2025 Sustainability Report

The First Insurance Co., Ltd

Content

Sustainability Policy

In 2021, The First Insurance Co., Ltd. established the Sustainability Development Committee, and the Sustainability Task Force within the Committee, with sustainable management as the development objective. In response to key corporate sustainability risks, corporate sustainable development and core operational strategies will be integrated along with four strategic axes of "Corporate Governance," "Responsible Investment," "Employee Care," and "Environmental Care."

The sustainable management of The First Insurance will focus on the following four strategic axes:

Corporate Governance	Responsible Investment
The First Insurance is committed to creating good performance for its shareholders as well as in maintaining shareholder interests and rights, and equal treatment of shareholders. The purpose is to enhance the board structure and operations and improve information transparency for realizing the sustainability philosophy.	The First Insurance signed the Stewardship Principles for Institutional Investors in 2019 and has since managed its proprietary funds and various reserves in accordance with these principles. Upholding the values of integrity, transparency, mutual respect, and a strong commitment to social and environmental responsibility, the Company aims to enhance investment value and promote the long-term interests of all stakeholders, including policyholders, shareholders, and the Company itself.
Employee Care	**Environment Care**
Human capital lies at the core of business operations, and enhancing it is a critical factor in determining whether an enterprise can achieve sustainable development. In the face of rapid technological advancements, evolving financial markets, and increasing competition in the labor market, it is essential to systematically strengthen human capital through comprehensive talent management practices—recruitment, development, utilization, evaluation, and retention. A structured talent development system enables companies to effectively respond to both the challenges and opportunities present in the financial industry.	The First Insurance has set up management goals for energy conservation, carbon reduction, GHG reduction and water saving. In addition to existing insurance products, we will take a proactive approach to develop green power insurance in a bid to implement the UN's sustainable development goals.

About This Report

The “2025 Sustainability Report of The First Insurance Co., Ltd.” (Sustainability Report or ESG Report) is the 11th Sustainability Report released by The First Insurance Co., Ltd. (hereinafter referred to as “The First Insurance” or “the Company”). While The First Insurance is committed to ethical management and continuously providing customers with quality products and professional services, we also deeply recognize our corporate responsibility toward society and the environment, and hope to continue to deepen the concept of sustainable development in the future, implementing the spirit of sustainability into various operational decisions and management mechanisms, steadily moving towards the long-term goal of sustainable management.

Following the layout of the previous Report, this Report is divided into five chapters, including “Sustainable Development Management Structure,” “Corporate Governance,” “Customer Care,” ” Friendly Environment and Social Care,” and “Environmental Protection,” respectively. This Report explains The First Insurance’s actions on implementing sustainable development-related matters with relevant data provided.

Report Boundary and Scope

This Report mainly discloses the operating activities of The First Insurance in 2025 (from January 1 to December 31, 2025) as the boundary and scope for the presentation of the performance. For the environmental performance data and descriptions, we have referenced data mainly from The First Insurance’s head office, branches (New Taipei City, Taoyuan, Hsinchu, Taichung, Tainan and Kaohsiung), Service Centers and Liaison Offices in different areas. The financial-related information in this Report regarding The First Insurance's operating income, costs, and expenditures is expressed in New Taiwan dollars, which has been audited, verified, and recognized by accountants before publication.

In addition, the scope of the data information disclosed in this report is consistent with that of the annual report, covering the period from January 1 to December 31, 2025. The Company presents its information based on individual financial statements, and relevant statistics are calculated using internationally recognized disclosure methods and are subject to rounding. Except for financial statement figures, non-integer values are generally presented to two decimal places.

The identification of stakeholder and material topics is conducted by The First Insurance once a year. Additional details are available under “1.2 Stakeholder Communication” and “1.3 Identifying Material Topics” in this Report. If there is any information recompiled in this

Report, it will be clearly noted in the respective chapters.

Report Writing Principle

The Sustainability Report is prepared in accordance with the Global Reporting Initiative's GRI Standards (2021 version) and Article 4 - finance and insurance industry shall enhance industry-specific disclosures of the sustainability metrics of the "Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies," Article 4-1 - Listed Companies shall disclose climate-related information by chapter. Through the collection of sustainability topics of international sustainability regulations and standards, combined with stakeholder opinions and suggestions of external experts, material sustainability topics of the Company are analyzed. Disclosure of related strategies, targets, management guidelines and performance are to be made according to the listed reporting principles and requirements. Meanwhile, the Company echoes the principles of the Sustainability Accounting Standards Board (SASB) and Task Force on Climate-related Financial Disclosures (TCFD) as the focus and direction for future long-term development.

Report Assurance

To increase information transparency and reliability, independent limited assurance of this Report was conducted by the third party – EVEREST CPA & CO. in accordance with the "Assurance Criteria TWSAE 3000 - Assurance Cases of Non-Historical Audits or Reviews of Financial Information" of the Accounting Research and Development Foundation. Participating units include the Compliance Department, Planning Department, Administration Department, Accounting Department, Risk Management Department, Information Department, E-Commerce Marketing Department, Motor Insurance Department, Accident and Health Insurance Department, Fire Insurance Department, and Customer Service Department, among others. Managers of all departments provided relevant supporting materials in accordance with regulations for verification. The assurance report is included in the Appendix of this Report.

Issuance Date of this Report

This Report is issued by the Company annually. The contents cover the specific practices and performance data in the aspect of of economics, governance, society, and environment. In pursuit of the completeness in project and activity performance, some of the contents are from periods prior to January 1, 2025 and after December 31, 2025. Related content has been placed on the website of The First Insurance under the sustainable development section for downloading and viewing.

Time of issuance: August 31, 2026

Date of the next issuance: Before August 31, 2027

Contact Information for the Report

The First Insurance Co., Ltd. / Sustainable Development Committee

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Message from the Chairman

In view of the gradual normalization of extreme weather such as heat waves, cold snaps, droughts, and heavy rainfall, major economies agree they should take more proactive carbon reduction actions, including a resilient carbon pricing system, internalizing the external costs of corporate carbon emissions, and a carbon border adjustment mechanism to mitigate the negative external effect of global supply chains to the environment. Our government has pledged to achieve the "net zero emissions" target before 2050 and announced the "2050 Net Zero Emission Pathway Plan." By promoting energy transition, industrial carbon reduction, green transportation, technological innovation and more, as well as formulating relevant laws and regulations such as carbon fee charging and voluntary carbon emission reduction, we will reach the goal of industrial net-zero transformation.

On the way of sustainable development, The First Insurance will achieve their goals with more specific strategies and will actively respond to the global trend of sustainable development. We will focus on the four main strategic axes of "Corporate Governance," "Responsible Investment, " " Employee Care" and "Environmental Care."

1. Corporate Governance

Strengthening corporate governance is the core for an enterprise toward sustainable development and long-term value creation. Led by the Board of Directors, The First Insurance continues to deepen its governance framework. In line with international sustainable development trends and regulatory requirements, we integrate the core functions of the insurance industry to develop sustainability-oriented products and services, and ensure the effective implementation of relevant strategies through governance mechanisms. Only by doing so can we operate steadily in a highly uncertain environment and continuously create long-term, sustainable value for shareholders and stakeholders.

2. Responsible Investment

Responsible investment is a key component of the sustainable development strategy of The First Insurance. In the decision-making of asset allocation under our “Investment Policy,” priority is given to investment targets that fulfill environmental protection, corporate integrity, and corporate governance (ESG) considerations. The First Insurance also pays special attention to projects relating to green finance, renewable energy, and climate change, fulfilling our commitment to institutional investor stewardship and implementing the execution of responsible investment.

3. Employee Care

In the process of corporate sustainable development, employees are always the Company's most important assets. The Company remains committed to creating a safe, healthy, and developmental work environment. In addition to providing sound compensation, welfare systems, and retirement protection, we also support the professional growth and career development of employees through systematic training and diverse learning resources. Meanwhile, we attach great importance to employee physical and mental health as well as work-life balance, establishing open communication and grievance mechanisms to foster a workplace culture of respect, trust, and mutual prosperity. Looking forward, we will continue to refine various human resource policies, joining hands with all staff to steadily move toward corporate sustainability and long-term development.

4. Environmental Care

As a member in the non-life insurance industry, The First Insurance is well aware of the impact of climate change on the entire industry and society. Therefore, The First Insurance will be committed to reducing our carbon footprint and promoting environmentally friendly practices. In addition to responding to the net-zero emissions goal, we will keep launching more green insurance products to help our customers and partners cope with climate risks. We will also actively promote energy conservation and carbon reduction~~,~~ and support projects related to renewable energy and recycling to help protect the environment.

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Chairman C.H. Lee,
First Insurance

2025 Sustainability Performance & Highlights

E - Environmental
Total energy consumption in 2025 decreased by 1.66% compared to the previous year.
In 2025, the use of electronic insurance policies reduced paper consumption by approximately 531,109 documents, equivalent to a reduction of 3.272 metric tons of carbon emissions (tCO2e).
In 2025, there were no violations of environmental protection laws or regulations, nor were there any major fines.
S - Social
In 2025, no incidents of human rights violations or discrimination occurred.
Total investment in social welfare activities in 2025 reached NT$1.864 million.
In 2025, occupational safety and health education and training totaled 5 hours, reaching 1,054 person-times.
G - Governance
The 2025 Board Performance Evaluation received positive ratings regarding the efficiency and effectiveness of all assessment indicators.
In 2025, the Board of Directors included 5 female directors, accounting for 33.3% of all board members.
In 2025, the Audit Committee convened 6 times with an attendance rate of 100%; the Remuneration Committee convened 6 times with an attendance rate of 88.88%.
In 2025, the Company had no incidents involving violations of business integrity.
In 2025, there were no legal actions or lawsuits involving anti-corruption, anti-competitive behavior, anti-trust, or monopoly practices.

1. Sustainable Development Management Framework

1.1 About The First Insurance

Organization Overview

Founded on September 4, 1962, The First Insurance has stood by its philosophy of "stabilizing the economy, improving social benefits and prospering industrial and commercial enterprises" and smoothly expanded its business thanks to the efforts of all employees.

Our services mainly focus on designing and selling various types of insurance to help the public build comprehensive risk protection. At The First Insurance, we have professional service specialists and diversified sales channels to provide excellent services to customers.

