that the protection of personal data of UK and EU residents complies with the requirements of the UK GDPR and EU GDPR regarding international data transfers, including the International Data Transfer Agreement (IDTA) and Standard Contractual Clauses (SCC), the London branch has retained a law firm to conduct Transfer Risk Assessment (TRA) and draft the International Data Transfer Agreement (IDTA). In addition, the Frankfurt branch has retained a consulting firm to review the SCCs.
03. Forbid cross-border data flows in accordance with GDPR	The London branch and the Frankfurt branch has already signed IDTA and SCC and has conducted cross-border data transfers under their framework.
04. To establish a report mechanism when there's a Personal Data breach in accordance with GDPR	To complete a response, report and prevention mechanism when there's a Personal Data breach, and conduct a Personal Data incident response drill at least one time every year.

In 2025, the Group recorded three incidents relating to product sales and services, for which it was subject to penalties and legal proceedings. The total loss was NT$3 million (see Appendix: Sustainable Operation Indicators for details). The Group has completed corrective actions for all identified deficiencies and added relevant control mechanisms, effectively enhancing the protection of consumer rights and interests.

Both First Commercial Bank and First Financial Life Insurance have obtained the "BS10012: Personal Information Management System" certification and continue to undergo annual surveillance audits. In 2025, First Financial Life Insurance had one incident involving data and personal information leakage (see Appendix: Sustainable Operation Indicators for details), affecting one customer. The incident resulted in a regulatory penalty of NT$600,000. Enhanced employee training has been implemented and the incident was appropriately addressed.

In addition, we maintain 100% monitoring of the use of customers' personal data. Around 6.93 million (70.53%) pieces of customer data were subject to secondary use (such as marketing and product/service quality improvement) on the condition that no relevant regulations or agreements with customers are violated.

Ethical Operations and Fair Customer Treatment

7-1 Implementation of Ethical Management

The Company has enacted the "Code of Ethical Management and Code of Conduct Guidelines" (the "Code") as the governing policy for ethical management to be followed by all entities and organizations within the Group. The Code explicitly sets out prohibitions and preventive measures against unethical conduct, including anti-corruption and anti-bribery, confidentiality mechanisms, anti-monopoly and unfair competition, the prohibition of insider trading, and the supervision and reporting (whistleblowing) mechanism for misconduct. The Code applies to the Group's employees worldwide, as well as subsidiaries and contractors/suppliers/service providers, and requires Group entities to integrate the ethical management policy with employee performance evaluation and human resource management. For material violations, disciplinary actions shall be imposed in accordance with applicable laws and regulations and/or personnel management rules. To establish a clear and effective disciplinary and grievance mechanism, the Company discloses on its internal corporate website information including the violator's job title, name, date of violation, nature of violation, and handling results.

Ethical management planning and administration are handled by the Corporate Governance Section of the Administration Department. The Company has further designated the Board-level Sustainable Development Committee as the dedicated unit responsible for promoting ethical management. (The former Ethical Management Committee was renamed the Sustainable Development Committee on June 26, 2025, and the responsibilities of the former Sustainable Development Committee were consolidated into it.) The Committee comprises three independent directors and is responsible for the formulation and amendment of the Group's ethical management policies. To strengthen ethical management governance, the Sustainable Development Committee reports to the Board of Directors semi-annually on the implementation status and measures adopted by the Group. The Committee also regularly analyzes and assesses risks associated with unethical conduct across the Group, and formulates corresponding prevention plans, including reporting on the operation of internal and external training programs and the whistleblowing mechanism. In addition, the Committee instructs subsidiaries to enhance anti-fraud communications, strengthen internal reporting mechanisms, and reinforce education and training on personal data protection.

Measures to Strengthen Ethical Management

To clearly define the scope of responsibilities for the Chairperson and senior management and establish a responsibility-based accountability framework, the securities subsidiary has promulgated the "Guidelines for Implementing the Accountability System." The banking, securities investment trust, and life insurance subsidiaries have promulgated the "Guidelines for Implementing the Responsibility Map System" and established responsibility maps (including a corporate governance structure chart, a matrix of delegated authorities and responsibilities, and an internal reporting workflow chart). In addition, a Board-level Accountability Committee has been established to embed an ethical corporate culture and strengthen the corporate governance framework.

To strengthen the management framework for intellectual property, the Company has adopted the "Intellectual Property Management Policy" and the "Trade Secrets and Intellectual Property Management Guidelines." The subsidiary First Commercial Bank passed the Taiwan Intellectual Property Management System (TIPS) verification for the third time on October 24, 2024 (valid through December 31, 2025), and is an A-level certified bank for both patents and trademarks under TIPS.

Education and Training on Ethical Management

Each quarter, the Company communicates ethical management-related rules and requirements to subsidiaries through the Group Head-Office Compliance Officers Meeting, and urges subsidiaries to conduct employee education and awareness programs to communicate the Group's ethical management policy and whistleblowing mechanism. In 2025, the Group delivered a total of 65,157.15 training hours on ethical management-related topics for all employees worldwide, with 30,992 attendances. The Group also invited counterparties engaged in business activities with the Company to participate, so that they may fully understand the Company's prevention framework for unethical conduct and its zero-tolerance policy.

● – Ethical Management Education and Training in the Past Three Years

Target	Year	Method	Total Hours/Hours of Message Dissemination (Hours)	Persons/ Companies	Coverage Rate (%)＊
Employees (persons)	2025	Each subsidiary organized at least two ethical management training sessions	65,157.15	30,992	100
	2024		76,422.5	39,695	100
	2023		69,987	34,974	100
Suppliers (companies)	2025	Advocated the Group's "Supplier Management Guidelines" to suppliers	0.25	346	100
	2024		0.25	429	100
	2023		0.25	326	100
Subsidiaries (companies)	2025	Promoted during the quarterly "Group Chief Compliance Officers Meeting"	0.4	32	100
	2024		0.4	32	100
	2023		0.4	32	100

＊：Coverage Rate = Actual Participants (Persons/Companies) / Required Participants (Persons/Companies)

In 2025, the FFHC had no financial losses resulting from litigation involving fraud, insider trading, antitrust, anticompetitive behavior, market manipulation, malfeasance, or other violations of financial industry laws and regulations. In 2025, there were no convictions and fines related to corruption.

Code of Conduct

The rate of the Group's Directors, Supervisors, managers and employees signing the "FFHC Code of Conduct for Directors, Supervisors, and Managers" and "FFHC Code of Conduct for Employees" is 100%. Furthermore, the rate of employees hired by subsidiary First Commercial Bank in its overseas operating locations signing local language versions (English, Vietnamese and Khmer) of the "Code of Conduct for Directors, Supervisors, Managers, and Employees" is also 100%.

Subsidiary Bank's Control Measures to Guard Against Corruption and Fraud Committed by Financial Advisors

- The banking subsidiary has established the "First Commercial Bank Guidelines for Investigation Procedures and Supervisory Management of Abnormal Conduct or Transactions by Financial Advisors." Independent investigation teams, consisting of head-office units or personnel that are independent from financial advisors' business performance, are formed to conduct investigations into relevant abnormal conduct.
- In addition, to prevent financial advisors from misappropriating customer funds, related internal control measures have been enhanced, including the implementation of standard operating procedures for financial advisors when visiting customers off-site. All money management transactions are linked to bill deductions from our customers' accounts, without requiring them to separately present withdrawal certificates. Financial advisors are strictly prohibited from carrying out cash deposits or withdrawals throughout the entire process on behalf of their customers. Furthermore, the banking subsidiary conducts irregular spot checks to see if financial advisors have abnormal behavior, such as retaining customers' passbooks, seals, or pre-signed blank transaction documents. It also designates dedicated personnel to check if there are any inappropriate fund transactions between financial advisors and their customers during their designated mandatory leave periods every year. It also stipulates that a financial advisor's tenure with the same business unit shall not exceed six years, while reinforcing the second-person service mechanism, whereby branch managers personally visit or contact key wealth management customers by telephone.
- A "Wealth Management Abnormal Pattern Management System" has been established to identify and detect abnormal situations by analyzing the transaction behaviors of bank employees and customers. Furthermore, charts and data analytics are utilized to enhance the effectiveness of abnormal behavior monitoring.

7-2 Whistleblower System, Process, and Results

Whistleblowing Policy

A board of directors reviewed and approved "Implementation Rules for Whistleblowing Systems" is disclosed in the "Corporate Governance - Rules" on the Company website. Our subsidiaries each established a whistleblower system that was reviewed and passed by their respective board of directors.

Receiving Unit

The Company's Compliance Department and the Internal Audit Units / Self-Assessment Supervisors of each subsidiary serve as the handling units for whistleblowing cases.

Whistleblowing Channels

The Company provides whistleblowing channels on its official website under the "Stakeholder Engagement" section:

Compliance Department:

Address: 19th Floor, No. 30, Section 1, Chongqing South Road, Taipei City

Tel: 02-23481458 E-mail: compliance@fhc.com.tw

Whistleblowing Methods

Any individual who discovers that an employee of this Company is suspected of a crime, fraud, or violation of laws may submit a whistleblowing report to the receiving unit by stating their real name, contact method, the specific incident, and supplementary evidence through written notice such as mail and email; whistleblowing can also be conducted by phone or personally recounting the incident. The receiving unit must establish records stating the details of each incident, real names, and contact methods.

Case Acceptance Principles

The "Whistleblowing Review Committee" ("the committee") reviews all whistleblowing cases and determines if they will be accepted.

The committee may decide not to accept whistleblowing reports if it falls under any of the following circumstances:

- The whistleblower has not provided his/her real name and contact information. However, in cases where the content of the whistleblowing report is specific and there are verifiable materials, it still can be processed with care and discretion.
- The reported matter does not fall within the categories accepted under Article 3, Paragraph 1 of the Rules for the Implementation of the Whistleblowing System, or is unrelated to the execution of business.
- The whistleblowing report is obviously made with malicious intent, is obviously false, or has no substantial content.
- The whistleblower was requested to provide or supplement the evidence materials within a certain period of time. However, the whistleblower failed to do so, which hindered the investigation.
- The reported matter is regarded as the same as a case that has already been investigated to completion, and the whistleblower has failed to present new facts or new evidence.
- The reported matter has been investigated by relevant judicial agencies, or is already under investigation by a court of law, or has been subject to non-prosecution or deferred prosecution, or has already received a verdict therein.

Case Handling Procedures

- **The committee approves acceptance of a case:** Accepted cases shall be registered and filed as confidential matters, and an investigation team shall be formed according to the nature and content of the case. The investigation team should complete the investigation within 60 days, and send its investigation reports to relevant units. The investigation duration may be extended when necessary.
- **Investigation method:** Based on the necessity of the case, telephone, written review, or interviews should be performed. When an investigation is conducted, related units shall cooperate with the investigation and provide necessary documents and data. The information involving related parties in the reported contents and the data or information they provide must be kept strictly confidential and may not be leaked.
- **Recusal in conflicts of interest:** During the process of processing, investigating, deliberating, reviewing and reporting the whistleblowing reports, any person who has interests in individual whistleblower reports or other persons that may affect a fair investigation shall recuse themselves.
- **Notifying the results of investigation:** The investigation report shall be submitted for review and approval via an in-person meeting, video conference, or written procedure. If the accused individual is a Director, Supervisor, or a member of the management team whose pay grade is equivalent to Vice President, the investigation reports should be submitted to independent directors (Audit Committee) or Supervisors for secondary review. After the investigation reports are reviewed and approved, the receiving party shall notify the whistleblower of the investigation results in writing or via other methods within 10 days. Where the whistleblowing report is transferred to a subsidiary for processing, the said subsidiary shall notify the whistleblower and submit a copy to the Company.
- **Follow-up actions:** For cases that are verified to be substantiated or for which audit findings have been issued, the audited unit and the Company shall submit the case to the Board of Directors at its next monthly meeting or the nearest Board meeting. Following such reporting, the case shall be submitted to the Company's designated responsible unit (Sustainable Development Committee) for recordation, and shall be handled in accordance with the following procedures:
  1. Related units shall be assigned to review the internal control system and operating procedures, propose improvement measures. A copy shall be submitted to the audit unit.
  2. The audit unit shall include the whistleblowing report in the most recent business audit items.
- **Incentive measures:** In the event that a whistleblower's case proves to be true and contributes to the Group substantially, rewards may be afforded to the said whistleblower. However, if a whistleblower is verified to have lied about his case or have been involved in malicious attacks that lead to damages to the Group's reputation or profits, penalties may be imposed as per regulations.
- **Record retention:** When the committee takes on a whistleblowing case, the investigation process, investigation results, details of replies, related documents & data, and resolution records shall all be fully preserved either physically or electronically. Moreover, a dedicated dossier shall be created and retained for at least five years.

In 2025, the Group received a total of 38 whistleblowing cases. In particular, 12 cases were dismissed for lack of substantial facts or because they were unrelated to the execution of businesses. For the remaining 26 cases, their case types, investigation results, reviews and remedial measures have all been submitted to the Board of Directors of respective companies, as well as the Company's Sustainable Development Committee and Board of Directors for future reference.

Number of cases being investigated: 26
Cases found upon investigation to be either untrue or unrelated to violations of ethical corporate management (operating procedures/internal management) **: 26**
Number of cases violating ethical management: 0

- Corruption or bribery：0
- Discrimination or harassment：0
- Customer data privacy：0
- Conflict of interest：0
- Money laundering or insider trading：0
- Antitrust or anti-competitive practices：0

7-3 Implementation of Fair Customer Treatment Principles

The Company has formulated the "Ethical Corporate Management Best Practice Principles & Guidelines for Conduct" in accordance with the Financial Service Industry Fair Customer Treatment Principles and the Financial Friendly Service Guidelines, requiring Group companies to ensure that, in the research and development, provision, or sale of products and services, they shall not impair the rights and interests of consumers or other stakeholders, and shall establish relevant operating procedures, codes of conduct, and provide appropriate education and training.

First Commercial Bank, First Securities, First Securities Investment Trust, and First Life Insurance have each formulated and formally issued their respective "Fair Customer Treatment Principles Policy and Strategy." In addition to obtaining approval from each entity's Board of Directors, each company also incorporates the status of remediation and corrective actions for consumer protection deficiencies identified by internal audit units into its compliance implementation reporting, and reports such status to its Board of Directors semi-annually. First Commercial Bank has further established the "Customer Complaint Categorization and Escalation Procedures," under which customer complaints are identified immediately upon receipt, and the Bank monitors, investigates, and analyzes root causes of complaints, thereby establishing a risk-based escalation mechanism.

In 2025, First Commercial Bank again achieved placement in the top 25% of the FSC's Fair Customer Treatment Principles Review. First Securities, as a small-to-medium sized securities firm, is assessed once every two years and was previously rated in the top 26%-50% tier in 2023. The Group companies have also established dedicated committees to oversee the promotion and implementation of the Financial Service Industry Fair Customer Treatment Principles. These committees conduct quarterly or semi-annual reviews of implementation status, develop improvement measures, and submit them to each company's Board of Directors, and thereafter report to the Company's Sustainable Development Committee and the Board of Directors. In addition, the Group conducted training related to the Financial Service Industry Fair Customer Treatment Principles, with a total of 7,637 attendances and a 100% completion rate.

To strengthen fraud prevention, FFHC and First Commercial Bank jointly hosted the "Integrity Finance Forum" on April 10, 2025, under the theme of "Combating Financial Fraud through Technology." The forum explored the application of AI and digital technologies to provide more comprehensive financial services and brought together representatives from government, industry, and academia to advocate the implementation of technology-driven fraud prevention and the enhancement of the fair customer treatment principles. In addition, the Group continues to promote fraud awareness, fraud prevention, and anti-fraud knowledge and response skills among employees to increase vigilance and reduce financial losses suffered by the public.

To protect consumer rights, First Commercial Bank, First Securities, First Securities Investment Trust and First Financial Life Insurance have all implemented the Know Your Product/Service (KYP) policy. First Commercial Bank has completely suspended the undertaking of complex and high-risk products; with respect to structured products, it has established investment risk disclosure procedures and special disclosure requirements to ensure that customers fully understand the nature and risks of such products. In 2025, the Group recorded three incidents relating to product sales and services, for which it was subject to penalties and legal proceedings. The total loss was NT$3 million (see Appendix: Sustainable Operation Indicators for details). All identified deficiencies have been rectified and relevant control mechanisms have been added to further protect consumer rights and interests.

7-4 Customer Complaints and Satisfaction Surveys

We value rating and suggestions for products or services by customers, every year we conduct complete sampling surveys covering deposits, foreign exchange, lending, wealth management, credit cards, insurance, securities, investment seminars, and APP functions. Customer satisfaction surveys are carried out through telephone interviews, e-mail questionnaires, event websites, customer service representatives, or independent market research firms. Since 2022, we have also conducted online satisfaction surveys for senior customers who conduct transactions at branch counters and provided them with fraud prevention awareness campaigns. In addition, we have adopted the Net Promoter Score (NPS) methodology and implemented improvement initiatives based on areas receiving lower satisfaction ratings and customer suggestions. In 2025, customer satisfaction scores exceeded the established targets and showed improvement compared with the previous year.

● – Customer Satisfaction Survey of Past Years

	First Bank	First Securities	First Securities Investment Trust	First Life Insurance
Satisfaction Survey Item	The Experience of Visiting Branch Counters and Guest Reception, the Convenience of Digital Channel Services, and Satisfaction with Product Marketing Campaigns	On-Site Customer Satisfaction Survey at Participating Locations and Investment Information Services	Survey on Counter and Call Center Service Experience and Satisfaction	Sales Personnel's Attitude and Familiarity with Products
2025 Performance	91.4%	85.7%	96.9%	85.5%
2025 Performance Target	87.4%	85.6%	96.5%	80%
2025 Sampling Coverage Rate*	100%			
2024 Performance	91.2%	85.6%	96.7%	83.68%
2023 Performance	90.9%	85.5%	96.6%	82.6%
2022 Performance	89.9%	85.5%	96.3%	81.3%
2025 NPS	64.27	53.86	85.0	33.2
2025 Target NPS	47.40	53.66	56.50	15.00
Improvement	• Continuously improve personnel services, optimize system functionalities, and improve operational processes.	• Continue to optimize the electronic trading system. • Refine the content and breadth of our investment consultation and research information.	**Information aspect:** Enhance our fundamental investment analysis and research, and provide instantaneous fund information. **Transaction aspect:** Continue to improve the convenience of the transaction process, and provide great deals on subscriptions, etc.	• Enhance product diversification. • Optimize the micro-insurance webpage to facilitate inquiries for customers in need of assistance.

*: The samples drawn by each subsidiary covers the main business of each such company, which is sufficient to infer the current status of the overall active customers.

All Group companies implement the "Customer Complaint Handling Guidelines" and relevant dispute resolution procedures across their respective businesses. Customers may submit feedback or complaints in person through any Group company branch or service location. In addition, the FFHC website provides multiple communication channels under the "Stakeholder Engagement" section, including online customer service, a toll-free 0800 customer service hotline, dedicated business consultation hotlines, and complaint email, to ensure timely responses to customer feedback. In 2025, the Group continued to maintain certification for the ISO 10002 Complaint Handling Management System. First Commercial Bank, First Securities, First Securities Investment Trust, and First Financial Life Insurance continuously enhance their customer complaint handling procedures. Material and categorized complaint cases are regularly consolidated and reported to the Board of Directors. For cases filed through the Financial Ombudsman Institution, the handling status is also periodically reported to each company's Board of Directors for reference. The Group received and handled a total of 421 customer complaint cases via various complaint channels in 2025, of which 371 cases were reported via competent authorities (for details, please see Appendix: sustainable operation indicators). For most complaint cases, we were able to complete customer pacification and replies within the required timeframe. We also analyzed customer feedback and compiled related statistics in accordance with business types, before sending them to related units for improvement.

FFHC Customer Complaint Handling Process

01.Multiple Customer Complaint Channels

Multiple customer complaint channels are available, including: online customer service, toll-free 0800 customer service hotline, business consultation hotline, and complaint email

02. Timely Identification and Appropriate Resolution

The responsible unit is required to promptly contact the customer and complete the case handling and response within 30 days.

03. Root Cause Analysis, Review, and Improvement

Analysis and statistics are compiled based on business types, and customer feedback is submitted to relevant departments as the basis for improvement. Material complaint cases are regularly consolidated, categorized, and submitted to the Board of Directors.

7-5 Customer Care Events

To promote financial knowledge and improve different groups' ability to utilize financial tools and services, The Group strengthened people's understanding of financial products and services and improved financial risk resistance. It organized various seminars that tour rural, urban and remote areas and provide customers with information on different financial products and offer investment analysis and advice. It promoted regional revitalization and community development while increasing the financial inclusion of the entire society to help customers start businesses, grow, live in happiness, and retire with security.

– 2025 Customer Care & ESG Engagement Events

First Commercial Bank Next Pinnacle of Corporate Success Lecture promoted regional revitalization, Micro Loans for Female Entrepreneurs, green energy, and loans for key emerging industries, while sharing energy-saving and carbon-reduction measures and achievements	2 sessions / 186 participants
Seminar on the First Commercial Bank's collaboration with customers to achieve the net zero emissions goal by 2050; sharing international ESG trends and taking concrete actions with companies to implement low-carbon transition	1 session / 172 participants
First Commercial Bank's investment and wealth management seminars for customers promoted correct consumer finance and wealth management concepts through introducing financial products, explaining key topics, and promotional campaigns	536 sessions / 10,579 participants
First Commercial Bank's financial health check and investment consultation seminars conducted one-on-one reviews of customers' asset portfolios and provided recommendations	52 sessions / 809 participants
First Commercial Bank's thematic wealth management seminars promoted public access to financial knowledge	7 sessions / 1,568 participants
First Commercial Bank, in collaboration with the FSC, organized the campus anti-fraud campaign "Anti-Fraud Pioneers: Youth Steering Clear of Scams"	8 sessions / 400 participants
First Securities traveled to far-flung villages and communities to host customer care investment checkup seminars, providing customers with the latest information on financial products and suggestions.	5 sessions / 171 participants
Through money management lectures and online videos and audios, First Securities Investment Trust was able to promote sound investment and money management ideas, and introduced financial products and investment trends.	38 sessions / 744 participants

Prevention of Money Laundering, Financial Fraud, and Terrorism Financing

8-1 The Group's AML / CFT Management Framework

◦ Fostering the Group's AML/CFT Culture – Board of Directors

Responsi bilities	Establishment and amendment of the AML/CFT Policy
Supervision mechanisms	• Follow-up and report on improvements for audit deficiencies • Report the AML implementation status every six months
Handling status	The Chief Compliance Officer of the Company's head office reports to the Board of Directors and Audit Committee every six months on the Group’s AML/CFT management and implementation status. These reports provide updates on related risk trends and recommended improvement measures, enabling the enhancement of the AML promotion strategy.

◦ Designation of a Dedicated Officer – Chief Compliance Officer of the Head Office

Responsi bilities	The Board of Directors assigned a Vice President to take charge of supervising the Group's AML/CFT compliance status.
Implementa-tion Results	• Reporting the Group's AML/CFT implementation status and reviewing improvement measures to the Risk Management Committee every two months • Reporting the AML/CFT implementation status to the Audit Committee and the Board of Directors every six months

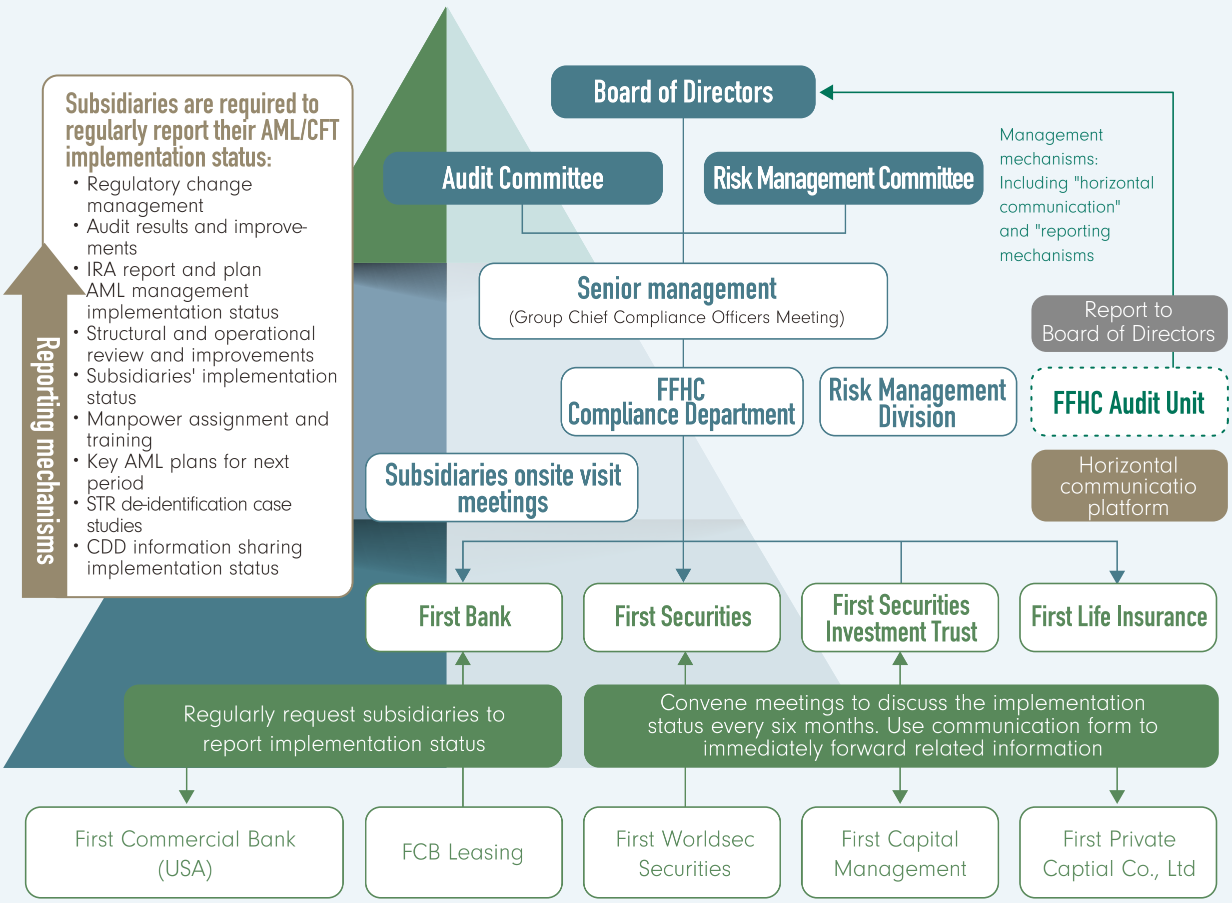
◦ Establishment of a Dedicated Unit – Compliance Department

Responsi bilities	Establishment and management of the Group's overall AML/CFT plans.
Implementa-tion Results	• The banking, securities, investment trust, and life insurance subsidiaries have set up dedicated AML units to take charge of the planning, coordination, and management of AML/CFT mechanisms and reporting suspicious ML/FT transactions. The banking subsidiary also established the AML/CFT Committee to learn about the Bank's ML/TF risks and the operations of AML/CFT plans • Regularly organize Group's AML/CFT education and training sessions every year to increase Group employees' understanding and risk awareness of AML/CFT, and implement related preventive measures • In order to strengthen the AML/CFT expertise throughout the Group, more than 97.1% of the heads and personnel of the domestic AML responsible units under the holding company, the banking, securities, investment trust, life insurance subsidiaries, and FCB Leasing have obtained relevant professional certifications, with continuous efforts devoted to expanding professional knowledge and competencies.

◦ Designation of Supervisors

Responsi bilities	To enhance the effectiveness of anti-money laundering (AML) and countering the financing of terrorism (CFT) implementation, the bank subsidiary has adopted a system of appointing dedicated AML/CFT supervisory officers for material units, selected based on the Risk-Based Approach (RBA).
Implementa-tion Results	In 2025, dedicated AML/CFT Supervisory Officers were appointed at 19 domestic business units. For other domestic business units where a dedicated supervisory officer system was not implemented, one deputy supervisor was designated.

● – Anti-Money Laundering and Counter Terrorism Financing Organization Structure



8-2 Implementation of Anti - Money Laundering and Counter Terrorism Financing

Education and Training

To improve the capabilities and effectiveness of the Group's employees in AML/CFT, the subsidiaries conducted various AML/CFT training programs in 2025, as summarized below:

	First Financial Holding	First Bank	First Securities	First Securities Investment Trust	First Life Insurance	First Financial AMC
Regular internal training that uses cases for learning	-	4,639 participants 4,708.5 hours	110 participants 55 hours	11 participants 11 hours	41 participants 20.5 hours	-
Computer training course & self-evaluation form	-	1,014 participants 3,042 hours	18 participants 18 hours	310 participants 608.5 hours	747 participants 929.5 hours	-
The laws/regulations manager is responsible for company-wide internal network training	-	7,689 participants 15,378 hours	-	-	-	60 participants 30 hours
The laws/regulations unit provides face-to-face training	-	455 participants 227.5 hours	-	-	-	-
Face-to-face training by external institutions	17 participants 51 hours	31 participants 143.7 hours	-	208 participants 422 hours	26 participants 139 hours	-
Mandatory annual training	-	308 participants 3,696 hours	2,186 participants 4,372 hours	-	186 participants 561 hours	6 participants 18 hours
Total	A total of 18,062 training attendances were recorded, representing 34,431.2 training hours.					

Centralized Suspicious Transaction Reporting (STR) Project

First Bank has fully implemented the centralized suspicious transaction report (STR) project to effectively monitor suspicious transactions and implement reporting operations. The alerts produced in the SAR module of the AML system are now directed to the dedicated unit of the head office for investigation, identification, confirmation, and reporting to enhance investigations, improve the quality of reports, and ensure that there are no omissions.

Non-Face-to-Face Customer Due Diligence

The banking subsidiary conducts customer due diligence (CDD) procedures for general customers in accordance with the process illustrated in the flowchart below. Relevant requirements are stipulated in the "Group-Wide Anti-Money Laundering and Counter-Terrorist Financing Program" and the "Anti-Money Laundering and Countering Terrorism Financing Guidelines". Additional measures applicable to non-face-to-face account opening and transactions are described as follows:

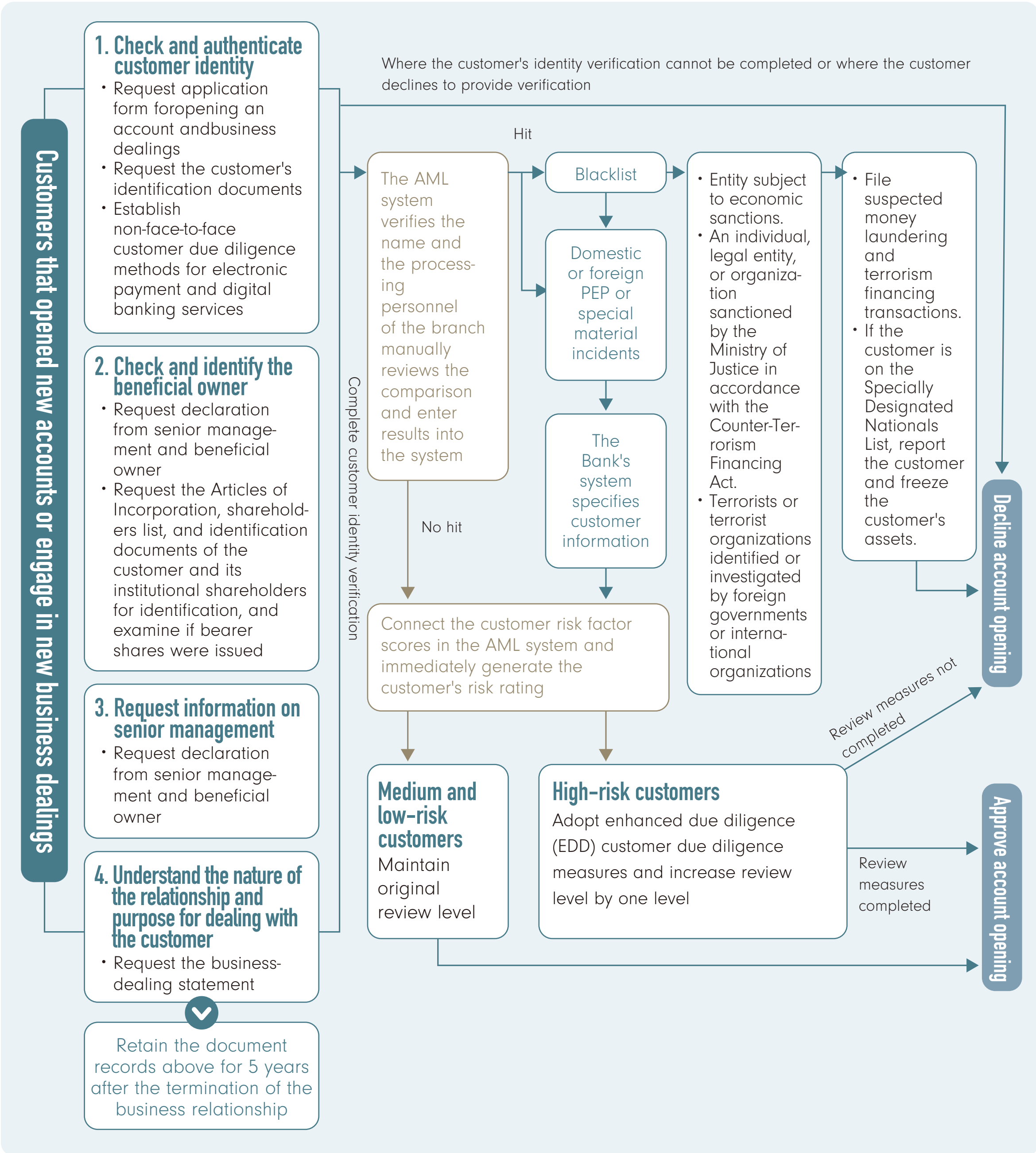
01. Digital deposit account

This service is limited to natural persons and sole proprietorship companies, but application is not limited to original customers of the bank. Online account opening requires ID authentication beforehand. Authentication methods vary between different types of customers, as described below:

- **Natural persons of Taiwanese nationality:** For existing customers, verification is conducted using a valid deposit account maintained with the bank and a registered mobile phone number through two-factor authentication. For new customers, verification is conducted through a deposit account previously opened in person at another financial institution. When the applicant is a minor aged seven years or older, the party subject to authentication shall be the minor's legal guardian, with two types of ID and a household certificate transcription (or a household certificate) of that legal guardian attached.
- **Sole proprietorship corporate accounts:** Limited to sole proprietorship enterprises registered in accordance with the Business Registration Act of Taiwan. The proprietor must be a domestic natural person aged 18 years or above. Identity verification shall be conducted using the proprietor's citizen digital certificate and the business entity's corporate certificate.

In addition to strengthening its ID authentication mechanism, the subsidiary bank also adopts appropriate measures to conduct customer due diligence, such as confirming the customer's purpose and nature of opening a new account, proof of actual business operations, the main source of funds, and the anticipated number of transactions and amount. The Bank should also understand the scope of economic activities involved, in addition to conducting name verification and risk assessment operations. The Bank also regularly identifies if information pertaining to the ID of the customer and his real beneficiary is complete every year, in order to ensure authenticity and accuracy for information updates.

● – First Bank Customer Due Diligence (CDD) procedures are as follows:



02. e-speed loan

The banking subsidiary provides customers with comprehensive online financial loan services, covering loan application, document upload, approval notification, contract verification, and fund disbursement. All procedures are conducted online. For applicants who are not existing customers, identity verification procedures require the submission of identification documents, provision of another bank account for verification, a verified bank account (limited to accounts opened in person at a branch), and a mobile phone number. In case of doubt, video-based verification may be requested to enhance the strength of identity verification.

Policy on the Identification, Periodic Review, and Monitoring of High – Risk Clients, Including Politically Exposed Persons (PEPs)

01. With respect to important political figures from domestic or foreign governments, terrorists or groups that have been sanctioned economically or identified/pursued by foreign governments or international anti-money laundering organizations, and individuals, legal persons or groups designated for sanction in accordance with the Counter-Terrorism Financing Act, the Company not only directly regards them as high-risk clients, but also requires approval from competent supervisors one grade higher than the original supervisors before new business dealings are added or new business relations are established. Each subsidiary may define the types of clients that should be directly regarded as high-risk clients in accordance with their own business patterns, and after taking into account related risk factors.

02. The subsidiary bank has formulated related guidelines targeting high-risk clients, such as the "Comprehensive Group-wide Plan for Preventing Money Laundering and Combating Terrorism Financing", "Anti-Money Laundering & Counter-Terrorism Financing Notice", and "Manual of Due Diligence on High-Risk Clients for Preventing Money Laundering and Combating Terrorism Financing". Please refer to the followings for explanation:

- When establishing a business relationship, if a customer is identified as high risk, additional identity verification measures shall be performed in addition to standard customer due diligence procedures. Such measures may include Google searches and obtaining information regarding the customer's occupation or employment. Approval for establishing the business relationship must be escalated to a higher level of authority, and an Enhanced Due Diligence (EDD) form must be completed and retained in the system for record-keeping purposes.
- If a customer is identified as high risk during regular transaction monitoring, supporting documentation shall be obtained, and the transaction approval process shall be escalated to a higher level of authorization.
- Medium- and low-risk customers are subject to periodic reviews every three years and five years, respectively. High-risk customers are subject to annual reviews.

03. Identification method of politically exposed persons (PEPs)

- Install a list examination system and comparison engine, whose database is sourced from external vendor Thomson Reuters (World Check) as well as the list it compiles on its own (PEPs gathered from publicly available information by itself). The list would be scanned through in batches and compared on a daily basis.
- When new business dealings with a client are established or added, the system would conduct real-time list audit. If the system finds that the client is a PEP, it would adopt enhanced measures and continue monitoring.

Measures Exceeding Regulatory Requirements

The banking, securities, investment trust, and life insurance subsidiaries continued in 2025 to engage PWC Taiwan to conduct assurance reviews of their AML and CFT programs. This practice exceeds current regulatory requirements of the FSC, which mandate such external assurance reviews only for banking institutions and large insurance companies. In addition, they engaged Deloitte Taiwan to provide an AML/CFT Advisory Services Project, offering guidance and support in establishing more comprehensive AML and CFT control measures.

Monitoring of Money Laundering, Terrorism Financing, and Related Criminal Activities

In addition to monitoring criminal activities based on the 54 suspicious transaction indicators set forth in the Model Guidelines for Banks' AML/CFT Policies and Procedures issued by the Bankers Association, the banking subsidiary also analyzes the nature of cases referred by external law enforcement and investigative authorities. By identifying money laundering and terrorism financing threats relevant to its operations, the bank is able to gain a better understanding of vulnerabilities and implement appropriate mitigating measures accordingly. According to the feedback provided by the competent authority, the money laundering and terrorism financing types are summarized in the table below. In 2025, the top three threats were fraud-related crimes, corruption and bribery, and tax-related crimes, respectively. These findings were generally consistent with the criminal typologies reported through the Suspicious Transaction Reports (STRs).

– Criminal Typologies Identified from External Prosecutorial and Investigative Agencies and First Commercial Bank's Reported STRs in 2025

	Letters from External Investigative Authorities		STRs Filed by the Bank		Number of FIU Feedback and Incentive Cases	
	Number of Cases	Proportion (%)	Number of Cases	Proportion (%)	Number of Cases	Proportion (%)
Fraud	13,995	75.39%	1,450	72.97%	2	2.56%
Tax crime	901	4.85%	397	19.98%	63	80.77%
Drugs	716	3.86%	38	1.91%	0	0.00%
Corruption and Bribery	1,931	10.40%	16	0.81%	8	10.26%
Illegal gambling	227	1.22%	53	2.67%	0	0.00%
Securities crime	439	2.36%	24	1.21%	3	3.85%
Organized crime	235	1.27%	2	0.10%	2	2.56%
Intellectual property crime	114	0.62%	1	0.05%	0	0.00%
Underground banking	0	0.00%	6	0.30%	0	0.00%
Smuggling	6	0.03%	0	0.00%	0	0.00%
Total	18,564	100%	1,987	100.00%	78	100.00%

Application of Regulatory Technology (RegTech)

Artificial intelligence and machine learning (AI/ML) technology is at the heart - and an important part - of regulatory technology, and the subsidiary bank has utilized or adopted the following technologies and control measures, in order to lower regulatory cost while enhancing regulatory performance:

- Leveraging robotics process automation (RPA) to boost efficiency while reducing various business workload.
- Full implementation of AML system in regular customer review operations. Corresponding investigation frequencies are issued according to the money laundering risk level of customers. The AML system automatically initiates investigations and generates MIS reports to reinforce surveillance and management, thereby reducing the possibility of human error within operations.
- Designing a digital smart equity calculation tool in-house, using automated system tools to calculate the equity structure and to generate an equity structure chart, in hopes of increasing operational efficiency and accuracy in identifying senior management personnel and real beneficiaries.
- The New Actimize System has been installed for overseas branches and AI monitoring technology has also been introduced, in order to enhance control over related accounts and detect potential risks of money-laundering transactions.
- A negative news platform was newly established and integrated with real-time news analytics to enhance the timeliness and comprehensiveness of collecting adverse media information related to AML and CFT.

8-3 Preventing Financial Fraud

To prevent financial fraud, the subsidiary bank joined the National Police Agency's "Eagle Eye Anti-Fraud Alliance", and developed an AI-enabled early warning model for alert accounts to enhance transaction monitoring. The Bank also signed a "Memorandum of Understanding for Anti-Fraud Project Cooperation" to combat financial fraud jointly. In addition, the Bank entered into a "Memorandum of Understanding for the Suspicious Transaction Analysis Mechanism Project" with the Taiwan High Prosecutors Office. Through analysis and early warning based on customer transaction behaviors, sharing of risk factors and trends, and data collaboration support, the mechanism helps enable more accurate ex-ante identification and control of potentially illicit accounts.

For customers conducting cash withdrawals or remittances, applying for pre-authorized transfers, and for elderly customers withdrawing cash above a certain threshold, or where abnormalities are identified or suspected scam indicators are observed, the Bank conducts caring inquiries and, where appropriate, notifies local police officers to attend on-site for verification or to assist with cash escort services. For customers successfully protected through in-branch interception, potential victims identified by the National Police Agency, and potential victims identified via data provided by the Financial Information Service Co. (FISC), the Bank has established a "Bank-wide Joint Defense Mechanism". The Bank maintains a database of customers who have been scammed but have not yet realized it, reminds tellers to strengthen caring inquiries, and thereby increases the success rate of fraud prevention. The Bank also strengthened employee training on conducting in-branch caring inquiries, and makes proper use of case examples provided by the National Police Agency and the latest fraud typologies reported in the media to enhance interception effectiveness.

In 2025, the effectiveness of financial fraud prevention continued to improve, with the number of cases and the amount involved increasing by 29.0% and 22.8%, respectively, compared with 2024.

– Results of Anti – Financial Fraud Efforts Over the Past Three Years

Unit: Case/NT$10,000

	2023	2024	2025
Successfully blocked fraud cases	365	376	485
Amount of money successfully blocked from fraud	20,043	26,922	33,054

Apart from enhancing employee education training and raising their regulatory compliance awareness, subsidiary companies, including First Securities, FSITC and First Life Insurance, have also disseminated anti-financial fraud information and financial knowledge to our customers and the public via their official websites, social media platforms, apps, and digital channels.

Tax Governance

9-1 Tax Governance Policy

The Company has followed the "Responsible Tax Principles" and established the "Tax Governance Policy" for the Company and subsidiaries of the Group to respond to international trends in tax governance and taxation information transparency. The Policy states that the Board of Directors is the highest-ranking taxation risk management unit and it is responsible for forming the tax governance policies and supervising the execution and effective implementation of tax governance policies. The Administration Management Department is responsible for tax management and it regularly reports the implementation status of tax governance to the Board of Directors. It also files and pays the income tax for profit-seeking enterprises certified by the CPA in accordance with regulations each year.

Please refer to the Company's website for the Company's Tax Governance Policy

9-2 Tax Governance Risk Management

Tax compliance risk and management

All subsidiaries of the Group file and pay taxes in accordance with tax laws. The Administration Management Department is responsible for compiling information and notifying subsidiaries for confirmation. The results are reviewed by the Group's CPA and reported based on the internal hierarchical delegation of responsibilities. The Administration Management Department is the tax management unit and conducts 2 independent audits each year to ensure that tax personnel comply with internal operating procedures and tax laws for routine tax filing and payment, provisional tax filing, annual filing and payment, and filing of various types of income. The implementation status of tax management is also regularly reported to the Board of Directors.

Tax law management

Related personnel are consulted on the latest changes in regulations each month. In the event of changes in tax laws, we actively inquire the opinions of other financial institutions and discuss response strategies with the Group's CPA, and adjust internal operating procedures and related policies at appropriate times to ensure that internal operations and management are consistent with regulations.

Improve tax governance capabilities

To ensure personnel responsible for tax governance are familiar with tax laws, the Group's CPA provides information on the latest developments in tax laws whenever necessary. Personnel also participate in external tax training courses whenever necessary to improve their professional skills.

Publication of tax information

The Group's disclosure of tax information is based on the tax information in financial statements audited and certified by the CPA firm, and it is disclosed through public channels such as the official website and the annual report for the shareholders' meeting.

9-3 Stakeholder Management

Internal stakeholders

All related-party transactions of the Company comply with the Transfer Pricing Principles and are implemented in accordance with standards for arm's length transactions. The income is mainly derived from non-related-party transactions.

External stakeholders

Methods and channels for stakeholder engagement: The Company's main external stakeholder is the government's tax authority which directly affects the Company's tax compliance. The Company completes routine tax filing, provisional tax filing, and annual filing within the deadline. Where there are questions regarding tax affairs, the Company actively communicates and consults personnel of the tax authority. In the event of notifications regarding supplementary explanation for tax affairs, the Company immediately prepares related information and responds to stakeholders within the deadline.

Methods for promoting tax initiatives: The Company's Tax Policy stipulates compliance with local tax laws and regulations. The Company mostly uses "exchange of ideas and proposals in the trade association" to discuss tax issues. The Bankers Association forms a consensus of a majority of members for the association or its Financial Holdings Tax Team to propose recommendations and communicate with stakeholders.

We collect and consider the opinions of external stakeholders: With regard to the collection of opinions on tax issue drafts, the Company actively communicates and discusses with stakeholders. We also collect and compile the opinions of other financial institutions or consult the Bankers Association before proposing the Company's views within the deadline for the solicitation of opinions.

9-4 Tax Information by Country

- FY2025 Revenue, Operating Profit, and Tax Information by Country of Operation*1

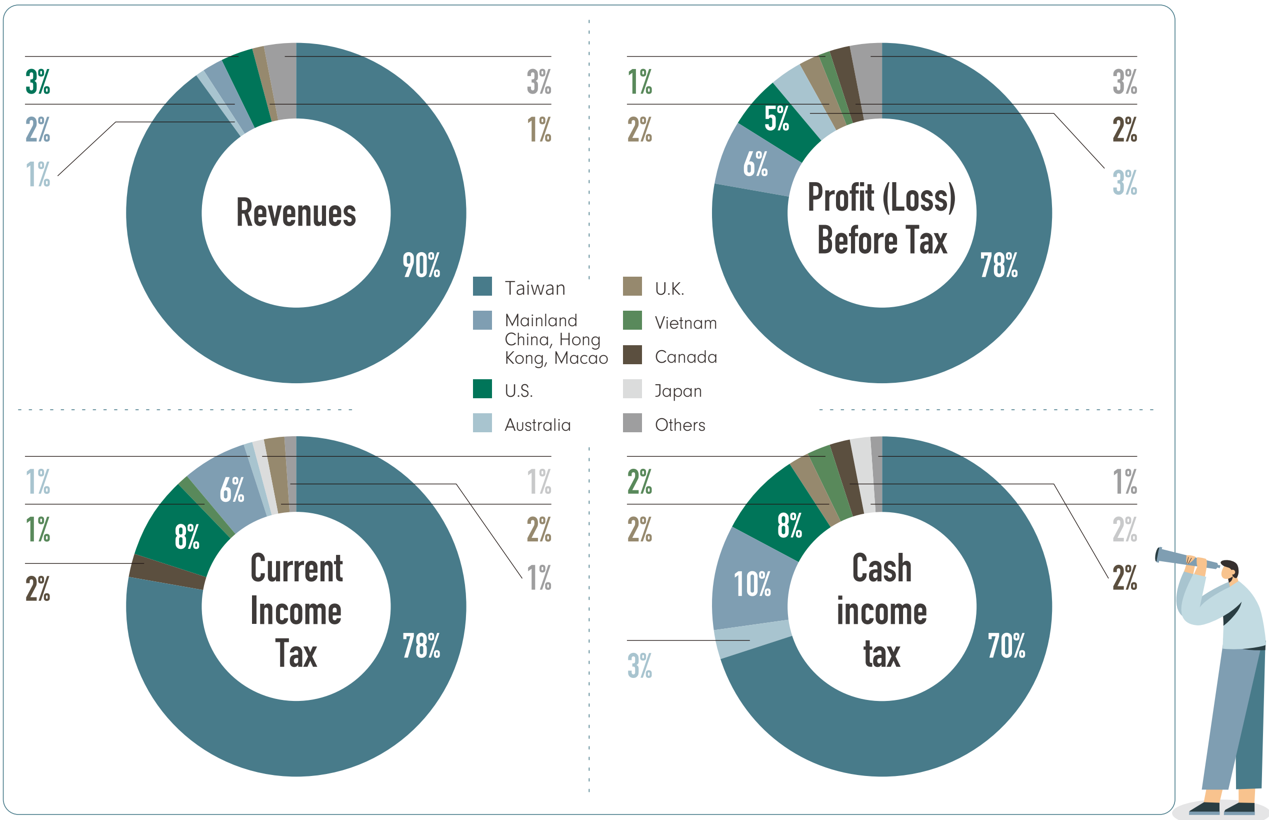
Unit: NT$ million, %

Country of Operation	Revenues	Revenue from Non-Related Parties	Revenues from Related Parties	Tax Paid	Current Income Tax	Profit (Loss) Before Tax	Number of Employees	Tangible Assets	Effective Tax Rate (%)*2	Estimated Tax Rate (%)*3
Taiwan	240,260	228,994	11,266	4,429	5,821	25,957	9,544	42,080	22.43	20.00
Mainland China, Hong Kong, Macao	5,527	5,337	190	610	472	2,160	221	372	21.84	20.70
U.S.	7,712	7,498	214	506	565	1,704	189	1,214	33.18	28.59
Cambodia	1,892	1,892	0	42	60	295	181	118	20.30	20.00
Canada	1,131	1,106	25	151	138	521	30	16	26.52	26.75
Australia	3,790	3,782	8	168	59	1,048	22	17	5.61	30.00
U.K.	2,547	2,472	75	130	130	751	21	10	17.30	25.00
Japan	1,123	1,122	1	103	71	457	23	29	15.52	30.62
Vietnam	1,397	1,076	321	112	94	468	89	7	20.00	20.00
Others	2,128	2,027	101	43	41	96	92	131	43.13	17.65
Total	267,507	255,306	12,201	6,294	7,451	33,457	10,412	43,994	22.27	21.15

*1: This table is based on the aggregated figures of all constituent entities required by Article 22-1 (country-by-country reporting) of the Regulations Governing Assessment of Profit-Seeking Enterprise Income Tax on Non-Arm's-Length Transfer Pricing.

