



2025

SUSTAINABILITY REPORT

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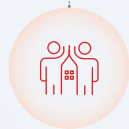
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About This Report

➞ Basis for this Report

This report is prepared in accordance with the GRI Standards 2021 published by the Global Reporting Initiative (GRI) in 2021 as the primary framework for comprehensive disclosure. It also adheres to the “Principles for Sustainable Insurance (PSI)” and the “Sustainability Accounting Standards Board (SASB) Standards” to disclose relevant sustainability practices.

➞ Reporting Period

The data and content disclosed in this report mainly cover the period from January 1 to December 31, 2024. Some performance data may reference historical information from before 2023 or the most recent data available up to 2025.

➞ Boundaries and Scope of the Report

The scope of the information disclosed in this report covers the physical operating activities of TransGlobe Life Insurance Inc. (hereinafter referred to as “TransGlobe Life,” “we,” “TGL,” or “the Company”), including its headquarters, branches, service centers, and offices. The scope of data is aligned with the Company's financial reporting period (January 1 to December 31, 2024).

➞ Basis of Data Compilation

The information and statistical data in this report are primarily based on internal statistics and surveys. Financial figures presented in the Business Performance section are sourced from the audited financial statements by CPA. All financial data are expressed in New Taiwan Dollar (NTD). The data collection, measurement, and calculation methods comply primarily with regulatory requirements. In the absence of applicable laws or regulations, international standards are followed; if no international standards apply, industry standards or common practices are referenced.

The previous version of this report was published in June 2024. The data adjustments will be explained in the relevant sections.

➞ Assurance Statement

TransGlobe Life commissioned PricewaterhouseCoopers Taiwan (PwC) to provide limited assurance on selected disclosures within this report, which was prepared in accordance with the GRI Standards. The assurance engagement was conducted in accordance with TWSAE3000-“Assurance Engagements Other Than Audits or Reviews of Historical Financial Information” of the Accounting Research and Development Foundation of the ROC. The information included in this report was reviewed and provided by senior managers from the respective departments through the Company's internal management processes, and the final report was reviewed and approved by the Chairperson of the Board prior to publication. The scope of PwC's limited assurance covers data for the year 2024 only. Information dated December 31, 2023 or earlier is not within the scope of assurance. The assurance statement is provided in the Appendices of this report.

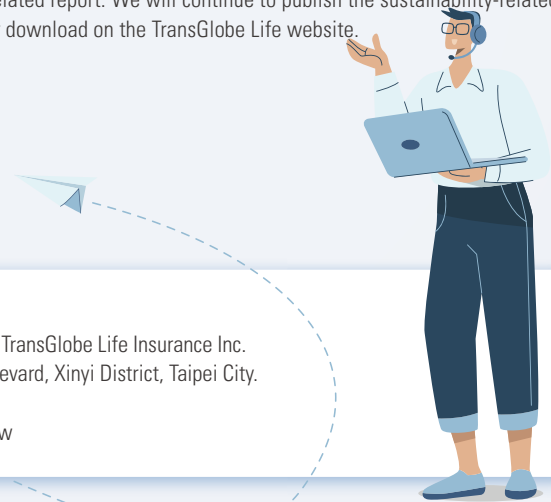
➞ Publication

This report is our seventh sustainability-related report. We will continue to publish the sustainability-related report each year. Reports are available for download on the TransGlobe Life website.

Current version issued: June 2025

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Message from the Chairperson of the Board

In 2024, the financial and insurance sectors continued to face numerous challenges, including global population aging and declining birthrates, intensified climate change risks, and domestic and international political and economic turmoil. In this era of both environmental change and economic disruption, sustainable development has become a crucial issue in corporate management. TransGlobe Life ("TGL") remains deeply committed to sustainability and steady progress. Serving as the convener of the Sustainability Development Committee in person, I lead the team with three main axes of Sustainable Development Strategy: Low-Carbon Operations ("TG Green"), Social Empowerment ("TG Social Empowerment"), and Responsible Investment ("TG Responsible Investment"), which guide our implementation of the sustainable development blueprint and drive our progress on the ESG journey. We actively align with global net-zero emission trends. In 2024, we submitted our "Commitment Letter to the Science-Based Targets initiative ('SBTi') and continue to advance the UN SDGs. Currently, our sustainability initiatives encompass all 17 SDGs, fully embracing Corporate Social Responsibility ("CSR") to create shared value with the world.

2024 marked a fruitful year for TGL, with total assets reaching NT\$1.5287 trillion by year-end. Adhering to principles of sustainable operations, we have delivered on our long-term commitments to policyholders through green finance, CSR, and enhanced corporate governance. Key accomplishments include:

- Continuously strengthening our financial structure in preparation for compliance with IFRS 17 and ICS 2.0 by 2026;
- Enhancing capital efficiency while expanding investments in and supporting low-carbon industries;
- Driving AI-powered digital transformation to improve service performance and optimizing product offerings to strengthen customer protection.

In 2024, we received 17 professional awards, affirming TGL's dedication to sustainable operations and our aspiration to serve as a model of excellence in Taiwan's insurance industry.

Implementing Low-Carbon Operations

TGL is actively supporting Taiwan 2050 Net-Zero Goal. We plan to submit our science-based targets to the SBTi in 2025 to accelerate the implementation of low-carbon operations and align our investment strategies with these targets. In practice, we conduct annual GHG inventories in accordance with the "ISO 14064-1," verified by an independent third party. We also maintain certification under the "ISO 50001 Energy Management System (EnMS)," ensuring systematic management of energy use and carbon emissions. Our upcoming "TGL Corporate Headquarters Building," currently under construction, is expected to apply for the EEWB Gold Certification upon completion in 2026, and will also seek LEED and WELL certifications. Beyond infrastructure, we are rapidly advancing digital services such as digital insurance enrollment, mobile claims, and Intelligent Customer Service, working alongside policyholders to create a low-carbon environment and deepen the development of digital finance.

Building a Socially Empowered Society

Guided by the principle of "treating customers as we would expect to be treated ourselves," we are committed to fair customer treatment and inclusive, accessible services. Through our dedication to financial inclusion, we have launched a variety of insurance products that align with social care principles and offer diverse, timely, and barrier-free service channels.

In addition to serving our policyholders, we also foster a harmonious and inclusive workplace. Our Human Rights Policy ensures workplace rights and provides a friendly work environment and diverse learning opportunities. In 2024, 56% of managerial positions at TGL were held by women, reflecting our commitment to gender equality and workplace equity. Meanwhile, we offer a broad range of ESG-related training to strengthen sustainability competencies among our board members, senior management, investment professionals, and employees. In terms of social welfare, we continue to implement the Sustainable Development Goals (SDGs) through three key public welfare pillars—"Sports Development," "Education and Youth Development," and "Public Welfare Initiatives"—fulfilling our commitment to a socially empowered society from the inside out.

Advancing Responsible Investment

TGL integrates responsible investment into its core business strategy. We continue to publish our "Stewardship Report," demonstrating our commitment to prudent capital management. In alignment with the government's "Green Finance Action Plan 3.0," we have cumulatively invested NT\$25.65 billion in green finance related investments as of the end of 2024. We also actively exercise our influence as investors by engaging with investee companies, monitoring their ESG performance, and conducting carbon footprint verification (CFV) of our investment portfolios to evaluate science-based targets and corresponding strategies. This not only encourages investee companies to address sustainability issues, but also contributes to the healthy development of industries, the economy, and society as a whole.

Insurance stems from responsibility—it is a concrete action to protect the ones we love. ESG likewise originates from responsibility—it is the practice of protecting people, society, and our planet. Looking ahead, we will continue to amplify our influence as a financial institution under our brand philosophy: "Rooted in love, empowered by duty." We integrate five core elements—"Finance," "Technology," "Service," "Innovation," and "Sustainability" as we progress toward "Future Branding." Our goal is to become a benchmark leadership brand in the financial services industry and a sustainable enterprise that puts people first and is mutually beneficial.

Chairman

Diana Lin



2024 Sustainability Highlights

Sustainability Governance

- Honored with the Gold Award (Category 1) in “Sustainability Reporting – Financial and Insurance Industry” at the 2024 TCSA Taiwan Corporate Sustainability Awards.
- Total assets reached approximately **NT\$1.5287** trillion, reflecting a strong focus on capital adequacy.
- The Board of Directors and all functional committees achieved attendance rates exceeding **97%**.
- In alignment with the TCFD/TNFD disclosure frameworks, TransGlobe Life continues to disclose progress on climate- and nature-related financial impacts in the annual report.
- All newly hired full-time office staff completed training on “Core Values, Practice Principles, and Code of Conduct.” Anti-corruption policies were also communicated to all **221** suppliers.
- In 2024, among general procurement transactions, suppliers meeting the criteria outlined in the Company’s “Supplier Management Operational Guidelines,” with transaction amounts reaching NT\$500,000, as well as annually evaluated suppliers, signed the “Supplier Social Responsibility Commitment,” excluding those who had independently disclosed their social responsibility policies. A total of **85** suppliers signed the commitment, achieving a **100%** signing rate.
- No incidents of corruption or fraud occurred in 2024.
- In 2024, in accordance with the “Regulations Governing Implementation of Internal Control and Auditing System of Insurance Enterprises,” TransGlobe Life conducted **33** legal compliance training sessions, reaching a cumulative total of **137,120** participants.
- In 2024, TransGlobe Life revised its “Internal Audit Policy,” which was approved by the Audit Committee and the Board of Directors. The revision incorporated the management of sustainability information into regular audits and disclosures in internal audit reports.



Customer Care

- Continued to maintain ISO 27001 Information Security Management System certification. Zero severe cyber security incident and personal data breaches in 2024 .
 - Successfully completed company-wide BS 10012 Personal Information Management System certification.
 - Provided financial education to underserved groups through the “Friendly Finance Knowledge Promotion” website, which recorded participation from **1,727,963** users.
 - Intelligent Insurance Butler – Customer Digital Service achieved a satisfaction score of **92** in the 2024 survey. The number of active members grew by 24.3% compared to 2023.
 - Through the “Digital Accessibility Care Mechanism,” TransGlobe Life proactively contacted policyholders whose accounts were locked and had not yet been unlocked. In 2024, a total of **1,433** digitally underserved or elderly policyholders were contacted and assisted with unlocking their accounts online.
-
- Since its launch in 2021, the Intelligent Customer Service “E-Chan” has provided services for a cumulative **1,213,017** sessions and answered **2,395,593** inquiries as of the end of 2024.
 - The e-policy adoption rate increased from 2% in 2022 (when it was first launched) to **12.85%** in 2024.
 - There were no violations of regulations related to insurance product solicitation in 2024, ensuring that customers clearly understood product information during the sales process.
 - The “Grievance Committee” upheld principles of fair complaint handling and convened **50** meetings in 2024, reviewing a total of **406** cases.
 - In 2024, a “Fraud Prevention Portal” was established on the official website, featuring scam prevention education, response measures, educational videos, fraud prevention comics, and related links to enhance financial fraud awareness.



Employee Care

- Recognized for **five** consecutive years with the “Badge of Accredited Healthy Workplace” by the Health Promotion Administration, Ministry of Health and Welfare.
- No incidents of sexual harassment or discrimination occurred in 2024.
- Approximately **99.8%** of employees are on non-fixed term contracts, ensuring stable employment.
- Actively promotes diversity and equality, safeguarding women’s rights in the workplace. As of 2024, **56%** of managerial positions are held by women.
- On average, TransGlobe Life’s office staff received **35.876** hours of training, while agents received an average of **134.46** hours of training.
- To support work-life balance, **35** employees took parental leave in 2024, with a return-to-work rate of **87.5%**.
- In 2024, TransGlobe Life conducted risk identification across nine human rights issues following its human rights risk assessment process. All identified risks were assessed as low or moderate.

Social Empowerment

- Received the Gold Award in the 2024 TSAA Taiwan Sustainability Action Awards for SDG15 – “Virtuous Cycles as Sustainable Solutions.”
- Received dual recognition in the 2024 Sports Administration Awards (Ministry of Education): “Sponsorship Gold Award” and “Long-Term Sponsorship Award.”
- Earned the 2024 “Sports Enterprise Certification” from the Sports Administration, Ministry of Education.
- Partnered with the TSG Hawks Baseball Team to host a corporate theme day at the Taipei Dome, setting up a fraud prevention booth to raise public awareness of financial fraud.
- Sponsored the “WBSC Premier12 2024,” celebrating Taiwan’s achievement as world champion.
- Organized **two** major forum events in 2024: the inspirational talk “Fortunate to Have You – Chieh-Hsien Chen” and the “Cross-Disciplinary Innovation & Resilient Power” Women’s Influence Forum, with a total of **550** participants.
- In line with its three major CSR pillars—Sports Development, Education and Youth Development, and Public Welfare Initiatives—TransGlobe Life invested a total of **NT\$29,159,916** in related activities in 2024, reaching approximately **969,481** participants.
- Donated and sponsored a total of **NT\$11,827,328** to nonprofit organizations (in 2024).

Environmental Sustainability

- Completed ISO 14064-1 greenhouse gas inventories across all Company operating sites in 2024, with third-party verification by BSI, resulting in the issuance of a verification statement.
- A total of **84** "Contractor Safety and Health Commitment" forms were signed in 2024, including 42 from real estate-related contractors and 42 from general procurement contractors.
- Green procurement reached NT\$20,548,296 in 2024, accounting for **68.06%** of total procurement.
- Total waste generated in 2024 decreased by **5.2%** compared to the previous year.

Responsible Investment

- As of the end of 2024, TransGlobe Life held **two** green building real estate investments—both completed and certified as green buildings.
- As of the end of 2024, **three** real estate investment projects were equipped with solar power systems, with a total installed capacity of **804.89 kW**.
- Continued to publish the "Responsible Investment & Stewardship Report" on the company website in 2024 to strengthen communication with stakeholders.
- Achieved a **99.36%** attendance rate at shareholders' meetings of invested companies in 2024.
- In line with the government's Green Finance Action Plan, investments aligned with relevant credit and investment measures reached a cumulative **NT\$25.65 billion** as of the end of 2024.
- Continued carbon footprint verification (CFV) of investment and financing portfolios in 2024 and conducted SBTi target evaluations. In 2024, submitted the SBTi Commitment Letter and pledged to submit science-based targets for SBTi review within two years, signaling a more aggressive carbon reduction strategy.

Awards and Recognition

Year 2024



Named by RMIM as the winner of four honors in the 2024 Insurance Quality Awards: "Best Sales Representatives," "Best Claims Service," "Highest Brand Awareness," and "Most Recommended."



Won two grand awards in the 2024 Faith, Hope & Love Insurance Awards: "Best Product Innovation – Life Insurance" and "Best Agency Office – Life Insurance (Jun Yi Agency Office)."



Honored as an Outstanding Institution in the 2024 "Golden Security Award" by the Joint Credit Information Center.



Commended by Taipei City for excellence in green procurement among private enterprises and organizations.



The new TGL headquarters construction project was recognized with an Honorable Mention in the "2024 Green Beautification of Construction Site Fencing" evaluation by Taipei City.



Received dual honors in the 2024 National Brand Yushan Awards: "Most Popular Brand" and "Best Product."



Received the Gold Award in the 2024 TSAA Taiwan Sustainability Action Awards for SDG15 – "Virtuous Cycles as Sustainable Solutions."



Honored with the Gold Award (Category 1) in "Sustainability Reporting – Financial and Insurance Industry" at the 2024 TCSA Taiwan Corporate Sustainability Awards.



Received dual recognition in the 2024 Sports Administration Awards (Ministry of Education): "Sponsorship Gold Award" and "Long-Term Sponsorship Award."



Recognized with the "Excellence in Privacy and Personal Data Management Award" at the SGS 2024 IT Awards.



Received the "Outstanding Product Innovation Award" in the 2024 Excellence in Insurance Evaluation.

Sustainability Management and Stakeholder Engagement

Sustainable development is a development model that meets the needs of contemporary economic development without compromising the well-being of future generations. At TransGlobe Life, we aim not only for excellent financial performance but also to consider the environmental and social impacts of our operations, as well as stakeholder expectations. We are committed to achieving mutual benefits among economic prosperity, social development, and environmental sustainability, thereby fulfilling our goal of Corporate Sustainability (CS).

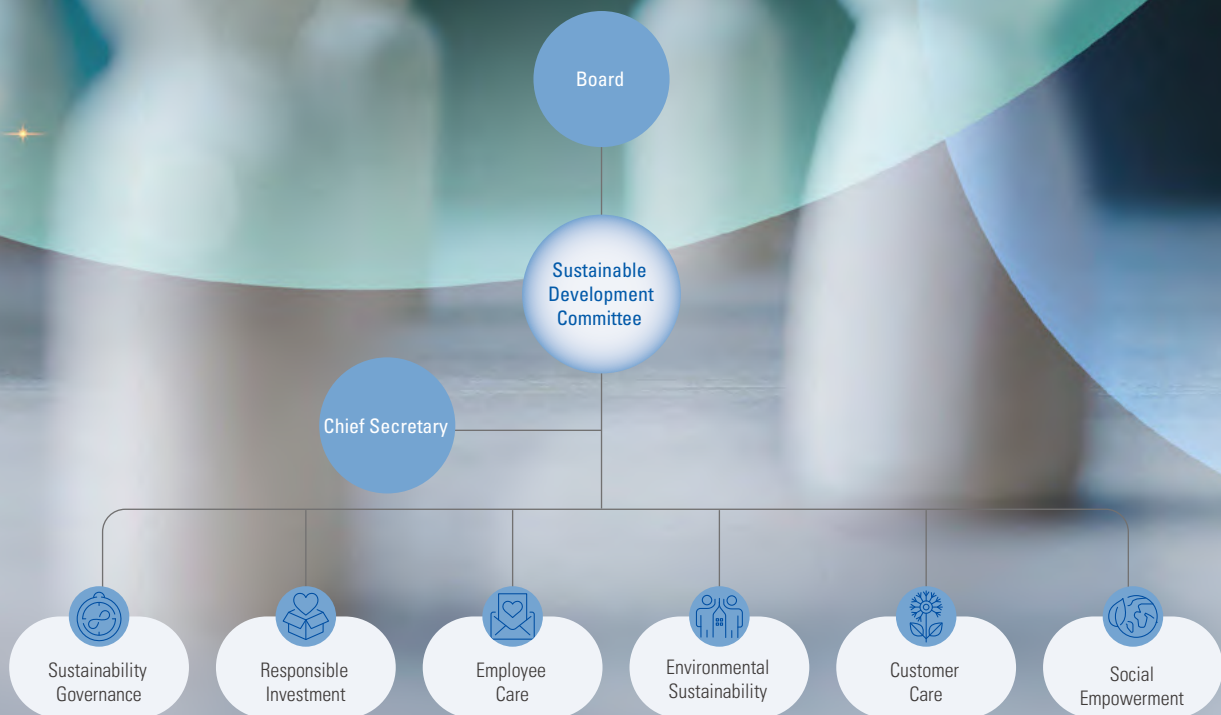
In 2013, we established our "Corporate Governance Best Practice Principles" to implement sustainable governance. In 2019, we voluntarily published our first "Corporate Social Responsibility Report" to engage with stakeholders. In 2021, the report was renamed the "Sustainability Report" (or "ESG Report"), with an enhanced focus on disclosing our green finance performance.

This year, we are publishing our seventh report, continuing to disclose our sustainability performance across environmental, social, and governance issues. Through a more structured and systematic approach, we aim to communicate TransGlobe Life's sustainable business commitments and practices with the public.

1 Responsible Authorities and Process for Sustainability Governance

To align with international standards and implement corporate sustainability concretely, TransGlobe Life established the “Sustainable Development Committee” under the Board of Directors at the end of 2021. The committee oversees six working groups: “Sustainability Governance,” “Responsible Investment,” “Employee Care,” “Environmental Sustainability,” “Customer Care,” and “Social Empowerment.” Each group is led by a senior executive, working collaboratively to integrate sustainability into our core business practices. Together, we focus on digital financial innovation, social welfare, responsible investment, and low-carbon operations to construct TransGlobe Life’s sustainability blueprint systematically.

≡ Organizational Chart of the Sustainable Development Committee



In addition to formulating the Company’s sustainability strategies and directions, the Sustainable Development Committee convenes at least twice a year to assess and manage the Company’s internal and external economic, environmental, and social impacts. The committee also tracks and evaluates sustainability goals and performance, maintains active communication with stakeholders, and ensures that management approaches to sustainability issues are responsive and adaptive.



TransGlobe Life Sustainability Milestones

- ~ Board of Directors approved the "Corporate Governance Best Practice Principles."



- ~ Obtained "ISO 27001 certification" to align with international information security standards and protect consumer data.

- ~ Established the "CSR Report Task Force" to oversee the preparation and publication of the report.
- ~ Voluntarily published the first "CSR Report" and launched a "CSR section" on our official website.
- ~ Established the "TCF Promotion Committee" to uphold fairness and customer-first principles.
- ~ Recognized as an outstanding insurance company in FSC's "Fair Customer Treatment Evaluation."
- ~ Received the Ministry of Labor's "Special Award for Occupational Health" at the "National OSH Awards."

2013

2016

2017

2018

2019

- ~ Established the Corporate Social Responsibility Section under the Brand and Public Relations Department (formerly Brand Planning Department) to promote three main axes of CSR.

- ~ Signed the "Stewardship Principles for Institutional Investors" and published the "Stewardship Policy."
- ~ Obtained BSI certification for "BS 10012:2009 (Personal Information Management System, PIMS), confirming international recognition of our information security and personal data protection practices.
- ~ Joined the "A-SDGs" to implement sustainable development.
- ~ Received the "Best Corporate Social Responsibility Award" from the Insurance Excellence Awards.

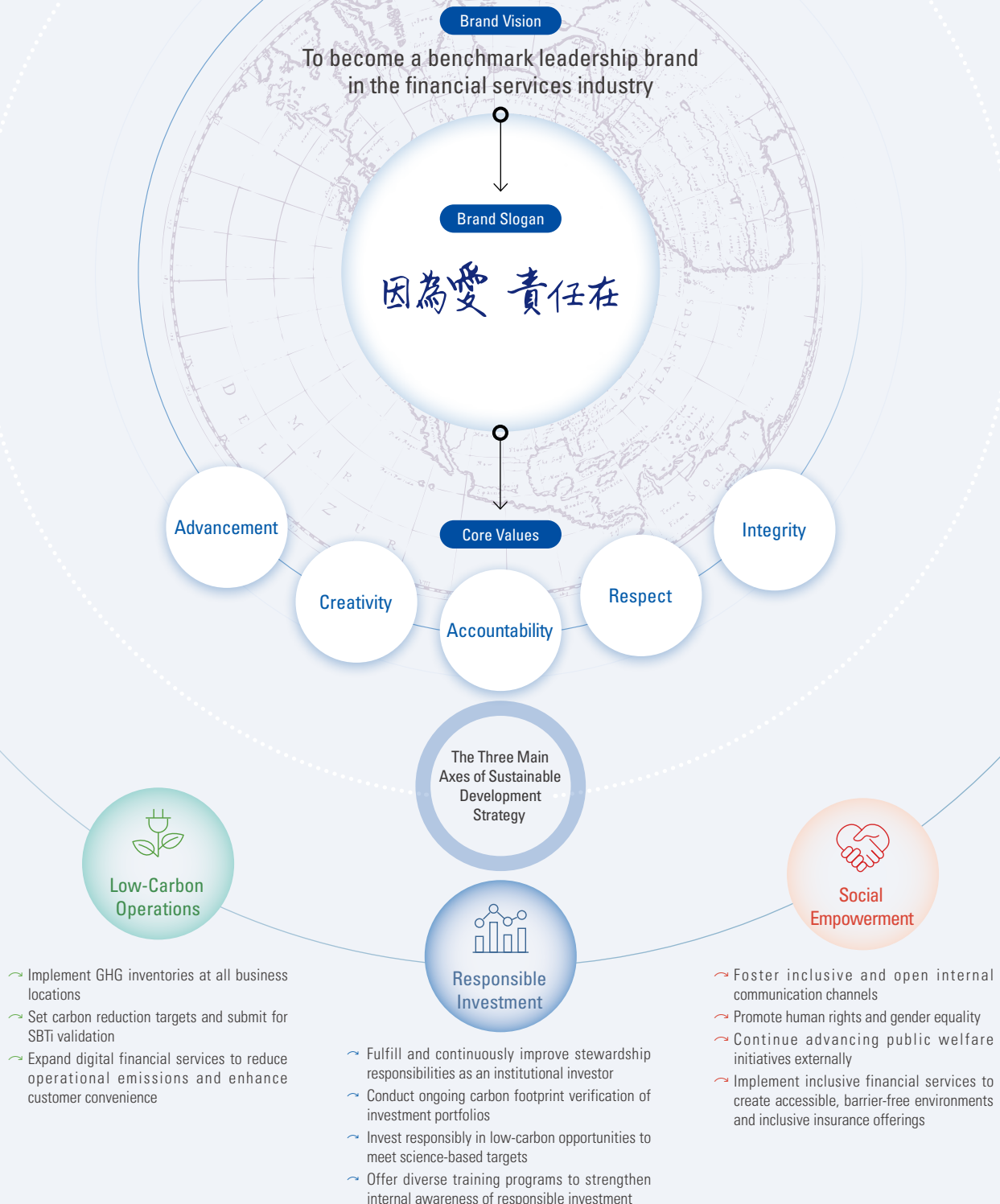




2 Main Axes of Sustainable Development Strategy, Short-Term and Mid-to-Long-Term Goals

To align with global sustainability trends and actively respond to stakeholder expectations, the Sustainable Development Committee formulates TransGlobe Life's three main axes of sustainable development strategy and corresponding short-term and mid-to-long-term goals. These axes and goals are reported to the Board annually, with regular updates and performance reviews. Our annual actions are disclosed to implement corporate sustainability effectively.

Axes of Sustainable Development Strategy



Goals for the Three Main Axes of Sustainable Development Strategy

We have identified key issues under each of the three main axes of sustainable development strategy, covering the entire company, and have established corresponding short-term and mid-to-long-term goals.

≡ The Three Main Axes of the Sustainable Development Strategy – Short-Term and Mid-to-Long-Term Goals

Main Axes of the Sustainable Development Strategy	Key Issue	Action Plan		2025 Goal	Mid-to-Long-Term Goal (2026–2028)
		Objective	KPIs and Benefits		
 Low-Carbon Operations	Digital Financial Services	Increase Usage of Digital Financial Services	Reduce use of in-person services	Reduced to 25.5%	Reduced to 24.5%
			Increase the effective Customer Digital Service registration rate	Increase to 18.8%	Increase to 21.2 %
			Increase usage of digital insurance applications (mobile + remote)	Agency Channel: Increase to 92% Financial Institutions Channel: Increase to 10% Brokerage Channel: Increase to 65%	Continue optimizing the usage of digital insurance applications
			Increase the proportion of digital policy service requests	Increase to 21%	Increase to 23 %
			Increase e-policy issuance rate	Agency Channel: Increase to 26% Financial Institutions Channel: Increase to 10% Brokerage Channel: Increase to 25%	Continue optimizing e-policy issuance
		Increase/Develop Digital Service Methods	Complete the establishment of Mobile Policy Owner Service	Complete the establishment of Mobile Policy Owner Service for the brokerage channel by Q2 2025	Continue optimizing Mobile Policy Owner Service annually
			Increase digital claims service adoption	Increase to 17%	Increase to 24% by 2028
		Reduce Paper Usage	Paperless carbon reduction value ¹	Decrease CO ₂ emission by 17.6 tons	Continue promoting carbon reduction
			Increase the rate of electronic notifications	Increase to 30%	Increase to 32.4%
			Increase the rate of electronic notifications for new policies	Agency Channel: Increase to 50% Financial Institutions Channel: Increase to 20% Brokerage Channel: Increase to 38%	Continue optimizing the rate of electronic notifications
	Low-Carbon Operations	Set Science-Based Targets	Set Greenhouse Gas Emissions Reduction Targets	Reduce company-wide electricity consumption by 4.2% (compared to the 2023 baseline)	Reduce electricity consumption by 4.2% annually compared to the baseline
				Reduce total Scope 1 and 2 emissions by 4.2% (compared to the 2023 baseline)	Reduce Scope 1 and 2 greenhouse gas emissions by 4.2% annually compared to the baseline
			Establish Science-Based Targets (SBTi)	Complete setting of Scope 1, 2, and 3 Science-Based targets and submit to SBTi for review by 2025	Based on SBTi-approved targets, implement and review related carbon reduction strategies dynamically; adopt appropriate strategies for carbon-intensive industries within the investment portfolio to achieve the goal of reducing carbon emissions in investment and financing.
		Obtain Green Building Certification/Label and Intelligent Building Candidate/Official Labels	Apply for Green Building Certification/Label and Intelligent Building Labels for new construction (TransGlobe Life HQ Building)	Apply in 2025 for Green Building Candidate Certification	Apply for Official Green Building Label after project completion in 2026
 Responsible Investment	Stewardship	Establish Responsible Investment Policies	Establish low-carbon investment themes	Increase total low-carbon investments (including green bonds and renewable energy) to exceed NT\$25 billion: 1. Increase green bonds to NT\$13 billion 2. Increase committed investment amount in renewable energy (direct/indirect) to NT\$12 billion	
	Investment Fund management	Enhance internal awareness of responsible investment	Conduct ESG training to improve analysts' knowledge and skills, enabling them to integrate ESG into the investment process, further enhance the investment team's understanding of ESG, and apply it in practical operations	90% of analysts/managers to receive ESG training; average training hours to exceed 3 hours per person	
		Strengthen ESG capabilities of Board members	Conduct ESG-related training for directors of the board	Minimum of 3 hours of ESG-related training annually for directors and senior executives	
		Establish Engagement Mechanism	Participate in shareholder meetings of invested companies and exercise voting rights	87% attendance rate at shareholder meetings of investee companies	increase attendance rate by 1% annually



Main Axes of the Sustainable Development Strategy	Key Issue	Action Plan		2025 Goal	Mid-to-Long-Term Goal (2026–2028)
		Objective	KPIs and Benefits		
 Social Empowerment	Inclusive Financial Services	Increase inclusive financial services	Ensure customer satisfaction reaches a certain level or above	Maintain annual satisfaction rates of senior customer calls: 95%, counter service: 95%, and digital services: 80% or above	
			Demonstrate the Company's commitment to promoting fair customer treatment	Hold four TCF Promotion Committee meetings annually, with an attendance rate of 80% or above	
			Number of beneficiaries of micro and small insurance	The number of beneficiaries of micro and small insurance exceeds 30,000	
			Organize financial knowledge dissemination activities to increase the number of users of the financial knowledge promotion website	60,500 people per quarter	The number of website users grows by 10% compared to the previous year each quarter Target for 2026: 66,600 users per quarter Target for 2027: 73,200 users per quarter Target for 2028: 80,500 users per quarter
	Employee Care & Human Rights	Build a diverse and inclusive workplace	Commitment to gender equality	Maintain ≥40% of management roles held by women	
			Promote work-life balance for employees	Reduce average overtime hours for office staff by 5% compared to 2024	10% reduction compared to 2024
			Strengthen workplace human rights protection	Conduct at least 1 human rights awareness session per year; completion rate ≥90%	
			Family-friendly care initiatives	From 2025, provide a monthly newborn childcare allowance to office staff	
		Review Board diversity	Assess the diversity of Board members	At least 2 female directors annually	Maintain at least 1/3 female representation in the Board
		Enhance employee capabilities	Create a safe workplace	Maintain zero work-related fatalities Keep annual occupational injury rate below 0.35%	
			Encourage employees to pursue education to enhance their ESG professional competencies	Average 30 training hours per employee annually Minimum of 3 ESG training hours per underwriter, investment, and real estate loan personnel	Maintain 30+ hours Full ESG training implementation for all employees by 2028
			Promote inclusive financial services	Offer at least 1 training session on net-zero trends and technology annually	Maintain at least 1 session on net-zero trends and technology per year
			Link ESG performance to sustainability efforts	All employees to receive 3 hours of fair treatment training; ≥90% completion rate	
				Include ESG KPIs in performance evaluation for CEO and senior executives	Include ESG KPIs in all office staff evaluations by 2028
	Social Welfare & Community Engagement	Sports Development	Support sports through sponsorship of baseball, basketball, and other activities	Sponsor at least 3 sports-related events annually, with total participation reaching 120,000 people	
			Organize "My Basketball Dream Project" to support rural basketball development	Support rural sports through "My Basketball Dream Project"; hold 1 camp with ≥80% satisfaction rate	Continue supporting rural sports annually
		Public Welfare Initiatives	Promote environmental sustainability projects with social enterprises; support Taiwan's eco-friendly farming and ecological conservation development and expand the value of charity through "Secondary Public Welfare."	Adopt environmentally friendly rice and tea, promote the "My Acre of Rice" and "My Acre of Tea" projects, support toxin-free rice paddies and environmentally friendly tea cultivation, and protect diverse ecological habitats In alignment with the Life Insurance Association of the Republic of China's policy, two environmental cleanup events were held in Tainan on April 10 and 19. These initiatives promoted environmental cleanliness and sustainability concepts, with a total participation of 70 individuals Organize "Hot Blood of Love" with blood donation; collect ≥85 bags; sell out all the rice/tea produced by the adopted rice paddies/tea farm and donate all the estimated income NT\$1.2M to charities	Continue to collaborate with social enterprises to promote environmental sustainability projects, support Taiwan's toxin-free agriculture and ecological conservation efforts and amplify social impact and public benefit through adoption, engagement experiences, and charity sales
		Education and Youth Development	Financial Inclusion Education Outreach	Host 1 financial fraud prevention talk at a rural school	Continue promoting financial education annually

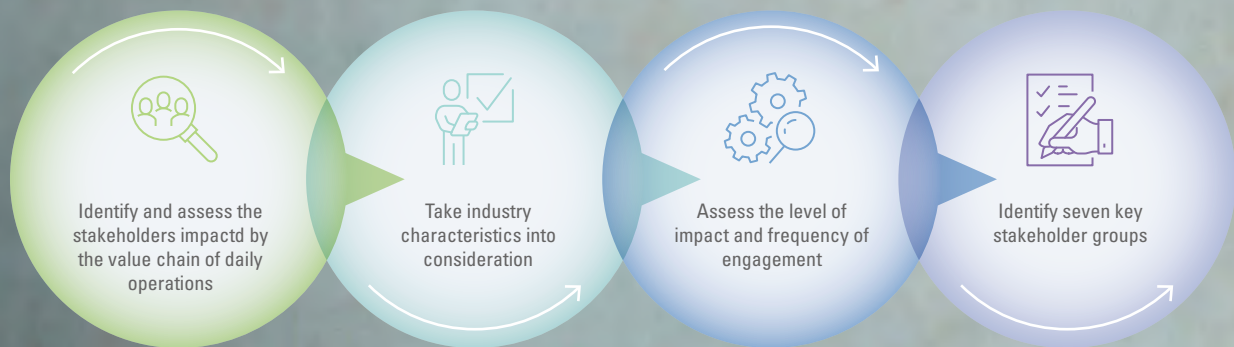
¹ Carbon reduction from paperless measures is calculated based on 0.018 kg CO₂ eq per A4 sheet. One envelope is equivalent to one A4 sheet.

3 Stakeholder Identification and Material Sustainability Issue Analysis

Stakeholder Identification and Engagement

To adapt to evolving trends and uphold the principles of sustainable business operations, TransGlobe Life has identified seven key stakeholder groups. We actively engage in dialogue with stakeholders to understand their expectations and feedback while assessing both actual and potential impacts on our operations.

Stakeholder Identification Process at TransGlobe Life





Stakeholder Engagement Methods

Key Stakeholder Group	Key Topics of Concern	Engagement Channels	Engagement Frequency	2024 Highlights
 Customers	- Information Security and Customer Privacy - Digital Finance - Treating Customers Fairly	~ Customer Service Hotline	~ Real-time	- An average of 1,760 calls daily to the hotline 426,944 active members on Intelligent Insurance Butler – Customer Digital Service - Since going online, “E-Chan” has responded to 2,395,593 inquiries across 1,213,017 interactions
		~ Intelligent Insurance Butler – Customer Digital Service	~ Real-time	
		~ Intelligent Customer Service “E-Chan”	~ Real-time	
		~ Official Website for Online Insurance Application	~ Real-time	
		~ Automated Callback Service	~ Real-time	
		~ Customer Service Email	~ Real-time	
		~ e-Newsletter	~ Ad hoc	
		~ Customer Satisfaction Surveys	~ Real-time	
		~ In-person Counter Services	~ Real-time	
		~ Customer Seminars	~ Ad hoc	
 Government Agencies	- Corporate Governance and Ethical Corporate Management - Regulatory Compliance - Risk Management - Information Security and Customer Privacy - Responsible Investment - Financial Inclusion - Low-Carbon Operations and Climate Change - Occupational Safety and Health	~ Telephone	~ Ad hoc	- All regulatory filings completed on time - Internal audit department completed required regulatory filing within the deadline, proactively cooperated with Financial Examination Bureau (FEB) in conducting inspection tasks and attended insurance industry internal audit forum host by FEB
		~ Correspondence	~ Ad hoc	
		~ Email	~ Ad hoc	
		~ Regulatory Reporting	~ Quarterly	
		~ Missive	~ Ad hoc	
		~ Information Reporting	~ Ad hoc	
		~ Surveys	~ Ad hoc	
		~ On-site Inspections by Regulator	~ Ad hoc	
		~ Corporate Website ESG Section	~ Ad hoc	
		~ Financial Information Sharing and Analysis Center (FISAC) Portal	~ Ad hoc	
 Employees	- Talent Cultivation and Development - Talent Management - Regulatory Compliance - Information Security and Customer Privacy - Occupational Safety and Health - Workplace Diversity and Equality - Low-Carbon Operations and Climate Change	~ Labor-Management Meetings	~ Quarterly	4 Labor-Management Meetings held - Employees Engagement Survey conducted - No reported harassment incidents 2 employee suggestions received via Employee Suggestion Box
		~ Employees Engagement Survey	~ Every two years	
		~ Sexual Harassment Hotline & Email	~ Real-time	
		~ Employee Suggestion Box	~ Real-time	
		~ New Employee Training	~ Weekly	
		~ Clubs	~ Ad hoc	
		~ Seminars & Events	~ Ad hoc	
		~ Agents Grievance Channel	~ Real-time	

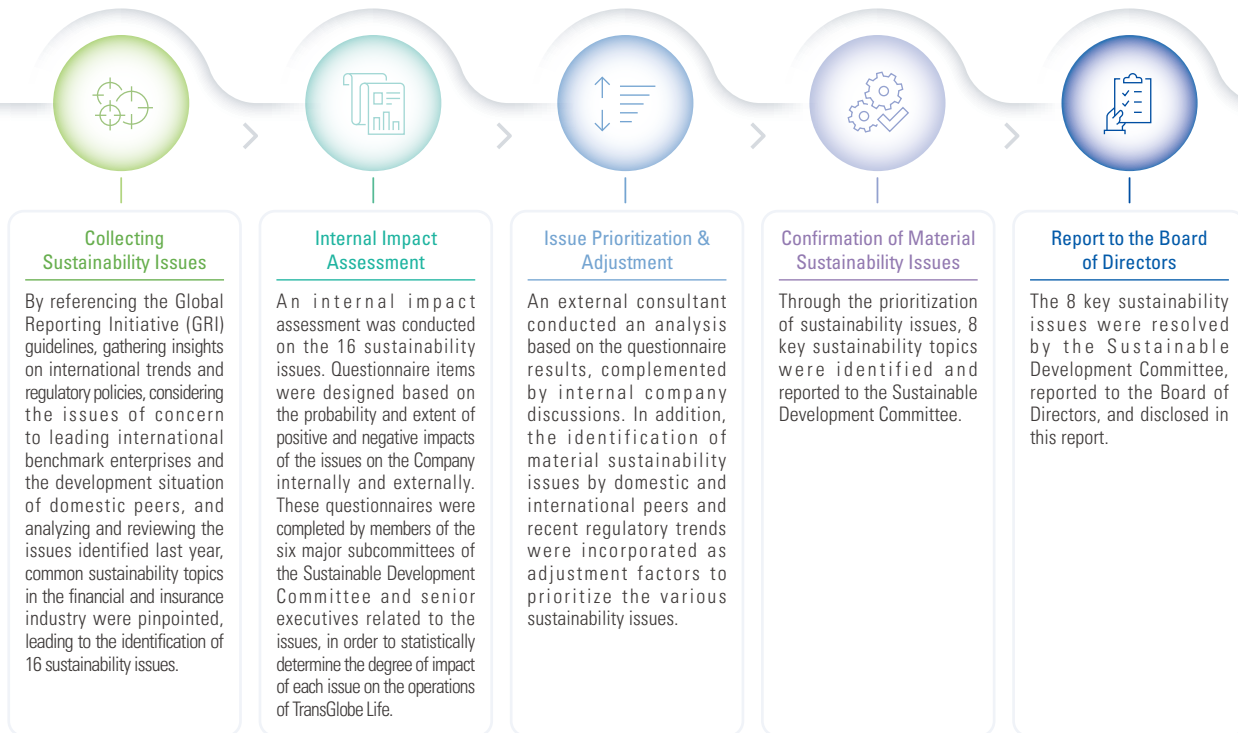
Key Stakeholder Group	Key Topics of Concern	Engagement Channels	Engagement Frequency	2024 Highlights
 Communities (including Media, Non-profit Organizations, Academic Institutions and so on)	- Public Welfare and Community Investment - Business Performance - Corporate Governance and Ethical Corporate Management - Low-Carbon Operations and Climate Change - Financial Inclusion	~ Email	~ Ad hoc	5 volunteer/CSR events held 846 media mentions/releases and topic planning (including reprint) 84 media interviews arranged and assisted
		~ Correspondence	~ Ad hoc	
		~ Surveys	~ Ad hoc	
		~ Meetings	~ Ad hoc	
		~ Volunteer & CSR Activities	~ Ad hoc	
		~ Corporate Website ESG Section	~ Ad hoc	
		~ Press Releases	~ Ad hoc	
		~ Media Interviews	~ Ad hoc	
 Capital Providers (including banks and shareholders)	- Regulatory Compliance - Business Performance - Corporate Governance and Ethical Corporate Management - Risk Management	~ Shareholders' Meeting	~ Annual /Ad hoc	- Internal shareholding declared regularly via proxy (i.e share registry company) - TGL is a single corporate shareholder, and the powers of the shareholders' meeting are exercised by the board of directors. The 2023 annual business report, financial statements, and profit and loss appropriation table were approved by resolution of the 28th meeting of the 8th board of directors (acting as the shareholders' meeting). - Uploaded financial reports, annual reports, significant information, and other reporting or announcement details to the Market Observation Post System (MOPS) within the timeframes specified in the "List of Matters for Public Companies to Announce or Report (to the Financial Supervisory Commission)," as announced by the Financial Supervisory Commission (FSC)
		~ Share Registry Company	~ Monthly	
		~ Annual Reports	~ Annual	
		~ Market Observation Post System (MOPS)	~ Monthly /Ad hoc	
		~ Financial Statements	~ Quarterly	
		~ Correspondence	~ Ad hoc	
		~ Email	~ Ad hoc	
		~ Telephone	~ Ad hoc	
 Suppliers	- Responsible Procurement - Regulatory Compliance - Risk Management	~ Telephone	~ Ad hoc	- Among key suppliers in general procurement, excluding those who have independently disclosed their corporate social responsibility commitments, all 85 suppliers—100% of the total—have signed the "Supplier Social Responsibility Commitment." 42 General & 42 Real Estate vendors signed the "Contractor Safety and Health Commitment." 100% of 221 suppliers received anti-corruption training
 Investee Companies	- Responsible Investment - Regulatory Compliance - Risk Management - Low-Carbon Operations and Climate Change	~ Telephone	~ Ad hoc	99.36% attendance rate of shareholder meetings of Investee Companies 288 face-to-face (including online/virtual) meetings, 171 investor conferences, 96 conference calls, and 46 emails conducted with investee companies in the first half of 2024 - Proactively leveraging the influence as an institutional investor. For further details, please refer to the "Q 2023 Stewardship Report"
		~ Correspondence	~ Ad hoc	
		~ Email	~ Ad hoc	
		~ Company Visits & Meetings (including virtual)	~ Ad hoc	
		~ Shareholder Meetings	~ Ad hoc	
		~ Investor Conferences	~ Ad hoc	
		~ Board Meetings	~ Ad hoc	