The Principles of The First Insurance: Strengthen the foundations , attention to detail, and deliver results.
Motto of The First Insurance: Precision, Speed, Innovation, Quality

The First Insurance Co., Ltd	
Date of Establishment	1962/9/4
Head Office	10-11F, No. 54, Section 1, Zhongxiao East Road, Zhongzheng District, Taipei City 100, Taiwan
Stock Code	TWSE：2852
Date Listed	2000/11/28
Paid-in Capital	$3,011,637,840
Employee Count	814
Scope of Business	Property Insurance Sector
Industry Category	Financial Insurance Sector
Total Assets	NT$20.2 billion
Net Profit After Income Tax	NT$0.88 billion

Domestic Service Network

The First Insurance has progressively established branch offices in Taichung, Kaohsiung, Tainan, Taoyuan, and New Taipei City to meet the business's development needs. Service centers and liaison offices were also established in various major cities and counties throughout Taiwan. As of now, there is a head office, 6 regions, 5 branch offices, 6 operating departments, 28 service centers and 3 liaison offices. Our service locations around Taiwan form a complete service network.

The First Insurance Operation Location

Location	Head Office/Branch Office	Number of Service Centers	Number of Liaison Offices
Taipei City Region	Head Office*	3	0
New Taipei City/Eastern Region	New Taipei City Branch Office	6	0
Taoyuan-Hsinchu-Miaoli Region	Taoyuan-Hsinchu Branch Office	5	0
Taichung-Changhua-Nantou Region	Taichung Branch Office	5	1
Yunlin-Chiayi-Tainan Region	Tainan Branch Office	5	0
Kaohsiung-Pingtung Region	Kaohsiung Branch Office	4	2**
Total	**6**	**28**	**3**

* Head Office (including Keelung) location: 10F and 11F, No. 54, Section 1, Zhongxiao East Road, Zhongzheng District, Taipei City.

** The Penghu Liaison Office is located in a lowly-populated region.

Operational Strategy

The overall operating strategy of The First Insurance uses group area operations and performance inspection to increase industry value. There are three operation axes (group area management, strategic alliance and asset allocation) to drive development in pursuit of profit growth. We will continue to focus on our primary business and uphold the spirit of steady, practicality, and innovation to enhance a quality business structure. On asset allocation, we work actively to increase capital utilization and asset benefits. It is important to seize various types of opportunities to secure renewal of insurance and enhance existing channel business and strive forward in a steady, optimistic and courageous way.

1. Business guidelines

(1) Abide by underwriting policies and strengthen control over claims to increase profit from underwriting.

(2) Increase the percentage of niche business and acquire quality customers and bank channel partners.

(3) Promote digital transformation and expand potential customer base through the digitalization of products and services.

2. Customer service guidelines

(1) Value customers' feedback and participation and strive to provide the service that satisfies their needs.
(2) Improve the grievance mechanism's response and processing as the basis for improvement.
(3) Practice the fair treatment policy and user-friendly financial services to improve the protection of financial consumers' interests and rights.
(4) Upgrade employee professionalism and service quality, and strengthen their knowledge about financial consumer protection and compliance with related laws and regulations.

3. Risk management and financial investment guidelines

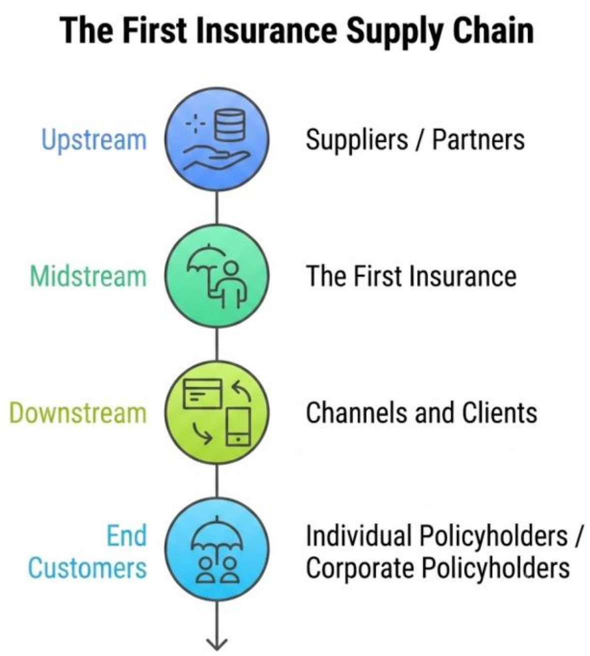
(1) Manage funds based on safety, income and liquidity principles.
(2) Utilize reinsurance channels, expand underwriting capacity and adjust business structure to minimize risk.
(3) Evaluate characteristics of each type of insurance business to manage risk, and ensure capital adequacy and solvency.

Main Operating Activities

The First Insurance is a property insurance company in the chartered financial insurance sector, with its major sales region concentrated in Taiwan. Currently, the Company has not engaged in any intercorporate investments or established specific partnerships. Its customer types cover diverse groups, including general individuals, small and medium enterprises, large enterprises, schools, and government agencies. The main products and services provided cover fire hazard insurance, marine insurance, automobile insurance, engineering insurance, liability insurance, guarantee insurance, credit insurance, aviation insurance, accident insurance, health insurance, as well as other related insurance products and services.

Product/Service Items				
Product or Service Items	Sales Region	Customer Type	Sales Volume	Units for the Sales Volume
Currently, the Company’ s main products and services include fire hazard insurance, marine insurance, automobile insurance, engineering insurance, liability insurance, guarantee insurance, credit insurance, aviation insurance, accident insurance, health insurance and other insurances.	Taiwan	Natural Persons or Corporate Entities	88.1	NTD$100 million

Supply Chain of the Organization



Due to the nature of the insurance industry, the Company’ s suppliers primarily consist of those providing general administrative supplies, IT software and hardware, business promotion services, premium collection, and advertising materials. During the supplier selection process, the Company evaluates whether potential vendors have made commitments not to violate mandatory or prohibitive legal provisions, public order, or good moral standards, and whether they may negatively impact business operations, management, or customer interests. Suppliers are also required to comply with relevant legal and regulatory requirements.

All outsourced service providers are evaluated based on defined selection criteria, and are subject to ongoing audits. In 2024, a total of 121 suppliers were audited, achieving a 100% audit rate. During the reporting period, no suppliers were rated as non-compliant, and no vendors were suspended due to product quality issues, delivery delays, or significant or potential environmental impacts.

If a supplier is assessed as non-compliant, the Company strengthens oversight through documentation reviews, on-site audits, and vendor visits. In addition to encouraging vendors to participate voluntarily in audits, the Company provides necessary guidance and assistance to underperforming vendors. Follow-up audits are arranged to ensure compliance. If compliance is not achieved, transaction volumes may be reduced or partnerships terminated. The corrective actions are as follows:

- Improvement within a specified timeframe：If a vendor is found to be in potential violation of the Company’s policies, they are required to make improvements within a set period, submit written reports, and undergo irregular audits and guidance sessions.
- Contract termination：If the vendor fails to make concrete improvements within the specified period, the contractual relationship will be terminated.

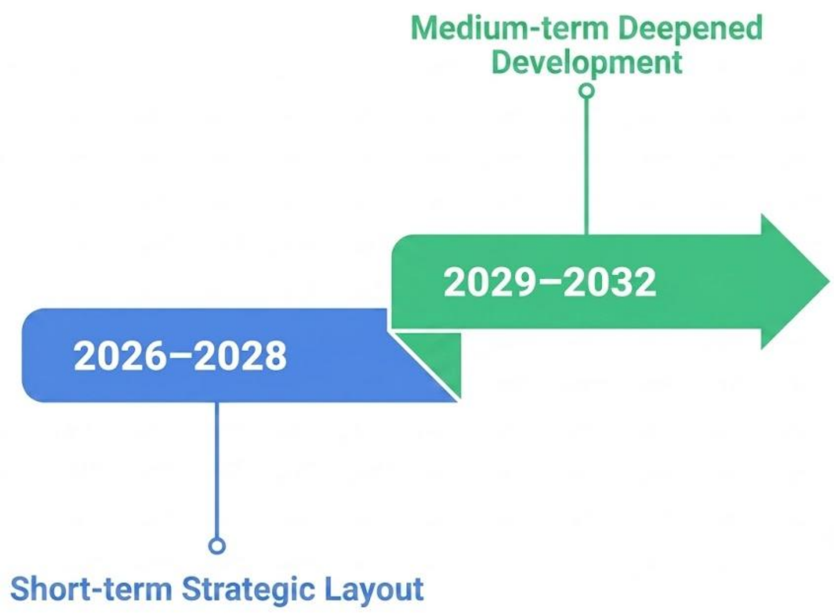
Participation and Membership in Domestic and International Organizations

The First Insurance continues to contribute to the development of the domestic property insurance market, always maintaining a good interactive relationship with influential industry associations and related organizations. By actively cooperating with the promotion of related affairs, we hope to increase the competitiveness of the financial insurance industry and share sustainability information. Although we have not yet participated in externally-initiated regulations, principles, and initiatives associated with economic, environmental, or social aspects, The First Insurance still actively engages in social welfare and environmental protection actions, as well as affairs of industry associations. In the future, we will continue to uphold the spirit of sustainable development and maintain exchanges with competent authorities through association channels.