*2: The total effective tax rate of 22.27% was calculated as (25,957/33,457)*22.43%+(2,160/33,457)*21.84%+(1,704/33,457)*33.18%+(295/33,457)*20.30%+(521/33,457)*26.52%+(1,048/33,457)*5.61%+(751/33,457)*17.30%+(457/33,457)*15.52%+(468/33,457)*20.00%+(96/33,457)*43.13%

*3: Expected income tax rate refers to the weighted average of pre-tax profit and loss and statutory tax rate of each country; (profit (loss) before tax in Country A × the statutory tax rate of Country A + profit (loss) before tax in Country B × the statutory tax rate of Country B...) / (profit (loss) before tax in Countries A, B, etc.). If the profit (loss) before tax of certain countries is negative, such negative amounts shall be excluded from the table to avoid distortion.



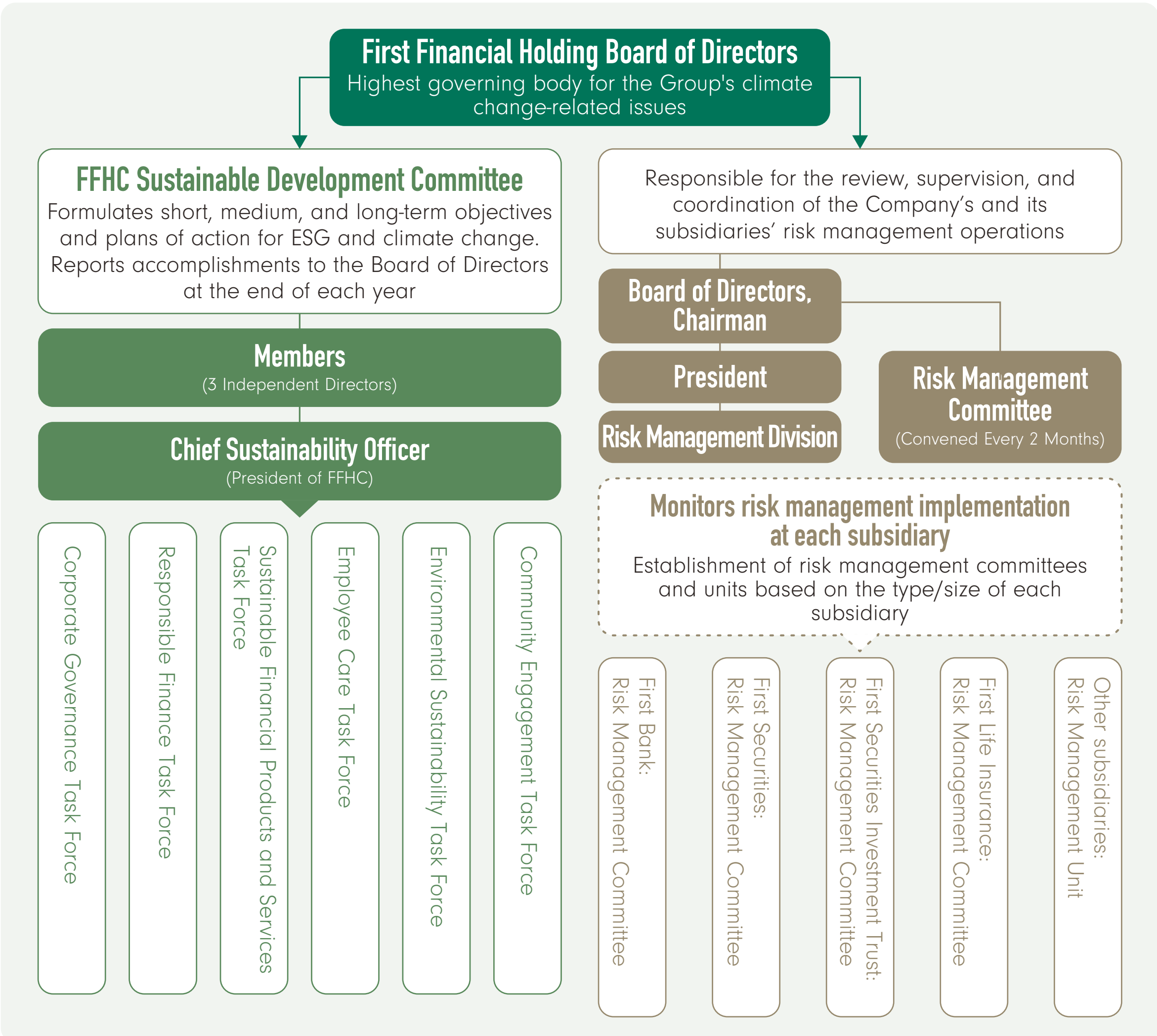
02
Environmental Factors

Climate Strategy and Management

1-1 Climate Change Governance

FFHC's climate risk governance is overseen by the Board of Directors as the Group's highest supervisory unit. The Board approves, guides, and ensures the effective operation of the risk management policy. Under the Board, the "Sustainable Development Committee" and the "Risk Management Committee" have been established to oversee the Group's key climate-related strategies. In line with the "Recommendations of the Task Force on Climate-related Financial Disclosures (TCFD)" and IFRS S2 climate-related disclosures, the Group takes stock of and identifies the risks and opportunities posed by both physical and transition aspects of climate change to its operational activities, and develops a materiality-and-likelihood matrix for risks and opportunities. Based on the matrix analysis results, the Group formulates risk management strategies for material risks, which serve as the core of its climate action and response to climate change.

The Company has incorporated emerging risks, including climate change risks, into its risk management policy as approved by the Board of Directors, and regularly reports the climate risk assessment results to the Board to ensure effective top-down oversight of climate governance practices. In August 2022, the Group officially joined the Partnership for Carbon Accounting Financials (PCAF), and adopted PCAF's suggested methodology to conduct an inventory of Scope 3 investment and financing financed emissions. The Group then formulated near-term decarbonization targets and submitted them to the Science Based Targets initiative (SBTi) for review; the targets were officially validated in June 2024 and have been implemented accordingly. Beginning in 2025, the Group has been progressively aligning with IFRS S2 requirements, and continues to enhance the quality of climate-related financial information disclosure through more scientific and standardized practices.



First Financial Group – IFRS S2 Climate-Related Disclosures

● - Reporting Boundary: The reporting boundary is consistent with the scope of entities included in the consolidated financial statements.

◦ IFRS S2 Climate-Related Disclosures

Governance

A. The role of governance bodies in governing climate-related risks and opportunities

Company's Response Measures

The Board of Directors serves as the Group's highest climate governance decision-making unit and is responsible for overseeing climate-related risks and opportunities, as well as reviewing significant climate-related strategies and implementation plans.

B. The role of management in governing climate-related risks and opportunities

Company's Response Measures

The Board has established a Sustainable Development Committee and a Risk Management Committee to oversee the Group's material climate-related risks and strategies. Key responsibilities are summarized as follows:

- The Sustainable Development Committee is composed of three independent directors, convenes at least twice annually, and reports regularly to the Board of Directors. It is responsible for reviewing and supervising climate change-related ESG objectives and implementation plans, as well as the annual ESG evaluation criteria for subsidiaries. Quarterly team meetings are also held to track and review the progress, and the results are included in the annual business performance evaluation items of each subsidiary.
- The Risk Management Committee is chaired by the Chairperson, with the President, Vice Presidents, and the Chairpersons and Presidents of subsidiaries serving as members. The Committee meets once every two months and is responsible for the review, supervision, and coordination of risk management operations, and reports to the Board of Directors.

Strategy

A. Climate-related Risks and Opportunities Reasonably Expected to Affect the Entity's Economic Outlook

Company's Response Measures

Short-term	Mid-term	Long-term
• **Transition Risk:** More stringent climate regulations and financial supervision. • **Opportunity:** Expansion of financing and investment in sustainability-related industries and transition technologies to seek relevant sustainable business and profit opportunities.	• **Transition Risk:** Financial impacts arising from carbon taxes/fees; increased volatility in investment assets associated with high-carbon-emitting industries; increasingly stringent climate regulations and financial supervision. • **Physical Risk:** Increased frequency and severity of extreme weather events, such as typhoons, heavy rainfall, flooding, and droughts, leading to business interruption, asset impairment, or fluctuations in collateral values • **Opportunity:** Expansion of financing and investment in sustainability-related industries and transition technologies to seek relevant sustainable business and profit opportunities.	• **Transition Risk:** Financial impacts arising from carbon taxes/fees; increased volatility in investment assets associated with high-carbon-emitting industries; increasingly stringent climate regulations and financial supervision. • **Physical Risk:** Increased frequency and severity of extreme weather events, such as typhoons, heavy rainfall, flooding, and droughts, leading to business interruption, asset impairment, or fluctuations in collateral values • **Opportunity:** Expansion of financing and investment in sustainability-related industries and transition technologies to seek relevant sustainable business and profit opportunities.

B. Information on the Current and Anticipated Effects of Climate-related Risks and Opportunities on the Entity's Business Model and Value Chain

Company's Response Measures

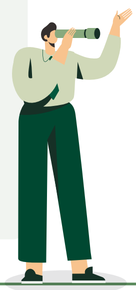
Risk/Opportunity Description	Current and Anticipated Impacts on Business Model and Value Chain	
	Description	Anticipated Impact
Transition Risk: Financial impacts arising from carbon taxes/fees and price volatility of investment and financing assets resulting from impacts on high-carbon-emitting enterprises	Taiwan has imposed carbon fees on specific industries. Investee and financed entities may incur additional decarbonization costs to comply with domestic policies or face difficulties due to insufficient transition technologies, which may reduce operating profits or increase credit risk, resulting in investment losses or asset value reductions for the Group.	Customers may experience gradually increasing operating costs as a result of carbon taxes/fees, which could affect profitability and weaken repayment capacity, leading to higher expected credit losses. In addition, declining future market interest in highly carbon-intensive industries or increased uncertainty regarding customers' technologies and business operations driven by regulatory policies may result in losses on the Group's related investments.

Risk/Opportunity Description	Current and Anticipated Impacts on Business Model and Value Chain	
	Description	Anticipated Impact
Transition Risk: More stringent climate regulations and financial supervision.	Governments have introduced climate-related regulatory requirements for the financial sector, resulting in increased compliance and personnel costs.	As countries continue to introduce related regulations, companies may need to invest significant resources to meet applicable requirements, including environmental efficiency requirements such as greenhouse gas reduction or energy conservation and electricity consumption, policies or regulations for energy efficiency, and policies or regulations with increasingly stringent carbon reduction targets and reporting obligations (e.g., net-zero commitments and SBT reduction targets). These developments may increase compliance costs or result in penalties for non-compliance.
Physical Risk: Increased frequency and severity of extreme weather events, such as typhoons, heavy rainfall, flooding, and droughts, leading to business interruption, asset impairment, or fluctuations in collateral values	To date, the Group has not experienced any financial impact incidents resulting from flood events combined with collateral defaults. Furthermore, flooded real estate can be restored to operational use through repair and restoration expenditures.	Repeated flooding in certain areas may lead to declines in property market values. A potential risk is that, in the event of borrower default, proceeds from foreclosure auction may be insufficient to fully recover the Group's outstanding loans.
Opportunity: Expanding investment and financing in sustainability-related industries and transition technologies to seek relevant sustainable business and profit opportunities	The Group has increased its green finance lending and sustainability-linked loans and has added new investments in and issuance of sustainable development bonds, contributing to higher related net income during the reporting period.	The Group will increase the proportion of green, social responsibility, and sustainability-related financial business activities. Through active investment and financing engagement, the Group supports corporate low-carbon transitions. These initiatives may also result in higher management costs.

C. Impact of Climate-related Risks and Opportunities on Strategies and Decision-making

Company's Response Measures

Risk/Opportunity Category	Risk/Opportunity Description	Description and Progress	Targets and Progress Achieved
Physical Risk	Increased frequency and severity of extreme weather events, such as typhoons, heavy rainfall, flooding, and droughts, leading to business interruption, asset impairment, or fluctuations in collateral values	• First Commercial Bank has established Collateral Appraisal Guidelines and related regulations. Real estate collateral is assessed using various factors and assigned ratings (A, B, C, or D) by geographic area, with corresponding loan-to-value (LTV) ratios. • To strengthen collateral management and assess the impact of physical risks on collateral value, each collateral case is appraised with reference to information from the Central Geological Survey under the Ministry of Economic Affairs on geologically sensitive areas and soil liquefaction potential areas, and the results are disclosed in appraisal reports.	• Collateral values shall be reassessed before applying for credit facilities. Property values in flood-prone areas are adjusted downward during reassessment to mitigate the risk of collateral value decline. Consideration of default rates is expected to be incorporated into the assessment in 2026. • Climate risk information, including geological sensitivity and soil liquefaction, is disclosed in appraisal reports. A separate appraisal mechanism has been established for Type C construction land susceptible to landslides and slope slides. Reduced LTV ratios have been implemented for such land in Xizhi District, New Taipei City. • Residential fire insurance policies covering pledged collateral include protection against typhoon and flood damage.



C. Impact of Climate-related Risks and Opportunities on Strategies and Decision-making

Company's Response Measures

Risk/Opportunity Category	Risk/Opportunity Description	Description and Progress	Targets and Progress Achieved
Transition Risk	Financial impacts arising from carbon taxes/fees on the Company and its investment and financing portfolios	By the end of 2025, the Group planned to engage with more than half of its major domestic investment and financing portfolio identified as high carbon emitters, with a focus on encouraging them to establish net-zero emissions targets for 2050.	In 2025, a total of 5,941 sustainable development commitment letters were obtained. Among them, 898 counterparties belonged to highly polluting/high-carbon-emitting industries as defined by the Group's Sustainable Lending Policy, and 18 counterparties were classified as high-carbon-emitting enterprises under the Sustainable Finance Pioneers Alliance definition. All identified counterparties were engaged.
	Price volatility of investment targets resulting from impacts on high-carbon-emitting enterprises	The Sustainable Development Committee of the Group reviews and sets target limit ratios annually to strengthen climate change risk management of the investment portfolio. Since 2021, the Group has established investment exposure limit controls for high-carbon-emitting industries under its Sustainable Investment Guidelines. To monitor investment exposure to high-carbon-emitting sectors on a timely basis, each subsidiary regularly reviews the effectiveness of its investment exposure limits. As of the end of 2025, the proportion of investments in high-carbon-emitting industries relative to total investment balances remained within the exposure limits across all subsidiaries.	• **Banking:** Maximum investment exposure ratio of 10%; achievement rate 100% • **Securities:** Maximum investment exposure ratio of 21%; achievement rate 100% • **Life Insurance:** Maximum investment exposure ratio of 11%; achievement rate 100% • **Venture Capital:** Maximum investment exposure ratio of 9.5%; achievement rate 100%
	More stringent climate regulations and financial supervision.	Perform monthly review of regulatory changes and compliance tasks and track progress, and continue to monitor changes in relevant industries, regulations, and trends. Regulatory change compliance reviews are conducted monthly, and implementation status is tracked. The Group also continuously monitors relevant industry changes and developments in laws, regulations, and trends.	The Group has incorporated regulatory changes into its regulatory change management procedures and conducts monthly compliance reviews and follow-up tracking of climate-related regulatory developments.
Opportunity	Expanding investment and financing in sustainability-related industries and transition technologies to seek relevant sustainable business and profit opportunities	The Group continues to strengthen its ESG business development by increasing the proportion of ESG-related financing, investments, and financial products. The concept of sustainable development has also been extended to overseas operations. Leveraging its role as a financial intermediary, the Group supports industries' sustainable transition while applying to the competent authorities for approval to operate new types of business, issuing green economy-themed products such as those related to the circular economy, renewable energy source, and new agriculture. Developed products include Sustainability-Linked Loans (SLL), Sustainability Bonds, Sustainability-Linked Bonds (SLB), and Sustainability Time Deposits.	• **Key Metric 1:** Target green loan balance of NT$77.5 billion in 2025; actual balance reached NT$100.947 billion, achieving 130% of the target. • **Key Metric 2:** Target new "green consumption loan" volume of NT$7.0 billion in 2025; actual balance reached NT$9.892 billion, achieving 141% of the target. • **Key Metric 3:** Target sustainability bond investment balance of NT$28.0 billion by the end of 2025; actual balance reached NT$28.218 billion, achieving 101% of the target. • **Key Metric 4:** Target issuance of NT$1.5 billion in new sustainability bonds in 2025; issuance was completed in March 2025, achieving 100% of the target.

D. Impact of Climate-related Risks and Opportunities on the Entity's Current and Expected Financial Position, Financial Performance, and Cash Flows

Company's Response Measures

Physical Risk: Increased frequency and severity of extreme weather events, such as typhoons, heavy rainfall, flooding, and droughts, leading to business interruption, asset impairment, or fluctuations in collateral values

01. Financial impact during the reporting period: No impairment of the Group's owned assets resulting from typhoons or flooding occurred during 2025. Accordingly, no financial impact was incurred by the Group.

02. Expected financial impact:

- Short to medium term：Under scenarios involving a higher likelihood of extreme rainfall and flooding events, certain operating locations and facilities of the Group may be exposed to physical damage risks, resulting in increased expenditures related to repairs, maintenance, and operational adjustments, and may place stress on operational efficiency and cost structure. Depending on the climate scenario, the degree of physical risk impacts on operations and costs may vary; however, related expenditures and operational uncertainties are expected to increase compared to current levels.
- Long term：As climate change intensifies, the impact of extreme weather events on the operating environment may continue to increase. Failure to respond properly may increase the demand for equipment repair and asset maintenance in the long run, potentially affecting asset value stability and operating cost structures on an ongoing basis. It is necessary to enhance operational resilience and risk management measures to mitigate the potential long-term financial impacts of physical risks.

Transition Risk: Financial impacts arising from carbon taxes/fees on the Company and its investment and financing portfolios, and price volatility of investment assets resulting from impacts on high-carbon-emitting enterprises

01. Financial impact during the reporting period: During the reporting period, no direct losses were incurred in the investment and financing portfolios due to failure to adequately respond to climate-related regulatory requirements. The Company assessed that bad debt losses associated with credit assets and value fluctuations of investment assets were not material.

02. Expected financial impact:

- Short term：Continue to inventory carbon emissions from own operations and financing and investment positions, establish greenhouse gas emissions inventory mechanisms for financing and investment targets, and incorporate net-zero emissions considerations into financing and investment decision-making process. In addition to extra costs related to reviewing and adjusting internal processes in response to regulatory changes and engagement-related management expenses that may increase with case volume, the impact on financial status, financial performance, and cash flows within one year is expected to have no material difference from the current period.
- Medium term：As governments tighten carbon fee or carbon tax policies, several major lending and investment targets may experience increased operating costs before transition measures fully realize their benefits, resulting in higher credit risk of loan customers and recognition of higher expected credit losses (bad debt expenses), or reduced operating profits of investment targets (thereby reducing their fair value), affecting investment income recognized by the Group. Assets expected to be affected include financial assets at fair value through profit or loss, financial assets at fair value through other comprehensive income, debt instrument investments measured at amortized cost, discounts and loans, and related profit or loss / other comprehensive income items recognized for bad debt expenses or value changes of financial assets.
- Long term：As financing and investment targets realize the benefits of their responses to decarbonization policies, operating costs are expected to decline, thereby reducing related profit and loss impacts. Assuming that there are no material changes in the carbon fee policies and regulations of the main operating regions, the impact of related policies on credit assets and investment targets is expected to decrease year by year.

Transition Risk: More stringent climate regulations and financial supervision.

01. Financial impact during the reporting period: In response to existing regulations and supervisory trends, corresponding internal policies were established, such as adding new credit approval conditions for industries with high energy consumption, high pollution, or high climate risk, which increased operational workload and labor costs.

02. Expected financial impact: In recent years, countries have successively introduced related laws and regulations, and enterprises need to invest a lot of resources to meet requirements in order to comply with them. If regulations become more stringent in the future, additional system implementation costs may be required to reduce the risk of penalties for non-compliance.

D. Impact of Climate-related Risks and Opportunities on the Entity's Current and Expected Financial Position, Financial Performance, and Cash Flows

Company's Response Measures

Opportunity: Expanding investment and financing in sustainability-related industries and transition technologies to seek relevant sustainable business and profit opportunities:

01. Financial impact during the reporting period:

- Provided green finance loans, sustainability-linked loans, and issued and invested in sustainability bonds, resulting in an increase of NT$623 million in related operating revenue.
- To achieve the engagement targets set by the Sustainable Finance Pioneers Alliance, the Group can appropriately adjust financing and investment positions by identifying high-carbon-emitting enterprises within the Group, thereby reducing the Group's financed emissions, and through engagement actions gain an understanding of enterprises' transition plans.

02. Expected financial impact

- Short to medium term：Continue to provide green finance loans, sustainability-linked loans, and issue and invest in sustainability bonds. Related operating revenue is expected to increase by NT$1.435 billion by 2032.
- Short term：Ensure achievement of the engagement targets set by the Sustainable Finance Pioneers Alliance and compliance with assessments by financial supervisory authorities. In addition, by tracking the transition progress of high-carbon-emitting enterprises within the Group, the Group can identify business opportunities and clients with transition potential and reduce its transition risks.
- Medium to long term：Actively engage with high-carbon-emitting financing and investment positions of the Group, encouraging financing and investment counterparties to undertake low-carbon transition earlier, thereby reducing the Group's investment and financing risks, enabling timely adjustment of investment positions, and staying in line with domestic and international regulatory trends.

E. Climate Resilience Climate-related Scenario Analysis and Assessment

Company's Response Measures

Category	Key Assumptions	Selected Scenarios
Physical Risk: Heavy rainfall, drought, flooding, landslides, and heatwaves **Transition Risk:** Collection of carbon fees and carbon taxes	In conducting climate scenario analysis, the Group's input values and parameters primarily cover three categories: macroeconomic factors, environmental factors, and parameters related to transition and physical risks. Macroeconomic factors include GDP growth rate, unemployment rate, inflation rate, and long-term interest rate, which are set according to different scenarios and time points. Environmental factors cover greenhouse gas concentration pathways, temperature change trends, and the frequency and intensity of extreme climate events. Transition risk parameters include carbon pricing, industry emission intensity and decarbonization ratios, as well as energy mix setting, whereby the emission factor for renewable energy generation is assumed to be zero. Physical risk parameters include drought, extreme rainfall, flooding, landslides, and heatwaves.	At the same time, considering the financial impacts arising from both physical and transition risks under long-term scenarios, the scenarios adopted are based on the long-term scenarios in the "Climate Change Scenario Analysis Operation Planning for Domestic Banks": • **Orderly Net Zero Scenario:** Corresponding to NGFS Net Zero 2050 and IPCC SSP 1-1.9 scenarios. • **Disorderly Transition Scenario:** Corresponding to NGFS Delayed Transition and IPCC SSP 1-2.6 scenarios. • **Passive Transition Scenario:** Corresponding to Fragmented World and IPCC SSP2-4.5 scenarios.

Assessment of Impacts and Resilience Capacity

Impact Assessment: Among the three selected scenarios, the largest expected loss occurs under the passive transition scenario in 2050, and its overall financial impact on the Group remains manageable:

- Orderly Net Zero Scenario: Expected loss in 2050 accounts for approximately 62.23% of the base-year profit before tax and approximately 6.36% of the base-year net worth.
- Disorderly Transition Scenario: Expected loss in 2050 accounts for approximately 71.30% of the base-year profit before tax and approximately 7.29% of the base-year net worth.
- Passive Transition Scenario: Expected loss in 2050 accounts for approximately 104.52% of the base-year profit before tax and approximately 10.68% of the base-year net worth.

Resilience Capacity: Response measures have been formulated based on the results of scenario analysis, and implementation results are regularly assessed through risk management procedures. Response strategies are as follows:

- Response strategies for domestic corporate lending: Establish the "Sustainable Lending Policy," which explicitly stipulates that no new financing will be extended to coal and unconventional oil and gas industries with high transition risks. Credit exposure limits are also established for "high-pollution/high-carbon-emission industries" to manage related industry exposures. In addition, enhanced due diligence and prudent risk assessments are conducted during the credit approval process. Considering the increasingly broad impacts of climate change, greenhouse gas emission information of customers with publicly disclosed emissions is reviewed and disclosed during the credit assessment process regardless of industry. If emissions increase for two consecutive years, further understanding of the customer's decarbonization actions is required to assess the borrower's transition risks and response measures.
- Response strategies for domestic and overseas investments: In reference to sustainability-related action plan guidelines such as the FSC's "Green and Transition Finance Action Plan," ESG factors are incorporated into the investment decision-making process to enhance sustainable investment screening criteria. For industries with high climate risks, investment management of transition risks is conducted through ESG assessment and evaluation procedures. Investment exposure limits are established for high-pollution/high-carbon-emission industries, and carbon inventory information of investee companies for the most recent three years is disclosed to address potential market risks arising from climate change.

Risk Management

Processes for Identifying, Assessing, Prioritizing, and Monitoring Climate-Related Risks and Opportunities

Company's Response Measures

The Group establishes capital adequacy ratio alert thresholds for each subsidiary based on its respective industry. Major risk monitoring metrics of all subsidiaries, including credit risk, market risk, interest rate risk, liquidity risk, insurance risk, and operational risk, are reviewed regularly to ensure the effective implementation of early warning and stop-loss mechanisms. Subsidiaries formulate operating procedures according to their business characteristics, including the establishment and implementation of authorization mechanisms, limit management, monitoring metrics, and reporting processes. Through metrics monitoring and periodic self-assessments, the operation of risk management functionality is effectively implemented. Internal audit units conduct regular audits of risk management practices to ensure the effective operation of risk control mechanisms. Overall risk management is conducted through a framework of "decentralized management," "centralized monitoring," and "macroeconomic trends." The approaches and procedures include:

- Identification: The Company identifies significant impact pathways, risk categories, and risk descriptions associated with its business activities by consolidating information from historical events and domestic and international issue trends, while taking industry characteristics into consideration. Reference is made to the various "Disclosure Topics" in the IFRS S2 Industry-based Implementation Guidance, Volume 16, with due consideration given to their applicability.
- Measurement, Assessment, and Prioritization: A risk assessment model is adopted to conduct scenario analysis and complete quantitative assessments of the potential impact and potential opportunities of risks on the Company's future operations, including its upstream and downstream value chain and its own operational boundaries.
- Strategy: Based on the quantitative assessment results and the organization's current situation, adopt strategies for mitigation, transfer, acceptance, or control of climate risks and establish action plans for mitigation and adaptation.
- Objective Setting: Based on the outcomes of risk strategy development, specific organizational targets and metrics are established and further allocated to the responsible business units.

Objective Monitoring: Organizational risks and opportunities are monitored regularly to ensure that milestones are met in time. An independent Risk Management Committee has been set up to effectively integrate the reviewing, monitoring, reporting and coordinated operation of the risk management matters of the entire Group. The Company convenes Risk Management Committee meetings every two months to supervise and review the effectiveness and implementation status of risk management across the Group and its subsidiaries and reports regularly to the Board of Directors.

Metrics and Targets

A. Information Relevant to Cross-Industry Metric Categories (Climate-Related Metrics) - (1) Climate-Related Metrics Related to Greenhouse Gas Emissions

Company's Response Measures

The Group officially obtained approval for its Science Based Targets (SBT) in June 2024. The decarbonization pathway established is aligned with the objective of limiting global warming to within 1.5°C. The targets cover Scope 1 and Scope 2 greenhouse gas (GHG) emissions and are measured based on total emissions. Using 2022 as the base year, the Group aims to reduce total emissions by 38.77% by 2030 and 63% by 2035. In addition, for Scope 3 emissions, the Group has established coverage ratios and sector-specific decarbonization pathways for its financing and investment portfolios. Relevant targets for carbon-intensive sectors, such as the power generation industry, have been developed based on the science-based target setting methodologies, including the Sectoral Decarbonization Approach (SDA).

Climate-Related Targets	Corresponding Metric	2025 Target	2025 Performance
Reduction of GHG emissions	Total Scope 1 and Scope 2 GHG Emissions	18,386 tCO_2e	17,184 tCO_2e
Climate-Related Targets	**Corresponding Metric**	**2024* Target**	**2024* Performance**
Reduction of Scope 3 GHG Emissions	Project Financing for Power Generation	0.093 tCO_2e/MWh	0.306 tCO_2e/MWh
	Power Generation Corporate Loans	0.399 tCO_2e/MWh	0.471 tCO_2e/MWh
	Commercial Real Estate	138 $kgCO_2e$/m2	129 $kgCO_2e$/m2
	Other Long-Term Debt and SMEs: S1S2	3.01°C	2.95°C
	Other Long-Term Debt and SMEs: S1S2S3	3.04°C	3.06°C
	Listed Equities and Bonds: S1S2	2.21°C	2.74°C
	Listed Equities and Bonds: S1S2S3	2.54°C	2.75°C

*: Calculations of the Group's investment and financing decarbonization targets are based on the most recently available public information. Considering the timing difference between the Group's reporting period and the publication of carbon reduction target-related information by investees and borrowers (such as financial statements and sustainability reports), the most recent available information is used. In addition, the emissions intensity and temperature of the Group’s investment and financing assets may fluctuate in the short term. The Group will continue to make adjustments in the future to achieve its SBT targets.

A. Information Relevant to Cross-Industry Metric Categories (Climate-Related Metrics) - (2) Remuneration

Company's Response Measures

FFHC has established the "First Financial Holding Co., Ltd. Guidelines for Assessing Subsidiaries' Sustainable Development Performance", under which comprehensive ESG performance is incorporated into the annual business performance evaluation of each subsidiary and is reflected in the remuneration structure of FFHC's senior executives. The comprehensive ESG performance of each subsidiary accounts for 5% of the performance bonus awarded to FFHC's senior executives for the relevant year. Meanwhile, subsidiaries have established incentive schemes for the promotion and sale of sustainable finance products and services. The weighting of ESG-related education and training in performance evaluations is approximately 5% to 6%.

B. Information on Industry-Based Metrics

Company's Response Measures

Topic	Metrics	Code	Amount / Description
Financed Emissions	Greenhouse Gas Emissions (metric tons (t) CO_2e)	FN-CB-410b.1	13,282,037
	Scope 3GHG Emissions Total Exposure by Industry Sector and Asset Class (Monetary Value)	FN-CB-410b.2	See table below
	Description of the Methodology Used to Calculate Financed Emissions	FN-CB-410b.4	The PCAF methodology is adopted, and the scope encompasses equity investments, corporate bonds, commercial loans, commercial real estate, residential mortgages, sovereign debt, and project financing.

Asset Class	Total GHG Emissions (tCO_2e)	Exposure (NT$ thousand)
Equity Investments	137,015	79,497,284
Corporate Bonds	2,154,975	491,862,573
Commercial Loans	9,034,546	1,660,402,413
Commercial Real Estate	81,332	92,910,764
Residential Mortgages	285,327	851,241,798
Sovereign Debt	1,434,353	248,134,143
Project Financing	154,489	18,927,470

C. Disclosure of Information on Climate-Related Risk or Opportunity Targets Established (Climate-Related Targets)

Company's Response Measures

Sustainability-Related Target	Corresponding Metric	2025 Target	2025 Performance	2025 Target Achievement Rate
Expand investment and financing in sustainability-related industries and transition technologies	Number of sustainability performance-linked loan projects approved	80 cases	387 cases	484%
	Outstanding balance of investments in sustainability bonds	NT$28.0 billion	NT$28.22 billion	101%
Ensure basic electricity supply and business continuity of business units during extreme climate events	Percentage of domestic business units completing periodic (semi-annual) inspections of generators and uninterruptible power supply (UPS) equipment	Completion rate of generator and UPS equipment inspections (%)	100%	100%

1-2 Climate change risks and opportunities

● – FFHC Identify the risks of climate change

Type	Item	Impact on Company Operations	Corre-sponding number
Transformation Risks	Policy and regulatory risks	• Domestic enterprises are responding to the net zero 2050 policies of the Climate Change Response Act by purchasing large amounts of green energy which may cause supply to fall behind demand in the renewable energy market. As such, the Company may fail to reach targets if decarbonization requires the purchase of renewable energy.	1
		• If the government requires users with a contractual capacity of 800 kW or more to save 1% of electricity every year, Although the Group has already taken action, the Group encounters a bottleneck to reducing carbon emissions. If the Group fails to achieve the carbon reduction target required by the government, it may face disciplinary action from the government.	2
		• As the supply chains of domestic/foreign industries confirm their decarbonization activities or if a carbon tax is implemented (such as the Carbon Border Adjustment Mechanisms that will be implemented by the EU in 2026), relevant sectors may face operation impact and transition risks that indirectly impact the group's credit and operational risks.	3
		• Regulatory change regarding renewable energy will influence power companies the Group reinvests in.	4
		• The FSC has promulgated the "Action Plan for Green & Transition Finance", second edition of the "Sustainable Economic Activities Guidelines", and "Suggested Items for Inclusion in Transition Plans", which expand the scope of industrial application while adding screening criteria and reference directions for transitioning. We fear this may limit evaluation criteria for the screening of our investment/financing targets and impact the Group's bottom line.	5
		• According to the "Climate Change Adaptation Law", the government will levy carbon fees on high-carbon emission enterprises as early as 2026, which may affect the business performance of customers in high-carbon emission industries, thereby reducing the revenue of the Group.	6
		• The energy transition and carbon reduction targets will increase the pressure of rising electricity prices, resulting in higher operating costs and affecting the Group's revenue.	7
	Technical risks	In the future, the industry will be forced to transform and develop climate technology-related products and technologies. The Group's investment and financing targets may have to pay high costs, which will indirectly affect the Group's income.	8

Risk Mitigation Management Measures

- The Group will continue to proactively negotiate for renewable energy available in markets and sign supply agreements with renewable energy suppliers to purchase renewable energy certificates (RECs) and gradually expand locations for transfer each year.
- In response to the lack of green electricity supply in the market and the government's requirement that the annual power saving rate of consumers with a contracted capacity of more than 800kW shall reach 1%, companies will replace and use more energy-efficient electrical equipment and try to generate electricity for their own use and reduce external purchases. They will also actively negotiate the purchase of green electricity in the market, and pay close attention to climate technology-related information, and negotiate new equipment with higher energy efficiency or carbon reduction technologies.
- Understand the sustained impact and response measures taken by customers affected by international decarbonization or carbon neutral trends when applying for credit to evaluate the transition risk faced by the customer.
- Set up a decarbonization policy for financing operations; promised not to undertake new project financing cases involving coal mining and coal-fired power plants; and gradually reduced financing for companies where related operations had reached a certain threshold in terms of shares of revenue.
- In response to the implementation of the "Carbon Border Adjustment Mechanism Plan" by the European Union and the imposition of carbon fees by the government, the Group will continue to negotiate low-carbon transformation with customers with high carbon emissions, and provide customers with green preferential loans to assist in their transition, so as to reduce the impact on the quality of the Group's credit assets.
- All domestic business locations have completed the introduction of the ISO 50001 Energy Management System and ISO 14001 Environmental Management System to continue to increase energy management performance and energy usage efficiency.
- Organize a "carbon management and electricity conservation competition for domestic operating departments" in combination with their individual reduction targets. Quarterly announcements of the energy conservation achievements of each department and establish a ranking by achievement rate at the end of each year to reward high performance departments; operating departments that do not achieve decarbonization targets must propose decarbonization plans for execution.
- Gather the latest environmental protection and carbon reduction trends and changes to environmental laws to organize training for the purpose of reinforcing the awareness of operating departments and relevant personnel in climate risk management frameworks and processes, and consult on domestic and foreign cases to plan response policies.
- Provided green preferential loans to borrowers; and actively provided appropriate financial support to sectors consistent with the "Sustainable Economic Activities Guidelines", related economic activities and enterprises in need of transitioning, in order to help them achieve orderly transition and lower the impact on the Group's bottom line.
- Joined the PCAF and SBTi initiatives; made an inventory of financial carbon emissions about the Group's investment/financing positions through the PCAF methodology, and obtained approval for the SBT we formulated on carbon reduction.
- Incorporated climate change risks in the risk management policy; submitted risk evaluation results and the implementation status of mitigating measures to the Risk Management Committee, Audit Committee and Board of Directors; continued to participate in the Bankers Association's climate change projects on risk management and stress tests; conducted transition risk analysis on borrowers who happened to be major carbon emitters; and conducted three kinds of scenario analysis on the investment positions of our subsidiary insurance company: orderly transition, disorderly transition and too little, too late.

Type	Item	Impact on Company Operations	Corre-sponding number
Transformation Risks	Market risks	• Investors may reduce their holdings of the targets that lack the concept of corporate sustainability, resulting in a drop in the price of such targets. If the Group invests in such targets with its own funds, it will affect the investment income of the Group.	9
		• First Bank requires all loan customers to sign a letter of commitment for sustainable development, which may lead to loss of business.	10
		• Insufficient digitization will cause us to increase paper usage, reduce operational efficiency and competitiveness, and lose customers.	11
		• If investor concerns towards climate related issues are not appropriately responded to, it may lead to a sell-off of company stock and a drop in stock price.	12

Risk Mitigation Management Measures

- Realize the idea of responsible investment and stewardship, continue to lower the cap on the share of investment in highly polluting (carbon-intensive) sectors, and continue to utilize our own funds to invest in companies devoted to sustainable operations.
- Formulated plans to refrain from undertaking new cases involving coal and unconventional oil & gas companies whose related shares of revenue exceeded the caps set forth in the Group's decarbonization policy on investment/financing and those who failed to meet the exclusion criteria. The funds were diverted to invest in sectors conducive to ESG.
- The Group requires all domestic and offshore fund companies to sign the compliance statement for the "Stewardship Principles for Institutional Investors" and the "Principles for Responsible Investment (PRI)" before the launch of a new product. Insurance companies of the launched products are also 100% prepared "Sustainability Reports" or submit a "Declaration of Sustainable Development".
- Educate and encourage loan customers to sign the Sustainable Development Declaration for them to understand the importance of ESG values.
- Accelerate the creation of a digital financial environment to provide customers with convenient online services such as consumer loans and account opening.
- Reinforce the climate governance related job skills of executives from the top-down and actively respond to investor's concerns relating to climate issues.

Type	Item	Impact on Company Operations	Corre-sponding number
Transformation Risks	Reputation risks	When a borrower or an invested party is implicated in violations against ESG such as environmental pollution, the Company's reputation may be indirectly affected when there is negative media coverage.	13

Risk Mitigation Management Measures

- When there is reputation risk, we will investigate the truthfulness of the incident, collect evidence, evaluate its impact, draw up response measures and explain to the public by press release.
- Faithfully follow through on the ESG audit policy to avoid lending to or investing in companies embroiled in major controversies about environmental conservation, human rights and society.
- Grasp and mitigate the environmental and social impact of large financing projects by applying the Equator Principles, case grading, risk evaluation, and post-loan management to prevent negative impact to the Company's reputation.

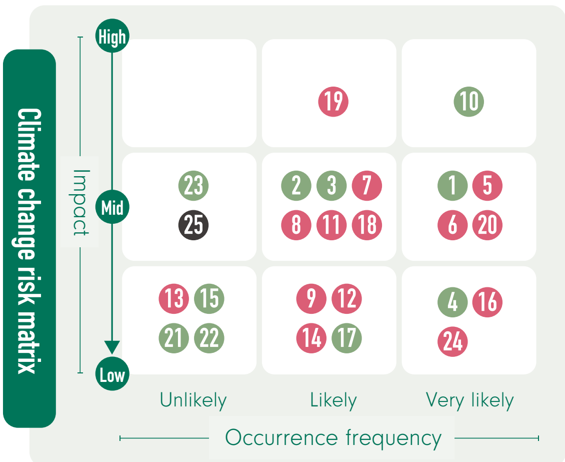
Type	Item	Impact on Company Operations	Corre-sponding number
Physical Risk	Immediate risks	• Tropical cyclone/Extreme precipitation 1. Caused damage to offices, equipment, or transportation vehicles.Heavy rain or strong wind brought forth by tropic cyclones may directly impact the Company's operation sites. 2. Employees suffer losses on their way to or from work, at the workplace, or on their way to confirm damages caused by disasters. 3. Work being called off which resulted in the disruption of operations. 4. Caused bodily injury to the insured of the Company which led to the increase of claim amount. 5. The loss of personnel and property of the investment target leads to a decrease in investment profits. 6. Borrowers suffer from interruption of operations or loss of personnel or property which leads to difficulties in repayment,and thus causes bad debt losses to the Company. • Short-term water shortage：The postponement of the rainy season has resulted in less than expected rainfall across Taiwan. Many reservoirs have insufficient water storage and encountered short-term water shortages. Many counties and cities have implemented water rationing measures, which may affect operational performance due to water shortages.	14 15 16 17 18 19 20
	Long-Term risks	• Rising sea levels expose some business units to flood risk. • Extreme drought 1. May lead to lack of electricity which results in disruption of operations 2. May lead to fires or difficulties in obtaining water resources will increase operating costs • Extreme climate change 1. The use of electricity for air-conditioning and water has increased in recent years due to the increase in the number of days with extreme high temperature. We predict that electricity prices will gradually rise in the future as the power structure changes in Taiwan, resulting in an increase in the operating costs of the Company. If the Company has to purchase carbon credits and renewable energy certificates for its carbon reduction outcome, the operating costs of the Company will increase. 2. Increase of the occurrence rate of infectious diseases increases the risks to employee health and disruption of operation.	21 22 23 24 25

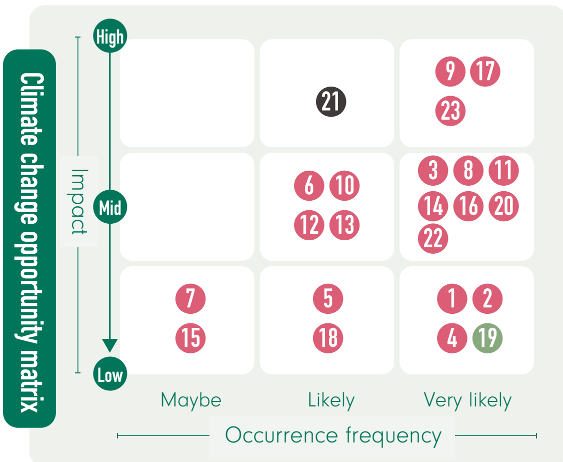
Risk Mitigation Management Measures

- Analyze potential flooding risks caused by different warming scenarios for 100% of our new and existing operations, and implement climate adaptation measures within 5 years, such as: Strengthen our office buildings' flood control and drainage systems to guard against sudden heavy downpours, or purchase an appropriate insurance policy to shift the risk.
- We have already established a back-up and an uninterrupted power supply system in preparation for potential damages to our power and IT equipment caused by flooding in the event of a tropical cyclone/extreme rainfall. We have also put in place disaster-mitigating measures such as flood gates and sandbags. Personnel from the General Affairs Division are asked to include them as part of their routine equipment inspections and inventory-checking, or outsource to a professional vendor for maintenance to ensure uninterrupted operations.
- Regularly examine and verify the actual hazard incidence rate for our insurance products. In the event of a major deviation, our product pricing should reflect it, or we should change our product strategy.
- Be closely mindful of drought, heavy downpour and power supply warnings as part of our preparations against extreme climate, rising sea levels and tropical cyclones. We have also established civil defense corps to guard against contingencies such as typhoons, flooding, earthquakes, bank runs, pandemics, fires, and explosions, as we strive to manage risks associated with climate change.
- Work with external consultants on climate risk scenario analysis, and continue to track the impact of the real estate located in high-risk areas (Flooding and Slope Disasters) on the value of the Company's collateral calculated by the consultant, quantifying the financial impact of climate change risks on the Company to establish more effective response measures.
- Continue to conduct employee health checks, build employee health risk maps, and regularly educate employees on the prevention and treatment of infectious diseases.
- As part of our ESG evaluation operation prior to investing in a domestic corporation, we are required by protocols to ascertain if a listed address is located in an environmentally sensitive area. In doing so, we can avoid property damages to the invested corporation caused by climate risks such as heavy rainfall, which would invariably increase the Group's risk exposure.

- FFHC Identify the opportunities of climate change

Type	Item	Explanation of opportunities	Corresponding number
Opportunity	Resource usage efficiency	• Promote electronic account opening, electronic trading and account processing services • Procurement of energy-saving and water-saving products with green mark • Implement "digital content broadcast systems" at operating locations to remotely manage and deliver advertisements and campaign events in real-time, thereby decreasing paper consumption in advertising	1 2 3
	Energy sources	Use green electricity and improve energy efficiency	4
	Products and services	• Listing products related to topics like environmental protection, climate change and green energy • Help customer issue green bonds • Develop new business opportunities by adding insurance products for natural disasters or injury in climate-related accidents • Issue green environmental protection concept cards; apply for the Ministry of Environment's "Carbon Footprint Label" certification; and keep track of carbon reduction throughout the life cycle of a credit card • Promote urban renewal financing projects, transform old buildings into energy saving, carbon reducing and Eco friendly communities • Increase the volume of green financing and green consumption loans • Raise green energy fund to invest in solar power plants • Support the sustainable transition of IPO companies, build sustainable business models related to IPO companies to grasp business opportunities • Increase brand awareness by offering low-carbon products or services to participate in public constructions or services	5 6 7 8 9 10 11 12 13
	Market	• Issuance of green bonds to gain new market access opportunities • Raise new funds to provide investors with ESG products and win new market opportunities • Continue to fulfill our commitments to the Coalition of Movers and Shakers on Financial Sustainability to stay on top of government policies and new market opportunities	14 15 16
	Resilience	• Improved the depth and scope of green finance products with the green financing and investment policies and guidelines planned by the Sustainable Development Committee • Organize carbon management and electricity conservation competitions in domestic operations to reward department colleagues with outstanding performance • Participated in the International CDP Climate Change Questionnaire and strove to achieve excellent results, while strengthening climate governance capabilities through the CDP process. • Increase the proportion of sustainable development investments to meet global trends and reduce asset allocation risks • Include green buildings and energy saving buildings as key purchasing items in real estate investment. • Discuss issues related to climate change and environmental sustainability and share the circular economy concept with investment and financing partners to encourage low-carbon transformation of the investment and financing partners for them to jointly grasp sustainable business opportunities with the Company • Implement energy conservation, carbon reduction, water saving and waste reduction to help reduce operating costs	17 18 19 20 21 22 23





＊ : Short-term opportunities: Estimated to occur within 5 year (in red); Medium-term opportunities: Estimated to occur within 5-10 years (in green); Long-term opportunities: Estimated to occur after 10 years (in black);

Damage Potential and Hazard Levels for Suppliers

Two-dimensional matrix likelihood analysis was performed on the climate-related physical risks of the Group's 37 major suppliers; the analysis involved comparing the time and scale of the potential for three climate change-related natural disasters, flooding, mudflow, and landslide (where disaster potential is classified into three levels: low [Grade 1 and 2], medium [Grade 3], and high [Grade 4 and 5]) to calculate hazard level (low [0–50], medium [51–100], and high [101–125]). Results of the analysis indicate that among 37 primary suppliers, 5.41% (2 companies) possess level 4 high risk for flooding potential, while 10.81% (4 companies) possess level 3 moderate risk for flooding potential. All suppliers possess level 1 low risk for mudflow potential and level 2 low risk or below for landslide potential. Hazard calculation results showed that all suppliers exhibited low hazard level.

● – Suppliers disaster potential level

Unit: (%)

Physical risks	Disaster potential level				
	1	2	3	4	5
Flooding	5.4	78.4	10.8	5.4	0
Mudflows	100	0	0	0	0
Landslides	2.7	97.3	0	0	0

● – Financial risks caused by regulatory changes and physical climate factors

Risk Type	Estimated Financial Impact Before Implementing Mitigation Measures	Brief Description of the Most Significant Risk, Management Approach, and Estimated Cost of Implementation
01. Financial risks arising from regulatory changes	Under the 2050 delayed transition scenario, the expected loss on domestic credit exposures to the six energy-intensive industries identified by the Ministry of Economic Affairs is estimated at NT$3.817 billion. Please refer to the Company's 2025 TCFD Report, Strategy – Further Analysis of Scenario Analysis Results, p.32.	• Risk description: In the climate change scenario analysis of domestic corporate credit exposures, climate stress is affected by the combined impacts of macroeconomic factors, including GDP growth rate, bank lending rates and unemployment rate, and microeconomic factors, including carbon prices and physical hazards. From the perspective of probability of default, the 2050 delayed transition scenario shows the highest default rate among the three climate scenarios and across all time horizons. • Management approach: The Company manages this risk by conducting ESG risk management training for credit cases, enhancing credit review information systems to facilitate the management of climate-related risk factors, and joining the Equator Principles Association to obtain international insights. The related personnel costs, equipment expenses and association membership fees amounted to NT$49.48 million in total.
Estimated Average Timeframe for Occurrence		24 years
02. Financial risks arising from physical climate factors	Under the 2050 delayed transition scenario, the expected loss on domestic residential mortgage exposures is estimated at NT$642 million. Please refer to the Company's 2025 TCFD Report, Strategy – Domestic Residential Mortgage Analysis, p.33.	• Risk description: Domestic residential mortgage exposures are primarily affected by physical risks arising from climate change, including flooding and wave hazards. These risks may result in impairment of collateral value, which would simultaneously increase customers' probability of default and reduce recovery rates, thereby increasing credit risk and causing financial impacts on the Group. • Management approach: The Company manages this risk by implementing climate-related transition and TCFD-related human resources plans to strengthen the ability of residential mortgage personnel to identify and manage relevant risks. The related personnel costs amounted to NT$49.74 million.
Estimated Average Timeframe for Occurrence		24 years

1-3 ESG Sustainable Application Map Inquiry Tool

FFHC has created the industry's first "ESG Sustainable Application Map Inquiry Platform" incorporating geographic information system (GIS) and data application, which connects to API data on the government open data platform, and compiles & includes government data relating to climate change, ecology, water, environmentally sensitive areas and green life. Through location identification methods such as addresses, coordinates or map-based selection, it utilizes big data analysis to provide a range of simulated information about environmental changes, so that users understand disaster and risk potential as well as information on environmentally sensitive areas, making ESG policy-making and risk management more efficient and scientific. According to Google Analytics data, since the launch of the platform in 2024, it has recorded nearly 32,000 page views and attracted 15,000 active users as of the end of 2025.

Link to the ESG Sustainable Application Map Inquiry Platform

1-4 Natural Carbon Sink Initiatives

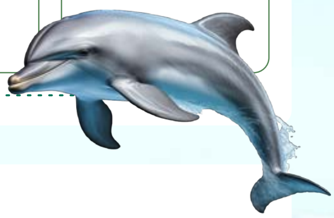
The Company has partnered with the Kuroshio Ocean Education Foundation to promote the "Ocean Oasis: East Coast Cetacean Conservation Project." Through cetacean ecological monitoring and scientific research, the project aims to develop assessment methodologies for marine natural carbon sinks, supporting the key natural carbon sink strategy of the 2050 Net-Zero Transition.

This research focuses on how cetaceans, through their migration and feeding behaviors, transport nutrients from the deep ocean to surface waters; and how they stimulate phytoplankton growth through excretion, thereby enhancing the ocean's capacity to absorb carbon through photosynthesis (known as the Whale Pump Effect). In addition, when cetaceans die and sink to the deep ocean, carbon is sequestered over the long term in low-temperature, low-oxygen environments.

To systematically assess the carbon sink benefits of cetaceans, the project references carbon sequestration calculation methodologies from international literature (e.g., Pearson et al.) and has established a Cetacean Carbon Sink Assessment Framework (as illustrated below). The framework incorporates five key factors: biomass, carbon sequestration, nutrient cycling, ecosystem impact, human activity. The project has also compiled ecological and biological data on sperm whales and developed a preliminary carbon sink calculation model, providing a foundation for the future quantification of natural carbon sinks.