Analysis of Material Sustainability Issues

➔ Issue Identification

≡ Process for Identifying Material Sustainability Issues



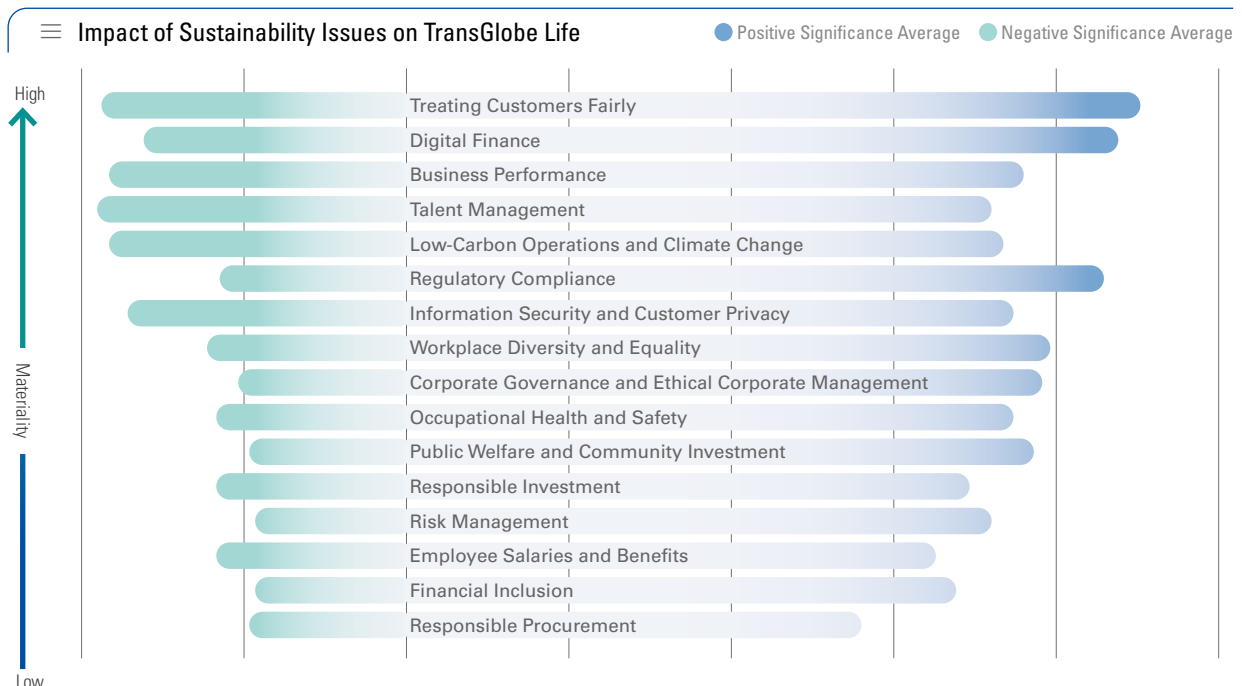
≡ Impacts of 2024 Sustainability Issues on Internal and External Stakeholders

2024 Issues	Positive and Negative Impacts of Issues on the Organization Externally (Environmental/Social/Economic) and Internally (Financial/Operational)		Specific Actions and Response Strategies
	Positive Impacts	Negative Impacts	
Business Performance*	Enhances policyholder services, expands assets, strengthens operational synergy, and increases value for stakeholders (shareholders, policyholders, etc.). At the same time, ensure that the Company's operations comply with the requirements of the government and relevant regulatory authorities..	Potential damage to shareholder interests, negative socioeconomic impact, policyholder churn, and regulatory non-compliance.	Q 1.1 Business Performance
Corporate Governance and Ethical Corporate Management	Protects and enhances shareholder interests, reduces operational risk, builds investor trust and confidence, and protects investors' investment decisions.	Potential for investor losses, reputational damage due to misconduct, capital market disruption, and regulatory penalties.	Q 1.2 Corporate Governance and Ethical Corporate Management
Regulatory Compliance*	Safeguards customer and employee rights, and enhances the industry image.	Increases external environmental and social costs, damages industry reputation, affects investor decisions and public perception, and may lead to regulatory fines.	Q 1.3 Regulatory Compliance
Risk Management	If risk management, internal controls, and Internal audit are effectively implemented, they can reduce operational risks for the Company, minimize losses caused by risks, and enable the Company to swiftly recover its normal business activities following any impact.	Weaknesses in systems could lead to financial losses, operational shutdowns, or interruptions.	Q 1.4 Risk Management Q 1.5 Internal Audit
Responsible Investment	Promotes sustainability in investee companies and peers, supports low-carbon transition, secures the maximum benefits for investors and customers, builds customer loyalty and competitive advantage.	A high-carbon footprint in an investment portfolio may affect the corporate image, and cause loss of investors or customers.	Q 5.2 Low-Carbon Operations Q 6.1 Sustainable Finance and Responsible Investment Q 6.2 Institutional Investor Stewardship Q 6.3 Green Building Investments and Solar Power Installations
Information Security and Customer Privacy*	Builds trust and protects the privacy of customers. Enhances brand reputation.	Information systems breached, customer data stolen, the leakage and misuse of personal information, the risk of causing fraud cases to the society, litigation requiring compensation for customer losses, and damage to the Company's finance and reputation	Q 2.3 Information Security and Customer Privacy

2024 Issues	Positive and Negative Impacts of Issues on the Organization Externally (Environmental/Social/Economic) and Internally (Financial/Operational)		Specific Actions and Response Strategies
	Positive Impacts	Negative Impacts	
Digital Finance*	Provide employees and clients with diverse, user-friendly, and high-quality digital tools and services, enhancing work efficiency and client experience, improving service quality and industry competitiveness, and creating a people-centered, warm service experience.	Poor work and service experience may reduce efficiency and customer satisfaction, affecting business performance.	Q 2.1 Digital Finance
Low-Carbon Operations and Climate Change*	The implementation of relevant measures will reduce the Company's operating costs, comply with global trends and governmental regulations, and mitigate negative environmental impacts.	Conversely, the Company will fail to comply with international and governmental regulations, the operational carbon emissions will exacerbate the environmental impacts, and the Company's image will be damaged.	Q 5.1 TransGlobe Life's Climate and Nature-Related Financial Disclosures (TCFD/TNFD) Progress Q 5.2 Low-Carbon Operations
Talent Management*	Boosts retention, enhances industry competitiveness of employees, and improves performance	Talent loss, disruption of operations, and negative impact on recruiting talents in the industry.	Q 3.1 Talent Management Q 3.2 Talent Cultivation and Development
Employee Salaries and Benefits	Attracts talent, improves retention, and strengthens competitiveness.	Talent loss leads to knowledge gaps, increased likelihood of operational disruption, and reduced performance.	Q 3.3 Employee Salaries and Benefits
Treating Customers Fairly*	Improves the satisfaction of customers, protects consumers, avoids violating regulations related to product solicitation, and enhances brand image.	Increased customer complaints, penalties from the authorities, harm to the corporate image and reputation, and termination of contracts leading to revenue decline.	Q 2.2 Principle of Treating Customers Fairly
Occupational Health and Safety	Attracts and retains talent, and protects employee health and safety.	Work-related injuries disrupt operations, increase turnover, and harm corporate image.	Q 3.4 Occupational Health and Safety
Financial Inclusion	Promoting financial services, raising risk awareness among all social groups, providing opportunities for disadvantaged groups to break existing social structures, and improving industry image.	Missed opportunities to narrow wealth gap, limited impact on social structure or brand strength.	Q 2.1 Digital Finance Q 2.4 Financial Inclusion
Public Welfare and Community Investment	Supports vulnerable communities, encourages charity, inspires peer action, and enhances corporate image.	The socially disadvantaged groups lack corporate funding and care; social issues unresolved; lack brand strength.	Q 4.1 Sports Development Q 4.2 Education and Youth Development Q 4.3 Public Welfare Initiatives
Workplace Diversity and Equality*	Creating a respectful and equal-friendly workplace, providing fair job opportunities, promotions, and welfare for diverse groups, promoting the value of human rights, and generating a positive impact on the social environment.	Violation of employees' human rights, higher turnover, lower competitiveness, and brand damage.	Q 3.5 Workplace Diversity and Equality
Responsible Procurement	Minimizes negative impact on the environment and society, strengthens supply chain sustainability.	The joint liability risk of negative supply chain incidents; risks to human rights and the environment.	Q 5.3 Sustainable Supply Chain

* = Material Sustainability Issues in 2024

➔ Analysis and Prioritization of Material Sustainability Issues



➔ Confirmation and Response to Material Sustainability Issues in 2024

In 2024, TransGlobe Life internally assessed 16 sustainability issues on their materiality. Based on the results, 8 were ultimately confirmed as material. This year, “Talent Management” was newly added as a material issue, while “Corporate Governance/Ethical Corporate Management” was removed. This report will disclose the management approach and tracking methods for each issue to explain how the Company addresses the potential positive and negative impacts internally and externally.

≡ Impact Boundaries of Material Sustainability Issues in 2024, Corresponding GRI Specific Topics, and United Nations Sustainable Development Goals (SDGs).

Note: Key Internal Stakeholders of the Organization: A. TransGlobe Life / B. Employees
Key External Stakeholders of the Organization: C. Customers D. Government Agencies
E. Communities F. Capital Providers G. Suppliers H. Investee Companies

Boundary of Impact		Relevant GRI Topic	UN SDGs	Corresponding Chapter	Difference from Previous Year
Internal	External				
A,B	C,D, E,F, G	GRI 201: Economic Performance (2016)	 SDG8 Decent work and economic growth	1.1 Business Performance	Retained from 2023
A,B	C	GRI 418: Customer Privacy	 SDG16 Peace, Justice, and Strong Institutions	2.3 Information Security and Customer Privacy	Retained from 2023
A,B	C,D,F	GRI 417: Marketing and Labeling	 SDG1 No Poverty  SDG8 Decent Work and Economic Growth	2.2 Principle of Treating Customers Fairly	Retained from 2023
A,B	C,F	N/A	 SDG8 Decent Work and Economic Growth	2.1 Digital Finance	Retained from 2023



	Boundary of Impact		Relevant GRI Topic	UN SDGs	Corresponding Chapter	Difference from Previous Year
	Internal	External				
 Regulatory Compliance	A,B	C,D,F	GRI 2-27: Compliance with Laws and Regulations	 SDG16 Peace, Justice, and Strong Institutions	 1.3 Regulatory Compliance	Retained from 2023
	A,B	E	GRI 406: Non-discrimination (2016)	 SDG5 Gender Equality  SDG8 Decent Work and Economic Growth	 3.5 Workplace Diversity and Equality	Retained from 2023
	A,B	C,D, G,H	GRI 201: Economic Performance GRI 302: Energy GRI 305: Emissions	 SDG6 Clean Water and Sanitation  SDG11 Sustainable Cities and Communities  SDG12 Responsible Consumption and Production  SDG13 Climate Action	 5.1 TransGlobe Life's Climate and Nature-Related Financial Disclosures (TCFD/TNFD) Progress  5.2 Low-Carbon Operations	Retained from 2023
	A,B		GRI 404: Training and Education	 SDG4 Quality Education  SDG5 Gender Equality  SDG8 Decent Work and Economic Growth	 3.1 Talent Management  3.2 Talent Cultivation and Development	New material issue in 2024

Tracking and Review

This report follows an internal management process whereby the Sustainable Development Committee and its six working groups, along with senior executives from various departments, conduct regular reviews and updates. The finalized content is reviewed and approved by the Chairperson of the Board prior to publication. Following the publication of this report, we will continue to monitor various sustainability performance metrics, listen to stakeholders' opinions, strengthen communication, and adjust sustainable management policies as needed to ensure a more stable path to sustainability for TransGlobe Life.



TransGlobe Life and Sustainable Development Goals

As global challenges relating to economic, environmental, and social dimensions continue to emerge, the United Nations launched 17 Sustainable Development Goals (SDGs) in 2015 to encourage global collaboration in solving these issues. Upholding the belief of "Rooted in love, empowered by duty," TransGlobe Life actively advances initiatives across the Environmental, Social, and Governance (ESG) dimensions. Through the implementation of corporate social responsibility, the Company aligns with the UN SDGs and connects with the global sustainability movement.

Environmental Dimension



SDG6 Clean Water and Sanitation

SDG Sub-target: 6.1

Page: 102

Water Resource Management

- Focused on reducing unnecessary water use and promoting water-saving education among employees.
- A rainwater harvesting system with a maximum capacity of 85 metric tons is installed at the Songshan Headquarters for landscape irrigation.



SDG11 Sustainable Cities and Communities

SDG Sub-target: 11.3、11.6

Page: 103

Green Building Initiatives

- Implementation of "energy-efficient and cozy air conditioning," "indoor air quality control," "air conditioning, lighting systems," and "eco-friendly and healthy decoration materials" at TGL Songshan Headquarters, earning LEED Silver Certification.
- Investment projects such as "Fuyu Chuanfeng" earned Silver Green Building Certification.
- Three floors in the "National Trade Center" were acquired for Taichung offices, a Bronze Green Building project.
- The "TransGlobe Life Hope Square," under construction, is compliant with green building codes. In alignment with the government's renewable energy policies, a solar photovoltaic power generation system is installed on the rooftop. Additionally, independent air conditioning systems (VRV) are utilized in office floors to reduce energy consumption during operation.
- For the future "TGL Corporate Headquarters Building" we aim to obtain the Gold Green Building label after its completion in 2026, and expect to obtain LEED and WELL certifications in 2027.



SDG12 Responsible Consumption and Production

SDG Sub-target: 12.5、12.7

Page: 102,104

Waste Management

- Promotes waste reduction, resource reuse, and proper waste disposal through source reduction, operational control, and recycling.
- In 2024, printing paper tracking was further extended to all operational sites of the Company.

Sustainable Procurement

- Purchased energy-efficient labeled products.
- Green procurement totaled NT\$20,548,296, representing 68.06% of all procurement in 2024.



SDG13 Climate Action

SDG Sub-target: 13.2

Page: 48,99-101

Low-Carbon Operations

- Consistently conducts ISO 14064-1 GHG inventories and verifications across all sites. Established energy-saving, carbon- and GHG-reduction strategies to mitigate climate change.
- Renewed ISO 50001 Energy Management System certification in 2024, improving the energy management system, implementing energy conservation goals, and continuously promoting energy-saving improvement actions in a systematic, standardized, and institutionalized manner.
- Submitted a commitment letter to the SBTi in Q4 2024; will submit Scope 1, 2, and 3 targets for approval in 2025.
- Issued "Environmental Protection Implementation Principles," with the General Affairs Department designated as the executing body. Implemented carbon reduction measures through internal and external business operations. Scope 2 emissions in 2024 totaled 4,395.45 tCO₂e.
- In 2024, TGL continued to promote electronic policies through various channels, using simple visual and textual content to introduce their benefits and signing methods, lowering the barrier to use. As a result, the usage rate of electronic policies increased from 2% when first launched in 2022 to 12.85% in 2024.



Social Dimension

**SDG1 No Poverty**

SDG Sub-target: 1.4

Page: 87

Support for Nonprofits

- In 2024, total donations/sponsorships reached NT\$11,827,328.

**SDG2 Zero Hunger**

SDG Sub-target: 2.4

Page: 95-96

Public Welfare Initiatives

- Through the "My Acre of Rice" and "My Acre of Tea" adoption projects, we supported the preservation of ecosystems in Miaoli and Pinglin, ensuring the habitats of leopard cats and blue magpies. This initiative fosters the coexistence of commerce and agricultural sciences while supporting the development of pesticide-free farming.

**SDG3 Good Health and Well-being**

SDG Sub-target: 3.a 、 3.d

Page: 81.87-92

Occupational Health and Safety

- Certified as a "Healthy Workplace" by Taiwan's Health Promotion Administration for five consecutive years.

Sports Development

- Sponsoring the WBSC Premier12 2024, the Chong Guang Cup National Youth Baseball Championship, and the professional baseball team "TSG Hawks," supporting the positive development of Taiwan's baseball sport while embodying the spirit of TGL's commitment to corporate social responsibility.
- Sponsoring the P. LEAGUE+ professional basketball team "Taoyuan Pauian Pilots" and the basketball talent incubator "Neng Ren Home Economic And Commercial Vocational High School," while becoming an annual partner of the Elementary School Sport Association of the Republic of China since 2021, dedicating efforts to the development of Taiwan's sports at all levels, from grassroots to professional.
- From 2019 to 2024, received the Ministry of Education's "Sports Administration Award : Sponsorship Gold Award," and in 2024, was honored with the "Sports Administration Award : Long-Term Sponsorship Award."

**SDG4 Quality Education**

SDG Sub-target: 4.3 、 4.4

Page: 71-74.76.92-94

Education and Youth Development

- Continuing to organize scholarships for policyholders' children and the "Public Welfare Plus One" Program, with a total prize distribution of NT\$1,323,400.
- Sponsoring National Taiwan University's Global General Education Lecture series, with a cumulative donation of NT\$15 million to the education fund since 2016, and approximately 400 participants attending the course in 2024.
- Organized two major forum events, including the "Fortunate to Have You – Chen Chieh-Hsien" Inspirational Forum and the "Cross-Disciplinary Innovation & Resilient Power" Women's Influence Forum. Through celebrity speakers sharing their personal experiences, participants gained valuable insights, with a total of 550 attendees across both forums.

Talent Cultivation and Development

- Offering diverse training programs for employees, including onboarding training, insurance expertise, personal efficiency improvement, and leadership and management development.
- Introduced digital learning resources from the CWLC, enabling a flexible learning experience unrestricted by time or space. This initiative gradually cultivates employees' habits of self-directed learning, broadening their knowledge and expanding their perspectives.
- Strengthening employees' understanding of ESG concepts to achieve corporate sustainable development, with an average of over 12 hours of ESG-related training per employee in 2024.

Employee Salaries and Benefits

- Established an incentive program for obtaining relevant insurance and financial certifications, with a total of 525 awards granted over the past three years.

**SDG5 Gender Equality**

SDG Sub-target: 5.1 、 5.5 、 5.c

Page: 75.77.82-84

Talent Recruitment and Retention

- Recruitment and salary standards for employees are not subject to differential treatment based on gender.

Workplace Diversity and Equality

- Actively promoting diversity and equality, ensuring women's rights to work and equality in the workplace, with women accounting for 56% of managerial positions in 2024.
- No incidents of sexual harassment or discrimination in 2024.
- Supported employees in balancing work and family life by assisting with parental leave applications. In 2024, a total of 35 male and female employees applied for parental leave, with an overall return-to-work rate of 87.5%.



SDG8 Employment and Economic Growth

SDG Sub-target: 8.5、8.8

Page: 84-78-79

Workplace Diversity and Equality

- Employing individuals with disabilities at a rate exceeding 1% of the total workforce, surpassing the legal requirement.

Occupational Safety and Health

- Established an occupational safety and health management plan, along with four key labor health protection plans, and regularly conducted occupational safety and health education training.
- Established the "Occupational Safety and Health Committee," convening once per quarter.
- Formulated four key labor health protection plans, assessing related hazards and high-risk groups, formulating improvement measures, ensuring employee safety and health, and preventing occupational accidents.



SDG12 Responsible Consumption and Production, SDG13 Climate Action,

SDG14 Life Below Water, SDG15 Life on Land, SDG17 Partnerships for the Goals

Page: 95-96

SDG Sub-target: 12.3、12.6、13.3、14.1、15.4、17.17

Public Welfare Initiatives

- The "My Acre of Rice" and "My Acre of Tea" watershed restoration projects aim to restore habitats for Taiwan's endemic protected species and conserve biodiversity. Over the past three years, these efforts have supported eco-friendly farming, reducing carbon emissions by a total of 6,980 kCO₂-eq.
- In 2024, continued hosting the "Hot Blood of Love" activity, donating the harvest of 44.5 kilograms of "My Acre of Tea" Taiwan Blue Magpie Tea (Oriental Beauty and Wenshan Baozhong) and 3,960 kilograms of Leopard Cat Rice to charitable organizations, and assisting in launching charity sale events.
- Launched blood donation campaigns in 2024, collecting 96 bags of blood, amounting to 24,000 c.c., donated to Taiwan's blood banks.
- In 2024, mobilized 100 colleagues and their families to Penghu beaches for the "Protecting the Ocean – We Are the Sea" coastal cleanup initiative, inviting local environmental groups to provide ESG education courses on "biodiversity" and "circular economy" topics.



Social Dimension



SDG13 Climate Action

SDG Sub-target: 13.1、13.2、13.3

Page: 35-36-98

Climate Governance and Climate Risk Management

- TGL's Directors of the Board actively participated in multiple ESG and sustainable finance-related courses to enhance awareness and focus on environmental sustainability and climate change issues.
- Following the TCFD (Task Force on Climate-Related Financial Disclosures) recommendation framework, TGL disclosed the management of climate risks and opportunities.



SDG1 No Poverty

SDG Sub-target: 1.4

Page: 62-64

Inclusive Finance

- Launched various products adhering to principles of social care and health and safety promotion.
- In 2024, a total of 809,281 inclusive-feature products were sold, with new contract premium income amounting to NT\$26,767,151,000.



SDG3 Good Health and Well-being, SDG 10 Reduced Inequalities

Page: 62-64

SDG Sub-target: 3.8、3.d、10.3

Inclusive Finance

- In 2024, 247 products incorporating inclusive features—such as microinsurance, in-kind benefits, compliance with protection-type/aging-related definitions, policy-based coverage, low-premium plans with essential protection functions, retirement-focused products, and spillover insurance solutions—were available for sale.
- Operated the "Insurance Made Easy" website, continuously using common and relatable topics to help the public build correct insurance concepts. In 2024, launched the websites "The Value of Medical Insurance Through Experience" and "Strategic Protection with One-Year Plans," offering accessible insurance knowledge to assist the public in establishing proper insurance concepts. Created "Simplify Insurance Terms" animations with Mandarin-Taiwanese narration and subtitles in seven new immigrant languages, providing a friendly learning approach for new immigrants to easily understand insurance.
- Established the "Fraud Prevention Portal" on the official website in 2024, including fraud prevention education, fraud response measures, promotional videos, fraud prevention comics, and related links to strengthen financial anti-fraud awareness.



Governance Dimension



Page: 108

SDG2 Zero Hunger, SDG7 Affordable and Clean Energy, SDG9 Industry, Innovation, and Infrastructure, SDG13 Climate Action

SDG Sub-target: 2.3、2.a、7.2、7.a、9.4、13.2

Responsible Investment

In alignment with the government's Green Finance Action Plan for credit and investment initiatives, and supporting the establishment of the Sustainability Board at the Taipei Exchange, TGL has undertaken the following domestic projects, with a cumulative total investment of NT\$25.65 billion in 2024:

Investment Aspect_Equity:

1. Indirect investment in related projects through private equity funds issued by domestic investment trust subsidiaries, with NT\$1.677 billion invested.
2. Investment in domestic renewable energy project companies to participate in renewable energy construction, with NT\$6.549 billion invested.

Investment Aspect_Fixed Income: Sustainable bonds, including green bonds, sustainability bonds, and social bonds, with NT\$14.601 billion invested.

Credit Aspect: Participation in project financing syndicates, providing project financing for domestic offshore wind farm development and construction, with NT\$2.823 billion disbursed.

Page: 33-34,46-50

SDG8 Decent Work and Economic Growth

SDG Sub-target: 8.1、8.10

Business Performance

- In 2024, TGL's net profit after tax reached NT\$4,360,623,000.
- By the end of 2024, TGL's total assets were approximately NT\$1.5287 trillion.

Digital Finance

- The online insurance application website gained 12,594 new members in 2024, a 9% growth from the previous year, with a total membership reaching 149,700.
- Established a mechanism for collecting and guiding customer behavior data, using big data analytics for customer segmentation.
- The Intelligent Customer Service "E-Chan" has served a total of 1,213,017 sessions, providing 2,395,593 responses since its launch.
- Applied big data for precision marketing and high-net-worth customer management, with the repurchase rate for the potential demand customer list in 2024 reaching 4.2 times that of non-listed customers.
- Achieved an average usage rate of 100% for the "Agent Mobile Office" in 2024.
- Increased the usage rate of electronic insurance policies from 2% when launched in 2022 to 12.85%.

Page: 106-109

SDG12 Responsible Consumption and Production

SDG Sub-target: 12.6

ESG Responsible Investment Review

- TransGlobe Life has established a negative exclusion list and a sensitivity industry review for investment targets. Analyses of issuers' climate risk response measures are included in investment proposals or purchase reports for review by decision-makers.
- By the end of 2024, investments in green energy and sustainable bonds totaled NT\$25.65 billion, with an expected total investment amount reaching NT\$26.793 billion.
- In 2024, TGL achieved a 99.36% attendance rate at shareholder meetings of invested companies, fulfilling institutional investors' fiduciary governance responsibilities through tangible actions.

Disclosure of Stewardship Report

- Annually prepares the "Stewardship Report," detailing the implementation of the Company's governance policies, management of conflicts of interest, execution of voting policies, fulfillment of governance responsibilities, and disclosure of case results and voting outcomes, enhancing communication with stakeholders.

Page: 33-44

SDG16 Peace, Justice, and Strong Institutions

SSDG Sub-target: 16.4、16.5、16.6

Regulatory Compliance

- Established a compliance department (CMD, Compliance Management Department) in accordance with compliance requirements, responsible for planning, managing, and implementing the Company's regulatory compliance system. An independent unit dedicated to anti-money laundering was set up within this department to coordinate the Company's efforts in preventing money laundering, combating terrorist financing, and addressing the proliferation of weapons.
- No major violations of financial regulations occurred in 2024.
- Conducted 14 internal compliance education training sessions in 2024, totaling 30 hours.

Ethical Corporate Management

- Conducted training for new employees on "Core Values, Practice Principles, and Code of Conduct."
- In 2024, all 221 suppliers (100%) were informed of anti-corruption measures.
- In 2024, among general procurement transactions meeting the Company's "Supplier Management Operational Guidelines," both suppliers with transaction amounts reaching NT\$500,000 and annually evaluated suppliers, excluding those who have already independently disclosed their social responsibility commitment policies, a total of 85 suppliers signed the "Supplier Social Responsibility Commitment Statement," achieving a 100% signing rate.
- All internal full-time employees completed the "Ethical Corporate Management Best Practice Principles and Anti-Corruption Advocacy" training course in 2024, achieving a 100% completion rate.
- No confirmed cases of corruption or fraudulent activities were reported in 2024.

Corporate Governance

- All independent directors have served for no more than three consecutive terms. The attendance rate of the Board of Directors and all functional committees exceeds 97%.

Risk Management

- The Board of Directors is the highest authority for risk management, with a dedicated Risk Management Committee established under its purview to oversee and control the operation of the Company's overall risk management framework.
- The Chief Risk Officer executes the overall risk management mechanism and regularly reports the current status of risk management to the Board of Directors.

Internal Control and Audit Function

- TGL's internal audit is an independent department directly under the Board of Directors. For details regarding the effectiveness of the internal control in 2024, please refer to the related disclosures in the "Internal Control System Statement" section of the Company's 2024 annual report.



01 Sustainability Governance

TGL upholds the brand philosophy of “Rooted in love, empowered by duty” striving to provide policyholders with comprehensive services, establish a secure environment to safeguard their rights, and actively enhance corporate governance. These efforts aim to drive TGLs outstanding operations, improve customer loyalty, and fulfill its commitment to a people-first approach as a happy enterprise, establishing TGL as a benchmark in Taiwan’s life insurance industry.

1.1 Business Performance

~ TGL is dedicated to providing policyholders with comprehensive services, enhancing asset scale, and creating overall operational synergies to improve the rights and interests of stakeholders such as shareholders and policyholders. At the same time, the Company ensures that its operations comply with government and regulatory requirements to avoid violations of supervisory indicators.

- ~ Strengthen the financial structure continuously.
- ~ Optimize the product portfolio and boost channel performance.
- ~ Leverage digital technology to improve administrative efficiency, thereby enhancing core competitiveness and risk management capabilities.
- ~ Embrace a people-first, mutually beneficial sustainable enterprise model.



- ~ In 2024, TGL achieved a net profit after tax of NT\$4,360,623 thousand, with earnings per share of NT\$6.78.
- ~ By the end of 2024, TGL's total assets were approximately NT\$1.5287 trillion.
- ~ As of the end of 2024, both the net worth ratio and capital adequacy ratio exceeded regulatory standards.

- ~ Regularly evaluate performance indicators and report to the Board of Directors.

- ~ Reduce loss from difference of interest rate, increase mortality savings, and achieve optimal cost efficiency.
- ~ Continuously adjust the product structure to align seamlessly with IFRS17/ICS, implement fair treatment of customers, and promote inclusive finance. Focus on the sales and market share of "protection-oriented products" and "long-term retirement products" to improve "Contractual Service Margin (CSM)." Center on agency channels while developing diversified channels.
- ~ Utilize digital technology to drive business growth, enhance operational efficiency, and foster business innovation. Continuously refine operations through process improvements.
- ~ Uphold fair customer treatment and protect vulnerable groups; strengthen corporate governance and pursue sustainable enterprise development; foster a people-oriented and inclusive workplace; and achieve sustainable transformation through digitization and talent development.

About TransGlobe Life

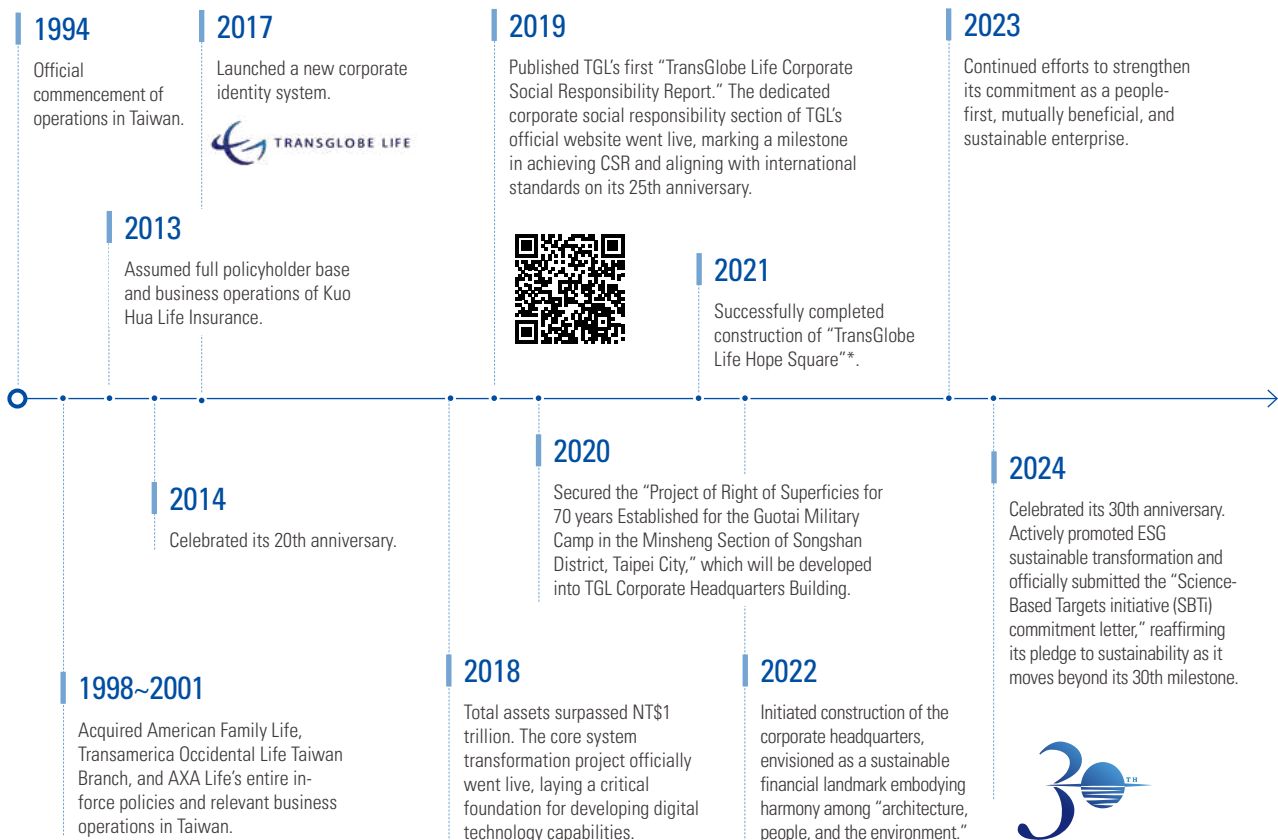
➔ Company History

In 2017, TGL introduced a new corporate identity system. The design combines the letters "t" and "G" to create satellite orbit imagery, while the unique 37-degree slant of the Chinese font represents the human body temperature of 37°C, symbolizing TGL's warm commitment to safeguarding its policyholders. At the same time, it emphasizes the brand philosophy—"Rooted in love, empowered by duty," which highlights the core spirit of TGL's brand. In 2018, TGL's total assets surpassed NT\$1 trillion, and its core system transformation project officially went live, establishing a critical foundation for digital technology capabilities. In 2019, TGL published its first "TransGlobe Life Corporate Social Responsibility Report," which was renamed the "TransGlobe Life Sustainability Report" in 2021. This report has undergone assurance by an independent third party, and an English version of the Sustainability Report was published in 2022, revealing a comprehensive blueprint for sustainable development that aligns with international standards.

In 2021, TGL inaugurated the "TransGlobe Life Hope Square," a newly constructed project aimed at preserving the local sentiment of the Bade Commercial District while integrating urban future development and old tree conservation efforts. In 2022, construction commenced on the "Project of Right of Superficies for 70 years Established for the Guotai Military Camp in the Minsheng Section of Songshan District, Taipei City," which will be developed into TGL Corporate Headquarters Building. This building is envisioned as a sustainable financial landmark that promotes coexistence among "architecture, people, and the environment," tailored to provide employees with a high-quality living and working environment, embodying the philosophy of a "happy enterprise." In 2024, marking its 30th anniversary, TGL actively advanced ESG sustainable transformation and officially submitted a commitment letter to the Science-Based Targets initiative (SBTi), reflecting its pledge to sustainability as it embarks on the journey beyond its 30th milestone.

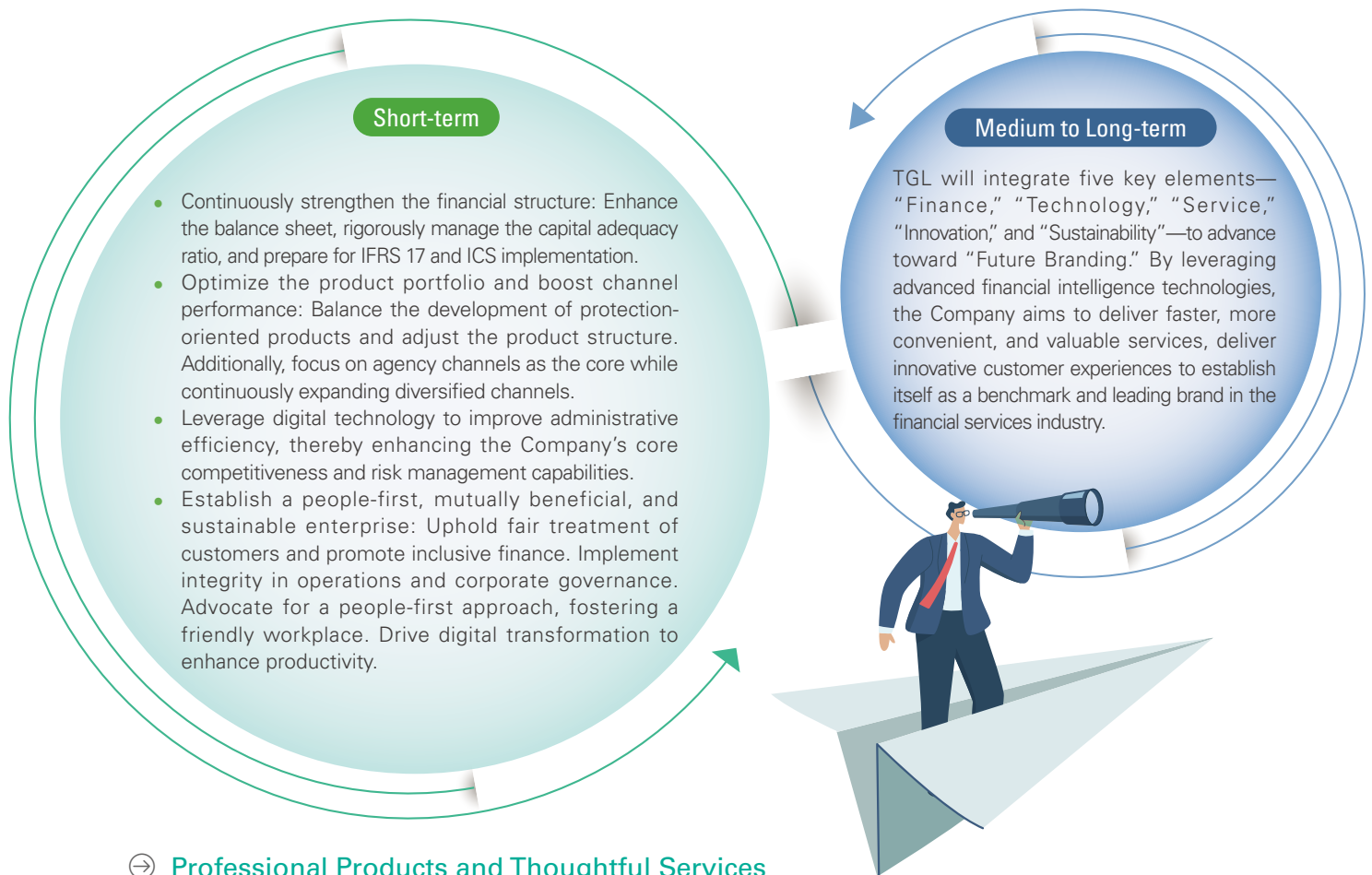
Over the past 30 years, TGL has garnered widespread recognition across various domains, and continuously received numerous professional awards in four major areas including corporate operations, digital innovation, sustainability, and insurance products. Looking ahead, TGL aims to integrate financial intelligence and technology, innovate customer experiences, provide professional insurance planning and services, and elevate its position as a leading brand in the financial services industry. Furthermore, it aspires to be a people-first, mutually beneficial, and sustainable enterprise.

≡ TransGlobe Life Milestones



* Supplementary Note: Refers to "TransGlobe Life Xinsheng North Road Commercial Office Building"

→ Business Strategy



→ Professional Products and Thoughtful Services

TGL boasts professional agency channels and a highly qualified sales team, actively developing diverse marketing channels such as group insurance, financial institution insurance, and insurance brokers and insurance agents. It is one of the leading brands in the life insurance market.

TGL is deeply rooted in the Taiwanese market, with all operational service locations based in Taiwan. Nearly 100 service outlets provide professional and high-quality services, meeting the needs of policyholders across various regions in Taiwan. In the wave of rapid technological advancements, TGL has been actively promoting digital services, including developing an online insurance platform and remote insurance services, as well as optimizing the Customer Digital Service. These efforts ensure that TGL's services are omnipresent. Additionally, TGL uses its Offshore Insurance Unit (OIU) as a strategy for expanding internationally, embracing the growing opportunities in the global financial insurance market.

TGL designs diversified products to cater to the needs of policyholders at various stages of life. These include planning for family financial security, preparing education funds for children, establishing long-term care funds, sharing medical expenses, preparing for retirement planning, and enhancing insurance products for both the elderly and younger demographics. In response to the challenges posed by Taiwan's declining birth rates and aging population, TGL offers a series of protection and retirement planning products tailored to the needs of different age groups and demographics. These products help policyholders address risks related to long-term care, medical expenses, longevity, inflation, market, and policy changes, providing professional insurance planning services for policyholders and their loved ones. In 2024, TGL launched 29 new insurance products and continues to promote inclusive insurance products and heartfelt services. This includes initiatives such as donating insurance premiums to expand the coverage of microinsurance for underprivileged groups.

→ External Advocacy and Participation in Industry Associations

In addition to providing professional and suitable products and services, TGL actively participates in guilds, associations, foundations, and external advocacy efforts related to the governance and operations of the insurance and financial industry. These engagements ensure alignment with and responsiveness to the latest industry trends. Furthermore, TGL takes part in organizational activities to exchange practical experiences in corporate governance with other members.



2024 Participation in Industry Guilds and Associations

Organization Name	Membership Status
Financial Governance and Compliance Academy, ROC	Member/Director
Life Insurance Association of the Republic of China	Member/Director
Taiwan Corporate Governance Association	Member
Life Insurance Management Institute of the Republic of China	Member
Chinese National Association of Industry and Commerce, Taiwan	Type A Group Member
The Institute of Internal Auditors-Chinese Taiwan	Group Member
Actuarial Institute of the Republic of China	Group Sponsoring Member/Member
Taiwan Insurance Services Association	Group Member
Taiwan Academy of Corporate Sustainability (CCS)	Member
Taiwan Financial Services Roundtable	Member
Alliance for Sustainable Development Goals (A · SDGs)	Member
Risk and Insurance Research Center, National Chengchi University	Diamond Member
Life Office Management Association (LOMA), USA	Elite Member
Society of Actuaries, USA	Member
Insurance Anti-Fraud Institute Foundation	Member
International Industry-Academia Alliance, National Chengchi University	Diamond Member
International Association of Insurance Marketing	Elite Member

TGL has also signed the “Stewardship Principles for Institutional Investors” to fulfill its responsibilities as an asset owner and to enhance communication with stakeholders. For detailed information on stewardship practices, please refer to the “[Institutional Investors Stewardship](#)” subsection in Chapter 6: Responsible Investment of this report.

Operating Performance

Having cultivated Taiwan’s market for 30 years, TGL adheres to professional management principles and strives to provide tangible and intangible value to its stakeholders. In recent years, TGL has consistently enhanced its investments, expanded new business endeavors, and reduced funding costs. As of 2024, TGL’s total assets reached approximately NT\$1.5287 trillion, with net profit after tax amounting to NT\$4,360,623 thousand and earnings per share of NT\$6.78. TGL strictly follows Asset-Liability Management (ALM) practices, ensuring that all investments undergo rigorous risk quantification and risk appetite controls.

Economic Value Generated and Distributed Over the Past Three Years

(Unit: NT\$ Thousand)

	2022	2023	2024
Direct Economic Value Generated			
Operating Revenue	136,985,354	141,067,040	156,624,367
Direct Economic Value Distributed			
Operating Costs	129,751,092	137,588,733	149,185,050
Salaries and Benefits of Employees ¹	3,743,653	4,364,225	4,878,116
Payments to Providers of Capital ²	0	0	0
Income Tax Expenses (Gains) and Fines	(820,553)	(1,674,189)	(1,754,059)
Community Investments ³	13,625	13,901	11,827
Retained Economic Value			
Retained Economic Value	4,297,537	774,370	4,303,433

¹ Salaries include wages, bonuses, incentive pay, and employee benefits.

² Payments include interest expenses and dividends.

³ Community investments cover donation expenditures.

