

Union Bank of Taiwan Inclusive Finance Statement

Approved on November 11, 2024, by the 12th Board of Directors at the 4th meeting

In response to the United Nations Sustainable Development Goals (SDGs) and the Inclusive Finance Initiative, and in compliance with the World Bank's Inclusive Finance Development Strategy, the United Nations' Principles for Investors in Inclusive Finance (PIIF), and the policies of the Financial Supervisory Commission, Union Bank of Taiwan (hereinafter referred to as "the Bank") is dedicated to promoting inclusive finance. This commitment aims to reduce wealth inequality, enhance social equity, and achieve inclusive growth. To this end, the Bank declares its adherence to the following principles for promoting financial products and services:

1. Providing innovative financial products and services tailored to underserved populations. This includes designing services based on feedback, needs, market research findings, and preferences of target groups such as micro-enterprises, economically disadvantaged individuals, the elderly, the physically and mentally challenged, youth, and disaster-affected households.
2. Addressing the specific needs of vulnerable groups by offering suitable financial products and services. Examples include specialized loan programs, friendly financial services through physical and digital channels, and convenient digital products and services.
3. Delivering non-financial support such as financial literacy education, consultancy services, and community activities to strengthen the financial knowledge of vulnerable groups, enabling better financial planning and improving their quality of life.
4. Establishing control mechanisms to prevent excessive debt among target groups.
5. Providing diverse and convenient communication channels to promptly and effectively handle customer complaints and feedback.
6. Regularly conducting employee training and advocacy to prevent improper sales practices and ensure fair treatment of customers.
7. Collaborating with third parties to jointly advance inclusive finance initiatives.
8. The Corporate Sustainability Committee under the Board of Directors oversees the implementation of financial inclusion.