Cetacean Carbon Sink Calculation Whale carbon

Biomass	Carbon Sequestration	Nutrient Cycling	Human Activity	Ecosystem Impact
• Cetacean body size • Population size • Lifespan • Marine environment • Cetacean ecological behavior	• Sinking of whale carcasses • Duration of carbon storage • Carbon released through respiration • Mortality rate / proportion of carcasses reaching the seabed	• Excretion depth of cetaceans • Nutrient distribution • Foraging depth • Comparison with other nutrient sources	• Whaling activities • Climate change • Fisheries-related impacts • Establishment of marine protected areas • Oil pollution	• Food chain development • Bio-diversity



Ocean Code：2-1	Strategy	Measures	2025 Achievement Status
	Strengthen technological research and development capabilities related to marine carbon sinks	Marine carbon sink technologies and benefit assessment	Launched the "Ocean Oasis: East Coast Cetacean Conservation Project." Through marine surveys and scientific analysis, the project evaluates the contribution of cetaceans to carbon capture and long-term sequestration through the Whale Pump Effect and whale-fall processes. A carbon sink calculation model was established with reference to international literature. Taking the sperm whale as an example, preliminary estimates indicate that a single whale can absorb and store approximately 4–6 tons of carbon over its lifetime and can further sequester approximately 4 tons of carbon after death.

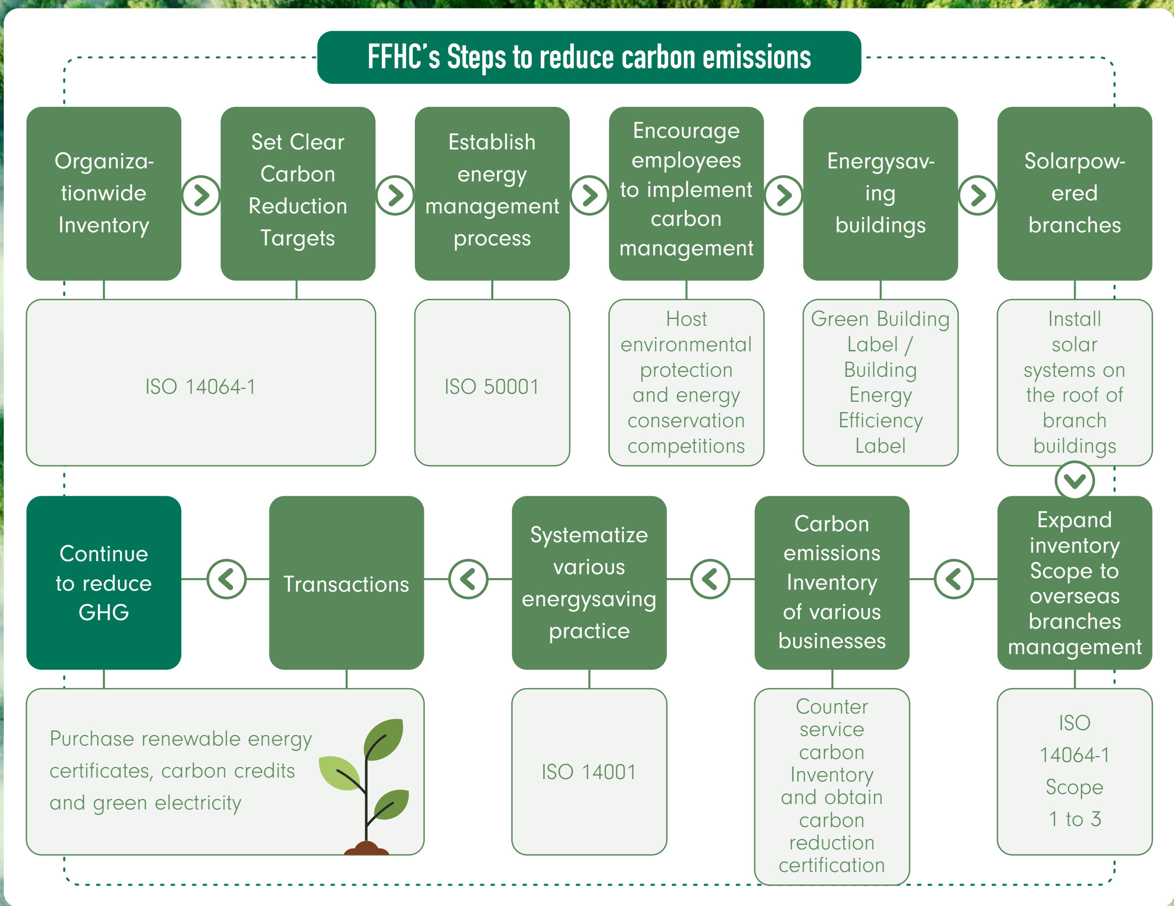
Green Operations and Net-Zero Actions

To align with the national 2050 net-zero emissions goal, FFHC formulated its near-term decarbonization targets in accordance with the Science Based Targets initiative (SBTi) methodology. The targets were validated in June 2024. FFHC's Scope 1 and Scope 2 decarbonization pathway for its own operations is aligned with the goal of limiting global warming to no more than 1.5°C, and the Group expects to reduce its Scope 1 and Scope 2 emissions by 63% by 2035 compared with the 2022 base year.

In 2025, the reduction in Scope 1 and Scope 2 emissions compared with the 2022 base year amounted to 4,330.32 tCO_2e (a reduction rate of 20.13%). Emissions reductions attributable to paperless business measures amounted to 16,328.31 tCO_2e. Accordingly, total emissions reductions reached 20,658.63 tCO_2e. The measures adopted and results achieved are summarized as follows:

2-1 Reduce greenhouse gas emissions

To advance environmental sustainability initiatives, FFHC established a "Green Building Label Certification Program" team in 2010 and has progressively retrofitted self-owned premises into green buildings. As of the end of 2025, a total of 41 sites have obtained green building labels/certifications, including: (i) 38 retrofitted existing premises that obtained Green Building Labels issued by the Ministry of the Interior (including 30 Diamond-class, 2 Gold-class, 1 Silver-class, 2 Bronze-class, and 3 Certified-class buildings); (ii) 2 newly constructed buildings that obtained Gold-class Green Building Labels; and (iii) the London branch office building, which obtained the Building Research Establishment (BRE) "PASS" green building rating in the United Kingdom. FFHC targets a cumulative total of 50 sites obtaining green building labels/certifications by 2030. In addition, the headquarters building and the Sanmin and Taiping branches have been rated by the Ministry of the Interior as Existing Building Energy Efficiency Label Class 1+ (near-zero-carbon building), while the Hengchun branch has obtained Class 1.



Green Building Certifications and Carbon Reduction Benefits of the Group's 38 Self-Owned Premises

New Taipei City	**Yilan County**	**Tainan City**
Changtai Branch	Luodong Branch	Zhuxi Branch
Taipei City	Yilan Branch	Xinhua Branch
Headquarters building	**Taoyuan City**	Chikan Branch
IT building	Zhongli Branch	Dawan Branch
Guangfu Branch	Daxi Branch	Tainan Beimen Branch Building
Wanhua Branch	Longtan Branch	**Changhua County**
Zhongxiao Road Branch	Taoyuan Branch	Lugang Branch
Huashan Branch	**Hsinchu City**	Yuanlin Branch
Zhongshan Branch	Hsinchu Branch	**Yunlin County**
Yanping building	**Taichung City**	Douliu Branch
Dadaocheng Branch	Taichung Branch	Beigang Branch
Nanjing East Road Branch	Taiping Branch	**Kaohsiung City**
Yanji Branch	Fengyuan Branch	Gangshan Branch
Miaoli County	Shalu Branch	Luzhu Branch
Zhunan Branch	Bei Taichung Branch	Sanmin Branch
Toufen Branch	**Pingtung County**	**U.K.**
	Donggang Branch	London Branch
	Hengchun Branch	

30 existing branch premises obtained Diamond-Class Green Building Label
4 branch premises obtained Gold-Class Green Building Label
1 existing branch premise obtained Silver-Class Green Building Label
2 existing branch premises obtained Bronze-Class Green Building Label
3 existing branch premises obtained Certified-Class Green Building Label
1 existing branch premise obtained PASS-Class Green Building Label

Carbon Reduction Benefits of the Group's Green Buildings in 2025		Carbon Reduction Area	
(kWh/yr) *1	Metric TonsCO2e*2 /Year	• Enthalpy control • Replacement with more efficient chilled water and cooling water pumps or addition of variable speed drive • Addition of variable speed drive to air conditioning unit • Replacement of T8 with LED lamps • Implementation of self-management in electricity usage • Replacement with more efficient DC inverter air-conditioning unit or multi-split inverter air-conditioning	• Installation of an energy management system • Replacement of Closed Loop Water Pump and addition of variable speed drive • Installation of a total heat exchanger and monitoring system • Installation of additional air-conditioning units and small ventilators • Installation of additional solar power generating systems • Installation of an independent smart electricity meter • Adoption of green power wheeling
5,755,724 **20,721GJ** (1kWh=0.0036GJ)	**3,010**		

*1: The difference in performance between improved air-conditioning and lighting equipment and the usage time are used as main factors to estimate the carbon emissions reduction.
*2: Data provided in the evaluation statement (EEWH-RN Green Building Mark Application Evaluation Summary Table) approved by the Taiwan Architecture & Building Center.

– Obtained Certifications Relating to Environmental Management or Energy Administration

Item / Operating Locations Implemented in 2025	
"Diamond-Class" Green Building Label / 30 locations	ISO 14001 Environmental Management System / Entire Group – All domestic operating locations
"Gold-Class" Green Building Label / 4 locations	
"Silver-Class" Green Building Label / 1 locations	ISO 20400 Sustainable Procurement - Guidance / First Bank
"Bronze-Class" Green Building Label / 2 locations	Indoor Air Quality Self-Management / 183 locations
"Certified-Class" Green Building Label / 3 locations	Office CO_2 Concentration Monitoring / 240 locations
"Pass-Class" Green Building Label / 1 locations	Environmental Education Personnel Certification / 6 employees
Building Energy Efficiency Rating "Level 1+" (Nearly Zero-Carbon Building) / 1 locations	Net-Zero Green Living Instructor Certification / 1 employee
Building Energy Efficiency Rating "Level 1" / 1 locations	"Environmental Education Facility and Venue" Certification / First Commercial Bank Wanhua Branch
ISO 14064-1 Greenhouse Gas Inventory (Scope 1, Scope 2) / Entire Group – All domestic and overseas operating locations	"Green Office" Certification / 201 locations
ISO 50001 Energy Management System / Banking – All domestic operating locations Securities, Securities Investment Trust, Life Insurance, AMC – Head Offices	"Eco-Friendly Restaurant / Green Food" Certification "AMOT Traceability Restaurant (Two-Star)" Certification / First Commercial Bank Headquarters Employee Cafeteria
	"Heat-Resilient Cooling Station" Certified Locations / 82 locations

2-2 Set Clear Carbon Reduction Targets

2012-2015 Establish Carbon Reduction Targets

- **Set the target:** The amount of GHG emissions from the Headquarters Building in 2015 was down 12% from 2011. That target was achieved ahead of time in 2013
- **Establish the benchmark:** In 2013, the Group established targets for all subsidiaries to reduce the consumption of electricity, water, gasoline, and natural gas

2016-2019 Manage Group Carbon Emissions

- **Plan the measures:** In 2017, the Group incorporated the carbon reduction results of paperless operations into its management framework. For 2018, a Group-wide carbon reduction target was established, combining carbon reductions achieved through both operational improvements and paperless measures, with a goal equivalent to more than 30 times the annual carbon sequestration capacity of Da'an Forest Park
- **Reduce carbon emissions voluntarily:** In alignment with the Taiwan's voluntary carbon reduction commitments, the Group established targets to reduce annual carbon emissions by 20% by 2030, compared with the 2005 baseline, and to reduce annual carbon emissions by 50% by 2050, compared with the 2005 baseline
- **Formulate the scopes**: In 2019, the Group established requirements covering Scope 1, Scope 2, and Scope 3 emissions to implement carbon Inventory across the Group

2020-2025 March on the Pathway to Net-Zero Emissions in 2050

- **Introduce internal carbon pricing:** From 2020 on, the Group issued the "Plan for Carbon Management Contest and Evaluation Among Domestic Business Units" and allocated respective carbon reduction targets to various domestic business units, in order to fulfill the responsibility of carbon reduction. Commendations were awarded to business units with outstanding performance in electricity conservation. It also provided guidance to business units that had failed to reach their carbon reduction targets to submit carbon reduction plans
- **Net-zero emissions:** Adopting the Absolute Contraction Approach, the Group has established a Science-Based Target aligned with limiting global warming to 1.5°C for its own operations, with Scope 1 and Scope 2 greenhouse gas emissions expected to be reduced by 63% by 2035 compared with the base year (2022)

2026 carbon reduction targets for various companies of the FFHC Group are as follows:

The Group's carbon reduction targets are aligned with the SBTi 1.5°C pathway, which aims to limit global warming to no more than 1.5°C. Accordingly, the Group targets a 19.38% reduction in Scope 1 and Scope 2 greenhouse gas emissions by 2026 compared with the base year (2022), equivalent to a reduction of 4,169.49 tCO_2e.

Unit: tCO_2e

Company	Carbon Reduction Targets for 2026, Compared with the Baseline Year (2022)
First Bank	3,666.24
First Securities	363.82
First Securities Investment Trust	56.57
First Life Insurance	60.88
First Financial AMC	18.58
First Venture Capital/First Financial Management Consulting	3.40

*：Compared with the baseline year (2022), the target is 4,169.49 tCO_2e in total carbon reduction

FFHC's Near-Term Emissions Reduction Target

Scope Covered by the Target	Target Timeframe	Baseline Year Emissions Covered and as a % of Total Base Year Emissions	% Reduction Target from Base Year	Has it been authenticated by the "Science Based Targets Initiative (SBTi)"?
Scope 1 + Scope 2	Baseline year: 2022 Target year: 2035	Emissions in the baseline year: 21,515 MT CO_2e Coverage rate: 100%	63%	Yes
Scope 3 Fuel- & energy-related activities (excluding Scope 1 and Scope 2)	Baseline year: 2023 Target year: 2035	Emissions in the baseline year: 3,373 tCO_2e Coverage rate: 92% (excluding overseas business units)	48%	No

Greenhouse Gas Emissions from 2023 to 2025

Year	Greenhouse Gas	CO_2	CH_4	N_2O	HFCs	PFCs	SF_6	NF_3	Total Emissions of 7 Greenhouse Gases
2025	Emissions (tCO_2e/year)	19,011	299	34	1,058	0	0	0	20,402
2024		20,029	447	37	956	0	0	0	21,469
2023		17,856	454	41	889	0	0	0	19,240

*：The Company does not emit NOx, SOx, and other significant air emissions

Group Energy Consumption (Renewable and Non-Renewable Energy Sources Statistics)

Unit: Gigajoule, GJ

Type	Item	2024 Consumption	2025 Consumption
Direct energy (A)	Natural gas	2,608.87	1,990.74
	Liquefied Petroleum Gas (LPG)	380.13	351.27
	Diesel	241.88	351.53
	Gasoline	17,364.57	15,794.53
Indirect energy (B)	Purchased electricity (excluding renewable energy)	114,894.44	114,844.69
Non-renewable energy (C)	(A) + (B)	135,489.90	133,332.76
Renewable energy (D)	Green electricity wheeling	22,520.74	24,428.65
Total energy (E)	(C) + (D)	158,010.64	157,761.40
Renewable energy percentage (F)	(D) / (E)	14.3%	15.5%

*Data coverage：Aligned with financial statements, including all domestic and overseas operating locations of the Group

FFHC's Total Amount of Carbon Emissions

Item		2022	2023	2024	2025	2025 Target	2025 vs. 2024 (%)
Scope 1 ISO-14064 inventory amount (tCO_2e)*1		2,657	2,809	2,829	2,601	2,692	-8%
Scope 2 ISO-14064 inventory amount (tCO_2e)*1	Location-based	19,442	18,980	18,672	17,801	17,887	-5%
	Market-based	18,858*5	16,431*5	15,580*5	14,583*5	15,695	-6%
Scope 1 and Scope 2	Total amount of carbon emissions (tCO_2e)	21,515	19,240	18,409	17,184	18,387	-7%
	Share of locations taking inventory (%)	100					
	Amount of energy consumption (GJ)*2	154,245.58	141,329.44	135,489.90	133,332.76		-2%
	Amount of energy consumption (MWh)*3	39,525.96	39,274.86	37,652.01	37,052.77	37,275.49	-2%
	Average carbon emissions per capita (tCO_2e/person)*4	2.131	1.867	1.784	1.656		-7%
	Average energy consumption per capita (GJ/person)*4	15.28	13.71	13.13	12.85		-1%
	Energy intensity (GJ/Net revenue in NT$1 million)	2.28	2.10	1.88	1.72		-9%
	Emission intensity (tCO_2e / net revenue in NT$1 million)	0.32	0.29	0.26	0.22		-13%
The Group's scope 3 carbon emissions from financing and investments	Carbon emissions (tons CO_2e)	13,849,382	12,878,864	14,333,285	13,282,037		-7%
	Proportion of covered assets(%)*9	73.52%	74.25%	75.96%	75.37%		-0.59
Scope 3 (Categories 1-15)		13,906,981	12,925,535	14,359,418	13,305,695	13,640,000	-7%

*1：Scope 1 emissions are mainly from fuel used by official vehicles, diesel used by generators, and liquefied petroleum gas (LPG), while Scope 2 emissions are mainly from electricity consumption. The emission factors used for 2022-2024 are based on the Ministry of Environment's Greenhouse Gas Emission Factor Management Table (Version 6.0.4). The emission factors used for 2025 are based on the Ministry of Environment's Greenhouse Gas Emission Factors (announced on February 5, 2024). For the 2022–2025 inventories, global warming potential (GWP) values are referenced from the IPCC Sixth Assessment Report (AR6, 2021). The approach used for consolidating greenhouse gas emissions is the operational control approach, and the inventory standard follows ISO 14064-1.

*2：The scope of total energy consumption (GJ) mainly covers generator diesel, LPG, natural gas, official-vehicle diesel, official-vehicle gasoline, and electricity. All data are reported by each unit based on relevant supporting documents, consolidated by the Environmental Sustainability Task Force under the Sustainable Development Committee, and verified by SGS. Conversion factors used for 2022–2025 are based on the parameters in the "Energy Products–Net Calorific Value Table" of the 2024 Energy Statistics Handbook.

*3：MWh (Megawatt-hour) refers to electricity/energy use in thousand kilowatt-hours (kWh).

*4：The inventory boundary (headcount) was 10,095 in 2022, 10,305 in 2023, 10,317 in 2024, and 10,377 in 2025.

*5：Scope 2 inventory figures are reported on a market-based basis. The location-based Scope 2 emissions were 19,442 tCO_2e in 2022, 18,980 tCO_2e in 2023, 18,672 tCO_2e in 2024, and 17,801 tCO_2e in 2025.

*6：In 2025, the absolute reduction method was adopted. Based on the SBT target of limiting warming to 1.5°C, the reduction target requires total Scope 1 and Scope 2 emissions to be reduced by 14.54% relative to the base year (2022). The MWh reduction target refers to the combined total of official-vehicle fuel, generator diesel, LPG, and electricity consumption, which is required to be reduced by 5.7% compared with 2022.

*7：In 2025, there were no complaints relating to environmental impacts, and no penalties were imposed due to violations of environmental laws and regulations.

*8：For new purchases and replacements of air-conditioning systems, environmentally friendly refrigerants R134a or R410a are used. No ozone-depleting substances (ODS) are used.

*9：The decrease in financed emissions in 2025 compared with 2024 was primarily due to lower financed emissions associated with the Bank subsidiary's financing and investment exposure to enterprises including Taipower, CPC Corporation, Taiwan, and Formosa Petrochemical Corporation.

First Financial Group 2025 Financed Emissions Inventory Results - Scope 3

Asset Class	Equity Investments	Corporate Bonds	Business Loans	Project Finance	Commercial Real Estate	Residential Mortgages	Sovereign Debt	Total
GHG Emissions (tCO_2e)	137,015	2,154,975	9,034,546	154,489	81,332	285,327	1,434,353	13,282,037
Percentage	1.0%	16.2%	68.0%	1.2%	0.6%	2.1%	10.8%	100.0%

Industry / Category	Electricity and Gas Supply	Others (Mortgages, Sovereign Debt and Project Finance)	Non-metallic Mineral Products Manufacturing	Pulp, Paper and Paper Products Manufacturing	Basic Metal Manufacturing	Chemical Materials and Fertilizer Manufacturing	Electronic Parts and Components Manufacturing	Oil and Natural Gas Mining	Financial Services	Fabricated Metal Products Manufacturing	Others	Total
GHG Emissions (tCO_2e)	3,372,191	1,874,169	1,742,830	994,499	778,881	487,247	433,135	390,029	309,286	297,467	2,602,303	13,282,037
Percentage	25.4%	14.1%	13.1%	7.5%	5.9%	3.7%	3.3%	2.9%	2.3%	2.2%	19.6%	100.0%

Country / Region	Taiwan	United States	China	Vietnam	Switzerland	Australia	India	Philippines	Singapore	United Arab Emirates	Others	Total
GHG Emissions (tCO_2e)	10,502,508	562,533	347,018	301,640	277,111	272,004	253,942	114,353	89,549	77,596	483,783	13,282,037
Percentage	79.1%	4.2%	2.6%	2.3%	2.1%	2.0%	1.9%	0.9%	0.7%	0.6%	3.6%	100.0%

– 2025 Scope 3 Emissions (Categories 1–15)

ISO 14064-1: 2018 Categories	Categories in Scope 3 of GHG Protocol		Amount of GHG Emissions (tCO2e)	Statistical Methodology
Category 3: Indirect GHG emissions from transport	C4	Upstream transportation and distribution	24	Greenhouse gas emissions resulting from the transportation and delivery of goods provided by suppliers under procurement projects.
	C6	Business trips	453	ISO 14064 inventory outcome
	C7	Employee commuting	3,816	ISO 14064 inventory outcome
	C9	Downstream transportation and distribution	2	The outcome of GHG emissions from the mailing of credit card bills and credit cards is adopted and verified to the ISO 14064 standard
Category 4: Indirect GHG emissions from products used by an organization	C1	Emissions from purchased goods and services	4,212	Greenhouse gas emissions resulting from the use of 10 categories of goods and services in 2025, including office water consumption, office supplies (such as chip financial cards and tote bags), printed materials (routine printing and holiday promotional materials), textiles (clothing), landscaping, manpower services, vehicle rental, public relations and advertising, gifts and souvenirs, and insurance premiums.
	C2	Capital goods	5,629	Greenhouse gas emissions resulting from the acquisition of real estate (land and buildings) and capital goods in 2025, including office equipment, financial-specific equipment, communication and network equipment, customer service equipment, security and surveillance equipment, and transportation-related equipment.
	C3	Fuel- & energy-related activities (excluding Scope 1 and Scope 2)	3,526	ISO 14064 inventory outcome
	C5	Waste generated in operations	94	ISO 14064 inventory outcome
	C8	Upstream leased assets	0	The outcome of the Group's GHG emissions from Scope 1 and Scope 2 has been incorporated
Category 5: Indirect GHG emissions from using products from an organization	C10	Processing of sold products	176	The outcome of GHG emissions generated during the course of credit card production is adopted
	C11	Use of sold products	132	The outcome of GHG emissions generated by the Bank' customers from using Internet services (11 services, including the official website, Personal e-Bank, e-mobile, Financing e-Bank, and iLEO APP) is adopted
	C12	End-of-life treatment of sold products	4	The outcome of GHG emissions from credit card disposal is adopted and verified to the ISO 14064 standard
	C13	Downstream leased assets	5,590	The outcome of GHG emissions generated from rental cars and real estate is adopted
	C14	Franchises	0	FFHC's operations do not involve any related emissions
	C15	Investments	13,282,037	The PCAF methodology is adopted, and the scope encompasses "equity investment", "corporate bonds", "commercial loans", "project financing", "commercial real estate", " residential mortgage", and "sovereign debt"

2-3 Green Transportation

To reduce carbon emissions generated from official business transport, FFHC encourages employees to use public transportation to commute to work. It has also established a shared EasyCard system for employees, enabling employees to use public transit for business travel. EVs, hybrid vehicles or vehicles with higher energy conversion efficiency are prioritized for evaluation when existing official business vehicles are up for replacement. As of the end of 2025, the Group had operated 213 hybrid official business vehicles, which accounted for 49% of all official business vehicles across the Group. The Group also signed a corporate carbon reduction program with Uber, which prioritizes the use of vehicles with less emissions while reducing the fuel consumption and carbon emissions of our official business vehicles. It has also set up EV charging stations at Zhongli Branch and Yanping Building for employees and customers. Regarding official motorcycles, conventional gasoline-powered motorcycles reaching the end of their service life are progressively replaced with electric motorcycles. By the end of 2025, the Group had replaced 129 motorcycles with electric models, representing 47% of all official motorcycles across the Group. These replacements are estimated to reduce carbon emissions by approximately 47 tCO_2e per year. Note 1 In addition, battery swapping stations have been installed at seven locations, including the Zhongshan Branch, Dadaocheng Branch, Beitou Branch, Xinxing Branch, Caotun Branch, Yanji Dormitory, and IT building. Furthermore, the Group has established 15 employee dormitories in densely populated operating areas and remote regions throughout Taiwan, helping to reduce carbon emissions associated with employee commuting.

∗：The carbon reduction is based on Gogoro's 2016 report that the replacement with electric scooters can save 1.9175 kilograms of CO_2e per liter of gasoline, and calculated according to the Ministry of Transportation and Communications' 2022 "Report on Motorcycle Usage Survey" that each motorcycle can travel an average of 23.5 kilometers per liter of gasoline based on the average annual motorcycle travel distance of 4,500 kilometers on the "Auto Energy Website (2024 Vehicle Fuel Economy Guide)". Calculation: 129 motorcycles × 1.9175 $kgCO_2e$ × (4,500 km ÷ 23.5 km) ÷ 1,000 = 47 tCO_2e.

2-4 Carbon Footprint Management

Establishment of regulations

Since 2017, FFHC has taken the lead in formulating the Product Category Rules (PCR) for the "Carbon Footprint Calculation of Counter Services"

Mobilized and aligned with industrial peers

FFHC took the lead to invite its counterparts in the financial industry to join related discussions and formulation

→ **Published the acknowledgment**

In June of the same year, the PCR was approved by the Ministry of Environment and announced on the Environmental Protection Administration's Carbon Footprint Label website

→ **Obtained the statement**

In July of the same year, we obtained the carbon footprint verification statement

Management approach

We enhanced carbon footprint management

Management and maintenance

Maintained the validity of "Product Carbon Footprint Label Certificate" and "Product Carbon Footprint Reduction Label"

Concrete carbon reduction results

In 2021, the Wanhua Branch obtained double certifications and won the "Product Carbon Footprint Label" and "Product Carbon Footprint Reduction Label", in addition to receiving a merit award from the Ministry of Environment in the "2021 Low Carbon Products Awards",

Publicity

Joined hands with the Green Finance Education Center to provide carbon footprint concept and immersive simulation experiences, enabling the public to better understand the importance of carbon footprints

Sustainability certifications

Achievements since 2017

In September 2017, counter services at two service locations obtained the Product Carbon Footprint Label Certificate

First Commercial Bank Headquarters Business Division

Each counter service transaction generated approximately 2.2 kg CO_2e

First Commercial Bank Wanhua Branch

Each counter service transaction generated approximately 800 g CO_2e

From 2019 to 2020, counter services at two service locations obtained the Product Carbon Footprint Reduction Label

2019-Yonghe Branch

Achieved a 3.79% reduction in carbon emissions from counter services

2020-Wanhua Branch

Achieved a 3.55% reduction in carbon emissions from counter services

In 2025, the Company applied for and obtained the Carbon Footprint Label Certification for its Corporate Loan Application Services, becoming the first company in Taiwan to receive this certification

Carbon Footprint Label No. 2516412003 - Every financial physical service (corporate loan application)

The carbon footprint of this financial service was calculated in accordance with the Directions for Promoting Product Carbon Footprint Management of Environmental Protection Administration, Executive Yuan and Product Category Rules (PCR) for Financial Entity Services, Version 1.0.

Service: Corporate loan application

Calculation service processes include: Completion of application documents→Review→Credit investigation / valuation→Contract signing / verification→Loan disbursement

Assessment boundary: Head office and 187 domestic branches of First Commercial Bank in 2023

2-5 Use of Renewed Energy

Installation of Rooftop Solar Power Generation Systems

After evaluating the solar irradiation conditions of its operating locations, FFHC began installing rooftop solar photovoltaic (PV) systems at selected branch buildings in 2016. As of the end of 2025, FFHC had installed 27 rooftop solar PV systems. These systems contributed to a carbon reduction of 164.55 tCO_2e in 2025. It has also established a target to generate and utilize 290 MWh of renewable energy in 2026.

● – Renewable Energy Consumption & Green Power Purchases in the Past Years

Item / Year	2022	2023	2024	2025 Actual Results	2025 Target	2026 Target
Energy consumed (MWh)	256.74	246.53	301.13	347.16	250	290
kWh purchased*1	1,793,994	3,546,787	6,258,821	6,789,054	5,076,000	6,988,000
Total kWh of purchased and used renewable energy	2,050,738	3,793,325	6,559,957	7,136,209	5,326,000	7,278,000
Amount of energy consumption (GJ)*2	7,379.05	13,649.29	23,615.85	25,690.35		
Electricity Carbon Emission Factor*3	0.509	0.495	0.494	0.474		
Carbon reduction amount (tCO_2e)	1,043.83	1,877.70	3,240.62	3,382.56		

*1：In 2022, we purchased 85 metric tons of carbon credits (which equaled 166,994 kWh in the use of renewable energy), 110,000 kWh of renewable energy certificates and 1,517,000 kWh of green electricity. In 2023, the Company purchased 138 metric tons of carbon credits (equivalent to approximately 278,787 kWh of renewable energy consumption), 3,175,000 kWh of green electricity, and 93,000 kWh of renewable energy certificates. In 2024, the Company purchased 6,030,821 kWh of green electricity and 228,000 kWh of renewable energy certificates. In 2025, the Company purchased 6,608,054 kWh of green electricity and 181,000 kWh of renewable energy certificates.

*2：Energy consumption (GJ) is calculated based on electricity readings from self-installed meters. The conversion coefficients for 2022–2025 are based on the parameters in the Heat Content of Energy Products table in the Energy Statistics Handbook 2024.

*3：The "Electricity Carbon Emission Factor" is announced every year by Bureau of Energy, MOEA.

● – A Total of 27 Rooftop Solar PV Systems Had Been Installed as of the End of 2025

Taipei City	Yunlin County	Tainan City
Yanping building	Beigang Branch	Madou Branch
Huashan Branch	**Pingtung County**	Zhuxi Branch
Hsinchu County	Donggang Branch	Dawan Branch
Dongmen Branch	Hengchun Branch	Beimen Building
Guanxi Branch	Chaozhou Building (New)	Xinhua Branch
Miaoli County	**Taoyuan City**	**Kaohsiung City**
Zhunan Branch	Taoyuan Branch	Luzhu Branch
Toufen Branch	Zhongli Branch	Sanmin Branch
Taichung City	**Hualien County**	Xinxing Branch
Dongshi Branch	Hualien Branch	Qianzhen Branch
Taiping Branch	**Changhua County**	
Fengyuan Branch	Lugang Branch	
Shalu Branch		

● – Carbon Emissions Reductions from Rooftop Solar Power Generation Systems

Item / Year	2023	2024	2025
Energy consumed (MWh)	246.53	301.13	347.16
Electricity Carbon Emission Factor*	0.495	0.494	0.474
Carbon reduction amount (tCO_2e)	122.04	148.76	164.55

*: The "Electricity Carbon Emission Factor" is announced every year by Bureau of Energy, MOEA.

Green Power Wheeling to Promote Renewable Energy Use

To promote using renewable energy sources, the Group has signed green power wheeling agreements with renewable energy vendors and purchased green power compatible with the "Bundled REC System", which allows for direct deduction of electricity consumption from our Taipower bills while substantially reducing the amount of carbon emissions. From December 2021 to the end of 2025, 27 of the Group's business locations had utilized green power. 18,781,842 kWh in green power has been used cumulatively so far, and we expect to increase the share of green power year by year.

Item / Year	2021	2022	2023	2024	2025
Green Electricity Wheeled (kWh)	48,497	1,038,232	5,056,238	6,030,821	6,608,054
Total					18,781,842

Solar Power Generation and Rainwater-Harvesting Hydroponic Green Roof

FFHC is devoted to promoting its green building policy, as well as reducing the effects of urban heat islands. The Group has built three "zero carbon green roofs" at its Wanhua, Huashan and Chang'an Buildings so far, which incorporate the concept of ecological hydroponics, aquaponics and landscape gardens. A rainwater harvesting system has been implemented to replenish the aquaponic system with water. Electricity generated from solar panels is used to support system operations, including water circulation, filtration, and purification. The aquaponics system combines the cultivation of vegetables and fruits above the water surface with fish farming below the surface. Fish waste serves as a nutrient source for plant growth, meanwhile, this system provides employees with a multifunctional green space for relaxation and recreation.

Open for reservation-based visits to the green roof of the Green Finance Education Center

Green Landlord

To support the Ministry of Economic Affairs' "Guidance Demonstration Project for Single-Account Multiple-User Renewable Energy Transactions," the Group has engaged tenants of its self-owned buildings in adopting green electricity under its Green Landlord Policy. As of the end of 2025, the Group had successfully engaged two tenants to use green electricity, with cumulative green electricity consumption reaching 18,232 kWh during 2024-2025.

2-6 Reducing Water Use and Conserving Water Resources

To implement the concept of rainwater recycling and reuse, the Group has installed rainwater harvesting systems at the Headquarters Building, Yanping Building, and Zhongli Branch for landscape irrigation and toilet flushing. In addition, the Wanhua Branch has established a rainwater harvesting system for irrigation of its green rooftop. In 2025, the Group's total water consumption was 209.17 million liters. Tap water therefore made up 99.96% of the water consumption and 0.04% came from the Headquarters building basement's overflow and rainwater. FFHC investigated water consumption at each company including operating sites.

In order to improve water use efficiency, the headquarters building introduced the "ISO 46001 Water Efficiency Management Systems". The Group also strengthened water resources management measures through the water use review and performance evaluation, including using a management and monitoring system to control the operations of each water pump. Water consumption at each operating site was regularly investigated to see if there was any leakage in the piping and facilities. Certified green water-saving devices such as water-saving tap fittings, 2-stage flushing toilets, and sensor-controlled urinals were also installed to reduce water usage. The Group also utilizes variable-frequency-controlled cooling towers to reduce energy consumption and minimize water evaporation losses. In addition, it has adjusted kitchen dishwashing procedures, installed grease traps, adopted environmentally friendly cleaning agents, conducted regular septic tank pumping and maintenance, and audited waste collection and disposal flows to improve water quality and reduce pollution. Furthermore, in 2025, the Group joined the Taipei Water Environment Patrol Team organized by the Taipei Department of Environmental Protection, continuing its efforts to implement water resource management.

● – Municipal Water Consumption Over the Years

Unit: Million Liter

Item \ Year	2022	2023	2024	2025		2026 Target
				Actual Results	Target	
Total water consumption	213.77	236.52	235.45	209.17	Below 217.35	Below 216.90

＊1：FFHC's water consumption statistics are mainly filed by each unit in accordance with water bills and compiled by the Sustainable Environment Work Group of the Sustainable Development Committee.

＊2：The scope in 2022 covered all domestic operating locations of the Bank, Securities, Securities Investment Trust, Life Insurance, and AMC. In 2023, First Commercial Bank's overseas operating locations were added to the reporting scope. Beginning in 2025, First Commercial Bank's overseas operating locations were excluded from the reporting scope.

2-7 Upgrading IT Equipment: Paperless Operations

FFHC strives to improve the performance of its IT equipment while phasing out old servers. It implements paperless teaching, paperless meetings, paperless service rendering, and paperless office administration, including: The entire credit investigation/credit extension procedure is run on the system, which automatically introduces data from the Joint Credit Information Center, as well as account consolidation for domestic and overseas group account holders. Digitalizing branch marketing, transaction processing, payment processing, and accounting operations; establishing a Digital Content Broadcasting System (WMS) at 183 branches across Taiwan, enabling real-time remote management of branch displays and the distribution of marketing and promotional content, thereby advancing paperless marketing initiatives.

Paperless Services

- The process of providing services, including "marketing", "transaction", "payment" and "accounting", is introduced into digital services to reduce paper usage.
- Provide customers with mobile and online insurance application services, and provide electronic insurance policies for insurance cases purchased online
- A "digital content public performance system" has been installed at branches across Taiwan to remotely manage and deliver advertising and marketing activities in real time, thereby reducing the amount of paper used for advertising and marketing.

Paperless Meetings

- Printed materials no longer provided at most meetings. They are instead compiled into electronic files and transmitted to the meeting server.
- All business announcements, and sales reviews are conducted through video conferencing where possible to reduce fuel consumption and carbon emissions from business travel. This improved administrative efficiency and reduced carbon emissions.

Paperless learning

- The development of the "First e-Academy" online learning system, collaborative system cloud and data cloud have effectively reduced paper consumption.
- Physical classroom teaching adopts slides or iPad to reduce paper usage.

Paperless credit review

- Implemented the "New Enterprise e-Loan System" and "Consumer e-Loan System" for credit checks and reviews, resulting in a computerized system that reduces paper consumption.
- Joint credit information are now automatically imported. borrowers' and guarantors' credit information can be queried online making printed paperwork unnecessary.
- Implemented an account-keeping database for the group to automatically import domestic and overseas group data.

Paperless administration

- Internal documents use both sides of a paper when possible.
- Internal documents and employee pay sheet are now in electronic form. Recycled envelopes are used for sending printed documents.
- Use of Internet bulletin board for announcements.
- Reduced the use of paper cups and meal boxes.
- Recycled paper packaging for bills; eco-friendly ink used for printing envelopes and annual reports.

– Carbon Emissions Reductions from Paperless Initiatives Over the Years

Item \ Year	2022	2023	2024	2025	Change from 2024 to 2025 (%)
Number of official documents issued electronically / carbon reduction amount	315,284 documents /14,181.47 tCO_2e	382,659 documents /19,153.92 tCO_2e	210,429 documents /*2 9,177.58 tCO_2e	240,162 documents /10,633.21 tCO_2e	+15.86
Number of electronic bills and DM / carbon reduction amount*1	371,369,856 copies /3,342.33 tCO_2e	491,791,534 copies /4,426.12 tCO_2e	559,912,430 copies /5,039.21 tCO_2e	545,769,857 copies /4,911.93 tCO_2e	−2.53
Hours of online teaching / carbon reduction amount	444,779 hours /49.82 tCO_2e	406,676 hours /45.56 tCO_2e	432,568 hours /48.44 tCO_2e	428,992 hours /48.05 tCO_2e	−0.81
Number of electronic automated transactions / carbon reduction amount	100,478,626 transactions /562.68 tCO_2e	113,412,193 transactions /635.11 tCO_2e	127,248,150 transactions /712.59 tCO_2e	131,270,549 transactions /735.12 tCO_2e	+3.16
Total carbon reduction amount	18,136.30 tCO_2e	24,260.71 tCO_2e	14,977.82 tCO_2e	16,328.31 tCO_2e	+9.02

*1：The carbon quantity reduced from electronic billing and DM was calculated based on the Taiwan Products Footprints Information Network on the official website of the Ministry of Environment: one sheet of B4-sized paper meant 0.009 kg of CO_2e emissions; the carbon quantity reduced from electronic automated transactions was based on the same source: one sheet of A4-sized paper meant 0.0056 kg of CO_2e emissions.

*2：The significant drop in the number of electronic official documents since 2024 is because the number of related electronic official documents seized by courts reduced sharply.

– Carbon Reduction from Electronic Official Documents in 2025

Company	Quantity Utilized	No. of Users	Carbon Reduction Amount*2 (Unit: tCO_2e)
First Bank	218,952	8,625	10,575.38
First Securities	8,188	828	37.97
First Securities Investment Trust	4,391	150	3.69
First Life Insurance	8,436	341	16.11
First Financial AMC	195	63	0.07
Total	240,162	10,007	10,633.21

*1：The carbon quantity reduced from electronic official documents was calculated based on the Taiwan Products Footprints Information Network on the official website of the Ministry of Environment: one sheet of A4-sized paper meant 0.0056 kg of CO_2e emissions.

*2：Carbon reduction amount = the times of usage * the number of users * the amount of carbon emission per A4 paper / 1,000

– Carbon Reduction from Online Training in 2025

Company	Training Hours	Carbon Reduction Amount* (Unit: tCO_2e)
First Bank	313,911	35.16
First Securities	94,735	10.61
First Securities Investment Trust	5,771	0.65
First Life Insurance	13,382	1.50
First Financial AMC	1,193	0.13
Total	428,992	48.05

*：Carbon reduction amount = course hours * assuming that the online course saves 20 sheets of A4 paper per hour * the carbon emission per A4 paper / 1,000

2-8 Recycled Wastes

To maximize waste sorting and resource recycling, each Group company has established annual resource recycling targets and tracks waste recycling/sorting and garbage removal volumes at domestic operating locations. The Group has also eliminated individual waste bins in offices and replaced them with centralized waste sorting and recycling stations on each floor. In addition, the Headquarters Building pioneered the establishment of a Resource Recycling Experience Zone, encouraging employees to practice waste sorting and supporting one of the National Development Council's 12 Key Strategies for Net-Zero Emissions by 2050 – "Resource Recycling and Zero Waste".

● – Historical Waste Recycling and Waste Disposal Volumes

Unit: metric tons

Item \ Year	2022	2023	2024	2025		2026 Target
				Actual Results	Target	
Recycled waste*1	226.5	218.6	236.9	227.4	Not less than 191.27	Not less than 193.05
Disposed waste*1 (a+b)	279.04	315.27	314.62	254.07	Below 286.94	Below 286.80
Landfilled waste (a)*2	18.42	13.56	11.01	16.52		
Incinerated waste (b)*2	260.62	301.71	303.61	237.55		

*1：From 2021 to 2022, the coverage included all domestic business locations of the Group's companies; in 2023, overseas business locations of First Bank were added, while in 2025, overseas business locations of First Bank will be excluded.

*2：The proportions of waste sent to landfill and incineration were estimated based on the annual data published in the Ministry of Environment's Annual Report on General Waste Management for each respective year.

2-9 Environmental Education

FFHC continues to promote green finance environmental education:

- Green Finance Education Center: As the only environmental education facility in the financial industry certified by the Ministry of Environment, the Center continued to enhance its digital information systems in 2025 and was invited by the Ministry of Environment to share First Commercial Bank's experience in developing sustainable finance courses.
- Diversified sustainable finance courses: As of the end of 2025, five Ministry of Environment-certified green finance environmental education courses have been developed, including: "Green Building Energy Conservation and Carbon Reduction," "Climate Change Risk Management," "Green Lending and Financing Review," "Green Consumer Finance," and "The Ecological Investment Secrets of Financial Tycoon." In 2025, a total of 31 sessions of environmental education courses were conducted, engaging 1,296 participants, including enterprises, government agencies, clients, and schools.
- Developing employee environmental literacy: Since 2015, all group employees have been required to attend environmental education and training, with an average of at least 2 hours per employee per year. Tailored onsite programs are provided for new hires, new management associates (MA), general affairs staff, and overseas employees. At present, the Group has 6 Ministry of Environment-certified environmental education personnel and 1 Net Zero Green Living lecturer. Among them, one staff member participated in the Ministry of Environment's first Outstanding Environmental Educator Selection and received an Excellence Award in the "Environmental Education Facility – Administration Category," becoming the only awardee in the financial industry.

The Green Finance Education Center has been optimized


University Environmental Education Course Appointments


Overseas Employees Learning Marine Sustainability in Hualien


Ministry of Environment - Outstanding Environmental Educator Recognition Ceremony

2-10 Encourage employee proposals, environmental competitions, and internal carbon pricing measures

To support the implementation of the internal carbon pricing policy and to reduce Scope 2 (electricity) carbon emissions, First Bank continues to organize the "carbon management and electricity conservation competition for domestic operating departments". Reduction targets are allocated to each domestic operating department. The achievement status of each department's electricity-saving targets is announced on a quarterly basis. After the end of the year, the target achievement rate is calculated and results are disclosed. From 2021 to 2025, a total of 91 commendations were granted to personnel of high-performing departments that met their targets, including tellers and assistant supervisors. Departments that fail to meet their electricity-saving targets are issued an internal carbon pricing report so that they understand the carbon emission fees that would be incurred due to excess emissions, and are required to propose a decarbonization plan for improvement.

The type of internal carbon pricing adopted is an implicit price. The pricing basis is calculated using the cost per ton of carbon reduction derived from actual decarbonization measures and related investments (including costs associated with green electricity transfer, green building improvements, and rooftop solar PV installation works, etc.). Equipment cost-benefit analyses are conducted accordingly. Based on the calculation, the cost per ton of carbon reduction in 2025 was NTD 4,358, equivalent to approximately USD 140 per tCO_2e.

In 2025, domestic operating departments cumulatively saved approximately 1.037 million kWh of electricity compared with the base year (2022), corresponding to an emissions reduction of approximately 491.88 tCO_2e. Through investments in decarbonization measures and the departments' own electricity management, the potential external carbon cost reduced as a result of lower emissions amounted to NTD 2.143 million. The internal carbon price implied by the competition results and the corresponding energy-saving performance have also been incorporated into the evaluation of all premises renovation projects and into the review of purchased electricity expenditures and savings, serving as decision-making references for the Group's overall resource allocation and operating strategy. In addition, First Securities and First Financial AMC have also organized electricity-saving competitions since 2024 to strengthen the Group's overall decarbonization effectiveness.

Furthermore, since 2014, the Company has encouraged employees to submit proposals on environmental protection and energy-saving measures. Cash rewards are granted when proposals are adopted. In 2025, a total of 13 proposals were submitted, of which 3 were approved and adopted.

2-11 Eco-friendly restaurant

The Company has established an employee cafeteria in the headquarters building and obtained the Ministry of Environment's Eco-friendly Restaurant certification. In 2025, the cafeteria received dual two-star certifications from the Ministry of Environment, namely "Green Dining Table" and "Traceability Restaurant". Ingredients are sourced daily from nearby organic farms, effectively reducing the food-mileage carbon footprint. The cafeteria provides reusable circular tableware and cleans them with eco-friendly detergents. In addition, the first Wednesday of every month is designated as a "Vegetarian Day", encouraging employees to reduce carbon emissions and protect the planet through everyday dietary choices.

Since 2023, the Company has also converted kitchen waste from the eco-friendly restaurant into fertilizer through sorting, collection, resource recovery, and the use of fractal accelerated fermentation technology. As of the end of January 2026, 6.5 metric tons of kitchen waste had been collected, producing 2 metric tons of organic cultivation medium. A "Green Gold Fertilizer" registration certificate was issued by the Ministry of Agriculture. The fertilizer has been applied at the head office, the Yanping Building, various green-roof gardens, and low-carbon communities.

Food Waste Converted into Organic Fertilizer and Supplied to Low-Carbon Communities

Use of Green Manure in First Commercial Bank Headquarters Rooftop Farm

2-12 Biodiversity Action

The Group adopts a systematic sea, land, and air approach to biodiversity conservation and environmental sustainability:

- Sea: In collaboration with the Kuroshio Ocean Education Foundation, the Group promotes the "Ocean Oasis: East Coast Cetacean Conservation Project." In addition to showcasing podcast outcomes at the First Commercial Bank Headquarters, conducting environmental education courses for overseas employees, and publishing "Kuroshio Whale Encounter: Risso's Dolphins Writing Diaries with Their Bodies," the Group also organized global screenings of "Ocean with David Attenborough," encouraging public awareness of marine conservation.
- Land: The Group supported the opening of the "Endangered Animals Story House" at the Taipei Zoo, continuously promoting the importance of endangered species conservation. The results have been presented at the National Conference on Environmental Education. The Group also sponsors the endangered species "Taipei frog," working with the Taipei Zoo and the Ministry of Agriculture to advance conservation research, including field surveys of potential reintroduction sites in Shimen, and mobilizing employee volunteers to maintain and develop suitable habitats. In addition, in collaboration with the National Taiwan Museum, the Group co-hosted the special exhibition on biodiversity "The Sixth Mass Extinction: Fate or Chance," exploring biological evolution in the context of environmental change from a natural history perspective.
- Air: In collaboration with the Wild Bird Society of Taipei, the Group launched the "First Initiative – Protect Birdlife with Safer Windows." Demonstration sites for bird-safe window decals have been established across Group locations, government agencies, schools, and client sites. Window decal kits and workshops have also been provided to effectively reduce bird-window collisions, promoting a green city vision of coexistence between humans and birds.

Kuroshio Global Screening Event


Taipei Frog Habitat Restoration


Bird Collision Prevention Workshop

2-13 Plastic Reduction Action

The Group reduces the generation of plastic products and waste through nature-based solutions:

- Since Earth Day 2024, in collaboration with client Formosa Eco Life, the Group has established the financial industry's first "plastic-free vending machine." By 2025, a total of 4 stations had been installed, effectively reducing the use of plastic containers. The initiative is combined with World Environment Day activities to enhance environmental literacy among employees and the public. In 2025, it reduced 7,267 liters of plastic container usage and was selected by the Ministry of Environment as a Sustainable Highlight Case under the "Green Lifestyle Partnership."
- The Group actively supports the circular economy concept of the Ministry of Environment’s 8+N Resource Recycling Alliance. In 2025, it joined the Resource Circulation Industry Booster Association and responded to the Global Plastics Treaty, promoting four sites for "No Littering of Cigarette Butts" along with strengthened public awareness campaigns. A total of 3,295 grams of cigarette butts were collected throughout the year.
- The Group supports the bulrush field adoption project, cultivating natural grass-based straws to replace plastic straws, thereby reducing plastic use and promoting biodiversity. Employee empowerment seminars were also conducted.

Green Lifestyle Partnership Sustainable Highlight Case Award Ceremony


"Plastic-Free Vending Machine Event" on the World Environment Day

Sustainable Procurement and Supplier Management

3-1 Sustainable Procurement

To embed the concept of sustainability in procurement practice and to work with suppliers to take advantage of the opportunity to create more value together, FFHC has introduced the "ISO 20400:2017 Sustainable Procurement-Guidance" since 2020, in addition to implementing the seven core themes in its procurement practice. In 2025, it continued to complete the "Performance Assessment for ISO 20400 Sustainable Procurement-Guidance", and received an SGS certificate as well as a highly acclaimed Level 4 rating. The green procurement target for 2025 was NT$85.55 million, while the actual procurement amount reached NT$202.329 million. In addition, the Group has been verified as a benchmark organization for "Benchmark Private Businesses and Groups in Green Purchasing" by the Taipei City Government for the eleventh consecutive year and fulfilled the green procurement commitment of the Sustainable Finance Pioneer Alliance. Furthermore, in response to the Ministry of Environment's Guidelines for Circular Procurement, the Group gives priority to leasing rather than purchasing for applicable products and services. In 2025, products procured under the circular procurement approach included company vehicles and office equipment.

Process for Introducing the ISO 20400 : 2017 Sustainable Procurement Guidance

Identification of key procurement industries

FFHC classified suppliers based on their industry type and procurement amounts. Industries with higher or procurement amounts or specific industry types are identified as critical procurement industries. The Group initially identified four key procurement industries including renovation construction, IT equipment and maintenance, labor services, and printing and advertising, as industries with sustainability risks involving human rights, labor practices, environment, and fair operating practices.