Proportion of Premium Revenue

(Unit: NT\$ Thousand)

	2022		2023		2024	
	Amount	Percent	Amount	Percent	Amount	Percent
Individual Life Insurance	58,096,055	66.18%	55,621,611	62.99%	60,693,980	62.21%
Individual Health Insurance	26,066,011	29.69%	28,818,598	32.63%	32,811,401	33.63%
Individual Accident Insurance	2,010,410	2.29%	2,190,404	2.48%	2,373,527	2.43%
Individual Annuity Insurance	113,596	0.13%	156,860	0.18%	153,540	0.16%
Investment Insurance	472,410	0.54%	483,188	0.55%	494,692	0.50%
Group Insurance	1,024,637	1.17%	1,034,100	1.17%	1,039,214	1.07%
Total	87,783,119	100.00%	88,304,761	100.00%	97,566,354	100.00%

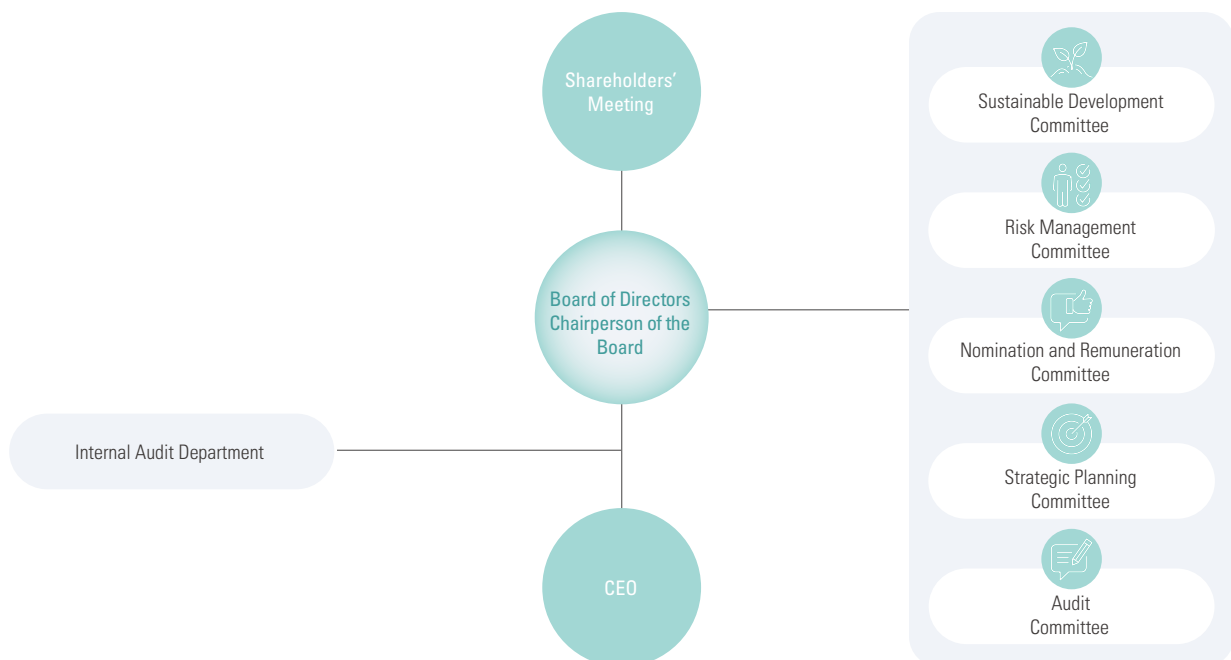
1.2 Corporate Governance and Ethical Corporate Management

After fully assuming the operations of Kuo Hua Life Insurance, TGL has faced the high expectations of policyholders and various sectors of society. The Company continues to uphold stricter corporate governance, regulatory compliance, sound financial management, and principles of sustainable operations. By doing so, TGL fulfills its responsibilities and advances its commitment to corporate sustainability.

Corporate Governance Structure

⊕ Authorities of the Board of Directors and Functional Committees

The “Corporate Governance Best Practice Principles” have been established to create a robust governance system. In addition to complying with relevant legal and regulatory provisions, TGL is committed to implementing its core principles, which emphasize capital adequacy, asset quality, management capabilities, liquidity, profitability, and risk sensitivity. TGL strives to establish a sound corporate governance framework by enhancing the functions of the Board of Directors and maximizing the effectiveness of various functional committees. These efforts aim to actively respond to societal expectations and safeguard the rights and interests of all stakeholders.



To enhance corporate governance and strengthen the supervisory functions of the Board of Directors, various functional committees have been established under the Board to handle key decisions.

Responsibilities of Functional Committees under the Board of Directors

Committee Name	Composition	Key Responsibilities
 Risk Management Committee	Composed of 3 directors (including 3 independent directors with expertise in insurance, accounting, or finance)	- Executes risk management decisions made by the Board of Directors, oversees the operation of the Company's risk management framework, and implements risk management policies. - Establishes risk measurement and management standards, reviews, and manages the Company's overall risk limits. - Reviews risk management assessment reports and provides timely updates to the Board on the implementation of risk management practices. - Examines or reviews major risk management matters specified by the Company or regulatory authorities.
 Audit Committee	Composed of all independent directors	- Formulates or revises internal control systems and evaluates their effectiveness. - Establishes or revises procedures for significant financial and operational activities. - Appoints, dismisses, or decides the remuneration of certified accountants. - Appoints or dismisses financial, accounting, or internal audit supervisors. - Reviews annual financial reports and second quarter financial reports. - Addresses matters involving directors' conflicts of interest.
 Nomination and Remuneration Committee	Composed of 4 directors (including 2 independent directors)	- Establishes the remuneration structure and system of performance indicators of the Board of Directors periodically. - Reviews Directors' compensation periodically. - Reviews nominations for CEO, advisors, and Executive Committee members. - Reviews and assesses CEO and Executive Committee members' performance review and compensation policies and regulations regularly. - Reviews and assesses CEO and Executive Committee members' remuneration. - Evaluates the annual salary adjustments proposal for all office staff. - Handles other matters related to the appointment and remuneration of Executive Committee members. - Reviews performance evaluations and compensation standards for agents and collaborating insurance brokers/agents.
 Strategic Planning Committee	Composed of 5 directors (including 3 independent directors)	Provides recommendations on the Company's annual budget, operating performance targets, investment goals, long-term development strategies, asset allocation, asset-liability management strategies, major investments, financing plans, and business development strategies (e.g., products and channels). These recommendations are then submitted to the Board for discussion.
 Sustainable Development Committee	Composed of the Chairperson of the Board and 3 directors	- Formulates TGL's corporate sustainability development strategies and axes. - Supervises and manages the Company's impact on economic, environmental, and human rights aspects, formulates sustainability policies, and oversees the implementation of functional task forces. - Handles other matters related to sustainable development.

Implementation of the Board Diversity Policy

In accordance with the "Corporate Governance Best Practice Principles," the composition of the Board of Directors is required to consider diversity. Based on the Company's operations, business model, and developmental needs, an appropriate diversification policy has been established, covering but not limited to the following two main dimensions:

Basic Attributes and Values:

Gender, age, nationality, and culture. Among these, the proportion of directors of any one gender is recommended to account for at least one-third of the total Board seats.

Professional Expertise and Skills:

Professional backgrounds (e.g., law, accounting, industry, finance, marketing, or technology), professional skills, and industry experience.

Members of the Board of Directors should possess the necessary knowledge, skills, and competencies to perform their duties.

Overall Capabilities Required of the Board of Directors

- ✓ Operational judgment
- ✓ International market perspective
- ✓ Risk management ability
- ✓ Business management capabilities
- ✓ Decision-making skills
- ✓ Industry knowledge
- ✓ Crisis management capabilities
- ✓ Accounting and financial analysis proficiency
- ✓ Leadership skills



The ninth Board of Directors of TGL consists of 10 directors, including 5 independent directors, with a term of three years. The composition of the Board demonstrates gender equality and professional diversity in alignment with TGL's operational development goals. Of the 10 directors, 2 are female, representing 20% of the total board members. All current board members are natural persons and hold Republic of China (Taiwan) nationality. The age distribution is as follows: 1 director aged 40-50 (10% of total board members); 5 directors aged 51-60 (50% of total board members); 4 directors aged 61-70 (40% of total board members).

Enhancing Professional Competence and Corporate Governance To strengthen the professional knowledge of directors and improve the effectiveness of corporate governance, TGL actively recruits industry elites to serve on its Board and prioritizes director training and development.

In 2024, directors participated in a variety of training programs, including information security education and training, courses on anti-money laundering (AML) and combating the financing of terrorism (CFT), ESG-related training programs, fair dealing educational training, and IFRS 17 series courses. These programs equip directors to respond to developments and supervisory trends in the financial industry effectively.



For further details on the implementation of the diversity policy, please refer to the Annual Report

2024 Director Training Details

(Unit: Hours)

Title	Name	Treating Customers Fairly	Accounting Standards	Sustainable Finance	AML/CFT	Information Security	Others	Total
Chairperson	Lin Wen-Hui	6.62	3	3	3.88	3	2.75	22.25
Vice Chairperson	Peng Tien-Te	5.67	3	3	2	3	2	18.67
Director	Tsai Jin-Pau	5.67	3	3	2	3	8	24.67
Director	Chen Hui-Yiu	5.67	3	3	2	3	2	18.67
Director	Ma Chun-Shuo	8.12	3	3	4.35	5.87	8.08	32.42
Independent Director	Chen Jin-Ji	5.67	3	9	2	3	2	24.67
Independent Director	Lin Kuo-Bin	5.67	3	3	2	3	2	18.67
Independent Director	Lin Chuan-Sung	5.67	3	3	2	3	2	18.67
Independent Director	Young Wen-Binn	5.67	2	3	1.88	3	2	17.55
Independent Director	Lee Su-Chen	5	3	3	2	3	2	18

¹ The ninth Board of Directors consists of 10 directors, including 5 independent directors. The Chairperson does not concurrently serve as the Company's CEO or any other position. Per the regulations of the "Regulations Governing Transactions Other than Loans between Insurers and Interested Parties" and the "Regulations Governing Loans Extended by Insurers to Interested Parties," and based on archived household data, no familial relationships exist within the second degree of kinship among directors (except between the Chairperson and Vice Chairperson, who are spouses). Furthermore, there are no circumstances as outlined in Paragraphs 3 and 4 of Article 26-3 of the "Securities and Exchange Act." The 5 independent directors meet all independence criteria outlined in Article 3, Paragraph 1 of the "Regulations Governing Appointment of Independent Directors and Compliance Matters for Public Companies."

² TGL Directors uphold rigorous self-discipline. If a Board proposal involves conflicts of interest with themselves or the entities they represent, they are required to disclose the nature of the conflict at the Board meeting. In cases where the conflict may harm company interests, they must abstain from discussion and voting, as stipulated in the "Procedural Rules of Board Meetings."

Corporate Governance Operations

➞ Operations of the Board of Directors and Functional Committees

In 2024, the attendance rate of the Board of Directors and functional committees exceeded 97%.

≡ Board and Functional Committee Operations in 2024

Governance Unit	Term	Meeting Frequency	2024 Number of Meetings	Average Attendance Rate of Directors/Members
Board of Directors	8th–9th Terms	Quarterly	9	97.78%
Risk Management Committee	5th–6th Terms	Quarterly	5	100%
Audit Committee	3rd–4th Terms	Quarterly	7	97.14%
Nomination and Remuneration Committee	4th–5th Terms	At least twice annually	4	100%
Strategic Planning Committee	4th–5th Terms	At least twice annually	7	100%
Sustainable Development Committee	1st–2nd Terms	At least twice annually	2	100%

➞ Nomination and Selection of Board Members

TGL is a company organized with a single corporate shareholder. In accordance with Article 128-1 of the “Company Act,” board members are appointed by the corporate shareholder.

➞ Performance Evaluation of the Board of Directors

To implement corporate governance and enhance the effectiveness of the Board of Directors, TGL has established performance goals to strengthen its operations. The “TransGlobe Life Insurance Co., Ltd. Rules for Performance Evaluation of Board of Directors and Functional Committees” (hereinafter referred to as the “Rules for Performance Evaluation”) were enacted and later revised in 2022 to incorporate ESG-related evaluation indicators, aligning with the Company’s sustainability policies. According to Article 4 of the “Rules for Performance Evaluation,” board performance evaluations must be conducted annually. The evaluation covers the overall Board of Directors, individual board members, and each functional committee. Methods of assessment include internal self-evaluations within the Board, self-evaluations by individual members, and peer evaluations. Results are compiled by the procedural unit for board meetings and submitted to the Nomination and Remuneration Committee for approval before reporting to the Board of Directors. In compliance with Article 8 of the “Rules for Performance Evaluation,” these results serve as references for assigning directors (including independent directors) and determining their individual salaries and remuneration. Through self-evaluation, board members gain a clear understanding of their responsibilities and are motivated to fulfill them effectively. Peer evaluations reflect members’ overall impressions of their colleagues’ performance, contributing to the operational efficiency of the Board and fostering active oversight of the management team.

≡ 2024 Board of Directors Performance Evaluation Results

Overall Board Performance Evaluation ¹	Annual Performance Review of the Board ² (Self-evaluation & Peer Evaluation)	Performance Evaluation of Functional Committees ¹
Score: 4.95	Self-evaluation Score: 97.35 Peer Evaluation Score: 98.56	Audit Committee Score: 4.85 Strategic Planning Committee Score: 5 Risk Management Committee Score: 5 Nomination and Remuneration Committee Score: 4.96 Sustainable Development Committee Score: 5

¹ Evaluation scale: Strongly Agree- 5 points; Agree- 4 points; Neutral- 3 points; Disagree- 2 points; Strongly Disagr

² Scoring criteria for overall performance: 90 points and above: Excellent; 80-89 points: Good; 60-79 points: Satisfactory; Below 59 points: Needs Improvement.

⇒ Board and Senior Management Remuneration Policy and Decision-Making Process

According to TGL's Articles of Incorporation, the remuneration for the Chairperson and directors is authorized and determined by the Board of Directors. In adherence to corporate governance principles, the Board has established the "Regulations Governing Remuneration for Directors," outlining the management of directors' compensation. The remuneration for the Chairperson and directors is reviewed by the Nomination and Remuneration Committee and then submitted to the Board for resolution. This process considers industry benchmarks, the compensation standards for the Company's managers, salary adjustment rates, and the individual director's level of involvement in operations, management, and their contributions. Additional considerations include risk-bearing factors, significant changes in the Company's operational conditions or performance, and regular reviews to ensure alignment with the Company's risk appetite.

For senior management, TGL has implemented the "Guidelines for the Appointment, Remuneration, and Performance Evaluation of Managers," which govern the hiring, remuneration, and performance evaluation of appointed managers. The remuneration for appointed managers is based on several factors, including the Company's overall annual profitability, the achievement of annual targets, current market conditions, and the degree to which appointed managers meet "Key Performance Indicators." A bonus distribution plan is formulated accordingly, reviewed by the Nomination and Remuneration Committee, and submitted to the Board for approval.

Ethical Corporate Management

"Your life, our responsibility" is TGL's mission and vision. Upholding its five core values, TGL fully embodies a corporate culture of ethical management while promoting sound corporate development and fulfilling commitments to policyholders. TGL has established a dedicated unit responsible for overseeing ethical corporate management, regularly reporting on its implementation to the Board of Directors. Furthermore, a mechanism for assessing the risks of unethical behavior has been established to periodically analyze and evaluate business activities with a higher risk of unethical conduct.

⇒ Values, Principles, and Code of Conduct

TGL's five core values—Integrity, Respect, Accountability, Creativity and Advancement—serve as guiding principles for the Company's decision-making and operations. These values drive continuous improvement across TGL's activities.

Code of Ethical Conduct

TGL has developed a "Code of Ethical Conduct," approved by the Board of Directors, to ensure that the behaviors of its directors and senior managers align with ethical standards and to enhance stakeholders' understanding of the Company's ethical principles. Every director and appointed manager has signed a "Statement of Compliance with Ethical Management" to affirm their commitment.

"Core Values, Practice Principles, and Code of Conduct"

To ensure that all employees adhere to unified core values and behavioral guidelines, TGL has established the "Core Values, Practice Principles, and Code of Conduct," providing clear directives regarding preventing conflicts of interest, avoiding exploitation of private opportunities, maintaining confidentiality obligations, ensuring fair dealings, protecting personal data, safeguarding and appropriately utilizing company assets, prohibiting anti-competitive behavior, prohibiting bribery and corruption, supervising and reporting unethical conduct.

Statement of Compliance with Ethical Management

To: TransGlobe Life Insurance Co., Ltd.

I, as a director/senior management of TransGlobe Life Insurance Co., Ltd. (hereinafter referred to as "TGL"), hereby declare my commitment to fully adhere to TGL's "Ethical Management Policy" and related guidelines.

In the course of performing my duties, I shall refrain from directly or indirectly offering, accepting, promising, or soliciting any improper benefits to gain or maintain personal or stakeholders' interests. Furthermore, I will avoid any actions that may violate ethical principles, laws, or fiduciary duties.

With a management philosophy rooted in integrity, transparency, and accountability, I will strive to establish sound corporate governance and risk control mechanisms, thereby fostering an environment for sustainable development.



"TransGlobe Life
Code of Ethical
Conduct"

⇒ Anti-Corruption

TGL has incorporated various regulations in its “Core Values, Practice Principles, and Code of Conduct” to address anti-corruption practices.

In 2024, 100% of full-time internal employees completed training courses on the “Ethical Corporate Management Best Practice Principles and Anti-Corruption Advocacy.” Furthermore, anti-corruption communication efforts with suppliers also achieved 100% completion, and no confirmed corruption incidents were reported in 2024. During onboarding training for new employees, TGL reinforced the principles outlined in the “Core Values, Practice Principles, and Code of Conduct.” In 2024, all newly recruited internal employees received this educational training. Externally, anti-corruption awareness was emphasized in procurement orders issued to suppliers. In 2024, 221 suppliers were fully informed of anti-corruption principles, achieving 100% awareness. In 2024, among general procurement transactions meeting the Company’s “Supplier Management Operational Guidelines,” both suppliers with transaction amounts reaching NT\$500,000 and annually evaluated suppliers, excluding those who have already independently disclosed their social responsibility commitment policies, a total of 85 suppliers signed the “Supplier Social Responsibility Commitment Statement,” achieving a 100% signing rate.

⇒ Whistleblowing System

To strengthen corporate governance and promote ethical management, TGL has established a whistleblowing mechanism within its “Corporate Governance Best Practice Principles,” “Code of Ethical Conduct,” and “Core Values, Practice Principles, and Code of Conduct.” Additionally, TGL has developed internal operating procedures under the “Whistleblowing Mechanism Guidelines” and incorporated them into its internal control system. The whistleblowing mechanism includes an independent unit designated to handle whistleblowing cases, procedures for case investigation and review, confidentiality measures to protect whistleblowers’ identities, and safeguards to ensure whistleblowers are not subject to retaliation or unfavorable treatment. Whistleblowers can report concerns to the Audit Committee’s mailbox, the Whistleblower email address, or by sending written reports by post. Notably, in 2024, no reports were received or confirmed to involve corruption or fraud.

1.3 Regulatory Compliance

TGL emphasizes adherence to laws and regulations while effectively implementing internal management. We pledge compliance with regulations and set “non-violation of regulations” as a professional goal. Employees are required to follow the “Legal Compliance System” to ensure observance of laws, regulations, and company bylaws, thereby minimizing the risk of violations.

TGL aims to implement legal compliance to mitigate legal risks and maintain effective internal control systems. The goal for the year is to achieve zero major regulatory violations.



- ~ In 2024, there were no major financial regulatory violations.
- ~ 14 internal training sessions were held, totaling 30 hours.

- ~ The Chief Compliance Officer shall review the adequacy of the Legal Compliance System at least annually and propose improvements as necessary. Recommendations shall be submitted to the CEO for review and implemented after approval by the Board of Directors.
- ~ The Chief Auditor shall report to the Board of Directors and the Audit Committee on the performance of the Regulatory Compliance Department and the implementation of legal compliance measures at least semi-annually.

- ~ Legal Compliance Plan:
 1. Evaluate compliance matters for each department.
 2. Review outcomes of regulatory violation cases from the previous year.
 3. Manage changes to insurance laws and other relevant regulations.
 4. Assess compliance risks and conduct project reviews.
 5. Provide training and promote legal compliance in operations.
 6. Review and improve the Legal Compliance System.

- ~ Anti-Money Laundering (AML) and Combating the Financing of Terrorism (CFT) Plan:
 1. Plan and implement policies and procedures for identifying, assessing, and monitoring money laundering and terrorism financing risks.
 2. Conduct comprehensive AML/CFT risk assessments and draft risk improvement plans.
 3. Regularly report the implementation of AML/CFT measures.

The financial industry is built on trust, and TGL believes that fostering a strong risk management culture, legal compliance awareness, and internal control mechanisms are fundamental to insurance operators. We have implemented the following mechanisms to manage and control operational risks.

Dedicated Regulatory Compliance Department

TGL ensures that all business operations strictly comply with legal regulations and corporate bylaws. To effectively manage and evaluate regulatory changes and ensure timely implementation, TGL has established a dedicated Regulatory Compliance Department directly reporting to the CEO. This Department is responsible for developing, managing, and executing the Legal Compliance System, as well as overseeing AML- and CFT-related matters.

The Regulatory Compliance Department holds approximately two meetings per month to discuss the implications of newly amended laws, communications from trade associations, or directives from regulatory authorities. These meetings foster internal collaboration, enabling timely responses to legal changes, revisions to operational procedures, and updates to compliance processes. The unit also tracks the outcomes of measures taken in response to legal changes. The Chief Compliance Officer reports monthly during management meetings to the CEO and appointed managers, summarizing significant regulatory changes from the previous month to support the management team in staying informed about relevant legal developments.

Regulatory Compliance Risk Assessment

TGL has established a company-wide “Legal Compliance Risk Management and Supervision Framework” to oversee and manage compliance risks. This framework is built upon three key processes: “Identification of Legal Compliance Risks,” “Assessment of Compliance Risks and Procedures,” and “Risk Response Measures and Improvement Plans.” Through these processes, TGL ensures the implementation of mechanisms to identify, evaluate, control, and measure compliance risks, enabling comprehensive monitoring and adherence to compliance requirements.

In response to the internal and external factors of the year, risk reference indicators for evaluating various risk domains are adjusted. These evaluations take into account factors such as the proportional scale of various internal business operations, regulatory penalties imposed on peers in the insurance industry, the frequency of regulatory amendments during the evaluation period, internal and external audit findings within the Company, and the actual circumstances of significant incidental events. Based on these factors, risk domains for the year are categorized into high, medium, and low levels. Through the compliance self-assessment procedures (control measures) conducted by individual units, the inherent risks of the aforementioned compliance domains are mitigated, effectively reducing the extent of their impact. Subsequently, monitoring will continue for risk domains with higher residual risks. For identified weaknesses in compliance risks, supervisory units will implement corresponding improvement measures and continuously track the progress of these actions.

Regulatory Compliance Training

In 2024, TGL conducted a total of 33 courses with a combined participation of 77,120 attendees. The main topics included updates to new regulations, insurance theories and practices, and practical operations in compliance. The details are as follows:



AML/CFT Efforts and Implementation Results

TGL is committed to advancing efforts in Anti-Money Laundering (AML) and Combating the Financing of Terrorism (CFT) (including countering proliferation financing (CPF)). The Legal Compliance Department has established a dedicated unit responsible for supervising and coordinating AML/CFT operations and the planning of management systems. To strengthen cross-departmental supervision and management of AML-related operations, senior management personnel in each department have been assigned as supervisors for AML and CFT implementation tasks.

TGL has enacted the “AML/CFT Risk Management Policy” and related operational guidelines for company-wide compliance. Measures such as customer identification, name verification, and periodic review procedures are conducted using a risk-based approach, categorizing customers by risk level and applying corresponding review and transaction monitoring mechanisms. The AML/CFT management system is continuously enhanced to identify suspicious money laundering or terrorism financing transactions. Cases flagged by the system are evaluated for transaction reasonableness, and if identified as suspected money laundering or terrorism financing, they are approved by designated supervisors and promptly reported to the Ministry of Justice Investigation Bureau to implement control mechanisms of AML/CFT.

Additionally, TGL has established the “AML/CFT Management Task Force,” chaired by the CEO and composed of senior management. The task force holds regular meetings to review key AML/CFT strategies, control mechanisms, and implementation results. To effectively identify and mitigate AML/CFT risks, TGL periodically conducts comprehensive risk assessments using a risk evaluation methodology. The risk assessment reports and improvement plans are submitted to the AML/CFT Management Task Force and the Board of Directors for review.

In response to evolving financial crime patterns and emerging global risk trends, TGL actively collaborates with regulatory authorities and builds public-private partnerships. The Company has developed a financial security mechanism focused on anti-fraud and anti-money laundering initiatives. Furthermore, artificial intelligence (AI) and machine learning (ML) technologies have been incorporated into existing AML controls to prevent financial crimes and money laundering. These measures aim to advance a secure financial transaction environment.



Assessment Mechanism for Implementation of Regulatory Compliance

The Regulatory Compliance Department establishes the evaluation content and procedures for legal compliance. It oversees each department’s semiannual self-assessments of implementation status, with results submitted to the Chief Compliance Officer for review and approval by the CEO. In cases of regulatory violations, procedures outlined in TGL’s “Legal Compliance System” are immediately followed. The Regulatory Compliance Department reports biannually to the Board of Directors and the Audit Committee. Any major regulatory violations are promptly notified to the directors and presented to the Board. Definitions for significant penalties and corrective measures are based on the standards outlined in the “Financial Supervisory Commission’s Guidelines for Public Disclosure of Significant Penalties for Violations of Financial Laws.” In 2024, TGL did not have any major financial regulatory penalties of NT\$3 million or more. The following table summarizes minor penalties and improvements made in response:

Violations and Improvement Progress for Cases Handled by Regulatory Authorities in 2024

Violation	Penalty (Unit: NTS)	Improvement Progress
Securities and Exchange Act Article 36, Paragraph 4 and Regulations Governing Information to be Published in Annual Reports of Public Companies Article 10, Paragraph 1, Subparagraph 3	an order for corrections	Improvement completed.

Violation	Penalty (Unit: NT\$)	Improvement Progress
Insurance Act Article 144, Paragraph 1 and "Regulations Governing Pre-sale Procedures for Insurance Products" Article 30, Paragraph 1, Subparagraph 1	Discontinuation of sales for "TGL Double Benefit Small Accident Insurance Rider" from the following day of notice	Improvement completed as per regulations.
"Personal Data Protection Act" Article 27, Paragraph 1	Fine of NT\$100,000 and one-month deadline for completing correction	Improvement completed and reported to the Insurance Bureau.
"Labor Standards Act" Article 24, Paragraph 1	Fine of NT\$50,000 for non-compliance with overtime wage requirements	Improvement completed as per regulations. Upon becoming aware of situations where personnel worked beyond regular hours without proper overtime reporting, the Company immediately initiated a thorough review. For any cases identified where employees' attendance records indicated extended working hours beyond scheduled end times without overtime applications, the Company retroactively issued overtime pay to ensure proper compensation.
"Labor Standards Act" Article 32, Paragraph 1	Fine of NT\$680,000 for extending working hours without union consent	Improvement completed as per regulations. The Company actively engaged in consultations with the corporate labor union to establish a constructive and transparent communication framework. On February 5, 2024, the Company secured the union's agreement for implementing the extended working hours policy for the period from January 31, 2024, to December 31, 2024. Furthermore, on December 13, 2024, the Company obtained the union's consent to extend the working hours policy again, covering the period from January 6, 2025, to June 30, 2025.
"Labor Standards Act" Article 32, Paragraph 2	Fine of NT\$100,000 for extending working hours beyond regulatory limits	Improvement completed as per regulations. The Company has convened supervisors of the relevant departments to assess the workload of employees and identify the root causes of workload issues within their respective units. Based on these assessments, improvement plans have been proposed, such as appropriate task reallocation and proactive workforce augmentation. Additionally, to maintain the Company's long-standing commitment to fostering a workplace environment that balances work and life, the Head of the Human Resources Department issued a company-wide email on September 4, 2024. This communication reiterated the Company's overtime policies, emphasizing the need for employees to adhere to the pre-approval process for overtime work and strictly prohibiting excessive overtime.

1.4 Risk Management

In today's rapidly evolving society and economy, there are more unknown emerging risks. TGL believes that risk management is not the sole responsibility of a single unit. Under the leadership of the Board of Directors, TGL has fostered a strong awareness of risk management, where all departments are assigned corresponding roles, responsibilities, and reporting procedures at various levels. For details on climate risk management in 2024, please refer to the "Climate and Nature-Related Financial Disclosures (TCFD/TNFD) Progress" section in our [Q 2024 Annual Report](#).

The risk management mechanism established by TGL integrates the Company's business operations and corporate culture while adhering to its defined Risk Management Policy. By leveraging qualitative and quantitative techniques, TGL manages material risks that are reasonably foreseeable and relevant to the insurance industry. The risk management objectives are as follows:

1. Identify risks faced by the Company and the interrelations between them.
2. Assess the relationship between rewards and risk exposure.
3. Measure exposures and proactively manage risks faced by the Company alongside its solvency.
4. Control risks within the prescribed limits.

TGL's risk management strategy is to assume risks only after fully understanding potential rewards and losses. Exposure levels are managed within prescribed risk limits, and this system ensures that all significant foreseeable risks are identified, assessed, reported, and continuously monitored.

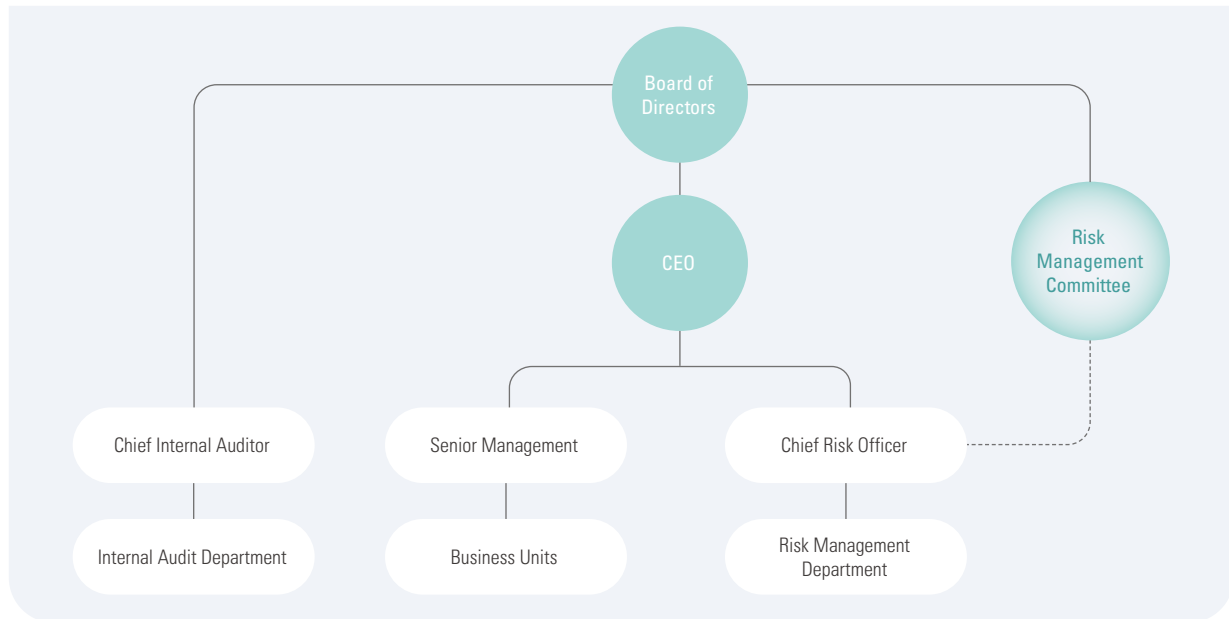
Quarterly risk reports integrate risk profiles of all major risks and are submitted to the Risk Management Committee and the Board of Directors for review to ensure the adequacy of the risk management approach.



Risk Management Framework

The Board of Directors serves as the highest authority for risk management at TGL. To effectively manage operational risks, the Board has established the “Risk Management Committee,” which oversees and controls the implementation of the Company’s overall risk management framework. The Chief Risk Officer (CRO) is responsible for executing the comprehensive risk management mechanism and provides regular reports to the Board of Directors regarding the current state of risk management. These reports address risks that could affect normal operations or solvency, ensuring that risks remain within manageable levels.

≡ Risk Management Organization Chart



Risk Management Policy and Operations

TGL has established policies and procedures to manage market risk, credit risk, liquidity risk, operational risk, insurance risk, and climate change and nature-related risks. These frameworks build mechanisms for identifying, measuring, assessing, and controlling risks, with regular risk reports issued to ensure effective ongoing management.

TGL also continues to identify and monitor various risks to address complex and emerging global and sustainable risk issues, thereby ensuring the Company’s sustainable operations.

≡ Risks and Response Measures

Risk Type	Definition	Response Measures
Market Risk	The risk of losses due to changes in market risk factors, such as interest rate risk, equity risk, real estate risk, and foreign exchange risk, affects the fair value of company assets.	A “Market Risk Management Policy and Procedure” is in place, employing measures such as regular assessment and monitoring of market risks for individual transactions and overall investment portfolios, analyzing market risk exposure, monitoring market risk indicators, and verifying compliance with market risk limits.
Credit Risk	The risk of losses due to the inability or refusal of issuers or counterparties to meet obligations, or due to credit rating downgrades, including risks such as default, rating downgrades, and concentration risks.	A “Credit Risk Management Policy and Procedure” is in place, using credit risk analysis, credit risk limit management, and an early warning system for credit risk indicators.
Liquidity Risk	The risk of being unable to meet current or future liquidity needs due to insufficient liquidity sources or losses from market disruptions when disposing of holdings.	A “Liquidity Risk Management Policy and Procedure” is in place, addressing liquidity risks for short-term, long-term, and emergency major events through control measures. For short-term liquidity management, relevant departments report liquidity needs through a capital notification mechanism, allowing the finance department to effectively plan and monitor funding gaps to ensure sufficient short-term liquidity. Additionally, liquidity demand forecasting and cash flow tracking help appropriately manage liquidity asset positions. For long-term liquidity management, periodic liquidity stress tests are conducted to assess whether liquidity sources sufficiently meet liquidity demands under various scenarios, guiding adjustments to asset allocation strategies. In emergency liquidity management, departments utilize an emergency notification mechanism to report significant short-term abnormal liquidity needs, with a crisis management task force coordinating emergency liquidity measures to address critical liquidity risks. Furthermore, when establishing and maintaining investment portfolios, the investment team assesses the liquidity and market depth of investment assets to mitigate potential losses arising from insufficient market depth during asset liquidation.

Risk Type	Definition	Response Measures
Operational Risk	The risk of direct or indirect losses resulting from improper or erroneous internal processes, personnel, and systems, or external events.	An "Operational Risk Management Policy and Procedure" has been established. This includes a loss reporting mechanism, data management, collection of key risk indicators, and risk self-assessment. Identified risk factors are evaluated for probability and impact. Medium and high-risk factors are tracked and regularly reported to senior management and the Risk Management Committee.
Insurance Risk	The risk of losses due to discrepancies between actual claim payments or claim timing and expectations.	An "Insurance Product Internal Control Mechanism" and related control procedures have been established to ensure comprehensive risk management. During the product development phase, a thorough assessment is conducted to evaluate the product's suitability, premium adequacy, administrative system feasibility, and the rationality of various assumptions. These evaluations are then submitted to the Insurance Product Review Committee for cross-departmental expert review and confirmation. Before the product's launch, processes such as policy issuance and underwriting are thoroughly inspected. Following the launch, regular experience rate analyses and stress testing of insurance risk factors are conducted to monitor and track changes in insurance risks over time.
Climate Change and Nature-Related Risks	Climate change risks refer to the impacts of changing climate conditions on operations and the value chain. Nature-related risks arise from society's and the Company's dependence on and influence on nature. These risks stem from changes in natural capital, which negatively affect ecosystems and pose potential threats. Such impacts and threats can affect company revenues, costs, and operational sustainability. Climate change and nature-related risks are primarily categorized into "physical risks" and "transition risks." ~ "Physical Risks": These originate from specific natural disasters or long-term changes in climate patterns that cause direct or indirect losses. Additionally, risks may arise due to natural degradation and the subsequent impairment of ecosystem services, which result in losses to the Company. ~ "Transition Risks": These emerge from societal shifts influenced by policies, regulations, technological advancements, investor or consumer preference changes, and the actions taken by the Company in response. Discrepancies between the Company's actions and the transition to a low-carbon economy, or efforts to mitigate negative impacts on nature, contribute to these risks.	Given that climate change and nature-related risk factors can directly or indirectly impact the Company's value chain through insured clients, counterparties, assets, and the economic environments of operational locations, these risks ultimately reflect in the major risks faced during daily operations. As a result, TGL integrates climate change and nature-related risks into its existing risk management framework, adhering to various risk management policies to monitor and control these risks effectively.

The aforementioned risks are evaluated and integrated into risk reports, which include quantitative risk analysis, compliance with risk limits, stress testing, and reports of any breaches of risk management policies. These risk reports are submitted regularly to the Risk Management Committee and the Board of Directors.

1.5 Internal Audit

The purpose of the Internal Audit is to assist the Board of Directors and management in auditing and evaluating the operation of the internal control system, as well as assessing its effectiveness and efficiency. It measures the validity and adherence of current policies and procedures and their impact on operational activities, ensuring the continued effective implementation of the internal control system and providing a basis for review and revision.

TGL's internal audit is an independent department directly under the Board of Directors. In compliance with relevant regulations, mainly the "Regulations Governing Implementation of Internal Control and Auditing System of Insurance Enterprises," the internal audit department prepares an annual audit plan, which is submitted in writing to the Audit Committee for review and approval. After gaining approval from the Board of Directors, the audit is carried out accordingly. Audit reports are provided for review by independent directors and the Audit Committee, and, unless otherwise specified by regulatory authorities, must be submitted to the authorities for filing within two months of the conclusion of the audit. In response to the growing international focus on corporate sustainability issues related to environment, social, and governance (ESG), TGL has revised our "Internal Audit Policy." The revision, approved by the Audit Committee and the Board of Directors, incorporate the management of sustainability information as part of the general audit and internal audit reporting items. For details regarding the effectiveness of the internal control in 2024, please refer to the related disclosures in the "Internal Control System Statement" section of the Company's [2024 Annual Report](#).



02 Customer Care

TransGlobe Life actively implements its operational strategy of “leveraging digital technology to drive excellence in operations.” Through product innovation and diversified channels, the Company provides customers with the most professional and comprehensive product planning and services. Starting from the needs of policyholders, it applies insurance technology to enhance the application of digital finance and ensure the spirit of treating customers fairly.

2.1 Digital Finance

TransGlobe Life integrates insurance technology, establishes a digital development framework, and initiates a transformation journey. On the client side, the Company actively promotes digital services, including the development of remote insurance purchase platforms, online insurance services, and intelligent customer service, aiming to provide thoughtful and convenient real-time support tailored to policyholders' needs. Internally, it constructs and optimizes digital core systems to enhance administrative efficiency and enable agents to conveniently use digital sales tools, improving overall service quality.

- ~ "Intelligent Insurance Butler – Customer Digital Service" achieved 426,944 effective members, reflecting 24.3% growth from the previous year and earning a satisfaction score of 92.
- ~ Intelligent customer service chatbot "E-CHAN" served 1,213,017 users, responding to 2,395,593 inquiries since its launch.
- ~ The online insurance platform gained 12,594 new members this year (9% growth), totaling 149,700 members.
- ~ "Agent Mobile Office" achieved an average utilization rate of 100%.
- ~ Big data-driven precise marketing resulted in a 4.2 times repurchase rate among potential customer lists compared to non-listed customers in 2024.



TransGlobe Life offers diverse and seamless customer service channels. Through integrated multi-channel services, policyholders can choose the most convenient method to engage with the Company and enjoy a comprehensive financial service experience.



Diverse Financial Services

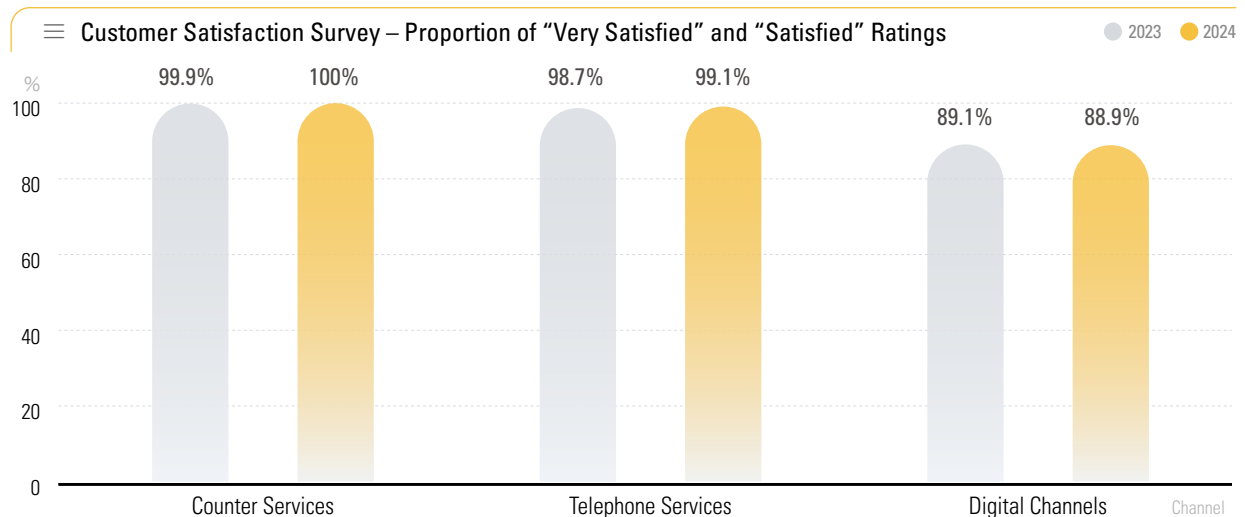
To implement treating customers fairly and reduce the digital gap, TransGlobe Life ensures customers enjoy the convenience brought by digital technology services by offering the following diverse financial services:

Service Channel	Project	Highlights	2024 Performance
Official Website	Intelligent Insurance Butler – Customer Digital Service	~ User-centered design supporting the insurance lifecycle across four aspects: coverage management, service transactions, regulatory compliance, and social responsibility. ~ Seamlessly connects to offline channels, enhancing after-sales services with a virtual-physical complementary strategy.	~ Total active members reached 426,944. ~ Customer satisfaction scored 92 points. ~ Annual growth of 24.3%.
	Online Insurance Purchase	~ Established mechanisms for customer behavior tracking and guidance. ~ Utilized big data analysis for customer relationship management, enabling precise product design, marketing activities, or services. ~ Optimized insurance purchase processes. ~ Offered multiple payment methods. ~ Integrated online policyholder services and digital precision marketing into a unified service platform. ~ Redirected offline advisory channel appointments.	~ Online insurance membership growth of 9%.
	Barrier-Free Web Design	~ Accessibility features include guide tiles, keyboard shortcuts (Access Key), and site navigation tools (Site Navigator).	~ Continuously passed audits conducted by the Ministry of Digital Affairs. ~ Maintained the validity of the AAA barrier-free web certification received in 2022.
	Online Change Requests	~ Policyholders can apply online, providing convenient submission channels. ~ Integrated with the Security Alliance Chain for simultaneous transfers to other insurance companies. ~ Automated processing to accelerate case handling.	~ A total of 82,037 cases were handled in 2024.
Intelligent Customer Service	“E-CHAN”	~ AI-powered 24/7 interactive service. ~ Supporting personalized services. ~ Combining with the official website’s “Financial Friendly Service Zone” to offer intelligent customer service with human text chat transition.	~ By year-end, served a total of 1,213,017 interactions and answered 2,395,593 queries.



TransGlobe Life provides policyholders with numerous convenient and secure digital service options:

Item	Highlights	2024 Achievements
Digital Insurance	Collaborated with multiple channels to offer zero-distance professional services through mobile and remote insurance processes.	A total of 52,684 policies were processed via direct channels through mobile and remote insurance, accounting for 77%.
Internet Phone	- Free access to real-person phone support via the internet (Service hours GMT+8: 09:00-21:00). - Upgraded priority service for quicker response times. - Support for various service channels, such as the official website, intelligent customer service, and LINE official accounts.	Comprises 4% of total incoming calls to the 0800 hotline.
eDDA Electronic Authorization	Continued expansion of the eDDA electronic authorization platform to additional financial institutions.	Added Next Bank, bringing the total to 26 financial institutions.
Electronic Policies	All products allow the option for electronic policies without the need for signing paper receipts.	- The average usage rate of electronic policies increased from 2% at the 2022 launch to 12.85%. - Introduced an "Electronic Policy Promotion Zone" on the official website to explain and promote electronic policies in an easy-to-understand manner.
LINE Official Account	"LINE Personalized Services" integrates frequently used functions from the Customer Digital Service and intelligent customer service.	24,837 policyholders linked their LINE accounts with their Customer Digital Service accounts. - Annual LINE personalized service clicks reached 109,155 times.
Mobile Policy Owner Service	- Linked to the security alliance chain. - Business representatives can execute through the Agent Mobile Office system. - Option to simultaneously forward requests to other insurance companies for processing.	A total of 483 cases were processed through the mobile policy owner service.
Security alliance chain	- Policyholders can submit contract change applications via the first insurance company and opt to forward requests to other participating insurance companies, avoiding the inconvenience of separate submissions. - Paper application forms are no longer required, aligning with ESG practices.	A total of 20,071 cases processed.