Industrial Associations, Other Member Associations and National or International Advocacy Organizations	Membership
The Non-Life Insurance Association of the R.O.C. (NLIA)	Director and Member
The Non-Life Underwriters Society of the Republic of China (NLUS)	Director and Member
Engineering Insurance Association (EIA)	Director and Member
Nuclear Energy Insurance Pool of the Republic of China (NEIPROC)	Member
Actuarial Institute of the Republic of China (Taiwan)	Member
Chinese Insurance Service Association (CISA)	Member
Insurance Society of the Republic of China	Member
The Institute of Internal Auditors, R.O.C.	Member
Taiwan Financial Services Roundtable (TFSR)	Member
Taiwan Insurance Law Association	Member
Insurance Anti-Fraud Institute (IAFI)	Member
Residential Earthquake Insurance Fund	Member
Taiwan Financial Governance and Compliance Association	Member
Financial Information Sharing and Analysis Center (F-ISAC)	Member
Risk Management of Taiwan	Member
Taiwan Corporate Governance Association	Member
Financial Ombudsman Institution	Member

Sustainable Development Management

At the First Insurance, we pursue sustainable management and are dedicated to fulfilling our social responsibilities. With each department taking part in fulfilling social responsibility, we hope to gain long-term investment from investors and more trust from customers. By doing so, employees will be more committed to their work and take pride in what they do. Core values are transformed into competitive advantages to create higher value for shareholders and a more substantial connection for all stakeholders. The blueprint of the sustainable development 2025 is as the figure below:



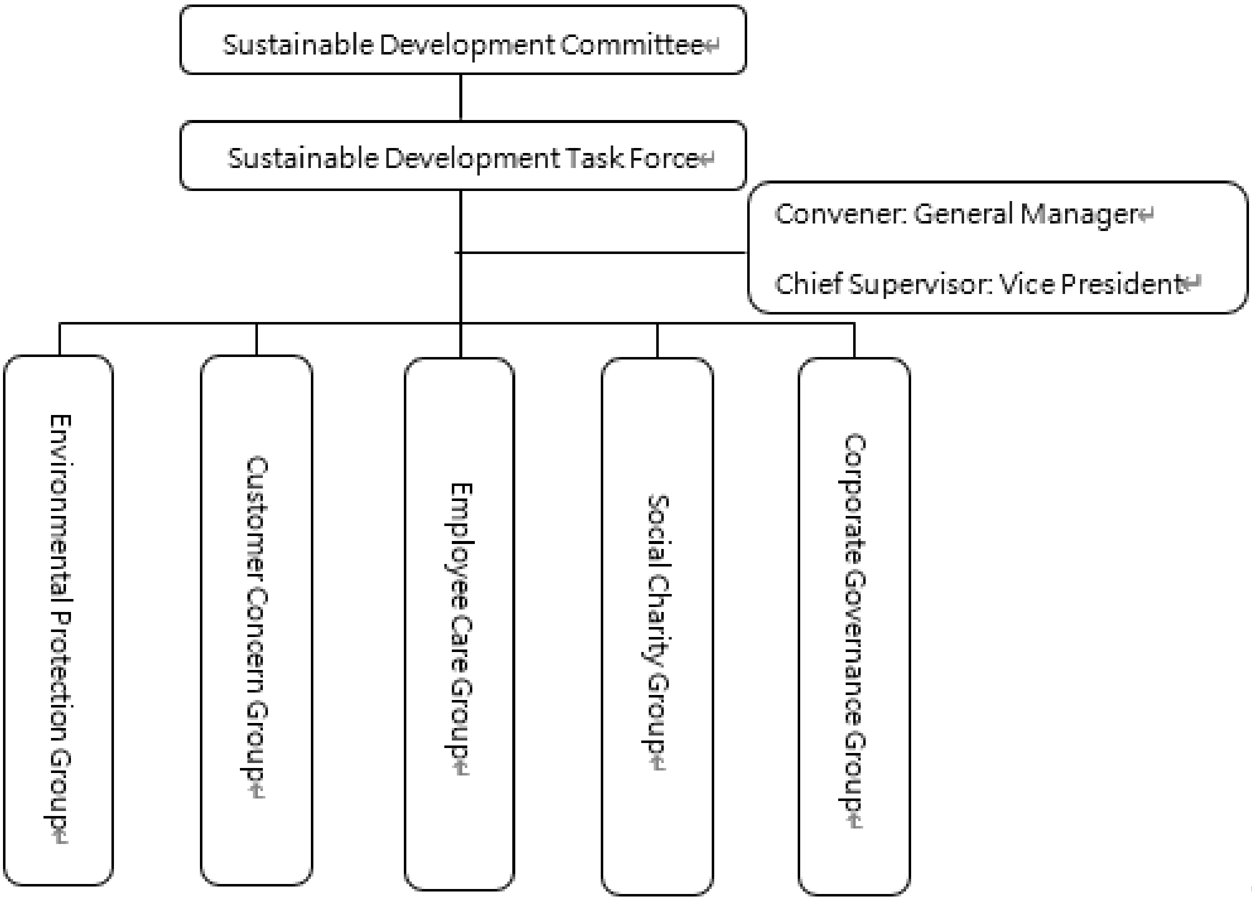
Short-term Goals	Mid-term Goals
1. Greenhouse gases inventories and verification by external agencies. 2. Linkage between sustainable development management and performance. 3. Disclose the actual and potential climate-related impacts on the business, strategy, and financial planning of the organization.	1. Formulate relevant policies and plans, strengthen the strategies and daily practices of ESG, and improve the Company's contribution to society and the environment to keep promoting the sustainability of ESG. 2. Keep inventory of the carbon footprint of products. 3. Enhance digital technology for sustainable finance.

Sustainable Development Committee

To respond effectively to corporate governance, environmental and social risks faced by the Company and significant domestic and international changes in financial industry trends, The First Insurance established the “Corporate Social Responsibility Committee” in June 2015. The “Sustainable Development Committee” was subsequently established in July 2021 to elevate corporate sustainability and social responsibility to the board level, the highest management unit of the Report of ESG. The Sustainable Development Committee meets regularly to evaluate and review the Company's sustainable development policy, including the development of objectives, strategies, and implementation for sustainability governance, as well as environmental and social aspects. The Sustainability Report prepared every year has to be submitted to the board for review before releasing.

The Sustainable Development Committee is comprised of three to five members of the

Board of Directors, who are responsible for supervising sustainable development planning. The first Sustainable Development Committee was comprised of three Board members, with independent director Jui-Chou Lin serving as the convener. The First Insurance has also set up a Sustainable Development Task Force under the Committee, with the President serving as the convener. There are functional groups set up under the Task Force: Corporate Governance Group, Customer Care Group, Employee Care Group, Environmental Protection Group, and Social Welfare Group, with a leader appointed within each group. The Task Force reviews the Company's scheduled ESG execution items for the year during its early-year meeting, and subsequently holds quarterly meetings to track the progress of each item. For each group, the coordinating units notify participants from various departments as needed to join discussions and execute relevant activities. Reports are regularly presented to the Board of Directors each year, submitting policy objectives, key sustainability projects, and the execution results of the Sustainable Development Task Force to the Board for approval. The Company has formulated the Sustainable Development Practice Principles, which have been approved by the Board of Directors and published on the Company's official website (https://www.firstins.com.tw/about/csr/csr-index).



Business Groups and Departments under each Functional Group:

Functional groups	Responsibilities	Responsible department
Environmental Protection Group	● Environmental sustainability and sustainable management objectives, proposal of appropriate models for linking sustainability issues and financial core competencies ● Environmental protection ● Energy conservation, carbon reduction and energy inventory ● Ecological sustainability ● Exert key influence as a corporate citizen ● Identify and assess climate change risks and opportunities ● Long-term planning for carbon reduction	Casualty Insurance Department, Automobile Insurance Department*, Maritime Insurance Department
Customer Concern Group	● Promote research and development of green and inclusive financial products ● Implementation of the 10 Fair Trade Principles ● Loss prevention service seminar ● Care for major accidents ● Combine environmental sustainability and financial products	Accident and Health Insurance Department, Fire Insurance Department*, Customer Service Department
Employee Care Group	● Fulfill commitment and responsibility to human rights ● Enhance human rights awareness of employees and implement related labor laws and regulations ● Implement employee cultivation and care, and provide a corporate system that supports employee career development ● Employee occupational safety and promote employee self-care	Management Department, Planning Department, Accounting Department*, Actuarial Department
Social Charity Group	● Model for social welfare issues and financial core competencies ● Invest company, customer and partner resources in social engagement ● Emergency relief ● Community care	Financial Insurance Marketing Department, Information Department, E-Commerce Department*
Corporate Governance Group	● Comprehensive corporate governance, creating shareholder value ● Promote the functions of the Board of Directors ● Enhance the level of transparency in the Company's disclosures ● Strengthen communication channels with stakeholders	Compliance Department*, Audit Department

	● Enforce regulatory compliance, anti-money laundering and anti-corruption, and personal data protection ● Respect shareholder rights and interests ● The impact of climate change on the Company's finances, business and other aspects ● Risk management and crisis response capability	

* Indicates the information coordinating unit for the respective group.

The Company’s sustainability reports and material topics must be approved by the Board of Directors, the Chairman, or the Senior Management before publication. Independent Directors and Directors of the Company make up the Sustainable Development Committee. The President and heads of each unit form the Sustainable Development Task Force and are responsible for setting the sustainable development strategies and goals for the entire company. They are also responsible for the preparation of the sustainability report and its submission to the Chairman for review before publication, regular review of performance and targets, provision of guidance to each department on resolving issues in business ethics, and implementation of process reforms. The Sustainable Development Committee submits annual reports on policy targets, key sustainability plans, and the implementation outcomes of the Sustainable Development Task Force to the Board of Directors for guidance. The Board of Directors has authorized the senior management to set ESG development goals. The Board of Directors is convened at least twice a year or on an ad hoc basis if necessary.

The Sustainable Development Committee was established at the 15th meeting of the 20th Board of Directors meeting on July 7, 2021. The Committee consisted of two independent directors and one director. The 1st meeting of the 21st Board of Directors meeting approved the appointment of Independent Directors Jui-Chou Lin and Hsiu-Mei Lin and Director Edward Y. C. Lee to act as the committee members for the 2nd Sustainable Development Committee of The First Insurance. Committee member Jui-Chou Lin is to act as the convener and meeting chair. Each year, the convener shall hold at least two meetings. In 2025, 4 meetings were held. The attendance rates of Independent Directors Jui-Chou Lin and Hsiu-Mei Lin were 100%, and that of Director Edward Y. C. Lee was 100%.

The dates of committee meetings and reports to the Board of Directors in 2025	
2025/02/27	Convened the 14th meeting of the 2nd Sustainable Development Committee. The meeting minutes were reported at the 18th meeting of the 21st Board of Directors on March 11, 2025.
2025/04/18	Convened the 15th meeting of the 2nd Sustainable Development Committee. The meeting minutes were reported at the 19th meeting of the 21st Board of Directors on April 30, 2025.

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2025/08/14	Convened the 1st meeting of the 3rd Sustainable Development Committee. The meeting minutes were reported at the 3rd meeting of the 22nd Board of Directors on August 26, 2025.
2025/12/12	Convened the 2nd meeting of the 3rd Sustainable Development Committee. The meeting minutes were reported at the 5th meeting of the 22nd Board of Directors on December 29, 2025.