Sustainability risk \ Key procurement industry	Renovation construction	IT equipment and maintenance	Labor services (Cleaning Services)	Printing and advertising
Human rights		• Compulsory labor	• Child labor	
Labor practices		• Health and safety	• Work hours	
Fair operating practices		• Anti-bribery		
The environment	• Greenhouse gas • Waste	• Greenhouse gas • Waste	• Greenhouse gas	• Greenhouse gas • Wastewater • Waste

Establish sustainability guidelines for key procurement industries

Key procurement industry	Sustainability guidelines: General guidelines	Sustainability guidelines: Industry-specific guidelines
Renovation construction	Before suppliers may participate in the bidding process, we first check to determine whether they have been implicated in any infractions relating to environmental pollution, contravention of labor laws and regulations, or societal harm, in which case an explanation is required, or the companies are excluded as potential partners.	• Prioritize the purchase of products with environmental protection, energy conservation, or water conservation mark and green architecture materials. • Select EPA-approved products made from recycled materials which are recyclable, generate low amounts of pollution, and offer energy savings benefits. • During the renovation and construction of the operating locations, more than 60% of the indoor and 20% of the outdoor used the green architecture materials.
IT equipment and maintenance		• Select EPA-approved products made from recycled materials which are recyclable, generate low amounts of pollution, and offer energy savings benefits. • Reject the purchase of products which have excessive packaging, cause environmental damage, or are non-biodegradable and machinery which consumes large quantities of energy. • Our purchasing policy emphasizes cross-compatibility, ensuring that items procured for remodeling company locations, such as mechanical equipment and other products, can be re-used alongside existing hardware. • Designs that could be easily dismantled or recycled and software-upgradeable equipment are chosen.
Labor services (Cleaning Services)		• Verify that purchased cleaning products do not contain hazardous substances. • Whenever possible, use recycled or reusable packaging, for example: refill packs. • Choose products that can be diluted on-site first to reduce shipping and packaging requirements. • Cleaning technology enabling efficient water and energy consumption is employed to reduce the demand for water and energy. • Products that meet the criteria for eco-friendly labels (such as environment-friendly labels and carbon labels) are prioritized and preferred. • Ensure that cleaning staff comply with legal wage and working hour requirements.
Printing and advertising		• Products with environment-friendly labels or other eco-friendly labels are prioritized and preferred. • Toner cartridges come from recycled original toner cartridges. • Carbon powder does not contain heavy metals (such as mercury, cadmium, lead, or hexavalent chromium). • Ink shall not contain carcinogenic, mutagenic and toxic materials. • Paper shall not contain chlorine, and thermal paper rolls shall not contain bisphenol A. • Use of recyclable packaging is mandatory, and no synthesized halogenation materials are allowed.

Establish supplier preview mechanisms

Established a supplier scoring system to include governance, environmental, and social factors include the "preliminary supplier review items". If a supplier passes the review, it is included in the database of qualified suppliers which is provided to procurement units for conducting inquiries and selecting preferred suppliers .We have established 29 categories of information for qualified vendors.

ESG Factors Evaluated in the Preliminary Supplier Evaluation

Governance Factors	Social Factors	Environmental Factors
Quality control Ethical corporate management Compliance	Labor rights management Occupational Health and safety	Environmental management Pollution and hazardous substance management Waste management

Management review

We use the three-step supply chain management procedures to incorporate the sustainability policy into procurement practices. Please refer to the "Supplier Sustainability Management" for the Company's specific measures for supplier management.

3-2 Supplier Sustainability Management

FFHC established the "Supplier Management Guidelines" as the policy and guiding principles for the management of suppliers of the Group. In addition to requiring suppliers to agree to comply with the relevant provisions of the Guidelines when signing contracts with Group companies, FFHC also strengthens communications and requires suppliers to sign the "Human Rights and Environmental Sustainability Clauses" undertaking. The Guidelines further require Group companies to urge suppliers to comply with the relevant provisions through on-site visits, audits and other means, covering areas including basic labor and human rights, environmental protection, ethical management, and occupational safety and health management.

Please refer to the Company's website for specific contents of the Company's Supplier Management Guidelines.

FFHC emphasizes fairness and transparency in the procurement and tendering process, and has established three-step supply chain management procedures. Through the supplier management mechanism, FFHC screens and selects qualified vendors that align with the spirit of sustainable development to serve as long-term partners, covering 29 categories such as energy-saving products, IT equipment and maintenance, renovation and construction works, operational business-related services, landscaping and environmental greening works, etc. As a general principle, major procurement is conducted with suppliers located in the country of operation and in proximity to operating sites. In 2025, procurement for operating sites in Taiwan was 100% sourced from local Taiwanese suppliers*, so as to ensure supply chain stability and localization, reduce carbon emissions from transportation, and increase local employment opportunities.

To implement an environmentally responsible operating model and to actively build a green supply chain, FFHC has strengthened supplier ESG risk management since 2022 by adding ESG risk factor screening items and surveying suppliers with relatively larger procurement amounts. In May 2025, FFHC held a supplier engagement meeting on greenhouse gas inventory and climate risk management, guiding suppliers to progressively complete carbon inventories. FFHC also selected a total of 79 suppliers in categories such as IT equipment and maintenance, printing, and advertising-each with annual procurement amounts exceeding NT$1,000,000 and with business engagements over the past two years-to submit data through the "Supplier Greenhouse Gas Inventory Platform", and conducted scoring based on the submissions. A total of 63 suppliers received A or B ratings. In 2026, when participating in procurement tendering and when performance bonds are required upon contract signing, suppliers rated A and B will be granted 10% and 5% discounts, respectively, to encourage low-carbon management practices.

*：Calculated based on the 2025 qualified supplier database list.

Interface of the Supplier GHG Inventory Platform


Supplier Engagement Meetings on Greenhouse Gas Inventories and Climate Risk Management

● – Percentage of Suppliers Assessed for Human Rights Violations and Subject to Mitigation Measures

Item / Year	2025
(a) Percentage of no. of current vendors based on assessments (%)	100
(b) Ratio of identified risks to items (a) that have been assessed	45*1
(c) Ratio of mitigation procedures that have been implemented to items with identified risks among (b)	100

*1：The Company compiled statistics using the number of suppliers in 2025. Among 490 suppliers, it identified 222 suppliers with human rights violation risks, including occupational safety risks associated with musculoskeletal injuries: 2 suppliers in the clothing category, 3 suppliers in the moving company category, 102 suppliers in the renovation category, 25 suppliers in the air conditioning category, 61 suppliers in the plumbing engineering category, 19 suppliers in the fire protection engineering category, 6 suppliers in the landscape engineering category, and 4 suppliers in the solar power generation engineering category.
*2：There were no cases where suppliers of the Company received penalties for violation of labor laws before signing contracts or within the contract duration and failed to make improvements. Therefore, there were no records of termination of partnerships with suppliers.

Three-Step Supply Chain Management Process

Management Strategy	Tangible Actions Taken	Implementation Results
Preliminary screening	• **Active Inquiries:** Before a vendor may participate in the bidding process, we first check to determine whether they have been implicated in any infractions relating to environmental pollution, contravention of labor laws and regulations, or societal harm, in which case an explanation is required, or the company is excluded as a potential partner. If a supplier passes the review, it is included in the database of qualified suppliers which is provided to procurement units for conducting inquiries and selecting preferred suppliers. Provisions requiring suppliers to abide by the Occupational Safety and Health Act have also been stipulated in construction contracts.	Completed 3,787 supplier inquiries. The Group added 346 suppliers to the database of qualified suppliers in 2025. (accounting for 100% of new suppliers)
	• **Overseas Locations:** Before a procurement is made, the "Human Rights and Environmental Sustainability Evaluation" must be completed to check whether the vendor has been implicated in any infractions relating to environmental pollution, damages to labor or human rights protections, or harm to society.	FFHC's overseas locations completed "Human Rights and Environmental Sustainability Evaluation" for 1,297 suppliers.
	• **Providing Guidance to Suppliers:** The Company's Sustainability report is provided in electronic format and vendors are asked to observe the Company's Sustainable Development policies.	A cumulative total of 4,725 suppliers made an effort to observe the Company's Sustainable Development policies.
Concurrent declaration	• **Education and Compliance Declaration:** When entering into an agreement, we request vendors to sign a "Declaration on Human Rights and Environmental Sustainability Clauses" and to agree to comply with the "Directions for Supplier Management of FFHC and its Subsidiaries." We advocate to suppliers and request them to pledge to comply with fundamental labor and human rights protections stipulated in the Universal Declaration of Human Rights and Regulations related to occupational safety and health, promise to implement human resources policies which are fair and equitable, protect the environment, and seek to achieve environmental sustainability.	The "Declaration on Human Rights and Environmental Sustainability Clauses" has been signed by 3,787 suppliers and the Company has advocated ideas of human rights protection. In addition, 2,270 suppliers have agreed to comply with the "Directions for Supplier Management of FFHC and its Subsidiaries" and implementation of environmental sustainability in accordance with the Directions.
	• **Declaration to Use Green Materials:** When entering into a real estate agreement, the prospective tenant must sign a declaration to use green building materials.	100% of suppliers signed the declaration. 100% of lessees pledged to use green building materials.
	• **Negotiated Procurement:** During negotiated procurement with vendors of equipment requiring large amounts of electricity, energy efficiency (using Chinese National Standards as a standard reference for compliance) is listed as a required criterion.	41 pieces of high-energy consumption equipment were purchased with high EER value.
Post hoc management	• **Employee Qualifications:** FFHC has certain qualifications in place for third-party maintenance personnel involved in the operation, maintenance, repair, or management of facilities, equipment, or systems involving high electricity consumption, and we also provide energy management awareness training.	Held sessions of energy management awareness training to train a total of 15 employees.
	• **Education and Training:** Promote the concept of social sustainability and environmental protection through supplier meetings, and explain "Contractors' Safety and Health Management Precautions and Directions for Supplier Management of FFHC and its Subsidiaries "to ensure that suppliers clearly understand relevant requirements and jointly implement the sustainable development.	On May 16, a supplier GHG inventories & engagement meeting for climate risk management was held, with participation from 49 suppliers and 70 attendees.
	• **Regular Audits:** Audits of qualified suppliers are regularly conducted to check for environmental issues, occupational hazards, and labor rights violations (including freedom of association, forced labor, child labor, occupational safety and health). In the event that a compliance violation is identified, the supplier is requested to provide an improvement plan, otherwise their contract is terminated and the supplier is added to the monitoring list.	Spot checks are conducted every quarter and records are kept; in addition, annual on-site visits by random sampling are performed. FFHC conducted onsite inspections on 11 suppliers in 2025 and found no occupational accidents and no violations of environmental protection or labor regulations.

Identification of Potential Environmental and Social Impacts of Key Suppliers and the Percentage of Corrective Actions Implemented

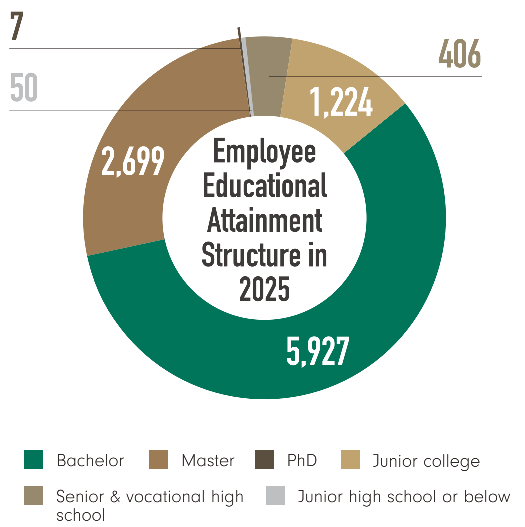
- Prior to tender opening in 2025, the Company had evaluated 241 key suppliers (with over NT$1 million in procurement) with respect to their potential environmental and social impacts.
- We looked into the suppliers that had been identified as having materially substantial or potentially negative impact on environment and society. We found that none of them had violated regulations pertaining to environmental protection, labor protection, or occupational safety and health.
- After evaluation and investigation, the above-mentioned suppliers were not involved in any regulatory violations in 2025. Therefore, no contracts were terminated.

03
Social Factors

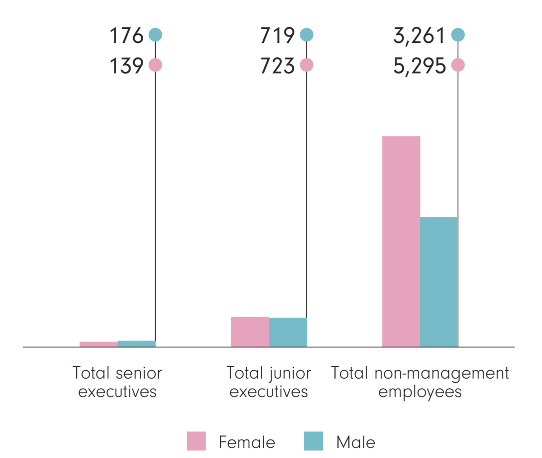
Diverse Talent Recruitment and Skills Cultivation

1-1 Employee Composition and Diversity

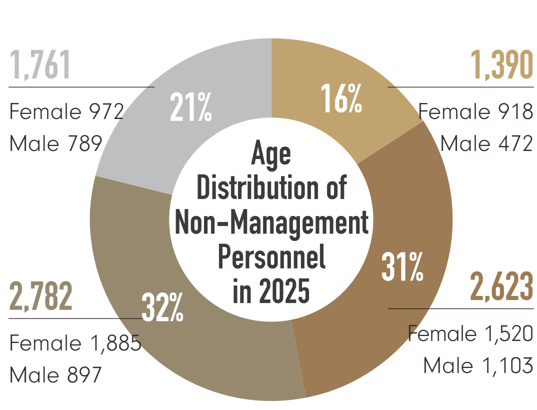
Employees form the core of the financial service industry. FFHC has not only established a brand image of sound management in the minds of the general public but is also working actively to build a "happy enterprise." It has long adhered to the philosophy of "employees are the company's most valuable asset," and is committed to creating an ethical, transparent, caring and cooperative working environment for employees. Employees are also encouraged to realize their full potential and create value. As of the end of 2025, the number of full-time employees in the Group was 10,313 (592 foreign personnel, including 92 new employees), 6,157 female employees, 4,156 male employees, female to male ratio of approximately 6:4, managerial personnel accounted for 17.04%, female managerial personnel account for 49.06%. Additionally, there were a total of 468 non-employee workers (includes staffers, security, maintenance, and cleaning personnel) at the Group in 2025.

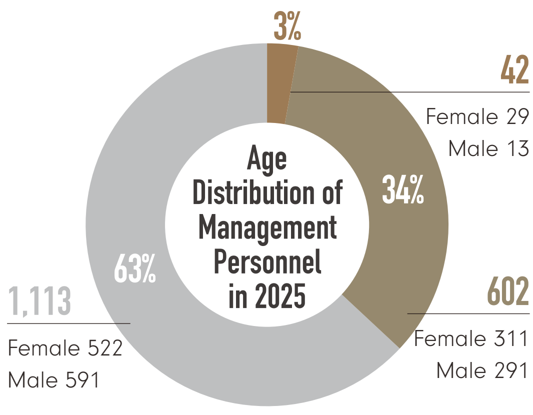


● – Total Number of Employees in 2025 by Job Category



Unit: Persons





Less than 30 | 30-39 | 40-50 | 51 and above

2025 Statistics of Non-Employee Workers

Unit: Persons

Category	Service Personnel	Security Personnel	Maintenance Personnel	Cleaning Personnel
Sub-Total	163	202	85	18
Ratio	34.8%	43.2%	18.2%	3.8%
Total		468		

＊：This statistic refers to dispatched personnel, who are also non-employee workers covered by the occupational health and safety management system.

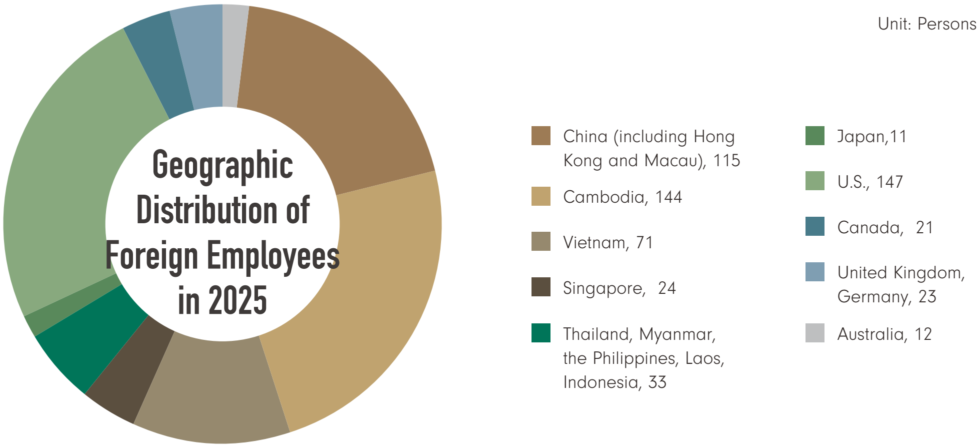
Distribution and Percentage of Employees by Nationality in 2025

Unit: Persons

Nationality	Non-Management Personnel	Management Personnel	Sub-Total	Percentage of Non-Management Personnel in the Total Workforce (%)	Percentage of Management Personnel in the Group's Total Management Workforce (%)
Republic of China (Taiwan)	8,019	1,702	9,721	77.76	96.87
U.S.	115	23	138	1.12	1.31
Canada	19	2	21	0.18	0.11
Singapore	20	4	24	0.19	0.23
Thailand	1	0	1	0.01	0
Indonesia	1	0	1	0.01	0
Vietnam	66	5	71	0.64	0.29
Myanmar	1	0	1	0.01	0
Cambodia	144	0	144	1.40	0
U.K.	11	2	13	0.11	0.11
Germany	7	3	10	0.07	0.17
the Philippines	15	2	17	0.15	0.11
Laos	12	1	13	0.12	0.06
China (including Hong Kong and Macau)	105	10	115	1.02	0.57
Japan	10	1	11	0.10	0.06
Australia	10	2	12	0.10	0.11
Subtotal of Foreign Nationals	537	55	592	5.21	3.13
Total	8,556	1,757	10,313	82.96	-

- There were 537 foreign non-management personnel, accounting for 5.21% of the total workforce
- There were 55 foreign management personnel (including junior and senior managers), accounting for 3.13% of all management personnel of the Group

Unit: Persons



● – Employee Composition Statistics of the Group

Unit: Persons

Region	Employee Category		
Taiwan	Permanent employees	5,672	4,018
	Temporary employees	20	8
	Full-time employees	5,672	4,018
	Part-time employees	2	1
Overseas	Permanent employees	459	129
	Temporary employees	0	0
	Full-time employees	459	129
	Part-time employees	4	0

＊：There were no employees without guaranteed hours. This refers to employees who do not have guaranteed minimum or fixed working hours, such as zero-hour contract workers or standby workers.

1-2 Human Capital and Recruitment

To catalyze the development of innovative financial products and services, we recruit top professionals with a background in business management, information science, science and engineering, law or psychology. Since 2014, we have recruited more than 400 professional personnel and high-level managers with related digital technology expertise such as information safety management, big data analysis, social media management, and Internet marketing management. In alignment with its global expansion strategy, FFHC has also recruited talent with multilingual capabilities, including English, Japanese, French, German, and Spanish, to join its operations team. In addition, an overseas team has been established within the Management Associate Program to further implement its policy of cultivating diverse elite talent.

On the other hand, the Company focuses on the observable professional capabilities of employees as well as their internal personality traits to predict the future job performance of employees. As such, a variety of digital tools have been introduced for this purpose, such as: AI video interviews and talent assessment systems to improve the efficiency of talent selection and act as a basis for refining human resource development. In order to understand the leadership potential of employees, the bank introduced the Career Personality Aptitude System (CPAS) for the selection of deputy manager reserves in 2014. The result of aptitude tests provides an objective assessment of managerial capabilities and were given to interviewers for reference and improving the identification of professional ability as managers. Starting in 2016, the test was also implemented into the selection process of core reserve talent (MA).

● - Status of Diverse Talent Recruitment in 2025

Target Group	Objectives	Programs	Results
Finance talent	We use work-study and internship programs to quickly connect outstanding students with real experience in the financial industry.	• Economic Independence Youth Work-Study Program of the Youth Development Administration, Ministry of Education • Youth Employment Navigation Program of the Workforce Development Agency, Ministry of Labor	• In 2025, the Company continued to recruit 38 summer interns. It has provided part-time employment opportunities to 604 young students since 2011. • The Company hired 15 people in 2025. Since 2017, it has provided 36 job vacancies cumulatively for the "Youth Employment Navigation Program."
Cross-border talent	As the subsidiary First Bank expands their overseas presence, the demand for outstanding expatriate talent is increasing, leading to the continuous development of international talent.	• Strengthen training mechanisms for overseas trainees • Overseas Trainee Program Briefing Session • Recruitment of Management Associates (MA) for the "Overseas Team"	• The Group has been implementing the "Overseas Management Associate Talent" training program, which was formulated in 2009. As of today, it has cultivated a total of 457 overseas management associate talent. • Since 2023, the Group has held the "Overseas Trainee Program Briefing Session." In 2025, a total of 247 employees signed up to join the potential overseas talent pool. • Since 2023, an "overseas team" has been added to the MA training program. A compensation and benefits system ranked in the top tier among the financial industry is also provided to motivate our employees to accept overseas assignments.
Digital talent	To understand digital finance development, help our employees improve their digital skills, and actively recruit skilled employees with scientific, mathematical, and information backgrounds.	• Financial technology and other professional talent recruitment • Assign MAs to participate in digital projects	• In 2025, the Bank recruited a total of 32 FinTech professionals, including program developers, database management and analysis personnel, and information security technicians. • Assign MAs to digital account promotion, collaboration with different industries on open banking innovation, analysis of customer behaviors in digital channels and marketing activities, and digital recreation to strengthen digital talent cultivation.
Industry-academia and cross-industry talent	The Company has established a presence on campus and identifies talented students to cultivate talent with potential for research and development in the financial industry and enhance management services and added value of its products.	• Industry-academia partnerships with universities • Financial Practices Lecture	• The Group partners with 12 universities and colleges to conduct talent cultivation programs as part of its industry-academia collaboration. Between 2019 and 2025, it recruited 621 interns to participate in financial practices, and 407 of them have been retained as full-time employees. Since 2022, it has progressively added intern recruitment to the digital information, customer service and online marketing divisions, in an attempt to expand and diversify our talent recruitment channels. • We cooperated with National Taipei University of Business, China University of Technology and Chihlee University of Technology to establish the "Project-based Curriculum for Financial Practices", in which our employees with professional experiences serve as lecturers to help young students to familiarize themselves with financial practices as early as possible.

The Group recruits new employees each year, embracing multicultural diversity without restrictions on school, major, age, class, or gender. In 2025, it recruited a total of 613 new employees, with a female-to-male ratio of approximately 6:4. Its overseas operations also prioritize providing employment opportunities to local residents, highlighting the Group's commitment to cultural diversity and inclusion. In 2025, all subsidiaries employed people with disabilities at rates that met or exceeded the standards set by regulatory authorities, and they received the same salary and benefits as regular employees.

- Overview of Employee Diversity in the Past Years

Item / Year	Persons with Physical and Mental Disabilities (Persons)	Indigenous People (Persons)	Number of Nationalities (Nations)
2021	95	6	14
2022	87	7	14
2023	94	7	14
2024	103	15	15
2025	99	22	15

- Statistics of New Recruits and Total Number of Employees in 2025

End of 2025	Total Number of Employees	New Female Employees			New Male Employees			Total	
		Under 30	30-50	51 and Above	Under 30	30-50	51 and Above		
Number of employees in Taiwan	9,721	145	108	23	113	108	24	276	245
Percentage of all employees (%)	94.26%	1.41	1.05	0.22	1.10	1.05	0.23	2.68	2.38
Number of employees overseas	592	28	27	10	13	8	6	65	27
Percentage of all employees (%)	5.74%	0.27	0.26	0.10	0.13	0.08	0.06	0.63	0.26
Total	10,313	173	135	33	126	116	30	341	272
Percentage of all employees (%)	100%	1.68	1.31	0.32	1.22	1.12	0.29	3.31	2.64
Total number of colleagues with the same gender/age out of total employees	-	918	3,745	1,494	472	2,304	1,380	6,157	4,156
Percentage of employees of the same gender/age (%)	-	18.85	3.60	2.20	26.70	5.00	2.20	5.50	6.50

- Statistics of New Recruits Over the Past Years

Unit: Persons

Year	Number of Taiwan Employees		Number of Employees Overseas		Total
2021	489	319	79	31	918
2022	441	354	102	47	944
2023	433	373	88	35	929
2024	325	273	68	21	687
2025	276	245	65	27	613

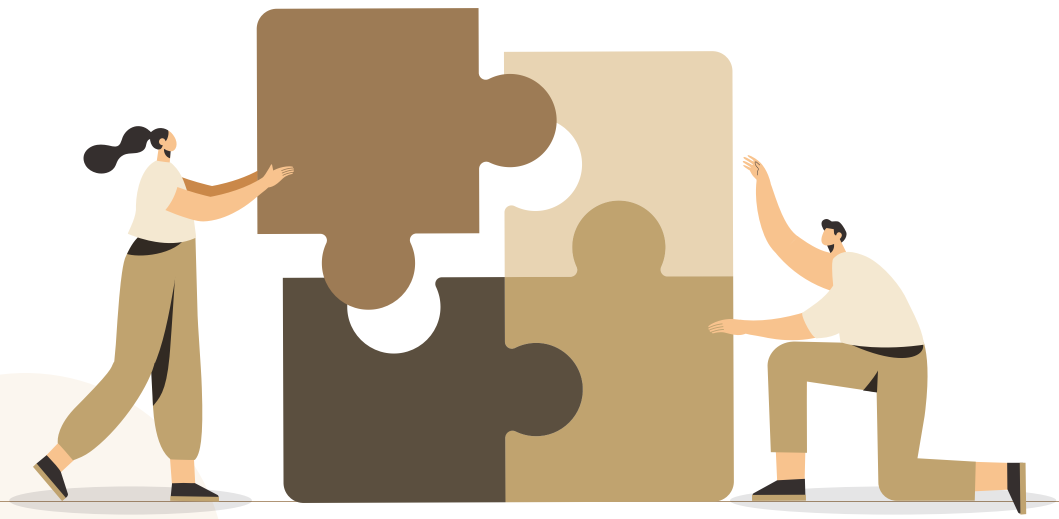
1-3 Human Resource Management Risk Map

FFHC evaluates the impact of ESG risk factors on the Group's operations in the establishment of business locations, new business development, loan investments, procurements, planning of business strategies, and human resource development. The human resource management risk graph drawn up based on the 22 selected evaluated factors in 2025, with the vertical axis as incidence probability and horizontal axis as the impact on company operations, is as follows. The 10 factors designated as medium to medium-to-high probability incidence were categorized as those requiring risk management.

Human Resource Management Risk Map

Probability \ Impact on Group Operations	Low	Mid	High
High		• Major infectious disease	• Occupational safety and health management • Information security
Mid	• Competitors compete for local hires • Remote work/working from home • Violation of statutory work hours	• Employee relations • Performance evaluation • Job rotation • Career training	• Regulatory compliance • Assignment of personnel to overseas offices • Manpower gap
Low	• Basic benefits • Salary payment • Attendance management	• FinTech • Employer/employee relations • Recruitment cost • Corporate culture	• Corruption, bribery • Economic crime

In 2025, due diligence investigations were conducted to identify material topics such as "occupational safety and health management" and "information security", which were identified as having high likelihood and high impact, to establish and implement plans that can mitigate relevant risks and their impact on the Group, such as: In response to natural disasters such as earthquakes and fires and geopolitical risks of overseas operating locations, the task group method is used to form crisis management teams that seek solutions to prevent the risk of interruption to operations in the event of a crisis or disaster.



1-4 Comprehensive Training Framework

First Financial Holding Co., Ltd. has established a comprehensive employee training program that covers onboarding for new hires, foundational and advanced professional capability development, and the selection and development of managers at all levels. As part of the managerial selection process, in addition to arranging relevant training courses and assessments, the Company further evaluates candidates' management and leadership competencies through one to two rounds of interviews and a 270-degree assessment (including evaluations from supervisors, peers, and subordinates). Moreover, to enhance managerial capabilities, the Company designs development initiatives based on competency requirements at different management levels, strengthening supervisors' communication skills, ability to resolve management challenges, and other key capabilities, thereby improving overall management quality.

With respect to employee training, the Company encourages employees to actively participate in training programs, obtain professional certifications required for performing relevant job functions, and submit workplace innovation proposals. Professional certifications are recognized as bonus items in annual performance evaluations, and cash rewards are granted for innovation proposals that are adopted. The Group also independently organizes a wide range of training initiatives, including professional training programs, online training, internships, language training, internal certification examinations, and management competency training. In addition, employees are frequently nominated to attend various training programs offered by external professional training institutions, enabling them to acquire new financial knowledge and stay informed of industry trends and developments.

● - Career Development Training Framework Diagram

New employee training →
- Help new employees transition smoothly into the workplace
- Quickly understand the corporate organizational structure and culture

It covers corporate knowledge, basic operational skills, legal compliance education, human rights rules and regulations, team-building activities, and safety and health courses

Specialized training →

Basic training
- Enhance knowledge and skills of basic operations
- Introduce important regulations, processes, internal controls and sales techniques for each task

Advanced training
- Enhance advanced specialized knowledge and skills
- Industry analysis, case discussion, sharing of successful marketing experience

Internship
Follow a senior internal instructor around to learn and closely observe the workflow and key points of various operations

Management training →

Assistant manager trainee
- Improve preliminary management capabilities
- Enhance knowledge of management roles and management skills

Senior assistant manager trainee
- Strengthen team communication and build team rapport
- Resource allocation, encouragement for subordinates, and management of personnel

Manager trainee
- Strategic planning, social skills
- Strengthen leadership and management skills

Other training →

Language training
- Provide subsidies to employees attending foreign language courses at language centers
- Set up English, Vietnamese, Burmese, and Cambodian courses on the online e-learning platform

External training
- Encourage and subsidize on-the-job training for employees
- Send to external institutions to learn about business-related competency

On-the-job training → Mentoring scheme — Job role deputy training — Job rotation — Professional certification counseling

● - Number of Awarded Employee Innovation Proposals Over the Past Years

Unit: Cases/NT$

Employee Proposals	2022	2023	2024	2025	Total
Total proposals	322	463	271	273	1,329
Number of awarded proposals and prize amount	126/40,400	114/34,200	82/24,000	66/19,800	388/118,400

1-5 Talent Development Programs

Employee Transformation and Capability Enhancement Program

The Company adopts a nine-box talent matrix that evaluates performance and potential to identify high-performing and high-potential employees. Based on employees' professional backgrounds, language capabilities, and role suitability assessments, customized Individual Development Plans (IDPs) are formulated. In addition, the Company maintains ongoing collaboration with external professional training institutions to strengthen various financial expertise, thereby facilitating job rotation and supporting employee transformation and development. For example, the Company partners with the Taiwan Academy of Banking and Finance and the Taipei Financial Research Foundation to provide professional training programs covering foreign exchange derivatives, trust services, regulatory compliance, anti-money laundering (AML), and overseas talent development. Furthermore, the Company has procured diverse online management and workplace soft skills learning platforms to provide multiple learning channels. It also independently organizes various professional training and language courses to enhance employees' language proficiency, business capabilities, and management competencies, thereby cultivating a pipeline of overseas professional talent. To strengthen digital financial literacy, in addition to arranging for employees to participate in external FinTech training programs and seminars, the Company had conducted a total of 19,067 training hours of FinTech-related internal courses, with 10,713 participants as of the end of 2025. Meanwhile, First Securities and First Securities Investment Trust provide pre-service training, on-the-job training, and professional seminars through industry associations and the Securities and Futures Institute.

Corporate Culture Education

Training programs for new employees include courses on the Group's history, ESG policies, organizational development strategies, and corporate image to enhance identification with corporate culture. For overseas reserve personnel, professional courses are delivered by external experts covering cross-cultural communication and management, identification of conflict situations, and communication strategies for handling such situations, with the aim of strengthening adaptability and work efficiency. In addition, employees from overseas branches are invited to Taiwan for training to acquire the latest business regulations and policy directions.

Mentorship Program and Team-Based Learning

To strengthen employees' professional capabilities and organizational cohesion, the Company has incorporated mentorship programs and team-based learning into training programs for new employees, business personnel, and supervisors. Senior employees or supervisors are assigned as mentors to assist trainees in quickly familiarizing themselves with job responsibilities, developing professional skills, and inheriting practical experience and corporate culture. Since 2022, the Company has also implemented the "First Buddy Program", under which employees with positive personal attributes are assigned as mentors for new hires to enhance workplace adaptation and interpersonal connections. Meal allowances are provided to facilitate interaction. In 2025, new employees reported a satisfaction score of 93.6 for the First Buddy Program. In addition, team-based learning approaches are adopted in courses related to leadership and digital financial transformation. Through group discussions, project simulations, and experience sharing, these programs promote collaborative learning and practical application, thereby enhancing team cohesion.

Sustainable Talent Development

In accordance with business and regulatory requirements, the Company formulates annual mandatory training programs and allocates training budgets to provide courses on environmental sustainability, fair customer treatment, and anti-money laundering. To support sustainable development, the Company regularly conducts internal online training and assessments on topics such as environmental sustainability, sustainable finance, green finance, ESG, and industry net-zero transition. Employees are also continuously nominated to participate in external professional training programs offered by institutions such as the Taiwan Academy of Banking and Finance and the Securities and Futures Institute, including international and advanced talent development programs such as ITDP, LEAP, ALPHA+, and GoProS. These programs cover global financial supervisory trends, sustainable investment, financial technology, and cross-border case studies, with the aim of progressively strengthening employees' understanding and practical capabilities in climate risk and industrial transition issues, cultivating management and professional talent with an international perspective and sustainability mindset, enhancing the Company’s ability to respond to industry changes and climate transition impacts, and deepening employees’ expertise in sustainable finance.

Transition Programs for Retiring, Separated, or Returning Employees

To assist employees approaching retirement in transitioning smoothly and understanding relevant post-retirement benefits, First Bank maintains information on retirement rights and important considerations on its internal website for reference. In addition, a variety of recreational and social activities are organized for retirees, such as alumni gatherings, table tennis tournaments, and hiking events, to encourage participation. The Bank also provides post-retirement benefits including holiday allowances, preferential deposit rates, and group insurance, aiming to enrich retirees' lives, promote physical and mental well-being, and maintain connections among colleagues. For employees returning to work after unpaid leave, First Bank arranges appropriate training programs based on their job responsibilities and business nature to help them become familiar with the latest operational procedures and practices. Online courses related to regulations and internal control systems are also provided to strengthen compliance and risk management awareness, thereby supporting a smooth return to the workplace. In 2025, a total of 140 employees returned to work after unpaid leave, of whom 122 participated in the aforementioned training programs, representing a participation rate of 87.14%.

First Financial Holding Co., Ltd. tracks the effectiveness of training programs related to key annual initiatives and business development. These programs are applicable to all employees (Full-time and part-time employee) and focus on areas such as climate transition and sustainability, leadership, digital finance, talent development, and financial industry transformation. The Company adopts the Kirkpatrick Model as the framework for training evaluation and management.

Evaluation Level	Evaluation Method	Description
Response level (Level 1)	Questionnaire	Ask students to fill out the course satisfaction survey after training, and encourage them to suggest improvements to the course
Learning level (Level 2)	After course evaluation	Arrange a test immediately after the course to evaluate learning results.
	Mock exercise	Conduct case and situational exercise, and enhance effectiveness through simulation practice
	Project presentation	Arrange students to conduct presentation and analysis of actual cases to enhance their application capabilities
Behavior level (Level 3)	360-degree evaluation	Evaluate the performance of new employees through daily work performance, manager's review, as well as feedback from colleagues and customers.
	Practical assessment	Evaluation of student's work quality and professional knowhow
Results level (Level 4)	Performance evaluation	Evaluate training effectiveness through operating performance growth.
Remuneration level (Level 5)	Return on investment evaluation	Evaluate training effectiveness through return on investment (ROI: (financial benefit - training cost) / training cost).

- Key Training Program

◦ Climate and Sustainability Integration with Business Operations Training Program

Objective: To implement sustainability concepts into the Group's core financial businesses to create sustainable impact.

Program content: Regular training programs are organized on environmental sustainability, green and sustainable finance, and industry net-zero transition. These programs progressively strengthen employees' theoretical and practical capabilities in climate risk management and industrial transition issues, helping to build sustainability-related competencies and cultivate the ability to develop sustainability- and climate-related products and services.

Benefits: Enhance employees' knowledge of sustainable finance and business capabilities, increase social participation, and boost the proportion of green financing business.

Training methods: Culture training & mentor-protégé guidance system

Individuals required to attend the courses: All employees

Number of training participants: 24,765 participants, representing 100% of employees

Kirkpatrick Evaluation Level	2022	2023	2024	2025
Reaction level L1: Number of personnel trained in ESG program	1,616	20,648	25,283	24,765
Learning level L2: Number of participating volunteers at events	1,312	1,484	2,118	2,373
Behavior level L3: Satisfaction level of volunteer services (%)	90.06	91.82	89.44	90.71
Results level L4: Green financing balance (NT$100 million)*	6,880.73	7,707.07	9,499.62	10,249.37
Rewards level L5: Balance of green financing loans as a percentage of the balance of enterprise financing loans (%)	61.92	68.24	78.77	78.96

＊：The green financing balance refers to the (sum of renewable energy sustainable loans + green industry and green enterprise preferential financing projects + ESG infrastructure financing + sustainability-linked credit projects + preferential financing for the six core strategic industries)

◦ Management Trainee Succession and Training Program

Objective: Improve the leadership and management functions of managers to achieve business goals.

Program content: The program focuses on progressively developing the core management and leadership competencies required of future managers. It strengthens skills in people management, performance coaching, and team leadership, while cultivating adaptive thinking, communication, and coaching capabilities in an ever-changing environment to enhance organizational effectiveness. Through this program, the Group systematically develops high-potential succession talent to ensure the sustainable development of the organization.

Benefits: Arrange courses to strengthen leadership skills to enhance talent retention and reduce operational risks.

Training methods: Mentor-protégé guidance system & team-based learning

Individuals required to attend the courses: Management personnel

Number of training participants: 438 participants, representing 5.08%

Kirkpatrick Evaluation Level	2022	2023	2024	2025
Reaction level L1: Average satisfaction score for training courses (%)	94.2	95.8	94.3	94.3
Learning level L2: Examination pass rate (%)	100	100	100	100
Behavior level L3: Key talent retention rate (%)	100	99.81	98.71	98.63
Results level L4: Operational risk ratio (%)	4.23	4.67	4.67	2.50
Rewards level L5: Estimated return on investment (ROI) from training	109.9	181.2	325.4	172.7

*1：Operational risk ratio = (operational risks / total risk-weighted assets) * 100%

*2：Estimated return on investment (ROI) from training =[Revenue - (operating expenses - (salary cost + benefit cost))] ÷ (salary cost + benefit cost)

◦ Digital Finance Talent Transformation Program

Objective: Strengthen employees' expertise in digital finance products and services, as well as marketing capability.

Program content: Through training related to digital finance and core business operations, the program comprehensively enhances employees' digital finance knowledge and capabilities, progressively builds multi-disciplinary core business competencies, and cultivates digital finance talent with professional potential. These efforts support and accelerate the Bank's digital transformation and development.

Benefits: We acquired 189 fintech invention and utility model patents, and 4,158 employees across the Group had passed the "FinTech knowledge certification" as of the end of 2025. Digital marketing effects were enhanced by improving the smart customer service system, digital welcome system and new functions in the mobile marketing platform app.

Training methods: Mentor-protégé guidance system, team-based learning, and employee transformation & advancement program

Individuals required to attend the courses: All employees

Number of training participants: 9,672 participants, representing 100% of employees

Kirkpatrick Evaluation Level	2022	2023	2024	2025
Reaction level L1: Average satisfaction score for training courses (%)	91.8	91.2	91.2	95.5
Learning level L2: Examination pass rate (%)	100	100	100	100
Behavior level L3: Digital channel utilization rate (%)	88.33	89.75	90.82	91.51
Results level L4: Percentage of income from digital transactions (%)	6.99	7.03	7.18	6.66
Rewards level L5: Estimated return on investment (ROI) from training	1,275	1,534	2,221	1,905

*：Digital transaction income = processing fees and interest income from electronic transactions.

◦ Overseas Reserve Talent Program

Objective: Accelerate the cultivation of necessary business expertise for overseas talent.

Program content: Through a systematic talent development framework, the program enhances the professional capabilities and international management competencies of employees selected for overseas assignments. Based on individual backgrounds, participants are provided with job rotations and practical work experience. The program integrates professional courses, soft-skill training, and foreign language learning to strengthen management and communication capabilities in cross-border business operations and multicultural environments, while continuously expanding the Bank's overseas talent pool.

Benefits: Improve the business capabilities of overseas personnel, reduce their turnover rate, and increase overseas profits.

Training methods: Culture training & mentor-protégé guidance system

Individuals required to attend the courses: Overseas reserve talent

Number of training participants: 215 participants, representing 2.49%

Kirkpatrick Evaluation Level	2022	2023	2024	2025
Reaction level L1: Average satisfaction score for training courses (%)	92.6	95.0	96.1	95.2
Learning level L2: Examination pass rate (%)	100	100	100	100
Behavior level L3: Turnover rate of overseas reserve personnel (%)	2.5	3.1	2.7	2.3
Results level L4: Target achievement rate for new borrowers (%)	54.2	94.86	108.66	105
Rewards level L5: Gross profit growth rate of overseas units (%)	0.52	-18.85	-5.84	23.99

＊：The growth rate of our overseas gross profit (including offshore banking units, or OBU) amounted to -5.84% in 2024, which was mainly due to a decrease of US$23 million in interest income from D-for-O business, under which the DBU is commissioned by the OBU to handle offshore foreign currency credit business.

◦ Corporate Culture Education Program

Objective: To help new employees understand the Group's development history, core values, and sustainable management philosophy.

Program content: The program focuses on introducing the Group's history, corporate culture, and core values, while also explaining the Bank's ESG policies, organizational development strategies, and corporate identity. This enables new employees to develop a comprehensive understanding of the Group's management philosophy and sustainable development direction.

Benefits: The program enhances employees' identification with corporate culture and values, shortens the adaptation period, strengthens organizational cohesion, and establishes a solid foundation for them to follow corporate philosophy and engage in sustainable development actions in the future.

Training methods: Culture training & mentor-protégé guidance system

Individuals required to attend the courses: New hires and interns

Number of training participants: 286

Kirkpatrick Evaluation Level	2025
Reaction level L1: Number of Trainees	286
Learning level L2: Examination pass rate (%)	100

◦ Securities Salesperson Transformation Program

Objective: Guide salespeople in their transformation into all-rounded financial advisors in response to digital developments.

Program content: The program covers Education and training on new insurance products, the value proposition of high-leverage insurance policies, retirement planning through stable cash flow, US Dollar Interest-Sensitive Whole Life Insurance, as well as wealth succession and tax planning.

Benefits: To enhance marketing synergy and to improve insurance sales capabilities, a total of 174 securities brokers obtained investment-type insurance licenses as of 2025. In addition, returns generated from joint marketing initiatives for insurance products remained at a stable level.

Training methods: Employee transformation & advancement program; mentor-protégé guidance system

Individuals required to attend the courses: Salespersons

Number of Participants: 226 participants, representing 26.4%

Kirkpatrick Evaluation Level	2022	2023	2024	2025
Reaction level L1: average training satisfaction score (points)	84	84	85.2	87.4
Learning level L2: Examination pass rate (%)	99	100	100	100
Behavior level L3: Salespersons' acquisition rate of investment-type insurance license (%)	77.57	77.06	76.99	76.99
Results level L4: Percentage of income of insurance products (%)	0.30	0.21	0.30	0.37
Rewards level L5: return on investment (ROI) evaluation for insurance products through co-marketing (%)	478.91	490.63	553.86	535.51

*: Insurance product income = service fee income for sales of insurance products.

◦ Professional Insurance Talent Training Program

Objective: Strengthen our professionalism in insurance to enhance marketing momentum.

Program content: The program incorporates foundational courses on regulatory compliance, ESG, and information security to help employees become familiar with basic governance and risk management requirements. It is complemented by insurance professional training, ESG applications, and career development mechanisms to progressively enhance employees' professional judgment.
In addition, digital finance courses are integrated to improve daily operational efficiency and support decision-making, thereby contributing to stable operations and long-term development of the Company.

Benefits: The life insurance subsidiary achieved a 2.17% increase in customer satisfaction in 2025

Training methods: Employee transformation & advancement program, mentor-protégé guidance system, and team-based learning

Individuals required to attend the courses: Company office staff and sales personnel

Number of Participants: 342 participants, representing 100% of all required attendees

Kirkpatrick Evaluation Level	2022	2023	2024	2025
Reaction level L1: Post-training satisfaction survey response rate (%)	93.82	94.0	90.75	96
Learning level L2: Examination pass rate (%)	100	100	100	100
Behavior level L3: Customer satisfaction survey (%)	81.3	82.6	83.68	85.5
Results level L4: Growth rate of the number of policyholders (%)	10.7	6.3	6.2	5.6
Rewards level L5: First Life Insurance EPS (NT$)	0.12	0.81	1.03	1.04

1-6 Employee Training and Development

To enhance employee learning efficiency, employees participated in internal and external training courses for a total of 212,798 attendances, with an average training time of 64 hours in 2025. Among these,

- In response to the FSC's bilingual policy as well as the objective to build bilingual branches, foreign language training programs have been conducted. As of the end of 2025, a total of 3,514 people had passed English proficiency tests such as LTTC, IELTS, TOEFL, TOEIC, BULATS and GEPT. Moreover, 421 people passed Japanese, Spanish, Korean and German proficiency tests at institutions like JLPT and LTTC.
- To increase AML and CFT knowledge and sensitivity, employees are encouraged to obtain the certificates for CAMS and AML & CFT professionals. As of the end of December 2025, a total of 1,418 people across the Group had obtained CAMS certificates, while 3,799 people had obtained professional AML and CFT certificates.
- To encourage employees to obtain sustainable development certifications, each Group company provides examination fee subsidies and/or certification incentives. As of the end of December 2025, a total of 2,285 employees across the Group had obtained Sustainable Finance Certifications (2,255 Foundation-level and 30 Advanced-level certifications), representing 22.23% of the Group's full-time employees.
- To raise our practitioners' awareness of professional ethics and to enhance their understanding about and alertness for regulatory compliance and AML, education training programs related to compliance (including anti-corruption and anti-bribery) and AML have been conducted. A total of 169 sessions were conducted in 2025. Total training duration amounted to 55,720 hours, and a total of 25,466 people participated in the training.

For the professional certificates/licenses and number of licensed FFHC employees, please refer to pages 81-82 of the Company's 2025 Annual Report.

○ Bilingual Talent Development Program

Training recipients	All employees
Training content	In 2025, a total of 698 subsidies amounting to NT$4.48 million were provided for online English learning platforms, English proficiency improvement competitions, English tutoring for managers, and practical conversation training for bilingual branches.
Incentive measures	• In 2022, the "Reclassification Guideline for the Promotion of Bilingual Personnel" was added, allowing staff at level 6 positions to be promoted directly if their language score is above TOEIC 840. • We continue to conduct industry-academia cooperation internship programs with 12 schools, including National Taipei University of Business. Interns who are accepted and achieve a TOEIC score of 650 or higher can be employed at level 6 positions.
Operating performance	Starting in 2021, 25 bilingual branches are established each year, with the goal of making all domestic branches bilingual by 2028 to provide friendly, comprehensive, and efficient financial services.
Quantitative indicator	• As of the end of 2025, 135 bilingual branches (including 12 branches offering Chinese, English, and Japanese services) had been established. • The ratio of employees who have completed English proficiency testing increased from 30.87% at the end of 2020 to 43.88% at the end of 2025.

● – Overview of Average Employee Training Hours and Training Expenses Over the Past Years

Year / Item	2022			2023			2024			2025		
			Total			Total			Total			Total
Total attendances in training for managers	26,159	23,699	49,858	25,145	24,337	49,482	25,531	24,856	50,387	22,388	21,975	44,363
Total training hours for managers	70,006	64,769	134,775	70,728	72,709	143,437	69,445	70,956	140,401	69,223	73,662	142,885
Average training hours per manager	80.10	75.23	77.68	81.77	81.79	81.78	82.18	80.27	81.02	80.31	82.30	81.32
Total attendances in training for non-managers	124,178	71,509	195,687	113,849	66,565	180,414	120,711	70,237	190,948	107,143	61,292	168,435
Total training hours for non-managers	326,115	190,059	516,174	291,306	173,299	464,604	311,998	182,717	494,715	326,242	189,456	515,698
Average training hours per non-manager	62.86	59.92	61.74	54.94	53.34	54.33	58.99	56.46	58.03	61.61	58.10	60.27
Average employee training hours	64.48			59.00			61.94			63.86		
Average employee training cost (NT$)	6,014			7,577			6,402			7,343		
Total training expenses (NT$ ten thousand)	6,071			7,808			6,565			7,572		

*1：Managers refer to employees who assume managerial roles and administrative duties.
*2：Training include physical and online courses.

● – Return on Human Capital Investment of First Financial Holding Over the Past Four Years

Item / Year	2022	2023	2024	2025
Profit before tax (a) (NT$ thousand)	24,486,604	28,262,256	31,237,709	33,449,138
Operating expenditure (b) (NT$ thousand)	27,787,186	30,381,928	32,504,823	33,706,716
Employee benefits expenditure (c) (NT$ thousand)	17,818,913	18,730,480	20,080,525	20,823,017
Human Capital Return on Investment (a-(b-c))/c	0.81	0.89	0.94	0.99
Total number of employees	10,095	10,305	10,317	10,313

Occupational Safety and Health

2-1 Occupational Safety and Health Risk Management Map

To effectively safeguard employees' safety and health, FFHC builds on the foundation of the Occupational Safety and Health Act and PDCA management cycle to identify safety hazards that may arise from various operating procedures, content and environments in accordance with important indicators such as job types, operating environments, automatic inspection plans, health examination results, age, and gender. An employee health risk map was produced based on their incidence rates and the level of impact on company operations. The map indicates that obesity, accidental injuries, cardiovascular diseases and work-related stress were the four major high and moderate risk factors in 2025. Based on these findings, we have formulated various mitigating and prevention plans targeting health risks, in order to effectively reduce the incidence of occupational hazards and health risks among our employees.

2025 Employee Health Risk Map

Probability \ Impact on Company Operations	Low	Mid	High
High		• Work-related stress • Cardiovascular diseases	
Mid	• Infectious diseases • Poor vision	• Obesity • Accidental injuries	
Low	• Food Safety	• Cancer • Overwork	

Management Procedures to Identify Employee Health Hazards and Occupational Safety and Health

Identify and Assess Health Risks

Review and evaluate the impact of the Company's business activities and work environment on occupational safety and health

Develop Corresponding Plans

Discuss major occupational accidents and health risk issues and formulated annual health promotion plans in meetings of the Occupational Safety and Health Committee

Monitor and Implement Plans

Implementation of occupational safety and health measures, system certification, and training, and follow up on the implementation status

Performance Evaluation and Improvement

Analyze and review results to adjust the mitigation measures. Assign in-house physicians and nurses for follow-up management and provide health instructions

– The Employee Health Risk Prevention Program for 2025 is as follows:

Health Examinations

The Group provides periodic health examinations that exceed statutory requirements. Each year, subsidies are granted for health examination expenses for senior executives, overseas staff, night-shift personnel, and meal-service personnel. For all other employees, health examinations are arranged once every two years, with partner medical institutions conducting on-site examinations at each unit. Where the medical institution's interpretation indicates that examination results are seriously beyond normal ranges (referred to as a major abnormality in health examination results), medical and nursing personnel will remind the employee to seek medical treatment and will provide follow-up care and tracking. In 2025, the health examination program covered 110 senior executives and 152 night-shift and meal-service operation personnel. Total health examination expenses for the Group amounted to NT$5.36 million.