Policyholder Care Services

Service Type	Description	2024 Achievements
Policyholder Service Guide	Proactively sent "Policyholder Service Guide" SMS messages to new policyholders upon contract issuance to extend a welcome and introduce various after-sales services and related rights.	Successfully sent 192,834 SMS messages.
Digital Accessibility Care Mechanism	Weekly proactive phone calls to assist policyholders whose accounts have been locked but not yet unlocked, helping them unlock online and introducing various convenient services.	- Cared for 1,433 digitally disadvantaged policyholders. - Assisted in unlocking 985 "Intelligent Insurance Butler – Customer Digital Service."

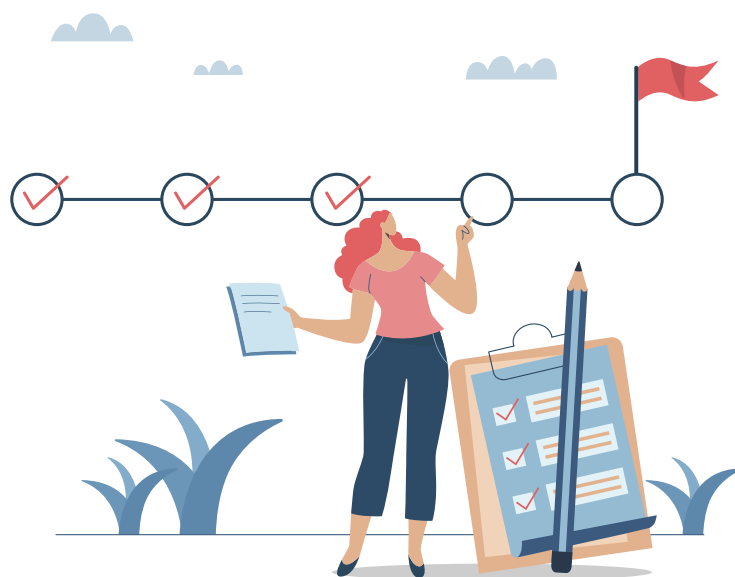
⇒ Care for Major Emergency Incidents

At the earliest possible moment, the Major Emergency Response Team is activated, providing condolence payments and assisting with claims.

2024 Major Incidents	Date	Number of Claims	Payment Amount (Unit: Thousand NTD)
Hualien Earthquake	April 3	4	1,200
Typhoon Kaimi	July 24	1	1,300
Kaohsiung Residential Fire	November 7	1	1,000
Taichung PX Mart Warehouse Fire	December 19	1	860

Diverse Claims Services

Policyholders can file claims applications via the “Customer Digital Service” on the TransGlobe Life website. For those intending to submit claims to multiple insurance companies, they may consent to the use of the “Insurance Technology Shared Platform” to access medical document data from cooperating medical institutions. By opting for the “Claims Alliance Chain” and “Claims EasyLink” services, policyholders can complete their claims applications quickly without needing to provide paper copies of medical certificates or receipts, streamlining and automating the claims process.



Claims Service	2024 Achievements
Pre-Claims Scanning Operations	↪ The pre-claims scanning project was officially launched in October. ↪ Introduced a new “Simple Acceptance” process in the middleware system. After initial scans in the core system, data is transferred for system archiving. After preparatory work, cases are allocated to specialized staff for review. ↪ Through professional division of labor, time and manpower costs were reduced, allowing them to focus on case reviews, thereby improving efficiency and accuracy.
Online Claims in the “Customer Digital Service” Policyholders can also download the claims application form, sign it in person, and send back the original documents.	↪ Continued integration of “Claims Alliance Chain” and “Claims EasyLink” services. ↪ Optimized the mobile claims system for user convenience.
Claims Alliance Chain	↪ Processed 129,939 cases since its launch in 2020. ↪ No complaints or fraud disputes in any case.
Claims EasyLink	↪ A cumulative total of 430 cases since its launch in 2021, including 245 referred by other insurance companies, 87 submitted to TransGlobe Life, and 98 referred to other insurance companies. ↪ Launched “Claims EasyLink 2.0” in October, enabling hospitals to directly import medical certificate content and receipts into the system, saving policyholders’ time and reducing manual work in the claims process.
24-Hour Self-Service Voice Assistance	Claims progress tracking is available.
English Medical Record Translation OCR Recognition	The English medical record translation OCR recognition system went live in March, greatly cutting the time spent on medical record interpretation, improving case handling efficiency, and effectively minimizing disputes or misunderstandings due to delayed information.

Sales Support Platform

TransGlobe Life aims to become the best partner for agents in sales management and customer care services, striving to create an immersive sales experience. The Company is dedicated to providing thousands of TGL agents with support tools that perfectly integrate the three pillars of the life insurance business: sales, recruitment, and service management.

Item	Highlights	2024 Achievements
Needs Analysis	- Analyze customers' needs to identify gaps between desired coverage and existing policies, reducing information asymmetry. - If a customer has completed a policy check-up, their policy status data is directly integrated.	Conducted 1,781 analyses within three months after its launch in April 2024.
Project Recommendations	Provide agents with "Project Recommendation" lists, utilizing big data to identify clients with high insurance needs and repurchase rates, along with explanatory reasons.	Compared to non-recommended lists, overall repurchase rates were 5.9 times higher, and 6% of existing clients contributed 27% of Annualized Premium Equivalent (APE).
Interactive Recruitment Promotion Webpage	- Added a dedicated recruitment section on the website, offering an interactive page to provide career-related information for potential recruits. - Introduced an online interactive mini-game using MBTI tests to collect personality traits and work suitability data from potential recruits.	Achieved 17,219 clicks and 17 recruitment confirmations since its launch in late May 2024.
Mobile Insurance Web Version	Launched a web-based version of mobile insurance in addition to the app version, eliminating device-specific limitations for greater convenience.	The Mobile Insurance Web Version received 33,249 submissions between its launch in July 2024 and December 2024.

Big Data Applications

TransGlobe Life firmly believes that big data is a strategic enterprise approach and business model for transforming company data into service value. Through cross-departmental collaboration, the Company integrates business intelligence and artificial intelligence (AI) deep learning applications, dynamically adjusts its development blueprint to stay up-to-date, and gradually implements innovations in big data applications.

Aspect	2024 Achievements
Business Intelligence Applications	- Completed the integration of dynamic visualization dashboards (Management Dashboard) for administrative departments to consolidate key indicators, enhancing decision-making and operational efficiency for senior management. - Collaborated with the Agent Strategy Planning Department to design a Direct Sales Management Information Platform, enabling agents to instantly track key indicators such as marketing and workforce development, thereby improving performance. - Optimized the abnormal claims monitoring report by incorporating product dimensions to enhance the comprehensiveness of risk analysis indicators and achieve systematic, scientific identification of potential risks. - Digital Behavior Collection and Analysis Project: Completed digital behavior tracking for the official website, online insurance platform, and Service Successor website, creating 22 visualization reports to accurately analyze customer needs and support data analysis for recruitment in direct sales.
Machine Learning/Deep Learning	- Continued optimization of customer segmentation models to predict timing for repurchase needs and provide marketing customer lists, resulting in repurchase rates 4.2 times higher than non-listed cases, supporting agents in offering tailored insurance solutions. - Natural Language Processing (NLP) and web crawler technologies supported agents in verifying online sales information related to the Company's products, strengthening internal control systems and compliance. - Collaborated with national universities on speech recognition model research, achieving a Character Error Rate (CER) below 10% in 2024. Gradual application in telemarketing, customer service, and meeting records is planned. - Integrated historical data and case features with telemarketing and medical exam sampling models in underwriting processes. In 2024, obtained a utility model patent for the "Insurance underwriting sampling system," enhancing underwriting efficiency and ensuring optimal customer protection and service.
Data Governance	Completed the first phase of the data governance project through cross-departmental collaboration, establishing data governance organizational roles, responsibilities, and Phase 1 and 2 governance documents to build a foundational data governance framework. Planned for 2025, tools will be introduced, pilot key workflows, manage critical data quality, deepen data application, and enhance governance maturity.
AI Application Development	- Initiated a pilot project for an intelligent assistant to assist with internal document retrieval using Retrieval-Augmented Generation (RAG) technology, significantly improving data retrieval efficiency. - Optimized the claims risk scoring model by incorporating more recent abnormal patterns, launched in January 2025, to further strengthen claims risk management. - Completed sandbox testing for the AI Service Platform in collaboration with strategic partners, with Proof of Concept (POC) planned for 2025.

TransGlobe Life will continue leveraging big data and AI technologies to expand and develop interdisciplinary data science talent teams, deepen AI technology advancement, and enhance company-wide data and AI application capabilities. The Company aims to establish a customer-centric management and operational model, achieving more efficient and intelligent corporate development goals.



Financial Fraud Prevention

To enhance stakeholders' awareness of fraudulent schemes and vigilance, strengthen self-protection abilities, and effectively reduce the risk of falling victim to fraud, various anti-fraud services and promotional activities are provided to ensure the security of personal information and assets.

➔ Financial Fraud Prevention Measures and Services

Measures and Services	Description	2024 Achievements
Website "Fraud Prevention Portal"	Established in May 2024 on the official website, featuring anti-fraud promotions, countermeasures, educational videos, comics, and related links to strengthen fraud prevention awareness.	Page views reached 3,800 times.
Anti-Fraud Promotion Articles	- Published 6 articles on the "Insurance Made Easy" website, revealing common types of fraud in insurance. - Targeted younger audiences by writing specific articles addressing common fraud-related issues. - Wrote anti-fraud promotional articles for new immigrants, featuring cases released by government agencies in 5 languages and linked to immigration department anti-fraud videos in 6 languages with subtitles, helping new immigrants identify fraudulent schemes and protect their assets. - Presented fraud scenarios in comics along with key precautions to help the public understand and avoid falling victim to scams.	The 6 articles had 34,938 page views.
Social Media Anti-Fraud Campaigns	Added a "Fraud Prevention Portal" function in the LINE official account menu in July 2024, linking to the website's Fraud Prevention Portal, with multiple promotional posts and interactive messages to enhance fraud prevention awareness.	"Fraud Prevention Portal" received 1,390 clicks. - Published 1 interactive message, receiving 14,074 interactions. - Posted 3 articles, achieving 5,092 Impression.
	The brand's official Facebook and Instagram accounts periodically publish anti-fraud posts to promote fraud prevention awareness.	Published 11 fraud prevention posts.
Anti-Fraud Advertisements	Collaborated with Smart Magazine in December 2024 to publish anti-fraud ads that emphasized insurance fraud prevention and the Company's official SMS codes. Ads were integrated into marketing materials, made available for download on the website, and embedded in product brochures.	- Smart Magazine's monthly circulation reached 80,000 copies. - A total of 84 types of product brochures were created.
Fraud Prevention Warnings	Added fraud prevention warnings across all customer communication channels, reminding policyholders to remain alert and safeguard their personal information and assets.	- Fraud warnings added to platforms such as the official website, "Intelligent Insurance Butler – Customer Digital Service," Intelligent Customer Service, and letters sent to policyholders. - Anti-fraud promotional materials were displayed at counters in the headquarters, branches, and service centers for policyholders to read.

Info-security and Fraud Prevention	2024 Initiatives
Counterfeit Detection and Takedown for Apps and Websites	- To safeguard customer rights and enhance the security of TransGlobe Life's e-commerce services, mechanisms were established for proactively detecting counterfeit websites, mobile apps, and social media impersonations. Collaborations with anti-cyberfraud organizations and global internet service providers, domain managers, and app store operators were initiated to strengthen counterfeit detection capabilities. The services included detecting and removing phishing websites, external malware incidents, fake websites, counterfeit mobile apps, and social media impersonations, aiming to reduce the risks of identity theft and fraud-related financial losses. - Monthly monitoring, detection, and notification records were analyzed, and no incidents occurred in 2024 that resulted in customer rights being compromised due to counterfeit apps or websites.
Website Anti-Tampering System Implementation	- To prevent unauthorized alterations to service web pages, an anti-tampering system was deployed, enabling real-time detection of changes to webpage host content, issuing alerts, and preventing tampering with critical data or settings. - There were no cases of webpage tampering in 2024 that compromised customer rights.

➔ Financial Fraud Prevention Promotional Activities

Activity Name	Activity Content	Sessions
TransGlobe Life corporate-themed day at TSG Hawks	At the TSG Hawks TransGlobe Life corporate-themed day event, a "TransGlobe Life Fraud Prevention Booth" was specially set up to strengthen fraud prevention awareness. The "Dance for Love ZUMBA" charity event partnered with the New Taipei City Police Department to promote basic fraud prevention knowledge. Interactive games helped participants understand and recognize fraud schemes quickly and easily, raising awareness and reducing the risk of financial fraud.	1
2024 TransGlobe Life "Dance for Love ZUMBA" Charity Event		1
Financial Anti-Fraud Seminar Series	To strengthen insurance practitioners' understanding of fraud prevention and safety audits, TransGlobe Life organized financial fraud prevention courses. Through a series of seminars, employees were trained to enhance their fraud identification skills and response techniques, ensuring better protection of policyholders' rights and financial security. ~ Regional Course Arrangements 1. Taichung Branch - "Crime Awareness Seminar hosted by the Taichung City Police Department." 2. Tainan Branch - "Common Fraud Schemes, Prevention Measures, and Strategies by the Tainan City Police Department." 3. Hsinchu Service Center - "Fraud Prevention Seminar by the Second Division of the Hsinchu City Police Department." 4. Taoyuan Branch - "Fraud Awareness and Prevention Seminar by the Taoyuan City Police Department." 5. Kaohsiung Branch - "Fraud Prevention Seminar by the Tainan City Police Department." ~ Headquarters and Internal Training 1. Taipei Headquarters - Specialized course: "Trends in Financial Fraud, Transaction Flow Patterns, and Key Prevention Strategies." 2. All Internal Staff - Online course: "Common Insurance Financial Exploitation and Insurance Fraud." 3. Board of Directors Meeting - Seminar: "TCF through Emerging Fraud Analysis." Through the above courses, enhance all employees' fraud prevention awareness to ensure that policyholders enjoy a safer financial environment.	8
Fraud Prevention Comics Contest	Internal employees participated in a contest to create comic-style content depicting financial fraud cases and knowledge. A total of 14 entries were submitted. The event also featured an exhibition of entries to deepen corporate-wide financial literacy and fraud prevention awareness. Winning entries were published on the "Insurance Made Easy" website to enhance the general public's fraud prevention awareness.	1
Senior Insurance Camp	Conducted fraud prevention campaigns targeting seniors. Activities included interactive Q&A on insurance knowledge with board members and seniors, along with discussions on innovative solutions to strengthen financial fraud awareness and insurance knowledge among the elderly.	1



TransGlobe Life corporate-themed day at TSG Hawks

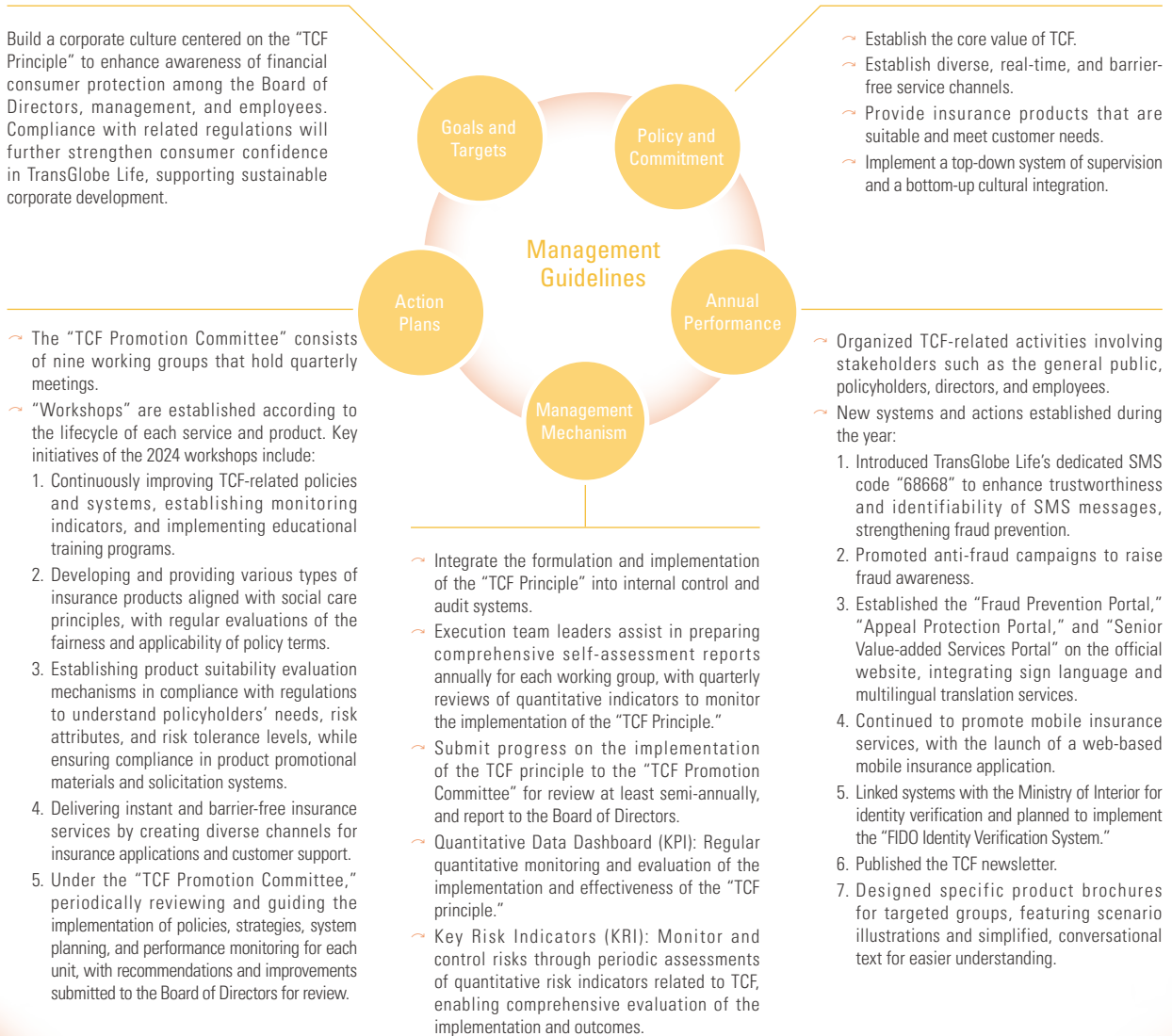


Dance for Love ZUMBA

2.2 Principle of Treating Customers Fairly

TransGlobe Life offers its customers a long-term commitment, providing timely and comprehensive insurance protection when assistance is most needed. Guided by the philosophy of “Serving Customers Like Serving Ourselves,” the Company delivers suitable financial services.

Build a corporate culture centered on the “TCF Principle” to enhance awareness of financial consumer protection among the Board of Directors, management, and employees. Compliance with related regulations will further strengthen consumer confidence in TransGlobe Life, supporting sustainable corporate development.



TCF Promotion Committee

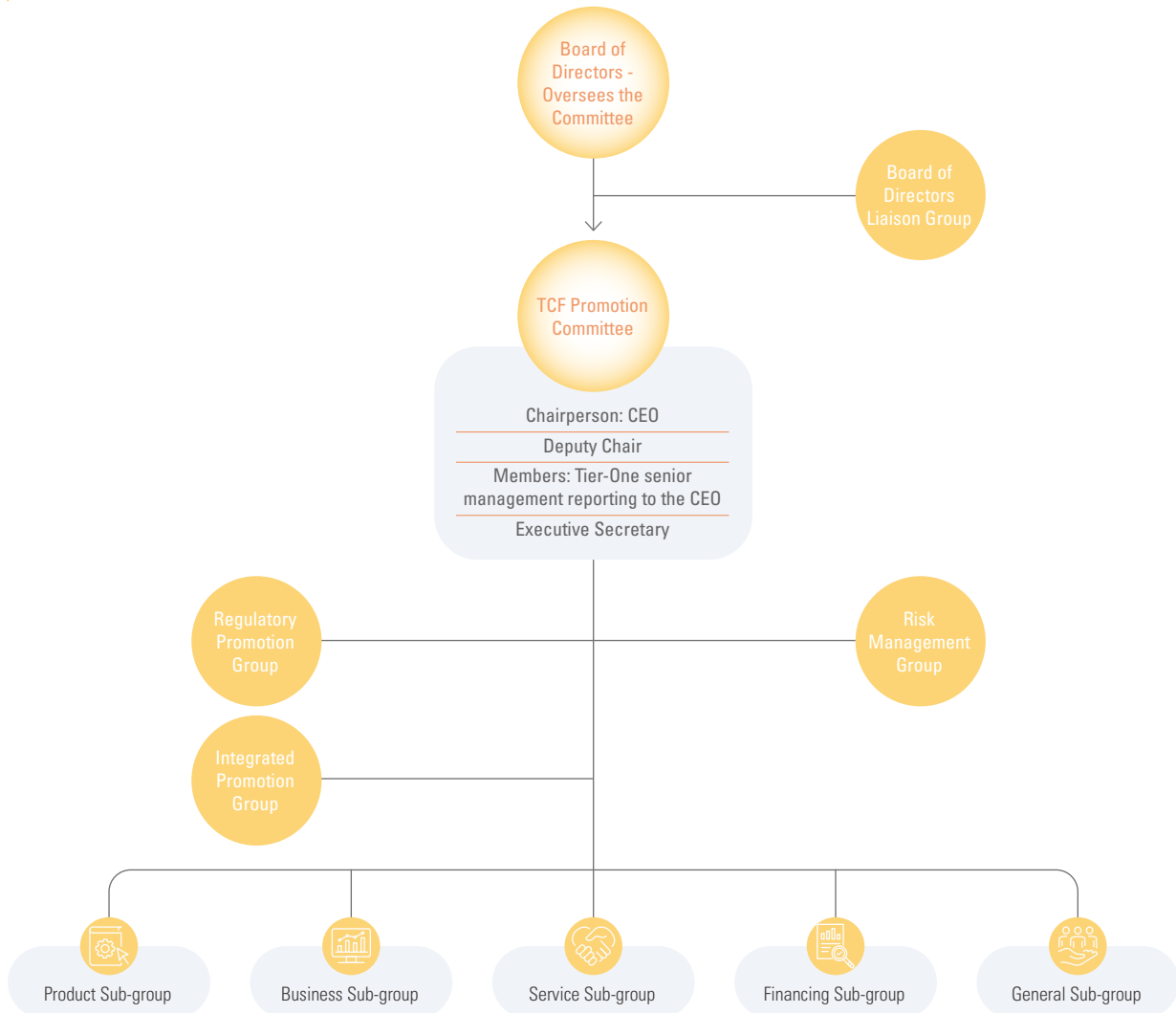
To comply with TCF-related regulations, establish a corporate culture of TCF, and implement TCF policies and strategies, TransGlobe Life formulated the “TCF Promotion Committee Organization and Operational Guidelines” and established the “TCF Promotion Committee.”

TCF Promotion Committee

○ Chairperson	CEO
○ Members	Tier-One senior management reporting to the CEO
○ Dedicated Unit ¹	Operations Planning Department
○ 2024 Meeting Frequency	Quarterly
○ Meeting Agenda Items	Explain the implementation status of the 10 principles of TCF each quarter and the degree of implementation of disability-friendly service measures. Discuss the TCF execution plan for the upcoming quarter. Review and follow up on TCF-related complaints or audit cases for the current quarter (if any). The Dedicated Unit consolidates the review results of the TCF principle implementation and reports to the Board of Directors.

¹ In 2024, the Dedicated Unit is the Operations Planning Department. Due to organizational adjustments in 2025, the Dedicated Unit will be changed to the Customer Contact Center.

TCF Promotion Committee Organizational Chart



TCF Policy and Strategy

To implement the TCF principles, the guidelines for execution are established based on the "Lifecycle of Products and Services." These guidelines aim to monitor the effectiveness of implementing the TCF Principle and evaluate innovative practices.

☰ Lifecycle of Products and Services



➞ Product Design and Development

TransGlobe Life places significant importance on adhering to regulations related to product design, sales, and promotion. The Company has established the “Product Promotional Material Review and Business Solicitation Operational Guidelines” to ensure compliance from the initial product design phase to the launch of new products.

In accordance with the “Regulations Governing Pre-sale Procedures for Insurance Products” issued by the relevant regulatory authorities, the following actions were implemented in 2024:



➞ Product Promotion and Marketing

To prevent errors or misleading information in promotional materials that might confuse customers, TransGlobe Life has established the “Self-Designed Promotional Materials Management Guidelines.” These guidelines regulate the content designed by various channel business units, including product DM, product brochures, posters, advertisements, and press releases, ensuring the accuracy and full compliance of all company-issued promotional materials with legal requirements. Furthermore, for insurance applications and policy documents, the Company adheres to regulations such as the “Guidelines for Model Content and Precautions for Personal Insurance Applications” and the “Review Guidelines for Personal Insurance Products.” In 2024, all promotional materials approved for external use by TransGlobe Life fully complied with relevant legal requirements. This ensures that insurance products are sold with clear information, enabling consumers to evaluate and make careful judgments to find the products that best meet their needs.

➞ Product Solicitation

TransGlobe Life actively prevents and addresses improper sales practices, ensuring thorough checks to verify the source of funds used by customers to purchase insurance products. The Group Insurance Division generates “payable vs. unpaid matching result reports” for activities such as premium payments, customer service hotlines, the Customer Digital Service, claims processing, notifications of deceased policyholders from the Ministry of the Interior, new contracts, policy owner service, and group insurance acceptance operations. These reports are used to proactively contact customers and handle payment processing, ensuring that outstanding payable amounts are properly fulfilled in accordance with the principle of duty of care and loyalty. To ensure the quality of solicitation and services across all channels, TransGlobe Life conducts quarterly quality management monitoring and evaluations for all channels.

In 2024, there were no administrative penalties for non-compliance with regulations related to product distribution.

⇒ Underwriting

TransGlobe Life has established an “Underwriting Committee” to review significant or special underwriting cases through cross-departmental meetings, ensuring that underwriting quality aligns with the TCF Principle. To address the needs of customers with disabilities, TransGlobe Life complies with regulations such as the “Regulations Governing Business Solicitation, Policy Underwriting and Claim Adjusting of Insurance Enterprises” in executing various underwriting operations. These efforts aim to strengthen the overall suitability of products and services, fulfilling the Company’s commitment to inclusive financial practices. TransGlobe Life also diligently implements a telephone interview system to confirm the intent to purchase insurance and ensure the suitability of policies.

⇒ Policy Owner Service and Customer Service

- To strengthen customers’ insurance rights and ensure the suitability of insurance product sales, TransGlobe Life adheres to various operating procedures. The Company carefully reviews and verifies customer-signed documents and proactively contacts customers to confirm any irregular transactions, safeguarding their rights.
- For policies that comply with regulatory requirements, telephone interviews are conducted before the contract cancellation period ends. These interviews ensure that sales personnel have adequately informed customers about the product details and associated risks. Records of these interviews are retained for sampling and verification.
- If telephone interviews cannot be conducted, reminder letters are sent to ensure customers fully understand their risks and rights.

For diverse customer service channels, please refer to the “[Stakeholder Engagement Methods](#)” table in the “Sustainability Management and Stakeholder Engagement” chapter of this report.

⇒ Complaint Management

- The “Grievance Committee” ensures the principles of complaint protection are upheld. In 2024, the Committee convened 50 meetings, addressing 406 cases.
- The complaint handling units regularly report to quarterly meetings and the Channel Quality Management Committee. They also develop improvement plans and training materials, with the Committee monitoring the progress of these improvement measures.

⇒ Claim Processing

- Provide customers with comprehensive claim qualification inquiry services to assist them in completing the insurance payment process.
- Actively manage and monitor claim processing timelines to ensure customers receive prompt and substantial protection.
- Implement system checks to ensure claim personnel are not the original solicitors or underwriters of the cases they handle, preventing conflicts of interest.
- Safeguard the rights of all policyholders by continuously optimizing the claims system and enhancing the overall quality of claim processing services.

For details on claim services, please refer to the “[Diverse Claim Services](#)” subsection in this chapter.

⇒ Policy Loan and Financing

- Emphasizes customer feedback by establishing dedicated complaint channels and customer service centers, ensuring attentive monitoring of customers’ interest payments to protect their credit ratings.
- Initiates a care process for customers withdrawing or terminating services.
- Introduces a “second contact person” mechanism for senior customers to prevent cognitive errors from causing credit issues.
- Adds fraud prevention reminders and warnings to customer notices to raise awareness of fraud prevention and enhance information security.
- Prioritizes customer credit information with stringent internal controls, earning recognition from the Joint Credit Information Center with the 10th, 16th, and 18th Golden Security Awards.

Key Innovations and Optimizations in 2024 to Uphold the TCF Principle

To implement the TCF Principle, TGL introduced the following innovations and optimizations in 2024:

Principle of Fairness and Good Faith in Contracting

- Designed a new version of the policy application form with larger fonts and expanded fields to aid senior citizens and visually impaired customers in reading and completing the form.
- Launched the “Simplify Insurance Terms” website to enhance customers’ understanding of policies. Created the “Simplify Insurance Terms – Let’s Make Insurance Easier” video series, available with subtitles in seven foreign languages.





Principle of Duty of Care and Loyalty

- Developed the “Service Successor” plan to ensure uninterrupted customer service.
- Enhanced the “Customer Relationship Management (CRM) System” to support the upload of diverse video files, streamlining the insurance application process for seniors and the hearing impaired.
- Linked to the Ministry of Interior’s system for identity verification and planned the establishment of the “FIDO Identity Verification System.”
- Introduced a dedicated SMS code, “68668,” to reduce risks of customers falling for fraudulent messages. Implemented the “Beneficiary Data Intensity Check” mechanism to strengthen personal data protection.
- Optimized the “Underwriters’ System Review Mechanism.”
- Revised the audit mechanism for cases where fingerprints, crosses, or other symbols are used as signatures.

Principle of Authentic Advertising Solicitation

- Conducted “Senior-Friendly Sales Agent Training,” emphasizing points of attention for soliciting senior customers.
- Held “Insurance Rights Protection Courses” to ensure promotional and marketing activities for products designed for disabled and senior customers.

Principle of Suitability for Products or Services

- Improved the “Product Brochure Self-Review Checklist,” indicating the prohibition of refusal to insure disabled persons and adjusted the QR code location for convenient use by disabled individuals.
- Introduced identification features to the “Senior Recording Questionnaire” and enhanced phone interview items and field survey forms for senior customers, improving the precision of risk assessments.
- Optimized mechanisms for reviewing the sources of premium payments.
- Revised operating guidelines for underwriting new contracts and group insurance.
- Focused on abnormal insurance application scenarios, adding abnormal indicators and monitoring lists for abnormal insurance cases and agents.
- Added the “Friendly and Easy-to-Read Brochure Self-Review Checklist” to internal control rules, strengthening the mechanism for fair customer treatment review.

Principles of Disclosure and Transparency

- Improved promotional materials, phone survey items, SMS, and e-message reminder texts, and established the “Electronic Policy Portal” on the official website to enhance customers’ understanding of products.
- Revised the “Personal Health and Accident Insurance Premium Adjustment Notice” to fulfill disclosure obligations.
- Reminder notifications for investment-linked policies were sent via registered mail.

Strengthening Notification Mechanisms to Ensure Transparency and Financial Security

- Revised principles for remuneration payments to ensure compliance with performance-based remuneration standards for managers and board directors.
- Regularly reviewed the performance of solicitation activities by sales personnel to proactively prevent improper solicitation and misappropriation of funds.

Principles of Appeals Protection

- Established the “Appeals Protection Portal” on the official website, incorporating sign language and translation services for new immigrants.
- Formulated the “Financial Consumer Appeals Committee Organizational Charter and Appeals Case Procedures” to broaden the scope of appeal case filings.
- Enhanced the “Customer Relationship Management (CRM) System” with details of appeal cases to facilitate tracking of complaint progress.
- Developed the “Monitoring Appeals Key Indicators System” to promptly grasp information on appeals cases.
- Ensured compliance with the “ISO 10002 Customer Complaint Quality Management System Certification.”
- Optimized the database for appeals cases involving elderly customers.

Principles of Agent Professionalism

- Added “Anti-Fraud Education on False Investments” topics to morning meetings to strengthen fraud prevention education and improve service quality.
- Held business competitions and incentive events, introducing the “TCF Honor Member” program.
- In line with amendments to the “Regulations Governing Business Solicitation, Policy Underwriting and Claim Adjusting of Insurance Enterprises,” introduced a system for verifying sales qualifications for elderly customers and monitoring the completion of fairness training records for sales personnel.
- Conducted “Claims EasyLink 2.0” training sessions to improve service quality for policyholders.

Principles of Friendly Services

- Providing the latest information and friendly services to policyholders:
 1. Designed promotional materials with illustrated scenarios and colloquial language for better comprehension.
 2. Promoted financial and insurance anti-fraud knowledge, including comics explaining common fraud methods. Organized “Senior Insurance Camps,” where board members accompanied seniors to learn about insurance knowledge. Assisted elderly individuals in identifying and preventing fraud in long-term care centers in Nantou. Authored specialized anti-fraud articles tailored to new immigrants and younger demographics to raise safety awareness.
 3. Provided rapid service measures and deferred premium payment options in response to earthquakes and typhoons.
 4. Optimized mobile insurance services, launching a new version of the mobile insurance webpage and offering 24-hour remote insurance services.
 5. Developed a “LINE Personalized Service Bundle” guide.
 6. Enhanced the “Insurance Premium Payment Authorization Form” with a new internet phone QR code.
- Friendly services on the official website:
 1. Upgraded the “Customer Digital Service” and established an English version of the customer feedback box, offering diversified services to indigenous and new immigrants.
 2. Updated the “Policyholder Service Guide” webpage.
 3. Provided “Barrier-Free Travel Pickup” services for members of online insurance. Promoted dementia testing and warning information on the “Insurance Knowledge Website.”
 4. The “Insurance Knowledge Website” promotes information on dementia screening and early warning signs of the condition.
 5. Expanded the “Financial Friendly Service Zone” with prominent sign language translation and new immigrant language translation services, and enriched three major insurance knowledge topics.
- Friendly claims services:
 1. Introduced the “Claims EasyLink 2.0” service.
 2. Continued promoting the “Insurance Brokerage Alliance Blockchain Pilot Program” to assist policyholders in applying for claims.
 3. Enhanced “Pre-Claim Operations” and “Pre-Claim Scanning Operations” to accelerate claims processing efficiency.
 4. Launched “English Medical Record OCR Recognition Function” to significantly improve claims convenience.
- Held training courses on “Reception Counter Service and Telephone Etiquette” to implement friendly services for disadvantaged groups.



Principles of Ethical Corporate Management

- Approved amendments to the “Insurance Product Internal Control Mechanism” by the board of directors to ensure the provision of high-quality insurance products.
- Revised company operating regulations following amendments to the “Insurance Industry’s Operating Guidelines for Outsourcing.”
- Prepared evaluation questionnaire results reports based on the Risk-Based Approach (RBA) and submitted them to the board of directors.
- Optimized the “Insurance Fraud Detection System.”
- Continued to obtain “ISO 22301 Business Continuity Management System Certification (BCM),” strengthening corporate operational resilience.

2.3 Information Security and Customer Privacy

TransGlobe Life continuously enhances customer privacy protection through technology upgrades, institutional refinement, and timely updates. It integrates information security control techniques and capabilities to minimize the risks of personal data breaches. A unified framework is provided for all company units to follow, ensuring privacy protection requirements are embedded within business processes.



- ~ Expand company-wide certification under the international standard for the Personal Information Management System (BS 10012).
- ~ Extend certification under the Information Security Management System (ISO 27001) for the Digital Planning & Application under the Brand & Integrated Digital Development Division.
- ~ Zero severe cyber security incidents and personal data breaches in 2024.

- ~ The standard for “severe cyber security incident” is zero cases per month.
- ~ Maintain zero severe cyber security incident and personal data breaches in 2024.
- ~ Fully achieve all targets across nine information security indicators.

- ~ Enhance education and training to improve personnel awareness of information security and personal data protection.
- ~ Strengthen and define indicator requirements through meetings of the Personal Data Protection Management System Review Committee and the Information Security Management Review Committee.

- ~ Apply the Deming Cycle (Plan-Do-Check-Act, PDCA) in a continuous dynamic process to refine management systems. Conduct interviews and leverage historical internal/external audits and risk assessment results to formulate management system revision plans (Plan). Implement and strengthen relevant control measures (Do). Execute ongoing internal audits (Check) to identify organizational vulnerabilities or risks, then learn from findings and make improvements (Act).
- ~ Continuously strengthen defense mechanisms in information security to enhance supervision and protection capabilities.
- ~ Participate in the financial sector information security mutual defense system to achieve preemptive risk prevention, in-progress risk mitigation, and post-incident harm reduction.

Maintaining Information Security

TransGlobe Life actively enhances technological competitiveness while implementing information security and personal data protection management. It ensures the confidentiality and integrity of customer data and uninterrupted business operations through periodic execution of information security management processes, maintaining the effectiveness of security control procedures. In 2024, the ISO/IEC 27001 international standard certification upgrade was completed to comply with the latest international standards, improving audit items and optimizing the information security management system to ensure secure and efficient services in the digital realm.

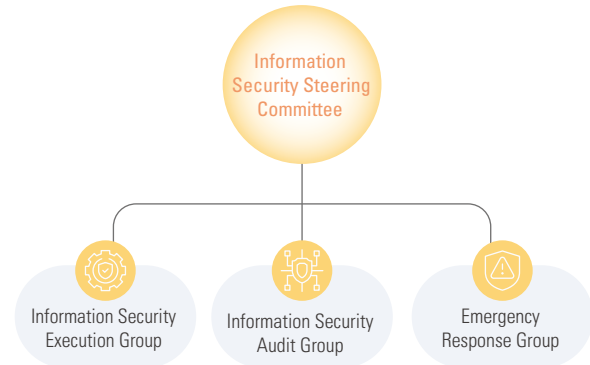
➞ Information Security Organizational Structure

An independently established information security unit is legally mandated to lead, plan, and oversee organizational information security processes. This unit ensures seamless communication across all levels of personnel and adheres to the ISO 27001 international standard framework for managing information security systems. By embracing the PDCA (Plan-Do-Check-Act) operational philosophy and a continuous improvement model, it drives the enhancement of the Company’s information security management practices. The organization has also formed the “Information Security Steering Committee” to further strengthen these efforts.

Information Security Steering Committee

○ Chairperson	Chief Information Security Officer
○ Members	Senior executives under the CEO
○ Dedicated Unit	Information Security Office
○ Meeting Frequency (2024)	2 times
○ Meeting Content	Ensuring implementation and control of information security

Information Security Organizational Structure



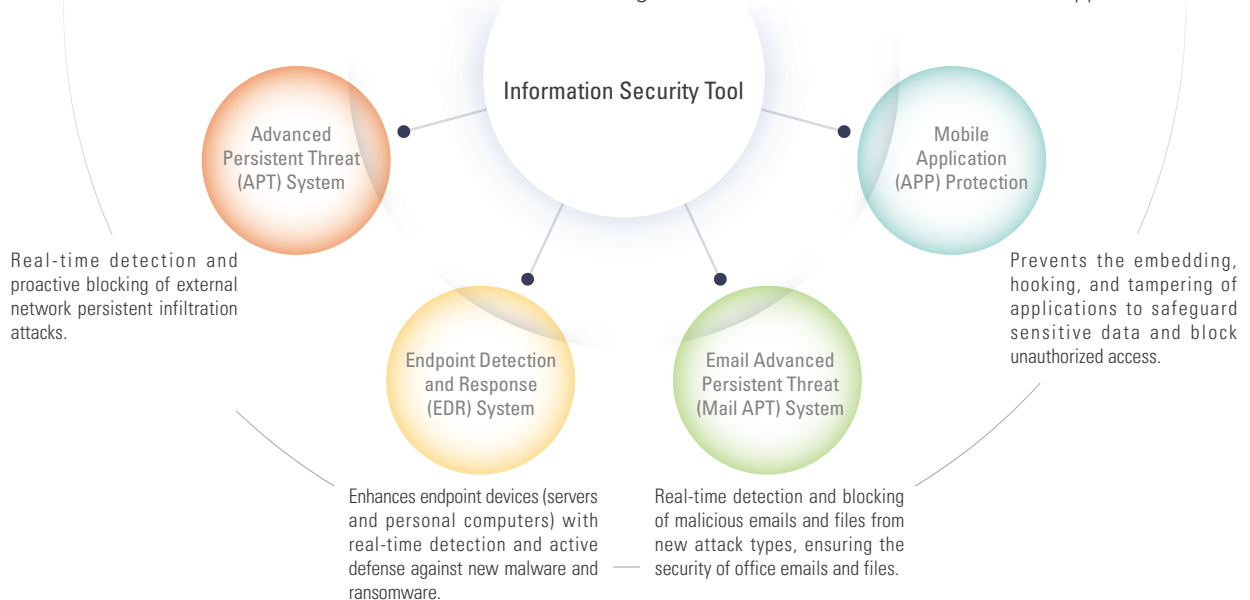
The 2024 information security budget accounts for 10.81 % of the Company's annual information expenses.

Implementation of Information Security Policies and Regulations

TransGlobe Life has established an "Information Security Policy" approved and announced by the Board of Directors. The Company has also formulated operational guidelines, including the "Information Security Implementation Guidelines," the "Information System Account and Password Management Measures," the "Information System Access Rights Management Measures," and the "Information Security Incident Handling Procedures," ensuring compliance with relevant laws and regulatory requirements.

Information Security Indicators

In response to the increasing frequency and diversity of global information security attacks, TransGlobe Life has deployed a first-line Security Information and Event Management (SIEM) platform. To meet mid-to-long-term second-line security monitoring needs, the Company continues to apply AI-powered security tools to enhance overall monitoring and analytical mechanisms. The effectiveness of these tools is validated through offensive and defensive exercises. Tools applied include:



TransGlobe Life leverages advanced intelligence technologies to refine actionable insights, enhancing threat intelligence analysis through automated and intelligent tools. Real-time feedback is integrated into the first-line Security Information and Event Management (SIEM) platform, improving the completeness of data collection and monitoring. This integration provides actionable insights and enhances anomaly monitoring and reporting capabilities. To strengthen the system further, the management platform is continuously enhanced to accommodate more system logs. It integrates records from various information and communication equipment systems within the Company, fortifying overall security monitoring and analytical mechanisms. Through the Security Orchestration, Automation, and Response (SOAR) mechanism, response and processing speeds for security and anomaly incidents are increased. An automatic defense mechanism for security equipment is established, with the security monitoring platform at its core, connecting security and network devices. Simultaneously, automated scripts are created to allow real-time incident responses while reporting security monitoring events. Additionally, live cyberattack drills simulate hacker attack methods to test the effectiveness of the Company's security monitoring and protection mechanisms. To enhance and monitor information security incidents, prevent cyberattacks, and ensure operational availability, the Information Security Steering Committee regularly reviews information security indicators. In 2024, the Company successfully achieved all targets across its information security indicators.