Communication of Major Sustainability Events

The Company approved the appointment of three members—Independent Director Jui-Chou Lin, Independent Director Hsiu-Mei Lin, and Director Yi-Chih Li—to serve as members of the Company’ s 3rd Sustainable Development Committee at the 1st meeting of the 22nd Board of Directors on June 26, 2025. During the meeting, Committee Member Hsiu-Mei Lin nominated Committee Member Jui-Chou Lin to serve as the convener and meeting chairman. The Committee convenes at least twice a year and may meet on an ad hoc basis if necessary.

Duties and responsibilities of the Sustainable Development Committee:

1. Formulate the sustainable development policy of the Company.
2. Establish the goals, strategies and execution plan for the Company’ s sustainable development including sustainable governance, environment and social aspects.
3. Review, track and amend matters relating to the execution status and outcomes of the Company’ s sustainable development, and submit regular reports to the Board of Directors.
4. Pay attention to the topics of concern to stakeholders, including shareholders, customers, suppliers, employees, the government, non-profit organizations, local communities, and the media, and supervision of the communication plan.

Nature	Number of Major Events	Outline of Communication on Motions
Environmental Aspect	3	Focuses on environmental risks, as well as the impact of sustainability, real estate, and operational activities on the environment. Through the Board of Directors and the Sustainable Development Committee, the Company regularly reviews the potential environmental impacts of its operational activities and asset allocation, integrating them into the overall governance and risk management framework. Material matters communicated to the Board of Directors in 2025 included work matters planned by the Sustainable Development Task Force for 2026, among other items.
Economic Aspect	40	Covers corporate governance, finance, risk management, internal control systems, legal compliance, and investment decisions. Through mechanisms such as the Board of Directors, the Audit Committee, and the Risk Management Committee, the Company ensures that material economic and governance matters are fully discussed and prudently decided upon to

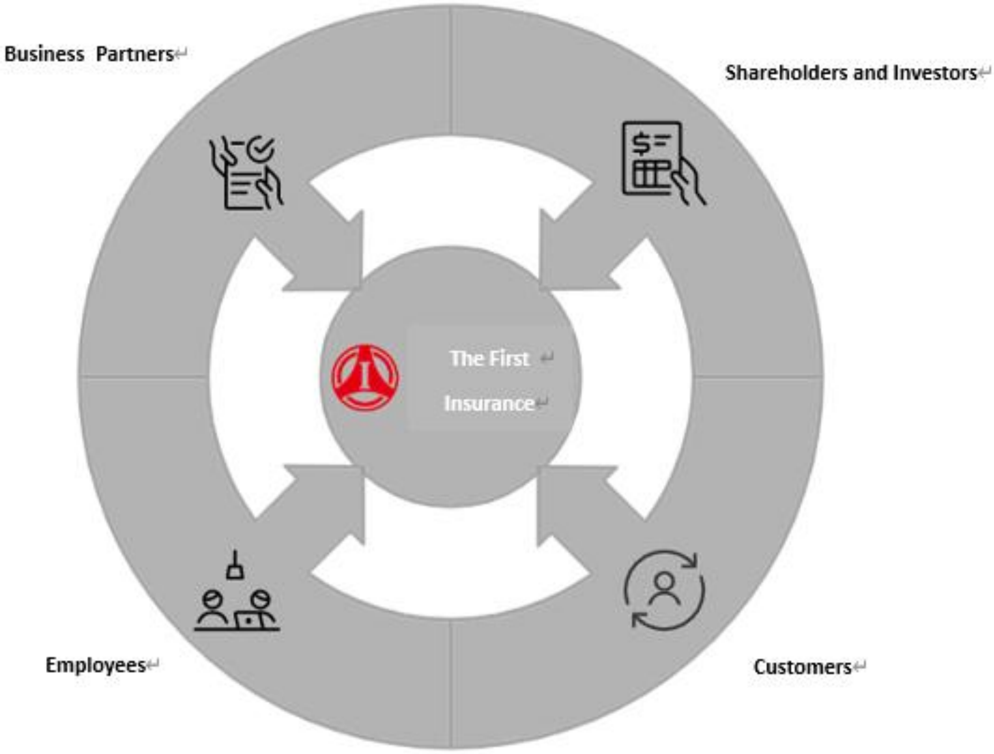
		maintain long-term financial soundness and shareholder equity. Material matters communicated to the Board of Directors in 2025 included the Company’s business report, financial report, remuneration report, and risk management report.
Social Aspect	22	Focuses on human resources, compensation systems, talent recruitment, and internal governance culture, ensuring that the compensation system is aligned with company performance, accountability, and long-term development goals, while safeguarding the rights and interests of employees and stakeholders. Material matters communicated to the Board of Directors in 2025 included proposals related to the compensation and performance of directors, managers, and employees, the election of the 22nd term of directors and independent directors, as well as the appointment of the Chief Auditor and Financial Officer, among other items.

1.2 Stakeholder Communication

The First Insurance adopted the five major principles of the AA1000 Stakeholder Engagement Standards (SES) in 2021 for rating and sorting the relative importance of its stakeholders. Internal discussions and evaluations were conducted by the relevant departments under the Sustainable Development Committee to identify the stakeholders for the current year. In 2025, the requirements of the GRI Standard 2021 were used as a reference to engage external ESG experts for assessing existing and potential negative and positive impacts to stakeholders, and to assess their significance. The assessment outcomes of external experts and stakeholders from last year were discussed by the heads of each department. 6 major stakeholders were identified, namely, the shareholders and investors, customers, employees, and business partners. Compared with the previous year, the " Associations" and "Local Communities" stakeholder groups were removed from the stakeholder list.

Furthermore, The First Insurance has established a dedicated Stakeholders Section on its official website to strengthen stakeholder identification and engagement. The section provides employee grievance channels, supplier and customer complaint channels, shareholder and investor contact channels, customer complaint channels, an Audit Committee communication channel, as well as a dedicated mailbox and hotline for reporting unethical or improper conduct.

These communication channels enable stakeholders to submit inquiries, express their opinions, or raise concerns. Through these interactions, the Company gains a better understanding of stakeholders' reasonable expectations and needs, and has established appropriate response mechanisms to address the issues of concern in a timely and effective manner.



Stakeholders Group	Main Target Audiences	Stakeholders Group	Main Target Audiences
Customers	● Top 5 customers ● Existing customers ● Potential customers	**Business Partners**	● Subcontractors ● Contractors ● Buyers ● Insurance brokers and ● agents
Employees	● Worker Welfare Committee ● Labor-management meetings ● New hires, current and departed ● employees	**Shareholders and Investors**	● Top 10 shareholders and directors ● General shareholders ● Credit rating agencies

Stakeholder Communication Channel Mechanism

Stakeholders	The significance of the stakeholder to the Company	Topics of concern	Communication Channels	Frequency	Communication Outcomes
Shareholders and Investors	Shareholders and investors are the owners of First Insurance’ s shares, and the Company has responsibilities toward them, including ensuring operational transparency, providing complete financial information, safeguarding investment rights and delivering reasonable returns. The Company maintains continuous communication with shareholders and investors through channels such as shareholders’ meetings, investor briefings, and dedicated contact channels to ensure that their reasonable expectations and interests are properly addressed.	● Economic Performance ● Anti-corruption ● Anti-competitive Behavior ● Taxation ● Customer Privacy	1. General meeting of shareholders 2. Shareholder hotline 3. Investor conference 4. Mailbox 5. Customer hotline 6. Spokesperson 7. Financial Statements	1. Annually 2. Real-time 3. Annually 4. Immediate 5. Real-time 6. Real-time 7. Quarterly	1. The shareholders meeting and investor conference are held every year to give investors an overview of the Company's operations. 2. Announce the Company's shareholders meeting handbook, annual report and meeting minutes for the reference of investors. 3. Disclose related information on the corporate website, Market Observation Post System (MOPS) for Insurance Sector, TWSE Market Observation Post System (MOPS). 4. Announce the Company's financial statements (half-year and quarterly reports) in Chinese and English for reference of investors. 5. Voluntary declaration of consolidated revenues for each product every month. 6. The investors conference is held Shareholder hotline Real-time Investor conference Annually Mailbox Immediate Customer hotline Real-time Spokesperson

					Real-time Financial Statements Quarterly 23 every year to provide investors with an operational overview of the Company. 7. Our credit rating from Taiwan Rating is "twAA"; and from S&P (Standard & Poor's) is "A-".

Business Partners	The First Insurance relies on a wide range of business partners to support the promotion and distribution of its products and services. Through collaboration with professional institutions and business partners, the Company helps foster a sound and sustainable insurance industry while advancing the interests of insurers, policyholders, and society. Among these partners, the Taiwan Insurance Institute supports the Company through insurance-related research, professional talent development, actuarial and statistical services, thereby strengthening the Company's professional capabilities and the foundation of industry development. The Residential Earthquake Insurance Fund provides support to the Fire Insurance Department in areas including underwriting and	● Economic Performance ● Procurement Practices ● Occupational Health and Safety ● Marketing and Labeling ● Supplier Assessment	1. E-mail I 2. Telephone hotline 3. Website 4. Education and training 5. Official Document 6. Fill out Questionnaire 7. Meetings 8. Visit in person 9.	1. Real-time 2. Real-time 3. Real-time 4. Irregular 5. Irregular 6. Irregular 7. Irregular 8. Irregular	1. Appointment of contact window to maintain good interactions with business partners. 2. In 2025, 25 courses were held on the education and training platform. Video playback was also made available to all business partners and employees. 3. In 2025, a total of 87 individuals passed their assessor refresher training course. 4. Each year, in coordination with the planning and arrangements of the Residential Earthquake Insurance Fund, the Company participates in claims simulation exercises. The Company's qualified assessment personnel have been selected among the top 20 outstanding performers. 5. Timely communications with direct supervisor. 6. Provided timely responses and solutions according to customer feedback.

	claims research, reinsurance arrangements, research and development, education and training, business promotion, information and statistical analysis, and fund management. In addition, financial institutions and distribution channels are important business partners that work closely with the Company to expand market reach and enhance service effectiveness.				