Abnormal Workload-Induced Disease Prevention Program

A risk identification and assessment form for employees with abnormal workloads is evaluated and completed once per month. For high-risk employees: physicians conduct interviews and provide health guidance. For medium-risk employees: nursing personnel provide health care follow-up via telephone. For low-risk employees: the relevant department provides health information to medium- and low-risk employees via email. In 2025, screening results identified 19 high-risk employees, 117 medium-risk employees, and 55 low-risk employees.

Ergonomic Hazard Prevention Program

Each year, employees complete an assessment survey on self-perceived musculoskeletal symptoms (for those suspected of potential hazards). The onsite physician reviews each case to understand symptoms and provides improvement recommendations, with periodic follow-up to track improvement status. In 2025, a total of 129 employees were identified as suspected cases of ergonomic hazards. Medical and nursing personnel conducted telephone follow-ups to understand the causes of symptoms and provide recommendations. For improvement outcomes, please refer to the human rights risk assessment and management results under 6-2 Human Rights Due Diligence and Risk Management.

Maternity Health Protection Program

Female employees who are pregnant or who have returned to work within one year postpartum, together with their supervisors, complete the "Initial Workplace Hazard Assessment Form for Pregnancy and Post-Childbirth Return to Work" and the "Employee Health Self-Assessment Form" to assess the impact of work on maternal health. In 2025, 213 female employees participated in the maternity health protection program. Medical and nursing personnel completed risk and hazard assessments and confirmations for a total of 355 person-times, and provided health education as well as information on maternity subsidies and related allowances.

Prevention Program for Unlawful Infringement While Performing Duties

Senior management signed and announced a written statement on the prevention of unlawful infringement in the workplace. Relevant courses on preventing unlawful infringement are included in employee education and training. Through measures such as establishing a safe workplace, appropriately allocating manpower, providing stress-relief information, and offering free psychological counseling, the Group aims to reduce the likelihood of unlawful infringement occurring both inside and outside the workplace. In addition, a "Investigation Team for Unlawful Infringement Reporting and Complaint Cases" has been established by representatives of both labor and management to conduct investigations of related complaint cases.

If a complaint case is received, the Company will assist the employee in addressing the issue in a timely manner in accordance with internal regulations. Depending on the physical and mental condition of the parties involved, the Company will proactively refer the employee to, or provide, psychological counseling and legal assistance. For cases that are substantiated, appropriate disciplinary actions will be imposed on the offender in accordance with relevant regulations, and the offender will be reassigned from their original position to avoid further contact with the victim. Necessary assistance and support will be provided to the victim, including arrangements for psychological counseling, peer support, rehabilitation or leave, and adjustment of job duties, to offer support and encouragement. Company medical and nursing personnel will conduct subsequent follow-up care and support. Where civil compensation is involved, attorneys will also be engaged to assist in legal actions related to claims for damages. In 2025, the Company received a total of 7 complaints of unlawful infringement, of which 1 case was under investigation, and 1 case was verified as substantiated and was properly handled.

Prevention of Illegal Infringement at Work Plan Implementation Process

Identify and assess hazards → Set up suitable workplaces and assign personnel → Establish the code of conduct and procedures for processing → The Investigation Team completes the investigation report → Performance assessment and improvement

– Statistics of Confirmed Illegal Infringement Cases Over the Past Years

Item / Year	2022	2023	2024	2025
Illegal infringement (number of cases)	0	1	3	1

– 2025 Employee Health Risk Mitigation Measures and Effectiveness

Health Risks	Mitigation/ Prevention Measures	Effectiveness
Work-related stress	We have commissioned the "Teacher Chang Foundation" to conduct "psychological counseling service" for employees	In 2025, Group employees took advantage of Teacher Chang's counseling service for a total of 295 times. They could also search for related information in the "dedicated area for psychological counseling service" on the intranet.
	Physical and mental health lectures	We invited the "Teacher Chang Foundation" to organize seminars on mental health, in addition to inviting professionals to hold seminars to help relieve stress.
Cardiovascular diseases	Medical & healthcare information	Related medical & healthcare information is distributed to employees via email, which is also posted in the dedicated area for medical & healthcare information on the company intranet for review and reference.
	Deployment of AEDs (automated external defibrillators)	AEDs have been installed across 61 business locations, which have received the "CPR/AED Venue Certification".
Obesity	Conduct activities to promote health	• The Group organized a five-month health promotion campaign titled "Walk for Wellness, Strive for Health". The weight management program was integrated with a walking and tree-planting initiative to promote employee health while supporting the Group's ESG and sustainable development objectives. A total of 1,579 employees participated, achieving a combined weight loss of 3,184 kilograms. The highest individual weight loss was 27.5 kilograms, while members of the top-performing team achieved an average weight loss of 13.16 kilograms per person. • The Group held three health seminars, with a total attendance of 550 participants. • Three-month walking and tree-planting campaign: A total of 2,026 people participated, accumulating nearly 1.26 billion steps, resulting in an estimated 179 metric tons of carbon emissions reductions and the planting of 121 trees.
	Nutrition management	Professional dietitians have been hired to design recipes for our employee restaurants. Less oil and salt is used in the cooking process, and we also partner with organic vegetable farms to provide fresh and traceable food ingredients to take care of our employees' dietary wellbeing. In 2025, an average of 840 employees patronized these restaurants every day.
Accidental injuries	• Raise the awareness with official internal documents • Enhance notification of occupational hazards	Employees are regularly reminded to look out for traffic safety when they come to and return from work, or go out on a business trip. They should be mindful of traffic conditions and the condition of their vehicles. They should walk carefully and slowly, and refrain from running at the workplace. They should bear in mind not to use mobile phones when they are on the move in order to prevent accidents.

2-2 Workplace Safety

Implementation of OSH-related Activities and Training

The Company has established an "Occupational Safety and Health Committee" (OSH Committee) in accordance with the related workplace safety laws. The Committee consists of seven members, including unit supervisors and labor representatives. Among them, three labor representatives are appointed by the labor union, accounting for 43% of the Committee members. Conduct quarterly meetings to review various health related issues, prevention of illness and health promotion matters, occupational hazards reports and others. Pay attention to employee health and workplace safety issues, in addition to the regular tracking of the progress of implementing items agreed upon in the meeting such as: safeguarding public safety in the workplace, tracking and management of employee health, supervision of safety and hygiene, and other measures beneficial to improving workplace safety and hygiene management.

● - Overview of Occupational Safety and Health Committee Meetings Over the Past Years

Item / Year	2022	2023	2024	2025
Number of meetings	4	4	4	4
Proposals	6	10	4	10

All business units have appointed an OSH supervisor, first-aid personnel and fire-prevention manager to protect the safety and health of business units. Certified personnel are also dispatched to receive on-the-job training in accordance with the frequency specified in regulations to keep their OSH knowledge up to date. A continuous workplace safety and health inspection plan is also practiced to build an accident-free workplace.

● - Overview of Occupational Safety and Health-Related Training Over the Past Years

Item / Year	2022	2023	2024	2025
Number of trainees and training hours for occupational safety and health managers	35/1,087	700/5,048*	35/1,116	653/4,700*
Number of trainees and training hours for fire hazard prevention management personnel	50/582	636/4,002*	28/330	68/648
Number of trainees and training hours for first aid personnel	640/2,375*	32/512	32/512	635/2,295*
Number of trainees and training hours for ISO 45001 management systems	22/33	62/115	59/156	20/40
General employee	3 hours of OSH in-service training over 3 years			

*: Supervisor training for occupational safety and health is conducted once every two years, on-the-job training for fire prevention managers and first responders is conducted once every three years.

Improvement of the "ISO 45001 Occupational Health and Safety Management System"

In 2025, 66 operating locations obtained Workplace Health Promotion Self-Assessment Certification from the Health Promotion Administration, Ministry of Health and Welfare. We also introduced the "ISO 45001 Occupational Health and Safety Management System" to our Headquarters Building. The President committed to and signed the occupational safety and health policy, which has been promulgated on the internal corporate website. We strive to enhance various management measures through the Plan-Do-Check-Act (PDCA) management principles. We also seek to find out safety concerns and opportunities for improvement through mechanisms such as management reviews, internal audits, automatic inspections, and safety and health inspections, in order to ensure that the system's spirits have been effectively implemented on the management level. We continued to obtain verification from the British Standards Institution (BSI) in 2025, and the scope of application has been expanded to cover all domestic business units. Verification targets now include the entire staff at our Headquarters Building as well as contractors.

– The Company's Occupational Health and Safety Management System

<table>
<tr><th>Item</th><th>Description</th></tr>
<tr><td>Organization</td><td>• For the Occupational Safety and Health Committee, the President appoints the Vice President of a business group to oversee committee operations
• Type of meeting: One face-to-face meeting every quarter
• Meeting agenda: Review, coordinate, and give advice on safety and health-related matters
• Participants: Committee members (including supervisors of business units and labor representatives), occupational safety and health management personnel, and medical and nursing staff</td></tr>
<tr><td>Risk identification</td><td>Obesity, accidental injuries, cardiovascular diseases and work-related stress were identified as high and moderate risk factors in 2025.</td></tr>
<tr><td>Target setting</td><td>• We set the target that 100% of the employees who had been notified of major abnormalities in health examinations would be concerned by medical staff by phone.
• Obtain Workplace Health Promotion Self-Assessment Certification for 66 operating locations
• To educate employees and raise their awareness on occupational safety and health from time to time</td></tr>
<tr><td>Supervision mechanisms</td><td>The Occupational Safety and Health Committee monitors the effectiveness of the implementation of related issues on a quarterly basis</td></tr>
<tr><td>Internal/ External audit</td><td>Including compliance audits and ISO 45001 internal audits.
<table>
<tr><th colspan="2">Audit Content</th><th>Auditors</th><th>Audit Month</th><th>Audit Results in 2025</th></tr>
<tr><td>Compliance audit</td><td>Compliance to regulatory and other requirements</td><td>Department heads, deputy heads not appointed as managers of occupational safety and health businesses</td><td>June and December of each year</td><td>No improvements required.</td></tr>
<tr><td>ISO 45001 Internal audit</td><td>Operating procedures, policy guidelines, and the execution of ISO management systems</td><td>Auditors with ISO 45001 internal audit licenses</td><td>Completed in Q3 of each year (prior to external audits)</td><td>No improvements required.</td></tr>
</table></td></tr>
<tr><td>Performance-linked remuneration</td><td>The performance assessment of occupational safety and health supervisors is correlated to their supervisory results, which are incorporated as one of the items in their annual reviews. There is a high level of correlation between remuneration and business results. Its grading standards are as follows:
<table>
<tr><th>Grading</th><th>Indicators</th></tr>
<tr><td>Unsatisfactory (≤60%)</td><td>Half of the semi-annual occupational safety and health management supervision and evaluation items were not completed, or major deficiencies that could not be corrected immediately were identified, posing a risk of penalties following a labor inspection.</td></tr>
<tr><td>Improvements needed (61%-74%)</td><td>Not all semi-annual occupational safety and health management supervision and evaluation items were completed, but the deficiencies could be corrected immediately and had not resulted in any labor inspection findings.</td></tr>
<tr><td>On par with expectations (75%-84%)</td><td>All semi-annual occupational safety and health management supervision and evaluation items were completed. Minor deficiencies were occasionally identified during implementation, but all were corrected promptly.</td></tr>
<tr><td>Exceeding expectations (85%-94%)</td><td>All semi-annual occupational safety and health management supervision and evaluation items were completed, with almost no deficiencies identified.</td></tr>
<tr><td>Extraordinary performance (≥95%)</td><td>All semi-annual occupational safety and health management supervision and evaluation items were completed with no deficiencies identified, and proactive recommendations for improvement were provided.</td></tr>
</table></td></tr>
</table>

Safety Protection

The FFHC Headquarters building has a defense corps and emergency SOP in place. A vice president serves as the corps commander while the heads of the Human Resource Division and General Administration serve as deputy commanders. There is also one chief director and one director, who oversee the Control Center and five teams, these being the Firefighting team, Engineering Team, Defense Team, Supply Team, and Medical Team. Each team has a team captain, a deputy captain and several team members (assigned as necessary). In the event of an emergency, they can take the necessary response measures at any time to protect the safety of employees and property in the FFHC headquarters building. In 2025, FFHC conducted one annual defense corps training exercise. In addition, two fire drills were conducted in 2025 to improve the emergency evacuation and fire safety knowledge of employees in the Headquarters building.

Comprehensive Insurance Plan

Apart from administering labor insurance and National Health Insurance as required by law, First Commercial Bank and First Financial AMC also assist their employees in securing group insurance policies with preferential premium, including accident insurance, personal injury protection insurance, daily hospitalization allowances, and cancer insurance, etc. These policies are available to employees, their dependents, and retirees. Moreover, First Securities, First Life Insurance and FSITC all provide employee group insurance. First Bank personnel stationed overseas are not only covered by local group medical insurance but can also enroll in the International SOS for emergency medical assistance. Half of the cost is borne by the company to meet emergency medical needs.

Occupational Injuries

Aside from complying with the "Incident Reporting Guidelines" to immediately report employees who have suffered accidental injury due to work or in the workplace, follow-up for accidents in the workplace must be conducted by the supervising department of occupational safety and health, the general affairs maintenance and repair department, the department supervisor of where the incident occurred, and a labor representative who must visit the incident site together to investigate, understand, and analyze the reason for disaster to plan preventative measures; once rectification is complete, records should be maintained for future follow-up. Support and assistance should be provided to employees as soon as possible to minimize injuries and apply for labor insurance claims or provide injury leave based on actual conditions. In 2025, a total of 63 employees applied for occupational injury leave and 0 employees suffered from occupational diseases. Furthermore, 10 employees and 2 dispatched/security personnel experienced occupational injuries.

＊：The occupational accidents referred to here include traffic accidents during business trips, injuries sustained while performing duties outside the workplace, and accidents occurring in the workplace.

Execution Process for Employees Suffering from Injury Leave

Employees injured due to work → Report to the emergency center and immediately transfer for treatment or other actions → Representatives from occupational safety, general affairs, and labor visit site to investigate reason for occurrence → Visit employee to offer condolences, assist with filing for labor insurance claims → Evaluation and improvement of work environments

- Overview of Occupational Injuries in 2025

Gender	Number of Employees on Occupational Injury Leave	Number of Days of Occupational Injury Leave	Occupational Injury Rate %*1	Occupational Injury Rate %*2	Disabling Injury Frequency Rate % (FR,*4)	Disabling Injury Severity Rate % (SR,*5)	Number of Absence Days (Excluding Leave)	Absenteeism Rate%*6
	40	881	0.65%	72.69	3.30	73	15,045.81	0.66
	23	151	0.55%	18.46	2.81	18	6,367.97	0.40
Total	63	1,032	0.61%	50.84	3.10	51	21,413.78	0.55

- Overview of Occupational Injury and Absenteeism Statistics Over the Past Years

Year	2022			2023			2024			2025			
Gender			Total			Total			Total			Total	Target
Occupational injury rate (%)	0.70	0.30	0.53	0.58	0.46	0.53	0.42	0.86	0.52	0.65	0.55	0.61	
Absenteeism rate (%)	0.59	0.35	0.49	0.68	0.41	0.58	0.71	0.45	0.61	0.66	0.40	0.55	≦1
The rate of increase in absence rate compared with the previous year*9	32%			18%			5%			-10%			

*1：Occupational injury rate: Number of employees taking occupational injury leave ÷ Total number of employees

*2：Lost day rate: Number of occupational injury leave days ÷ Total hours worked × 1,000,000

*3：Total work hours: 20,295,984 hours

*4：Disabling Injury Frequency Rate (FR): Based on the total number of disabling injuries during the period in question. Disabling Injury Frequency Rate is calculated as the total number of disabling injuries for every million work hours (to two decimal places). The formula is as follows:

$$\text{Disabling Injury Frequency Rate (FR)} = \frac{\text{Number of Disabling Injury} \times 10^6}{\text{Total Hours Worked}}$$

*5：Disabling Injury Severity Rate (SR): Based on the total number of days lost due to disabling injuries during the period in question. Disabling Injury Severity Rate is calculated as on the total number of days lost due to disabling injury for every million work hours (to nearest integer). The formula is as follows:

$$\text{Disabling Injury Severity Rate (SR)} = \frac{\text{Total Lost Days} \times 10^6}{\text{Total Hours Worked}}$$

*6：Absenteeism rate: Total leave days (occupational injury leave + sick leave (not including extended sick leave and menstrual leave)) ÷ Total number of working days.

*7：Non-employee workers (including temporary workers and security staff) are excluded because the nature of their work is different from that of full-time employees.

*8：Recordable Occupational Injury Rate = 10 recordable occupational injuries ÷ 20,295,984 total hours worked × 1,000,000 = 0.49.

*9：Even though the absenteeism rates have increased gradually over the past four years, the rate of increase has dropped.

Digital Innovation and Inclusion

FFHC supports the United Nations Sustainable Development Goal SDG 8.2, "achieve higher levels of economic productivity through diversification, technological upgrading and innovation" and SDG 8.10, "strengthen the capacity of domestic financial institutions to encourage and expand access to banking, insurance and financial services for all". We are committed to providing diverse digital finance services and providing online banking and mobile banking app FinTech services to the least developed countries. FFHC also integrated various online businesses, smart customer services, and open API connections with big data, cross-industry alliances, and differentiated services to optimize the user interface and functions and provide customers with a more diverse and smooth digital finance experience.

3-1 Optimize Digital Channel Platforms and User Experiences

First Financial Holding has been dedicated to the digital native market through a variety of channels, especially the core values of "simple, fast, innovative, and most knowledgeable of customers" promoted by the digital account sub brand iLEO. Since launch, iLEO has generated more than 2.17 million users, and recorded an increase of 13.7% in new accounts in 2025, making it the 4th largest digital account on the domestic market. The iLEO app was downloaded 1.86 million times for a YOY growth rate of 24.8%. Net Promoter Score - a real-time questionnaire - was introduced to the iLEO app in September 2022. The Bank also tries to stay on top of customers' needs instantaneously, and continues to strive for optimization of each product and service through various feedback channels, such as interviews with users and comments left at the app store.

FFHC actively embraces the digital wave, encourages and educates customers to use e-channels, thus reducing counter transactions, and achieving outstanding results.

Utilization of e-channels has grown by 4.22% in the last five years

87.29% 2021 → 91.51% 2025

3-2 Smart Applications and FinTech Innovation

Smart Customer Services

First Commercial Bank launched "Little E", a smart robot that combines AI machine learning with natural language analysis, in its customer service center. This enables customers to utilize 24/7 online Q&A services with instant responses via the official LINE account, website, and app. The Bank has won the nation's top accolade in the "Most Popular Brand" category at the 19th National Brand Yushan Award and the "Best Product" category at the 22nd National Brand Yushan Award. At the same time, to advance inclusive finance, the Bank has obtained web accessibility Level AA accreditation badge, and offers smart customer services in English to meet the needs of people with disabilities and foreign nationals for equal access to digital financial services. As of the end of 2025, the service had reached a cumulative total of 1,826,690 people, with a response accuracy rate as high as 98%.

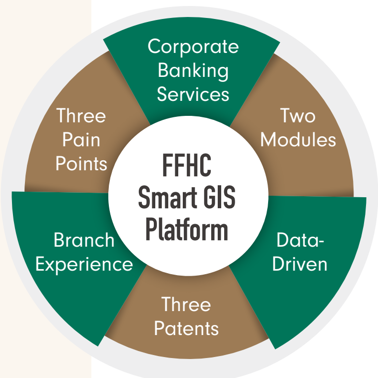
Smart Wealth Management

In response to the urgent demands for retirement financial planning in Taiwan's aging society, First Commercial Bank launched the "e-First smart wealth management" service in October 2020, and took the lead in adopting the algorithm from Morningstar, an international investment research firm. Through a team of more than 300 experts, the service utilizes a "human-machine collaboration" model to assist investors in allocating assets and screening for the most suitable funds or offshore ETFs. The Bank also introduced the "elderly monthly pension plan" to provide customers with a stable monthly cash flow upon retirement to make up for the deficiencies in personal savings and investments in the three major pillars of pension (social security, occupational pension, personal savings and investments), and further increase the income replacement ratio. It also caters to the investment needs of customers with limited capital, office workers, and the general public. As of the end of 2025, we have accumulated approximately 65,000 investors, with investment balance of approximately NT$2.484 billion.

Implementation of Blockchain Technology in Supply Chain Financing

First Commercial Bank partnered with Test-Rite International to apply the tamper-resistant properties of blockchain technology to transmit transaction data such as invoices and payment of Test-Rite International's supply chain financing via blockchain from the enterprise ERP system directly to First Commercial Bank's supply chain financing platform. In addition to reducing human error, saving on operation costs, and strengthening internal controls of data, it accelerated the transmission of transaction data, increased the efficiency of funds dispatch, and shortened the time required for suppliers to obtain financing.

Smart (GIS) Dispatch System and Customer Data Collection and Management Platform



First Commercial Bank has introduced and applied the Geographic Information System (GIS) technology to the corporate loans domain. The Bank has launched "intelligent GIS work assignment" and "customer intelligence collection and management platform", two modules that link patented big data analysis model to internal and external data. A new corporate banking account model has also been developed, which visually presents customers' locations and business intelligence on mobile devices. Combining the 3 patents on the ability to calculate the best visiting route, marketing resource deployment and assistance in reaching out to enterprises and developing new customers, they not only address the three pain points of existing business process, i.e., lacking real-time lists, lacking dispatch tools and lacking information integration, but also increase front-line salespersons' ability in and success rate of developing and exploring surrounding corporate customers independently. As of the end of 2025, the project had been used by a cumulative total of 2,252 employees, established 1,162 preferred lists, and compiled 51,157 corporate customers. Furthermore, big data models have been adopted to help set up multiple marketing activities, with a total of NT$3.894 billion newly approved credit lines.

3-3 Building an Environment for Digital and Innovative Finance

Artificial Intelligence Applications

- In addition to providing online calculation of loan limits and application services, the "e-speed loan" utilizes AI appraisal models for customers to immediately calculate mortgage limits and interest rate by entering the address of the real estate in the mortgage and basic personal information online. Moreover, bank employees and payroll transfer customers have been actively invited to apply for credit loans. The automatic review mechanism has also been introduced to reduce manual work processes. In 2025, a total of 53,991 credit loan and mortgage applications were processed through digital channels.
- To cooperate with government policies for supporting the development of small and micro enterprises, First Bank actively promoted "Micro Enterprise e-Services" and used smart AI models to provide small and medium enterprises with online loan limit calculation services. First Bank processed a total of 4,487 loan applications on "Micro Enterprise e-Services" in 2025.

Robotic Process Automation, RPA

RPA is applied to various operating procedures, such as credit investigation and review. It helps collect regular and highly repetitive customer data for analysis or review. As of the end of 2025, as many as 191 RPA operating procedures had officially gone online, reducing 1.06 million man hours cumulatively. That is equivalent to the workload of 530 full-time employees.

Mobile and Online Insurance

We provide consumers with diverse channels to purchase insurance products. Customers can purchase mobile insurance policies via First Commercial Bank's financial consultants, or they can go to First Commercial Bank's digital channels to purchase mobile or online insurance policies. 1,117 insurance products were purchased via the mobile channel in 2025, while 4,024 insurance products were sold online.

One-Stop Account Opening

First Securities and First Commercial Bank collaborated to allow new customers to simultaneously open securities and digital banking accounts online while also completing setup of the securities delivery account. In 2025, a total of 7,720 accounts were opened.

First Securities' ESG Smart Sustainability Index Data Platform

First Securities is the first securities company in Taiwan to offer scores and information relating to the sustainable development of individual stocks, providing investors with a reference for stock selection. Referencing collected sustainability reports, the Market Observation Post System, news reports, and publicly available information from the Financial Supervisory Commission, Ministry of Environment and Ministry of Labor, ESG performance is scored and ranked through analyzing corporate ESG practices using AI quantitative analysis and models. In the meantime, TWSE's corporate governance evaluation and rankings have also been included to make the scoring more diverse and objective. In January 2025, they have been integrated into First Securities' customer order placement system, so that investors can access corporate ESG scores and related analyses in real time while trading to significantly improve their decision-making efficiency.

3-4 Digital Money Transfers

First Commercial Bank's leading position in corporate banking as well as comprehensive overseas network have been used to set up the Corporate Fund Transfer Automated Platform, the First Bank International e-Banking (including "Financing e-Bank App - Overseas Branch Internet Banking" and "Financing e-Bank App - Global e-Banking Service"), international business cash flow (e.g. Supply chain financing, sales chain financing), international consumer cash flow (e.g. international third-party payment) and international clearing system.

Corporate Fund Transfer Automated Platform

Through automated integration and process consolidation, enterprises can effectively reduce manual operations and the risk of errors, while simultaneously optimizing internal audit and control mechanisms. Flexible permission and process settings also address management needs arising from group-wide and cross-regional operations. By utilizing the Corporate Fund Transfer Automated Platform service provided by First Commercial Bank, enterprises can enhance the efficiency of capital utilization. The platform also serves as a vital digital bridge between the core systems of the Bank and enterprises, accelerating the digital transformation of financial management. Additionally, the platform helps enterprises save on internal labor costs and reduce overall operating expenses, thereby enabling more efficient resource allocation. At the same time, by transitioning traditional in-person counter transactions to online transactions and paperless processes, it helps reduce carbon emissions and further advance corporate sustainability.

Digital Financial Services Provided by the Phnom Penh Branch

In addition to providing traditional brick-and-mortar financial services to the local population, our Phnom Penh Branch also provides e-banking and apps for mobile banking services, including functions such as "money transfer/remittance to non-designated accounts and eSecure push notification and verification service", uploading the remittance slips of large sums of money via mobile banking apps, and interbank fund transfer. The Branch joined the local Bakong blockchain system in 2023. which improves receipt and payment efficiency as well as security for our customers while facilitating inclusive finance. In 2024, National Bank of Cambodia approved our Phnom Penh Branch's application to add the Account Link feature, making it easier for individual customers to manage their bank accounts. It also provides businesses with a solution for cross-bank cash management, which improves operating efficiency financially while optimizing the flow of funds. In 2025, the Branch launched an account deposit notification service to enable users to track deposit information in real time. It also completed an upgrade to its international remittance functionality to enable customers to transfer funds back to Taiwan. Concurrently, the Branch strengthened its transaction notification mechanism by sending real-time push notifications to users upon deposit and debit transactions. This enhances customers' ability to monitor account changes in real time and improves transaction security, thereby further refining the cross-border digital finance service experience.

Mobile Payment

First Commercial Bank has fully introduced the shared QR Code service of "Taiwan Pay". Its "First e-Mobility", "iLEO Taiwan Pay", or "Taiwan Pay t wallet +" facilitate mobile payment, shopping, payment/tax payment, fund transfer, and withdrawal through scanning QR codes. The Bank is also actively supporting the development of TWQR to expand the scope of Taiwan Pay services to Japan and South Korea. In 2024, it launched a digital coupon service for use in Taiwan Pay promotions. In 2025, the Bank offered TWQR transit QR Code services to create a mobile payment-friendly and convenient environment.

Credit Card Mobile Payments

To provide credit card customers with a convenient payment tool, First Commercial Bank credit cards can be used on multiple payment platforms, including Taiwan Pay, Google Pay, Apple Pay, and Samsung Pay. This encourages customers to adopt mobile payments, reduces cash usage, and boosts mobile payment transaction volumes in Taiwan. The iLEO app launched "Quick Mobile Payment Binding" by the end of 2024. Customers can choose to quickly set up Apple Pay and LINE Pay, and enjoy fast and convenient digital services. As of the end of 2025, the number of our credit cards linked to mobile payments had reached 1,464,410 cards, up 17.2% from 2024.

Payment Facilitated by Pre-arranged Deposit Account Link

To expand mobile payment applications of deposit accounts, First Bank continues to work with 9 electronic payment operators such as "JKOS (JKOPAY)", "iPass (iPass MONEY)", "EasyCard (Easy Wallet)", "PX Mart (PX Pay)". First Bank ranked first among partner banks in the "Payment Facilitated by Pre-arranged Deposit Account Link" by satisfying customers' demands for day-to-day payments. First Bank implemented the "integrated account binding for digital account opening" in collaboration with iPASS and launched the "iPass MONEY" direct connection to digital account opening service, becoming the first government-owned bank to launch the service. The system automatically connects the account after it is opened to optimize the mobile payment experience. Also, collaboration with iPASS is currently underway for "reverse linking', which allows customers to utilize their iLEO app to link their account with "iPASS MONEY", thereby accelerating the linking process and expanding the content of mobile banking services.

3-5 Accessible Digital Banking Services for Persons with Disabilities

In order to provide basic, equal, reasonable, and convenient financial services to persons with disabilities, First Commercial Bank, First Securities, and First Life established a financial accessibility service section on the digital platform to improve the digital finance gap for customers with disabilities, as well as First Securities Investment Trust.

First Commercial Bank - Friendly Financial Service Network (services related to accessible e-banking)

- It provides service items such as simplified e-Banking (including features such as TWD/foreign currency account service, wealth management KYC evaluation, changing login username/password for e-Banking), financial information inquiries, simplified eATM, and discount applications for persons with disabilities. In addition, information relating to accessible services is also promulgated and published on this network.
- First Commercial Bank's simplified eATM, simplified e-Banking and Friendly Financial Service Network have obtained A, AA and AAA emblems respectively from the National Communications Commission based on the "Web Content Accessibility Guidelines 2.0", as we strive to provide premium and barrier-free Internet services.

First Securities - Accessible Financial Services Zone

- It provides 24/7 search for online market updates, opening accounts online, placing online orders, securities trading app, and other accessible investment services.
- The interface allows adjustment of text size, graphical instructions, and discloses a dedicated phone number for detailed explanatory services
- The voice quotation and transaction service over the telephone is available online, so that customers with auditory or physical disabilities can also participate in investments and transactions. An audio guide service, which offers text-to-speech functionality, provides new immigrants and investors with reading disabilities with introductions to securities and platform features.
- We received the AA-class emblem from the National Communications Commission in accordance with the "Web Content Accessibility Guidelines 2.0"

First Life Insurance - Accessible Services Zone

- The zone provides information on micro insurance products, accessible services and measures, and company introduction
- The "A + Life" section on the official website analyzes customers' policy needs and offers insurance planning services
- Platforms such as "First Life Insurance Online Insurance" and FundRich's "Protection Type Insurance Product Platform" offer accessible channels for obtaining insurance
- We received the AA-class emblem from the National Communications Commission in accordance with the "Web Content Accessibility Guidelines 2.0"

FSITC - Accessible Financial Services & Measures

- FSITC provides accessible facilities, with a "wheelchair ramp" installed at the business hall on the first floor. Elevators in the building are also fitted with hand rails.
- FSITC provides personalized financial products and dedicated services for people with disabilities.
- FSITC provides customers with three major electronic transaction systems (including fax, online, and voice), and is one of the few securities investment trust companies that provide voice transaction functionality, which assists elderly and disabled customers in conducting transactions.

First Commercial Bank continues to make it more convenient for persons with disabilities and foreign customers to use ATMs. As of the end of 2025, 543 of our ATMs in Taiwan had been wheelchair-friendly. In particular, 525 ATMs conform to accessibility requirements (such as ramps), including 15 accessible ATMs with an auxiliary screen; furthermore, 294 of them are talking ATMs made available to people with visual impairment, and the cash deposit feature has been added to deposit and withdrawal ATMs. People with visual impairment can plug their headsets in the headphone jack to access the speech mode. Braille instructions are deployed at various operating positions for clear tactile identification. With the aid of speech instructions, people with visual impairment can be walked through the whole process step by step, and do not need help from others to independently complete his intended ATM transaction or inquiry. Multi-lingual service was deployed on existing ATMs in 2023, offering new interfaces in Japanese, Vietnamese, Indonesian and Thai to improve the inclusiveness of financial services.

3-6 Cross-Industry Alliance

The Group continues to embed its financial services into various fields including food, clothing, housing, transportation, education and entertainment through strategic alliances. We seek to create application scenarios closer to consumer needs by teaming up with partners from other industries. Since 2020, we have accumulated 120 collaboration cases, as we employ the twin core strategies of the "Bank as a Service (BaaS) model" and "Bank as a Platform (BaaP) model" to expand digital channels and implement customer management, in order to create a synergistic cross-industry ecosystem.

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A total of 120 cooperation cases have been completed since 2020.

Expand and deepen cooperation with key cross-industry partners to cover diverse scenarios such as housing, dining, entertainment, lifestyle, and payments

In terms of the BaaS model, we continue to guide customers through packaged exclusive benefits, expand and create synergy, and cultivate customer stickiness. For example, we have collaborated with "Internet shopping" company momo.com, telecom provider "Chunghwa Telecom Hami Points", and retail channel "PX Mart" on digital account opening and promoting diverse business operations. Thanks to these collaborations, we are able to embed our financial services into different fields, and serve more diverse demographics from various age brackets.

Development of the Bank as a Platform (BaaP) model has gradually matured. For example, we have rolled out the dedicated one-stop shopping "First Good Life" zone on the iLEO app, covering 5 scenarios including travel, home rentals, home buying, green consumption and charity. Since going online in November 2023, the service had accumulated more than 350,000 visits as of the end of 2025. In 2025, the Bank also partnered with "Rakuya Inc.", one of Taiwan's top three real estate websites, through a cross-industry collaboration. By integrating the respective API systems, we launched an "AI Mortgage Calculator" to provide the public with a one-stop home-buying experience from property search and mortgage calculations to loan applications.

Furthermore, these cross-industry alliances have realized the principles of inclusive finance and ESG-driven sustainable living. In partnership with H2U pono, a digital health management platform under "H2U Corporation", we jointly launched a health voucher program, offering customers exclusive discounts on health checkups, wellness courses, and long-term care products. This initiative not only serves health-conscious customers, but also extends to those in suboptimal health, pregnant women, and the elderly, so that health care can reach a wider range of social groups. Moreover, we have aligned our offerings with "cloud invoice app" companies' services, such as utilities payment, checking the winning numbers with three simple digits, and LINE invoice winning notification. We also conduct marketing and promotional events to respond to the call for environmental protection with concrete actions.

First Commercial Bank has partnered with "Rakuya Inc.", one of Taiwan's top three real estate websites, through a cross-industry collaboration and launched an "AI Mortgage Calculator" by integrating the respective API systems.

In partnership with H2U pono, a digital health management platform under "H2U Corporation", we jointly launched a health voucher program, offering customers exclusive discounts on health checkups, wellness courses, and long-term care products.

3-7 Social Media

First Financial Group views social media as an important bridge of communications with customers and a means to develop new channels, services, and customers.

01. New channels

- Develop online accounts, provide product services and real-time customer service.
- Virtual and real integration of communities through channels such as e-personal banking, e-mobile, and physical branch locations expand the scope and content of services.

02. New services

- Customer segmentation by characteristics to design customized messages and services.
- Provide fast and simple banking services, such as online customer service and online queue number services, to reinforce customer usage and engagement
- Cultivate existing customers and provide integrated all-channel services.

03. New customers

- Attract digital natives, youths, and internet users.
- Analyze customer behavioral data to precisely market towards target audiences.

The First Bank Facebook fan page combines the products with current affairs and issues in daily life to compose posts, enhancing the communication and stickiness of customers of all ages		729,000 fans	355 marketing promotion campaigns	8,701,000 people reached	
First Bank's Instagram account attracts the attention of young people with rich and lively content such as lucky draws, stories and short reels.		38,000 fans			
Aside from programs such as "FCB Hot Topics", "FCB Radio", and "Almighty Bank Teller", First Commercial Bank's YouTube channel also cooperates with Internet influencers' channels to reach out to different audiences and introduce the Banks' financial products.		34,000 subscriptions			
First Commercial Bank's official LINE account launched a wide variety of iLEO point collection, exchange services, iLEO stickers, and interactive tagging events in order to achieve precision marketing.		7,067,000 cumulative friends	904,000 personalized service enrollments	194 business promotion campaigns	289,730,000 people reached
The "Chitchat with FCB on New Stuff" podcast has been launched to delve into sustainability issues such as climate action, health and welfare, quality education, and gender equality.		Total 302,000 downloads of 2025 were far more than the total 115,000 downloads of 2024			
First Securities Investment Trust's Facebook fan page communicates with fans by providing topics such as market trends, fund information, technology news, event information and good books on financial management	First Securities Investment Trust	39,000 fans	2,370 posts	3.58 million views	
FSITC's official LINE account provided information such as fund promotions, the latest market trends, and industry news for customers to grasp the latest investment trends	First Securities Investment Trust	16,000 cumulative friends	48 messages	1,560,000 people reached	
FSITC's YouTube channel shared online videos investment information being focused on by markets and hosted livestreams to help fans grasp the pulse of investment	First Securities Investment Trust	3,720 subscriptions	193 clips	343,000 views	

Talent Retention and Employee-Friendly Benefits

4-1 Competitive Compensation and Performance Management System

First Financial Holding Co., Ltd. regularly benchmarks compensation and benefits against market levels by referring to survey reports issued by professional institutions. The Company's employees' annual total compensation is positioned at the market P70 level (i.e., higher than that of 70% of peer financial institutions). In 2025, the Company implemented an across-the-board salary adjustment of approximately 3%. Including promotion- and grade-related increases, the overall salary increase amounted to approximately 5.6%. The average salary of full-time employees who do not hold managerial positions was NT$1,620 thousand, representing an increase of 5.26% from NT$1,539 thousand in 2024. Total employee benefit expenses in 2025 amounted to NT$20.82 billion, an increase of 3.69% from NT$20.08 billion in 2024.

For overseas operations, the Company adopts global salary survey reports issued by international management consulting firms and also takes into account local economic data, forecasts of salary adjustment trends, and market intelligence obtained through exchanges with local industry peers. Compensation levels for locally hired employees are adjusted annually in accordance with the pay-for-position principle. Meanwhile, the Company continues to monitor global human resources issues and strengthens support for locally hired employees' well-being while ensuring compliance with local labor laws and regulations.

Across First Financial Holding Co., Ltd.'s domestic and overseas operating locations, the average monthly wages of both Taiwan-based employees and locally hired employees are higher than, or close to, the local living wage. The Company adopts the Anker Methodology for Estimating a Living Wage and establishes a living wage database for its global operating locations based on the Numbeo cost-of-living database and the monthly essential living expenses published by Taiwan's Ministry of Health and Welfare. By assessing wage gaps relative to living wage benchmarks, the Company continues to enhance its fair compensation framework and promote decent work in the workplace.

● - Salary Information of Full-Time Non-Management Personnel

Item / Year	2022	2023	2024	2025	Percentage of Change (%)
Number of people	8,360	8,473	8,543	8,498	-0.53
Average salary (NT$ thousand)	1,337	1,397	1,539	1,620	5.26
Median salary (NT$ thousand)	1,245	1,293	1,402	1,473	5.06

＊：Calculated in accordance with Article 3, Paragraph 1, Subparagraph 31 of the Taiwan Stock Exchange Corporation Rules Governing Information Filing by Companies with TWSE Listed Securities and Offshore Fund Institutions with TWSE Listed Offshore Exchange-Traded Fund.

● - Comparison of Salaries and Living Wages at FFHC's Domestic Business Locations in the Six Major Metropolitan Areas

Unit: NT$/dollar

Region	Average Monthly Salary (A)	Monthly Necessary Living Expense Promulgated by the Ministry of Health and Welfare in 2025 (B)	Ratio (A/B) (%)
Taipei City	74,694	20,379	367
New Taipei City	68,112	16,900	403
Taoyuan City	71,955	16,768	429
Taichung City	73,578	16,077	458
Tainan City	72,107	15,515	465
Kaohsiung City	74,488	16,040	464

● – Comparison of Salaries and Living Wages at FFHC's Overseas Business Locations

Unit: NT$/dollar

Country	City	Average Monthly Salary (Taiwanese Employees)	Average Monthly Salary (Local Hires)	Local Living Wage*	Degree of Alignment
U.S.	New York	256,597	255,466	165,783	Better than local living wages
	Los Angeles	246,475	201,311	145,488	
	Houston	238,508	179,089	145,137	
	Guam	245,416	108,634	98,853	
Canada	Vancouver	304,747	113,229	112,077	
	Toronto	281,722	138,404	113,428	
Singapore	Singapore	274,551	160,452	143,887	
Thailand	Bangkok	284,855	36,767	24,631	
Indonesia	Jakarta	345,187	42,105	15,286	
Vietnam	Hanoi	249,544	29,885	15,387	
	Ho Chi Minh City	245,954	31,804	14,615	
Myanmar	Yangon	284,855*2	28,785	8,805	
Cambodia	Phnom Penh	247,419	24,287	11,020	
U.K.	London	267,323	179,932	157,774	
Germany	Frankfurt	277,324	296,035	148,454	
Australia	Brisbane	247,163	196,212	128,301	
Philippines	Manila	245,734	33,173	15,170	
Japan	Tokyo	243,360	85,507	80,950	
Laos	Vientiane	263,413	36,084	8,767	
China (including Hong Kong and Macau)	Shanghai	249,293	58,189	50,716	
	Xiamen	234,633	51,599	32,409	
	Chengdu	243,940	38,850	34,587	
	Macao	284,772	79,255	64,285	
	Hong Kong	250,215	103,545	105,184	Close to local living wages

*1：Living wages refer to salary levels provided to employees and their families in order to maintain a reasonable living standard, with country-specific situations taken into account and the amount of work completed within normal working hours calculated. Local living wages listed in this chart are sourced from Numbeo, the world's largest living wage database, https://www.numbeo.com/cost-of-living/.

*2：The Taiwanese employees assigned to the Yangon Representative Office concurrently serves as Taiwanese employees at the Bangkok Branch.

First Financial Holding Co., Ltd. provides employee remuneration, benefits, and attendance/leave management systems in compliance with applicable laws and regulations. Overtime application and overtime pay payment methods are clearly stipulated in attendance-related policies. Overtime requests and records are managed through the time and attendance system, and overtime hours are reviewed and calculated on a monthly basis to ensure overtime pay is issued in accordance with relevant requirements. In addition, the Company provides annual paid leave. Employees who have been employed for more than six months but less than one year are granted three (3) days of paid annual leave. Paid annual leave entitlement increases with years of service, up to a maximum of thirty (30) days. From January 1 of each year, employees may plan and arrange their annual leave for that year. The Company further encourages employees to take leave for travel and leisure activities through travel subsidy programs, supporting work-life balance.

The Company has established a fair and reasonable employee performance evaluation system to build shared understanding and alignment on individual goals assigned by the Company. At the end of each year, overall annual performance is assessed with reference to mid-year evaluation results. Approximately 35% of the annual bonus is granted based on an individual employee's long-term performance and special contributions. Subsidiaries have also established incentive schemes for the promotion and sales of sustainable finance products and services. The weighting of ESG-related education and training in performance evaluation is approximately 5%–6%, and in 2025, the proportion of the Group's employee compensation linked to the performance of sustainable finance products was 31.51%.

In addition, the Group has established the Employee Share Subscription Plan. When the Company conducts a cash capital increase, eligible employees of the Group may subscribe for shares at a price more favorable than the market price, with the number of shares allocated determined based on factors such as job grade, years of service, and performance. The calculation factors for employee profit-sharing distribution also include years of service and job grade. For promotion assessments, in addition to taking into account performance evaluations and rewards/disciplinary records over the most recent nine (9) years, the selection and promotion of management trainees and reserve managers also consider performance evaluation results over the most recent five (5) years, and participation in volunteer activities is included as a required item. These practices demonstrate that the Group's compensation is closely linked to long-term performance and the Group's sustainability strategy. Furthermore, by fostering an agile communication culture that emphasizes teamwork and collaboration, the Group is able to respond swiftly to changes in market trends.

● – Method of Employee Performance Assessment

Applicable Employees	Implementation Frequency	Implementation Details	Results
◦ Management by Objectives System			
Senior Management* (3.1%)	Annually	Conduct reviews and assessments based on each company's key indicators; and the reviews include finance-oriented and non-finance-oriented indicators	They would serve as the basis for year-end performance assessments, compensation, and the adjustment and distribution of performance bonuses
All Employees Other than Senior Management* (96.9%)	During the first half and second half of each year as well as the end of each year	Performance assessment results serve as the basis for decisions on talent selection, pay increases, and the distribution of performance bonuses	Depending on employees' actual performance, supervisors may help them refine or improve their work through the performance assessment program. Approximately 35% of the annual bonus is rewarded in commensurate with each employee's long-term performance as well as their special contributions
◦ Multi-Dimensional Assessment			
Supervisors* (17%)	Annually	Assessment angles encompass direct supervisors, subordinates and self-assessment in order to evaluate an employee's management performance and leadership potential	The assessment would serve as the basis of reference for the career development of supervisors
◦ Teamwork Performance Assessment			
Salespersons	During motivational activities and at year's end	It correlates a department's operational performance with the assessments of salespersons so that there is a high level of correlation among individual sales ability, compensation and bonuses, and departmental performance	Departmental performance in a given year would serve as an important basis for the distribution of annual performance bonuses in that year
◦ Agile Communications			
Salespersons	Semi-annually	Business target assessments are conducted on employees in sales departments, and professional know-how such as product sales techniques are also shared with them. Supervisors would also offer their feedback in accordance with colleagues' individual performance in order to help them achieve the annual sales target.	Review salespersons' performance based on the team sales target; adjust compensation and bonuses in accordance with performance; or provide assistance in refinement or improvement in order to achieve the team goal.

*: Share of employees who have taken performance evaluation

4-2 Talent Retention Measures

FFHC retains talent through forward-looking benefit packages, and encourages our employees to make long-term savings plans and plan for retirement. Since 2019, First Commercial Bank has been providing the "Establish Employee Savings and Stock Ownership Trust," offering full-time employees who have worked for the Company for more than half a year the choice of participating in this savings or stock ownership trust program. After that, various companies within the Group have conducted their employee stock ownership trust programs across the board since 2024, in which the companies subsidize and contribute a fixed amount of funds to invest in and hold FFHC stocks for long-term ownership in order to enhance cohesion. The participation rate across the Group was 95.33% till the end of 2025. The withdrawal percentage of the investment balance in the contribution account is determined based on an employee's years of participation, as follows:

Years of Participation	Percentage of Employee Contribution Account Balance Available for Withdrawal (%)
< 3 years	0
3-6 years	50 (plus any investment gains or losses attributable to this portion)
6 years or more	100 (plus any investment gains or losses attributable to this portion)

First Securities Investment Trust Co., Ltd. has established the "Regulations for the Approval of Rewards and Disciplinary Actions for Investment Research Personnel." When a fund manager's investment performance continuously meets the applicable two-year or three-year performance standards, a long-term performance bonus is granted in installments, thereby encouraging fund managers to place greater emphasis on long-term performance.

First Life Insurance Co., Ltd. (First Life) not only provides an employee share ownership trust program, but also makes monthly contributions to an employee retention welfare fund. Upon employees' consent, such contributions may be converted into group annuity insurance, enhancing employees' financial independence after retirement. As of the end of 2025, 167 employees participated in the program, with cumulative contributions totaling NT$63.98 million.

First Financial Holding Co., Ltd. is committed to fostering a "happy workplace" culture by providing comprehensive benefit programs and a well-developed compensation and incentive system. Through a motivating reward allocation mechanism, employees are encouraged to strive for performance excellence, and transparent promotion pathways are established. The Group regularly conducts the selection, evaluation, and training for pipelines of managers at all levels and overseas management talent, and implements promotion arrangements accordingly. A talent database is also established by consolidating and analyzing information such as employee attributes, experience, and characteristics, serving as an important reference for career development planning. Apart from general recruitment used to supplement workforce needs arising from retirements and resignations, most professional and management talent is cultivated internally through the Group's own development mechanisms. The Group also encourages employees to pursue further education in their spare time and provides tuition subsidies based on course type and program level. Employees pursuing a master's degree or higher in Taiwan or abroad may apply for unpaid leave for up to three years. These measures enhance employees' lifelong employability and strengthen the Group's long-term resilience.

To promote internal talent mobility and support employee career development planning, the Group not only enhances the disclosure of internal job vacancy information and emphasizes on-the-job training, but also implements systematic job rotation arrangements to help reduce employee turnover. An overview of the employee turnover rate and internal vacancy fill rate is provided in the table below.

In recent years, the Company has increased starting salaries for new hires multiple times. The cumulative increase of 13.6% ranks in the upper-middle range among industry peers. The starting salary for entry-level employees is approximately 1.43:1 compared to Taiwan's statutory minimum wage. In addition, through transparent and fair promotion and performance evaluation mechanisms, the Group has established a differentiated bonus system. The new-hire retention rate in 2025 was 85.48%. For retirees, retirement benefits are paid in accordance with the "Employee Retirement Benefit Payment Rules." In 2025, total retirement contributions amounted to approximately NT$698 million.

● – Employee Turnover Rate in 2025

End of 2025	Total Number of Employees	Female Employees Who Resigned				Male Employees Who Resigned				Total	
		Under 30	30–50	51 and Above	Retirement at Age 65	Under 30	30–50	51 and Above	Retirement at Age 65		
Number of employees in Taiwan	9,721	62	104	25	65	62	86	17	29	256	194
Percentage of total employees (%)	94.26%	0.60	1.01	0.24	0.63	0.60	0.83	0.16	0.28	2.48	1.88
Number of employees overseas	592	21	27	7	1	6	13	6	4	56	29
Percentage of total employees (%)	5.74%	0.20	0.26	0.07	0.01	0.06	0.13	0.06	0.04	0.54	0.28
Total	10,313	83	131	32	66	68	99	23	33	312	223
Percentage (%)	100%	0.80	1.27	0.31	0.64	0.66	0.96	0.22	0.32	3.02	2.16
Percentage of employees of the same gender/age (%)	-	9.04	3.50	2.14	-	14.41	4.30	1.67	-	5.07	5.37

● – Distribution of Employee Turnover Rates by Gender and Age Group Over the Past Two Years

Age Group	2024				2025			
	Number of People	Ratio	Number of People	Ratio	Number of People	Ratio	Number of People	Ratio
Under 30	85	0.82	79	0.77	83	0.80	68	0.66
30–50	123	1.19	110	1.07	131	1.27	99	0.96
51 and above	108	1.05	64	0.62	98	0.95	56	0.54
Total	316	3.06	253	2.46	312	3.02	223	2.16
Share of employee turnover by gender	55.54		44.46		58.32		41.68	

*1：Employee turnover rate (%) = Number of employees leaving in each category ÷ Total number of employees
*2：Gender ratio of resigned employees (%) = Number of resigned employees by gender ÷ Total number of resignations

● – Overview of Employee Turnover Rate and Recruitment Costs Over the Past Years

Item / Year	2022	2023	2024	2025
Resignation rate (%)	7.08	5.65	5.52	5.19
Resignation rate (%) - excluding retirees	6.03	4.79	4.54	4.23
Voluntary resignation rate (%)	5.92	4.70	4.36	4.07
Average recruitment costs (NT$)*	12,875	9,287	16,742	21,642
Total number of employees (persons)	10,095	10,305	10,317	10,313

＊：Average recruitment costs = (Recruitment Expenses for the Entire Year / Number of New Employees) + Training Expenses. The increase in average recruitment cost in 2024-2025 was mainly attributable to the expansion of campus recruitment and a decrease in the number of new hires.