Information Security Indicators

- | | |
|---|--|
| <ul style="list-style-type: none"> ✓ 1. Severe cyber security incident reporting rate ✓ 2. Completion rate of scheduled PC operating system patch updates ✓ 3. Information system service availability rate ✓ 4. Number of unauthorized changes to application systems ✓ 5. Number of medium-level or higher security incidents caused by incorrect program versions | <ul style="list-style-type: none"> ✓ 6. Number of untested system changes in the launched application systems that required testing ✓ 7. Incidents of unauthorized access or disclosure of confidential or higher-level data ✓ 8. Findings from information security compliance assessments resolved within the scheduled timeframe ✓ 9. Social engineering violation rate |
|---|--|



On the implementation front, in addition to the continuous adoption of various technical protection measures, on the management front, activities include Information Security Steering Committee meetings, asset inventory operations, risk assessment tasks, business continuity drills, internal information security audits, and more. These efforts collectively build a comprehensive information security defense framework, enhancing the capacity to provide secure and reliable digital services.

Information Security Education and Training

To help TransGlobe Life employees understand the importance of information security and integrate it into the organizational culture, educational training sessions were held. In 2024, a series of courses on information security and personal data protection were organized for directors of the Board, supervisors, all company employees, and internal audit staff. In addition to completing the legally required course hours, information security and IT personnel also completed specialized professional training in information security competencies and obtained relevant certifications, enhancing overall security awareness and building professional capacity within the Company. A total of 11 courses were offered, with 3,493 participants trained, amounting to 6,613 total training hours.

Protecting Customer Privacy

TransGlobe Life manages policyholders' personal data with the utmost care to ensure their privacy is well-protected. Through the establishment and implementation of personal data protection regulations, as well as the adoption of an international Personal Information Management System (PIMS), the Company has strengthened and enhanced mechanisms for personal data protection and management.

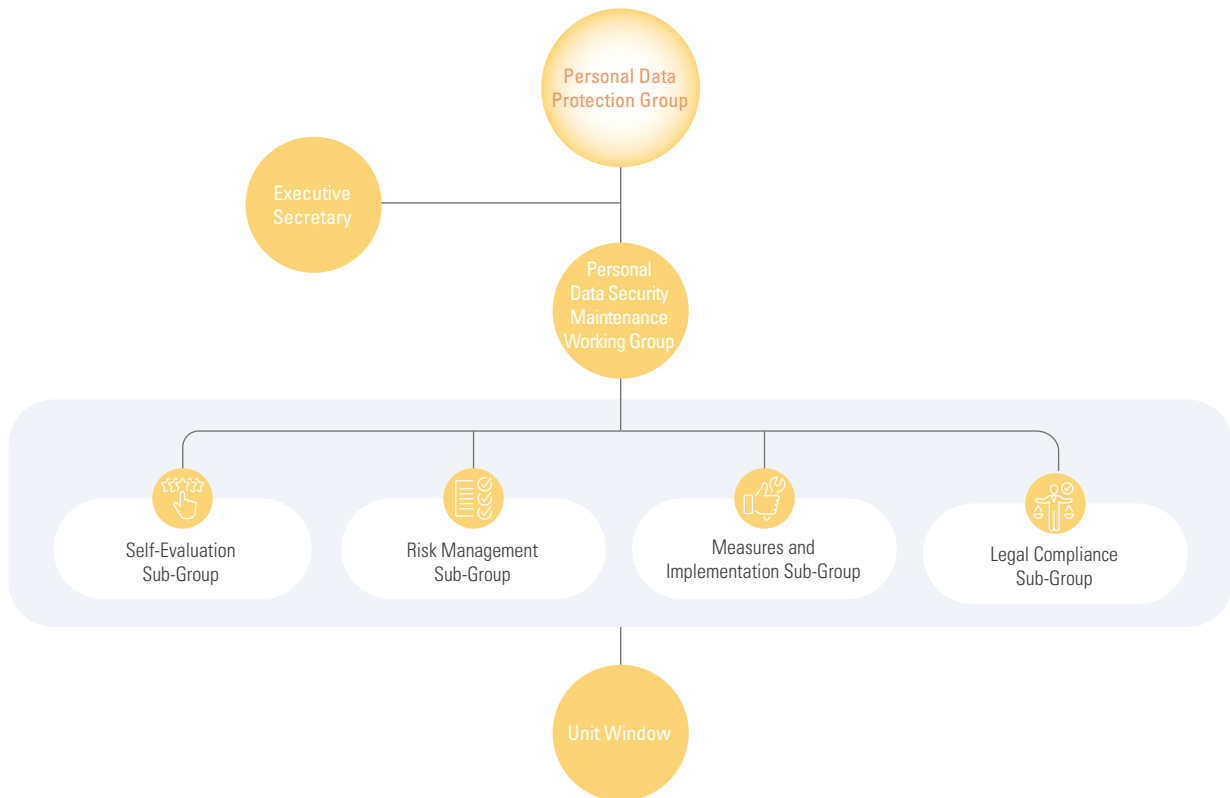
Establishment and Implementation of Personal Data Protection Regulations

To ensure the effective protection and management of personal data, a "Personal Data Protection Group" has been established.

Personal Data Protection Group

- | | |
|--|--|
| <ul style="list-style-type: none"> ○ Convener ○ Group Members ○ Dedicated Unit ○ 2024 Meeting Frequency ○ Meeting Topics | <ul style="list-style-type: none"> Chief Information Security Officer (above Vice-President level) Division-level supervisors under the General Manager or their designated personnel Information Security Office Personal Data Protection Group meeting (Management Review Meeting) held once <ul style="list-style-type: none"> ↪ Explanation of the implementation progress of the personal data management system ↪ Discussion on internal and external changes, performance feedback, continuous improvement opportunities, user feedback, risks related to personnel identification and upgrades, process review records, outcomes of technical upgrades and/or replacements, formal evaluation requests from authorities, appeal handling, security incidents, and other management review matters. ↪ Proposal report to approve risk assessment results, risk treatment plans, and adjustments to measurement indicators in the personal data management system. |
|--|--|

Personal Data Protection Group Organizational Structure



⇒ Internationally Aligned Personal Information Management System

TransGlobe Life adheres to the BS 10012 Personal Information Management System. In addition to ensuring that the overall management framework complies with both national regulations and international standards, the Company continuously monitors, improves, and enhances its mechanisms through the implementation of the system and regular external audit verifications. This approach provides comprehensive and robust protection of policyholders' personal data. In 2024, the Company successfully completed the verification and audit process across all departments, maintaining the validity of its certification.

2.4 Inclusive Finance

To meet the diverse needs of customers and address global issues such as population aging and the emergence of new diseases, TransGlobe Life has not only established accessible and friendly spaces in 15 business locations but also continues to offer various insurance products and services aligned with principles of social care and health promotion.

Product Type	Highlights
Spillover Insurance	Encourages policyholders to independently manage their health, achieving the goal of "health promotion."
Cancer Insurance	Cancer-targeted therapy insurance, providing precise medical treatment for follow-up care after being diagnosed with cancer.
Elderly Insurance	- Provides insurance for retirement planning and asset inheritance to ensure a worry-free retirement life. - Offers exclusive cancer insurance for seniors and guaranteed renewable cancer insurance to cover the cost gaps for initial and follow-up cancer treatments. - Provides long-term anti-cancer health insurance to support medical and living expenses related to cancer treatment. - Introduces a guaranteed renewable surgical health insurance rider to offer more comprehensive coverage for surgical medical needs.
Disability Insurance	Provides insurance benefits for early payment in cases of cognitive impairment, ensuring enhanced security.
Youth Insurance	- Encourages policyholders to continue paying target premiums by designing a continuation rate reward and opening access to a variety of investment options. - Provides life insurance and total disability insurance, including a design for total disability benefits to fulfill family responsibilities; also offers living assistance benefits for total disability to compensate for financial gaps caused by income interruption during the early stages of total disability. - Offers group outpatient surgical insurance to reduce medical burdens. - Provides indemnity medical insurance, available for individuals as young as 0 years old, with affordable premiums for the 18–30 age group, meeting young people's medical insurance needs.

TransGlobe Life offers four types of insurance products in its dedicated platform for protection-oriented insurance, including term life insurance, micro-whole-life insurance (life insurance), and critical illness health insurance (both annual and long-term coverage). This effort aligns with the government's policy of promoting inclusive finance, addressing the basic insurance protection needs of economically disadvantaged individuals, and providing products that meet market demand, while fulfilling its commitment to policyholders for protection and service.

In 2024, 247 products incorporating inclusive features—such as microinsurance, in-kind benefits, compliance with protection-type/aging-related definitions, policy-based coverage, low-premium plans with essential protection functions, retirement-focused products, and spillover insurance solutions—were available for policyholders to choose from. The total sales volume for inclusivity-focused products reached 809,281 policies, generating NT\$26,767,151,000 in new business premium revenue. New business premium income for the year amounted to TWD 26,767,151 thousand. Among them, group microinsurance policies covered 12 group contracts, benefiting 33,047 individuals. These products, characterized by the aforementioned inclusive features, reflect a product structure and business scale that effectively achieve the goals of inclusive finance.

☰ Sales Performance of Inclusive Finance Products

Category - Displaying Inclusiveness	Number of Products On-Shelf in 2024 ¹	2024 New Business Premium Income (TWD) FYP	Number of Effective Policies in 2024 ²	Product Count Proportion ³	FYP Proportion ⁴	Policy Count Proportion ⁵
Microinsurance	6	5,678,262	1,096	2.4%	0.02%	0.14%
In-Kind Benefits	3	17,114,076	1,923	1.2%	0.06%	0.24%
Compliance with Protection-Type/Aging-Related Definitions	157	6,568,534,807	659,775	63.6%	24.54%	81.53%
Policy-Based Coverage	21	123,880,028	2,586	8.5%	0.46%	0.32%
Low-Premium Plans with Essential Protection Functions	120	3,033,551,532	641,916	48.6%	11.33%	79.32%
Retirement-Focused Products	112	24,066,323,973	208,544	45.3%	89.91%	25.77%
Spillover Insurance Solutions	2	3,984,038	898	0.8%	0.01%	0.11%

¹ A total of 247 products with inclusiveness features were available in 2024. A single product might exhibit multiple aspects of inclusiveness.

² Individual policy counts include both master contracts and riders.

³ Product Count Proportion: Calculated as the number of products on-shelf within each category divided by the total number of products (including both discontinued and currently available products).

⁴ FYP Proportion: Calculated as the new business premium income for products within each category divided by the total new business premium income across all products (including both discontinued and currently available products).

⁵ Policy Count Proportion: Calculated as the number of effective policies within each category divided by the total number of policies sold (including both discontinued and currently available products).

Promoting Accessible and Inclusive Financial Knowledge

The “Insurance Made Easy” website is designed to make financial knowledge easily accessible and understandable, helping individuals build accurate insurance concepts and effectively plan their coverage. The platform enhances inclusivity by offering features such as audio narration for articles, animations with subtitles in Taiwanese/Sign Language, and seven languages catered to new residents. These tools support seniors, the hearing-impaired, those with declining vision, individuals unable to read for extended periods, and new residents, enabling them to learn about insurance in a welcoming and user-friendly manner.

To further deepen financial-friendly services for specific groups, the website has launched dedicated pages tailored to the needs of seniors and budget-conscious individuals:

Specialized Webpage	Target Audience	Features
Lohas Insurance Village	Elderly Groups	- Designed with large fonts to meet the reading needs of the elderly. - Content is tailored from the perspective of seniors, providing Q&A on insurance concepts, introductions to elderly insurance, and online educational materials such as comics on preventing financial fraud and exploitation. - Features multiple online brain training games and fitness videos in response to government promotions of elderly health awareness.
Beginner's Guide to Insurance	Young Adults	- Designed with a comic and graphic style. - Addresses and clarifies the three most common misconceptions about insurance, improving risk awareness and understanding of insurance product benefits while promoting insurance knowledge.
Simplify Insurance Terms	Elderly Groups and the General Public	- Selects key insurance terms and simplifies complex and difficult-to-understand policy clauses into easy-to-read graphics and text. - Helps seniors and the general public better understand their policy rights and obligations.

Specialized Webpage	Target Audience	Features
The Value of Medical Insurance Through Experience	Young Adults and the General Public	- Explains through real-life scenarios while providing matching medical insurance products for each scenario. - Allows young adults and the general public to empathize with the risks they may worry about and directly find suitable medical insurance products.
Strategic Protection with One-Year Plans	Young Adults and the General Public	- Debunks traditional misconceptions about short-term insurance and highlights the advantages of one-year insurance policies. Offers low entry thresholds, diverse coverage options, flexible adjustments, and strong adaptability, fulfilling the TCF Principle. - Provides young adults and the general public with suitable insurance products to choose from.

The above content has been widely disseminated through the official website, Google, Facebook, and other social media platforms, as well as through agents forwarding messages to customers, spreading financial and insurance knowledge. As of the end of 2024, a total of 1,727,963 users have participated.

⇒ On-Site Financial Knowledge Promotion Activities

Nantou Dili Primary School Career Exploration and Field Trip Activity

At the end of the year, TransGlobe Life extended a special invitation to 32 indigenous schoolchildren to join TGL's year-end banquet. The children not only showcased their singing and dancing talents on stage but also participated in a series of enriching educational activities, including financial knowledge sessions, career exploration, and an in-depth introduction to Taipei. By integrating corporate resources with social responsibility, the program aimed to promote well-rounded development for the students.

The event incorporated financial knowledge promotion courses delivered through engaging and fun case-based scenarios and interactive quizzes. Introductory insurance topics such as "What does insurance do?," "Is insurance relevant to me?" and "Do I have insurance?" were presented in an easy-to-understand manner. These efforts helped students grasp the functions of insurance, improve their financial literacy, and enhance awareness of fraud prevention, ultimately reducing the likelihood of falling victim to financial scams in the future.



The NCCU Financial and Insurance Practice Lecture Series

Senior executives from TransGlobe Life were invited to serve as guest lecturers at National Chengchi University. They delivered courses on financial and insurance practices, covering topics such as "Practical Operations of Insurance Industry Audits," "Risk Management Framework/Asset and Liability Risk Management Practices," and "Introduction to the Compliance System in the Insurance Industry." These lectures introduced the compliance requirements of financial institutions and the establishment of effective internal control and risk management mechanisms which serve as the three critical lines of defense for stable corporate operations, ensuring policyholder rights through rigorous management systems.

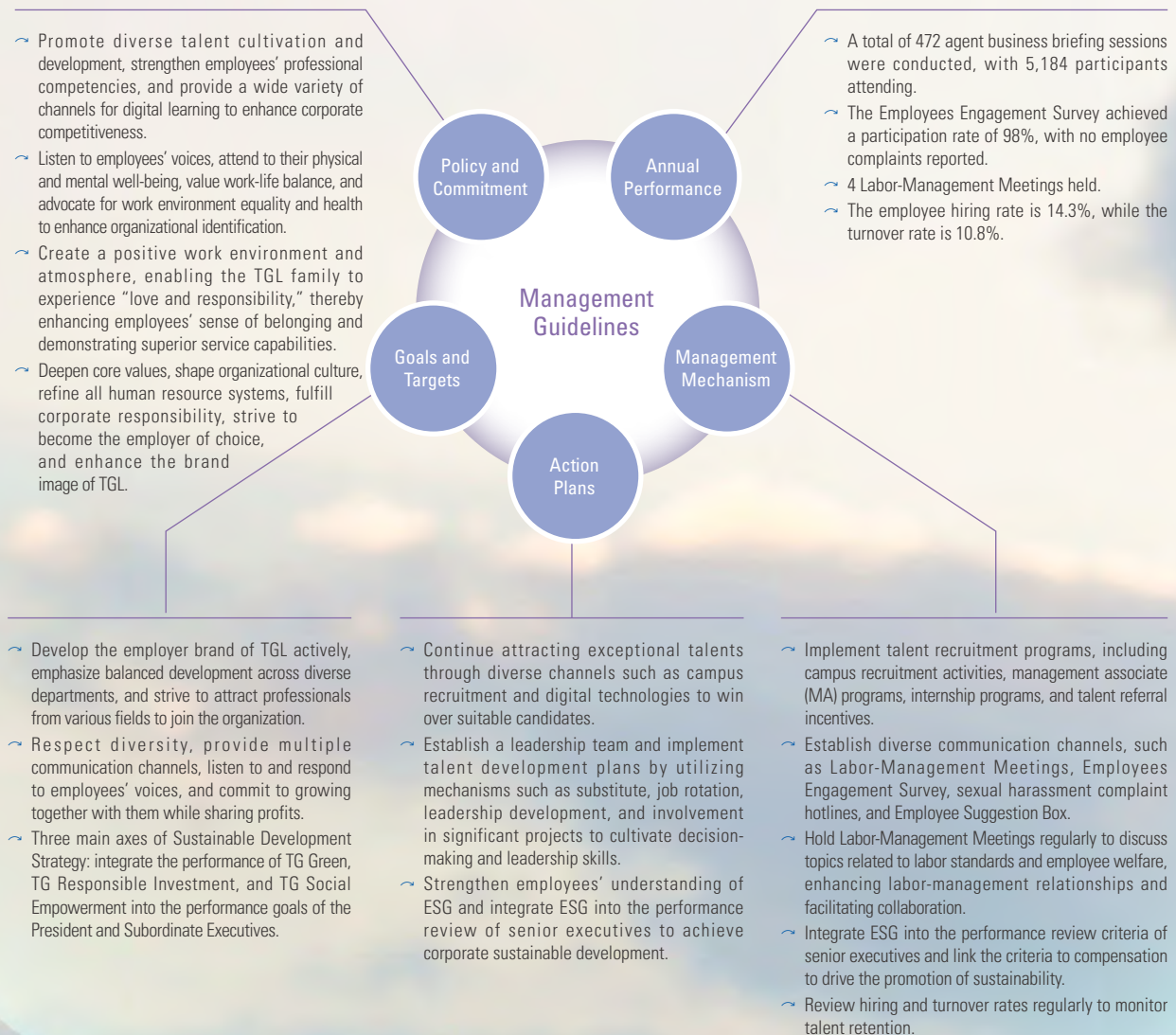




03 Employee Care

For many years, TGL has been committed to implementing the business strategy of a “people-oriented, happy enterprise.” We treat employees as family members, striving to create a work environment that promotes work-life balance and is family-friendly. We place great importance on employee training and development, establishing a good welfare system, a clear corporate ladder, and fostering a positive work environment and atmosphere with creativity. Such an approach enables employees to deliver superior service quality.

3.1 Talent management



Talents are the lifeblood of an enterprise and the key to successful transformation and sustainable operations. While adhering to the principle of merit-based employment, TGL continuously injects creativity into its recruitment strategies. By leveraging channels such as campuses and digital technologies, TGL seeks suitable candidates actively, attracting fresh talent to join us.

Talent Recruitment

TGL recruits the most suitable candidates based on the requirements of various positions. Additionally, professional life insurance business teams have been established across different regions in Taiwan to assist agent elites in maximizing their potential.

Recruitment Channel



TGL primarily recruits office staff through job search websites and employee referrals, complemented by a referral bonus system to encourage employees to recommend suitable candidates. For specialized professionals in fields with limited talent supply, such as actuarial experts, software developers, or senior executives, TGL collaborates with professional headhunting firms to identify the most qualified talents.

In 2024, TGL boosted recruitment activities, expanding the number of business briefing sessions to 472 for the year, attracting a total of 5,184 participants. Through proactive outreach and talent selection, TGL successfully brought in more outstanding agents. This initiative, aligned with the organizational transformation project, created a win-win scenario for agents and TGL.

In 2025, TGL ventured into campus-focused operations by offering seedling projects and young agent projects targeted at the youth and students. These efforts aim to enhance the popularity of TGL's recruitment for the Agency channel. Additionally, a dedicated recruitment website for agents was launched, offering a clear career ladder, training, development, competitions, and trips to attract more agents interested in pursuing careers in the life insurance industry.

Recruitment Channel of Office Staff

Recruitment Channel of Agent

2024 TGL Management Associate(MA) Programs

In 2024, TGL launched the 10th "2024 TGL Management Associate(MA) Programs." New graduates or individuals with less than two years of work experience were eligible to participate in the MA selection process, which included interviews with senior executives and the chief human resources officer.

The 2024 MA Development and Rotation Program spans 24 months. In the first month, participants underwent foundational training to build expertise in insurance and become familiar with TGL operations. From the second to the 24th month, they rotate through core business areas in the insurance industry, such as product planning, business channels, administrative services, and digital marketing. Professional rotations are tailored based on individual competencies and professional backgrounds. During this period, the MAs engage in cross-departmental projects and collaborate with senior executives to gain valuable experience. TGL also supports MAs in obtaining professional insurance-related certifications. Upon completing the program, participants are assigned to departments based on performance reviews and the needs of TGL.

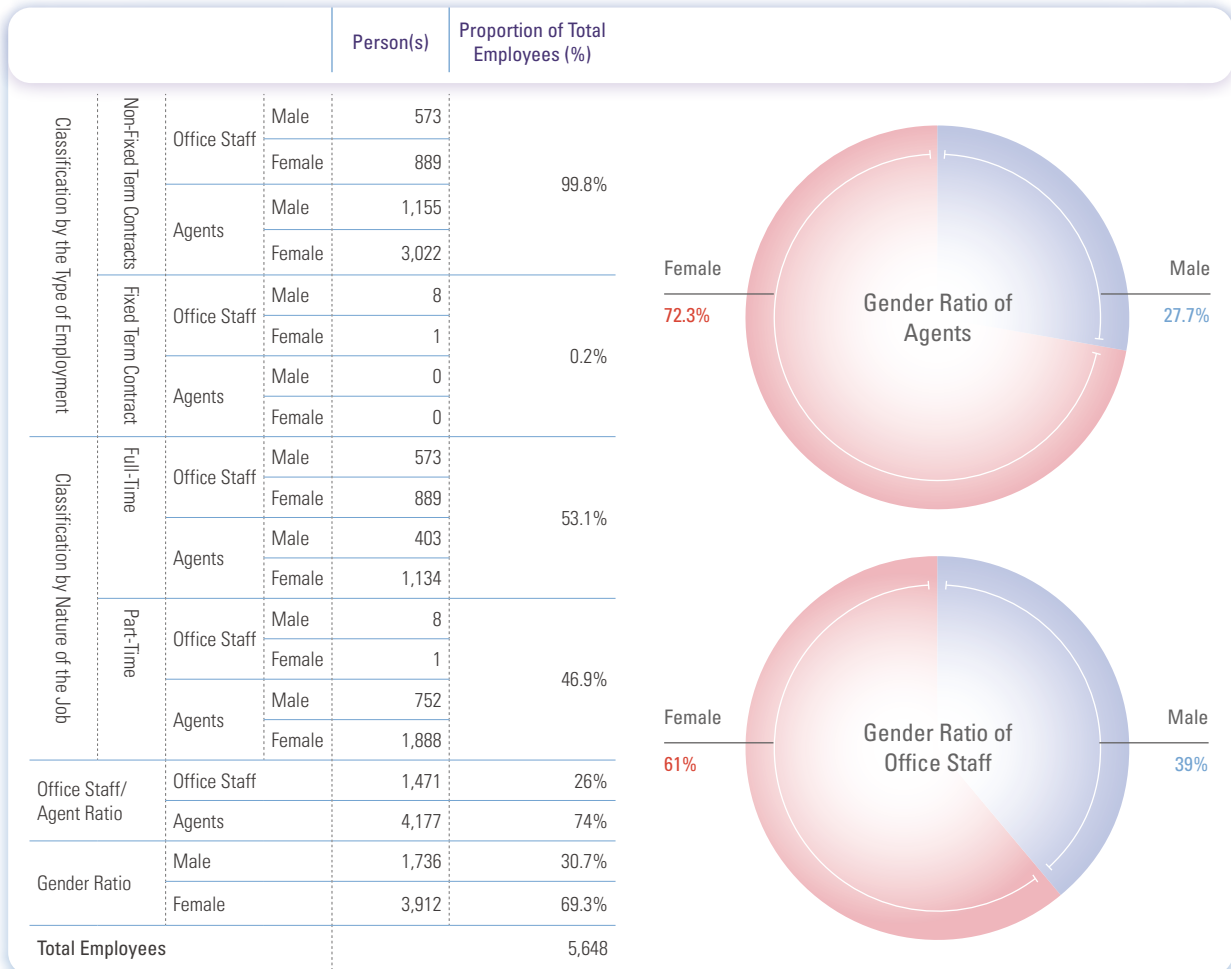
Staff Structure

TGL has a total of 5,648 employees. Across all our operational locations in Taiwan, 100% of the senior management positions (President, Vice President, and Assistant Vice President) are held by Taiwanese nationals. Approximately 99.8% of the workforce are employed under non-fixed term contracts, ensuring stable job security for employees.

The total number of non-employee workers at TGL is 128, which includes 111 dispatch personnel, 13 cleaners, 2 security staff, and 2 drivers.

Staff Structure in 2024

(Unit: Person)



➔ Employee Onboarding and Turnover Rate

As of the end of 2024, TGL had a total of 807 new employees, with an overall onboarding rate of 14.3%, including both office staff and agents. Among them, 537 were women, accounting for 67% of all new employees. This demonstrates TGL's commitment to gender-neutral recruitment, providing an equitable employment environment and opportunities for people of different genders. In terms of age distribution, new employees, whether office staff or agents and regardless of gender, were primarily between 30 and 50 years old.

➔ New Employees in 2024

Gender	Age Group	New Office Staff		New Agents	
		Person(s)	Onboarding Rate	Person(s)	Onboarding Rate
Female	Under 30	32	10.79%	123	14.59%
	30-50	59		223	
	Over 50	5		95	
Male	Under 30	22	11.02%	83	17.84%
	30-50	37		91	
	Over 50	5		32	
Total		160	10.88%	647	15.49%

Note: The denominator for the onboarding rate is calculated separately for the total number of female and male office staff, as well as for the total number of female and male agents.

The total number of employees who resigned was 610, of which 26.2% were office staff and 73.8% were agents. The overall turnover rate, including both office staff and agents, was 10.8%. In terms of age distribution, the majority of those who resigned were in the 30–50 age group.

≡ Employees Resigning in 2024

Gender	Age Group	Resigned Office Staff		Resigned Agents	
		Person(s)	Turnover Rate	Person(s)	Turnover Rate
Female	Under 30	18	10.90%	40	10.13%
	30-50	63		149	
	Over 50	16		117	
Male	Under 30	16	10.84%	37	12.47%
	30-50	35		75	
	Over 50	12		32	
Total		160	10.88%	450	10.77%

Note: The denominator for the turnover rate is calculated separately for the total number of male and female office staff, as well as for the total number of male and female agents.

Performance Review

Performance review is crucial for assessing the quality of a company's human resources. It helps businesses review the performance of both executives and employees, enabling the integration of review results with measures such as salary adjustments, bonuses, and promotions. This creates a positive management impact by improving workforce quality, enhancing corporate competitiveness, and boosting business profitability.

⇒ Performance Review Mechanism

As of the end of 2024, 100% of TGL's agents participated in performance reviews. Office staff participated in either probationary reviews upon completing their probationary period or annual performance reviews, with both types of reviews achieving a 100% participation rate.

≡ Performance Review Mechanism

Target	Review	Explanation
Office Staff	Assessment of New Employees at The End of The Probationary Period	When new employees complete their probationary period, supervisors provide performance reviews and feedback. Through mutual communication, future performance expectations and methods to achieve them are discussed, aiming to help each new employee adapt effectively while learning, growing, and achieving personal fulfillment in their work.
	Annual Performance Review	In 2021, a performance management system was implemented, along with revisions to the "Performance Management Regulations." The integration of the system and policies has enhanced the immediacy of communication and feedback while paperless operations have contributed to TGL's carbon reduction efforts. Employees set annual work objectives based on their job attributes and content. Those who demonstrate excellent performance and growth potential in annual reviews are incentivized and cultivated to meet TGL's need for talent. They are assigned key roles or promoted to executive positions in alignment with organizational development. Performance bonuses are distributed based on the achievement of performance objectives, taking into account TGL's overall profitability and referencing market salary and benefits standards.
Agent	Performance Review of Agents	The agent review system is formulated based on principles such as the "Corporate Governance Practice Principles for Insurance Companies" and the "Guidelines on the Remuneration Systems for Insurance Agents." Performance objectives are set for each rank of agents, and their performance output serves as the basis for review. This approach encourages agents to proactively and positively sell TGL's products while providing timely and appropriate incentives.

Starting in 2023, the President integrated three main axes of Sustainable Development Strategy—TG Green, TG Responsible Investment, and TG Social Empowerment—into the performance objectives of both themselves and the subordinate executives. Through TGL's overall annual performance objectives setting and operational strategy meetings, sustainability issues are rolled out layer by layer from the top down. From 2025 onward, ESG will also be included as a key performance review indicator for senior executives, linking various aspects of sustainability themes to performance reviews and compensation to drive the promotion of sustainability strategies.

Good communication in the workplace

TGL provides diverse communication channels, fostering an open communication environment to listen to employees' voices and create harmonious employee-management relations.

Employee Communication Channels



3.2 Talent Cultivation and Development

Amid the wave of financial technology, TGL has been actively advancing our transformation in insurance technology. We place significant emphasis on balanced development across diverse departments and are dedicated to recruiting talent from various professional backgrounds. Substantial resources and time have been invested in designing comprehensive courses and implementing dual-track training programs to transform talents into skilled professionals.

Talent Cultivation

Statistics on Employee Education and Training

(Unit: Hour)

Year	Training	Office Staff			Agents		
		Male	Female	Total (Office Staff)	Male	Female	Total (Agents)
2022	Total hours	24,269	34,721	58,990	147,940	379,372	527,312
	Number of Employees Trained	574	875	1,449	1,111	2,849	3,960
	Average Training Hours Per Employee	42.28	39.68	40.71	133.16	133.16	133.16
2023	Total hours	21,431	28,946	50,377	171,946	419,745	591,691
	Number of Employees Trained	590	895	1,485	1,249	3,049	4,298
	Average Training Hours Per Employee	36.32	32.34	33.92	137.67	137.67	137.67
2024	Total hours	21,331	31,601	52,932	161,586	415,507	577,093
	Number of Employees Trained	588	892	1,480	1,184	3,045	4,229
	Average Training Hours Per Employee	36.28	35.43	35.76	136.47	136.46	136.46

➞ Training Courses for Office Staff

In 2024, TGL organized a total of 57 courses for office staff, including a one-day intensive training on project management and a presentation course focused on doubling work efficiency through AI technology applications. These initiatives aimed to enhance employee competencies through project management skills and AI technology utilization, ultimately boosting individual effectiveness. Additionally, 39 online courses were offered via the E-learning platform, covering diverse topics such as ESG sustainable development, office applications, financial consumer protection, the internal whistleblower system, anti-money laundering and counter-terrorism, workplace misconduct and sexual harassment prevention advocacy, and more. The total annual training hours reached 52,932 hours, with 31,281 participants attending.

On-the-job Training

For new employees, training is provided to introduce the Company culture and current status, guiding them to understand the Company's core values, work environment, insurance products, regulatory compliance, risk management overview, channel introduction, anti-money laundering and counter-terrorism, personal data protection awareness advocacy, treating customers fairly, occupational safety and health, and personnel system regulations. These educational sessions aim to help new employees quickly adapt to and integrate into the environment.

Professional Courses

- Professional thematic courses are organized, including topics such as international carbon management practices and future sustainability reporting trends, corporate compliance issues under ESG, essential skills for the data era, information service management courses, AI application development trends and case studies, the AI wave and industry transformation, as well as IFRS17 training sessions.
- Courses related to the professional knowledge required by various departments are provided, such as actuarial science, investment, financial management, underwriting and claims, audit and compliance, product approvals, or executive audit workshops.
- In the 2024 annual training program, aimed at financial transformation, the Company allocated a special surplus reserve fund for cultivating financial digital talent, helping employees enhance their digital technology professional skills. A project budget of NT\$1,535,863 was invested, with approximately 3,245 participants engaging in courses related to enhancing digital capabilities.

Self-Efficacy Improvement Course

In addition to the comprehensive or hierarchical general training courses implemented in accordance with government regulations and company policies, TGL continuously enriches its digital course offerings through online learning platforms and CWLC learning resources. This ensures that employees are not constrained by time or location, fostering a habit of self-directed learning. These efforts aim to expand employees' knowledge and perspectives while enhancing the skills and expertise needed for daily work. Examples of such courses include:

- Doubling Work Efficiency with AI Technology
- One-Day Intensive Project Management Training
- Creating Win-Win Workplace Communication Skills

Management Leadership Course

Based on TGL's management development plan, the goal is to strengthen leadership teams and ensure sustainable talent development by cultivating decision-making and leadership abilities in executives. Leadership courses are planned to address management competency needs at different stages and are conducted systematically and progressively. Training is delivered through diverse blended learning methods, including in-person courses, online learning, group co-learning, task assignments, individual development plans, sessions led by senior executives, and personalized coaching. The aim is to develop professional leaders who can guide exceptional teams to achieve outstanding results.

➔ Training Courses for Agents

In 2024, life insurance agents received an average of 136.46 hours of training. Through comprehensive development programs, TGL ensures that every agent possesses sufficient professional knowledge and skills, maximizing their potential to serve customers.

TGL implements systematic and standardized training, developing four key system training courses: “Sales Practical Training,” “Efficient Leadership,” “Targeted Recruitment,” and “Digital Tools.” These courses support teams in promoting family education and optimizing recruitment processes. Region operation committees enhance the recruitment atmosphere and share exemplary practices and successful experiences to foster a consensus on transformation. New employee training is strengthened to establish a consistent team language. Digital tools are utilized to help managers monitor employee progress, creating a positive environment where “the entire team collaborates to foster growth.”

Rising Stars Class

Before recruitment executives begin their efforts, a “Rising Stars Class” is held for potential recruits. Through well-designed course activities, participants experience the significance of career planning, understand the value of insurance, and learn about the TGL career training blueprint. This helps them recognize and appreciate the resources and support provided by TGL.

Rising Stars Class



Laws and regulations training courses

The courses are designed to enhance participants' knowledge of laws and regulations while embodying TGL's commitment to integrity. The program includes:

- Courses on the protection of insurance rights and benefits for elderly clients.
- Guidelines and practical Q&A for friendly financial services, including mechanisms to assist individuals with disabilities in obtaining insurance.
- Sales and service quality monitoring system courses (including not encouraging or inducing customers to purchase products by means of contract termination, loans or insurance policy borrowing, etc.) for agents.
- Financial friendliness training for new employees to support individuals with disabilities.
- Practical analysis of the Financial Consumer Protection Act and principles of fair treatment.
- General information on personal data protection and cybersecurity awareness.
- Six hours on investment-linked funds.
- Whistleblowing mechanisms and advocacy.
- Anti-money laundering and counter-terrorism education (including advanced courses).
- Rules for managing insurance agents.
- Currency risk and foreign exchange regulations.
- Legal compliance courses required by law.
- Mandatory on-the-job training courses for years 1-5.
- Annuity training (traditional/interest-sensitive products).
- Quarterly law and regulation advocacy courses (four sessions annually).
- Instructions on completing each item of the investment risk attribute questionnaire.

Basic Training Course for New Agents

- New agents receive training on professional knowledge and skills—including life insurance products, needs-based marketing models, basic tax laws, and social insurance—and are assisted in obtaining certifications related to foreign currency and investment-linked insurance products. The courses include foundational training for life insurance consultants, on-the-job training, unit transition training, and foreign currency product certification classes. Notably, the life insurance consultant training employs interactive teaching methods to foster a relaxed learning atmosphere and uses games to review the sales cycle and reinforce key points; meanwhile, the on-the-job training content is synchronized with the Company's popular products, featuring clear, timely topics that are ideal for newcomers.
- Two “TGL Rising Star Growth Camps” are held annually with the aim of “promotion and organizational development.” Qualified newcomers from across the country come together for experiential learning and exchange. The 2-day, 1-night program, themed “Breaking Limits, Achieving Dreams,” features interactive experiences and atmosphere-driven diversified training courses. It effectively enhances the emotional value of rising stars, helping newcomers adjust their mindset and habits, unleash their potential, and strengthen cohesion and ambition. This journey from “ME” to “WE” enables individuals to become better versions of themselves, safeguard clients, and successfully develop organizations, ensuring the sustainable development of the life insurance industry.
- To accommodate the new generation of digital learning, professional studios and recording equipment have been added.
- A series of “TGL Classroom” videos have been produced, allowing colleagues to learn anytime and anywhere, without being restricted by time or space.

TGL Rising Star Growth Camp



Professional Training Courses

To expand the skill depth and service breadth of field-based life insurance sales personnel, we integrate practical case studies with scenario simulation training. This approach is designed to more precisely meet customer needs through professional training in areas such as market expansion, tax law seminars, high-net-worth planning, market implementation, and social media marketing, as well as through projects focused on business organization transformation and team restructuring. The related courses include:

- SEAL Team Training – Designed to create a platform for continuous learning in managing high-net-worth clients, ensuring participants consistently maintain efficient and stable performance.
- Business Organization Transformation and Team Restructuring Project – Comprising four courses: Practical Sales, High-Performance Executive, Precise Recruitment, and Digital Tools.
- Nationwide Seed Instructor Training–Aimed at strengthening the effective implementation of family education at the unit level.
- Sales Instructor Teaching Skills Workshop (Basic Level) – Focused on cultivating sales instructor talent and enhancing teaching skills and confidence.
- Sales Instructor Teaching Skills Workshop (Advanced Level) – Utilizing varied and interactive teaching methods to further refine and elevate the teaching skills of sales instructors.



Sales Instructor
Teaching Skills
Workshop -
Advanced Level



SEAL Team –
Inheritance Treasure
Box Special Training

Supervisor Training Course

Assisting newly promoted life insurance agents by providing new role training to enhance and reinforce their professional competencies. The courses include:

- TS (Team Supervisor) New Role Training
- SM (Sales Manager) New Role Training
- UM (Unit Manager) New Role Training
- AM (Agency Manager) New Role Training
- On-the-Job Training for Executives
- Recruitment Training Workshop

To deepen and solidify the results of our transformation, we have partnered with the Life Insurance Marketing and Research Association (LIMRA) to launch the “Executive Competency Training Program.” This initiative continuously promotes both the Pacesetter courses and the AMTC courses (Regional Management Training Courses), focusing on five key areas of skills: planning, recruitment, talent selection, training, and performance management. Through a systematic approach, we aim to enhance the leadership and management capabilities of the executive teams of our regional branches.

At the same time, we extend a consistent organizational development language from senior executives downwards by hosting Recruitment Training Workshop for Sales Managers and Team Supervisors. These workshops are designed to deepen their recruitment awareness, master recruitment techniques, and continually strengthen their coaching and mentoring skills—all while improving new employee retention. This comprehensive approach is intended to achieve our organizational goals of supersizing, structural integrity, and fostering a younger workforce.



Recruitment
Training Workshop

⇒ ESG Training Courses and Professional Certificates

1. To strengthen employees' understanding of ESG and achieve sustainable development goals, ESG-related lectures were held in 2024 to build a collective ESG consensus among employees. Additionally, courses for ESG investment professionals were organized to enhance expertise in ESG investing.

≡ ESG Courses in Total

Participants	Number of Classes	Course Hours	Cumulative Number of Participants	Average Training Hours Per Office Staff	Investment (Unit: NTD)
Office staff and Directors	40	17,806	8,983	12.03	488,470
Investment Professionals	21	1,113	544	13.4	49,421

2. Actively encourage employees to take the Sustainable Development Basic Competency Test, providing subsidies for exam fees and rewards for passing. In 2024, a total of 126 office staff passed the basic competency test, accounting for 8.62% of the full-time office staff.

⇒ Diverse Digital Learning Platform

"E-learning Training System"

This system provides employees with a superior digital learning experience. Employees can use the platform to complete tasks such as registering for internal and external training courses, accessing mandatory and elective online course materials, and reviewing their individual learning records. Traditional printed course handouts for classroom sessions have been replaced with digital files uploaded to the platform for employees to read. Similarly, physical test papers have transitioned to online assessments for evaluating learning outcomes. Feedback from trainees is collected through online surveys, serving as a reference for continuous improvement of training programs. This systematic learning management approach significantly reduces paper-based processes, effectively implementing low-carbon operations.

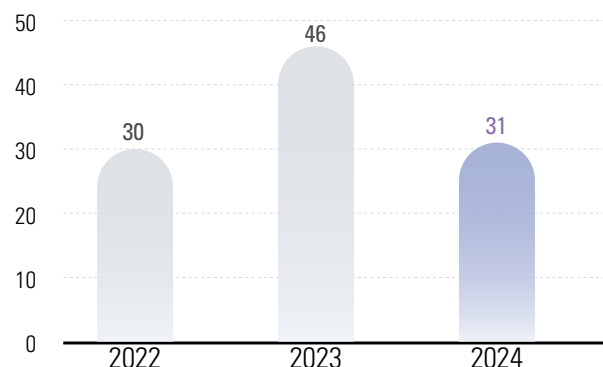
"CWLC" Digital Learning Resources

By utilizing digital learning methods, unrestricted by time and space, employees gradually develop good habits of self-directed learning, enhancing their breadth of knowledge and expanding their horizons.

⇒ Future Talent Cultivation

The innovative capabilities of the new generation can inject growth and transformative power into enterprises, serving as a driving force for future development. TGL amplifies the impact of talent cultivation by cultivating future insurance and financial professionals for society. Actively collaborating with universities and colleges, TGL organizes the "Internship Program" for students, offering opportunities for those currently studying or about to graduate to gain workplace experience in advance. Through internships, students strengthen their professional skills and gain deeper insights into their future career plans. TGL also supports outstanding interns in transitioning to the workplace by providing relevant job opportunities.

≡ Number of Interns



3.3 Employee Salaries and Benefits

To attract and retain suitable talents, TGL participates in market salary surveys to grasp industry trends in compensation and benefits. We formulate competitive rewards based on a performance-oriented compensation system, which integrates social responsibility policies. This approach motivates employees to continually contribute to their work, grow together with TGL, and share profits, recognizing the long-term dedication and dedicated efforts of employees.

Employee Compensation

The salary structure for TGL's office staff includes a base salary and performance-based incentives. Compensation is determined based on factors such as the employee's role, educational and professional background, years of experience, and is aligned with a performance evaluation system to ensure competitiveness that conforms to market standards.

For agents, compensation is based on their performance in selling insurance products or services. The compensation system considers not only sales achievements and financial indicators but also non-financial metrics, ensuring a balanced approach that accounts for factors such as customer interests and the risks associated with insurance products and services. Salary standards are consistent and are not influenced by employees' gender, race, nationality, religious beliefs, or political affiliations, promoting fairness and inclusivity.

Ratio of The Highest Compensation to Employees' Annual Total Compensation In 2024

	Office Staff	Agents
Ratio of The Highest Compensation to The Median Employee Salary ¹	5.33:1	102.99:1
Salary Growth Rate ²	4.64:1	-0.63:1 ³

¹ For office staff, the calculation method is as follows: the annual total compensation of the highest-paid individual in the organization divided by the median annual total compensation of all other office staff (excluding the highest-paid individual). For agents, the method involves taking the total compensation of the highest-earning salesperson in 2024 and dividing it by the median compensation of other agents in 2024. This ensures a structured and clear evaluation of compensation distribution.