Employees	Employees are an essential foundation for The First Insurance’ s sustainable operations and a key driver of its continued growth. In addition to contributing their professional expertise in daily operations, employees provide suggestions and feedback on risk management-related issues from time to time, supporting the Company in strengthening governance and operational resilience. At the same time, the Company places great importance on material issues related to employees, including market presence and indirect economic impacts, anti-corruption, labor-management relations, diversity and equal opportunity, non-discrimination, training and education development, and customer privacy protection. Through comprehensive	● Economic Performance ● Market Presence ● Employment Relationship ● Labor-Management Relations ● Occupational Health and Safety ● Training and Education ● Diversity and Equal Opportunity ● Non-discrimination ● Freedom of Association and Collective bargaining ● Forced or	1. E-mail 2. Telephone hotline 3. Website 4. Regular Meetings 5. Real-time Discussions 6. Labor-Management Meetings 7. Consultation Meetings 8. Employee Promotion Review Meetings 9. Convening Labor-Management Meetings 10. Convening Meetings of the Employee Retirement Fund Committee / Employee Welfare Committee	1. Real-time 2. Real-time 3. Real-time 4. Weekly, Regular 5. Real-time 6. Quarterly 7. Irregular 8. Irregular 9. Quarterly 10.Quarterly 11.Real-time 12.Real-time 13.At least semiannually 14.Weekly	1. In 2025, the Company held 28 labor-management meetings, 4 labor pension fund committee meetings, and 4 employee welfare and profit committee meetings. 2. Employees can reflect any problems through related communication channels, such as employee grievance channels for immediate handling of all kinds of disputes. 3. Regular Morning 830 meetings are held so employees can report various problems in real time. 4. Discuss individual cases and important follow-up matters from time to time. 5. Irregular education and training at the Business Departments. 6. In 2025, a total of 1,032 employees participated in anti- bribery education and training. 7. In 2025, ordinary employees completed 3 hours of cybersecurity training and information specialists also completed more than 15 hours of cybersecurity training and education. 8. In 2025, a total of 492 new recruits were trained for 11 hours. 9. In 2025, the safety and health education and training hours was 5, and the number

	systems and management measures, the Company strives to create a fair, transparent, and growth-oriented workplace while enhancing overall operational quality and social responsibility performance.	● Compulsory Labor	11. Employee Grievance Mailbox 12. Employee Opinion Discussion Forum on the Company Intranet 13. In-depth Performance Review Discussions Based on Individual Job Responsibilities and Performance Evaluation Forms 14. Morning 1. meetings		of trainees was 1,054. 10. Discuss and report on individual cases in real time. 11. In 2025, for the career development of employees, we hosted a series of development courses for elite team (3 session), and new hires (11 sessions). 12. In 2025, 2 personnel promotion meetings were held, and 259 people were promoted.

Customers (policyholders)	Customers' support and recognition of The First Insurance's products and services serve as a key foundation for the Company's business development and market expansion. Therefore, the Company is committed to providing professional and attentive services by offering timely and comprehensive responses to customers' inquiries and needs, including motor insurance consultation, policy amendments, policy cancellation applications, and claims services. Through efficient processes and transparent information disclosure, the Company ensures a smooth customer service experience, strengthens policyholders' trust and satisfaction, and further establishes long-term and stable relationships with customers.	● Materials ● Energy ● Emissions ● Occupational Health and Safety ● Non-discrimination ● Freedom of Association and Collective Bargaining ● Child Labor ● Forced or Compulsory Labor ● Customer Health and Safety ● Marketing and Labeling ● Customer Privacy	1. Customer hotline 2. Service Centers 3. Over-the-counter 4. Scheduled meeting 5. e-mail 6. Mail correspondence 7. Telephone 8. Website	1. Real-time 2. Real-time 3. Real-time 4. Irregular 5. Real-time 6. Real-time 7. Real-time 8. Real-time	1. Customers can give feedback through the service hotline. 2. The Company has set up a full-time department to provide customer service. 3. Regular contacts, visits and services are provided by the service staff for the insurance policies. 4. The personnel perform regular follow-ups on policyholder tasks and offer appropriate suggestions and practices for the policyholders' inquires. 5. In 2025, The First Insurance achieved a complaint rate of 0.15977211 (per 10,000 customers) based on statistics from the Financial Ombudsman Institution, ranking first among domestic property and casualty insurance companies.

1.3 Identifying Material Topics

Through the material topics identifying process, we analyze the issues of the Company's business activities, business relationships and sustainability context, identify the material issues in 2025, and effectively respond to the concerns of various stakeholders in the management of material topics.

Step 1: Understanding the context of the organization

In order to understand the organizational context and search for sustainability topics, The First Insurance has compiled a total of 38 sustainability topics, including 4 sustainability aspects, such as corporate governance, economic aspects, environmental aspects, and social aspects with reference to the thematic standards of the GRI Standards published by the Global Reporting Initiative (GRI), the Sustainability Accounting Standards (SASB) and the United Nations Sustainable Development Goals (SDGs).

Step 2: Investigate the concerns of internal and external stakeholders

By distributing questionnaires of economy, environment, society (people and human rights) to conduct a survey, a total of 19 valid questionnaires were collected from internal and external stakeholders, including employees, financial institutions, lawyers, non-life insurance associations, affiliated companies, translation agencies, service organizations, ESG editing companies, boards of directors, consulting firms, media, and competent authorities.

Step 3: Identify the actual and potential impacts of sustainability topics

After the results of the questionnaire were collected, the Company' s senior management, department heads, and external experts assigned a score to each sustainability topic based on the Company' s actual or potential negative and positive impact on the economy, environment and society (human rights). The scores were then added, and those with a total score of more than 3 points were given priority to be listed as a material topic of the Company.

Step 4: Assess the significance of the impacts

The 6 material sustainability topics of The First Insurance were determined through discussions on the topics' potential and level of impact, based on past operational experience, by the Company' s senior management and department heads during sustainability meetings, as well as the results of the questionnaire and scores given by external experts.

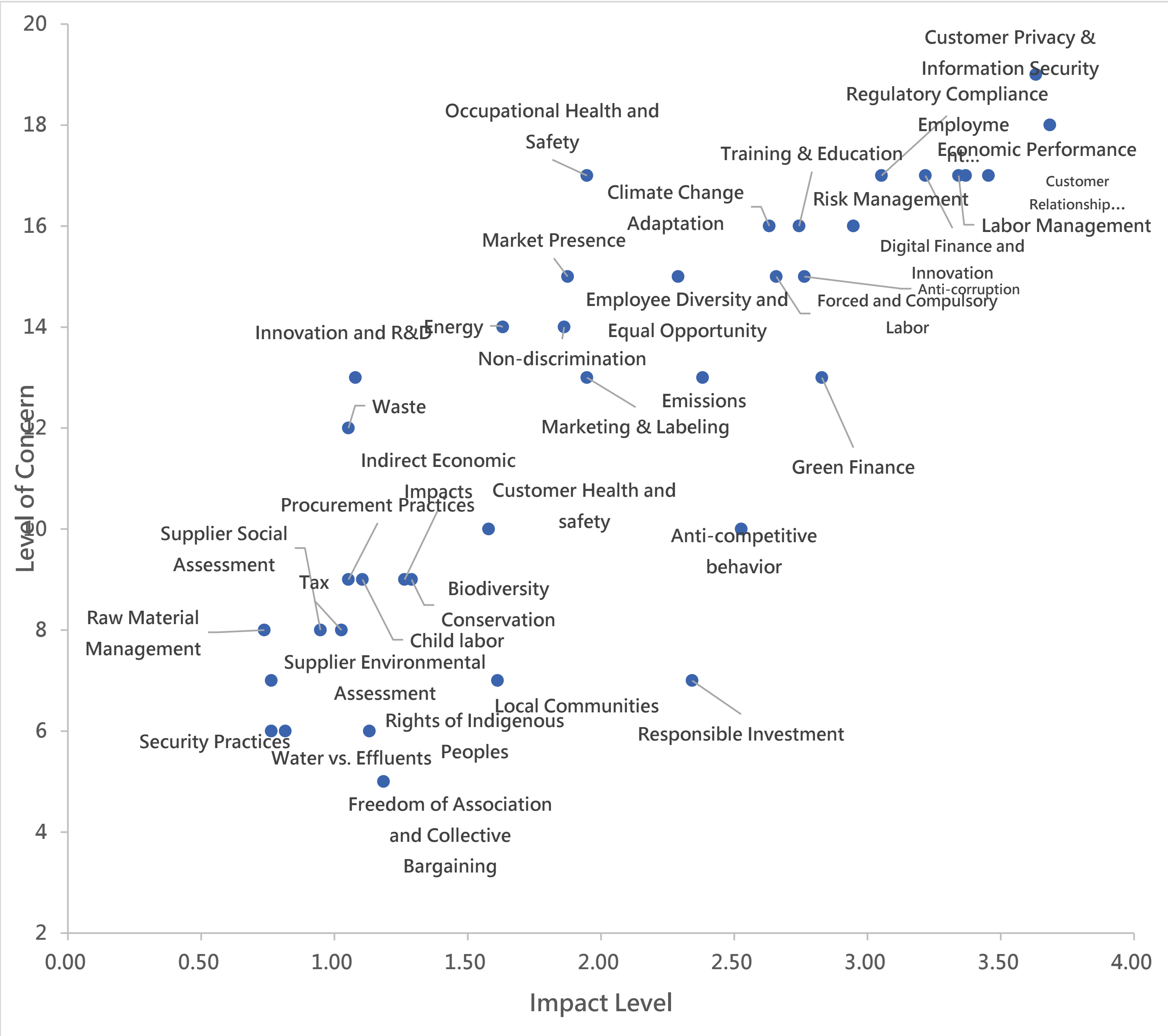
Step 5: Disclosure and reporting of sustainability topics

Result of analysis on material topics. According to the nature of the topics, external experts conducted a comprehensive evaluation with various departments and sustainability groups of the Company, submitted them to the Board of Directors for confirmation, and finally organized the 6 material sustainability topics into 5 major topics of management, grouping together labor-management and employer-employee relations, information transparency and fair treatment of customers, and customer privacy and information security to be jointly disclosed, and communicated and responded to stakeholders through the sustainability report. The removal of the topics anti-corruption, employee diversity and equal opportunities with local communities, and the addition of information security make this report more complete and clear.