The Group's employee turnover rate has decreased year by year. Among them, the voluntary turnover rate has remained below 5%, and employee retention has remained relatively stable. Since the Group has a larger number of female employees, from the perspective of gender structure, the proportion of female employee turnover is relatively higher. In 2025, the employee turnover rate decreased by 0.33% compared with 2024, mainly due to a decrease of 30 male employees leaving the Group, among which the largest decreases were in the under-30 age group and the 30-50 age group, each decreasing by 11 employees. The Group will continue to enhance overall employee satisfaction through measures such as continuously optimizing compensation and benefits, improving talent development programs, and strengthening care and support initiatives, thereby reinforcing workforce stability.

● – Overview of the Percentage of Open Positions Filled by Internal Candidates Over the Past Years

Category / Year	2022	2023	2024	2025
Percentage of open positions filled by internal candidates (%)*1	70.07	74.73	76.67	75
Percentage of management positions filled by internal candidates (%)	99.40	100	100	100
Percentage of non-management positions filled by internal candidates (%)	32.03	43.37	25.41*2	45.26

＊1：Percentage of open positions filled by internal candidates = Number of Internal Candidates Accepted / Open Positions

＊2：Due to the fact that more professional job openings related to IT and compliance became available in 2024 and that they were difficult to be filled via internal transfer, the openings were mostly taken up by external hires. Hence, there was a decline in the fill rate of non-supervisory positions.

● – Overview of the Group's Pension Contributions Over the Past Years

Unit: NT$ thousand

Category / Year	2022	2023	2024	2025
New pension system	331,939	347,283	378,830	404,767
Old pension system	306,310	280,610	274,224	261,969
Overseas staff	19,576	24,844	29,302	30,764

For more details about the contribution plan and related status, please refer to page 76 of the Company's 2025 Annual Report

4-3 Employee Engagement Survey

Since 2017, the human resources departments of the Group's companies have conducted an annual employee engagement survey to listen to employees' feedback on their level of job satisfaction and company recognition as well as suggestions on training and development, in an attempt to improve and optimize related operational and management systems. The overall level of employee engagement was 91.66% in 2025, indicating that the Group's employees are actively committed to their jobs and willing to contribute to delivering on the Group's objectives and missions. It is also indicative of the fact that, in the face of an ever-changing financial environment, agile communications and an agile management model are effective in solidifying team cohesion, enhancing structural resilience, and creating a successful corporate culture.

● - Employee Engagement Survey Dimensions

Survey Dimension

Job Satisfaction	Sense of Purpose	Sense of Well-Being	Work-Related Stress
• Workplace safety and health • Comprehensive education and training programs • Availability of job rotation opportunities to help employees learn different business functions • Able to take care of both work and family • Able to obtain a sense of accomplishment from work • Able to contribute to the Company	• Identification with the Company's culture and sustainability policies • Confident of the Company's future • Willing to contribute as much as possible and continue to work for the Company • Proud of working for the Company	• Understanding of the compensation and benefits system • Correlation between performance and rewards • Satisfied with the Company's overall employee benefits • Satisfied with the childbirth and childcare subsidies provided by the Company	• Able to carry the existing workload • Able to carry existing work pressure

● - Employee Engagement Survey Results Over the Past Three Years

Item \ Year	2023	2024	2025
Number of questionnaires	9,557	9,638	9,574
Number of returned questionnaires	9,319 (Male:3,913/Female:5,406)	9,421 (Male:3,889/Female:5,532)	9,357 (Male: 3,854/Female: 5,503)
Coverage rate (%)	97.51	97.75	97.73
Overall engagement (%)	91.88	90.54	91.66
Level of engagement of male employees (%)	92.98	92.11	93.31
Level of engagement of female employees (%)	91.16	89.43	90.49

*：>90% represents a high degree of engagement, 80-90% represents a medium degree of engagement, <80% represents a low degree of engagement.

Improvement mechanism	• Our senior colleagues would lead and guide new hires to help them familiarize themselves with their job descriptions and the corporate culture as quickly as possible. Supervisors would reach out to provide additional care to increase talent retention rates. • Enhance educational training in competency, and ensure the transparency of job assignments • Designate employees with high performance and high potential to participate in professional training courses • Enhance employee benefit packages, and increase employee benefit expenses • Conduct monthly labor-management meetings, and maintain good channels of communications
Improvement results	• In 2025, the turnover rates for employees under 30, aged 30-50, over 51, and overall all declined compared to 2024. • The average employee training cost and the total cost in 2025 were up from 2024. • The Group's total employee benefit expenses amounted to NT$20.82 billion in 2025, up 3.69% from NT$20.08 billion in 2024.

With regard to the shortest company notice for important job changes, the Company complies with related labor regulations, including the "ILO Forced Labor Convention Indicators", Taiwan's "Labor Standards Act", "Employment Service Act", "Act of Gender Equality in Employment", and "Middle-aged and Elderly Employment Promotion Act", to stipulate them in work regulations and related personnel management regulations, which encompass: A week's notice for all manpower deployments necessitated by business needs. For overseas employee assignments, a reasonable notice would be provided to allow for understanding of the regulations, culture, and daily needs of a particular foreign country, as well as business handover details. A forenotice for labor contract termination may be given due to business closure, transfer of ownership, losses, business contraction, changes in the nature of business, or employees' inability to assume their job responsibilities. The period of the forenotice is as follows: (1) A 10 days' forenotice shall be provided to employees who have worked for the Company for more than three months but less than one year. (2) A 20 days' forenotice shall be provided to employees who have worked for the Company for more than one year but less than three years. (3) A 30 days' forenotice shall be provided to employees who have worked for the Company for more than three years.

To maintain good communications and interactions, each company provides a variety of channels for employee communications and whistle-blowing, in addition to protecting whistle-blowers from inappropriate handling for stepping forward. Employees may use the following channels of communications, complaints and whistleblowing.

Employee Communication, Grievance, and Whistleblowing Mechanisms

- Each Group company has established a whistleblowing system that has been reviewed and approved by its respective Board of Directors. Reporting channels—including a dedicated hotline, fax number, and designated email mailbox—are disclosed on the Company website. Whistleblowing cases are received by the compliance function / internal audit function / the supervisor in charge of self-inspection, and, depending on the nature of the case, an independent unit with the requisite authority is designated to conduct the investigation, so as to ensure that reports are handled effectively.
- Under the "Stakeholder Engagement/Communication" section of the Company website, an employee grievance hotline and email mailbox are provided. In addition, an "Stakeholder Feedback Survey Form" is available under "Corporate Sustainability – Sustainability Report." These channels serve as avenues for employees to communicate concerns and lodge complaints.
- The compliance framework of each company stipulates that: "The Chief Compliance Officer (or compliance head) shall provide recommendations for improvement with respect to any illegal or non-compliant matters. If such recommendations are not adopted by management and this may result in material losses to the company, the compliance head shall immediately prepare a report for approval and notify the supervisors / independent directors and the audit committee, and simultaneously report to the competent authority."
- Each company has set up transparent, equitable, and convenient grievance channels on its internal website, such as the "CEO Mailbox," "Ideas Mailbox," "Employee Care Service Hotline," or the "Chief Auditor Mailbox," and ensures proper handling and responses.
- The "Regulations on Sexual Harassment Prevention Measures, Complaint Handling, and Disciplinary Actions" have been announced and circulated to each company. Dedicated hotline numbers, fax numbers, and email mailboxes for receiving sexual harassment complaints are established, and are publicly posted on the Company website and in conspicuous locations in the workplace. In addition, sexual harassment prevention education and training is provided to all employees annually.
- The Group adopts a zero-tolerance approach toward workplace bullying or harassment. If reports of unlawful infringement, discrimination, or harassment are received, the Company will assist employees in addressing the matter promptly in accordance with applicable rules, and will provide psychological counseling and legal assistance.
- Through proposal systems or themed competitions, employees are encouraged to proactively submit suggestions for process improvement. In 2025, a total of 273 employee suggestions were submitted, covering areas such as improving service quality, enhancing existing business operations, improving automated service items, refining operating methods, reducing various costs, and strengthening corporate image. All suggestions were forwarded to the relevant units for detailed review and reference, and 66 items were adopted for implementation.
- "Labor–Management Meetings" are held on a regular basis, or employee feedback from various departments is reviewed and discussed during monthly meetings, to ensure open communication and a smooth labor–management exchange platform.
- Employee engagement surveys are conducted to provide employees with channels to express opinions. Improvement mechanisms are then developed, and follow-up actions are tracked to assess effectiveness.

4-4 A Friendly, Healthy, and Happy Workplace

To create a positive work environment, maintain the physical and mental well-being of employees as well as build up passion and loyalty of employees, FFHC provides a wide range of employee health management mechanisms and benefits for its full-time employees:

Health management

- Health exam for employees and their families
- Health workshops and nutrition management
- Medical clinics and full-time nutritionist
- Abnormal Workload-triggered Diseases Prevention Plan
- Human-factor Hazard Prevention Plan
- Maternal Employee Health Protection Plan
- Tobacco-free Workplace, Air Quality Testing and Maintenance
- Psychological consultation for employees
- Flu vaccinations and cancer screening
- Care for hospitalized employees

Consolation payments

- Consolation payment for major disasters and serious illness or injury
- Consolation payment on the three major holidays for retired employees and the family of employees who passed away

Establishment of Employee Welfare Committee

- Subsidies for employee self-improvement trips and distribution of gift boxes on the three major holidays
- Employee birthdays
- Souvenirs for retired personnel
- Compensation for hospitalization of family members and funerals
- Scholarships for employees' children

Various subsidies

- Marriage, childbirth subsidies
- Subsidy for continuing education at university
- Subsidy for learning foreign language
- Subsidy for professional exam entrance fees
- Subsidy for birthday celebrations, annual parties and holiday travel
- Subsidy for funerals
- Subsidy for recreational courses and events
- Subsidy for hire of sporting venues
- Employee deposit and shareholding trust
- Employee group annuity insurance

Employee dormitories and guest houses

- Employee guest houses in Beitou, Penghu and Hualien
- Employee dormitories in Taipei City, New Taipei City, Hsinchu, Taichung, Tainan, Kaohsiung and Hengchun

Leave regulations that surpass the legal requirement

- Salary is not deducted (excluding the first year of new employees) for 14 days of personal leave (including leave for epidemic prevention care), 30 days of sick leave, and 3 days of menstrual leave.
- The number of leave days for weddings, funerals, maternity, prenatal checkups, paternity, and miscarriage are superior to laws and regulations.
- Volunteering leave 1 day
- Two days' of "Artificial Fertilization Leave"

● – Overview of Employees Applying for Parental Leave in 2025

	2025 Total Employees Eligible for Parental Leave	2025 Number of Applicants for Parental Leave	2025 Expected Return-to-Work Employees (A)	2025 Actual Returned Employees (B)	2024 Actual Returned Employees (C)	2025 Returned Employees Who Remained for 1 Year (D)	Return-to-Work Rate (%) (B/A)	Retention Rate (%) (D/C)
Total - (female)	392	115	122	119	94	87	97.54	92.55
Total - (male)	259	21	29	28	22	21	96.55	95.45
Total	651	136	151	147	116	108	97.35	93.10

*：FFHC safeguards our employees' right to apply for parental leave in accordance with law. Regardless of whether they are the main caretakers (female employees) or non-main caretakers (male employees), employees may apply for six months (24 weeks) of parental leave and receive parental leave benefits equivalent to 80% of their average monthly insured salary under Labor Insurance.

● - Implementation Results of Employee Welfare Measures in 2025

Childbirth & childcare subsidies	Marriage	• We provide NT$30,000 in marriage allowance as well as 14 days of marriage leave, which is above and beyond regulatory requirements. A total of 170 employees submitted their applications in 2025, and a total of NT$5.11 million in allowance was approved and disbursed. • We provide subsidies for our single employees to take part in match-making or dating activities organized by external agencies. A total of 11 employees submitted their applications in 2025, and NT$12,880 in subsidy was approved and disbursed.
	Pregnancy	• We provide a comprehensive program of up to 44 days of paid leave for pregnant employees (better than the Labor Standards Act requirement of only half pay for sick leave and no pay for personal leave). Such leave shall not be factored in their annual performance assessments, nor would it affect their promotions. A total of 123 employees submitted their applications in 2025, and an average of 20.1 days of leave were granted to each applicant. • For female employees undergoing invasive procedures such as artificial insemination or in vitro fertilization, a two-day "Artificial Fertilization Leave" per year has been granted since 2023. From the program's launch in 2023 through the end of 2025, 59 employees had submitted their applications, of whom 35 successfully became pregnant. • Full-time nurses and physicians stationed in the Company would provide pregnant employees with related health guidance and consultations. • We provide pregnant employees with the "First Pregnancy Pack" and adjust the work environment of pregnant employees when assessed as needed. • Pregnant employees who need to take a taxi to and from work may apply for transportation allowance with valid receipts during their pregnancy. A maximum of NT$10,000 is available for each applicant. A total of 38 employees submitted their applications in 2025, and a total of NT$182,000 was disbursed.
	Childbirth	• We provide 58 days of maternity leave for female employees (better than the regulatory requirement of 56 days), in addition to eight days of pregnancy checkup leave (better than the regulatory requirement of seven days). Pregnancy checkup accompaniment leave and paternity leave for non-birthing employees are also eight days (better than the regulatory requirement of seven days). A total of 202 employees submitted their applications across the entire Group in 2025, and the days of leave granted were above and beyond regulatory requirements. • FFHC provides childbirth subsidies of NT$100,000 for the first child, NT$150,000 for the second child, and NT$250,000 for the third child and each additional child. In 2025, there were 207 newborns, with a total subsidy of NT$25.29 million provided. • We provide seven days of maternity leave for pregnant employees who suffer from miscarriages less than three months into pregnancy, which is better than the regulatory requirement of five days of leave for miscarriages less than two months into pregnancy. • Employees who have given childbirth are gifted with a "First Mommy Bag" along with evaluations of their work environment and locations to implement adjustments.
	Breastfeeding	• The lactation rooms at our Headquarters Building, Yanping Building, IT Building, Zhongshan Building and Bade Building have all obtained the "High Distinction Award" certification. 16 employees accessed these facilities in 2025. • We would organize lectures about breastfeeding at the workplace, childcare, and health.
	Childcare	• We provide 14 days of personal leave at full pay, which is better than regulatory requirements. A total of 1,297 employees submitted their applications, and an average of 3.39 days of leave were taken per application. • We provide our employees with child education subsidies from elementary school all the way to college. A total of NT$12.082 million in subsidy was disbursed in 2025. • We have signed a corporate daycare agreement with a well-known franchise, providing employees with preferential and safe child daycare service. • We would organize lectures about childcare for working parents/parent-child health. • We strive to safeguard the promotions, performance assessments and benefits of employees on parental leave. In 2025, 136 employees applied for parental leave, and 97.35% of them subsequently returned to their posts. The retention rate of employees who returned from parental leave and stayed on their job for more than one year was 93.10%.
Leisure and care measures	Vacation subsidies Sports and recreational activities Volunteering leave Psychological consultation for employees	• We encourage our employees to use their leave days and vacations to travel and engage in leisure activities. A total of NT$62.182 million in subsidy was disbursed in 2025. • We have organized 16 sports and recreational clubs, and 2,612 employees and dependents have signed up for them. We also organize activities such as singing, table tennis/tennis/softball competitions. A total of 1,742 people took part in such activities in 2025. • We carried on with our volunteering leave program in 2025. One day of volunteering leave would be granted for 3 cumulated points. A total of 20 employees were eligible. • We make it a rule to organize social activities for our retired employees every year. • The number of group employees receiving Teacher Chang's counseling service reached 295 people in 2025.

● - Overview of Return-to-Work and Retention Rates Over the Past Years

Year / Item	2022			2023			2024			2025		
			Total			Total			Total			Total
Return-to-work rate(%)	97.44	91.30	96.43	98.98	91.30	97.52	97.73	93.10	96.89	97.54	96.55	97.35
Retention rate (%)	95.60	100	96.12	97.75	100	98.13	94.17	84.21	92.62	92.55	95.45	93.10

Social Impact

5-1 Charitable Strategy

We respond to the United Nations Sustainable Development Goals (SDGs) and actively uses core functions to help solve social and environmental problems. We continued the four major charitable strategies of "Green Care", "Social Care", "Artistic Cultural Creation", and "Sports Competition" in 2025 and integrated subsidiaries of the Group, First Bank Culture & Education Foundation and First Bank Volunteer Service Team. We work with customers, suppliers, and non-profit organizations in charitable activities. In addition to improving the brand image and corporate social value, these activities also help increase growth in overall operations.

Unit: NT$10,000

		Solutions	2023	2024	2025
Artistic Cultural Creation	Commercial Benefits	Revenue from loans to the cultural and creative industries	82,051	77,866	70,295
	Society/Environmental Benefits	Number of borrowers of loans to the cultural and creative industries	3,819 accounts	3,572 accounts	2,919 accounts
		Number of borrowers of loans to the cultural and creative industries who are also in the film and television industry	225 accounts	209 accounts	201 accounts
		Participants in medical institutions and large concerts/sessions (total number of online viewers/sessions)	5,600 persons /9 sessions (no online events were held)	6,400 persons /7 sessions (no online events were held)	6,500 persons /7 sessions (no online events were held)
		Total number of participants in art exhibitions/sessions (total number of online viewers/sessions)	5,000 persons /5 sessions (no online events were held)	5,000 persons /5 sessions (no online events were held)	6,000 persons /6 sessions (no online events were held)

Social and Environmental Issues Solved	• We provided a stage for up-and-coming singers, musicians and disadvantaged groups to perform on. • We were able to inject funds necessary for industrial development by providing financing and credit to the cultural creative industries, in order to help with their transition and development.
Driving Force	We can help develop the cultural and creative industries through financial products or services, promote art, education and public welfare, expand the entire population's artistic and cultural horizons, pass on Taiwan's traditional art and culture, improve our customers' and employees' artistic and cultural literacy, and increase customer loyalty.
Impact	FFHC has long collaborated with the Ministry of Culture. Since 2004, it has implemented film production subsidy trust services, completing a total of 160 cases during 2020-2025 with an accumulated transaction amount of approximately NT$1.745 billion. In 2025, the outstanding credit balance of cultural creative industry loans reached NT$26.878 billion. In addition, FFHC has promoted various types of creative loans such as Ministry of Culture's "Credit Loan for Cultural and Creative Industry Upgrades" and "Loans for Young Entrepreneurs and Start-ups in Cultural Creative Industries" and continues to hold physical and online concerts and local arts and cultural exhibitions to provide resources to cultural and artistic activities as well as the cultural and creative industries to foster cultural development.

Unit: NT$10,000

Green Care

	Solutions	2023	2024	2025
Commercial Benefits	Number of cards in circulation/revenues from green charity credit cards (Leezen Co-branded Credit Card, YiLan Affinity Card, Living Green Card and Taoyuan Citizen Card)	287,192 cards/ 6,283	279,551 cards/ 5,414	278,707 cards/ 7,257
	Revenue from urban renewal financing cases	53,831	59,751	73,202
	Revenue from green loans	261,882	285,444	268,712
	Revenue from investments in green bonds	54,000	71,000	72,000
	Loan revenue from the "Six Core Strategic Industries"*	1,257,655	1,467,446	1,599,668
	Revenue from sustainable loans for renewable energy	5,950	7,126	9,185
	Revenue from investments in solar power plants	14,942	19,219	24,170
	Number of new Living Green Cards issued during the tree-planting marketing activity/foreign currency deposit (US$ dollars)	1,000 cards / No promotional USD preferential time deposit campaign was launched in connection with Arbor Day	1,000 cards / 2,117,000	1,000 cards / 2,037,443
Society/Environmental Benefits	Number of beneficiaries of environmental education	2,496 persons	2,706 persons	2,850 persons
	Number of trees planted/amount of annual carbon absorption	2,005 trees / 20 metric tons CO_2e	3,260 trees / 33 metric tons CO_2e	2,500 trees / 25 metric tons CO_2e
	Number of LED lamps installed in the Share the Love with Green Light program/reduction in annual electricity consumption/amount of electricity bill saved/carbon reduction	4,686 units / 370,000 kWh / 158/201 metric tons CO_2e	6,873 units / 690,000 kWh / 276/342 metric tons CO_2e	6,007 units / 600,000 kWh / 236/293 metric tons CO_2e
	Carbon reduction from investments in solar power plants	47,000 metric tons CO_2e	47,600 metric tons CO_2e	52,500 metric tons CO_2e
	Carbon reduction from urban renewal financing cases	1,091.2 metric tons CO_2e	1,578.78 metric tons CO_2e	1581.81 metric tons CO_2e
	Cashback from green charity credit cards (Leezen Co-branded Credit Card, YiLan Affinity Card, Living Green Card and Taoyuan Citizen Card)	2,326	2,311	1,913
	Number of participating green volunteers/number of beneficiaries	810 participants /2,496 persons	1,420 participants /2,706 persons	1,427 participants /2,850 persons
	Satisfaction level of volunteer services (%)	91.82	89.44	90.71
	Procurement amount of organic vegetables and fruits	75	150	132

Social and Environmental Issues Solved

- Due to insufficient crop yield, farmers would use chemical fertilizers and pesticides to increase yield. Therefore, it is necessary to encourage organic farming in order to prevent land degradation and to curb biodiversity loss.
- As reserves of natural resources such as crude oil and natural gas are limited, we need to solve the issue associated with energy depletion and sustainable energy shortages.

Driving Force

The ability to push forward with green finance services; provide green finance knowledge, products and services; and partner with customers, suppliers and the general public to carry out environmental sustainability together to ensure a sustainable consumption and production model.

Impact

We combine our core competencies to help enterprises with their transition, and develop and provide ESG products and services. We also convey the Group's policy and concept of green finance products to major stakeholders such as customers and suppliers by holding energy conservation seminars, supplier conferences, Reaching the Next Pinnacle of Corporate Success Lecture, urban renewal briefings, and environmental education activities. In addition, by integrating resources across the Group, First Commercial Bank utilized reward funds generated from donations equivalent to 2‰ of Living Green Card spending amounts, and partnered with suppliers and customers to support the installation of 6,007 LED lighting units in 15 under-resourced rural schools, as well as the planting of 2,500 trees, thereby putting green care initiatives into practice. Additionally, we provide a one-stop shopping type of financial service, helping residents rebuild their homes to increase realty value. In the meantime, we can also build green buildings to echo the government's goal of promoting environment-friendly and low carbon cities.

＊：Starting in 2022, we have changed our existing "5 Plus 2 Industry" (intelligent machinery, Asian · Silicon Valley, green energy technology, biomedical industry, defense industry, new agriculture, and circular economy) loan program to "Six Core Strategic Industry" (including information and digital technology, excellent information security, Taiwan precision health, green power and renewable energy, defense and strategic industries, and consumer products and defense readiness) loan program.

Unit: NT$10,000

Social Care	Solutions	2023	2024	2025
Commercial Benefits	Number of "GLORY + World" cards in circulation / revenue	8,904 cards / 2,676	12,291 cards / 3,122	15,255 cards / 2,794
	Revenue from "financing projects for the reconstruction of dangerous and old buildings"	54,666	77,096	104,081
	Revenue from elderly care trusts and care trusts for persons with disabilities	96	162	92
	Revenue from "Comfort Loan" reverse mortgage	1,313	1,898	2,513
	Revenue from medical biotechnology or long-term care loan programs	4,538	831	359
	Revenue from the "Worker Relief Loan" and "Micro-Enterprise e-Loan" program	15,270	19,394	18,007
	Revenue from First Time Home Buyer Mortgage	78,911	179,983	244,726
	Revenue from SME loans	2,147,812	2,324,579	2,483,515
	Premium income from new contracts of micro insurance products	15	0.9	1.525
	Number of new accounts added under public interest account opening program	3,634 accounts	9,595 accounts	8,634 accounts
Society / Environmental Benefits	Number of beneficiaries of financial lectures held at far-flung rural areas, campuses and communities	4,133 persons	7,741 persons	7,693 persons
	Amount of money donated to charity by customers using First Commercial Bank credit cards	78,153	81,364	82,251
	Amount of money allocated for charity from applications for digital accounts and purchases of life insurance policies/integrated community care centers (Stone Soup)	46.72	59.75	31.04
	Number of underprivileged schoolchildren who have benefited (including cashback from World Card, breakfast for far-flung rural areas, adoption of underprivileged schoolchildren, and donations from the Financial Industry Education Scholarship)/amount of donation	3,145 persons / 535	3,398 persons / 536	3,643 persons / 798
	Amount generated through procurement of charity year-end gifts and performances by disadvantaged groups	155	149	138
	Number of households benefiting from donations to food banks/amount of money	1,499 households / 129	962 households / 90	960 households / 94
	Number of beneficiaries of overseas charity events/amount of money donated	1,760 persons / 116	461 persons / 61	2,397 persons / 135
	Number of people benefiting from domestic free clinic events/amount of medical bills saved	1,120 / 16.8	1,302 / 19.5	1,724 / 25.9
	Number of beneficiaries of the campaign in support of rural areas with scarce medical resources/amount of money donated	4,265 persons / 312	5,277 persons / 204	533 persons / 220

Social and Environmental Issues Solved

- As the gap in wealth between urban and rural areas widens, underprivileged demographics may struggle to comfortably access education resources, or financial information and services.
- Excessively old urban buildings not only endanger people's lives and property, but also severely impact their living quality.
- Taiwan has become an aging society, and the issue of insufficient senior care resource has grown increasingly pronounced.
- Being able to solve education and employment problems for the young generation as well as the low birth rate issue would give them a brighter outlook on the future.
- Help Taiwan to march towards a society where gender equality is valued and diversity is respected, so that people of different genders can all seek appropriate development.
- Visiting disadvantaged institutions at home and abroad and donating supplies and equipment is our way of giving back and showing our care for society via concrete actions.

Driving Force

Upholding the spirit of the financial service industry, we provide a variety of financial services via a diversified digital platform and through loans to seniors and members of underprivileged groups. At the same time, we combine the application for digital accounts and the purchase of life insurance products to allocate donation amounts, and disclose information on donations to public welfare groups for free. We encourage customers to donate by credit card to provide equipment for medical stations in mountainous and isolated areas, and therefore help resolve the lack of resources for disadvantaged groups and rural residents. This is one of the ways we hope to spread the impact of our company as a member of the financial industry to every corner in Taiwan.

Impact

We promote financial inclusion, combine SDGs to take care of young people to purchase homes, protect senior citizens' asset safety in our aging society, and make donations to underprivileged demographics and people living in far-flung rural areas. We also lend significant support to micro enterprises, and provide First Time Home Buyer Mortgage and "Comfort Loan" so that young people can feel reassured about getting married. The balance of our ESG-based trust asset for senior people's retirement and care for persons with disabilities stands at NT$41.955 billion. In addition, in 2025, our donations to underprivileged demographics and people living in far-flung rural areas totaled around NT$836.93 million.

Unit: NT$10,000

		Solutions	2023	2024	2025
Sports Competitions	Commercial Benefits	Number of athletes employed by First Commercial Bank as full-time employees/-contribution to the Bank's profit	19 persons / 5,210.9	20 persons / 6,055.6	20 persons / 6,486.8
	Society / Environmental Benefits	First Commercial Bank Men's Table Tennis Team's achievements in domestic and international competitions (number of medals)	5 gold, 6 silver and 19 bronze medals	24 gold, 19 silver and 25 bronze medals	25 gold, 27 silver and 27 bronze medals
		Prize money won by First Commercial Bank Men's Table Tennis Team's players in domestic and international competitions	230	51	76.5
		Number of participating athletes in the national tennis and table tennis championships that we held	1,893 persons	1,655 persons	1,968 persons

Social and Environmental Issues Solved	• Employment is challenging for athletically talented people. If we provide them with stable job opportunities, they would feel reassured, devote themselves to training, and live up to their full potential. • Owing to funding shortages, athletes often miss the opportunities to participate in large international competitions, which impacts their performance in international sports.
Driving Force	Physical strength is national strength. We help promote the development of sports in Taiwan and enhance the Taiwanese people and employees' willingness to participate in sports, thereby making the development of sports more vigorous in Taiwan and cultivating outstanding athletes with potential. These measures help to inject youth and vitality into the enterprise.
Impact	We have been sponsoring and organizing all kinds of sports activities for more than 20 years. By training potential young table tennis players, we have cultivated a number of national players, laying a solid foundation for Taiwan's table tennis development. Internally, we have created a sporting culture among employees. Externally, we have successfully enhanced the young, energetic brand image of the Group.

5-2 Benefit Evaluation

In order to effectively measure the input resources and output benefits, FFHC adopts the community investment management model of London Benchmarking Group (LBG), and uses quantitative data to evaluate the input resources, benefits, results and long-term impact of each project on society. We invested a total of NT$136.87 million in the four major charitable strategies in 2025. We also used the LBG model to evaluate the proportion of investments in the past four years.

Unit: NT$10,000

Event Type		Charitable Events	Investment in Community	Commercial Initiatives	Total
2022	Amount	1,258	3,326	5,054	9,638
	Percentage (%)	13.06%	34.50%	52.44%	100%
2023	Amount	1,307	5,060	4,836	11,203
	Percentage (%)	11.67%	45.17%	43.16%	100%
2024	Amount	1,440	5,657	6,374	13,471
	Percentage (%)	10.69%	41.99%	47.32%	100%
2025	Amount	1,937	5,572	6,178	13,687
	Percentage (%)	14.15%	40.71%	45.14%	100%

Type of Resources Committed		Cash Donation	Supplies Donation	Volunteer Manpower	Management Cost	Total
2022	Amount	7,650	1,257	149	582	9,638
	Percentage (%)	79.37%	13.04%	1.55%	6.04%	100%
2023	Amount	9,160	1,163	153	727	11,203
	Percentage (%)	81.76%	10.38%	1.37%	6.49%	100%
2024	Amount	10,835	1,002	219	1,415	13,471
	Percentage (%)	80.43%	7.44%	1.63%	10.50%	100%
2025	Amount	10,354	1,231	267	1,835	13,687
	Percentage (%)	75.64%	9.00%	1.95%	13.41%	100%

5-3 Volunteering

First Financial Holding established its volunteer service team in 2011, which is made up of "green volunteers" that focuses on promoting environmental sustainability, and "loving volunteers" devoted to reaching out to underprivileged people. In 2025, a total of 208 charity events were held, including 39 loving volunteers activities, 45 green volunteer activities, and 124 activities focusing on "Going to the Campus and Community to Spread Financial Knowledge". Details of the Group's volunteer service performance from 2011 to 2025 are presented in the table below. To understand participants' level of satisfaction with the volunteer events, 7,997 questionnaires were distributed in 2025, and 98.84% of them were retrieved. In particular, 90.71% of respondents were satisfied with the content and organization of the activities.

● - Tally of service hours by First Financial Holding's green volunteers and loving volunteers over the years

Year	Hours	Participants	Beneficiaries
2011-2020	92,783 hours	22,688 participants	91,602 beneficiaries
2021	6,045 hours	1,559 participants	17,150 beneficiaries
2022	5,199 hours	1,312 participants	109,270 beneficiaries
2023	5,494 hours	1,484 participants	17,153 beneficiaries
2024	7,562 hours	2,118 participants	16,691 beneficiaries
2025	8,979 hours	2,373 participants	18,544 beneficiaries
Cumulative total	126,062 hours	31,534 participants	270,410 beneficiaries

Promotion Projects for Financial Education

First Financial Holding supports underprivileged demographics with actual actions, leveraging our core competencies actively to help underprivileged people understand financial knowledge and protect their own interests. Each year, our volunteer service teams made up of employees would visit far-flung rural communities, schools and social welfare organizations to share financial or money management ideas, continuing to expand the popularization of financial knowledge while opening up opportunities for schoolchildren to absorb financial knowledge. We also introduce the idea of senior citizens' retirement trust and trust products for caring persons with disabilities to our volunteer service, so that senior citizens' and disabled persons' families can be properly looked after in terms of financial security.

◦ Provide financial education to disadvantaged groups and in remote areas

Services	2023	2024	2025
Financial education and promotion in remote areas, schools, and communities	Number of sessions: 59 Number of participants: 3,909	Number of sessions: 70 Number of participants: 7,488	Number of sessions: 119 Number of participants: 7,453
Volunteer service incorporating the promotion of retirement care and trust for persons with disabilities	Number of sessions: 1 (Jen Ji Shiang Social Service Institute) Beneficiary: 200 beneficiaries	Number of sessions: 1 (Blind Welfare Association of R.O.C.) Beneficiary: 39 beneficiaries	Number of sessions: 1 (Eden Social Welfare Foundation) Beneficiary: 40 beneficiaries
Mini Academy on Investment campaign	Number of sessions: 1 (Special Education Care Association R.O.C.) Number of participants: 24 children	Number of sessions: 1 (Taipei Branch, Taiwan Fund for Children and Families) Number of participants: 24 children and parents	Number of sessions: 1 (Eden Social Welfare Foundation) Number of participants: 29 children and parents
Investment checkup seminar in rural communities	Number of sessions: 5 Number of participants: 202	Number of sessions: 5 Number of participants: 186	Number of sessions: 5 Number of participants: 171
Gender equality education and anti-drug advocacy	Number of sessions: 44 Number of participants: 5,693	Number of sessions: 48 Number of participants: 6,561	Number of sessions: 65 Number of participants: 3,679
◦ In-person/online financial education			
Investment and Financial Planning Workshop	In-person/online sessions: 17/14 Number of participants: 1,093	In-person/online sessions: 8/18 Number of participants: 318	In-person/online sessions: 11/27 Number of participants: 744

2025 Brand Image Video Series

In 2025, FFHC launched a brand image video "Start Your Digital Financial Journey with Moon Lee", centered on the iLEO App. The video highlights key services such as mobile payments, digital lifestyle ecosystems, horoscope-based investment features, swipe transfer functions, and intelligent anti-fraud alerts, conveying a warm, secure, and comprehensive digital banking experience.

ESG Podcast – "First Bank Talks with You about New Perspectives"

Since its launch in 2023, 36 episodes have been released and more than 220,000 downloads have been made. In 2025, a Live Podcast recording event was also held, featuring host A-KEN and invited guests discussing topics ranging from cultural sustainability to healthcare equity, while sharing practical examples of corporate social engagement.The event also featured a "Sustainability Action Card" activity area and a photo check-in wall, encouraging employees and the public to share the sustainability issues they care about most, thereby fostering engagement and inspiring actions.

Green care

Biodiversity and Ecological Conservation

- FFHC held 45 sessions of green volunteer events; took part in collaborations with organic farms, safeguard of the coastline, tree planting & decarbonization, contract farming adoption, and wetland conservation; invested a total of NT$2.27 million; harvested and purchased 2,028 kilograms of organic vegetables and fruits; and adopted nearly 1,200 kilograms of contract "Tainong 66" organic red sweet potatoes.Its employee cafeteria also procured 24,146 kilograms of organic products from local small-scale farmers.
- In support of Arbor Day, 2,500 tree saplings were planted along the Da'an River in Dajia District, Taichung City, with an estimated carbon reduction 25 metric tons of CO_2e. 。
- Six "Love Our Beautiful Ocean" beach cleanup activities were organized, during which volunteers collected a total of 273 kilograms of waste and driftwood. A total of 209 volunteers participated in the activities.
- In collaboration with the Society of Wilderness, the Kaohsiung Wild Bird Society, the Environmental Ethics Foundation of Taiwan, and the Yilan Branch of the Forestry and Nature Conservation Agency, three wetland conservation activities were held to remove alien species and maintain wetland environments, with participation from 119 volunteers.
- The Company also sponsored the Taiwan Society of Indigo Dyeing in organizing 86 "Campus Environmental Education Promotion Lectures – The Beauty of National Parks in Taiwan," benefiting 10,690 schoolchildren.In addition, 49 underprivileged students from Ankeng Elementary School and Xinhe Elementary School in Xindian District, New Taipei City, were invited to visit Longfeng Valley in Beitou to gain ecological knowledge.



Green Cooperation

- First Commercial Bank donated NT$9.05 million, equivalent to 6‰ of the total amount of transactions made with the Leezen Card, to "Tze-Xin Organic Agriculture Foundation" and "Bliss and Wisdom Foundation of Culture and Education", in an effort to commit itself to ecological conservation and life education while supporting public welfare activities such as organic farming and planting trees to safeguard our coastlines.
- First Commercial Bank donated NT$6.57 million, equivalent to 3‰ of the total amount of transactions made with the Taoyuan Citizen Card, to the Taoyuan City Government to help promote the smart city initiative.
- For 4 consecutive years, FFHC has taken part in the "Foster Land to Keep the Air Clean for Taiwan", a public welfare action plan organized by the International Nature Restoration Action Association with an aim to stop rice straw burning. The Company has adopted 100 hectares of land in Hualien, which is estimated to reduce approximately 900 metric tons of CO_2e emissions annually.


Plastic Reduction Action

In response to the "Net-Zero Green Lifestyle Action Guidelines," FFHC established water refill stations at 70 branches across Taiwan, encouraging the public to bring their own containers for drinking water refills.

Share the Love with Green Light

By utilizing reward funds generated from donations equivalent to 2‰ of Living Green Card spending amounts, First Commercial Bank collaborated with suppliers and customers to support the installation of 6,007 LED lighting units in 15 under-resourced schools located in New Taipei City, Hsinchu County, Nantou County, and Pingtung County. The initiative is estimated to reduce electricity consumption by nearly 600,000 kWh, save approximately NT$2.36 million in electricity expenses, and reduce carbon emissions by 293 metric tons of CO_2e annually.

Sports competitions

Supporting Physical Education

- Since 2019, monthly nutrition subsidies have been provided to promising disadvantaged students and athletes with disabilities. In 2025, a total of eight athletes benefited from the program.
- The Company sponsored the baseball team of Tainan Municipal East District Chongsyue Elementary School, the wrestling team of New Taipei City Xindian Elementary School, the taekwondo team of Hualien County Ji'an Junior High School, the weightlifting team of Namasia Junior High School, and the track and field athletes from Cheng Shiu University. Sponsorship included nutritional supplements, training equipment, and sports gear, benefiting approximately 82 athletes.

Table Tennis Training

Since the establishment of the men's table tennis team in 2011, FFHC has continuously provided training subsidies to eight schools, including Taipei Municipal Songshan High School of Commerce and Home Economics, benefiting a total of 311 athletes.

National Table Tennis Championship

FFHC organized the 15th "First Commercial Bank Table Tennis Championship," attracting more than 100 teams from across Taiwan to compete and helping cultivate the next generation of table tennis talent.

Unified Invoice Cup Road Running

The Company also participated in the Ministry of Finance's "2025 Unified Invoice Cup for Road Running," which attracted approximately 12,000 participants.

Maxxis First Financial Holding Tennis Championship

For the 14th time, FFHC collaborated with Cheng Shin Group to organize the National Team Tennis Championship. The tournament featured youth, college division B, open, and senior categories, with a total of 769 participants in 2025.


Social care

Supporting the Underprivileged

- First Bank Culture & Education Foundation donated NT$4.01 million, equivalent to 1‰ of the total amount of transactions made with First Commercial Bank's Glory + World Card through the Ministry of Education's "School Education Savings Account" platform to help underprivileged students in rural areas to have peace of mind and study by funding their education, school lunch and after-school programs, benefitting 1,705 schoolchildren.
- We donated NT$2.5 million to the Charity Education Fund of Financial Service Industry benefiting 1,412 economically disadvantaged students. Over the past 11 years, cumulative donations have reached NT$27.5 million, supporting a total of 17,475 students in need.
- In collaboration with the Planet Education Charity Trust, the Company continued sponsoring disadvantaged children in Xindian, Sanchong, and Zhonghe Districts of New Taipei City by providing psychological counseling and various courses. Over the past 15 years, a total of 5,346 children have benefited from this initiative.
- Full-year breakfast support was provided to 91 disadvantaged students at Tannan Elementary School in rural Nantou County.
- Scholarships and grants were awarded to 42 outstanding disadvantaged students from universities including National Ilan University, National Dong Hwa University, National Taitung University, National Chi Nan University, National United University, and National Pingtung University.
- The "Little Pink Lion Overseas Painted Book House Charity Campaign" was organized to collect 35 bags of second-hand summer clothing and 250 original children's picture books. These materials were shipped to Kenya in Africa in artist-designed painted shipping containers created by local Taiwanese artists and transformed into weather-protected reading spaces.
- In collaboration with National Taiwan University Hospital, charity care concerts were organized to provide performance platforms for disadvantaged groups. Over the past 15 years, 83 concerts have been held, featuring 88 performance groups including visually impaired, hearing impaired, physically disabled, intellectually disabled, and rural children's groups, attracting a cumulative audience of more than 10,000.
- Six dental treatment chairs were sponsored for elementary and junior high schools in Chiayi County and Hualien County to strengthen health education.
- A donation of NT$11 million was made to support households affected by Typhoon Danas and heavy rain in central and southern Taiwan.
- One rehabilitation bus was donated to the Pingtung County Government to improve healthcare quality in rural areas.


Volunteers Delivering Heart-Warming Care

- A total of 39 loving volunteers activities and 124 financial education outreach programs were organized to accompany elderly individuals living alone and disadvantaged groups.
- The Phnom Penh Branch (2 events), Hanoi City Branch, and Ho Chi Minh City Branch collaborated with customers to donate supplies to rural areas and social welfare institutions. These four overseas volunteer activities benefited approximately 2,397 participants.
- For the 10th consecutive year, FFHC partnered with Mennonite Christian Hospital and TMU Feng-Hsing Sociomedical and Medical Knowledge Promotion Service Group to conduct 47 free medical outreach clinics in rural areas of Hualien and Penghu.


Dissemination of Life & Gender Equality Education

- Ten humanities education train lectures were organized, sharing positive attitudes with 2,023 disadvantaged children.
- A total of 65 gender equality education and anti-drug awareness seminars were conducted, benefiting 3,679 participants.

Artistic Cultural Creation

Arts and Cultural Events

In collaboration with the Evergreen Symphony Orchestra, three "Radiant Time Golden Melody Concerts" were held at Eda Royal Theater in Kaohsiung, Taipei International Convention Center, and National Taichung Theater. These performances drew approximately 6,100 attendees, with a total investment exceeding NT$8 million, integrating diverse musical styles through cross-disciplinary collaboration.

Preservation of Arts and Culture

The First Bank Culture & Education Foundation sponsored the "2025 Taiwan Rush Craft Award"and organized a rush grass craft carnival, which attracted approximately 1,000 participants.

Support Indigenous Art and Cultural Heritage

The first and second floors of the FFHC headquarters building was transformed into an art space in 2011, and local artists are allowed to exhibit their art for free in this space. A total of 142 art and cultural exhibitions have been held as of the end of 2025 and attracted over 142,000 visitors.

Protections for Human Rights and Gender Equality

6-1 Human Rights Policy and Commitments

First Financial Holding is committed to complying with international human rights conventions and incorporating the spirit and fundamental principles of human rights protection into the Group's Human Rights Policy. These conventions include the Universal Declaration of Human Rights, the United Nations Guiding Principles on Business and Human Rights, the Ten Principles of the United Nations Global Compact, the core labour standards under the International Labour Organization Fundamental Conventions, ISO 26000 Guidance on Social Responsibility, the Convention on the Elimination of All Forms of Discrimination against Women, the International Covenant on Economic, Social and Cultural Rights, and the Modern Slavery Act, among others.

Across the Group, all companies ensure that there is no differential treatment in employee recruitment, examination and selection, hiring, assignment, job rotation and development, compensation and benefits, promotion, education and training, or retirement planning on the basis of race, social class, language, ideology, religion, political affiliation, ancestral origin, place of birth, gender, sexual orientation, age, marital status, appearance, facial features, physical or mental disability, or union membership. Article 18 of the Sustainable Development Best Practice Principles of First Financial Holding further stipulates that all Group companies shall comply with applicable laws and regulations and follow international human rights conventions, including rights related to gender equality, the right to work, and non-discrimination, so as to implement equality in the workplace. In addition, the Group's personnel regulations expressly stipulate and implement the prohibition against employing persons under the age of 16 as employees or non-employee workers, including service personnel, security personnel, maintenance personnel, and cleaning personnel. The Group also complies with the Labor Standards Act and does not force workers to perform labour by means of violence, coercion, detention, or any other illegal methods.

6-2 Due Diligence and Risk Management of Human Rights

The Company's Sustainable Development committee reviews relevant human rights issues regularly and uses actual investigations, data monitoring, and questionnaire surveys to evaluates potential human rights risks and establish a risk matrix for human rights issues.

Human Rights Due Diligence Procedure

Evaluate Hazard Impacts

Review and evaluate the impact of the business activities and internal management of each company on human rights protection

Develop Corresponding Plans

Discuss and formulate human rights protection and management plans in the Employer-Employee Meeting and Sustainable Development Committee

Monitor and Implement Plans

Implement and execute human rights protection management plans and track and review improvements

Performance Evaluation and Improvement

Analyze, review, and adjust related human rights protection measures and improve the human rights due diligence mechanisms

Risk Matrix for Human Rights Issues

Probability \ Impact on Company Operations	Low	Mid	High
High			
Mid		• Labor disputes • Freedom of association • Workplace safety	
Low	• Persons with disabilities • Employment discrimination • Equal rights to work • Friendly working environment • Indigenous peoples • Use of child labor	• Gender equality • Sexual harassment • Illegal infringement • Workplace violence • Privacy • Maternal health protection • Abnormal work load • Night shifts	

In 2025, precautionary and mitigating measures were implemented for human rights issues, such as "workplace safety," "labor dispute," and "freedom of association" identified as medium occurrence rate or operational impact. For example: The "ISO 45001 Occupational Health and Safety Management Systems" have been introduced to the Headquarters Building to enhance various management measures, unearth safety concerns and improvement opportunities, and maintain a safe and healthy working environment. We also hold labor-management meetings and Occupational Safety and Health Committee meetings regularly to promote communications on various benefit systems, the working environment and labor-management cooperation. To safeguard Group employees right to freedom of association, the subsidiary bank, securities company and AMC company have all signed collective bargaining agreements. The labor union membership rate among our employees reached 95.18% in 2025.

● – Human Rights Risk Assessment and Management

Human Rights Risk Factor	Risk Identification (%)	Overall Risks (%)	Tangible Actions Taken	Probability of Impact (%)	Total Impact (%)
Diversity, inclusiveness, and equal opportunity (e.g., ban on the use of child labor, ban on employment discrimination, equal work rights, and friendly working environment)	0.96	6.24	• All companies appoint the full number of employees with disabilities based on legal requirements. • To ensure no child labor is used, applicants are required to provide their correct date of birth and signature on their resume during the recruitment process and present identification documents on their start date. • Set up friendly facilities for employees with disabilities.	0	0.25
Assessment Results: • The Company did not hire child labor less than 16 years old and no employment discrimination occurred. • Employed 99 employees with disabilities.					
Gender equality and illegal infringement (e.g., sexual harassment, privacy rights, and workplace violence)	0.11	6.24	• Implement the "Prevention of Illegal Infringement at Work Plan". • The Company enhanced the training programs for new employees and current employees. All units are required to complete the "hazard identification and risk assessment for prevention of illegal infringement in the workplace" for all employees each year. • The representatives of both labor and management, legal counsel, and psychological counselors established the "Illegal Infringement Complaint Investigation Team" to investigate cases of illegal infringement. • The Company has posted "No Workplace Sexual Harassment" awareness posters and publicly disclosed the "Regulations on Sexual Harassment Prevention, Complaints and Investigation" on both its official website and internal intranet. In addition, a dedicated sexual harassment complaint hotline and email address have been established. A Sexual Harassment Complaints Committee has also been set up to manage related cases. Verified cases are submitted to the Personnel Evaluation Committee for disciplinary action. • The Company organizes courses on sexual harassment prevention regulations, complaint channels, and prevention of workplace violence each year.	0.04	0.25
Assessment Results: In 2025, the Company received 4 sexual harassment complaints and 7 illegal infringement complaints. All cases were properly handled and resolved.					
Freedom from compulsory labor (e.g., abnormal work load or night shifts)	1.85	6.24	• Implement the "Abnormal Workload-triggered Diseases Prevention Plan". • Establish procedures for daily overtime work applications and management reminders in the system to ensure reasonable adjustments of work and manpower allocation. • Implement restrictions on total daily/monthly extended hours. • The system produces a table on abnormal overtime work weekly and implements improvements. • Implement regular inspections on overtime work and enhance audits based on the overtime work conditions of each unit. • Issue official letters from time to time to remind units of key points in labor inspections. • Implement flexible work hours in accordance with the Labor Standards Act to reduce the need for overtime work. • Implement flexible work hour system (flexible commuting, work hours adjustments, flexible leaves, and reduced work hours). • Risk assessments are conducted for employees engaged in "shift work, night work, and long working hours". According to the risk levels, appropriate health management measures or promotion activities are provided, and the health improvements of high-risk employees are tracked.	0.18	0.25
Assessment Results: • The Abnormal Workload-Triggered Diseases Prevention Plan identified 136 employees in the medium- and high-risk categories and 55 employees in the low-risk category. Among them, 19 high-risk employees received physician consultations and health guidance, with ongoing follow-up to monitor improvement. • A total of 24 employees applied for flexible work hours in 2025 due to their childcare and family care needs.					

Human Rights Risk Factor	Risk Identification (%)	Overall Risks (%)	Tangible Actions Taken	Probability of Impact (%)	Total Impact (%)
Maternal health protection	2.07	6.24	• Implement the "Maternal Employee Health Protection Plan" • Implement risk assessment, hazard control, risk communication, and work adjustments and assign in-house physicians and full-time nurses to provide care and health education over the telephone. • Rigorously comply with labor regulations, gender equality in employment, and maternity protection regulations. • Provide health education during pregnancy and after giving birth as well as remind pregnant employees of childbirth subsidies and related information. • Set up a breastfeeding room and provide flexible breastfeeding measures. • Organize maternity health protection (including childcare) seminars. • Provide subsidies and concern measures for child birth and child care. • Make appropriate adjustments to jobs.	0	0.25

Assessment Results

- The breastfeeding rooms of the headquarters building, Yanping building, information building, the Bade and Zhongshan buildings of the credit card division each obtained the Excellent certification, valid for 3 years. 16 colleagues used the facilities in 2025.
- In 2025, there were 213 employees subject to maternal health protection measures, and the assessments indicated that no hazards were identified.
- In 2025, the Company provided maternal health protection care services for a total of 355 person-times through telephone calls, written communications, or face-to-face interviews.
- In 2025, a total of 4 seminars were organized for breastfeeding in the work place and childcare.