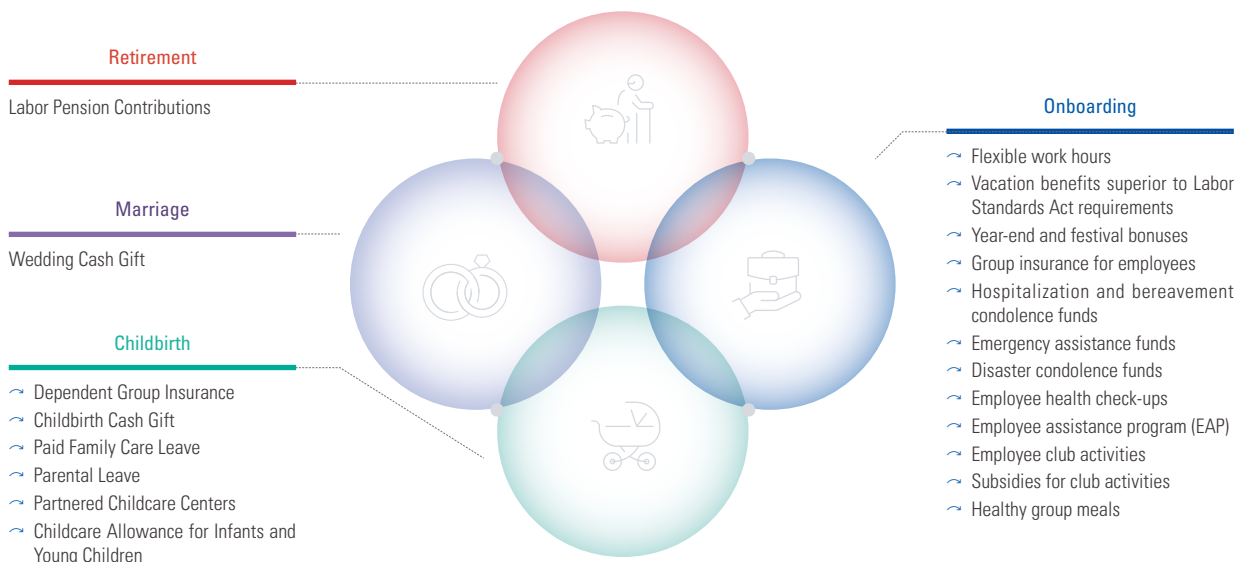
² The calculation method for office staff is as follows: the percentage increase in the annual total compensation of the highest-paid individual in the organization divided by the percentage increase in the median annual total compensation of all other employees (excluding the highest-paid individual). For agents, it is calculated as the percentage increase in the total compensation of the highest-earning agent in 2024 divided by the percentage increase in the median compensation of other agents in 2024.

³ In 2024, the median salaries of other agents increased compared to 2023. However, the total compensation for the highest-earning agent in 2024 was lower than in 2023, resulting in a negative salary growth rate.

Employee Benefits

TGL adheres to the core values of "people-oriented and a happy enterprise," striving to create a workplace that employees can truly appreciate, allowing them to balance work and family and become "Happy TGL Members."

TGL cares for its employees like family, offering diverse benefits from employment to retirement. In addition to statutory benefits such as labor insurance, health insurance, and pensions, TGL provides group insurance for employees, covering life insurance, accident insurance, hospitalization medical insurance, accident medical insurance, cancer insurance, and family group insurance benefits. TGL contributes to pensions in accordance with legal requirements and conducts annual assessments to ensure sufficient pension allocation, safeguarding employees with stable pension provisions and payments. The amount of contributions can be found in the [Q 2024 financial report](#). Additionally, both the headquarters and branch offices are equipped with fitness centers, and the headquarters even includes a yoga studio and relaxation lounge. With professional fitness trainers offering onsite coaching, employees are encouraged to engage in exercise and relaxation activities alongside their work commitments.



→ Certification Incentive Programs

To encourage employees to obtain relevant insurance and financial certifications, strengthen their professional skills, and enhance TGL's overall competitiveness, TGL has established an incentive program for insurance and financial certifications, with a total of 525 awards granted over the past three years.

≡ Certification Incentive Programs

Incentive Program Name	Application Fee (Full or partial subsidy)	Annual Fee or Membership Dues (Full or Partial Subsidy)	Passing Bonus	Other Incentives
Chartered Financial Analyst (CFA) Certification Incentive Program	☑	☑	☑	Registration Fee
Financial Risk Manager (FRM) Certification Incentive Program	☑	☑	☑	
SOA Actuaries Development Program	☑	☑	☑	Provide study leave and exam leave. Employees who pass the exam subjects successfully will receive generous rewards, including salary increases and completion bonuses, as well as subsidies for overseas training.
Certified Anti-Money Laundering Specialist (CAMS) Certification Incentive Program	☑	☑	☑	
Life Insurance Underwriting and Claims Personnel Certification Incentive Program			☑	
Auditing Certification Incentive Program	☑	☑	☑	

Note: The symbol "☑" indicates that subsidies are included

≡ Number of Subsidized Insurance and Financial Certifications





⇒ Family-Friendly Workplace for Parenting

TGL is committed to creating a family-friendly workplace. In response to the current low birthrate situation, TGL encourages employees—regardless of gender, position, or rank—to apply for unpaid parental leave to balance work and family life.

As of the end of 2024, a total of 35 employees have utilized parental leave. The overall return-to-work rate stands at 87.5%, with an office staff retention rate of 73% and an overall employee retention rate of 83%. This clearly demonstrates that TGL provides a parent-friendly working environment.

≡ Parental Leave and Unpaid Leave Statistics

Items	Office Staff			Agents		
	Number of Male	Number of Female	Total	Number of Male	Number of Female	Total
Total Number of Employees Who Availed Parental Leave in 2024 (A)	49	72	121	26	67	93
Actual Total Number of Employees Who Utilized Parental Leave in 2024 (B)	0	17	17	1	17	18
Total Number of Employees Scheduled to Return to Work After Completing Parental Leave in 2024 (C)	0	16	16	0	8	8
Total Number of Employees Who Returned to Work After Completing Parental Leave in 2024 (D)	0	14	14	0	7	7
Total Number of Employees Who Returned to Work After Completing Parental Leave in 2023 (E)	0	11	11	1	12	13
Total Number of Employees Who Remained Employed for 12 Months After Returning to Work from Parental Leave in 2023 (F)	0	8	8	1	11	12
Parental Leave Application Rate (B/A)	0%	23.61%	14.05%	3.85%	25.37%	19.35%
Return-to-Work Rate (D/C)	0%	87.5%	87.5%	NA	87.5%	87.5%
Retention Rate (F/E)	0%	72.72%	72.72%	100%	91.67%	92.31%

⇒ Childbirth and Childcare Measures

TGL has established breastfeeding rooms, providing warm and comfortable spaces to ensure that working mothers can focus on their jobs without worry. In 2023, these facilities were awarded the “Outstanding” certification by the Taipei City Government, a recognition that remains valid. To support parents of newborns, TGL has specially prepared a “Newborn Joy Package,” which includes gift vouchers and baby products, enabling employees to care for their little ones with peace of mind.

In 2024, a total of 33 “Newborn Joy Packages” were distributed, along with 24 exclusive “Dad Kits” for fathers. Additionally, TGL believes that a company’s responsibility extends beyond its employees to include their families. To ease the burden on employees and address the challenge of finding childcare services, TGL has signed agreements with professional childcare institutions to provide corporate childcare services, ensuring every member of the TGL family is well taken care of. Starting in 2025, TGL offers childcare allowances to office staff with children under the age of one, fostering a family-friendly workplace.



3.4 Occupational Safety and Health

To effectively implement a healthy workplace environment, TGL continues to promote the “Occupational Safety, Health, and Wellness Promotion Policy” and regularly organizes relevant training sessions and wellness promotion courses to enhance all employees’ awareness of the importance of health promotion.

Safe Workplace

⇒ Occupational Safety and Health Committee

TGL has established an “Occupational Safety and Health Committee” in compliance with the “Regulations for the Management of Occupational Safety and Health”. The Committee includes labor representatives and meets quarterly. To provide employees with a safe and healthy working environment, TGL has implemented an “Occupational Safety and Health Management Plan” and regularly conducts training sessions on occupational safety and health to raise employees’ awareness and minimize potential harm.

Additionally, TGL has outlined four major plans for labor health protection, which include assessing related hazards and high-risk groups, formulating improvement measures, and ensuring the implementation of safety and health guarantees for employees, thereby preventing occupational accidents.

≡ TransGlobe Life’s Four Major Employee Health Protection Initiatives

Prevention of Unlawful Harm

To safeguard employees from workplace harassment or violence, senior management has made a formal commitment to prevention. Measures include surveys, risk assessments, and training programs.



Prevention of Ergonomic Hazards

To prevent work-related musculoskeletal injuries caused by repetitive tasks, poor posture, or inadequate work-hour management, periodic evaluations using musculoskeletal symptom surveys are conducted, along with corrective measures.



Prevention of Excessive Workload Risks

To ensure the health and safety of employees working night shifts, long hours, or rotating shifts, regular assessments are conducted using fatigue surveys, health check results, and work-hour data to implement health management strategies.



Maternal Protection

To safeguard the well-being of female employees, particularly those of childbearing age, pregnant, postpartum (within one year), or nursing, regular health assessments and management measures are implemented.



⇒ Emergency Response

TransGlobe Life’s “Emergency Response Plan” encompasses swift accident response, disaster recovery, and the establishment of contingency procedures for potential hazards. To ensure employee safety, headquarters and branch offices conduct annual emergency response and evacuation drills. Additionally, the Company regularly updates its vendor staffing lists, enabling swift identification of personnel and evacuation statuses in the event of a disaster.

TransGlobe Life has also implemented the “Business Continuity Planning (BCP) System” to ensure rapid activation of backup mechanisms during emergencies or disruptions, minimizing business impact and confirming the effectiveness of all contingency measures.

In 2024, the Company organized fire escape drills and emergency response exercises for office staff, agents, and on-site vendors, achieving an 85% participation rate. Furthermore, four fire safety awareness and training sessions were conducted.



Occupational Safety Training Overview

Training Program	2022			2023			2024		
	Sessions	Hours	Participants	Sessions	Hours	Participants	Sessions	Hours	Participants
General Occupational Safety & Health On-the-Job Training	54	1	5,346	2	0.8	4,483	1	1	1,471
New Employee Occupational Safety & Health Training	12	3	176	12	3	156	12	3	155
Category A Occupational Safety & Health Manager Training (Initial Training)	0	0	0	1	42	1	0	0	0
Category B Occupational Safety & Health Manager Training (Initial Training)	2	35	2	1	35	1	0	0	0
Category C Occupational Safety & Health Manager Training (Initial Training)	0	0	0	1	21	1	0	0	0
Occupational Safety & Health Manager Refresher Training	37	6	37	6	6	6	33	6	33
Initial Fire Safety Manager Training	1	12	1	1	12	1	0	0	0
Fire Safety Manager Refresher Training	0	0	0	4	6	4	24	6	24

Occupational Injuries and Injury Rate

Occupational injury cases refer to incidents where office staff or agents are injured either while traveling for work or at the workplace.

In 2024, four cases were submitted for occupational injury recognition (three office staff, and one agent), with no work-related fatalities reported.

Employee Occupational Injury and Injury Rate Statistics

Year	Metric	Office staff			Agents		
		Male	Female	Total	Male	Female	Total
2022	Disabling Injury Severity Rate ¹	0	0	0	0	17.23	17.23
	Disabling Injury Frequency Rate ²	0	0	0	0	2.87	2.87
2023	Disabling Injury Severity Rate ¹	0	0	0	0.64	27.02	27.66
	Disabling Injury Frequency Rate ²	0	0	0	0.32	0.32	0.64
2024	Disabling Injury Severity Rate ¹	0	0	0	0	0	0
	Disabling Injury Frequency Rate ²	0.29	0.58	0.88	0	0.29	0.29

¹ Disabling Injury Severity Rate: (Lost workdays × 1,000,000) ÷ Total hours worked

² Disabling Injury Frequency Rate: (Occupational injury cases × 1,000,000) ÷ Total hours worked

Healthy Workplace

Professional Fitness Coaching

To promote a healthy workplace, TransGlobe Life aligns with the Sports Administration of the Ministry of Education, which encourages corporations to employ certified professionals as fitness instructors. The Company has hired licensed fitness trainers to provide guidance on the proper use of gym equipment at its headquarters' fitness center. Starting in August 2024, fitness trainers began leading "5-Minute Departmental Health Exercises" to encourage physical activity among employees. Additionally, the Company launched the "TransGlobe Life Slow Jogging Initiative" to foster sustainable fitness habits. Employees are also encouraged to order healthy meal boxes and vegetarian meal boxes for lunch, promoting balanced nutrition with a focus on high-protein and vegetable-rich diets to enhance overall well-being.



➔ Health Promotion Activities

TransGlobe Life organizes various health promotion initiatives, including visits by contracted physicians and nurses to its headquarters and branch offices across Taiwan. These visits focus on raising awareness about preventive care and overall wellness. Additionally, the Company promotes slow jogging, a low-impact and highly effective exercise designed to improve overall health. This initiative helps employees manage and reduce risks associated with high blood pressure, high blood sugar, ten-year cardiovascular risk, metabolic syndrome, and high total cholesterol levels.

≡ Health Promotion Activities

Year		2022			2023			2024		
Activity	Description	Sessions	Participants	Outcomes	Sessions	Participants	Outcomes	Sessions	Participants	Outcomes
Three-Part Health Initiative	Employees were encouraged to walk on the 17th-floor PU track or hallway routes, complete 30 squats, and engage in 10 minutes of self-guided fitness training.	1	124	Walked 7,548 km; climbed 159,840 steps.	1	134	Walked 7,289.6 km; climbed 411,648 steps; completed 192,960 squats; exercised in the gym for 64,320 minutes	1	171	Accumulated 1,895 hours of slow jogging; reduced body fat by 30.2%, averaging 7.78%
Headquarters Physician Consultations	Health consultations and wellness seminars	6	25		7	40	Under the Human Factor Hazard and Excessive Load-Induced Disease Prevention Program, all highrisk employees have completed consultations.	13	574	Under the Excessive Load-Induced Disease Prevention Program, all highrisk employees have completed consultations.
Branch Office Physician Consultations	Health consultations and wellness seminars	90	190		42	142	Under the Human Factor Hazard and Excessive Load-Induced Disease Prevention Program, all highrisk employees have completed consultations.	39	183	Under the Excessive Load-Induced Disease Prevention Program, all highrisk employees have completed consultations.

Employee Club ESG Activities

To support TransGlobe Life's ESG environmental sustainability and corporate carbon reduction strategy, the Employee Club continued to organize the "Hiking & Climbing" themed event in 2024.



⇒ Employee Assistance Program (EAP)

To support employees' mental and physical well-being, TransGlobe Life has implemented the "Employee Assistance Program (EAP)." This initiative helps employees prevent and manage challenges related to work, family, finance, and legal matters, promoting stress management and achieving work-life balance.

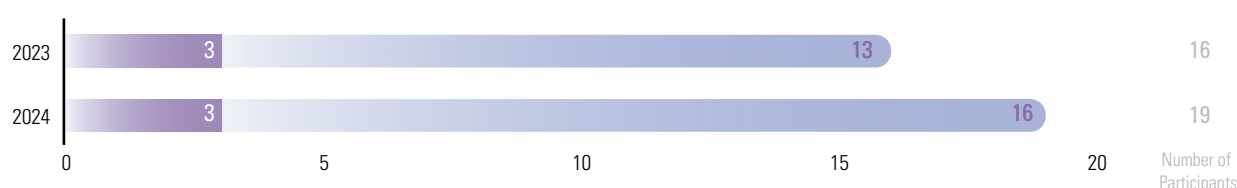
The program offers 24/7 toll-free (0800) phone and email support, providing the following services:

- Individual Counseling and Consultation Services
- Mental Health and Wellness Promotion Services
- Emergency and Workplace Trauma Case Support
- Educational Articles on EAP-Related Topics



Employee Assistance Program (EAP) Effectiveness

● Case Manager Consultations (A) ● Individual Advisor Consultations (B)

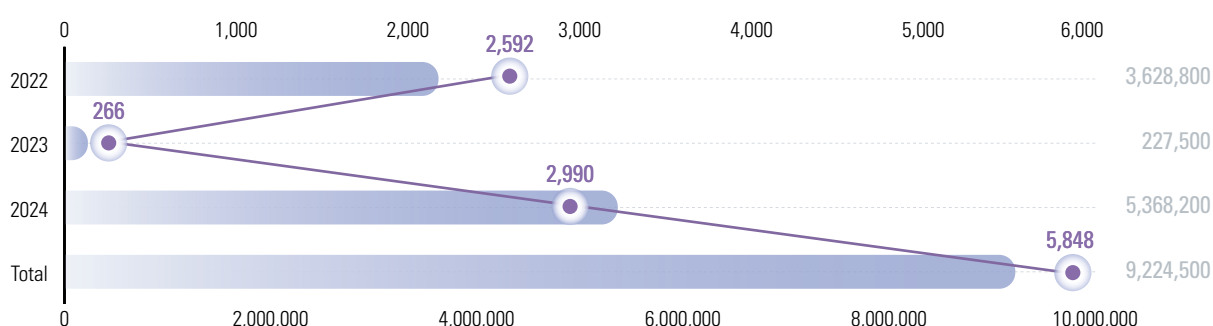


⇒ Employee & Family Health Checkups

TransGlobe Life believes that a healthy body is fundamental to a fulfilling life. In addition to providing free health checkups for employees as required by law, the Company exceeds regulatory standards by offering routine health checkups every two years for all employees and annual checkups for employees aged 65 and above. Employees can select a suitable health screening package based on their age and gender to support their personal health management plan. TransGlobe Life also extends its care to employees' families by offering preferential health checkup packages for spouses and direct family members. Additionally, new employees receive free medical checkups upon joining the Company. In 2024, the Company completed health checkups for 2,773 employees and 217 new hires.

Health Checkup Subsidies

● Subsidized Employees ● Subsidy Amount (NT\$)



⇒ Diverse Employee Clubs

TransGlobe Life actively supports employee club activities, fostering a well-rounded and engaging workplace culture. The Company has established two learning clubs, ten sports clubs, and two social clubs, including the Japanese Language Club, Yoga Club, Badminton Club, Table Tennis Club, Running Club, Dance Club, Aerobic Dance Club, Golf Club, Hiking Club, Stretching & Qigong Club, Basketball Club, Recreation Club, Faith & Hope Club, and Handcraft Club. Employees are encouraged to participate in these diverse recreational activities to promote a healthy and balanced lifestyle. By 2024, over 20% of headquarters employees had joined employee clubs.

⇒ Badge of Accredited Healthy Workplace

The Ministry of Health and Welfare encourages companies to implement a smoke-free workplace and provide employees with a healthy work environment. The ministry has developed a Healthy Workplace Certification system, which promotes self-regulated and systematic management. Through collective workplace efforts, this initiative supports a health-conscious environment, provides employees with comprehensive health resources, and conducts thorough physical and psychosocial work environment assessments. Since 2016, TransGlobe Life has actively promoted employee wellness programs and ensured a smoke-free work environment. As a result, the Company has received the Badge of Accredited Healthy Workplace from the "Health Promotion Administration (HPA)" of the Badge of Accredited Healthy Workplace for five consecutive years. In 2025, TransGlobe Life will continue efforts to extend the certification.

3.5 Workplace Diversity and Equality

TransGlobe Life is committed to workplace diversity and equality, emphasizing fundamental human rights and fair compensation practices. The Company ensures equal opportunities in hiring, promotions, career development, compensation, benefits, and training without discrimination based on gender, race, nationality, religion, political affiliation, sexual orientation, age, disability status, or union membership.

TransGlobe Life fosters a diverse, equitable, and inclusive corporate culture, embracing, supporting, and welcoming talent from different racial, gender, age, religious, and socio-economic backgrounds. The Company is committed to ensuring that all employees receive fair treatment and full participation opportunities, enhancing employee well-being, retention, and corporate performance and competitiveness while fulfilling its corporate sustainability and social responsibility.

TransGlobe Life aims to establish a diverse, equitable, and inclusive workplace, supporting the long-term development of diverse talent to achieve sustainable corporate growth.

- ~ Strive to achieve gender equality, maintaining at least 40% of management positions held by women.
- ~ Conduct at least one annual training session on human rights and sexual harassment prevention.
- ~ Perform regular human rights risk assessments and track improvements.



- ~ Women in leadership positions reached 56%.
- ~ No reported cases of sexual harassment or discrimination.

- ~ Include women's leadership ratio as a key metric under the Sustainable Development Committee's Employee Care Taskforce, with regular reviews.
- ~ Establish a dedicated sexual harassment complaint hotline and email for reporting concerns.

Human Rights Policy

⇒ Human Rights Policy

To fulfill its corporate social responsibility and protect the fundamental human rights of employees, customers, business partners, and stakeholders, TransGlobe Life has adopted the principles outlined in the "Universal Declaration of Human Rights," the "United Nations Global Compact," and the "International Labour Organization's Declaration on Fundamental Principles and Rights at Work." Based on these international human rights conventions, the Company has established its official "Human Rights Policy," which has been approved by the Board of Directors and is actively implemented.

TransGlobe Life strictly complies with local labor laws to prevent any violations of human rights. The Company is committed to creating a diverse and equitable work environment that fosters sustainable social development.

To uphold its Five Core Values – Integrity, Respect, Accountability, Creativity, and Advancement – TransGlobe Life ensures the practical implementation of its "Human Rights Policy" through direct actions. The Company encourages all employees and business partners to be engaged in human rights awareness while requiring key suppliers to sign the Supplier Social Responsibility Commitment, ensuring compliance with ethical standards in labor rights, human rights, environmental protection, and business integrity.

⇒ Human Rights Risk Assessment Process

TransGlobe Life integrates human rights risk management into its corporate framework by conducting annual risk identification based on its "Human Rights Policy." The Company evaluates potentially affected parties to assess their risk exposure, then develops and implements risk mitigation measures accordingly.

TransGlobe Life ensures regular monitoring and review of these measures, effectively reducing human rights risks and aligning with its human rights management objectives.





⇒ Human Rights Risk Management

In 2024, TransGlobe Life conducted human rights risk identification based on its Human Rights Risk Assessment Process, evaluating nine key human rights issues, including workplace equality, sexual harassment prevention, reasonable working hours, occupational safety, workplace health, workplace violence prevention, labor relations, labor disputes, and personal data protection. The risk assessment results indicated that eight of these issues posed a low-level risk, while “reasonable working hours” was categorized as a moderate-risk issue. To address this, TransGlobe Life has proactively developed specific improvement plans and implemented risk mitigation measures. The Company conducts annual evaluations to assess the effectiveness of these measures and continuously refines its management strategies to strengthen its overall human rights protections.

≡ Human Rights Risk Assessment Issues

✓ Workplace Equality	✓ Workplace Violence Prevention	✓ Sexual Harassment Prevention
✓ Labor Relations	✓ Reasonable Working Hours	✓ Labor Disputes
✓ Occupational Safety	✓ Personal Data Protection	✓ Workplace Health

Medium-Risk Human Rights Issue

Reasonable Working Hours

Mitigation Measures

- Strict compliance with the “Labor Standards Act” regarding working hours, with explicit regulations on standard and extended work hours outlined in the “Employee Handbook.”
- Continuous communication on legal restrictions regarding overtime, enforcement of the pre-approval system for overtime, regular departmental reviews of overtime patterns, and utilization of non-traditional workforce solutions to address temporary staffing needs and alleviate excessive working hours.

⇒ Human Rights Education & Training

TransGlobe Life demonstrates its commitment to respecting and protecting workplace human rights by organizing various educational training programs for office staff in 2024. These sessions include human rights awareness training, financial inclusion training based on the Convention on the Rights of Persons with Disabilities (CRPD), workplace violence prevention education, sexual harassment prevention training, initiatives to create a gender-inclusive workplace, and anti-fraud awareness training.

≡ 2024 Financial Inclusion & CRPD Training for Office Staff

Training Program	Participants	Sessions	Percentage of Office staff Covered
CRPD Financial Inclusion Training	1,616	Conducted in four online training sessions	100%

In accordance with legal regulations, agents are required to complete compliance training courses on the “CRPD,” “Fair Treatment Principles in Financial Services,” and the “Insurance Industry’s Financial Inclusion Guidelines.” These courses enhance employees’ understanding of the rights of persons with disabilities.

≡ 2024 Financial Inclusion & CRPD Training for Agents

Training Program	Participants	Sessions	Completion Rate
2024 Insurance Industry Financial Inclusion Guidelines Q&A & Insurance Agent Support for Persons with Disabilities	3,855	1	96.4%

⇒ Gender Equality

TransGlobe Life is committed to fostering a diverse, equitable, and inclusive workplace, with a strong emphasis on women’s empowerment in the professional sphere. As the only female chairperson in Taiwan’s life insurance industry, Diana Lin actively advocates for sustainability and gender equality, sharing her experiences to inspire and encourage women in the workplace.

The Company actively implements policies that protect women's rights in the workplace, ensuring equal opportunities for career growth. As of the end of 2024, women held 47% of internal management positions and 64% of field management roles, with an overall female leadership representation of 56%. Regarding professional development, participation in training programs among male and female employees in 2024 remained proportional to their workforce distribution. Male employees accounted for 40% of total training sessions, while female employees participated in 60%, demonstrating TransGlobe Life's strong commitment to gender equality in career advancement and training opportunities.

Gender Distribution of Management Positions

(Unit: Number of Employees)

	Male	Female	Total
Office staff	124	109	233
Agents	88	156	244
Total	212	265	477

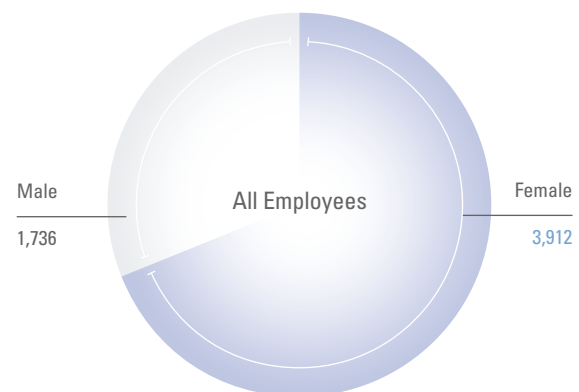


Sexual Harassment Prevention

TransGlobe Life is committed to maintaining a zero-tolerance workplace environment for harassment, strictly prohibiting sexual harassment in the workplace. To uphold this standard, the Company has developed gender equality and sexual harassment prevention training programs, conducting regular awareness and prevention education sessions. The "Sexual Harassment Prevention Measures, Complaints, and Disciplinary Regulations" outline the Company's responsibility to eliminate hostile gender-related factors in the workplace, ensuring the protection of employees, job applicants, and service recipients from harassment threats. To effectively handle harassment complaints, TransGlobe Life has established a dedicated complaint hotline and email, allowing employees to report incidents confidentially. Upon receiving a complaint, the designated department will form a Sexual Harassment Complaint Committee and Investigation Team within seven days to conduct an inquiry. The investigation process remains strictly confidential to protect the privacy and dignity of all involved parties. The case will be resolved within two months following thorough review and deliberation. Due to the Company's dedication to harassment prevention and employee rights protection, no sexual harassment complaints were reported in 2024.

Employee Diversity

TransGlobe Life ensures equal employment opportunities, with no differentiation based on gender or ethnicity in recruitment and staffing decisions. As of the end of 2024, the Company employed 1,736 male employees and 3,912 female employees, reflecting a 3:7 gender ratio. To support employment inclusion for disadvantaged groups, TransGlobe Life maintained a statutory employment ratio of 1% for employees with disabilities. The Company also prioritizes accessible workplace design, fostering a welcoming and inclusive environment where employees with disabilities can work comfortably and confidently.



2024 Employee Count by Gender & Age Group

	Office staff				Agents				% of Total Workforce
	Male	Female	Total	% of Office staff	Male	Female	Total	% of Agents	
Under 30	69	98	167	11.35%	217	294	511	12.23%	12.00%
30-50	301	561	862	58.60%	549	1,279	1,828	43.76%	47.63%
Over 50	211	231	442	30.05%	389	1,449	1,838	44.00%	40.37%

04 Social Empowerment

An empowered society serves as the foundation for sustainable development, benefiting its people, enterprises, and the nation as a whole.

Embracing the brand philosophy of “Rooted in love, empowered by duty,” TGL actively fulfills its corporate social responsibility by supporting the United Nations’ Sustainable Development Goals (SDGs). Through transforming “love” and “responsibility” into initiatives that promote “sports development,” enhance “education and youth development,” and realize “public welfare initiatives,” TGL organizes various charitable activities to support disadvantaged groups, fostering a warmer societal environment.



In 2024, TGL hosted the “My Basketball Dream Project” at the Nan-Tou Basketball Camp, reaching small rural schools primarily attended by Indigenous students. This project brought together resources through collaboration with private, public, and academic sectors, helping grassroots students embrace basketball while strengthening their community ties. Additionally, TGL launched financial anti-fraud awareness campaigns during other sports events, joining forces with the New Taipei City Police Department to combat fraud. Through initiatives like “collective participation” and redistributing proceeds back to society in a “Secondary Public Welfare” cycle, TGL embedded positive energy into the community. By combining love and responsibility, TGL ignited an “ESG virtuous cycle,” further contributing to the prosperity and well-being of society.

Achievements of Charity Events

Sports Development	Various sports activities and sponsorship of sports events.			
		2022	2023	2024
	Participants	Around 300,585 people	Around 199,752 people	Around 938,806 people
	Total Investment	NT\$ 13,424,483	NT\$ 9,978,688	NT\$ 16,364,684
Education and Youth Development	Scholarships for policyholders' children, TGL Life Lecture, sponsorship of educational institutions, sponsorship of arts and cultural activities.			
		2022	2023	2024
	Participants	Around 191,448 people	Around 29,600 people	Around 5,442 people
	Total Investment	NT\$ 16,558,783	NT\$ 6,812,094	NT\$ 6,136,603
Public Welfare Initiatives	Environmentally friendly tea and rice adoption and charity sales, microinsurance, etc.			
		2022	2023	2024
	Participants	Around 65,893 people	Around 45,050 people	Around 25,233 people
	Total Investment	NT\$ 8,803,865	NT\$ 9,054,013	NT\$ 6,658,629
Donations to Nonprofit Organizations				
		2022	2023	2024
	Total Investment	NT\$ 13,625,077	NT\$ 13,901,064	NT\$ 11,827,328

4.1 Sports Development

TGL is committed to promoting sports development in Taiwan, supporting grassroots athletic activities, and helping students from outlying islands and rural areas achieve their dreams. By actively participating in iconic domestic and international sporting events, TGL energizes and invigorates Taiwan's sports community. Since 2021, TGL has sponsored the Taoyuan Pauian Pilots basketball team for three consecutive years, and in 2024, sponsored the professional baseball team "TSG Hawks" for the first time. The Company continues its sponsorship of the Neng Ren Vocational School basketball team and hosted the second "My Basketball Dream Project" in 2024, further extending basketball development to small rural schools and helping more students fulfill their dreams. Additionally, at the end of the year, TGL sponsored the "WBSC Premier12," witnessing the historic moment of Taiwan claiming the championship.

TGL integrates sports with philanthropy, aiming to encourage the public to embrace health while driving charitable efforts and supporting disadvantaged groups. In 2024, TGL organized the "Dance for Love ZUMBA" charity event, embedding ESG principles and anti-fraud financial knowledge into its physical advocacy activities. This event rallied broad public participation to promote healthy living and social responsibility.

Demonstrating a sustained commitment to the development of Taiwan's sporting environment, TGL has received the "Sports Enterprise Certification" and the "Sponsorship Gold Award" from the Sports Administration, Ministry of Education for seven consecutive years. Since 2010, TGL has sponsored the Chinese Culture University baseball team and, in 2024, received the "Sports Administration Award : Long-Term Sponsorship Award," showcasing its dedication to sports development.

Baseball Sponsorship Program

TGL has long supported the development of grassroots baseball in Taiwan. Since 2009, the Company has actively sponsored various domestic and international baseball events, fostering international exchanges and encouraging enthusiasm for baseball, Taiwan's national sport.

Grassroots Baseball Sponsorship

Since 2010, TGL has continuously sponsored the Chinese Culture University baseball team for 15 consecutive years. Additionally, since 2018, TGL has sponsored the "Chong Guang Cup National Little League Baseball Championship" for seven consecutive years, promoting character education through baseball. This initiative not only contributes to the positive development of Taiwan's baseball community but also embodies TGL's commitment to CSR, with hopes of seeing more Taiwanese athletes shine on the international stage.

Sponsorship of "TSG Hawks" Baseball Team

In 2024, TGL announced a strategic partnership with the professional baseball team "TSG Hawks," extending its baseball sponsorship from youth leagues and amateur leagues to the professional level. This collaboration demonstrates TGL's dedication to advancing baseball in Taiwan. The partnership ceremony was co-hosted by TGL Chairperson Diana Lin and TSG Hawks Chairperson Wang Tong-Fen, empowering players to pursue their dreams and live up to the brand philosophy of "Rooted in love, empowered by duty."

The same year, TGL held a corporate-themed day at the Taipei Dome, where TGL Chairperson Diana Lin ceremonially threw the first pitch to mark the beginning of this new partnership. The event also featured an "anti-fraud activity booth," where interactive games were used to disseminate anti-fraud knowledge in a fun and simple way, helping attendees quickly recognize fraud tactics and stay vigilant.

This collaboration not only highlights TGL's unwavering support for baseball but also underscores the Company's dedication to social responsibility, combining the power of sports and philanthropy to create a positive impact in Taiwan.



TGL has officially formed a strategic partnership with the TSG Hawks professional baseball team. Pictured in the center-left is the TGL Chairperson Diana Lin, and in the center-right is TSG Hawks Chairperson Wang Tong-Fen.



TGL joined hands with the TSG Hawks to host a corporate-themed day at the Taipei Dome, with the TGL Chairperson Diana Lin (pictured right) serving as the ceremonial first pitch guest, throwing an excellent opening pitch for the game.



TGL set up an "Anti-Fraud Activity Booth" to promote basic anti-fraud knowledge. Through interactive games, attendees were able to easily and quickly understand common fraud schemes, enhancing their awareness and ability to stay vigilant against potential threats.

Sponsorship of the "WBSC Premier12"

Upholding the brand philosophy of "Rooted in love, empowered by duty," TGL has long been committed to promoting the growth of baseball in Taiwan. Baseball, as Taiwan's national sport, symbolizes unity, hope, and inspiration. By sponsoring international events, TGL injects positive energy into Taiwan's baseball environment, enabling more players to shine on the global stage. In 2024, TGL sponsored the "WBSC Premier12," contributing to Taiwan's international visibility. During the match between the national team and Japan, TGL Chairperson Diana Lin personally threw the ceremonial first pitch, joining fans in cheering for the national team and demonstrating full support for baseball. TGL's actions reflect its dedication to supporting Taiwan baseball, and 2024 was a historic year as the Company celebrated Taiwan's triumph in securing the world championship title.



TGL sponsored the WBSC Premier12 and hosted a corporate-themed day at the Taipei Dome. During the event, TGL Chairperson Diana Lin (center) personally threw the ceremonial first pitch, demonstrating the Company's strong support for sports and baseball through direct action.



Taiwan team captain Chen Chieh-Hsien showcased outstanding defensive skills during the game by catching a deep fly ball hit by a Japanese batter. His exceptional play demonstrated top-tier "five-star" defensive brilliance, earning admiration from fans and teammates alike.

Basketball Sponsorship Program

Sponsorship of the Basketball Events by Elementary School Sport Association

To deepen its commitment to sports development and support basketball education in Taiwan, TGL has been a partner of the "Elementary School Sport Association" since 2021. The Company has continuously sponsored the "National Elementary School Basketball Championship" and the "Elementary School Summer League." In 2024, the number of participating teams reached a record high of over 300. TGL also provided financial assistance to small rural schools, enabling them to participate in these competitions. Furthermore, the Company established the "TGL Scholarship" to reward outstanding students and support those in need.

These initiatives actively promote grassroots sports development and nurture future athletic talent.

2024 Leap to the World - TGL Scholarship

Category	Amount	Number of Recipients	Total
Scholarship	NT\$3,000	20 people	NT\$60,000
Sports Shoe Donation	NT\$2,600	15 people	NT\$39,000



TGL sponsored the "2024 National Elementary School Basketball Championship," where Lu Chung-Jen, Secretary General of the Ministry of Education's Sports Administration (right), presented a certificate of appreciation to TGL's Vice President of Brand and Public Relations Department, Nancy Hsiao (left), in recognition of the Company's contributions.



The "TGL Scholarship" aims to inspire talented athletes from remote areas, semi-urban regions, and economically disadvantaged families to continue pursuing their dreams and unlock greater opportunities for growth and development.

“My Basketball Dream Project”

Since 2023, TGL has been driving the “My Basketball Dream Project”, continuing its dedication to supporting elementary schools in rural areas while expanding its care to semi-urban schools. In 2024, TGL invited six schools from Nantou County and one social welfare organization to participate in a three-day basketball training camp, hosting a total of 120 students. In addition to providing tangible resources like uniforms and basketballs, TGL thoughtfully arranged for prominent figures such as the acclaimed “Best High School Player” Lin Hsien-Wei, renowned athlete Lee Te-Wei, Nantou native Wu Chien-Lung, and celebrated sports broadcaster Chang Li-Chun to serve as coaches. Their presence and guidance inspired students from rural areas to pursue their basketball dreams. Focused on the theme of Dream Fulfillment, TGL collaborated with the Ministry of Education's Sports Administration and the Elementary School Sport Association to deliver resources to outlying islands and remote areas. By uniting efforts across the public, private, and academic sectors, TGL is nurturing grassroots basketball development, supporting athletics in outlying and rural regions, and fostering the growth of future sports talent.



Basketball stars Lee Te-Wei (first from left) and Chen Tsai-Hsuan (first from right) attended the camp as coaches.



TGL Chairperson Diana Lin (center), along with renowned basketball stars Lee Te-Wei (third from left) and Chen Tsai-Hsuan (second from right), joined students in pursuing their dreams together.



Renowned sports broadcaster Chang Li-Chun held the “Little Broadcaster Course” at the basketball camp, guiding rural students in exploring diverse opportunities.



TGL has supported grassroots sports development in Taiwan, organizing the “My Basketball Dream Project” for two consecutive years to inspire young athletes.

Sponsorship of the “Neng Ren Vocational School Basketball Team”

Since 2020, TGL has actively supported basketball development by sponsoring various basketball leagues and organizing training camps. From 2023 to 2024, TGL continued to sponsor the “Neng Ren Vocational School Basketball Team,” which has nurtured numerous outstanding players. Through its efforts, TGL hopes to leverage corporate resources to advance grassroots sports development in Taiwan and one day cultivate more Taiwanese stars who can shine on the global stage.



TGL “Dance for Love ZUMBA” Charity Event

In 2024, TGL organized the “Dance for Love ZUMBA” charity event, led by professional Zumba instructors who guided participants in experiencing healthy exercise while spreading the message of love and health. With ESG sustainability principles at its core, the event featured ESG-themed booths to encourage attendees to embrace sustainable living practices.



TGL Chairperson Diana Lin (center, back row), CEO Jason Ma (second from left, back row), and the event’s goodwill ambassadors, Power Station, joined the Zumba celebration together.



The event embraced ESG principles by promoting sustainability. Attendees were guided by professional instructors to create their own customized drink holders through a DIY activity, blending creativity with eco-friendly practices.

To minimize carbon emissions, the event was held at the indoor performance venue "Zepp New Taipei," utilizing its built-in stage lighting and sound systems to avoid temporary hardware setups, embodying the concept of a green event. Coinciding with TGL's 30th anniversary in 2024, the Company donated part of the event's registration fees and a total of NT\$300,000 from the "Policyholder Children's Scholarship Program & Public Welfare Plus One" program to the Breast Cancer Prevention Foundation. This initiative advocated for health awareness through "prevention first" while rallying public attention to personal health and inspiring active participation in charitable causes, demonstrating TGL's commitment to CSR.

Additionally, TGL collaborated with the New Taipei City Police Department to establish booths at the event venue, integrating anti-fraud financial knowledge into its advocacy efforts. This attracted public interest, enhanced fraud awareness, and highlighted the Company's dedication to social responsibility in action.



TGL CEO Jason Ma, accompanied by TGL mascots Lohasbebe and E-CHAN, as well as the police department mascot, collaboratively promoted the "Anti-Fraud Guide," emphasizing the significance of fraud prevention.



The event donated a portion of its registration fees and corporate funds to the "Breast Cancer Prevention Foundation" to support breast cancer awareness initiatives and research efforts. Attendees included charity ambassadors Yen Chih-Lin (far left) and Yu Chiu-Hsing (far right), Breast Cancer Prevention Foundation Chairman Professor Chang Chin-Chien (second from left), TGL Chairperson Diana Lin (center), and CEO Jason Ma (second from right).

4.2 Education and Youth Development

TransGlobe Life is deeply committed to fostering educational growth in Taiwan. Each year, we actively promote financial literacy through the "TGL Life Lecture," inviting the public to gain essential financial and life knowledge. We also organize the "Policyholder Children's Scholarship Program" and the "Public Welfare Plus One" initiative to encourage outstanding students. Furthermore, we sponsor cultural and artistic events to support diverse artistic development. Through donations to various higher education institutions and sponsorships of general education lecture series, we cultivate students' independent thinking skills, foster diverse enlightenment education, and empower the next generation with the capabilities to shape their future. TransGlobe Life extends its love and responsibility toward educational growth in multiple ways.

Public Welfare and Education

Promoting Universal Education

TransGlobe Life leverages its expertise in the insurance industry to actively promote financial and general education. Through the “TGL Life Lecture,” we provide policyholders with a deeper understanding of insurance, helping them recognize the financial and life protections it offers. In addition, we address contemporary social issues by inviting scholars and experts to deliver cultural and lifestyle lectures, enabling policyholders to appreciate the beauty, goodness, and truth of the world while enhancing their sense of life aesthetics.

In 2024, we hosted two large-scale forums: the “Fortunate to Have You – Chen Chieh-hsien” Inspirational Forum and the “Cross-Disciplinary Innovation & Resilient Power” Women’s Influence Forum. The “Fortunate to Have You – Chen Chieh-hsien” forum featured an interactive dialogue between Taiwan’s baseball captain Chen Chieh-hsien and renowned sports anchor Chang Li-chun. Chen shared his journey—from being an underestimated player in the WBSC Premier12 2024 to ultimately leading his team to a world championship—demonstrating unwavering determination and resilience. He inspired attendees to seize every opportunity, embrace challenges, and face adversity with courage, no matter the setbacks.



During the “Fortunate to Have You – Chen Chieh-hsien” Inspirational Forum, Chen Chieh-hsien (center) embodied the spirit of perseverance and presented a signed baseball bat to TransGlobe Life Chairperson Diana Lin (right) and CEO Jason Ma (left).



Chen Chieh-hsien (left) shared his life journey in an interactive discussion with renowned anchor Chang Li-chun (right), encouraging the audience to embrace challenges with determination and strive toward their goals.

Furthermore, in celebration of TransGlobe Life’s 30th-anniversary theme, “Together, We Make the World Better,” we organized the “Cross-Disciplinary Innovation & Resilient Power” Women’s Influence Forum. The event was led by Chairperson Diana Lin, alongside distinguished female leaders from various fields, who engaged in deep discussions on how women can further shine in society. By showcasing the essence of “resilient power,” the forum aimed to foster love, inclusivity, and social empathy.

A total of **550** attendees participated in these two forums.

The “Cross-Disciplinary Innovation & Resilient Power” Women’s Influence Forum was a full-house event, where 200 attendees came together to witness the warmth and resilience of female strength.



TransGlobe Life Chairperson Diana Lin (center), together with distinguished female leaders from various fields, engaged in an in-depth discussion at the “Cross-Disciplinary Innovation & Resilient Power” Women’s Influence Forum on how women can further shine and make their mark in society.

NTU TGL General Education Lecture Series

Recognizing Taiwan University's rich talent pool, TransGlobe Life has proudly sponsored the "National Taiwan University System," a collaborative initiative between National Taiwan University, National Taiwan Normal University, and National Taiwan University of Science and Technology. Together, they established the "NTU TGL General Education Lecture Series," fostering talent development by inviting distinguished domestic and international experts to align with global academic standards. This program broadens students' international perspectives, deepens their intellectual literacy, and enhances their global competitiveness. TransGlobe Life is the first corporation to adopt and support this lecture series.

From 2016 to 2024, TransGlobe Life has contributed a total of **NT\$ 15 million** in educational funding, with approximately **400** students participating in the program in 2024 alone.



Policyholder Children's Scholarship Program & Public Welfare Plus One

Since 2013, TransGlobe Life has been committed to encouraging policyholders and their children in their academic pursuits through the "Policyholder Children's Scholarship Program" and "Public Welfare Plus One" initiative. In 2024, a total of NT\$1,323,400 in scholarships was awarded, including donations made by students participating in "Public Welfare Plus One."