List of Identified Material Topics

Identified Material Topics Major Material Topics				
Major Material Topics				
Economic Performance	Labor Management/Employment Relations	Training & Education	Customer Privacy & Information Security	Digital Finance and Innovation

Order of Secondary Topics		
Tax	Anti-corruption	Anti-competitive behavior
Procurement Practices	Supplier Environmental Assessment	Public Policy of Supplier Social Assessment
Customer Relationship Management	Innovation and R&D	Regulatory Compliance
Risk Management	Responsible Investment	Green Finance
Raw Material Management	Energy	Emissions
Biodiversity Conservation	Climate Change Adaptation	Water vs. Effluents
Waste	Market Presence	Employee Diversity and Equal Opportunity
Occupational Health and Safety	Security Practices	Non-discrimination
Freedom of Association and Collective Bargaining	Child labor	Forced and Compulsory Labor
Rights of Indigenous Peoples	Local Communities	Indirect Economic Impacts
Customer Health and safety	Marketing & Labeling	


Customer Privacy & Information Security
Regulatory Compliance
Employment
Economic Performance
Customer Relationship...
Labor Management
Occupational Health and Safety
Training & Education
Climate Change Adaptation
Risk Management
Digital Finance and Innovation
Anti-corruption
Forced and Compulsory Labor
Market Presence
Employee Diversity and Equal Opportunity
Innovation and R&D
Energy
Non-discrimination
Waste
Emissions
Marketing & Labeling
Green Finance
Indirect Economic Impacts
Procurement Practices
Customer Health and safety
Anti-competitive behavior
Supplier Social Assessment
Tax
Biodiversity Conservation
Child labor
Raw Material Management
Supplier Environmental Assessment
Local Communities
Rights of Indigenous Peoples
Responsible Investment
Security Practices
Water vs. Effluents
Freedom of Association and Collective Bargaining
Level of Concern
Impact Level
20
18
16
14
12
10
8
6
4
2
0.00
0.50
1.00
1.50
2.00
2.50
3.00
3.50
4.00

Material Topics Management Policy

List of material topics	Describe the organization's policies or commitments related to the material topics (Explain its importance)	Describe the impact (Economy, environment, people (including their human rights))	Most affected groups (Groups affected by the organization's operational activities)	Relevant Section
Economic Performance	Corporate economic performance directly reflects the Company's operating results and growth potential, serving as a fundamental cornerstone of sustainable development. Strong business performance helps maintain a sound financial position and enables the effective allocation of resources to core business operations, service quality enhancement, and organizational management. A stable economic foundation also allows the Company to continuously invest in talent development	**Economic Impacts** **Actual/Potential Positive Impacts:** Revenue Growth and Enhanced Profitability: Through the continuous expansion of its business operations, the Company steadily increases premium income and improves operating performance, further strengthening its financial stability. At the same time, the Company continuously enhances its employee compensation and benefits programs by offering competitive remuneration, performance-based incentives, and comprehensive welfare benefits. These initiatives help attract and retain talented professionals, creating a virtuous cycle that supports both business growth and talent development. **Actual/Potential Negative Impacts:** Increased Regulatory Compliance Costs: In response to evolving domestic and international regulatory requirements, the Company is required to invest additional resources in strengthening its management systems, internal controls, and risk management practices.	➢ The Company (Cause) ➢ Employees and Other Workers (Directly Linked) ➢ Suppliers / Contractors (Contribute) ➢ Customers (Directly Linked) ➢ Shareholders and Other Investors (Directly Linked) ➢ Financial Institutions (Contribute) ➢ Government Agencies (Contribute)	2. Corporate Governance

	and innovation, thereby strengthening operational efficiency and market competitiveness. In the face of industry changes and external challenges, sound economic performance enhances the Company's resilience and adaptability, driving long-term growth and supporting its steady progress toward sustainable development.			
Customer Privacy & Information Security	Due to the characteristics of the insurance industry, the Company collects and processes a substantial number of customers' personal data, while its operations rely heavily on information systems. Coupled with stringent regulatory requirements governing information security management in the insurance industry, information security and	**Economic Impacts** **Actual Positive Impacts:** The Company has implemented comprehensive information security and personal data protection management systems, which enhanes policyholders' trust and strengthening the Company's brand reputation. These systems also support the development of digital services, such as mobile insurance applications and electronic insurance policies, improving service efficiency while maintaining stable business operations. **Potential Negative Impacts:** Information security incidents or cyberattacks may result in system service disruptions and expose the Company to regulatory penalties, litigation, and compensation costs, while adversely affecting its reputation and customer trust. In	➢ **The Company (Cause)** ➢ **Customers (Directly Linked)** ➢ **Employees and Other Workers (Directly Linked)** ➢ **Shareholders and Other Investors (Contribute)** ➢ **Government Agencies (Contribute)**	3. Customer Care

	personal data protection have become fundamental to the Company's operations. The Company is committed to fulfilling its responsibility for protecting personal data by establishing comprehensive procedures for the collection, processing, and use of personal information. These measures are designed to minimize the risk of unauthorized disclosure and safeguard the rights and interests of data subjects. As digital transformation continues to accelerate, ensuring the confidentiality, integrity, and availability of information has become increasingly critical. Accordingly, the Company has implemented an Information Security Management System (ISMS) and follows internationally	addition, the Company must continuously invest in information security infrastructure upgrades and system maintenance to address evolving cybersecurity threats. **Environmental Impacts** **Actual Positive Impacts:** By promoting secure online insurance application services and electronic insurance policies, the Company reduces paper consumption and the need for in-person transactions, contributing to paperless operations and carbon reduction initiatives. **Potential Negative Impacts:** In the event of a major information security incident requiring the replacement of IT equipment or data center infrastructure, electronic waste may increase in the short term due to the disposal and renewal of affected equipment. **Human Rights / Social Impacts** **Actual Positive Impacts:** The Company has implemented an Information Security Management System (ISMS) in accordance with ISO/IEC 27001 and adopted BS 10012 Personal Information Management as a reference framework to strengthen personal data management and information security governance. These measures ensure the confidentiality and security of customer information while safeguarding policyholders' privacy rights and their right to informational self-determination. **Potential Negative Impacts:** Information security breaches or the unauthorized use of		

	recognized standards, including ISO/IEC 27001 Information Security Management Systems and BS 10012 Personal Information Management Systems. Through the systematic application of the Plan–Do–Check–Act (PDCA) management cycle, the Company continuously strengthens its information security governance and customer privacy protection mechanisms, thereby safeguarding policyholders' information and supporting stable and sustainable business operations.	personal data may result in the misuse of customers' personal information, increasing the risks of identity theft and fraud. Such incidents could infringe upon customers' privacy rights and undermine their sense of security and trust in the Company.		
Digital Finance and Innovation	In response to the rapid advancement of financial technology and the digital era, the Company regards digital transformation as a key strategy for enhancing its competitiveness and has incorporated digital	**Economic Impacts** **Actual Positive Impacts:** By implementing digitalized underwriting and claims processes, including electronic insurance policies and online underwriting services, the Company has significantly improved operational efficiency while reducing administrative costs associated with paper consumption and mailing. In addition, diversified digital service channels create new business	➢ **The Company (Cause)** ➢ **Employees and Other Workers (Directly Linked)** ➢ **Shareholders and Other Investors (Contribute)**	3. Customer Care

	development into its overall business strategy. This includes promoting e-commerce, optimizing digital platforms, and automating internal processes, while continuously developing digital insurance products and services that meet evolving market needs. While ensuring robust information security, the Company provides customers with convenient and low-carbon financial services and experiences. These initiatives not only streamline operational processes and reduce operating costs but also overcome geographical and time constraints to expand service accessibility. Through digital transformation, the Company enhances customer satisfaction,	opportunities, enhancing the Company's operating performance and market competitiveness. **Environmental Impacts** **Actual Positive Impacts:** The promotion of paperless services, such as electronic insurance policies and electronic receipts, reduces paper consumption and Scope 3 greenhouse gas emissions, thereby generating positive environmental impacts and supporting sustainable development. **Human Rights / Social Impacts** **Actual Positive Impacts:** Digital financial services improve the convenience and timeliness of customers' access to insurance protection, ensuring that customer rights and interests are safeguarded more efficiently. Meanwhile, the Company strengthens employees' digital capabilities through digital training programs, supporting their professional development and career growth. **Potential Negative Impacts:** If digital transformation initiatives do not adequately address the needs of older adults or digitally disadvantaged groups, they may contribute to the digital divide and limit equitable access to services. In addition, digitalization is accompanied by cybersecurity and personal data protection risks. Inadequate management of these risks could result in data breaches and infringe upon customers' privacy rights.	➢ **Government Agencies (Contribute)** ➢ **Customers** ➢ **(Contribute)**	

	improves operational performance, supports sustainable business growth, and advances its sustainable development objectives.			
Labor Management/Employer Employee Relations	Employees are essential to the Company's sustainable operations and serve as a key driving force behind its continued growth. The Company's business performance and competitiveness rely heavily on employees' commitment, engagement, and professional contributions. Employee dissatisfaction or a lack of trust in the Company may adversely affect operational efficiency, service quality, and overall business performance. Accordingly, the Company places great importance on protecting employees' rights and interests and providing fair compensation,	**Economic Impacts** **Potential Negative Impacts:** **Labor-Management Relations:** Tense labor-management relations may adversely affect employee productivity and business performance, thereby reducing the Company's operational efficiency and market competitiveness. Increased Labor Costs: Labor-management negotiations may result in higher wages or enhanced employee benefits, leading to increased operating costs and affecting the Company's profitability and cost structure. **Environmental Impacts** **Potential Negative Impacts:** **Operational Environmental Impacts:** Claims handling or risk assessment activities may involve compensation related to environmental pollution incidents, which could have financial and reputational implications for the Company. Impact of Environmental Regulations: Changes in environmental policies or regulations may increase compliance requirements and management costs, thereby affecting the Company's business operations.	➢ **The Company (Cause)** ➢ **Employees and Other Workers (Directly Linked)** ➢ **Government Agencies (Contribute)** ➢ **Shareholders and Other Investors** ➢ **(Contribute)**	4. Friendly Workplace and Social Care