Human Rights Risk Factor	Risk Identification (%)	Overall Risks (%)	Tangible Actions Taken	Probability of Impact (%)	Total Impact (%)
Good labor relations (e.g., workplace safety, freedom of association, labor disputes, and complaints mechanisms)	1.25	6.24	• Automatic inspections and maintenance of the work environment and occupational safety and health. • Provide diverse and confidential complaint channels • Rigorously comply with labor regulations and specify regulations in the Work Rules and related regulations. • Convene regular Employer-Employee Meetings and the meetings of the Occupational Safety and Health Committee to promote benefits, improve the work environment, and facilitate cooperation and communication between labor and management. • Increase workplace safety awareness from time to time. • Publish posters for complaint channels on bulletin boards. • Provide a diverse range of activities and implement work and life balance. • Implement the "Human-Factor Hazard Prevention Plan", and require employees to regularly fill in the Employee Musculoskeletal Symptom Self-Assessment and evaluate and track the management.	0.03	0.25

Assessment Results

- A total of 129 employees were identified as potentially exposed to ergonomic hazards. Physicians were engaged to assess individual symptoms and determine possible causes, thereby providing appropriate recommendations for improvement. Of these, 127 employees showed improvement, 1 employee declined further assistance, and 1 employee did not show improvement. The Company will continue to monitor and follow up on the improvement status of these cases.
- Except for the Securities subsidiary (see Section 6-5 Freedom of Association), no subsidiaries had any penalty cases arising from labor-management dispute complaints.
- The Company continuously reviews and improves its labor-management relationship management. Education, training, and awareness initiatives, together with labor-management communication, have been strengthened to ensure the implementation of workplace safety and good labor-management relations.

– Percentage of Human Rights Risk Assessment Levels Over the Past Years

Year	2022	2023	2024	2025
Share of employees who have completed risk assessment (%)*1	100	100	100	100
Risk value (%)*2	6.97	6.79	7.13	6.24
Impact value (%)*3	0.14	0.14	0.21	0.25
Share of employees who have taken risk-mitigating actions (%)	100	100	100	100

*1：The numbers of people who completed risk assessment from 2022 to 2025 were 10,095, 10,305, 10,317 and 10,313, respectively.
*2：Risk value (risk identification rate) = number of employees identified as having risks / number of Group employees (10,313 people)
*3：Impact value (impact occurrence rate) = number of people impacted / number of Group employees (10,313 people)

First Financial Holding Co., Ltd. strictly complies with and safeguards employees' internationally recognized labor and human rights. The relevant protections are disclosed through internal information channels, and all operating locations comply with local laws and regulations relating to human rights protection. Employees are not subject to discrimination on the basis of race, gender, or any other condition, and are entitled to equal pay for equal work, protection from sexual harassment, and job protection for female employees during pregnancy. All directors and supervisors, managerial officers, and employees of the Group are required to comply with the Code of Conduct and shall not engage in any acts that involve sexual demands, sexual implications, gender discrimination, or any other conduct that infringes upon human rights such as personal dignity or personal freedom. In addition to conducting regular education and training on sexual harassment prevention and related topics, the onboarding training program for new employees provides comprehensive explanations of human-rights-related rules and systems, including work rules, personnel management policies, and employee compensation and benefits. Union representatives are also invited to explain employees' rights under occupational safety and health regulations. In 2025, there were no incidents involving infringement of Indigenous peoples' rights or discrimination, and none of the Group companies were involved in mergers and acquisitions or the execution of major investment agreements.

In 2025, employees across domestic and overseas operating locations participated in human rights protection training programs for a total of 22,470 person-times, with total training hours reaching 27,010 hours, and the training participation rate was 100%. The Company also communicated its human-rights-related policies to contracted security service providers so that security personnel could understand the Company's human rights policies through pre-service and in-service training. In 2025, the Company organized 12 human rights education training sessions for security personnel, averaging 0.5 hours per session, and the completion rate was 100%.

● - Human Rights Protection Training Courses Over the Past Years

Item / Year	2022	2023	2024	2025
Total hours	13,620	14,410	19,390	27,010
Total training attendances	20,026	19,574	20,383	22,470
Employee training rate (%)	100	100	100	100

6-3 Gender Equality

First Financial Holding Co., Ltd. implements its gender equality policy by drawing on the principles of the Convention on the Elimination of All Forms of Discrimination against Women (CEDAW) and in accordance with Taiwan's Act of Gender Equality in Employment. The Group has established a gender-friendly workplace system and environment. Its key practices for promoting gender equality are implemented through seven major dimensions—corporate culture, organizational structure, compensation and benefits, education and training, work-family balance, maternity and parenting support measures, and workplace safety—thereby providing employees with a comprehensive, gender-equal and inclusive work environment and fulfilling the Group's vision of becoming a "happy workplace."

The Company's internal policies explicitly require compliance with the principles of gender equality and non-discrimination. Employees are prohibited from engaging in any acts of sexual harassment or gender discrimination while performing their duties. Under the Board-level Sustainability Development Committee, the Group has established an Employee Care Task Force, with members drawn from the human resources functions of the Group companies, to promote gender equality measures and gender equality education, and to prevent and handle incidents such as gender discrimination and workplace bullying.

First Financial Holding Co., Ltd. also integrates gender equality awareness into its core business. In addition to co-hosting seminars on elderly trusts and wealth planning with government agencies and professional institutions to promote gender-equal concepts in inheritance planning, the Group offers the Phoenix Micro Entrepreneurship Loan program to support women in entrepreneurship. The Group has also launched credit cards designed to better address women's needs, such as the Meili Titanium Card and the Starlight Card, to enhance women's economic empowerment. In 2025, the Group was recognized by the Taipei City Government Department of Labor with the "Childcare-Friendly Enterprise Award - Outstanding Enterprise Category". It also received the New Taipei City Government's recognition as an outstanding enterprise for "Family-Friendly and Workplace Equality Measures."

For maternity-related gender equality measures, please refer to 4-4 Friendly, Healthy, and Happy Workplace.

Childbirth allowance and subsidies

- Marriage allowance of NT$60,000 for two (employees)
- For childbirth allowance, NT$100,000 would be disbursed for the first childbirth, NT$150,000 for the second childbirth, and NT$250,000 for the third childbirth (with effect from April 2025)
- NT$10,000 in Transportation Subsidy for Pregnant Employees
- Flexible work hours
- Child care subsidies
- Subsidies for children's education

Work-life balance

Flexible work hours

- No need to apply for a leave if 10 minutes late for work
- No need to apply for a leave if leaving work 10 minutes early
- Employees can start work an hour earlier or leave work an hour later
- Employees can work an hour less
- Leaves are taken on an hourly basis

Paid leave and number of paid leave days surpass legal requirements

Paid leave

- Personal leave 14 days
- Sick leave 30 days
- Family care leave 7 days
- Menstrual leave 1 day/month
- Artificial insemination leave 2 days
- Tocolysis Leave 44 days
- Volunteering leave 1 days

Increased number of days

FFHC	Legal Requirement
Marriage leave 14 days	8 days
Compassionate leave Up to 21 days	Up to 8 days
Miscarriage leave 7 days for less than 3 months	5 days
Maternity Leave 58 days	56 days
Prenatal checkup leave, spousal prenatal checkup leave, and paternity leave 8 days	7 days

Pregnancy-Friendly Leave

Maternity Leave

- Female employees are granted 58 days of maternity leave before and after child birth (law grants 56 days)

Artificial insemination leave

- Female employees undergoing invasive artificial fertility treatments are provided with 2 days of paid leave.

Prenatal checkup leave, spousal prenatal checkup leave, and paternity leave

- 8 days of leave for prenatal checkups and spousal prenatal checkups are provided. (law grants 7 days)

Tocolysis leave + miscarriage leave

- 44 days of paid sick leave and personal leave are provided. (whereas the law grants half-paid sick leave and unpaid personal leave)
- 7 days of maternity leave are granted to employees who miscarried within 3 months of pregnancy (whereas the law grants 5 days)

6-4 Compensation Structure with Equal Pay for Equal Work

All starting salaries of the Group are higher than the minimum wage stipulated in the Labor Standards Act. The ratio of starting salaries for males and females is 1:1, with equal pay being offered for equal work. The Company abides by the principles of fairness and reasonableness to ensure that employee salaries do not differ based on gender or other factors. The comparison of male and female compensation over the years (with male compensation set as the 100% baseline) is presented in the table below:

● - Comparison Table of Remuneration Over the Years

Item \ Year	2023		2024		2025	
Average salary of the President *1、2	100%	100%	100%	100%	100%	100%
Average compensation of the President*3	100%	100%	100%	100%	100%	100%
Average salary of executives*4	104%	100%	108%	100%	104%	100%
Average compensation of executives	110%	100%	107%	100%	109%	100%
Average salary of management personnel*5	105%	100%	105%	100%	103%	100%
Average compensation of management personnel	107%	100%	106%	100%	103%	100%
Average salary of non-manage ment personnel	98%	100%	98%	100%	98%	100%
Average compensation of non-management personnel	100%	100%	101%	100%	100%	100%

*1：The salary and remuneration of the President are proposed by the Remuneration Committee and submitted to the Board of Directors for review. There is no gender-based variation.
*2：Definitions of salary: Salary refers to the monthly base salary, position allowances, various other allowances, compensation for overtime work, etc.
*3：Definitions of compensation: Compensation refers to the salary + other incentives (e.g., Employee compensations, bonuses, retirement benefits, severance pay, and incentives of material value).
*4：Definitions of executives: Refers to the ones stated in "managerial officers" specified in Tai-Cai-Zheng-3 No. 920001301 letter dated March 27, 2003, which includes overseas branch managers.
*5：Definitions of management personnel: Refers to senior managers and management personnel other than senior managers.

FFHC implements gender equality. Female directors account for 47% of the Board of Directors. Women also make up 60% of our independent directors, and the convener of the Audit Committee is also a woman. Women currently serve as Chairpersons of First Financial Holding, as well as the banking subsidiary and AMC company. A female professional manager also serves as President of the securities subsidiary. Female employees account for a larger share of the Group's total workforce than their male counterparts do. As of the end of 2025, the number of senior executives within the Group totaled 315 people. Among them, females accounted for 44.1%. Women also accounted for 50.1% of our junior executives, which stood at 1,442 people in total. Furthermore, women also accounted for 47.9% of those in managerial positions with income growth potential. The number of female employees working in positions requiring competencies in science, technology, engineering and mathematics (STEM) totaled 508 people, which accounted for 42.7% of STEM-related job positions.

● - Percentage of Female Management Personnel and Employees Over the Past Years

Item / Year	2022	2023	2024	2025
Percentage of overall female employees (%)	60.1	60.1	59.9	59.7
Percentage of overall female manager (%)	50.4	49.3	49.11	49.06
Percentage of junior female managers (%)*1	50.4	49.7	49.3	50.14
Percentage of senior female managers (%)	50.2	47.9	48.3	44.13
Percentage of female employees in revenue generating management positions (such as sales) (%)*2	48.5	36.9*4	47.5	47.9
Percentage of women in related STEM positions (%)*3	43.8	43.0	43.4	42.7

*1：Number of junior female managers/Total number of junior managers
*2：Number of female managers in revenue-generating units / Total number of managers in revenue-generating units (excluding support functions such as human resources, information technology, and legal affairs)
*3：STEM refers to science, technology, engineering, and mathematics. We recruit STEM-related employees based on their professional skills and do not set gender-based thresholds for recruitment.
*4：In recent years, the number of female managers retiring has increased, leading to a relatively higher proportion compared to male managers.

6-5 Freedom of Association

The Company has set up diverse and confidential employee communication channels to build harmonious employee and employer relations and enhance both the development of the Company and employee welfare. The Employer-Employee Meeting consists of an equal number of labor and management representatives. Regular meetings are held to discuss employer-employee issues such as improvements to working conditions and benefits. In 2025, there was 1 penalty resulting from labor dispute complaint. The number of employer-employee meetings held and the number of proposals discussed over the past four years are summarized in the table below.

● - Statistics on Employer-Employee Meetings Over the Years

Item / Year	2022	2023	2024	2025
Number of meetings	31	33	30	29
Proposals	68	86	128	93
Labor disputes (cases)	0	0	0	1*

*：The Securities subsidiary was fined NT$50,000 by the Labor Affairs Bureau of the Taichung City Government in connection with an ordinary injury/sick leave case.

The Group's domestic and international operating locations ensure employees' freedom of association. At the end of 2023, First Bank signed its fifth collective agreement, covering union activities, employment, transfers, dismissals, working hours, holidays, leave, compensation, benefits, safety, health, occupational injury compensation, retirement, and survivor benefits, fully protecting employee rights. The agreement includes vacation systems, retirement systems, and profit-sharing clauses that are more favorable than labor laws. It specifies that in the event of significant operational changes such as mergers, reorganizations, transfers, or splits, the process must be transparent. Major decisions must be immediately communicated to the union and employees after employer-employee meetings. If employees are not retained or do not agree to be retained, they are provided with severance pay according to the law and additional preferential compensation. The proportion of provisions in the collective bargaining agreement involving health and safety topics is 27.8%. At present, employees covered by the collective bargaining agreement account for approximately 95% of the total number of employees. The labor conditions of employees who do not participate in the labor union and are not covered by the collective bargaining agreement are handled in accordance with the Company's relevant regulations (e.g., Work Rules) and other labor-related laws and regulations. Additionally, both First Securities and First Financial AMC signed their collective agreements in November 2018. These agreements also include provisions that protect employee rights in the event of significant operational changes. Clauses related to health and safety account for more than 15.8% of the agreement. Currently, there are no significant unresolved disputes between employees and the employer.

● – Overview of the Number of Union Members Over the Past Years

Item / Year	2022	2023	2024	2025
No. of employees who are members of the union	7,516	7,669	7,718	7,722
Percentage of employees who are members of the union (%)*	94.22	94.52	95.01	95.18

*: Percentage of employees who are union members = number of employees who are members of the union / number of employees (excluding local hires of overseas offices and temporary personnel)

6-6 Measures for the Prevention of Sexual Harassment

To build a friendly workplace, FFHC has announced and implemented the "Regulations Governing the Prevention, Complaint Filing, and Investigation & Handling Procedures for Sexual Harassment". Dedicated channels for reporting sexual harassment have been established, including a designated telephone line, fax number, and email mailbox. Cases are handled by designated personnel. Information on sexual harassment prevention is also reinforced through publicity on the Company's official website and electronic bulletin boards at operating units.

Each Group company incorporates courses on relevant laws and procedures for the prevention and handling of sexual harassment, as well as training on gender equality and case-based awareness campaigns for sexual harassment prevention, into new employee onboarding programs and/or periodic regulatory compliance training. In addition, management training programs include courses on sexual harassment prevention and the Gender Equality in Employment Act, strengthening supervisors' awareness and capability in preventing and handling sexual harassment. Dedicated personnel responsible for handling sexual harassment cases are also assigned to attend professional training programs and seminars on sexual harassment case investigations organized by external institutions.

Furthermore, a "Sexual Harassment Complaint Handling Committee" has been established, comprising 10 members, with female members accounting for more than one half. Each term of office is two years and members may be re-appointed upon the expiration of the term. Committee members are appointed from employees with practical experience in handling sexual harassment cases and/or professional backgrounds in law, social sciences, and human resources. In accordance with regulations, upon receipt of a complaint, an investigation shall be conducted in a non-public manner within 7 days. Upon completion of the investigation, the results are notified to the parties concerned, and an investigation report is prepared and submitted to the Committee for deliberation. The case shall be closed within two months. Based on the Committee's resolution, appropriate disciplinary actions may be imposed on the offender, including reassignment from the original position and administrative sanctions. For the victim, the Company respects the victim's wishes and provides appropriate job arrangements. Counseling services (Zhang Teacher counseling) are also available. If civil compensation is involved, legal counsel is retained to provide assistance.

To protect the privacy and personality rights of the parties concerned, names and other identifying information shall be kept confidential, except where disclosure is necessary for investigation purposes or for public safety considerations. All case handlers and Committee members are required to comply with confidentiality obligations. Prior to each Committee meeting, the Chairperson reads aloud the relevant confidentiality provisions. In 2025, the Group recorded four sexual harassment complaint cases, all of which were handled appropriately.

● – Overview of Sexual Harassment Complaints Over the Past Years

Item / Year	2022	2023	2024	2025
Sexual harassment (cases)	0	5	3	4*

*: The banking (1 case), life insurance (2 cases), and securities (1 case) subsidiaries held meetings in accordance with the "Regulations on Sexual Harassment Prevention, Complaints and Investigation" and completed investigations in a confidential manner. All cases have been handled appropriately.

INDEPENDENT ASSURANCE OPINION STATEMENT

First Financial Holding 2025 Annual Sustainability Report

The British Standards Institution is independent to First Financial Holding Co., Ltd. (hereafter referred to as FFHC in this statement) and has no financial interest in the operation of FFHC other than for the assessment and verification of the sustainability statements contained in this report.

This independent assurance opinion statement has been prepared for the stakeholders of FFHC only for the purposes of assuring its statements relating to its sustainability report, more particularly described in the Scope below. It was not prepared for any other purpose. The British Standards Institution will not, in providing this independent assurance opinion statement, accept or assume responsibility (legal or otherwise) or accept liability for or in connection with any other purpose for which it may be used, or to any person by whom the independent assurance opinion statement may be read.

This independent assurance opinion statement is prepared on the basis of review by the British Standards Institution of information presented to it by FFHC. The review does not extend beyond such information and is solely based on it. In performing such review, the British Standards Institution has assumed that all such information is complete and accurate.

Any queries that may arise by virtue of this independent assurance opinion statement or matters relating to it should be addressed to FFHC only.

Scope

The scope of engagement agreed upon with FFHC includes the followings:

1. The assurance scope is consistent with the description of First Financial Holding 2025 Annual Sustainability Report.
2. The evaluation of the nature and extent of the FFHC's adherence to AA1000 AccountAbility Principles (2018) and the reliability of specified sustainability performance information in this report as conducted in accordance with type 2 of AA1000AS v3 sustainability assurance engagement.

This statement was prepared in English and translated into Chinese for reference only.

Opinion Statement

We conclude that the First Financial Holding 2025 Annual Sustainability Report provides a fair view of the FFHC sustainability programmes and performances during 2025. The sustainability report subject to assurance is materially correct without voluntary omissions based upon testing within the limitations of the scope of the assurance, the information and data provided by the FFHC and the sample taken. We believe that the performance information of Environment, Social and Governance (ESG) are correctly represented. The sustainability performance information disclosed in the report demonstrate FFHC's efforts recognized by its stakeholders.

Our work was carried out by a team of sustainability report assurors in accordance with the AA1000AS v3. We planned and performed this part of our work to obtain the necessary information and explanations we considered to provide sufficient evidence that FFHC's description of their approach to AA1000AS v3 and their self-declaration in accordance with GRI Standards were fairly stated.

Methodology

Our work was designed to gather evidence on which to base our conclusion. We undertook the following activities:

- — a review of issues raised by external parties that could be relevant to FFHC's policies to provide a check on the appropriateness of statements made in the report.
- — discussion with managers on FFHC's approach to stakeholder engagement. Moreover, we had sampled 2 external stakeholders to conduct interview.
- — interview with 18 staffs involved in sustainability management, report preparation and provision of report information were carried out.
- — review of materiality assessment process.
- — review of key organizational developments.
- — review of the extent and maturity of the relevant accounting systems for financial and non-financial reports.
- — review of the findings of internal audits.
- — the verification of performance data and claims made in the report through meeting with managers responsible for gathering data.
- — review of the processes for gathering and ensuring the accuracy of data, followed data trails to initial aggregated source and checked sample data to greater depth during site visits.
- — the consolidated financial data are based on audited financial data, we checked that this data was consistently reproduced.
- — review of supporting evidence for claims made in the reports.
- — an assessment of the organization's reporting and management processes concerning this reporting against the principles of Inclusivity, Materiality, Responsiveness, and Impact as described in the AA1000AP (2018).

Conclusions

A detailed review against the Inclusivity, Materiality, Responsiveness, and Impact of AA1000AP (2018) and sustainability performance information as well as GRI Standards is set out below:

Inclusivity

In this report, it reflects that FFHC has continually sought the engagement of its stakeholders and established material sustainability topics, as the participation of stakeholders has been conducted in developing and achieving an accountable and strategic response to sustainability. There are fair reporting and disclosures for the information of Environment, Social and Governance (ESG) in this report, so that appropriate planning and target-setting can be supported. In our professional opinion the report covers the FFHC's inclusivity issues and has demonstrated sustainable conduct supported by top management and implemented in all levels among organization.

Materiality

FFHC publishes material topics that will substantively influence and impact the assessments, decisions, actions and performance of FFHC and its stakeholders. The sustainability information disclosed enables its stakeholders to make informed judgements about the FFHC's management and performance. In our professional opinion the report covers the FFHC's materiality assessment process and material issues.

Responsiveness

FFHC has implemented the practice to respond to the expectations and perceptions of its stakeholders. An Ethical Policy for the FFHC is developed and continually provides the opportunity to further enhance FFHC's responsiveness to stakeholder concerns. Topics that stakeholder concern about have been responded timely. In our professional opinion the report covers the FFHC's responsiveness issues.

Impact

FFHC has identified and fairly represent impacts that were measured and disclosed in probably balanced and effective way. FFHC has established processes to monitor, measure, evaluate, and manage impacts that lead to more effective decision-making and results-based management within an organization. In our professional opinion the report covers the FFHC's impact issues.

Performance information

Based on our work described in this statement and with no conflict of interest with the FFHC in relation to providing the assurance of ESG performance information, which has been assured, specified sustainability performance information such as GRI Standards disclosures disclosed in this report, FFHC and BSI have agreed upon to include in the scope. In our view, the data and information contained within First Financial Holding 2025 Annual Sustainability Report are reliable.

GRI Sustainability Reporting Standards (GRI Standards)

FFHC provided us with their self-declaration of in accordance with GRI Standards 2021 (For each material topic covered in the applicable GRI Sector Standard and relevant GRI Topic Standard, including the disclosures of applicable economic, environmental, and social information, comply with all reporting requirements for disclosures). Based on our review, we confirm that sustainable development disclosures with reference to GRI Standards' disclosures are reported, partially reported, or omitted. In our professional opinion the self-declaration covers the FFHC's sustainability topics.

Assurance level

The high level assurance provided is in accordance with AA1000AS v3 in our review, as defined by the scope and methodology described in this statement.

Responsibility

This sustainability report is the responsibility of the FFHC's chairman as declared in his responsibility letter. Our responsibility is to provide an independent assurance opinion statement to stakeholders giving our professional opinion based on the scope and methodology described.

Competency and Independence

The assurance team was composed of auditors experienced in relevant sectors, and trained in a range of sustainability, environmental and social standards including AA1000AS, ISO 14001, ISO 45001, ISO 14064, and ISO 9001. BSI is a leading global standards and assessment body founded in 1901. The assurance is carried out in line with the BSI Fair Trading Code of Practice.

For and on behalf of BSI:

Joe Hsieh, Managing Director Northeast Asia, APAC Assurance

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000-4/V3-P0HIZ

Statement No: SRA-TW-803579
2026-05-10

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English Translation of a Report Originally Issued in Mandarin

Independent Accountant's Limited Assurance Report

To First Financial Holding Co., Ltd.

We have been engaged by First Financial Holding Co., Ltd. (hereinafter referred to as "FFHC") to perform a 'limited assurance engagement', as defined by the Taiwan Accounting Research and Development Foundation, to report on the selected sustainability information ("the Subject Matter") included in FFHC's 2025 Sustainability Report ("the Report").

The Subject Matter and the Applicable Criteria

Regarding the Subject Matter and the applicable criteria ("Criteria"), please refer to appendix A.

Management's Responsibility

FFHC's management is responsible for preparation of the Report in accordance with the Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies issued by Taiwan Stock Exchange Corporation, including referencing to SASB Standards, designed for Commercial Banks and Consumer Finance, issued by Sustainability Accounting Standard Board. FFHC's management is responsible for selecting the Criteria, and for presenting the Subject Matter in accordance with that Criteria, in all material respects. This responsibility includes establishing and maintaining internal controls, maintaining adequate records and making estimates that are relevant to the preparation of the Subject Matter, such that it is free from material misstatement, whether due to fraud or error.

Our Responsibility

Our responsibility is to express a conclusion on the presentation of the Subject Matter based on the evidence we have obtained.

We conducted our engagement in accordance with the Standard on Assurance Engagements 3000 "Assurance Engagements Other Than Audits or Reviews of Historical Financial Information", issued by the Taiwan Accounting Research and Development Foundation. The standards require that we plan and perform our engagement to express a conclusion on whether we are aware of any material modifications that need to be made to the Subject Matter in order for it to be in accordance with the Criteria, and to issue a report. The nature, timing, and extent of the procedures selected depend on our judgment, including an assessment of the risk of material misstatement, whether due to fraud or error.

We believe that the evidence obtained is sufficient and appropriate to provide a basis for our limited assurance conclusions.

Our Independence and Quality Management

We have complied with the independence and other ethical requirements of the Norm of Professional Ethics for Certified Public Accountant in the Republic of China, which basic principles are integrity, objectivity, professional competence, due care and professional behavior.

EY also applies International Standard on Quality Management 1, Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services engagements, which requires that we design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Description of Procedures Performed

Procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Our procedures were designed to obtain a limited level of assurance on which to base our conclusion and do not provide all the evidence that would be required to provide a reasonable level of assurance.

Although we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls. Our procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within IT systems.

A limited assurance engagement consists of making enquiries, primarily of persons responsible for preparing the Subject Matter and related information, and applying analytical and other appropriate procedures.

Our procedures included:

- Conducted interviews with FFHC's personnel to understand FFHC's business, sustainability implementation and reporting process;
- Understand the expectations and requirements of the key stakeholders and stakeholders, the specific communication channels between the two parties, and how FFHC responds to such expectations and requirements through interviews and inspection of relevant documents;

- Conducted interviews with FFHC's key personnel to understand the process for collecting, collating and reporting the Subject Matter during the reporting period;
- Checked that the calculation criteria have been correctly applied in accordance with the methodologies outlined in the Criteria;
- Performing analytical procedures on selected information; collecting and assessing other supporting documentation and the obtained management representation letter. Testing samples if necessary;
- Reading FFHC's Sustainability Report to confirm with the consistency of the indicators in the Sustainability Report which contribute to the selected information.

Inherent Limitations

Non-financial information contained within the Subject Matter are subject to measurement uncertainties. The selection of different measurement techniques can result in materially different measurement. Also assurance engagements are based on selective testing of information being examined. Any internal control is subjected to limitations. Consequently, it is not possible to detect all existing material misstatements whether resulting from fraud or error.

Conclusion

Based on our procedures and the evidence obtained, we are not aware of any material modifications that should be made to the Subject Matter, in order for it to be in accordance with the Criteria.

MengHsien Lin.

MengHsien Lin
Ernst & Young
June 10, 2026
Taipei, Taiwan, Republic of China

Notice to Readers
The reader is advised that the assurance report has been prepared originally in Mandarin. In the event of a conflict between the assurance report and the original Mandarin version or difference in interpretation between the two versions, the Mandarin language assurance report shall prevail.

Appendix A: Summary of Subject Matters Assured

No. 1	Information Security and Privacy Protections: 6-3 The Protection of Client's Privacy

Subject Matter:

Around 6.93 million (70.53%) pieces of customer data were subject to secondary use (such as marketing and product/service quality improvement) on the condition that no relevant regulations or agreements with customers are violated.

＊：The scope of information statistical disclosure hereunder covers the FFHC and all its subsidiaries.

Applicable Criteria:

FN-CF-220a.1

In accordance with FN-CF-220a.1, FFHC disclosed the total number of account holders whose information is used for secondary purposes as of December 31, 2025.

No. 2	Information Security and Privacy Protections: 6-3 The Protection of Client's Privacy, Appendix: Sustainable Operation Indicators

Subject Matter:

In 2025, First Financial Life Insurance had one incident involving data and personal information leakage (see Appendix: Sustainable Operation Indicators for details), affecting one customer. The incident resulted in a regulatory penalty of NT$600,000. Enhanced employee training has been implemented and the incident was appropriately addressed.

＊1：The disclosure of monetary losses herein is based on the statistics publicly disclosed Major Enforcement Actions from the regulatory website.
＊2：The disclosure of legal proceedings herein is based on the statistics publicly disclosed Major Enforcement Actions from the regulatory website.

Applicable Criteria:

FN-CF-220a.2

Total amount of monetary losses as a result of legal proceedings associated with customer privacy. In accordance with FN-CF-220a.2, FFHC disclosed the amount of monetary losses as a result of legal proceedings associated with customer privacy in 2025.

No. 3	Information Security and Privacy Protections: 6-3 The Protection of Client's Privacy, Appendix: Sustainable Operation Indicators

Subject Matter:

In 2025, First Financial Life Insurance had one incident involving data and personal information leakage (see Appendix: Sustainable Operation Indicators for details), affecting one customer. The incident resulted in a regulatory penalty of NT$600,000. Enhanced employee training has been implemented and the incident was appropriately addressed.

＊1：Definition of Material Information Security Incident：A material information security incident refers to an incident that results in financial impact exceeding NT$5 million, involves a formal investigation or intervention by the competent authorities and causes significant impacts, including reputational damage.
＊2：The legal proceedings disclosed herein are based on the enforcement actions published on the websites of the regulatory authorities.
＊3：A data breach disclosed herein is determined based on whether the information has been disclosed outside FFHC and whether the breach constitutes a violation of FFHC's regulations on confidentiality and information security management.

Applicable Criteria:

FN-CF-230a.1, FN-CB-230a.1

- Number of data breaches：In accordance with FN-CF-230a.1 and the 1st point for FN-CB-230a.1, FFHC calculated the number of data breach incidents in 2025 in accordance with the FFHC's information incident management regulations.
- Percentage of data breaches involving personally identifiable information(PII)：In accordance with the 2nd point for FN-CF-230a.1 and FN-CB-230a.1, FFHC calculated the percentage of data breach incidents involving PII to the total number of data breach incidents in 2025.
- Number of account holders affected：In accordance with the 3rd point for FN-CF-230a.1 and FN-CB-230a.1, FFHC calculated the number of customers affected by incidents involving the disclosure of PII in 2025.

No. 4	Appendix: Sustainable Operation Indicators

Subject Matter:

The "Credit Card Fraud Situation" table in Appendix shows the number of fraud cases and the amount of losses for card-present and card-not-present transactions.

＊：The amount of loss herein is the same as the refund amount.

Applicable Criteria:
FN-CF-230a.2

In accordance with the 1st, 2nd and 3rd points for FN-CF-230a.2, FFHC calculated the total loss amount from card-not-present and card-present fraud in 2025.

No. 5	Information Security and Privacy Protections: 6-1 Information Security Governance Framework and Strategy

Subject Matter:

Chapter 6-1 Information Security Governance Framework and Strategy

Execution Measures	Execution Results
Encourage Financial institutions exceeding a certain scale or Internet-only banks to appoint a Chief Information Security Officer	FFHC has set up a Chief Information Security Officer in 2022. First Bank and First Securities have set up Chief Information Security Officers in 2021 and 2022 respectively. All were assumed at Vice President level.
Encourage the appointment of Directors or consultants with information security background or information security advisory teams	The Digital Security Division of First Bank has established an "Information Security Advisory Team," which includes one director and two external information security experts from academia as members. The team provides advisory opinions on the information security framework, development blueprint planning, major information security incidents, and information security implementation.
Encourage financial institutions to assess the maturity of their information security governance	First Commercial Bank has cooperated with the Financial Information Sharing and Analysis Center (F-ISAC) in evaluating the Cybersecurity Assessment Tool (CAT), and has produced the F-ISAC Taiwan-version cybersecurity maturity assessment.
Encourage financial institutions to adopt international information security management standards and obtain related certifications	The Group's various subsidiaries have enhanced the effectiveness of their information operations and cyber security management through reviews and audits by independent, external third-party institutions, including: • First Commercial Bank, First Securities, FSITC and First Life Insurance have all obtained the ISO 27001 Information Security Management Systems certification. • First Commercial Bank and First Life Insurance have obtained the BS 10012 Personal Information Management Systems certification. • First Commercial Bank has obtained ISO 20000 IT Service Management System (ITSMS) certification and ISO 22301 Business Continuity Management System (BCMS) certification.
Encourage financial information security personnel to obtain international information security licenses	Banking subsidiary has obtained ISO 22301 LA, EC-council-CEH, EC-council-ECIH, and OffSec Certified Professional. Securities subsidiary has obtained international information security certifications such as ISO/IEC 27001:2022 Auditor/Lead Auditor.
Encourage financial holding companies to establish computer information security incident response team	A Computer Information Security Incident Response Team has been established in accordance with the Company's Guidelines for the Establishment of the Information Security Incident Response Team.

Applicable Criteria:
FN-CF-230a.3, FN-CB-230a.2

In accordance with FN-CF-230a.3 and the 1st to the 7th point for FN-CB-230a.2, FFHC described the identification of the information security management policies, framework, also the methods for protecting and identifying information security-related risks.

No. 6	Talent Retention and Employee-Friendly Benefits: 4-1 Competitive Compensation and Performance Management System

Subject Matter:

In 2025, the proportion of the Group's employee compensation linked to the performance of sustainable finance products was 31.51%

＊：The fixed salaries hereunder include basic salaries, food expenses, year-end and holiday bonuses, and the salaries not included hereunder are calculated as variable salaries.

Applicable Criteria:

FN-CF-270a.1

In accordance with the 1st and 2nd point for FN-CF-270a.1, FFHC disclosed the total number of fixed and variable salaries of employees of the FFHC and the subsidiaries in 2025; then disclosed the calculation of the percentage of variable salaries to the total salaries.

No. 7	Appendix: Sustainable Operation Indicators

Subject Matter:

The "Metrics for Personal Loan and Credit Card Products - by Credit Risk Profile" table in Appendix shows the approval rates for personal loan and credit card products by credit risk category.

＊1：First Bank does not provide pre-paid card products. Therefore, in accordance with "Key Points of Credit Rating of First Bank's Consumption Amount" and the "Credit Card Application Scorecard Development Manual", FFHC distinguished the risks of loan and credit card application and counted the approval rate and overall approval rate.
＊2：Personal loan risk classification: low risk refers to application ratings of 1-9; high risk refers to application ratings of 10-13.
＊3：Credit card risk classification: low risk refers to credit card application ratings of 1-8; high risk refers to credit card application ratings of 9-13.

Applicable Criteria:

FN-CF-270a.2

In accordance with the 1st and 2nd point for FN-CF-270a.2, First Bank calculated the loan and the credit card approval rates separately by personal loan risk level and calculated the overall loan and credit card approval rates for applications that had undergone credit risk assessment.

No. 8	Appendix: Sustainable Operation Indicators

Subject Matter:

The "Metrics for Personal Loan and Credit Card Products - by Credit Risk Profile" table in Appendix shows the interest rates, average account terms, and average number of accounts held (for credit cards) for customers across different credit risk categories for personal loans and credit cards.

＊1：First Bank did not charge any add-on product fees resulting from credit risk.
＊2：The average annual interest rates, average account terms, and average number of accounts held herein are classified and calculated based on First Bank's internal credit card risk related rating methods.
＊3：First Bank does not provide pre-paid card products. Therefore, in accordance with the "Key Points of Credit Rating of First Bank's Consumption Amount" and the "Credit Card Application Scorecard Development Manual", FFHC distinguished the risks of loan and credit card application and counted the approval rate and overall approval rate.
＊4：Personal loan risk classification: low risk refers to application ratings of 1-9; high risk refers to application ratings of 10-13.
＊5：Credit card risk classification: low risk refers to credit card application ratings of 1-8; high risk refers to credit card application ratings of 9-13.

Applicable Criteria:

FN-CF-270a.3

- Additional product fees due to credit risks: In accordance with the 1st point for FN-CF-270a.3, FFHC reviewed First Bank's additional product charges due to credit risks.
- Average annual interest rate, average account term, and average number of accounts held by credit risk profile: In accordance with the 2nd, 3rd and 4th points for FN-CF-270a.3, FFHC calculated and disclosed the average annual interest rates, average account terms, and average number of accounts held for personal loan and credit card products by credit risk profile.
- Annual fees for holding prepaid products based on credit risk: In accordance with the 5th point for FN-CF-270a.3, FFHC reviewed the annual fee charged for pre-paid products offered by First Bank.

No. 9	Ethical Operations and Fair Customer Treatment: 7-4 Customer Complaints and Satisfaction Surveys, Appendix: Sustainable Operation Indicators

Subject Matter:

The Group received and handled a total of 421 customer complaint cases via various complaint channels in 2025, of which 371 cases were reported via competent authorities (for details, please see Appendix: sustainable operation indicators)

2025	Customer complaints filed with regulatory authorities (cases)	Percentage of successful mediation (%)	Percentage of unsuccessful mediation (%)	Percentage of entering review proceedings (%)
	371	0	0	4.75

＊：The information sources of the competent authority hereunder are mainly based on the filing records of the complaint cases archived by FFHC, except for the statistics on the complaint cases of the Financial Ombudsman Institution and FSC Banking Bureau.

Applicable Criteria:
FN-CF-270a.4

- Number of customer complaints filed with regulatory authorities: In accordance with the 1st point for FN-CF-270a.4, FFHC disclosed the total number of customer complaints filed with regulatory authorities in 2025.
- Percentage of successful mediations according to regulatory authority statistics: In accordance with the 2nd point for FN-CF-270a.4, FFHC disclosed the percentage of customer complaints filed with regulatory authorities that were successfully resolved through monetary or non-monetary mediation in 2025.
- Percentage of unsuccessful mediations according to regulatory authority statistics: In accordance with the 3rd point for FN-CF-270a.4, FFHC disclosed the percentage of customer complaints filed with regulatory authorities that resulted in unsuccessful mediation in 2025.
- Percentage of customer complaints that entered the review proceeding according to regulatory authority statistics: In accordance with the 4th point for FN-CF-270a.4, FFHC disclosed the percentage of customer complaints filed with regulatory authorities that entered the review proceedings in 2025.

No. 10	Ethical Operations and Fair Customer Treatment: 7-3 Implementation of Fair Customer Treatment Principles, Appendix: Sustainable Operation Indicators

Subject Matter:

In 2025, the Group recorded three incidents relating to product sales and services, for which it was subject to penalties and legal proceedings. The total loss was NT$3 million (see Appendix: Sustainable Operation Indicators for details). All identified deficiencies have been rectified and relevant control mechanisms have been added to further protect consumer rights and interests.

＊1：The description of regulatory penalty cases reported by regulatory authorities herein is consistent with the description of penalty cases disclosed by the Insurance Bureau of the Financial Supervisory Commission (FSC).

＊2：The financial loss amount disclosed herein excludes losses associated with cases that were still under review.

Applicable Criteria:
FN-CF-270a.5

In accordance with the 1st point for FN-CF-270a.5, FFHC disclosed all regulatory penalty cases reported by the authorities and legal proceedings related to product sales and service practices.

No. 11	ESG Products and Services: 5-2 Retail Banking/Personal Finance, Appendix: Sustainable Operation Indicators

Subject Matter:

- The "[Retail Banking] - ESG Related Products and Their Respective Proportions" and the "Approved financing amount and the Number of Cases for Urban Renewal and Reconstruction of Dangerous and Old Buildings" tables in 5-2 Retail Banking/Personal Finance.
- The "Number and amount of deposits and loans by personal, small business, and corporate accounts" table in Appendix shows the small business' number of loan accounts are 24,573, and the total loan balance is 284,506,474 NT$ thousand dollars.

＊：Micro enterprise is defined as a micro or small enterprise, which means that the enterprise meets one of the following criteria: has been established for less than five years, employs fewer than 20 employees, registered capital is less than NT$5 million, or annual revenue is less than NT$10 million

Applicable Criteria:
FN-CB-240a.1

In accordance with FN-CB-240a.1, First Bank calculated and disclosed the number of loans and total balance of loans for the promotion of small enterprises and community development as of December 31, 2025.

No. 12	Social Impact: 5-3 Volunteering

Subject Matter:

The "Provide financial education to disadvantaged groups and in remote areas" table in 5-3 Volunteering.

＊：The definition of the group herein includes disadvantaged groups and remote areas as defined by the regulatory authority.

Applicable Criteria:
FN-CB-240a.4

In accordance with the 1st and 2nd points for FN-CB-240a.4, FFHC disclosed the number of participants in financial literacy initiatives provided to unbanked, underbanked, and underserved customers in 2025.

No. 13	Responsible Banking and Decarbonization Strategies for Investment & Financing: 2-1 Corporate Banking/Investment Business

Subject Matter:

As of 2025, ESG has been included in the loan decision review process for 100% of enterprise credit loans with a total of 15 cases that received "conditional approval" (e.g.: loan amount decrease or increased interest rates) or "rejected" due to ESG risk factors as described in the following:

Applicable Criteria:
FN-CB-410a.2

In accordance with FN-CB-410a.2, FFHC disclosed the description of approach to incorporation of environmental, social and governance (ESG) factors in credit analysis in 2025.

No. 14	Ethical Operations and Fair Customer Treatment: 7-1 Implementation of Ethical Management

Subject Matter:

In 2025, the FFHC had no financial losses resulting from litigation involving fraud, insider trading, antitrust, anticompetitive behavior, market manipulation, malfeasance, or other violations of financial industry laws and regulations.

＊：The financial losses herein are subject to the statistics of penalty cases published on the regulatory authorities' websites.

Applicable Criteria:
FN-CB-510a.1

In accordance with FN-CB-510a.1, FFHC calculated the total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, antitrust, anticompetitive behavior, market manipulation, malpractice, or other violations of financial industry laws and regulations in 2025.

No. 15	Ethical Operations and Fair Customer Treatment: 7-2 Whistleblower System, Process, and Results

Subject Matter:

The "Whistleblower System, Process, and Results" description of whistleblower system and its process in Chapter 7-2 Whistleblower System, Process, and Results.

Disclosure Elements	Corresponding Report Contents
Whistleblowing Policy	A board of directors reviewed and approved "Implementation Rules for Whistleblowing Systems" is disclosed in the "Corporate Governance - Rules" on the Company website. Our subsidiaries each established a whistleblower system that was reviewed and passed by their respective board of directors.
Receiving Unit	The Company's Compliance Department and the Internal Audit Units / Self-Assessment Supervisors of each subsidiary serve as the handling units for whistleblowing cases.
Whistleblowing Channels	The Company provides whistleblowing channels on its official website under the "Stakeholder Engagement" section: **Compliance Department:** Address: 19th Floor, No. 30, Section 1, Chongqing South Road, Taipei City Tel: 02-23481458 E-mail: compliance@fhc.com.tw
Whistleblowing Methods	Any individual who discovers that an employee of this Company is suspected of a crime, fraud, or violation of laws may submit a whistleblowing report to the receiving unit by stating their real name, contact method, the specific incident, and supplementary evidence through written notice such as mail and email; whistleblowing can also be conducted by phone or personally recounting the incident. The receiving unit must establish records stating the details of each incident, real names, and contact methods.
Case Acceptance Principles	The "Whistleblowing Review Committee" ("the committee") reviews all whistleblowing cases and determines if they will be accepted. The committee may decide not to accept whistleblowing reports if it falls under any of the following circumstances: 1. The whistleblower has not provided his/her real name and contact information. However, in cases where the content of the whistleblowing report is specific and there are verifiable materials, it still can be processed with care and discretion. 2. The reported matter does not fall within the categories accepted under Article 3, Paragraph 1 of the Rules for the Implementation of the Whistleblowing System, or is unrelated to the execution of business. 3. The whistleblowing report is obviously made with malicious intent, is obviously false, or has no substantial content. 4. The whistleblower was requested to provide or supplement the evidence materials within a certain period of time. However, the whistleblower failed to do so, which hindered the investigation. 5. The reported matter is regarded as the same as a case that has already been investigated to completion, and the whistleblower has failed to present new facts or new evidence. 6. The reported matter has been investigated by relevant judicial agencies, or is already under investigation by a court of law, or has been subject to non-prosecution or deferred prosecution, or has already received a verdict therein.
Case Handling Procedures	**1. The committee approves acceptance of a case:** Accepted cases shall be registered and filed as confidential matters, and an investigation team shall be formed according to the nature and content of the case. The investigation team should complete the investigation within 60 days, and send its investigation reports to relevant units. The investigation duration may be extended when necessary. **2. Investigation method:** Based on the necessity of the case, telephone, written review, or interviews should be performed. When an investigation is conducted, related units shall cooperate with the investigation and provide necessary documents and data. The information involving related parties in the reported contents and the data or information they provide must be kept strictly confidential and may not be leaked. **3. Recusal in conflicts of interest:** During the process of processing, investigating, deliberating, reviewing and reporting the whistleblowing reports, any person who has interests in individual whistleblower reports or other persons that may affect a fair investigation shall recuse themselves. **4. Notifying the results of investigation:** The investigation report shall be submitted for review and approval via an in-person meeting, video conference, or written procedure. If the accused individual is a Director, Supervisor, or a member of the management team whose pay grade is equivalent to Vice President, the investigation reports should be submitted to independent directors (Audit Committee) or Supervisors for secondary review. After the investigation reports are reviewed and approved, the receiving party shall notify the whistleblower of the investigation results in writing or via other methods within 10 days. Where the whistleblowing report is transferred to a subsidiary for processing, the said subsidiary shall notify the whistleblower and submit a copy to the Company.

No. 15	Ethical Operations and Fair Customer Treatment: 7-2 Whistleblower System, Process, and Results
Disclosure Elements	Corresponding Report Contents
Case Handling Procedures	**5. Follow-up actions:** For cases that are verified to be substantiated or for which audit findings have been issued, the audited unit and the Company shall submit the case to the Board of Directors at its next monthly meeting or the nearest Board meeting. Following such reporting, the case shall be submitted to the Company's designated responsible unit (Sustainable Development Committee) for recordation, and shall be handled in accordance with the following procedures: • Related units shall be assigned to review the internal control system and operating procedures, propose improvement measures. A copy shall be submitted to the audit unit. • The audit unit shall include the whistleblowing report in the most recent business audit items. **6. Incentive measures:** In the event that a whistleblower's case proves to be true and contributes to the Group substantially, rewards may be afforded to the said whistleblower. However, if a whistleblower is verified to have lied about his case or have been involved in malicious attacks that lead to damage to the Group's reputation or profits, penalties may be imposed as per regulations. **7. Record retention:** When the committee takes on a whistleblowing case, the investigation process, investigation results, details of replies, related documents & data, and resolution records shall all be fully preserved either physically or electronically. Moreover, a dedicated dossier shall be created and retained for at least five years.

＊：This includes regulations for the whistleblowing policy, receiving unit, whistleblowing channels, whistleblowing method, case acceptance principles, and case handling procedures.

Applicable Criteria:
FN-CB-510a.2

In accordance with the 1st point for FN-CB-510a.2, FFHC disclosed the description of whistleblower policies and procedures. The related contents are based on FFHCs' whistleblower system implementation rules for 2025.

No. 16	Appendix: Sustainable Operation Indicators

Subject Matter:

The "Number and amount of deposits and loans by personal, small business, and corporate accounts" table in Appendix shows the deposit accounts and total deposit balances of personal and small business of First Bank as of December 31, 2025

Applicable Criteria:
FN-CB-000.A

In accordance with FN-CB-000.A, FFHC calculated the number of deposit accounts and total deposit balances of personal and small business of First Bank as of December 31, 2025.

No. 17	Appendix: Sustainable Operation Indicators

Subject Matter:

The "Number and amount of deposits and loans by personal, small business, and corporate accounts" table in Appendix shows the loan accounts and total outstanding loan balances of personal, small enterprises and corporate accounts of First Bank as of December 31, 2025.

Applicable Criteria:
FN-CB-000.B

In accordance with FN-CB-000.B, FFHC calculated the number of loan accounts and total loan balances of personal, small business and corporate accounts of First Bank as of December 31, 2025.

No. 18	ESG Products and Services: 5-2 Retail Banking/Personal Finance

Subject Matter:

In 2025, the total number of valid credit card customers of First Commercial Bank was 711,064...

＊：First Bank does not provide pre-paid card products.

Applicable Criteria:
FN-CF-000.A

In accordance with FN-CF-000.A, FFHC disclosed the number of consumers with active credit card account as of December 31, 2025.

No. 19	ESG Products and Services: 5-2 Retail Banking/Personal Finance

Subject Matter:

In 2025, the total....and the number of cards in circulation reached 1,531,235.

*1：First Bank does not provide pre-paid card products.
*2：The number of credit cards in circulation disclosed herein is consistent with the statistics reported to the Banking Bureau.

Applicable Criteria:

FN-CF-000.B

In accordance with FN-CF-000.B, FFHC disclosed the number of credit card accounts as of December 31, 2025.

No. 20	Information Security and Privacy Protections: 6-3 The Protection of Clients' Privacy, Appendix: Sustainable Operation Indicators

Subject Matter:

In 2025, First Financial Life Insurance had one incident involving data and personal information leakage (see Appendix: Sustainable Operation Indicators for details), affecting one customer. The incident resulted in a regulatory penalty of NT$600,000. Enhanced employee training has been implemented and the incident was appropriately addressed.

*1：Definition of Material Information Security Incident：A material information security incident refers to an incident that results in financial impact exceeding NT$5 million, involves a formal investigation or intervention by the competent authorities and causes significant impacts, including reputational damage.
*2：The legal proceedings disclosed herein are based on enforcement actions published on the websites of the regulatory authorities.
*3：A data breach disclosed herein is determined based on whether the information has been disclosed outside FFHC and whether the breach constitutes a violation of FFHC's regulations on confidentiality and information security management.

Applicable Criteria:

Sustainability disclosure indicators in Paragraph 1, Article 4 of the Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies (No. 1 of Appendix 1-3)

In accordance with the No.1 of Appendix 1-3, FFHC calculated the number of information leakage incidents, the number of leakage incidents relating to personal data, and the number of customers affected by information leakage incidents in 2025.

No. 21	ESG Products and Services: 5-2 Retail Banking/Personal Finance, Appendix: Sustainable Operation Indicators

Subject Matter:

- The "Retail Banking - ESG Related Products and Their Respective Proportions" table in Chapter 5-2 Retail Banking/Personal Finance shows the outstanding balance for Urban renewal and reconstruction of dangerous and old building in 2025.
- The "Number and amount of deposits and loans by personal, small business, and corporate account" table in Appendix shows the number of loan accounts and total loan balances of small business in 2025.

*：A micro enterprise is defined as a micro or small enterprise, which means that the enterprise meets one of the following criteria: has been established for less than five years, employs fewer than 20 employees, registered capital is less than NT$5 million, or annual revenue is less than NT$10 million.

Applicable Criteria:

Sustainability disclosure indicator in Paragraph 1, Article 4 of the Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies (No. 2 of Appendix 1-3)

These tables disclosed statistics on the number of loans and loan balance to promote small enterprises and community development undertaken by FFHC in 2025.

No. 22	Social Impact: 5-3 Volunteering

Subject Matter:

The "Promotion Projects for Financial Education" table in Chapter 5.3 Volunteering.

＊：The definition of the group disclosed herein includes disadvantaged groups and remote areas as defined by the regulatory authority.

Applicable Criteria:

Sustainability disclosure indicator in Paragraph 1, Article 4 of the Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies (No. 3 of Appendix 1-3)

This table disclosed statistics on the number of participants for financial education provided to disadvantaged groups that lack banking services by FFHC in 2025.

No. 23	ESG Products and Services: 5-1 Corporate Banking / Investment Business, 5-2 Retail Banking / Personal Finance

Subject Matter:

Corporate Banking ESG - Related Products and Their Proportion

Unit NT$ 100 million

Item	Balance as of the End of 2025
Green Loans	1,009.47
ESG Infrastructure Financing	229.66
Sustainable Performance-linked Credit Project	2,054.82
Social Responsibility Loans	177.16

Unit NT$ 100 million

Item	Balance as of the End of 2025
Sustainability-Themed Financial Bonds	70
Total issued monetary value of fixed income products	570.29
Percentage (%)	12.27

Preferential Financing Projects for Six Core Strategic Industries

The balance of Financing Outstanding as of 2025 is NT$677.826 billion.

＊：The financial businesses' scope includes First Bank and First Venture Capital.

Applicable Criteria:

Sustainability disclosure indicator in Paragraph 1, Article 4 of the Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies (No. 4 of Appendix 1-3)

In accordance with the No.4 of Appendix 1-3, FFHC disclosed the statistics on products and services designed by the business division of First Bank and First Venture Capital in 2025 that create benefits for the environment and society.