The "Public Welfare Plus One" initiative allows scholarship recipients to voluntarily donate 10% of their award to charitable organizations, with TransGlobe Life matching their contributions. Over the past eight years, more than half of the scholarship recipients have actively participated in this initiative each year. In 2024, TransGlobe Life, together with scholarship recipients, donated over NT\$130,000 to the Taiwan Breast Cancer Prevention Foundation, supporting public awareness and education on breast cancer prevention. The "Policyholder Children's Scholarship Program" has also been fully digitized, achieving 100% online, paperless processing, further supporting environmental sustainability.

2024 Policyholder Children's Scholarship Program

Category	Category (Education Level marked on Transcripts)	Number of Recipients (Unit: Person(s))	Amount of scholarship (NTD)
Policyholder	College (Including Graduate School)	276	3,000
	High School	200	1,500
Policyholder Bereaved Families	Above High School	36	3,500

Policyholder Children's Scholarship Fund

(Unit: NT\$)

Annual payment amount	2022	2023	2024
Scholarship Amount (including Student' Voluntary Donations)	1,381,500	1,345,000	1,254,000
TransGlobe Life Donations	78,350	79,000	69,400
Total	1,459,850	1,424,000	1,323,400

"Public Welfare Plus One" Donation Overview

(Unit: NT\$)

Annual Donation Amount	2022	2023	2024
Donation Recipient	Elementary School Sport Association	Zhongyi Foundation	Taiwan Breast Cancer Prevention Foundation
Student' Voluntary Donations	78,350	79,000	69,400
TransGlobe Life Donations	78,350	79,000	69,400
Total Donations	156,700	158,000	138,800

4.3 Public Welfare Initiatives

Rooted in the philosophy of insurance as a means to care for people and environmental sustainability, TransGlobe Life actively fulfills its corporate citizenship responsibilities by addressing social and environmental issues. Through participation in various charitable causes and ecological conservation efforts, we aim to create a warmer and more inclusive society. By embracing “Collective Participation” and “Secondary Public Welfare,” we implement the principle of “One Act of Charity, Multiple Beneficiaries,” thereby fostering a positive ESG cycle. In recent years, in addition to ongoing efforts in the “My Acre of Rice” and “My Acre of Tea” watershed restoration projects, we have also responded to the Life Insurance Association’s call for action by joining the “Protecting the Ocean – We Are the Sea” coastal cleanup initiative. By driving sustainability initiatives and promoting environmental education, we work collectively to protect our land and uphold our vision of a “People-Centered, Sustainable Enterprise for Mutual Benefit,” ensuring that together, we create a better world.

“My Acre of Rice” and “My Acre of Tea”

The “My Acre of Rice” and “My Acre of Tea” watershed restoration plans aim to transform contract farming into pesticide-free environments, helping to restore habitats for Taiwan’s unique conservation species, such as the leopard cat and the Taiwan blue magpie. These plans successfully create symbiotic ecological habitats and protect biodiversity. By the end of 2024, TGL has adopted a total of 69,913.8 kilograms of pesticide-free rice from Yilan, Changhua, Tainan, Hualien, and Miaoli, as well as 427.3 kilograms of environmentally friendly tea. Over the past three years, these efforts have contributed to carbon emissions reduction of 6,980 kgCO₂-eq, demonstrating positive environmental benefits.

These projects also assist public welfare groups in initiating “Hot Blood of Love” charity sales activities through “Collective Participation” and “Secondary Public Welfare,” thereby addressing diverse areas of concern. In addition to promoting the concept of environmental sustainability, they also support social welfare groups, embodying the spirit of “One Act of Charity, Multiple Beneficiaries.” Through a series of ESG activities, TGL demonstrates its love and responsibility for Taiwan’s sustainability and public welfare organizations.

“Hot Blood of Love” Charity Sale

Caring for both the environment and underprivileged children can inspire more people to join the movement of love. Since 2016, TransGlobe Life has hosted the annual summer “Hot Blood of Love” Charity Sale, adopting a “Secondary Public Welfare” approach by donating sustainable agricultural products to charitable organizations and assisting in their sale. This initiative allows more families to enjoy toxin-free and healthy agricultural products while promoting environmental sustainability, and simultaneously supports Taiwan’s blood banks through community-driven philanthropy.



The “Hot Blood of Love” Charity Sale event invited Chief Agency Officer and Senior Vice President Danny Cheng (center) and Vice President of Brand and Public Relations Department Nancy Hsiao (left) to serve as “One-Day Store Managers.”



The “Hot Blood of Love” Charity Sale launched special 30th-anniversary editions, including the “Furoshiki Tea & Rice Gift Set,” “Blue Magpie Tea Gift Set,” and “Leopard Cat Rice Eco Tote Bag Set,” all of which were highly praised and quickly sold out.



TransGlobe Life employees actively participated in the “Hot Blood of Love” Charity Sale and Blood Donation Campaign, rolling up their sleeves to donate blood and help alleviate the seasonal blood shortage.



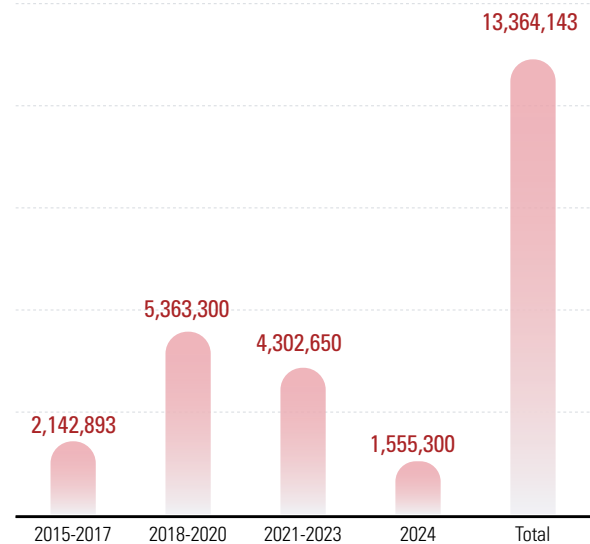
The charity sale event drew enthusiastic crowds, showcasing TransGlobe Life employees’ collective commitment to public welfare, united in their dedication to giving back to society.

In 2024, the “Hot Blood of Love” Charity Sale continued its efforts to promote environmental sustainability and support educational funding for underprivileged children. The harvested 44.5 kilograms of Taiwan Blue Magpie Tea (Oriental Beauty and Wenshan Baozhong) and 3,960 kilograms of Leopard Cat Rice were transformed into tea gift sets and rice brick tote bags, then fully donated to the Zhongyi Foundation for charity sales. TransGlobe Life senior executives took the lead by serving as “One-Day Store Managers,” mobilizing employees to participate in the environmentally friendly rice charity sale. All proceeds were dedicated to public welfare education funds, receiving overwhelming public support and selling out completely on the day of the event. Additionally, the event encouraged the public to roll up their sleeves and donate blood at TransGlobe Life’s Taipei headquarters, successfully collecting 96 bags—equivalent to 24,000 cc—to support Taiwan’s frontline healthcare system, further embodying the “One Act of Charity, Multiple Beneficiaries” spirit.

TransGlobe Life has been a long-term supporter of the Zhongyi Foundation. Beyond its tea and rice initiatives, the Company has continuously donated annually since 2015 to provide essential funding for underprivileged

children and nonprofit organizations. In 2024 alone, TransGlobe Life contributed NT\$1,555,300, bringing its total donations to over NT\$10 million.

Historical Donations to Zhongyi Foundation (Unit: NT\$)



“Protecting the Ocean – We Are the Sea” Coastal Cleanup Initiative

TransGlobe Life actively participated in the “Protecting the Ocean – We Are the Sea” relay coastal cleanup campaign, initiated by the Life Insurance Association under the “Insuring the Planet” initiative. Chairperson Diana Lin and CEO Jason Ma led employees from the Penghu branch and policyholders in collecting a total of 113.08 kilograms of marine waste at Longmen Beach in Penghu. Simultaneously, they promoted the “Less Plastic is More” movement by ensuring eco-conscious dining practices—meals were prepared using locally sourced, seasonal ingredients to reduce carbon emissions, and reusable utensils were used to minimize plastic waste, reinforcing the commitment to sustainability.

Additionally, TransGlobe Life supported the local Penghu environmental organization, “Drifting Lab,” in advancing circular economy principles. Employees were invited to participate in the “Marine Waste Recycling & Reproduction Workshop,” where collected marine waste was creatively repurposed into art pieces, breathing new life into discarded materials and transforming them into storytelling artworks. Through this initiative, the environmental message was conveyed not just in words but through visual narratives, demonstrating how marine waste can be reimagined and reintegrated into the circular economy to foster long-term sustainability. By taking an active role in environmental preservation, TransGlobe Life continues to contribute to the protection of marine ecosystems, aligning with the United Nations Sustainable Development Goal (SDG) 14: “Life Below Water.” This initiative marks the completion of TransGlobe Life’s commitment to all 17 SDGs, furthering its vision of a “People-Centered, Sustainable Enterprise for Mutual Benefit”—an approach dedicated to creating a better world together.

Before the cleanup initiative, Tang Tsai-ling, founder of Drifting Lab, a local environmental organization in Penghu, conducted an ESG education session, sharing insights on “biodiversity” and “circular economy” principles.



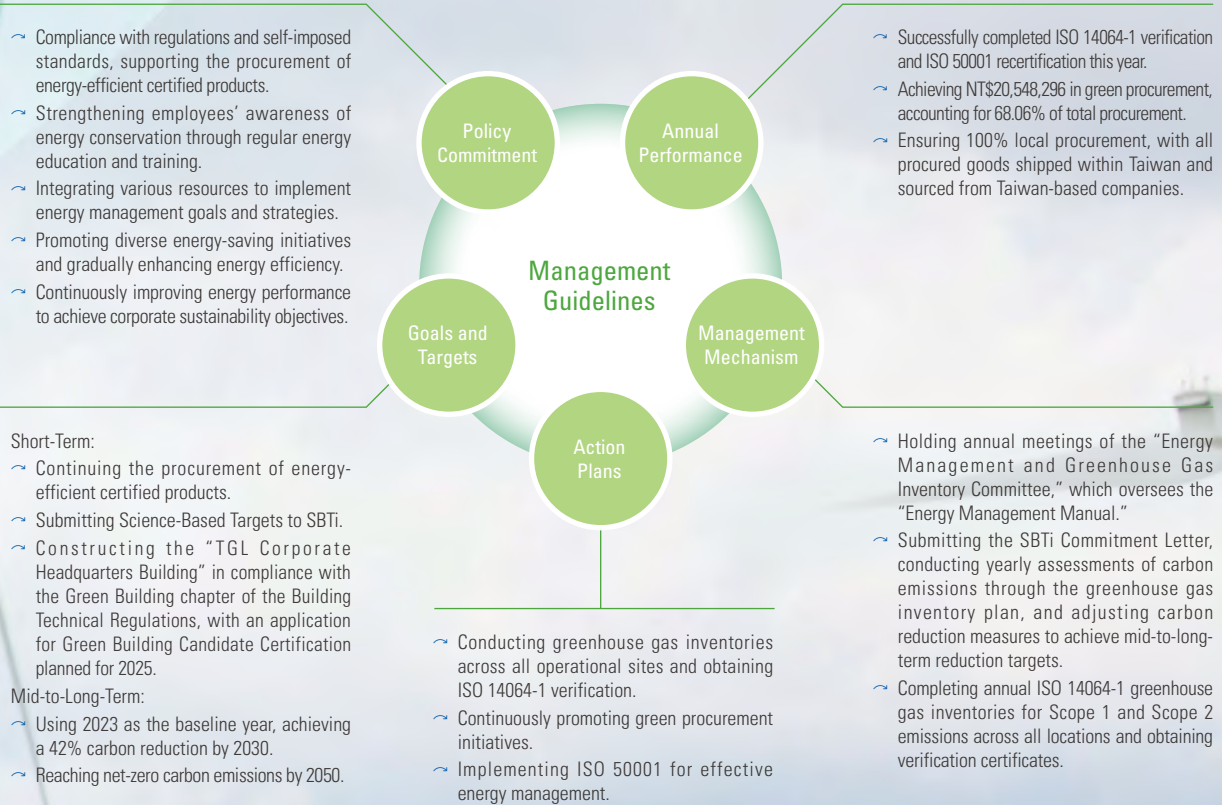
The “Protecting the Ocean – We Are the Sea” coastal cleanup initiative was led by Chairperson Diana Lin and CEO Jason Ma, who joined volunteers in cleaning up Longmen Beach in Penghu.

05 Environmental Sustainability

The drastic environmental changes and increasing severity of natural disasters caused by climate change have made environmental protection, reducing ecological impact, and supporting global sustainability initiatives an inescapable responsibility for modern enterprises.

As a corporate citizen of the planet, TransGlobe Life not only strives for business sustainability but also dedicates its efforts to environmental sustainability. The Company remains actively engaged in climate-related issues, including global warming, energy conservation, and carbon reduction. By promoting environmental awareness and taking concrete actions both within and beyond the organization, TransGlobe Life is committed to creating a green and sustainable living environment for future generations.





5.1 TransGlobe Life's Climate and Nature-Related Financial Disclosures (TCFD/TNFD) Progress

In response to the key promotion measures of the "Green and Transition Finance Action Plan" – in addition to continuously advancing the planning of carbon reduction targets and strategy timelines for Scopes 1, 2, and 3, the financial industry is encouraged to refer to the framework of the Taskforce on Nature-related Financial Disclosures (TNFD) for disclosing nature-related financial information. Therefore, TransGlobe Life follows the "Guidelines for Climate-related Financial Disclosures of Insurance Companies," the "Practical Handbook for Climate-related Financial Disclosures for the Domestic Insurance Industry," and the framework established by the Taskforce on Nature-related Financial Disclosures to enhance qualitative and quantitative control processes. Based on these, we review how to establish or strengthen the Company's risk control mechanisms in response to climate change and nature-related risks. For further details, please refer to TransGlobe Life's [2024 Annual Report](#), section on "Climate and Nature-Related Financial Disclosures (TCFD/TNFD) Progress."



5.2 Low-Carbon Operations

TransGlobe Life is committed to addressing the impact of climate change on its operations by conducting greenhouse gas (GHG) inventories, formulating energy-saving, carbon and GHG reduction strategies, and setting implementation measures. These include enhancing electricity and energy management, adopting green procurement practices, and designing appropriate energy-saving management systems to balance environmental comfort and energy efficiency.

To strengthen energy management and achieve sustainable energy development, TransGlobe Life's "Energy Management and Greenhouse Gas Inventory Committee" has developed the "Energy Management Manual." This ensures company-wide adherence to energy policies, minimizing ecological impact and contributing to the mitigation of global warming and climate change.

Implementation of Low-Carbon Operations

➔ Energy Usage Management

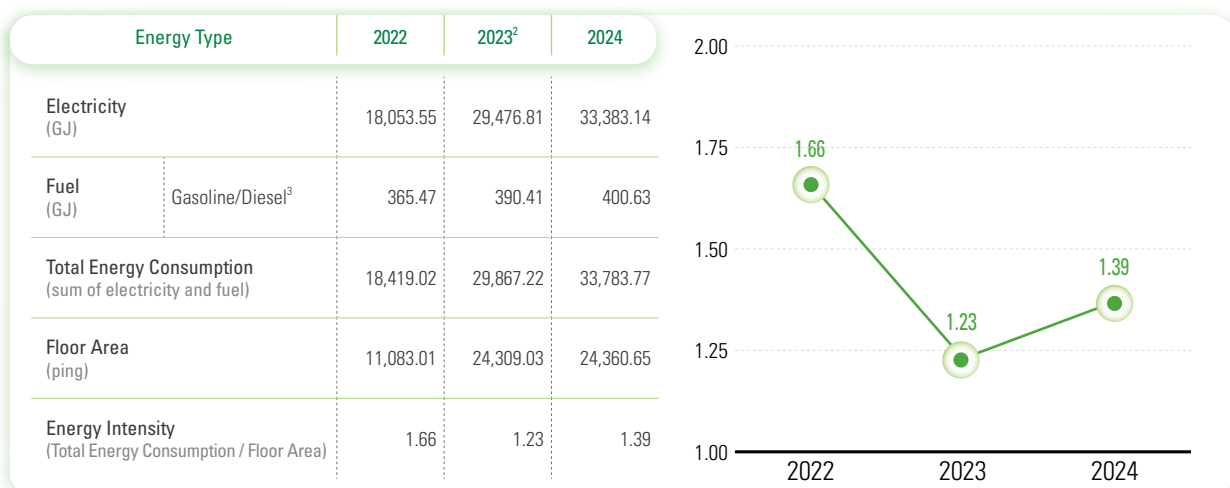
In 2024, TransGlobe Life's total energy consumption reached 33,783.77 GJ, with electricity accounting for 98.8%, followed by gasoline for company vehicles and diesel for generators at 1.2%. Although Taiwan is actively developing renewable energy sources such as solar and wind power, the current electricity supply primarily relies on thermal power generation. Thus, maximizing energy efficiency while reducing GHG emissions remains a key responsibility for TransGlobe Life as a responsible global citizen.

TransGlobe Life provides a comfortable space for customers and employees while establishing an environmental management system that balances electricity supply and demand based on space usage conditions. In 2024, the Company consumed 33,383.14 GJ of electricity. To effectively reduce office electricity consumption, the following timely, appropriate, and suitable energy-saving measures are adopted: 1. Gradually replacing lighting fixtures with energy-saving alternatives. 2. Installing smart controllers for air conditioning and lighting systems. 3. Advancing the air conditioning shutdown time by one hour before close of business. 4. Periodically sharing information on energy-saving and carbon reduction topics to promote awareness among employees.

The Company conducts comprehensive reviews of the energy status at headquarters—examining all energy-related equipment, including elevator systems, air conditioning systems, IT systems, and lighting systems—to analyze overall energy flow and distribution. Through strategic energy planning, TransGlobe Life will continuously improve energy performance, starting from headquarters and gradually extending energy-saving initiatives across its branch offices.

≡ Energy Usage Statistics ¹

● Energy Intensity (Total Energy Consumption / Floor Area)



¹ Starting in 2023, energy statistics cover all operational sites, whereas the 2022 data only includes headquarters.

² Regarding data adjustments: The 2023 electricity and fuel data were adjusted in August 2024 after verification by the third-party BSI. Accordingly, the 2023 data has been adjusted.

³ Diesel generators were not included in the calculations for 2022.

With the growing emphasis on energy conservation and carbon reduction, TransGlobe Life implemented the ISO 50001 international standard energy management system in 2022 and obtained third-party verification from the British Standards Institution (BSI). By adopting a systematic, standardized, and institutionalized approach, the Company enhances its energy management system, achieves energy-saving objectives, and continuously drives energy efficiency improvements. The annual BSI verification process for continued certification is expected to complete in December 2024.

2024 Energy Usage Management Overview

Energy-Saving Items	Implementation Measures
 Air Conditioning	- Installed a fully automated smart air conditioning system to reduce unnecessary electricity consumption through daily scheduled operation. - Equipped meeting rooms, training classrooms, and gym facilities with infrared motion sensors to activate air conditioning only when occupants are detected, shutting off within 5 minutes after departure. - Installed curtains to minimize solar radiation heat. - Isolated air-conditioned areas from outdoor air. - Set the air conditioning operation temperature at 26°C. - Enabled air conditioning control for full-zone or specific areas. - Restricted air conditioning supply to office hours, with weekend and night-time access limited to overtime work areas.
 Lighting	- Installed fully automated smart lighting systems, which activate upon detecting occupancy and shut off automatically when the space is vacant to reduce electricity consumption. - Deactivated certain lighting in naturally lit areas and restroom facilities during the daytime. - Used energy-efficient lighting tubes/bulbs. - Gradually replaced T5 lighting fixtures with LED lighting. - Encouraged employees to turn off lights during lunch breaks or after work hours. - Posted energy-saving reminders on light switches. - Security and cleaning staff conduct routine inspections to turn off unnecessary lighting and air conditioning.
 Other Measures	- Promoted stairway use, encouraging employees to refrain from using elevators for movement within three floors. - Disconnected unused electrical appliances to reduce standby power consumption. - Used environmentally friendly office equipment. - Installed LED advertisement lighting with different brightness settings for day and night, aligned with Earth Hour initiatives. - Incorporated green building concepts in office construction and renovations. - Conducted regular testing and maintenance of drinking water systems. - Enhanced office surroundings with greenery and beautification. - Strengthened effective use of energy-saving devices through the following measures: - Cleaning staff conduct morning inspections to ensure sensors in all areas are activated. - Cleaning staff periodically inspect and activate sensors that have not been properly turned on. - Final daily inspection ensures unoccupied air conditioning and lighting systems are switched off.

Smart Control for Air Conditioning and Lighting



TransGlobe Life actively promotes energy conservation internally by periodically distributing internal announcements to share concepts related to energy efficiency, environmental sustainability, and carbon reduction. Through collective efforts with employees, the Company strives to achieve its operational carbon reduction goals.

Beyond implementing energy-saving measures at its Songshan headquarters, the Company has extended its commitment to energy efficiency across its investment properties. These include "TransGlobe Life Hope Square," located at the intersection of Xinsheng South Road and Bade Road in Taipei; "Xinyi Building" on Songren Road; and "Changshenghong Commercial Building" and "Zhonghe Commercial Building" in Zhonghe, New Taipei City. Across these properties, the Company has widely adopted LED lighting, VRV variable frequency energy-saving air conditioning systems, and other energy-efficient equipment.

➔ Greenhouse Gas Management

TransGlobe Life recognizes the importance of carbon reduction in combating global warming and has established the “Environmental Protection Implementation Principles,” assigning the General Affairs Department to oversee environmental management. Through internal and external operational activities, the Company implements carbon reduction measures. In 2024, all TGL operational sites completed the ISO 14064-1 greenhouse gas (GHG) inventory, verified by the British Standards Institution (BSI), and obtained a verification statement. A GHG inventory plan was formulated to systematically enhance energy and carbon emission management. The inventory follows the “Operational Control Approach,” covering Category 1 (Direct GHG Emissions), Category 2 (Energy Indirect GHG Emissions), and Category 4 (Products Used by the Organization). Among these, Category 2 (Energy Indirect GHG Emissions) remains the largest contributor, primarily due to electricity consumption.

Additionally, the Company continues to conduct Category 5 (Investments Indirect GHG Emissions) financial asset carbon footprint verification. As of the end of 2024, the overall investment portfolio's (excluding mortgage loans and commercial real estate investments) economic emissions intensity stands at 2.08 (tCO₂e per NT\$ million), indicating the carbon emissions associated with each NT\$ million of financing and investment. For holdings in “listed and over-the-counter company stocks and corporate bonds”—a commonly disclosed carbon inventory scope in the financial industry—the economic emissions intensity is 1.54 (tCO₂e per NT\$ million). The Company remains committed to executing Category 5 financial asset carbon footprint verification using the PCAF methodology. In Q4 2024, the Company submitted a commitment letter to SBTi and plan to submit Scope 1, 2, and 3 science-based targets to SBTi in 2025 for review, reinforcing the commitment to assessing the carbon emissions performance of invested companies through actionable measures.

Following the submission of Science-Based targets, the Company will continuously monitor progress to ensure that capital flows align with low GHG emissions and climate-adaptive development pathways—ultimately aiming for net-zero carbon emissions by 2050. For details on the Company's responsible investment process for assessing and measuring the greenhouse gas management of invested companies, please refer to Chapter 6 – “[Responsible Investment](#)” of this report.

Since 2021, the Company has ceased active loan underwriting. Regarding existing loan collaterals, the carbon emissions associated with Category 5 “Mortgage Loans” in 2024 amounted to 275.90 tCO₂e, while emissions from “Commercial Real Estate Financing” totaled 31.81 tCO₂e. The economic emissions intensity for these categories was 294.33 (tCO₂e per NT\$ million) and 15.54 (tCO₂e per NT\$ million), respectively.

≡ Greenhouse Gas Emissions Statistics

Category	Description	Unit	2022	2023	2024
Category 1	Direct GHG emissions, removals ^{1,2}	tCO ₂ e	38.57	285.40	177.06
Category 2	Indirect GHG emissions – energy ^{1,2}	tCO ₂ e	2,554.10	4,044.87	4,395.45
Scope 1 and Scope 2 carbon emissions per NT\$ million revenue		tCO ₂ e/NT\$ million	0.019	0.031	0.029
Category 3	Indirect GHG emissions – transportation	NA	NA	NA	NA
Category 4	Indirect GHG emissions – products used by the organization ^{1,2}	tCO ₂ e	502.80	882.05	1,017.37
Category 5	Mortgage loans ³	tCO ₂ e	-	377.62	275.90
	Commercial real estate financing ⁴	tCO ₂ e	-	33.30	31.81
	Listed company equity and bond investments	tCO ₂ e	1,306,734.15	1,264,059.99	1,604,641.84
	Unlisted company equity investments	tCO ₂ e	608.95	306.57	358.94
	Sovereign bonds	tCO ₂ e	1,137,052.85	986,683.69	857,450.55
Carbon emissions per NT\$ million investment (Scope 3, excluding mortgage loans and commercial real estate financing)		tCO ₂ e/NT\$ million	2.33	2.05	2.08
Category 6	Indirect GHG emissions – other	NA	NA	NA	NA

¹ The 2022 inventory covered headquarters, while the 2023 inventory expanded to all operational sites.

² Regarding data adjustments: The 2023 greenhouse gas emission data had been adjusted in August 2024 after verification by the third-party BSI. Accordingly, the 2023 greenhouse gas emission data has been adjusted.

³ Regarding data adjustments: In the previous sustainability report, Category 5 “Mortgage Loans” was calculated based on actual carbon emissions. In this version, emissions are estimated using floor area-based estimates. Consequently, the 2023 data has been adjusted to 377.62 tCO₂e.

⁴ Category 5 “Commercial Real Estate Financing” emissions are calculated using “floor area-based estimates.”

⁵ The Global Warming Potential (GWP) values are based on the 2021 Intergovernmental Panel on Climate Change (IPCC) Sixth Assessment Report (AR6), Working Group III: Mitigation of Climate Change version.

➔ Water Resource Management

The water usage at TransGlobe Life's Songshan headquarters primarily supports domestic purposes, including drinking water for employees and customers, sanitation facilities, plant irrigation, and firefighting. Currently, all wastewater generated is discharged through sewers and treated by Taipei City's sewer system. Additionally, the Songshan headquarters has installed a rainwater recycling system for plant irrigation, with a maximum capacity of 85 metric tons. However, given the worsening scarcity of global water resources due to climate change, TransGlobe Life has intensified its focus on water resource usage in recent years. To minimize unnecessary waste, the Company promotes water-saving awareness among employees.

Statistics on TGL Total Water Consumption and Water Usage Intensity

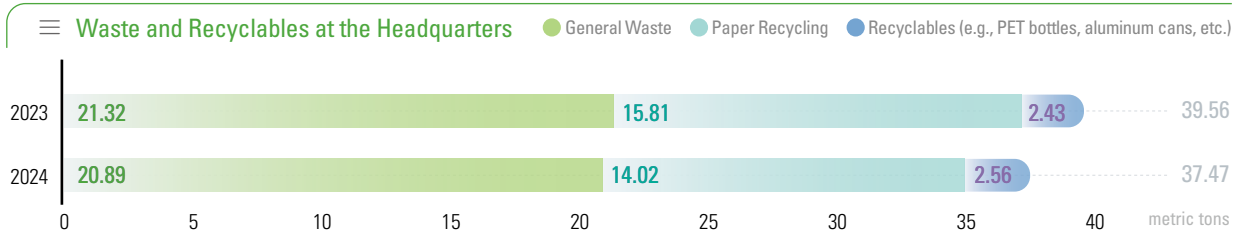
Category/Year	2023	2024
Water Consumption (A) (Unit: million liters)	38,045	47,396
Employee Count (B)	5,508	5,648
Water Usage Intensity (A/B)	0.0069	0.0084

➔ Waste Management

Sustainable resource utilization has become a global consensus. In 2024, TransGlobe Life further strengthened the management of photocopy paper by expanding the scope of statistical monitoring to include all company operational locations. At the same time, TransGlobe Life promotes waste reduction and recycling, implements sustainable resource utilization, and ensures proper waste disposal. The Company focuses on three major aspects of waste management: source reduction, usage control, and resource recycling, aiming to reduce the consumption of office supplies and minimize environmental impact.



To manage waste and recyclables more effectively, the daily weight of waste generated at the headquarters is recorded. The waste produced by the headquarters does not include hazardous industrial waste and is handled by government-approved and legally authorized third-party service providers.



Employee Creative Campaign – Bag Relay: Sustainability is Awesome

As part of a campaign promoting the donation of paper and shopping bags for reuse, “Bag Relay boxes” were placed on each floor of TGL Songshan headquarters. Employees could deposit unused bags into the boxes for recycling or take eco-friendly bags for their own use. During the campaign, a total of 330 participants joined the effort, contributing to the recycling of 418 paper bags (weighing 22 kilograms) and 45 non-woven fabric bags (weighing 2.5 kilograms).

Sustainable Green Buildings

Green Building Achievements

To contribute to the positive efforts of environmental sustainability in Taiwan, new buildings are actively designed in accordance with the nine major indicators of Taiwan’s Green Building Standards (EEWH). These encompass “ecological, energy-saving, waste-reduction, and health-focused construction” principles, aiming to incorporate biodiversity, greenery, water retention, daily energy efficiency, CO₂ reduction, waste reduction, indoor environment quality, water resource management, and improvements in wastewater and waste disposal into sustainable building design concepts. Furthermore, the existing TransGlobe Life Songshan headquarters has adhered to LEED standards from the beginning of construction through to the installation of all facilities. These include features such as “high-efficiency and comfortable air conditioning systems,” “indoor air quality management,” “HVAC and lighting control systems,” and “eco-friendly and healthy interior materials,” providing employees with a safe, healthy, and comfortable office environment. The headquarters was awarded LEED Silver Certification by the U.S. Green Building Council, symbolizing TransGlobe Life’s commitment to pursuing environmental sustainability.

TransGlobe Life has invested in the construction of the “TransGlobe Life Hope Square,” which complies with Taiwan’s Green Building Standards. In alignment with the government’s renewable energy policies, the Square is equipped with a rooftop solar photovoltaic power system to reduce reliance on non-renewable energy. Additionally, the office floors utilize independent air conditioning systems (VRV), allowing for zoned usage and reducing operational energy consumption.

The “TGL Corporate Headquarters Building,” currently under planning and construction, is expected to be completed by 2026. Upon completion, it aims to apply for the Gold-Level Green Building Label and secure both LEED and WELL certifications.



Energy Conservation and Carbon Reduction Measures

The TransGlobe Life Songshan headquarters is located in a highly developed urban area and serves as the Company’s core operational hub. The main building is integrated with Taipei Metro and Taiwan Railway stations, offering convenient transportation options, including multiple bus routes within walking distance. This excellent accessibility not only facilitates employee commuting but also enhances the operation of TransGlobe Life’s customer service center.

The Songshan headquarters offices are situated on the 4th, 9th, and 11th to 17th floors of the high-rise building, with a total usable area of 11,083.01 ping (approximately 36,630 square meters). Each floor varies in size, ranging from approximately 1,300 to 1,400 ping (4,300 to 4,620 square meters). To align with the leading international green building standard, LEED, TransGlobe Life has fully utilized its existing infrastructure to create an environmentally friendly and energy-efficient workspace. This includes installing sensors to measure indoor brightness, temperature, and carbon dioxide concentration, enabling fully automated smart air conditioning and lighting controls. Additionally, real-time indoor air quality monitoring ensures the introduction of sufficient fresh air, enhancing indoor air quality and occupant comfort. Waste recycling areas have also been strategically planned.

5.3 Sustainable Supply Chain

For businesses committed to sustainable development, efforts must not only be implemented within and outside operational scopes but also extended across the supply chain.

TransGlobe Life has established the "Procurement Procedures Manual" to manage its sustainable supply chain. The procurement system adheres to fair and transparent procedures to enhance procurement efficiency and functionality, ensuring the quality and cost-effectiveness of purchases. Gradually, the Company has strengthened its requirements for managing sustainable supply chains, which mainly encompass categories like printing, IT contracts (including manpower services and computer hardware/software maintenance).

To ensure that suppliers meet the Company's product and service requirements, the "Supplier Management Operational Guidelines" specify rules for suppliers whose single transaction amounts reach NT\$500,000 or whose annual accumulated transaction frequency exceeds 12 times. In 2024, among general procurement transactions that meet the "Supplier Management Operational Guidelines," the transaction amount reached NT\$500,000 for designated suppliers and annual evaluation suppliers. Excluding those who have already publicly disclosed their social responsibility commitment policies, a total of 85 suppliers signed the "Supplier Social Responsibility Commitment," achieving a 100% signing rate. Additionally, 39 suppliers who did not meet the NT\$500,000 transaction amount threshold and were not subject to annual evaluations voluntarily signed the "Supplier Social Responsibility Commitment."

Supplier Social Responsibility Commitment Letter	2024	
	Number of Signed Vendors	Signing Rate
Key Suppliers in General Procurement ¹	85 ²	100%
Non-Key Suppliers in General Procurement ³	39	Voluntarily Signed
Real Estate-Related Suppliers	30	100%

¹ Key suppliers in general procurement refer to those suppliers whose transaction amounts meet the "Supplier Management Operational Guidelines," reaching NT\$500,000 in general procurement and annual evaluation suppliers.

² Excluding suppliers who have already publicly disclosed their social responsibility commitment policies.

³ Refers to suppliers in general procurement whose transaction amount does not reach NT\$500,000 and who are not subject to annual evaluations.



In general procurement matters, TransGlobe Life states in its purchase orders that suppliers must comply with relevant regulations. This includes ensuring that the products and services provided by suppliers adhere to legal requirements (including, but not limited to, environmental regulations) and are equipped with comprehensive pollution control measures. Suppliers are required to manage their environmental, social, and economic impacts effectively.

Additionally, TransGlobe Life mandates contractors to sign the "Contractor Safety and Health Commitment," which outlines safety considerations during construction. This ensures that contractors adhere to labor laws and TransGlobe Life's safety and health regulations, covering general provisions, operational precautions, elevated work requirements, electrical operation guidelines, and incident reporting. This is aimed at preventing occupational injuries or other accidental incidents caused by negligence.

In 2024, the total number of "Contractor Safety and Health Commitment" agreements signed included **42** related to general procurement and **42** pertaining to real estate.

Green Procurement

TransGlobe Life participates in the Environmental Protection Administration's green procurement program. TGL prioritizes the selection of products with Green Mark certifications announced by the administration when making purchases. These products include desktop computers, LCD monitors, multifunction printers, photocopy paper, chiller indoor and outdoor units, public transportation, and LED light-steel frame lamps. In 2024, the total green procurement expenditure amounted to NT\$20,548,296, accounting for 68.06% of the overall procurement budget. Furthermore, 100% of procurement was locally sourced, with all goods shipped within Taiwan, and purchases made exclusively from Taiwanese companies.

For 2025, TransGlobe Life aims to maintain green procurement expenditures at **NT\$ 20** million, representing **70%** of the total procurement budget.





06 Responsible Investment

The financial industry plays a pivotal role in driving sustainable development across society. As an institutional investor, TransGlobe Life leverages its influence by integrating Environmental, Social, and Governance (ESG) factors into investment considerations. Whether investing in equities—including special projects, public and social welfare ventures—bonds, or derivative financial instruments, TransGlobe Life ensures all investment decisions align with the Company's Principles for Responsible Investment (PRI). By harnessing financial influence, the Company actively promotes sustainable growth for both TransGlobe Life and its investee companies, fostering a "Sustainable Finance" approach that delivers shared success.

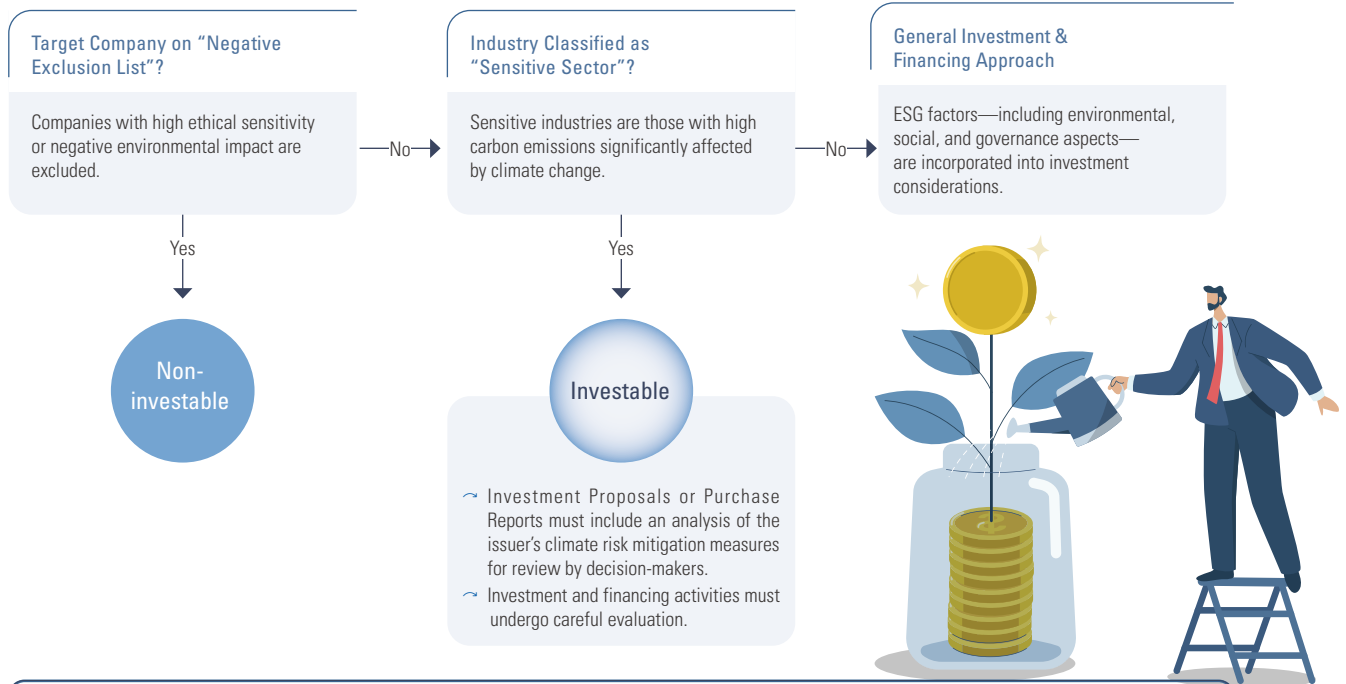
6.1 Sustainable Finance and Responsible Investment

ESG Responsible Investment Review

Responsible Investment Evaluation Process



To align with the responsible investment process, TransGlobe Life implements investment decisions as follows:



Negative Exclusion List:

TransGlobe Life excludes issuers with high ethical sensitivity or negative environmental impact. If an issuer's primary revenue source belongs to the following industries, they are classified as ESG Controversial Industries and placed on the exclusion list:

- Adult Industry
- Controversial Weapons Industry (e.g., landmines, nuclear weapons, cluster munitions, depleted uranium weapons, biochemical weapons)
- Palm Oil Industry (Palm oil is derived from oil palm trees, which are often grown in monoculture plantations, threatening biodiversity and leading to deforestation)

Sensitive Industry Review:

While companies with high ethical risks are excluded through the negative screening process, sensitive industries are reviewed based on their susceptibility to climate change impacts. Currently, TransGlobe Life's investment portfolio includes the following high-carbon-emission industries classified as climate-sensitive:

- | | |
|---|------------------------|
| • Electric Utilities & Power Generation | • Metal Mining |
| • Chemical Materials & Fertilizer Manufacturing | • Cement Industry |
| • Oil & Gas Industry (including exploration, extraction, refining, marketing, and services) | • Steel Industry |
| | • Coal Mining Industry |

Investments in these sensitive industries require rigorous evaluation to ensure alignment with sustainable investment principles.

General Investment & Financing Approach:

Investment professionals must assess "whether the investee company adheres to ESG principles by analyzing relevant metrics." ESG evaluations are primarily based on the "ESG Investor Relations Platform (ESG IR Platform)'s ESG Ratings," "Bloomberg's ESG Disclosure Score" and other credible third-party "ESG ratings" such as DJSI, CDP, and MSCI. These evaluations guide investment decisions.

Additionally, when investing in real estate, properties are assessed based on whether they qualify as Green Buildings, ensuring sustainability considerations are incorporated into overall investment assessments.

Sustainable Economic Activities

In an era of rapidly evolving global economic dynamics, Taiwan's industries require stronger innovation and upgrades to successfully compete in overseas markets. TransGlobe Life continues to support the government's initiatives, including "Asia Silicon Valley," "Smart Machinery," "Green Energy Technology," "Biotechnology & Medical Industry," "National Defense," "New Agriculture," and "Circular Economy," as part of the "Five Plus Two Industrial Innovation Plan," "Green Finance Action Plan 3.0," and investments in "Twelve Key Strategic Industries." By taking concrete actions to promote sustainable development, TransGlobe Life actively participates in shareholder meetings of investee companies, fulfilling its corporate governance responsibilities to ensure due diligence and responsible investment.

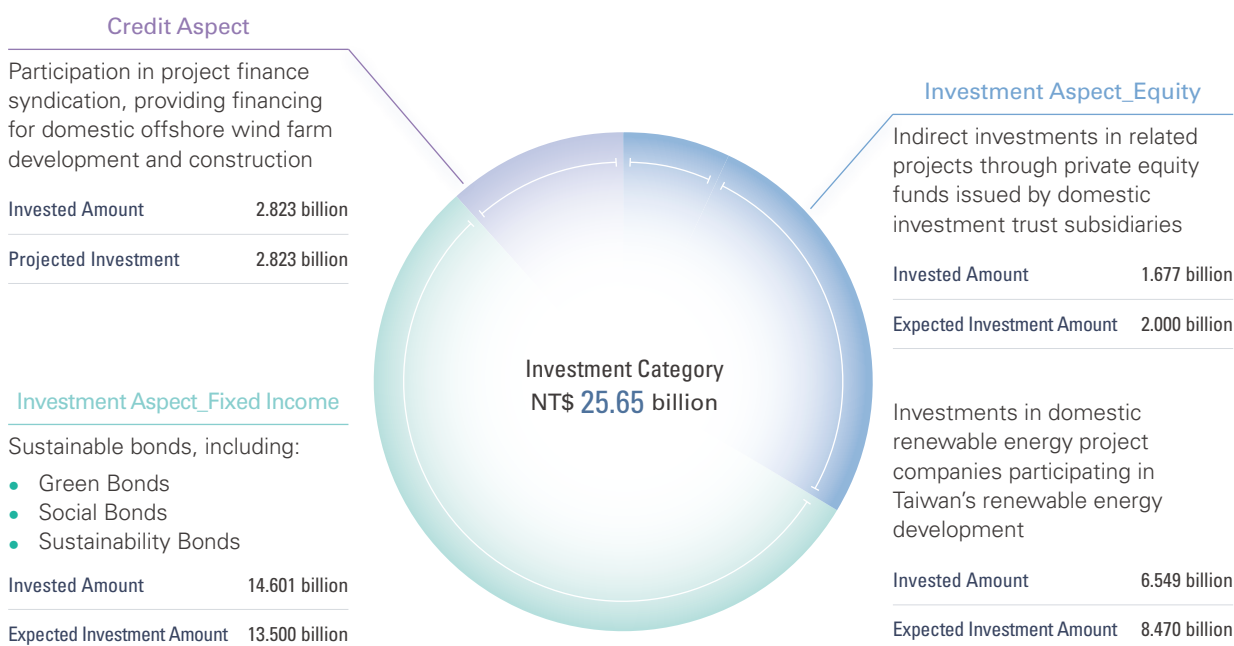


➔ Green Energy and Sustainable Bond Investments

To align with international trends in green finance and support Taiwan's major policies on nuclear-free energy transition, environmental emissions reduction, and investment governance, TransGlobe Life continues to increase financing and investment in the green energy sector. The Company prioritizes assessing renewable energy projects and green technology enterprises that generate positive ESG impacts—including but not limited to wind energy, solar power, hydrogen energy, power systems & storage, energy efficiency, carbon capture & storage, and other investments in Twelve Key Strategic Industries.