	comprehensive benefits, and an equitable working environment. By ensuring that employees are treated fairly and supported in their professional development, the Company seeks to strengthen employee engagement, foster mutual trust and loyalty, and build a stable and motivated workforce that supports long-term sustainable development.	**Human Rights / Social Impacts** **Actual Positive Impacts:** **Protection of Labor Rights:** The Company safeguards employees' fundamental labor rights and provides fair working conditions, including equitable compensation, reasonable working hours, and occupational health and safety protections, thereby upholding internationally recognized labor and human rights standards. Protection of Customer Rights and Interests: The Company strives to ensure that its insurance products and services meet customers' needs by providing fair claims settlements and fulfilling its service commitments, while safeguarding customers' privacy and the security of their personal information.		
Training & Education	Achieving diversity and equal opportunity for employees can attract more talents from different backgrounds and cultures, which in turn increases the company's innovation and competitiveness. Employees of different cultures and backgrounds can bring different perspectives and ideas to the company, helping to innovate products	**Economic Impacts** **Actual Positive Impacts:** **Enhanced Professional Competencies and Productivity:** Through employee training and education programs, the Company enhances employees' professional knowledge, skills, and work efficiency, thereby improving productivity, service quality, and overall business performance. **Potential Negative Impacts:** **Increased Training Costs:** Training and education initiatives require investments in course development, external training providers, and training facilities, which may increase the Company's operating costs. **Environmental Impacts**	➢ **The Company (Cause)** ➢ **Employees and Other Workers (Directly Linked)** ➢ **Shareholders and Other Investors** ➢ **(Contribute)**	4. Friendly Workplace and Social Care

	and services and better meet the needs of different customers.	**Actual Positive Impacts:** **Strengthened Environmental Awareness:** By providing environmental education and sustainability-related training, the Company enhances employees' environmental awareness and implementation capabilities, contributing to sustainable development and reducing environmental impacts. **Potential Negative Impacts:** Training activities may result in energy consumption, transportation-related greenhouse gas emissions, and waste generation. The Company seeks to mitigate these impacts by promoting online training programs and adopting energy-efficient practices whenever feasible. **Human Rights / Social Impacts** **Actual Positive Impacts:** **Protection of Human and Labor Rights:** ➢ The Company safeguards employees' fundamental labor rights and human rights, including fair compensation, reasonable working hours, and occupational health and safety. It also ensures equal access to training and development opportunities, preventing discrimination and unfair treatment while fostering an inclusive and equitable workplace.		

2. Corporate Governance

2.1 Responsible Governance

Board of Directors

To enhance the effectiveness of the Board of Directors and improve the quality of its decision-making, the Company has established four functional committees under the Board based on their respective responsibilities and functions: the Audit Committee, Remuneration Committee, Sustainable Development Committee, and Risk Management Committee. The positions of Chairperson of the Board and President are held by different individuals. Mr. C.H. Lee serves as the Chairperson of the Board, while Mr. Hsin-Kun Chen serves as the President.

The Articles of Association of The First Insurance clearly define the section titled "Responsibilities of the Board of Directors and Managers," which outlines the key duties of both the Board and the management team.

At The First Insurance 21st Board meeting, 2025, there were 15 members of Board of Directors in total. Among them, one is an executive director with a professional background and extensive experience in areas such as business, legal affairs, finance, accounting, or corporate operations. The Board includes five independent directors, three of whom is female—representing 20% of the entire board and 60% of the independent directors. As of the end of 2025, two director was between the ages of 41 and 50 (13.33%), one was between 51 and 60 (6.67%), and the remaining twelve directors were over 60 years old (80%). All directors must possess full legal capacity and are elected by the shareholders' meeting in accordance with The First Insurance's “Procedures for the Selection of Directors.” Each director serves a three-year term.

The Company clearly states in its Corporate Governance Code that the composition of the Board of Directors should consider diversity and should develop appropriate diversity policies based on its operations, business model, and development needs. These policies shall include, but are not limited to, the following two primary aspects:

1. Fundamental criteria and values: Gender, age, nationality, and cultural background.
2. Professional knowledge and skills: Professional background (such as law, accounting, industry, finance, marketing, or technology), relevant expertise, and industry experience.

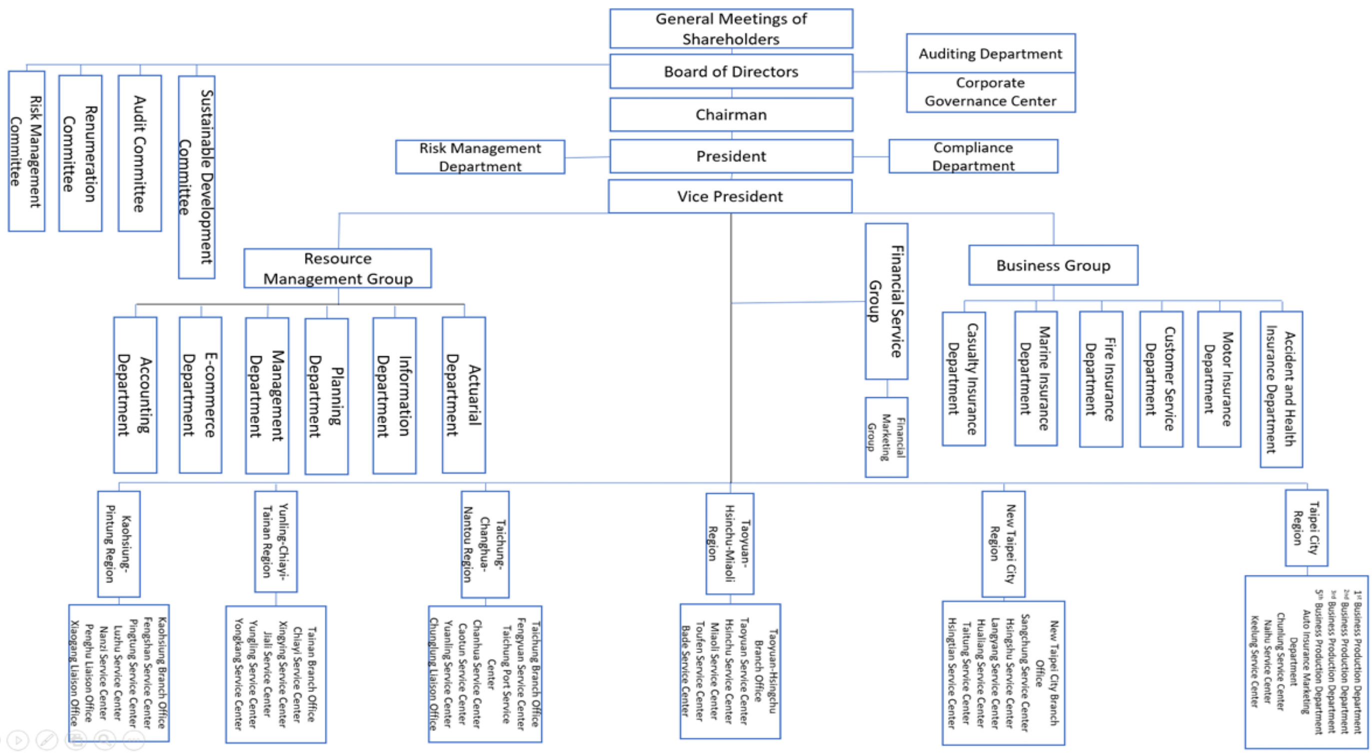
Board members should possess the knowledge, skills, and integrity necessary to perform their duties effectively. To ensure sound corporate governance, the Board as a whole should demonstrate the following core competencies:

1. Operational judgment
2. Accounting and financial analysis

3. Management expertise
4. Risk management capability
5. Crisis management
6. Professional knowledge of finance and insurance 38
7. Global market perspective
8. Leadership
9. Decision-making skills

The Board of Directors shall maintain full awareness of the risks associated with the Company' s operations—including market, credit, liquidity, operational, legal, and reputational risks, as well as those specific to the insurance sector. The Board is responsible for ensuring the effectiveness of the Company' s risk management practices and assumes ultimate accountability for risk oversight.

Corporate Governance Structure



List of Major Shareholders

Shareholder Structure		
		As of December 31, 2025
Shareholder	**Number of Shares Held**	**Shareholding Percentage**
Financial Institution	3,450,748	1.15%
Other Legal Entities	109,700,017	36.43%
Individual	172,098,609	57.14%
Foreign Institutional Investors	15,914,410	5.28%

Board Member Information

Board Member Information														
Job Title	Name	Gender	Age	Date of Initial (elected) Appointment	Major Educational Experience	Dual/Multiple Appointments	Industry Experience				Professional Competence		
							Banking/ Finance	Business management	Business Marketing	R&D	Accounting and financial analysis	IT	Risk Management
Chairman	C.H. Lee	Male	50 years old and above	1990/03/09	Master's degree from USIU, USA	Representative of the Executive Director of Jiancheng Development Co., Ltd. Representative of the Executive Director of Caicheng Enterprise Co., Ltd. Representative of the Director of Huawang Construction Co., Ltd. Executive Director of Taiwan Fuji Die	✓	✓	✓	✓	✓		

						Co., Ltd. Executive Director of Jianji Co., Ltd. Executive Director of Osta Construction Engineering Co., Ltd. Representative of the Director of Hai Hwa Construction Co., Ltd. Representative of the Director of Taiwan Architectural Manager Co., Ltd. Director of Yizhi Co., Ltd. Director of Zongcheng Enterprise Co., Ltd. Supervisor of Fubisi Construction Co., Ltd. Director							

						of the Foundation in Memory of Mr. Li Jiancheng for Education and Culture							
Director	Cheng Tsung Lee	Male	50 years old and above	1984/06/28	Department of Civil Engineering, Tamkang University	Chairman and Manager of Jiancheng Development Co., Ltd. Executive Director of Caicheng Enterprise Co., Ltd. Representative of the Chairman of the Board of Huawang Construction Co., Ltd. Chairman of the Board of Taiwan Fuji Die Co., Ltd. Executive Director of	✓	✓	✓		✓		

						Baoshan Construction Co., Ltd. Representative of the Chairman of the Board of Hai Hwa Construction Co., Ltd. Representative of the Chairman of the Board of Taiwan Architectural Manager Co., Ltd. Chairman of Jianyi Industrial Co., Ltd. Representative of the Chairman of the Board of Taijing Apartment Management and Maintenance Co., Ltd.							