Various Certifications


環境部
環境教育設施場所認證證書
部 長 彭啓明
中華民國 113 年 12 月 20 日


產品碳足跡標籤證書
彭啓明


bsi.
Certificate of Registration
OCCUPATIONAL HEALTH & SAFETY MANAGEMENT SYSTEM - ISO 45001:2018
...making excellence a habit.


SGS
Greenhouse Gas Verification Opinion
First Financial Holding Co. Ltd.
ISO 14064-1:2018


環境部
環境教育設施場所認證證書
部 長 彭啓明
中華民國 113 年 12 月 20 日


SGS
First Commercial Bank
ISO 20400:2017
(Sustainable Procurement-Guidance)
Level 4 (of 5): "Advanced"


bsi.
Certificate of Registration
Personal Information Management System - BS 10012:2017
...making excellence a habit.


SGS
First Life Insurance Co., Ltd.
BS10012:2017


SGS
FIRST COMMERCIAL BANK CO., LTD.
ISO 50001:2018


SGS
First Securities Inc.
第一金證券股份有限公司
ISO 50001:2018


SGS
First Securities Investment Trust Co., Ltd.
第一金證券投資信託股份有限公司
ISO 50001:2018


SGS
First Life Insurance Co., Ltd.
第一金人壽保險股份有限公司
ISO 50001:2018


SGS
First Financial Assets Management Co., Ltd.
第一金融資產管理股份有限公司
ISO 50001:2018


bsi.
Certificate of Registration
INFORMATION SECURITY MANAGEMENT SYSTEM - ISO/IEC 27001:2022
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Certificate of Registration
INFORMATION SECURITY MANAGEMENT SYSTEM - ISO/IEC 27001:2022
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Certificate of Registration
INFORMATION SECURITY MANAGEMENT SYSTEM - ISO/IEC 27001:2022
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Certificate TW17/00542
The management system of
First Life Insurance Co., Ltd.
ISO/IEC 27001:2022


Certificate TW16/00199
The management system of
First Commercial Bank
ISO 14001:2015


Certificate TW18/10587
The management system of
First Securities Inc.
ISO 14001:2015


Certificate TW18/10579
The management system of
First Securities Investment Trust Co., Ltd.
ISO 14001:2015


Certificate TW18/10581
The management system of
First Life Insurance Co., Ltd.
ISO 14001:2015


此為證書 TW18/10600 譯本
第一金融資產管理股份有限公司
ISO 14001:2015


bsi.
Certificate of Registration
IT SERVICE MANAGEMENT SYSTEM - ISO/IEC 20000-1:2018
This is to certify that: First Commercial Bank, Ltd.
Holds Certificate No: ITMS 566185
...making excellence a habit.™


bsi.
Certificate of Registration
CUSTOMER SATISFACTION MANAGEMENT SYSTEM - ISO 10002:2018
This is to certify that: First Commercial Bank, Ltd.
Holds Certificate No: CMS 813060
...making excellence a habit.™


bsi.
Certificate of Registration
CUSTOMER SATISFACTION MANAGEMENT SYSTEM - ISO 10002:2018
This is to certify that: First Securities Inc.
Holds Certificate No: CMS 822632
...making excellence a habit.™


CO_2
產品碳足跡標籤證書
Certificate for the Use of Product Carbon Footprint Label


CO_2
產品碳足跡標籤證書
Certificate for the Use of Product Carbon Footprint Label


CO_2
產品碳足跡標籤證書
Certificate for the Use of Product Carbon Footprint Label

2025 Global Reporting Initiative (GRI) Content Index

Statement of Use	First Financial Holding has reported in accordance with the GRI Standards for the period from January 1, 2025 to December 31, 2025.
GRI Version Used	GRI 1：Foundation 2021
GRI Sector Standards Statement	None

GRI 2: General Disclosures 2021

Indicator	Disclosure Requirements	Chapter	Page
1. The organization and its reporting practices			
2-1	Organizational details	Report Information	P2
2-2	Entities included in the organization's sustainability reporting	Report Information	P2
2-3	Reporting period, frequency and contact point	Report Information	P2-3
2-4	Restatements of information	Report Information	P2
2-5	External assurance	Report Information	P3
2. Activities and workers			
2-6	Activities, value chain and other business relationships	Business Performance Sustainable Procurement and Supplie Management	P35 P140-141
2-7	Employees	Diverse Talent Recruitment and Skills Cultivation	P143-145
2-8	Workers who are not employees	Diverse Talent Recruitment and Skills Cultivation	P143-144
3. Governance			
2-9	Governance structure and composition	Corporate Governance	P56-59
2-10	Nomination and selection of the highest governance body	Corporate Governance	P56
2-11	Chair of the highest governance body	Corporate Governance	The Company's Chairperson is Ms. Ye-Chin Chiou, and its President is Mr. Frank Y.C. Fang.
2-12	Role of the highest governance body in overseeing the management of impacts	Corporate Governance	P59
2-13	Delegation of responsibility for managing impacts	Corporate Governance	P59
2-14	Role of the highest governance body in sustainability reporting	Sustainable Governance Operation Mechanisms	P8-9
2-15	Conflicts of interest	Corporate Governance	P56
2-16	Communication of critical concerns	Sustainable Development Goals and Enterprise Risk Management (ERM) Risk Management and Operational Continuity	P22-33 P61
2-17	Collective knowledge of the highest governance body	Corporate Governance	P58
2-18	Evaluation of the performance of the highest governance body	Corporate Governance	P58
2-19	Remuneration policies	Corporate Governance Talent Retention and Accessible Benefits	P59-60 P172-173
2-20	Process to determine remuneration	Corporate Governance	P59-60
2-21	Annual total compensation ratio	Corporate Governance	P60
4. Strategy, policies and practices			
2-22	Statement on sustainable development strategy	Chairman's Message	P4-5
2-23	Policy commitments	Sustainable Development Goals and Enterprise Risk Management (ERM) Prevention of Money Laundering, Financial Fraud and Terrorism Financing	P22-33
2-24	Embedding policy commitments	Sustainable Development Goals and Enterprise Risk Management (ERM) Prevention of Money Laundering, Financial Fraud and Terrorism Financing	P101-106
2-25	Processes to remediate negative impacts	Ethical Operations and Fair Treatment of Customers Prevention of Money Laundering, Financial Fraud and Terrorism Financing	P97-98 P101-106
2-26	Mechanisms for seeking advice and raising concerns	Ethical Operations and Fair Treatment of Customers	P97-98
2-27	Compliance with laws and regulations	Risk Management and Operational Continuity	P62
2-28	Membership associations	Business Performance	P37

Indicator	Disclosure Requirements	Chapter	Page
5. Stakeholder engagement			
2-29	Approach to stakeholder engagement	Stakeholder Engagement and Materiality Analysis	P10-21
2-30	Collective bargaining agreements	Protections for Human Rights and Gender Equality	P199

GRI 3: Material Topics 2021

GRI Standards	Description	Chapter	Page
3-1	Process to determine material topics	Stakeholder Engagement and Materiality Analysis	P10-21
3-2	List of material topics	Stakeholder Engagement and Materiality Analysis	P10-17
3-3	Management of material topics	Sustainable Development Goals and Enterprise Risk Management (ERM)	P22-33

GRI Topic Standards

GRI 200: Economic Series (2016 version, except GRI 207: Tax 2019)

Series	Disclosure	Description	Chapter	Page
GRI 201: Economic Performance	201-1	Direct economic value generated and distributed	Business Performance Corporate Governance ESG Products and Services Social Impact	P36 P60 P72-79 P186
	201-2	Financial implications and other risks and opportunities due to climate change	Climate Strategy and Management Decarbonization Strategies for Investment and Financing	P111-124 P38-55
	201-3	Defined benefit plan obligations and other retirement plans	Talent Retention and Accessible Benefits	P175-176, P180-181
	201-4	Financial assistance received from government	None	-
GRI 202: Market Presence	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Protections for Human Rights and Gender Equality Diverse Talent Recruitment and Skills Cultivation	P172-173, P197
	202-2	Proportion of senior management hired from the local community		P143-145, P147
GRI 203: Indirect Economic Impacts	203-1	Infrastructure investments and services supported	ESG Products and Services Digital Innovation and Inclusion	P72-86 P165-170
	203-2	Significant indirect economic impacts	ESG Products and Services Climate Strategy and Management Social Impact	P72-86 P119-122 P182-186
GRI 204: Procurement Practices	204-1	Proportion of spending on local suppliers	Sustainable Procurement and Supplier Management	P140
GRI 205: Anti-corruption	205-1	Operations assessed for risks related to corruption	Risk Management and Operational Continuity Ethical Operations and Fair Treatment of Customers	P61
	205-2	Communication and training about anti-corruption policies and procedures		P95-96
	205-3	Confirmed incidents of corruption and actions taken		P97-98
GRI 207: Tax	207-1	Approach to tax	Tax Governance	P107-109
	207-2	Tax governance, control, and risk management		
	207-3	Stakeholder engagement and management of concerns related to tax		
	207-4	Country-by-country reporting		P109
GRI 300: Environmental Series 2016				
GRI 302: Energy	302-1	Energy consumption within the organization	Green Operations and Net-Zero Actions	P129
	302-2	Energy consumption outside of the organization		P130
	302-3	Energy intensity		P129
	302-4	Reduction of energy consumption		P125-134
	302-5	Reductions in energy requirements of products and services		P134-136

GRI 300: Environmental Series 2016

Series	Disclosure	Description	Chapter	Page
GRI 305: Emissions	305-1	Direct (Scope 1) GHG emissions	Green Operations and Net-Zero Actions	P129
	305-2	Energy indirect (Scope 2) GHG emissions		
	305-3	Other indirect (Scope 3) GHG emissions		P130
	305-4	GHG emissions intensity		P129
	305-5	Reduction of GHG emissions		P126-130
	305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions		P128
GRI 308: Supplier Environmental Assessment	308-1	New suppliers that were screened using environmental criteria	Sustainable Procurement and Supplier Management	P140-141
	308-2	Negative environmental impacts in the supply chain and actions taken		

GRI 400: Social Series (2016 version, except GRI 403: Occupational Health and Safety 2018)

Series	Disclosure	Description	Chapter	Page
GRI 401: Employment	401-1	New employee hires and employee turnover	Diverse Talent Recruitment and Skills Cultivation Talent Retention and Accessible Benefits	P147 P176-177
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Talent Retention and Accessible Benefits	P180-181
	401-3	Parental leave		
GRI 402: Labor/ Management Relations	402-1	Minimum notice periods regarding operational changes	Protections for Human Rights and Gender Equality	P179
GRI 403: Occupational Health and Safety	403-1	Occupational health and safety management system	Occupational Safety and Health	P161-162
	403-2	Hazard identification, risk assessment, and incident investigation		P158-160
	403-3	Occupational health services		P158-164
	403-4	Worker participation, consultation, and communication on occupational health and safety		
	403-5	Worker training on occupational health and safety		
	403-6	Promotion of worker health		
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Sustainable Procurement and Supplier Management	P139-141
	403-8	Workers covered by an occupational health and safety management system	Occupational Safety and Health	P162
	403-9	Work-related injuries		P163-164
	403-10	Work-related ill health		P158-159, P164
GRI 404: Training and Education	404-1	Average hours of training per year per employee	Diverse Talent Recruitment and Skills Cultivation	P156
	404-2	Programs for upgrading employee skills and transition assistance programs	Talent Retention and Accessible Benefits	P149-156
	404-3	Percentage of employees receiving regular performance and career development reviews	Corporate Governance Diverse Talent Recruitment and Skills Cultivation Talent Retention and Accessible Benefits	P58 P151-154 P174
GRI 405: Diversity and Equal Opportunity	405-1	Diversity of governance bodies and employees	Corporate Governance Diverse Talent Recruitment and Skills Cultivation	P56-57 P143-147
	405-2	Ratio of basic salary and remuneration of women to men	Protections for Human Rights and Gender Equality	P198
GRI 406: Non-discrimination	406-1	Incidents of discrimination and corrective actions taken	Protections for Human Rights and Gender Equality	P192-196
GRI 407: Freedom of Association and Collective Bargaining	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Sustainable Procurement and Supplier Management Protections for Human Rights and Gender Equality	P139-141 P192-197
GRI 410: Security Practices	410-1	Security personnel trained in human rights policies or procedures	Protections for Human Rights and Gender Equality	P196

GRI 400: Social Series (2016 version, except GRI 403: Occupational Health and Safety 2018)

Series	Disclosure	Description	Chapter	Page
GRI 414: Supplier Social Assessment	414-1	New suppliers that were screened using social criteria	Sustainable Procurement and Supplier Management	P139-141
	414-2	Negative social impacts in the supply chain and actions taken		
GRI 415: Public Policy	415-1	Political contributions	None	
GRI 417: Marketing and Labeling	417-1	Requirements for product and service information and labeling	Responsible Banking and Decarbonization Strategies for Investment and Financing	P47
	417-2	Incidents of non-compliance concerning product and service information and labeling	Ethical Operations and Fair Treatment of Customers	P99
	417-3	Incidents of non-compliance concerning marketing communications		
GRI 418: Customer Privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Information Security and Privacy Protections	P93

Distribution Table of Indicators Disclosed by the GRI for Financial Service Industries

Indicator	Description	Chapter	Page
Aspect: Product Portfolio			
FS1/DMA	Policies with specific environmental and social components applied to business lines	Tax Governance Risk Management and Operational Continuity Responsible Banking and Decarbonization Strategies for Investment and Financing ESG Products and Services Climate Strategy and Management	P107 P63-67 P38 P72-85 P119-122
FS2/DMA	Procedures for assessing and screening environmental and social risks in business lines	Risk Management and Operational Continuity Responsible Banking and Decarbonization Strategies for Investment and Financing ESG Products and Services Sustainable Procurement and Supplier Management	P67-69 P38-55 P72-85 P139-141
FS3/DMA	Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions	Responsible Banking and Decarbonization Strategies for Investment and Financing ESG Products and Services	P38-55 P72-85
FS4/DMA	Process(es) for improving staff competency to implement the environmental and social policies and procedures as applied to business lines	Green Operations and Net-Zero Actions	P137
FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line, broken down by purpose	ESG Products and Services Digital Innovation and Inclusion Social Impact	P72-85 P165-171 P182-191
FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line, broken down by purpose		
Aspect: Active Ownership			
FS11	Percentage of assets subject to positive and negative environmental or social screening	ESG Products and Services	P72, P77
Aspect: Local Communities			
FS14	Initiatives to improve access to financial services for disadvantaged people	ESG Products and Services Ethical Operations and Fair Treatment of Customers Social Impact	P82-86 P98-100 P182-187
FS15/DMA	Policies for the fair design and sale of financial products and services	Ethical Operations and Fair Treatment of Customers	P98-100
FS16/DMA	Initiatives to enhance financial literacy by type of beneficiary	Ethical Operations and Fair Treatment of Customers ESG Products and Services Social Impact	P100 P82-86 P182-187

United Nations Global Compact Cross-Reference Table

Category	Content	Disclosure Status	Chapter	Page
Human Rights	**Principle 1:** Businesses should support and respect the protection of internationally proclaimed human rights	●	Protections for Human Rights and Gender Equality	P192-197
	Principle 2: make sure that they are not complicit in human rights abuses	●	Responsible Banking and Decarbonization Strategies for Investment and Financing Sustainable Procurement and Supplier Management	P41-43 P139-141
	Principle 3: Businesses should uphold thefreedom of association and the effective recognition of the right to collective bargaining	●	Protections for Human Rights and Gender Equality	P198-199
Labour Standards	**Principle 4:** The elimination of all forms of forced and compulsory labour	●	Protections for Human Rights and Gender Equality	P192-197
	Principle 5: The effective abolition of child labour	●		
	Principle 6: The elimination of discrimination in respect of employment and occupation	●		
Environ-ment	**Principle 7:** Businesses should support a precautionary approach to environmental challenges	●	Climate Strategy and Management Green Operations and Net-Zero Actions	P111-124 P125-136
	Principle 8: undertake initiatives to promote greater environmental responsibility	●	ESG Products and Services Climate Strategy and Management Green Operations and Net-Zero Actions Sustainable Procurement and Supplier Management	P72-80 P111-124 P125-138 P139-141
	Principle 9: encourage the development and diffusion of environmentally friendly technologies	●	ESG Products and Services Social Impact Digital Innovation and Inclusion	P72-80 P183 P165-171
Anti-Corruption	**Principle 10:** Businesses should work against corruption in all its forms, including extortion and bribery	●	Ethical Operations and Fair Treatment of Customers	P95-98

Social Responsibility Guidelines Cross-Reference Table

	Core Subject	Disclosure Status	Chapter	Page
Organiza-tional gover-nance	System by which an organization makes and implements decisions in pursuit of its objectives	●	Sustainable Governance Operation Mechanisms	P8-9
Human Rights	Due diligence to ensure compliance and avoid risks related to human rights issues	●	Protections for Human Rights and Gender Equality	P192-197, P199
	Human rights risk situations	●		P192-197
	Avoidance of complicity - direct, beneficial, and silent complicity	●	Ethical Operations and Fair Treatment of Customers	P95-98
	Resolving grievances	●	Talent Retention and Accessible Benefits Protections for Human Rights and Gender Equality	P179
	Discrimination and vulnerable groups	●		P192-197
	Civil and political rights	●		P192-199
	Economic, social and cultural rights	●	Talent Retention and Accessible Benefits Social Impact	P180-181 P182-191
	Fundamental principles and rights at work	●	Protections for Human Rights and Gender Equality	P192-199
Labour practices	Employment and employment relationships	●	Diverse Talent Recruitment and Skills Cultivation	P143-147
	Conditions of work and social protection	●	Protections for Human Rights and Gender Equality Diverse Talent Recruitment and Skills Cultivation	P192-199 P149-156
	Social dialogue	●	Social Impact	P182-191
	Health and safety at work	●	Occupational Safety and Health	P157-164
	Human development and training in the workplace	●	Diverse Talent Recruitment and Skills Cultivation	P149-156

Core Subject		Disclosure Status	Chapter	Page
Environment	Prevention of pollution	●	Green Operations and Net-Zero Actions	P125-138
	Sustainable resource use	●	Climate Strategy and Management Green Operations and Net-Zero Actions	P119-122 P125-138
	Climate change mitigation and adaptation	●		
	Protection of the environment, biodiversity and restoration of natural habitats	●	Social Impact	P183
Fair operating practices	Anti-corruption	●	Ethical Operations and Fair Treatment of Customers	P95-98
	Responsible political involvement	●		
	Fair competition	●		
	Promoting social responsibility in the value chain	●	Stakeholder Engagement and Materiality Analysis	P10-21
	Respect for property rights	●	Ethical Operations and Fair Treatment of Customers	P95
Consumer issues	Fair marketing, factual and unbiased information, and fair contractual practices	●	Ethical Operations and Fair Treatment of Customers	P98-100
	Protecting consumers' health and safety	●	Social Impact	P190
	Sustainable consumption	●	ESG Products and Services	P72-81
	Consumer service, support, and complaint and dispute resolution	●	Ethical Operations and Fair Treatment of Customers	P98-100
	Consumer data protection and privacy	●	Information Security and Privacy Protections	P93-94
	Access to essential services	●	Ethical Operations and Fair Treatment of Customers ESG Products and Services Prevention of Money Laundering, Financial Fraud and Terrorism Financing Digital Innovation and Inclusion	P99-100 P82-86 P103-106 P165-171
	Education and awareness	●	Ethical Operations and Fair Treatment of Customers ESG Products and Services Social Impact Digital Innovation and Inclusion	P96 P72-86 P182-191 P165-171
Community involvement and development	Community involvement	●	Ethical Operations and Fair Treatment of Customers ESG Products and Services Social Impact	P100 P82-86 P182-191
	Education and culture	●		
	Employment creation and skills development	●	Diverse Talent Recruitment and Skills Cultivation Social Impact Digital Innovation and Inclusion	P143-156 P187, 190 P165-171
	Technology development and access	●	Digital Innovation and Inclusion	P165-171
	Wealth and income creation	●	Ethical Operations and Fair Treatment of Customers ESG Products and Services	P100 P82-86
	Health	●	Talent Retention and Accessible Benefits Occupational Safety and Health Social Impact	P180-181 P161-164 P185, 189
	Social investment	●	Social Impact	P182-191

Comparison Table of the Six Principles of the UN Principles for Responsible Banking (PRB)

Item	Chapter	Page
Principle 1: Alignment We will align our business strategy to be consistent with and contribute to individuals' needs and society's goals, as expressed in the Sustainable Development Goals, the Paris Climate Agreement and relevant national and regional frameworks.	Stakeholder Engagement and Materiality Analysis Sustainable Development Goals and Enterprise Risk Management (ERM) Responsible Banking and Decarbonization Strategies for Investment and Financing	P10-21 P22-33 P38
Principle 2: Impact and Target Setting We will continuously increase our positive impacts while reducing the negative impacts on, and managing the risks to, people and environment resulting from our activities, products and services. To this end, we will set and publish targets where we can have the most significant impacts.	Sustainable Development Goals and Enterprise Risk Management (ERM)	P22-33
Principle 3: Clients and Customers We will work responsibly with our clients and our customers to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations.	Responsible Banking and Decarbonization Strategies for Investment and Financing ESG Products and Services Social Impact	P38-55 P72-86 P182-191
Principle 4: Stakeholders We will proactively and responsibly consult, engage and partner with relevant stakeholders to achieve society's goals.	Stakeholder Engagement and Materiality Analysis Responsible Banking and Decarbonization Strategies for Investment and Financing ESG Products and Services Sustainable Procurement and Supplier Management Social Impact	P10-21 P38-55 P72-86 P139-141 P182-191
Principle 5: Governance and Culture We will implement our commitment to these Principles through effective governance and a culture of responsible banking.	Sustainable Governance Operation Mechanisms Sustainable Development Goals and Enterprise Risk Management (ERM)	P8-9 P22-33
Principle 6: Transparency and Accountability We will periodically review our individual and collective implementation of these Principles and be transparent about and accountable for our positive and negative impacts and our contribution to society's goals.	Sustainable Governance Operation Mechanisms Stakeholder Engagement and Materiality Analysis Sustainable Development Goals and Enterprise Risk Management (ERM)	P8-9 P10-11 P22-33

Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Company

Indicator	Description	Chapter / Description	Page
Financial Industry	Sustainability metrics required to be disclosed in the sustainability reports of companies in the financial and insurance industry, with an opinion issued by a CPA in accordance with the standards published by the Accounting Research and Development Foundation.		
	1. Number of data breaches, percentage involving personal data, and number of customers affected by data breaches.	Information Security and Privacy Protections Ethical Operations and Fair Treatment of Customers CPA Limited Assurance Report - Assurance Summary Table	P89 P94 P205
	2. Number and balance of loans for promoting small business and community development.	ESG Products and Services CPA Limited Assurance Report - Assurance Summary Table	P78-83 P209
	3. Number of participants in financial education provided to vulnerable groups with insufficient access to banking services.	Social Impact CPA Limited Assurance Report - Assurance Summary Table	P187 P209
	4. Products and services designed by each business operation to create environmental or social benefits.	ESG Products and Services CPA Limited Assurance Report - Assurance Summary Table	P72 P213
TWSE Listed Company	The sustainability reports of companies in the financial and insurance industry shall include relevant environmental, social and corporate governance risk assessments and establish relevant performance indicators to manage the identified material topics.	Stakeholder Engagement and Materiality Analysis Sustainable Development Goals and Enterprise Risk Management (ERM)	P10-21 P22-33
	Disclose climate-related information in a dedicated chapter and obtain assurance or verification for Scope 1 and Scope 2 greenhouse gas inventories.	Climate Strategy and Management Green Operations and Net-Zero Actions	P111-124 P125-138

Climate Related Information Of The Financial Holding Company
Implementation Status of Climate-related Information Disclosure

Item

01. Describe the oversight and governance of climate-related risks and opportunities by the Board of Directors and management.

Implementation status

The Board of Directors of First Financial Holding serves as the highest supervisory authority for the First Financial Group's climate risks. Under the Board, the "Sustainable Development Committee" and the "Risk Management Committee" are established to oversee key climate risk strategies, summarized as follows:

- Board of Directors of First Financial Holding: As the highest governing body for the Group's climate change issues, it is responsible for approving, guiding, and ensuring the effective operation of risk policies.
- Currently composed of three Independent Directors, the Sustainable Development Committee meets at least twice a year. Its primary responsibilities include formulating short-, medium-, and long-term ESG targets and action plans related to climate change, as well as reviewing the annual ESG assessment criteria for subsidiaries. Furthermore, the Sustainability Committee Working Group meets quarterly to track and review the progress of climate change and ESG annual targets. The implementation results for the previous year are reported to the Board within four months after the end of the fiscal year. To ensure the achievement of Group-wide objectives, the attainment of climate-related ESG targets is incorporated into the annual business performance evaluations of each subsidiary.
- Risk Management Committee is chaired by the Chairman of First Financial Holding, with the President, Executive Vice Presidents, and the Chairmen and Presidents of all subsidiaries serving as members. In 2025, it completed the submission of climate risk assessment results and the implementation status of mitigation measures, which have been reported to the Board of Directors for acknowledgment.

02. Describe how identified climate risks and opportunities impact the business, strategy, and finances of the enterprise (across the short, medium, and long term).

Implementation status

1. Risk dimension: Identification of the impacts of climate-related transition and physical risks on business, strategy, and finance.

A. Transition risks:
- Short-term: Increased electricity costs or carbon fees/taxes; rising compliance costs due to climate-related rules and regulations government bodies stipulate for the financial sector; and the transition to low-carbon technologies.
- Medium-term: Risks arising from clients failing to carry out low-carbon transitions and shifts in consumer behavior within the market.
- Long-term: Changes in market preferences and reputational risks caused by negative media coverage of investing and financing clients due to climate issues.

B. Physical risks:
- Short/medium-term: Increased frequency of extreme rainfall, droughts, flooding, and slope disasters, or changes in average precipitation patterns.
- Long-term: Rising sea levels caused by persistent high temperatures and long-term changes such as recurring heatwaves.

2. Opportunity dimension: Evaluation of the impacts of identified short-, medium-, and long-term climate opportunities on business, strategy, and finance.
- Short-term:
  - A."Product and services": Developing sustainability-linked loans (SLL), sustainability bonds, sustainability-linked bonds (SLB), and sustainable time deposits; implementing stewardship lending and establishing client engagement mechanisms in accordance with the Equator Principles; guiding client transitions by sharing circular economy concepts or offering preferential interest rate deduction incentives; and providing products and services with low environmental impact, particularly in greenhouse gas emission reduction or climate change adaptation.
  - B."Resource efficiency": Prioritizing equipment with energy-saving and environmental labels (e.g., HVAC, lighting) during the installation or replacement of real-estate for own-use or investment; consulting on enhanced energy-saving measures during annual ISO 50001 energy management audits. Also ensuring new buildings obtain green building labels and building energy efficiency ratings labelling, while continuously improving energy efficiency in existing bank-owned buildings and obtaining green building labels.
- Medium-term: "Market opportunities" - Increasing investments in green bonds, sustainability bonds, and sustainability-linked bonds (SLB) tied to climate performance targets to support the development of green industries. This includes channeling funds into enterprises actively developing forward-looking economic activities; increasing investment and financing in green power and renewable energy sectors; expanding green corporate loan programs for companies with positive environmental impacts; and participating in government or corporate renewable energy production. To continue evaluating investment opportunities in the renewable energy industry to align with environmental sustainability trends.
- Long-term: "Enhance organizational resilience" - Avoiding the selection of high physical risk areas for the establishment of operational sites.

Item

03. Describe the financial impacts of extreme weather events and transition actions.

Implementation status

- The bank subsidiary conducts climate change scenario analysis in accordance with the "Operational Plan for Climate Change Scenario Analysis by Domestic Banks" promulgated by the competent authority. The analysis evaluates financial impacts of climate changes under different time scales, specifically covering both long-term and short-term stress scenarios. The long-term scenarios utilize data from the Network for Greening the Financial System (NGFS), specifically the Net Zero 2050, Delayed Transition, and Fragmented World scenarios, combined with IPCC AR6 scenario data to simulate potential financial impacts under climate risk conditions at the 2030 and 2050 benchmarks. Conversely, the short-term scenarios focus on impact assessments of specific single events within a shorter timeframe, utilizing a different set of scenario parameters. Evaluations show that even under the most severe occurrences within these long/short-term scenarios, the resulting expected losses and subsequent financial impacts remain controllable.
- The insurance subsidiary performs climate change scenario analysis based on the "Climate-related Financial Disclosure Guidelines for the Insurance Industry." Through three sets of climate change scenarios, orderly transition, disorderly transition, and too little, too late, the subsidiary evaluates potential losses under varying climatic conditions.

04. Describe how the processes for identifying, assessing, and managing climate risks are integrated into the overall risk management system.

Implementation status

First Financial Group has integrated emerging risks, including climate change risks, into the risk management policies and guiding principles of First Financial Holding and its subsidiaries. Each subsidiary has completed the revision of its respective risk management policies to regularly review Group-wide limits on specific industries and high-pollution and high-carbon emission sectors. These findings are reported every two months to the financial holding company's Risk Management Committee and the Board of Directors. Specifically, the bank subsidiary has established a "Risk Management Policy" that incorporates climate risk considerations to define a structured climate risk management process, while simultaneously integrating climate change risk factors into the bank's risk appetite. By analyzing the types and characteristics of various climate-related risks, the bank evaluates their impact on individual and macroeconomic activities, as well as their correlation with traditional risk categories to identify potential financial impacts and specific climate-related vulnerabilities. For example, as governments globally impose carbon taxes or fees on high-emission industries, enterprises that fail to successfully undergo a low-carbon transition may experience a deterioration in their financial health. This, in turn, increases the credit risk of investment and financing targets, ultimately leading to potential financial losses for the enterprises.

05. If scenario analysis is used to assess resilience to climate change risks, specify the scenarios, parameters, assumptions, analytical factors, and major financial impacts.

Implementation status

- In accordance with the "Operational Plan for Climate Change Scenario Analysis by Domestic Banks", the bank subsidiary conducts climate scenario analyses across two different time scales, long-term and short-term stress scenarios, to evaluate potential financial impacts.
- Assessing the impairment of collateral value for corporate loan and individual mortgage from domestic flooding. The assessment methodology assumes that collateral categorized as townhouses or located on the first floor (or below) will experience value loss due to flood damage, whereas the value of buildings on the second floor and above remains unaffected. For corporate real estate collateral, a comparison between two scenarios for the 2050s (SSP1-1.9 and SSP5-8.5) shows minimal difference in total value impaired in Eastern Taiwan. However, the difference in value lost between the two scenarios is 4% in Northern Taiwan, 24.8% in Central Taiwan, and 33.5% in Southern Taiwan. For individual mortgage collateral, the 2050s scenario comparisons also show little variance in Eastern Taiwan. However, the difference in value impaired between the two scenarios reaches 8.4% in Northern Taiwan, 11.7% in Central Taiwan, and 34.7% in Southern Taiwan.

Item

06. If a transition plan exists for managing climate-related risks, describe its content and the metrics and targets used to identify and manage physical and transition risks.

Implementation status

To effectively measure and manage climate-related risks, the Group continuously tracks key metrics to monitor climate risk and facilitate an efficient low-carbon transition. The relevant transition plans, metrics, and targets are as follows:

Transition Plan	Metrics and Targets
Commitment to gradually phase out financing for the coal industry	Cease "new project financing for coal-related projects and new corporate lending for companies where coal mining, coal-fired power generation, or coal infrastructure (processing, pipelines, rail transport) accounts for over 30% of revenue". "new project finance related to oil sands, Arctic oil and gas, ultra-deepwater oil and gas, and shale oil and gas projects, as well as corporate lending for companies where upstream extraction, production, or infrastructure (pipelines and terminals) of the aforementioned unconventional oil and gas account for over 15% of revenue". Existing credit limits must be reduced upon maturity to gradually phase out financing for these sectors.
Establishment of "credit Limits for high-pollution/high-carbon emission industries" industries	Set a cap on "credit exposure to high-pollution/high-carbon emission industries as a percentage of the bank's total credit exposure" (14.0%, 13.5%, 13.0%, and 13.0% for 2022–2025, respectively). Compliance is monitored monthly; as of the end of December 2025, the exposure remained below the ceiling.
Designation of "high-pollution/high-carbon emission industries" as subjects for prudent assessment	Under the rule of "Sustainable Lending Policy" high-pollution/high-carbon emission industries are subject to due diligence and prudent assessment. If a client has taken no measures to address climate issues, the bank shall urge the client to improve and undergo transition through lending conditions to mitigate or adapt to climate change risks.
Integration of greenhouse gas emissions and carbon reduction efforts into the credit review process	During the credit extension process, regardless of the industry, inquires and disclosures of the client's publicly available information on greenhouse gas emission for the past three years are required. If emissions increase for two consecutive years, the reasons must be specified, and the client must be consulted regarding their energy-saving plans or carbon reduction targets.
Prudent assessment of client transition risks faced by credit clients	During loan applications, the bank strengthens the assessment of how international carbon reduction or carbon neutrality trends affect borrowers. To facilitate assessing borrowers' transition risks, this includes verifying whether the client is subject to carbon fees under the Climate Change Response Act or belongs to an enterprise or supply chain that has declared carbon neutrality or net-zero emissions.
Monitoring investment ratios in high-carbon emission sectors to avoid indirect environmental harm	Each subsidiary has established investment limits and control mechanisms for high-pollution/high-carbon emission industries. These are tracked and monitored quarterly at the financial holding company's Sustainable Development Committee Working Group meetings to strengthen risk management of climate change risk for investment portfolios.

07. If internal carbon pricing is used as a planning tool, explain the basis for the price determination.

Implementation status

Since 2010, an internal carbon pricing mechanism has been implemented. Each year, electricity saving targets are set for domestic operating units in alignment with overall carbon reduction goals to enhance carbon awareness and recognize carbon costs. Starting from 2021, the progress of these targets has been announced quarterly, with final achievement rates and results published after the fourth quarter. The basis for determining the internal carbon price is calculated as the cost of carbon reduction per metric ton, based on actual reduction measures and total investment (including green power wheeling, green building improvements, rooftop solar installation costs etc.). For 2025, the calculated carbon reduction cost was NT$4,358 per metric ton. Units that fail to meet their electricity saving targets are informed of the excess carbon emission fees they should incur and are provided with feasible carbon reduction actions for improvement. Conversely, personnel in high-performing units that meet their targets are rewarded, and their specific carbon management practices are shared as references for other domestic units. In 2025, cumulative electricity savings from domestic operating units reached approximately 1.037 million kWh compared to the base year (2022), resulting in a reduction of approximately 491.88 metric tons of CO_2e. The potential external carbon costs avoided through these emission reductions amounted to NT$2.143 million.

Item

08. If climate-related targets are set, specify the activities covered, greenhouse gas emission scopes, planning horizons, and annual progress. If carbon offsets or renewable energy certificates (RECs) are used, specify the sources and quantities of carbon credits or RECs.

Implementation status

- **Setting climate target:** In order to meet the national 2050 net zero emission target, the Company's carbon reduction targets has been approved by Science Based Targets Initiative (SBT), our reduction roadmap established for Scope 1 and Scope 2 is in line with the target to control the global temperature rise within 1.5°C and carbon emissions from operating activities is to be reduced by at least 63% by 2035, compared to the 2022 base year.
- **Carbon emission calculation scope:** The Company and all its subsidiaries in the consolidated financial statements have completed the inventory and assurance of scope 1 and 2 emissions in 2025. The carbon inventory standard is based on ISO14064-1, and the total carbon emissions are 17,184.14 metric tons of CO_2e whereas the SGS verification certificate was obtained in April 2026. Among them, the scope 1 emissions are mainly from fuel for company vehicles, generator diesel and gas, and the scope 2 emissions are mainly from electricity consumption.
- **Progress towards 2025 carbon reduction targets:**

  Scope 1 and 2：

  2025 reduction target: A 14.54% reduction compared to 2022, equivalent to a decrease of 3,128.21 metric tons of CO_2e.

  2025 reduction results: An actual reduction of 20.13% compared to 2022, equivalent to a decrease of 4,330.32 metric tons. (A total of 6,789.054 thousand kWh of renewable energy certificates (RECs) were utilized, translating into a carbon reduction of 3,218.01 metric tons of CO_2e.)

09. Greenhouse gas inventory and assurance status, along with reduction targets, strategies, and concrete action plans (to be filled separately in 1-1 and 1-2).

1-1 Greenhouse gas inventory and assurance status for the past two years

1-1-1 Greenhouse gas inventory information

● - **Specify the greenhouse gas emissions (metric tons CO_2e), emission intensity (metric tons CO_2e/ NT$ million), and data coverage for the past two years.**

Emission Source \ Year	2024		2025		Data coverage
	Total Emissions (metric tons CO_2e)	Intensity (metric tons CO_2e / NT$ million)	Total Emissions (metric tons CO_2e)	Intensity (metric tons CO_2e / NT$ million)	
Direct Emission (Scope 1)	2,829.29	0.04	2,600.89	0.03	The Company and its subsidiaries included in the financial statements
Energy Indirect Emission (Scope 2)	15,579.71	0.22	14,583.25	0.19	
Scope 3 Investment and Financing	14,333,285	4.4	13,282,037	3.9	"equity investment", "corporate bonds", "commercial loans", "project finance", "commercial real estate", "mortgages" and "sovereign debt". For detailed information, please refer to the financial disclosure in the Group's TCFD report.

＊1：The emission intensities for Scope 1 and Scope 2 are calculated based on the Company's revenue of NT$ 72,119.475 million for 2024 and NT$77,593.748 million for 2025

＊2：The intensity of Scope 3 Investment and Financing = Total Emissions (metric tons CO_2e) / Total value of Investment and Financing portfolio (NT$ million). For details regarding the data boundaries and calculation methodologies for each asset class, please refer to the Company's Climate-related Financial Disclosures Report.

1-1-2 Greenhouse gas assurance information

● - **Specify the assurance status for the past two years as of the publication date of this annual report, including the assurance scope, assurance institutions, assurance standards, and assurance opinions.**

Of the total greenhouse gas emissions disclosed by the Company, the combined Scope 1 and Scope 2 emissions amounted to 18,409.01 metric tons of CO_2e in 2024 and 17,184.14 metric tons of CO_2e in 2025. The assurance scope covers the Company and its subsidiaries within the consolidated financial statements. Following the completion of the greenhouse gas inventory based on ISO 14064-1 standard, the results were provided to the assurance institution, SGS Taiwan Ltd. (SGS), for verification in accordance with the ISO 14064-3 standard. The resulting assurance opinion attained a reasonable assurance level.

1-2 Greenhouse gas reduction targets, strategies, and concrete action plans

● - Specify the greenhouse gas reduction base year and related data, reduction targets, strategies, concrete action plans, and progress toward achieving the reduction targets.

Reduction targets and achievement status:

In June 2024, the Group received validation from the Science Based Targets initiative (SBTi) for the following carbon reduction targets:

- Scope 1 and 2: Starting from the base year of 2022, greenhouse gas emissions from own operations must be reduced by at least 63% by 2035, and by 38.77% by 2030. The 2025 target required a 14.54% reduction, a decrease of 3,128.21 metric tons, compared to the 2022 base year. In 2025, total Scope 1 and Scope 2 emissions amounted to 17,184.14metric tons of CO_2e, representing a reduction of 4,330.32 metric tons of CO_2e or a 20.13% decrease compared to the 21,514.46 metric tons of CO_2e in the 2022 base year.
- Scope 3 investment and financing activities: As of 2022, the investment and financing portfolio targets cover 17% of the total assets under management. Mandatory activities account for 18%, optional activities account for 49%, and out-of-scope activities account for 33%.

Asset Class	Methodology	Target Language
Electricity generation project finance	SDA (Sectoral de-carbonization approach)	Commit to reducing the carbon emissions of the electricity generation project finance portfolio by 84.0% / MWh by 2035 compared to the 2022 base year.
Commercial loans: commercial real estate	SDA (Sectoral de-carbonization approach)	Commit to reducing GHG emissions per square meter of the commercial real estate investment and financing portfolio by 68.0% by 2035, using 2022 as the base year.
Commercial loans: electricity generation sector	SDA (Sectoral de-carbonization approach)	Commit to reducing the carbon emissions of the electricity generation business loan portfolio by 84.3% / MWh by 2035 compared to the 2022 base year.
Commercial loans: other long-term debt and SME loan	TR (Temperature rating)	• Commercial loans: Align the Scope 1+2 temperature rating of the other long-term debt and SME investment and financing portfolio from 3.17°C in 2022 to 2.70°C by 2028. • Commercial loans: Align the Scope 1+2+3 temperature rating of the other long-term debt and SME investment and financing portfolio from 3.18°C in 2022 to 2.78°C by 2028.
Listed equity & bonds, mutual funds, ETFs, REITs	TR (Temperature rating)	• Align the Scope 1+2 temperature rating of the listed equity and bond investment and financing portfolio from 2.27°C in 2022 to 2.10°C by 2028. • Align the Scope 1+2+3 temperature rating of the listed equity and bond investment and financing portfolio from 2.60°C in 2022 to 2.40°C by 2028.

Strategies and concrete action plans:

- A dedicated "green building label acquisition project" team was established in 2010. As of the end of 2025, 38 existing branch buildings had been renovated and awarded the Green Building Label by the Ministry of the Interior (including 30 Diamond-class, 2 Gold-class, 1 Silver-class, 2 Bronze-class, and 3 Certified-level labels). Additionally, two new buildings obtained Gold-level Green Building Labels. In 2021, the London Branch building received a PASS-level Green Building Label from the Building Research Establishment (BRE) in the UK. By 2025, the total annual carbon reduction from all green buildings reached 3,010 metric tons CO_2e.
- First Financial Holding has progressively established 27 solar-powered branches, achieving a combined annual carbon reduction of 164.55 metric tons CO_2e. In 2025, a total of 6.79 million kWh of green power and renewable energy certificates were purchased. A target has been set for 2026 to produce and utilize 290 MWh of renewable energy, continuously increasing its proportion to implement environmental sustainability policies. "solar power and rainwater harvesting eco-aquaponic green rooftops" were installed at the Wanhua, Huashan, and Changan branch buildings. These systems integrate solar power, rainwater recycling, and aquaponics to create zero-carbon farms, embodying the "three-life" concept of sustainable production, living, and ecology.
- In alignment with the commitments made to the Financial Supervisory Commission Coalition of Movers and Shakers on Sustainable Finance and the Group's SBT near-term carbon reduction targets (validated and published on the SBTi official website), specific strategies and short-, medium-, and long-term action plans for 2026 Scope 3 (Category 15) investment & financing categories have been defined by the Responsible Finance Working Group under the Group's Sustainable Development Committee. Implementation progress is tracked quarterly. For further details, please refer to the relevant sections of the TCFD Report (URL: https://csr.firstholding.com.tw/tc/tcfd_report.html).

Greenhouse Gas Verification Certificate

Opinion TW26/00113GG

SGS

Greenhouse Gas Verification Opinion

The inventory of Greenhouse Gas emissions in year 2025 of

First Financial Holding Co. Ltd.

18F., No. 30, Sec. 1, Chongqing S. Rd., Zhongzheng Dist., Taipei City 100, Taiwan

has been verified in accordance with ISO 14064-3:2019 as meeting the requirements of

ISO 14064-1:2018

Opinion Type: Modified

Direct emissions
2,600.8909 tonnes of CO_2e
Indirect emissions
25,747.9920 tonnes of CO_2e
Direct emissions and indirect emissions
28,348.883 tonnes of CO_2e

Authorized by

Stephen Pao
Business Assurance Director
Date: 21 April 2026
Version 1

TGP56B-15-1 2601
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GHG INVENTORY VERIFICATION ISO 14064-1 SGS

This Opinion is not valid without the full verification scope, objectives, criteria and findings available on the Opinion.

Page 1 of 34

Sustainable Operation Indicators

Consumer Privacy

● – Monetary losses as a result of legal proceedings or regulatory penalties associated with customer privacy

	Legal Proceedings	Regulatory Penalties
Number of cases		1
Description of incident and corrective measures		An employee failed to use and retain customer data in accordance with internal regulations, and the Financial Supervisory Commission determined that this constituted a violation of the Personal Data Protection Act. The Company has strengthened employee education and training, internal control procedures, and workplace management.
Total amount of monetary losses		NT$600 thousand

Data Security

● – Credit Card Fraud

Transaction Type	Number of Fraud Cases	Amount of Losses
Card-not-present*	0 cases	NT$0 thousand
Card-present*	94 cases	NT$1,805 thousand

*：Card-not-present includes fraudulent online transactions.
Card-present includes lost or stolen cards, counterfeit cards, and fraudulent applications.

Selling Practices

● – Metrics for Personal Loan and Credit Card Products – by Credit Risk Profile

Product Type	Personal Loans			Credit Cards		
	Low-risk credit rating customers	High-risk credit rating customers	Overall customers	Low-risk credit rating customers	High-risk credit rating customers	Overall customers
Approval rate (%)	65	1	61	75	17	67
Interest rate (%)	2.31	2.63	2.31	6.80	12.56	7.51
Average age of accounts (years)	7.08	8.55	7.08	6.99	6.9	6.98
Average number of accounts/ cards held (accounts/cards)	1.05	1.01	1.05	1.88	1.79	1.87

*：First Bank does not provide pre-paid card products.
First Bank did not charge any add-on product fees resulting from credit risk.
Personal loan risk classification: low risk refers to application ratings of 1-9; high risk refers to application ratings of 10-13.
Credit card risk classification: low risk refers to credit card application ratings of 1-8; high risk refers to credit card application ratings of 9-13.

● – Customer complaints filed with regulatory authorities

	Customer complaints filed with regulatory authorities (cases)	Percentage with successful mediation (%)	Percentage with unsuccessful mediation (%)	Percentage entering review proceedings (%)
2025	371	0	0	4.75

– Monetary losses as a result of legal proceedings or regulatory penalties associated with selling and servicing of products

	Legal Proceedings	Regulatory Penalties
Number of cases		3
Description of incident and corrective measures		The Company was penalized for deficiencies including the lack of dedicated KYC items and questions for elderly customers, insufficient disclosure of methods for charging fees in foreign securities transactions, and deficiencies identified in the inspection of information security operations for external service systems and general business operations. All deficiencies have been remediated, and the Company has strengthened employee education and training as well as internal control procedures.
Total amount of monetary losses		NT$3 million

– Industry Exposure

No.	Industry	Percentage of Credit Balance (%)	No.	Industry	Percentage of Credit Balance (%)
1	Real Estate - Non-urban Renewal / Unsafe and Old Buildings (including overseas)	9.33	6	Petrochemical Industry	4.02
2	Wholesale and Retail Trade	9.82	7	Machinery and Tools Industry	3.87
3	Financial and Insurance Activities	5.38	8	Construction Industry	3.11
4	Metals Industry	5.27	9	Transportation and Storage	2.73
5	Electronic Information Industry	5.35	10	Service Industry	2.16
Total			51.04		

Activity Metrics

– Number and amount of deposits and loans by personal, small business, and corporate accounts

As of December 31, 2025

Item	Personal	Small Business	Corporate
Number of loan accounts	66,069	24,573	7,377
Total loan balance (Unit: NT$ thousand)	42,168,498	284,506,474	463,568,901
Number of deposit accounts	6,745,030	59,766	
Total deposit balance (Unit: NT$ thousand)	2,097,532,205	197,591,627	

*1：Excludes customers of overseas branches and subsidiaries.
*2：The number of loan accounts and deposit accounts for the year is calculated based on unique customers.
*3：Total loan balance excludes housing loans, revolving loans, and personal delinquent collection accounts.
*4：Small businesses are defined by the Company as micro and small enterprises that meet any one of the following criteria: established for less than five years, employing no more than 20 employees, having paid-in capital of NT$5 million or less, or annual revenue of NT$10 million or less.

SASB Sustainability Disclosure Topics and Accounting Metrics Content Index

SASB Metrics

Disclosure Topic	Metric Code	Accounting Metric	Chapter / Explanation	Page
Customer Privacy	FN-CF-220a.1	Number of account holders whose information is used for secondary purposes	Information Security and Privacy Protections Sustainable Operation Indicators	P94
	FN-CF-220a.2	Total amount of monetary losses as a result of legal proceedings associated with customer privacy		
Data Security	FN-CF-230a.1 FN-CB-230a.1	(1) Number of data breaches, (2) percentage that are personal data breaches, and (3) number of account holders affected		

Disclosure Topic	Metric Code	Accounting Metric	Chapter / Explanation	Page
Data Security	FN-CF-230a.2	Card-related fraud losses from (1) card-not-present fraud and (2) card-present and other fraud	Sustainable Operation Indicators	P231
	FN-CB-230a.2 FN-CF-230a.3	Description of approach to identifying and addressing data security risks	Information Security and Privacy Protections	P87-94
Financial Inclusion & Capacity Building	FN-CB-240a.1	(1) Number and (2) amount of loans outstanding that qualify for programs designed to promote small business and community development	ESG Products and Services	P78 P82-83
	FN-CB-240a.4	Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	Social Impact	P187
Selling Practices	FN-CF-270a.1	Percentage of total remuneration for covered employees that is variable and linked to the amount of products and services sold	Talent Retention and Accessible Benefits	P172
	FN-CF-270a.2	Approval rate for (1) credit and (2) pre-paid products for applicants with FICO scores above and below 660	Sustainable Operation Indicators	P231
	FN-CF-270a.3	For customers with FICO scores above and below 660: (1) average fee from add-on products, (2) average APR, (3) average age of accounts, (4) average number of trade lines, and (5) average annual fees for pre-paid products		
	FN-CF-270a.4	(1) Number of customer complaints filed, (2) percentage with monetary or non-monetary relief, (3) percentage unresolved, and (4) percentage entering review proceedings	Ethical Operations and Fair Treatment of Customers Sustainable Operation Indicators	P99-100 P231-232
	FN-CF-270a.5	Total amount of monetary losses as a result of legal proceedings associated with selling and servicing of products		
Incorporation of Environmental, Social, and Governance Factors in Credit Analysis	FN-CB-410a.2	Description of approach to incorporation of environmental, social, and governance (ESG) factors in credit analysis	Responsible Banking and Decarbonization Strategies for Investment and Financing	P42
Business Ethics	FN-CB-510a.1	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations	Ethical Operations and Fair Treatment of Customers	P96
	FN-CB-510a.2	Description of whistleblower policies and procedures		P97
Systemic Risk Management	FN-CB-550a.1	Global Systemically Important Bank (G-SIB) score, by category	First Bank is not a G-SIB; therefore, this metric is not applicable.	
	FN-CB-550a.2	Description of approach to integrate results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities	Relevant capital adequacy management is disclosed in the 2025 Financial Statements, P158-159.	
Activity Metrics	FN-CB-000.A	(1) Number and (2) amount of deposits by account type for (a) personal and (b) small business accounts	Sustainable Operation Indicators	P232
	FN-CB-000.B	(1) Number and (2) amount of loans by segment: (a) personal, (b) small business, and (c) corporate		
	FN-CF-000.A	Number of unique consumers with an active (1) credit card account and (2) pre-paid debit card account	ESG Products and Services	P79
	FN-CF-000.B	Number of (1) credit card accounts and (2) pre-paid debit card accounts		

First Financial Holding

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This report uses eco-friendly paper that does not contain heavy metals and environmentally friendly inks that improve the earth's ecological environment.

Publish Date: 2026.8
Printed in Taiwan 2026