Particularly, TransGlobe Life has made substantial investments in "offshore wind power, onshore wind farms, and various solar energy projects" through project financing and equity investments. Furthermore, the Company actively invests in the Taipei Exchange Sustainability Board to support businesses that contribute tangible environmental and social improvements. TransGlobe Life is also dedicated to investments in green bonds, social bonds, and sustainability bonds, reinforcing its commitment to responsible financial practices.

As of the end of 2024, cumulative investments in these initiatives totaled NT\$ 25.65 billion, with projected total investments reaching NT\$ 26.79 billion.





Investment Portfolio Carbon Footprint Verification and SBTi

In 2024, TransGlobe Life continued its carbon footprint verification efforts for its investment portfolio, engaging external consultants to set science-based targets based on Scope 3 financed asset carbon footprint verification results. In November 2024, the Company submitted the SBTi Commitment Letter and plans to submit Science-Based Targets for Scope 1, 2, and 3 in 2025 for SBTi review. Corresponding investment strategies will be implemented in alignment with these goals, supporting the government's "Green Finance Action Plan 3.0." By leveraging financial influence to connect industry supply chains, TransGlobe Life aims to enhance climate resilience in the financial and industrial sectors, channeling capital into decarbonization and sustainable development initiatives to achieve net-zero carbon emissions by 2050.

6.2 Institutional Investor Stewardship

TransGlobe Life has established "Investment Policy," requiring all investment decisions to consider the investee company's adherence to Environmental, Social, and Governance(ESG) principles and their impact on corporate operations. Long-term investments are directed toward economic activities and projects that foster sustainable development. The Company actively fulfills its shareholder oversight role and commitment to corporate action by signing the "Stewardship Principles for Institutional Investors," ensuring responsible investment governance. Additionally, TransGlobe Life has developed and published a "Stewardship Policy" to uphold its responsibility as an "asset owner," enhance corporate and client value, and encourage investee companies to improve governance quality. By reinforcing ethical corporate practices, TransGlobe Life seeks to drive positive developments in industry, economy, and society.

Maximizing Sustainable Impact

TransGlobe Life has implemented a "Stewardship Policy," ensuring that all investment cases undergo ESG evaluations while actively promoting ESG policy development among investee companies. During due diligence for newly established investee companies, TransGlobe Life recommends they formulate ESG-related policies. Through proactive engagement and negotiation, these investee companies swiftly adopt ESG investment policies, aligning with stewardship principles and fostering long-term, stable growth. This approach creates a win-win partnership that is both mutually beneficial and sustainable.

The "Stewardship Policy" outlines responsibilities toward clients and beneficiaries, alongside concrete governance actions, including:

Managing Major Conflicts of Interest, If an event arises that threatens financial integrity or reputation:

The Company will transparently explain the circumstances and resolution to customers, shareholders, and stakeholders.

Engaging with Investee Companies:

1. Understanding executive strategies for industry risks and opportunities.
2. Establishing a consensus on long-term value creation, enhancing investment value, and encouraging stronger corporate governance for broader industry, economic, and societal development.
3. Engagement methods include conference calls, in-person meetings, investor briefings, participation in annual and extraordinary shareholder meetings, and voting on resolutions.

In 2024, TransGlobe Life attended **99.36%** of shareholder meetings for investee companies, actively fulfilling its institutional investor stewardship responsibilities. Through this commitment, the Company ensures thorough participation in governance and decision-making processes, reinforcing its dedication to responsible investment.

Additionally, TransGlobe Life publishes an annual "Responsible Investment & Stewardship Report," which provides a detailed overview of its policy implementation, prevention of conflicts of interest, and execution of voting policies. The report also presents a comprehensive review of stewardship efforts, including engagement practices, case studies on corporate interactions, and disclosure of voting results. By transparently sharing this information, the Company strengthens its communication with stakeholders and continuously enhances its stewardship approach.



"2023 Responsible
Investment &
Stewardship Report"



"Statement of
Compliance with the
Stewardship Principles
for Institutional Investors"

ESG Training for Investment Professionals

To strengthen the ESG knowledge of investment professionals and enhance ESG-integrated investment expertise, TransGlobe Life has scheduled “ESG sustainability” training courses for investment analysts. In the future, TransGlobe Life will expand its curriculum to include “Green Finance Investment” courses, which will cover trends in green finance and investment and financing opportunities. These courses aim to provide investment analysts with a broader range of investment and financing options, equipping them with the necessary insights to navigate sustainable investments. For further details, please refer to the [Talent Cultivation and Development subsection in Chapter 3: Employee Care](#) of this report.

6.3 Green Building Investments and Solar Power Installations

Green Building Investments

When making real estate investments and developments, TransGlobe Life integrates energy conservation, carbon reduction, and environmentally friendly factors into its decision-making process. As of the end of 2024, two of TransGlobe Life’s real estate investments have obtained Green Building Certification.



Building Name	Green Building Certification Level	Year of Certification
Hsinchu Joint Development Project "Fuyu Quan Feng"	Silver	2016
National Business and Trade Center	Bronze	2018

For early-stage real estate investments that have not yet obtained Green Building Certification, TransGlobe Life is gradually replacing energy-intensive equipment by upgrading outdated lighting fixtures and air conditioning systems with energy-efficient products. These efforts help reduce energy consumption and contribute to environmental sustainability. Some of the key locations undergoing these improvements include “TransGlobe Life Hope Square” on Bade Road in Taipei, “Xinyi Building” on Songren Road, as well as “Chang Sheng Hong Commercial Building” and “Zhonghe Commercial Building” in New Taipei City’s Zhonghe District. TransGlobe Life has also invested in the construction of two major projects—the Hotel Development on Sites 2 and 3 in Jiaoxi Township, Yilan County” and the “TransGlobe Life Hope Square.” In 2019, these projects received dual top honors at the “National Building Gold Award,” winning in both the construction quality leisure building category and the planning and design mid-rise office building category, marking a significant recognition of excellence.

TransGlobe Life’s Taichung office, located across three floors of the “National Business and Trade Center,” has obtained Bronze-level Green Building Certification. The interior design incorporates T-BAR LED lighting and VRV energy-saving air conditioning systems, providing employees with a high-quality and comfortable working environment.

In 2020, TransGlobe Life acquired the right of superficies for a site in the Minsheng Section of Songshan District, Taipei City, planning the development of the “TGL Corporate Headquarters Building.” The entire project will be constructed in compliance with the Green Building regulations under Taiwan’s Building Technical Rules, featuring high-efficiency, low-energy office equipment. Upon completion in 2026, the Company aims to obtain Gold-level Green Building Certification and Silver-level Intelligent Building Certification, creating an exemplary model for sustainable architecture.

Solar Power Installations

As TransGlobe Life seeks high-quality real estate investments, it remains committed to responsible investing and low-carbon operations. In 2024, the Company invested in the Dayuan Logistics Facility in Taoyuan City, where the rooftop was leased to tenants for solar power installations. As of the end of 2024, a total of three real estate investment projects have been equipped with solar power generation systems, with a total installed capacity of 804.89 kW. Additionally, the "TGL Corporate Headquarters Building," currently under construction, is planned to feature rooftop solar power generation systems, further increasing renewable energy usage and providing employees with an eco-friendly and comfortable work environment.

Solar Power Investment Projects	Installed Capacity (Unit: kW)
TransGlobe Life Hope Square	29.28
Sanchong Blue Sky Building	25.96
Dayuan Logistics Facility	749.65

Exterior Views of Buildings and Solar Panel Installations



TransGlobe
Life Hope
Square



Sanchong
Blue Sky
Building



Dayuan
Logistics
Facility

Appendix I: GRI Standards Index

Statement of Use	TransGlobe Life prepared the Sustainability Report based on GRI Standards, covering data and information for the period from January 1 to December 31, 2024.
Version of GRI 1 Used	GRI 1: Foundation 2021
Application of GRI Sector Standards	None

GRI Standards	Disclosure Items	Page Number	Additional Notes
GRI 2: General Disclosures (2021)			
GRI 2: General Disclosures (2021)	2-1 Organizational details	31	
	2-2 Entities included in the organization's sustainability reporting	2	
	2-3 Reporting period, frequency and contact point	2	
	2-4 Restatements of information	99.101	1. The 2023 electricity and fuel consumption figures were adjusted in August 2024 following verification by the third-party organization BSI, resulting in revisions to the 2023 figures. 2. The 2023 greenhouse gas (GHG) emissions figures were adjusted in August 2024 following verification by the third-party organization BSI, resulting in revisions to the 2023 GHG emissions figures. 3. In the previous version of the Sustainability Report, Category 5 "Mortgage Loans" was calculated based on "actual carbon emissions." In this version, the calculation method has been updated to "estimate emissions based on floor area," resulting in a revised 2023 figure of 377.62 tCO₂e.
	2-5 External assurance	2	
	2-6 Activities, value chain and other business relationships	32	
	2-7 Employees	68	
	2-8 Workers who are not employees	67	
	2-9 Governance structure and composition	34	
	2-10 Nomination and selection of the highest governance body	37	
	2-11 Chair of the highest governance body	36	
	2-12 Role of the highest governance body in overseeing the management of impacts	12	
	2-13 Delegation of responsibility for managing impacts	12	
	2-14 Role of the highest governance body in sustainability reporting	12	
	2-15 Conflicts of interest	38	
	2-16 Communication of critical concerns	21	
	2-17 Collective knowledge of the highest governance body	35-36	
	2-18 Evaluation of the performance of the highest governance body	37	
	2-19 Remuneration policies	38	
	2-20 Process to determine remuneration	38	
	2-21 Annual total compensation ratio	75	
	2-22 Statement on sustainable development strategy	3	



GRI Standards	Disclosure Items	Page Number	Additional Notes
GRI 2: General Disclosures (2021)	2-23 Policy commitments	30.39.46.53.59. 66.82.98	
	2-24 Embedding policy commitments	30.39.46.53.59. 66.82.98	
	2-25 Processes to remediate negative impacts	22	
	2-26 Mechanisms for seeking advice and raising concerns	39	
	2-27 Compliance with laws and regulations	41-42	
	2-28 Membership associations	32-33	
	2-29 Approach to stakeholder engagement	18	
	2-30 Collective bargaining agreements		Not applicable, no collective bargaining agreements signed; however, regular Labor-Management Meetings are held to ensure smooth communication.
GRI 3: Material Topics (2021)			
GRI 3: Material Topics (2021)	3-1 Process to determine material topics	21	
	3-2 List of material topics	21-22	
Economic Performance			
3-3 Management of Material Topics		30	
GRI 201: Economic Performance (2016)	201-1 Direct economic value generated and distributed	33	
Compliance with Laws and Regulations			
3-3 Management of Material Topics		39	
GRI 2 (2021): General Disclosures	2-27 Compliance with laws and regulations	41-42	
Information Security and Customer Privacy			
3-3 Management of Material Topics		59	
GRI 418 (2016): Customer privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	59	
Digital Finance			
3-3 Management of Material Topics		46	
Customized topic not applicable	No corresponding GRI standards		
Low-Carbon Operations and Climate Change			
3-3 Management of Material Topics		98	
GRI 201 (2016): Economic Performance	201-2 Financial implications and other risks and opportunities due to climate change	98	
GRI 302 (2016): Energy	302-1 Energy consumption within the organization	99	
GRI 305 (2016): Emissions	305-1 Direct (Scope 1) GHG emissions	101	
	305-2 Energy indirect (Scope 2) GHG emissions	101	
	305-3 Other indirect (Scope 3) GHG emissions	101	
Treating Customers Fairly			
3-3 Management of Material Topics		53	
GRI 417 (2016): Marketing and Labeling	417-1 Requirements for product and service information and labeling	55	
	417-2 Incidents of non-compliance concerning product and service information and labeling	55	
	417-3 Incidents of non-compliance concerning marketing communications	55	

GRI Standards	Disclosure Items	Page Number	Additional Notes
Workplace Diversity and Equality			
3-3 Management of Material Topics		82	
GRI 405 (2016): Diversity and Equal Opportunity	405-1 Diversity of governance bodies and employees	84	
GRI 406 (2016): Non-discrimination	406-1 Incidents of discrimination and corrective actions taken	84	
Talent Management			
3-3 Management of Material Topics		66	
GRI 404 (2016): Training and Education	404-1 Average hours of training per year per employee	71	
	404-2 Programs for upgrading employee skills and transition assistance programs	70-74	
	404-3 Percentage of employees receiving regular performance and career development reviews	69	
Other Topics			
GRI 200: Economics			
GRI 201 (2016): Economic Performance	201-3 Defined benefit plan obligations and other retirement plans	75	
GRI 202 (2016): Market Presence	202-2 Proportion of senior management hired from the local community	67	
GRI 203 (2016): Indirect Economic Impacts	203-1 Infrastructure investments and services supported	87-96	
GRI 205 (2016): Anti-Corruption	205-1 Operations assessed for risks related to corruption	39	
	205-2 Communication and training about anti-corruption policies and procedures	39	
	205-3 Confirmed incidents of corruption and actions taken	39	
GRI 300: Environment			
GRI 308 (2016): Supplier Environmental Assessment	308-1 New suppliers that were screened using environmental criteria	104	
GRI 303 (2018): Water and Effluents	303-3 Water withdrawal	102	
GRI 306 (2020): Waste	306-3 Waste generated	103	
GRI 400: Social			
GRI 401 (2016): Employment	401-1 New employee hires and employee turnover	68-69	
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	75-76	
	401-3 Parental leave	77	
GRI 403 (2018): Occupational Health and Safety	403-1 Occupational health and safety management system	78	
	403-2 Hazard identification, risk assessment, and incident investigation	78	
	403-3 Occupational health services	81	
	403-4 Worker participation, consultation, and communication on occupational health and safety	78	
	403-5 Worker training on occupational health and safety	79	
	403-6 Promotion of worker health	80-81	
	403-9 Work-related injuries	79	
GRI 414 (2016): Supplier Social Assessment	414-1 New suppliers that were screened using social criteria	104	



Appendix II: PSI Index

PSI Principle	Aspect	Related Performance	Corresponding Chapter
I. Incorporating ESG Issues into Corporate Governance Decisions	1. Business Strategy	- Upholding the brand philosophy “Rooted in love, empowered by duty,” pursuing corporate sustainability, and establishing the Board-level Sustainable Development Committee to oversee ESG-related issues. - The Sustainable Development Committee consists of six working groups, responding to stakeholder needs while periodically evaluating ESG issue performance. ESG factors are integrated into daily business operations, with two meetings held in 2024, achieving 100% attendance.	- Sustainability Management and Stakeholder Engagement 1. Sustainability Governance
	2. Risk Management & Underwriting	- Integrating emerging risks (including ESG and climate change) into risk management, underwriting, and capital adequacy procedures while enhancing company-wide risk awareness. - The Board-level Risk Management Committee reviews risk management execution, while business units manage opportunities under a Governance, Strategy, Risk Management, Metrics, and Targets framework to address climate-related risks and opportunities proactively.	1. Sustainability Governance
	3. Products & Services	- TGL continues to develop insurance products and services that generate positive ESG impacts. For instance, in 2024, 247 products featuring microinsurance, in-kind benefits, compliance with protection-type/aging-related definitions, policy-based coverage, low-premium plans with essential protection functions, retirement-focused products, and spillover insurance solutions were available for sale, ensuring comprehensive protection for diverse demographic groups. - Establishing a culture of fair customer treatment by forming the “TCF Promotion Committee,” strengthens policyholder trust and supports corporate sustainability. - The “Easy-to-Read Microinsurance Guide” provides audio narration services for visually impaired users, ensuring financial accessibility for disadvantaged groups. - We maintain the “Insurance Made Easy” website, which features various multimedia content, including comics, illustrated explanations, videos, and intelligent insurance planning tools. To enhance accessibility, insurance knowledge articles on the platform include an audio narration feature, catering to elderly individuals and visually impaired users. Through common and everyday topics, the website helps people develop a correct understanding of insurance, dispelling common misconceptions and preventing the selection of unsuitable insurance or financial products. In 2024, 26 new articles and 12 new videos were added. To further enhance financial accessibility for specific groups, the website has been adjusted to better meet the needs of elderly individuals and budget-conscious consumers. Two new themed web pages were introduced—“The Value of Medical Insurance Through Experience” and “Strategic Protection with One-Year Plans.” The first web page uses relatable life experiences to explain the features of various health and medical insurance plans, allowing young individuals and the general public to better understand the advantages of medical insurance and how to select appropriate coverage. The second web page addresses common misconceptions about term insurance, helping young individuals and the general public recognize the benefits of short-term policies and how they can create comprehensive protection with a lower budget. As of the end of 2024, the “Insurance Made Easy” website has engaged 1,727,963 users. - Developing the “Simplify Insurance Terms” campaign, which translates important policy terms into simplified infographics, making insurance-related rights and obligations easier to understand—especially for elderly consumers. In 2024, the “Insurance Terms Simplified” animation was updated with Mandarin and Taiwanese voiceovers, plus subtitles in seven languages for new immigrant communities. - Providing voice-assisted product introductions for investment-linked insurance policies and small endowment plans, ensuring elderly and visually impaired users can easily access insurance product information through synchronized audio narration and on-screen playback.	2. Customer Care
	4. Claims Management	- Leveraging new technologies to process claims quickly, fairly, and transparently. The “Claims Alliance Chain” and “Claims EasyLink” systems enable expedited claims processing. - To advance ESG principles and accelerate claim processing, Claims EasyLink 2.0, pre-claims screening projects, and English medical record OCR recognition systems were launched in 2024. - Responding swiftly to major disasters such as the “Hualien Earthquake,” “Typhoon Kaimi,” “Kaohsiung Residential Fire,” and “Taichung PX Mart Warehouse Fire,” TransGlobe Life activated Emergency Response Teams to provide immediate customer assistance and support. - Implementing mobile claims systems for real-time tracking of claims applications.	2. Customer Care
	5. Sales & Promotion	- Establishing product suitability evaluation mechanisms to assess customer needs, risk profiles, and financial tolerance, ensuring proper product offerings. - Strengthening financial accessibility initiatives to safeguard vulnerable consumers’ rights and ensure clarity in product sales and communication. - Applying big data analytics for precise marketing and high-net-worth customer management, identifying the most suitable insurance products.	2. Customer Care

PSI Principle	Aspect	Related Performance	Corresponding Chapter
I. Incorporating ESG Issues into Corporate Governance Decisions	6. Investment Management	~ In investment proposals or purchase reports, we analyze whether a company adheres to ESG principles as a factor in determining its eligibility for investment. ESG factors are considered at the moment of investment decision-making, guiding long-term investments toward economic activities and projects that contribute to sustainable development. ~ We have signed the "Stewardship Principles for Institutional Investors" to fulfill our responsibility as an institutional investor in corporate governance and stewardship. ~ An annual "Stewardship Report" is published to enhance transparency and strengthen communication with stakeholders. ~ To advance ESG investment expertise, we offer "ESG Sustainability courses" for investment analysts, reinforcing their understanding of sustainable investment practices. ~ A negative exclusion list has been established, prohibiting investments in industries related to adult industry, controversial weapons manufacturing, and palm oil production. If an issuer's primary revenue source comes from any of these sectors, it is classified as an ESG-sensitive industry and will not be considered for investment. ~ The investment review process for sensitive industries has been strengthened. Sensitive industries are defined as high-carbon-emission sectors, including utilities and power generation, chemical materials and fertilizer manufacturing, oil and gas industries (covering exploration, extraction, refining, marketing, and services), metal mining, cement production, steel manufacturing, and coal mining. For any investment proposal or purchase report in these industries, the analysis of the issuer's climate risk mitigation measures must be addressed for review. ~ In real estate development, energy conservation, carbon reduction, and environmental sustainability factors are incorporated into design and planning, ensuring continuous focus and investment in green buildings.	Q 6. Responsible Investment
II. Promoting ESG Awareness Among Customers & Business Partners	1. Customers	Communicating sustainability efforts through sustainability reports, Corporate Website ESG Section, and public welfare initiatives, helping customers build ESG awareness.	Q 2. Customer Care
	2. Suppliers	Supplier and contractor agreements explicitly require that the products and services provided comply with all relevant laws and regulations while ensuring proper management of environmental, social, and economic impacts. The "Supplier Management Operational Guidelines" are implemented to reinforce these expectations. Additionally, key suppliers are required to sign the "Supplier Social Responsibility Commitment," committing to CSR in areas such as labor practices, human rights, environmental protection, and ethical integrity. Through this collaboration, suppliers are encouraged to prioritize sustainable development.	Q 5. Environmental Sustainability
III. Collaborating with Governments, Regulators & Other Stakeholders to Advance ESG Initiatives	1. Government Agencies, Insurance Regulators & Policymakers	~ Supporting the Green Finance Action Plan 3.0, disclosing the carbon footprint of investment portfolios in sustainability reports. In 2024, submitted an "SBTi Commitment Letter" and plans to establish science-based targets by 2025. ~ Voluntarily adopting SASB framework disclosures under the "Corporate Governance 3.0 policy." ~ Signing the "Stewardship Principles for Institutional Investors" and publishing annual "Stewardship Reports" to demonstrate responsible investment practices. ~ Following the recommendations of the "Domestic Insurance Industry Scope 3 Financial Portfolio Carbon Emissions Practical Manual," we conduct Scope 3 carbon footprint verification for investments in securities. In accordance with the "Scope 3 Science-Based Targets and Strategy Timeline Planning," we carry out disclosure, assurance, and target-setting for the assessed investment positions. ~ Investing in low-carbon industries to align with government initiatives supporting Taiwan's "5+2 Innovative Industrial Policy." ~ We continue to offer a range of health-promoting and protection-oriented insurance products, including microinsurance to support vulnerable groups, small endowment insurance designed for economically disadvantaged populations, long-term care insurance, in-kind benefit insurance, health incentive insurance, and group insurance for college students.	Q 2. Customer Care Q 5. Environmental Sustainability Q 6. Responsible Investment
	2. Other Key Stakeholders	~ Partnering with NGOs and NPOs to support vulnerable communities and foster social welfare through tangible actions. ~ Collaborating with social enterprises to implement environmental sustainability projects, promoting toxin-free agriculture and ecological conservation. Initiating "Sustainable Good Cycle" to expand philanthropic impact through "Secondary Public Welfare."	Q 4. Social Empowerment
IV. Publicly Disclosing ESG Responsibilities & Ensuring Transparency		TransGlobe Life regularly publishes Sustainability Reports and, since 2021, has annually disclosed its actions in response to the Principles for Sustainable Insurance (PSI). This demonstrates the Company's commitment to ESG issues and its dedication to transparency in information disclosure.	Q --



Appendix III: SASB Index

➞ Topic 1: Transparent Information & Fair Advice for Customers

Number	Metrics	Current Performance	Corresponding Information
FN-IN-270a.1	Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of insurance product-related information to new and returning customers	In 2024, TransGlobe Life did not experience any legal proceedings or monetary losses related to marketing or communicating insurance product information to customers.	Q TransGlobe Life Public Information Website: Click "Other Records," then click "Regulatory Actions in the Last Two Years."
FN-IN-270a.2	Complaints-to-claims ratio	Customer complaint rate in 2024: 0.2847‰ (per ten thousand)	Q Financial Ombudsman Institution: 2024 Annual Insurance Industry Statistics - Life Insurance Companies - Complaint Cases and Rates
FN-IN-270a.3	Customer retention rate	Policy retention rates in 2024: 13-month and 25-month rates were 98.73% and 94.27%, respectively	Q TransGlobe Life Public Information Website: Click "Financial Overview," then click "Various Financial and Business Indicators."
FN-IN-270a.4	Description of approach to informing customers about products	The Company adheres to regulations set forth by supervisory authorities for the marketing and labeling of products and services. It has established internal review mechanisms to ensure compliance and effective management. Additionally, it follows relevant regulations to formulate procedures for financial consumer complaints.	Q TransGlobe Life 2025 Sustainability Report P.55-56 Q TransGlobe Life 2024 Annual Report P.63-64

➞ Topic 2: Incorporation of Environmental, Social and Governance Factors in Investment Management

Number	Metrics	Current Performance	Corresponding Information
FN-IN-410a.2	Description of approach to incorporation of environmental, social and governance (ESG) factors in investment management processes and strategies	The Company's Investment Policy (IP) requires the inclusion of ESG factors. When independently investing in stocks (including special project utilization, public and social welfare investments), bonds, and derivative financial products, the issuing company's commitment to environmental protection, corporate integrity, and social responsibility (ESG) must be considered. To align with responsible investment procedures, TransGlobe Life's investment department must verify whether the issuer is listed on the negative exclusion list before making investment decisions—if listed, no investment will be made. Subsequently, the industry of the issuer must be determined to assess whether it belongs to a sensitive industry. If investments are to be made in sensitive industries, the investment analysis reports must include an assessment of the issuer's climate risk response measures for review by decision-makers. The implementation of such investment decisions takes ESG elements into account at the point of decision-making, channeling long-term investments into economic activities and projects conducive to sustainable development. This process complies with the definition of "Sustainable Finance." Moreover, the Company's evaluation of the invested entities includes considerations of their commitment to environmental protection, corporate integrity, and social responsibility. The Company has also signed the "Stewardship Principles for Institutional Investors" to maintain ongoing engagement with invested companies and fulfill institutional investors' stewardship responsibilities. Annually, TransGlobe Life prepares a "Stewardship Report" detailing the implementation of the Company's stewardship policies, prevention of conflicts of interest, execution of voting policies, stewardship performance, case-by-case engagement execution results, and disclosure of voting outcomes to strengthen communication with stakeholders.	Q Statement of Compliance with TransGlobe Life's "Stewardship Principles for Institutional Investors" Q TransGlobe Life's 2023 "Stewardship Report"

➔ Topic 3: Policies Designed to Incentivise Responsible Behaviour

Number	Metrics	Current Performance	Corresponding Information
FN-IN-410b.1	Net premiums written related to energy efficiency and low carbon technology	This metric applies to the property and casualty insurance sector and is not relevant to life insurance companies.	
FN-IN-410b.2	Discussion of products or product features that incentivise health, safety or environmentally responsible actions or behaviours	TGL remains committed to providing various insurance products aligned with social care and health security principles. These include microinsurance, small-scale life insurance tailored for economically disadvantaged groups, long-term care insurance, in-kind benefits insurance, health spillover insurance, and group insurance for college students. Across all product lines designed to ensure inclusivity across social strata, a total of 247 products were available in 2024. The total sales volume for inclusivity-focused products reached 809,281 policies, generating NT\$26,767,151,000 in new business premium revenue.	🔍 TransGlobe Life 2025 Sustainability Report P.62-63

➔ Topic 4: Financed Emissions

Number	Metrics	Current Performance	Corresponding Information
FN-IN-410c.1	Absolute gross financed emissions, disaggregated by (1) Scope 1, (2) Scope 2 and (3) Scope 3	In 2024, the Scope 1 and Scope 2 total financial carbon emissions of the equity and corporate bond investment portfolio (including listed and OTC company stocks (common/preferred), corporate bonds, and unlisted and OTC company stocks, excluding sovereign bonds) were approximately 1.61 million metric tons of carbon dioxide equivalent. Scope 3 emissions cannot yet be included due to difficulties in obtaining data.	🔍 Appendix III.1_SASB Form
FN-IN-410c.2	Gross exposure for each industry by asset class	In 2024, the equity and corporate bond investment portfolio was classified into 61 industries according to the Global Industry Classification Standard (GICS) Level 3 (excluding targets without GICS industry information). The top three industries with the highest financial carbon emissions were Electric Utilities (NT\$36.91 million), Chemicals (NT\$32.77 million), and Oil, Gas & Consumable Fuels (NT\$27.04 million).	🔍 Appendix III.1_SASB Form
FN-IN-410c.3	Percentage of gross exposure included in the financed emissions calculation	The total financial emissions calculation for the 2024 equity and corporate bond investment portfolio covered 100% of the exposure amount.	🔍 Appendix III.1_SASB Form
FN-IN-410c.4	Description of the methodology used to calculate financed emissions	The methodology is based on the carbon emission calculation guidelines issued by the Partnership for Carbon Accounting Financials (PCAF).	

➔ Topic 5: Physical Risk Exposure

Number	Metrics	Current Performance	Corresponding Information
FN-IN-450a.1	Probable Maximum Loss (PML) of insured products from weather-related natural catastrophes	This metric applies to the property and casualty insurance sector and is not relevant to life insurance companies.	
FN-IN-450a.2	Total amount of monetary losses attributable to insurance pay-outs from (1) modelled natural catastrophes and (2) non-modelled natural catastrophes, by type of event and geographical segment (net and gross of reinsurance)	This metric applies to the property and casualty insurance sector and is not relevant to life insurance companies.	
FN-IN-450a.3	Description of approach to incorporation of environmental risks into (1) the underwriting process for individual contracts and (2) the management of entity-level risks and capital adequacy	TransGlobe Life conducts climate-related financial disclosures in accordance with the Task Force on Climate-related Financial Disclosures (TCFD) guidelines and plans to incorporate climate risks into corporate operations, business risk management, and capital adequacy management processes. The Company continues to enhance its overall risk management framework.	🔍 TransGlobe Life 2024 Annual Report P.111~139



➔ Topic 6: Systemic Risk Management

Number	Metrics	Current Performance	Corresponding Information
FN-IN-550a.1	Exposure to derivative instruments by category: (1) total exposure to non-centrally cleared derivatives, (2) total fair value of acceptable collateral posted with a central clearinghouse, and (3) total exposure to centrally cleared derivatives	Please refer to TransGlobe Life's 2024 Individual Financial Report and Auditor's Report regarding financial instruments measured at fair value through profit or loss and hedging instruments.	🔍 TransGlobe Life Public Information Website: Click "Financial Overview," then click "Financial Reports Reviewed or Audited by Certified Public Accountants" - 2024 Financial Report, Pages 39-40, 42-43, 48.
FN-IN-550a.2	Total fair value of securities lending collateral assets	Not applicable.	-
FN-IN-550a.3	Description of approach to managing capital- and liquidity-related risks associated with systemic non-insurance activities	Refer to TransGlobe Life 2025 Sustainability Report: Liquidity Risk Management.	🔍 TransGlobe Life 2025 Sustainability Report P.43

➔ Activity Metrics

Number	Metrics	Current Performance	Corresponding Information
FN-IN-000.A	Number of policies in force, by segment: (1) property and casualty, (2) life, (3) assumed reinsurance	At the end of 2024, the count of individual effective policies was: Accident insurance: 2,628,298 policies Life insurance: 2,527,801 policies	December 2024 Business Monthly Report

➔ Appendix 3.1 SASB Form

FN-IN-410c.1			Greenhouse Gas Intensity (ton CO ₂ e/NT\$ million)	Financial Exposure Amount Included in Emission Calculation (NT\$ thousand)	FN-IN-410c.2	FN-IN-410c.3
Asset Category	Industry Category	Greenhouse Gas Emissions(ton CO ₂ e) Scope 1 + Scope 2			Total Insurance Amount (NT\$ thousand)	Proportion of Insurance Amount Covered by Financial Emission Calculation (%)
Equity and Corporate Bonds	Aerospace & Defense	653.00	0.440	1,484,667.64	1,484,667.64	100.00%
	Air Freight & Logistics	342.48	2.915	117,481.84	117,481.84	100.00%
	Automobile Components	3,131.64	1.992	1,572,387.92	1,572,387.92	100.00%
	Automobiles	223.78	0.144	1,559,335.14	1,559,335.14	100.00%
	Banks	6,663.27	0.022	309,606,884.27	309,606,884.27	100.00%
	Beverages	12,853.27	1.513	8,495,402.11	8,495,402.11	100.00%
	Biotechnology	1,494.34	0.100	14,879,578.30	14,879,578.30	100.00%
	Broadline Retail	451.85	0.305	1,481,297.96	1,481,297.96	100.00%
	Building Products	111.06	0.427	259,815.44	259,815.44	100.00%
	Capital Markets	1,337.09	0.018	73,757,496.01	73,757,496.01	100.00%
	Chemicals	335,725.99	10.244	32,773,801.70	32,773,801.70	100.00%
	Communications Equipment	1,336.83	0.567	2,358,889.75	2,358,889.75	100.00%
	Construction & Engineering	248.38	0.424	585,568.63	585,568.63	100.00%
	Construction Materials	65,065.68	10.000	6,506,679.49	6,506,679.49	100.00%
	Consumer Finance	2.33	0.007	328,913.30	328,913.30	100.00%
	Consumer Staples Distribution	1,894.27	3.037	623,789.53	623,789.53	100.00%
	Containers & Packaging	1,233.77	3.232	381,728.49	381,728.49	100.00%
	Diversified Telecommunication	14,280.95	0.185	77,118,808.00	77,118,808.00	100.00%
	Electric Utilities	555,292.07	15.043	36,913,511.71	36,913,511.71	100.00%
	Electrical Equipment	5,165.47	1.773	2,913,035.15	2,913,035.15	100.00%

FN-IN-410c.1			Greenhouse Gas Intensity (ton CO ₂ e/NT\$ million)	Financial Exposure Amount Included in Emission Calculation (NT\$ thousand)	FN-IN-410c.2	FN-IN-410c.3
Asset Category	Industry Category	Greenhouse Gas Emissions(ton CO ₂ e)			Total Insurance Amount (NT\$ thousand)	Proportion of Insurance Amount Covered by Financial Emission Calculation (%)
		Scope 1 + Scope 2				
Equity and Corporate Bonds	Electronic Equipment, Instruments & Components Stocks	22,969.19	1.435	16,010,114.98	16,010,114.98	100.00%
	Energy Equipment & Services	2,755.58	8.005	344,210.85	344,210.85	100.00%
	Entertainment	764.84	0.351	2,178,612.80	2,178,612.80	100.00%
	Financial Services	66.00	0.028	2,363,549.05	2,363,549.05	100.00%
	Food Products	854.74	1.621	527,155.11	527,155.11	100.00%
	Gas Utilities	1,035.19	5.542	186,782.21	186,782.21	100.00%
	Ground Transportation	5,370.97	0.725	7,404,123.32	7,404,123.32	100.00%
	Health Care Equipment & Supplies Stocks	179.18	0.219	818,500.36	818,500.36	100.00%
	Health Care Providers & Services	2,940.18	0.834	3,526,580.33	3,526,580.33	100.00%
	Health Care Technology	4.20	0.054	77,018.60	77,018.60	100.00%
	Hotels, Restaurants & Leisure	1,403.25	1.214	1,156,339.52	1,156,339.52	100.00%
	Household Durables	241.19	1.087	221,804.93	221,804.93	100.00%
	Independent Power and Renewable	1.29	0.008	165,609.29	165,609.29	100.00%
	Industrial Conglomerates	26,951.97	3.591	7,504,875.68	7,504,875.68	100.00%
	Insurance	1,965.33	0.052	37,506,834.43	37,506,834.43	100.00%
	Interactive Media & Services	905.43	0.165	5,482,473.40	5,482,473.40	100.00%
	IT Services	961.59	0.232	4,152,902.91	4,152,902.91	100.00%
	Leisure Products	373.68	0.529	706,009.38	706,009.38	100.00%
	Life Sciences Tools & Services	172.43	0.448	384,817.96	384,817.96	100.00%
	Machinery	1,184.42	0.637	1,859,915.70	1,859,915.70	100.00%
	Marine Transportation	2,640.22	8.559	308,470.85	308,470.85	100.00%
	Media	8,534.95	0.945	9,028,229.74	9,028,229.74	100.00%
	Metals & Mining	51,499.80	4.992	10,316,059.15	10,316,059.15	100.00%
	Multi-Utilities	4,111.52	3.743	1,098,467.83	1,098,467.83	100.00%
	Oil, Gas & Consumable Fuels	102,962.50	3.807	27,042,132.24	27,042,132.24	100.00%
	Paper & Forest Products	393.95	9.472	41,590.54	41,590.54	100.00%
	Passenger Airlines	2,456.85	15.637	157,119.06	157,119.06	100.00%
	Personal Care Products	439.12	0.761	576,957.15	576,957.15	100.00%
	Pharmaceuticals	503.54	0.277	1,815,083.75	1,815,083.75	100.00%
	Professional Services	13.03	0.031	414,320.85	414,320.85	100.00%
	Real Estate Management & Development	175.91	0.085	2,077,135.04	2,077,135.04	100.00%
	Retail REITs	1.79	0.056	31,778.36	31,778.36	100.00%
	Semiconductors & Semiconductor	62,856.91	1.079	58,234,857.73	58,234,857.73	100.00%
	Software	842.35	0.065	12,946,107.68	12,946,107.68	100.00%
	Specialty Retail	879.58	0.751	1,171,411.20	1,171,411.20	100.00%
	Technology Hardware, Storage & Peripherals	2,208.87	0.244	9,054,999.82	9,054,999.82	100.00%
	Textiles, Apparel & Luxury Goods	3,353.53	1.186	2,827,622.62	2,827,622.62	100.00%
	Tobacco	2,878.10	0.174	16,547,377.84	16,547,377.84	100.00%
	Trading Companies & Distributors	337.02	2.565	131,393.01	131,393.01	100.00%
	Transportation Infrastructure	5,123.24	0.980	5,230,270.14	5,230,270.14	100.00%
	Wireless Telecommunication Services	1,748.31	0.622	2,809,571.26	2,809,571.26	100.00%
	GICS industry information not available	272,431.52	1.262	215,943,004.41	215,943,004.41	100.00%
Total		1,605,000.77	1.537	1,044,101,263.48	1,044,101,263.48	100.00%



Appendix IV: Summary of Subject Matter Assured

NO.	Identified Key Performance Indicators	Page	Applicable Criteria
1	Participation in project finance with the Banking Group, providing financing for domestic offshore wind farm development and construction, with a total NT\$2.823 billion disbursed in 2024.	108	The total disbursed financing amount in 2024 for the domestic offshore wind farm development and construction projects in Taiwan financed by TGL in accordance with the "TGL Project Finance Loan Credit Operation Manual."
2	Donations to non-profit organizations in 2024 amounted to NT\$11,827,328	87	The amount of donations to non-profit organizations in 2024 disclosed by TGL in accordance with Article 10-1 of the "Corporate Governance Best-Practice Principles for Insurance Enterprises." Note: The donation amount includes membership fee, monetary donation and the value of donated items.
3	As of December 31, 2024, the total amount invested in sustainable bonds amounted to NT\$14.601 billion.	108	As of December 31, 2024, the book value amount invested by TGL in sustainable bonds which meet the qualifications of "Taipei Exchange Operation Directions for Sustainable Bonds" and were disclosed with bond information on the Sustainable Bonds Online Platform by Taipei Exchange.
4	As of December 31, 2024, the percentage of female managers was 56% calculated based on all managerial positions.	84	Percentage of female managers in TGL as a percentage of all managerial positions as of December 31, 2024. Note: The managerial position is a person at the rank of senior manager or above, or a person with department or branch management decision-making authority. The scope of this subject matter covers active and non-active full-time office staff and insurance solicitors.
5	In 2024, the suppliers of general procurements whose transaction amount reached NT\$500,000 and are qualified as the annual evaluation suppliers in accordance with the "TGL Supplier Management Operational Guidelines" excluding those who have already publicly disclosed their social responsibility commitment policies, a total of 85 suppliers signed the "Supplier Social Responsibility Commitment," achieving a 100% signing rate.	104	In 2024, for all general procurement suppliers that meet "TGL Supplier Management Operational Guidelines" including both suppliers whose transaction amount reached NT\$500,000 and are qualified as annual evaluation suppliers, the number and percentage of the suppliers who signed the "Supplier Social Responsibility Commitment." Note: The signing rate refers to the proportion of suppliers who have signed the "Supplier Social Responsibility Commitment" (numerator) to the number of suppliers required to sign it (denominator). In accordance with the "TGL Supplier Management Operational Guidelines", the suppliers included are those whose transaction amount reach NT\$500,000 and are qualified as annual evaluation suppliers, excluding suppliers who have already publicly disclosed their social responsibility commitment policies.
6	Zero severe cyber security incident and personal data breaches in 2024.	59	The number of severe cyber security incident and personal data breaches for TGL in 2024. Note: A severe cyber security incident, as defined in the "TGL Information Security Incident Handling Procedures," is an incident assessed as posing a high risk to information security or personal data breaches and reported accordingly.

Appendix V: Accountant's Limited Assurance Report

Independent Limited Assurance Report

To TransGlobe Life Insurance Inc.:

We have been engaged by TransGlobe Life Insurance Inc. ("the Company") to perform assurance procedures in respect of the 2024 key performance indicators identified by the Company and reported in the 2025 Sustainability Report (hereinafter referred to as the "Identified Key Performance Indicators") and have issued a limited assurance report based on the result of our work performed.

Subject Matter Information and Applicable Criteria

The subject matter information is the Identified Key Performance Indicators of the Company. The Identified Key Performance Indicators and the respective applicable criteria are stated in the "Summary of Subject Matter Assured" on page 121 of the Sustainability Report. The scope of the aforementioned Identified Key Performance Indicators is set out in the "Boundaries and Scope of the Report" on page 2 of the Sustainability Report.

Management's Responsibility

The Management of the Company is responsible for the preparation of the Identified Key Performance Indicators disclosed in the Sustainability Report in accordance with the respective applicable criteria. This responsibility includes the design, implementation and maintenance of internal control relevant to the preparation of the Identified Key Performance Indicators that are free from material misstatement, whether due to fraud or error.

Inherent Limitations

Certain subject matter Information assured involves non-financial data which is subject to more inherent limitations than financial data. Qualitative interpretations of the relevance, materiality and the accuracy of data are more dependent on individual assumptions and judgments.

Compliance of Independence and Quality Control Requirement

We are independent of the Company in accordance with the Norm of Professional Ethics for Certified Public Accountant of the Republic of China, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

Our firm applies Standard on Quality Management 1, "Quality Management for Public Accounting Firms" of the Republic of China, which requires the firm to 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.

Our Responsibility

Our responsibility is to express a limited assurance conclusion on the Identified Key Performance Indicators based on the procedures we have performed and the evidence we have obtained. We conducted our limited assurance engagement in accordance with the Standard on Assurance Engagements 3000, "Assurance Engagements other than Audits or Reviews of Historical Financial Information" of the Republic of China. This standard requires that we plan and perform this engagement to obtain limited assurance about whether the Identified Key Performance Indicators are free from material misstatement.

Under the requirements of the aforementioned standards, our limited assurance engagement involves assessing the suitability in the circumstances of the Company's use of the criteria as the basis for the preparation of the Identified Key Performance Indicators, assessing the risks of material misstatement of

the Identified Key Performance Indicators whether due to fraud or error, responding to the assessed risks as necessary in the circumstances and evaluating the overall presentation of the Identified Key Performance Indicators. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks.

The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents, and agreeing or reconciling with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above, we:

- Made inquiries of the persons responsible for the Identified Key Performance Indicators to obtain an understanding of the processes, information systems, and the relevant internal controls relating to the preparation of the aforementioned information to identify the areas where there may be risks of material misstatement; and
- Based on the above understanding and the areas identified, performed analytical procedures on the Identified Key Performance Indicators and performed substantive testing on a selective basis, including inquiries, observation, inspection to obtain evidence for limited assurance.

The 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 we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether the Company's Identified Key Performance Indicators have been prepared, in all material respects, in accordance with the respective applicable criteria.

We also do not provide any assurance on the Sustainability Report as a whole or on the design or operating effectiveness of the relevant internal controls.

Limited Assurance Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Identified Key Performance Indicators in the Sustainability Report are not prepared, in all material respects, in accordance with the applicable criteria.

Other Matter

The Management of the Company is responsible for maintaining the Company's website. We have no responsibility to re-perform any procedures regarding the Identified Key Performance Indicators after the date of our assurance report, even if the Identified Key Performance Indicators or the applicable criteria have been subsequently modified.

Shih, Ming-Chih
For and on behalf of PricewaterhouseCoopers, Taiwan
June 25, 2025

For the convenience of readers and for information purpose only, this document has been translated into English from the original Chinese version. In the event of any discrepancy between the English version and the original Chinese version or any differences in the interpretation of the two versions, the Chinese-language version shall prevail.

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