Director	Cheng Tu Lee	Male	50 years old and above	1990/06/23	Department of Accounting and Statistics, Shih Chien Junior College of Home Economics	Executive Director of Jiancheng Development Co., Ltd. Chairman of Caicheng Enterprise Co., Ltd. Representative of the Director of Huawang Construction Co., Ltd. Executive Director of Taiwan Fuji Die Co., Ltd. Supervisor of Jiatai Construction Co., Ltd. Executive Director of Goldstone Engineering Co., Ltd. Chairman and Manager of	✓	✓	✓		✓		

						Dafeng Construction Engineering Co., Ltd. Representative of the Director of Hai Hwa Construction Co., Ltd. Representative of the Director of Taiwan Architectural Manager Co., Ltd. Representative of the Supervisor of Taijing Apartment Building Management and Maintenance Co., Ltd. Executive Director of Yongji							

						Enterprise Co., Ltd. Chairman of Duhe Enterprise Co., Ltd. Representative of the Chairman of the Board of Zongcheng Enterprise Co., Ltd. Director of Fubisi Construction Co., Ltd. Chairman of the Board of the Foundation in Memory of Mr. Li Jiancheng for Education and Culture							
Director	Y.C. Lee	Male	30~50 years old	2019/06/27	Masters Degree, Material Science and Engineering Research Institute,	Representative of corporate director, Chien Cheng Development Co., Ltd. Representative	✓	✓	✓		✓		

					Michigan State University	of corporate director, Tsai Cheng Enterprise Co., Ltd. Director, Yi Chih Co., Ltd.							
Director	Shao Ying Lee	Male	50 years old and above	2010/06/25	Department of Civil Engineering, Tamkang University	Director, Chien Cheng Development Co., Ltd. Director, Tsai Cheng Enterprise Co., Ltd. Director, Bao Shan Construction Co., Ltd. Director, Jinshi Construction Co., Ltd. Supervisor, OSTA Trading Co., Ltd. Director, Yung Chi Enterprise Co., Ltd. Supervisor, Jui	✓	✓	✓		✓		

						San Co., Ltd.							
Director	Chi Chen Tu	男	50 years old and above	2014/05/05	Dept. of Land Administration, University of Chinese Culture	Supervisor, Bao Shan Construction Co., Ltd. Representative of chairman, Yuanhu Construction Company Chairman, Chimax Development Company Representative of chairman, CHIMAX Development Company Chairman, Yuanrui Investment Co., Ltd.	✓	✓	✓		✓		
Director	Cheng Chin Lee	Male	50 years old and	2001/05/25	Corporate Management, Dept. of Business	Managing Director, Chien Cheng Development	✓	✓	✓		✓		

			above		Administration, Takushoku University, Japan	Co., Ltd. Chairman/Managerial Officer, Bao Shan Construction Co., Ltd. Director, Teng Hong Co., Ltd. Managing Director, Jui San Co., Ltd.							
Director	Chang Yi Chang	Male	50 years old and above	2022/06/23	MBA, Da-Yeh University	Chairman, Golden Light Enterprise Co., Ltd. Representative of chairman, Ju Sheng Investment Co., Ltd. Chairman, Nan Kuan Development Co., Ltd. Shareholder, Yunju Construction Co., Ltd.	✓	✓	✓		✓		

Independent Director	Jui Chou Lin	Male	50 years old and above	2019/06/27	MBA, School of Tourism, Ming Chuan University	None		✓	✓				
Independent Director	Hsiu Mei Lin	Female	50 years old and above	2019/06/27	Master of Commerce, Postgraduate Institute of Accounting, Soochow University	None		✓	✓		✓		
Independent Director	Chiu Min Lu	Female	50 years old and above	2025/06/25	Master of Science in Applied Mathematics, National Tsing Hua University	None	✓	✓			✓		✓
Independent Director	**Yi Lung Lai**	Male	50 years old and above	2025/06/25	Master of Business Administration, National Chengchi University	None	✓	✓			✓	✓	

Independent Director	Pi-Feng Hsieh	Female	50 years old and above	2025/06/25	Bachelor of Laws, Department of Law, Fu Jen Catholic University	Attorney-at-Law, Dahong Law Firm							✓
Director	Wan Ling Lee	Female	30~50 years old	2025/06/25	Ph.D., Washington University in St. Louis	**Director, Jiansheng Development Co., Ltd. Chief Operating Officer (COO), Appier Inc. Director, Caicheng Enterprise Co., Ltd. Shareholder, Songye Asset Management Co., Ltd.**		✓				✓	
Director	Pi Ju Chuang	Female	50 years old and above	2025/06/25	Taipei Municipal Vocational High School of Commerce	**Director, Tsaijui Enterprise Co., Ltd. Supervisor,**	✓	✓					

						Caicheng Enterprise Co., Ltd. Director, Dafeng Construction Engineering Co., Ltd. Supervisor, Taiwan Fuji Mold Co., Ltd. Director, Li Jian-Cheng Memorial Cultural and Educational Foundation							

Enhancing Director Competencies

To foster knowledge exchange, strengthen governance capabilities, and enhance understanding of international finance and legal literacy, The First Insurance encouraged all 15 directors in 2025 to participate in external training programs in accordance with the Guidelines for Continuing Education for Directors and Supervisors of TWSE/TPEx Listed Companies. Five independent directors and ten other directors attended courses primarily focused on corporate sustainability. Internally, all directors also completed training in Corporate Sustainability – Fair Treatment of Customers, Inclusive Finance, and Integrity Management, Anti-Money Laundering and Countering the Financing of Terrorism (AML/CFT), compliance, Overview of Risk-Related Issues, and Cybersecurity Threat Trends in 2025. The Company will continue to develop diverse learning opportunities to support professional growth, strategic decision-making, and effective oversight. For more information, please refer to the Insurance Information Disclosure Observatory:

https://ins-info.ib.gov.tw/customer/Info4-15.aspx?UID=03359109 .

To fulfill its corporate sustainability vision, The First Insurance is committed to promoting fair treatment of customers, advancing inclusive finance, and implementing business integrity. The Company strives to create a secure, reliable, and trustworthy financial service environment. Relevant policies and management mechanisms have been established to ensure that all business activities comply with the principles of integrity and fairness, while enhancing overall corporate governance quality. The statistics of the Board of Directors' training hours in 2025 regarding "Corporate Sustainability – Fair Treatment of Customers, Inclusive Finance, and Business Integrity" are as follows:

Job Title	Name	Study Date	Organizers	Course Name	Study Hours
Chairman	C.H. Lee	2025/11/11	Taiwan Corporate Governance Association, TCGA	Corporate Sustainability – Fair Treatment of Customers, Inclusive Finance, and Business Integrity	3
Director	Cheng Tsung Lee	2025/11/11	Taiwan Corporate Governance Association, TCGA	Corporate Sustainability – Fair Treatment of Customers, Inclusive Finance, and Business Integrity	3
Director	Cheng-Tu Lee	2025/11/11	Taiwan Corporate Governance Association, TCGA	Corporate Sustainability – Fair Treatment of Customers, Inclusive Finance, and Business Integrity	3
Director	Edward Y.C. Lee	2025/11/11	Taiwan Corporate Governance Association, TCGA	Corporate Sustainability – Fair Treatment of Customers, Inclusive Finance, and Business Integrity	3

Director	Cheng-Chin Lee	2025/11/11	Taiwan Corporate Governance Association, TCGA	Corporate Sustainability – Fair Treatment of Customers, Inclusive Finance, and Business Integrity	3
Director	Shao-Ying Lee	2025/11/11	Taiwan Corporate Governance Association, TCGA	Corporate Sustainability – Fair Treatment of Customers, Inclusive Finance, and Business Integrity	3
Director	Chang-Yi Chang	2025/11/11	Taiwan Corporate Governance Association, TCGA	Corporate Sustainability – Fair Treatment of Customers, Inclusive Finance, and Business Integrity	3
Director	Wan Ling Lee	2025/11/11	Taiwan Corporate Governance Association, TCGA	Corporate Sustainability – Fair Treatment of Customers, Inclusive Finance, and Business Integrity	3
Director	Chi-Chen Tu	2025/11/11	Taiwan Corporate Governance Association, TCGA	Corporate Sustainability – Fair Treatment of Customers, Inclusive Finance, and Business Integrity	3
Director	Pi Ju Chuang	2025/11/11	Taiwan Corporate Governance Association, TCGA	Corporate Sustainability – Fair Treatment of Customers, Inclusive Finance, and Business Integrity	3
Independent Director	Jui-Chou Lin	2025/11/11	Taiwan Corporate Governance Association, TCGA	Corporate Sustainability – Fair Treatment of Customers, Inclusive Finance, and Business Integrity	3
Independent Director	Hsiu-Mei Lin	2025/11/11	Taiwan Corporate Governance Association, TCGA	Corporate Sustainability – Fair Treatment of Customers, Inclusive Finance, and Business Integrity	3
Independent Director	Yi Lung Lai	2025/11/11	Taiwan Corporate Governance Association, TCGA	Corporate Sustainability – Fair Treatment of Customers, Inclusive Finance, and Business Integrity	3
Independent Director	Chiu Min Lu	2025/11/11	Taiwan Corporate Governance Association, TCGA	Corporate Sustainability – Fair Treatment of Customers, Inclusive Finance, and Business Integrity	3
Independent Director	Pi-Feng Hsieh	2025/11/11	Taiwan Corporate Governance Association, TCGA	Corporate Sustainability – Fair Treatment of Customers, Inclusive Finance, and Business Integrity	3

Board Performance Evaluation

To strengthen corporate governance and enhance the effectiveness of the Board of Directors, the Company has set performance objectives aimed at improving board efficiency. Accordingly, the "Board Performance Evaluation and Remuneration Guidelines" have been established, requiring the Board to conduct performance evaluations on an annual basis.

1. **Cycle and Period Evaluation**

   The Board of Directors shall conduct performance evaluations annually in accordance with the Guidelines, and the results shall be reported to the Board.

2. **Scope and Method of Evaluation**

   Scope of Evaluation: Evaluation covers the overall Board, individual Board members, and functional committees. Evaluation Method: Evaluations are conducted through internal self-assessments by the Board, individual Board members, and functional committees.

3. **Evaluation Procedures**

   Evaluations are carried out by Board members and members of the functional committees through self-assessment using the Board’ s annual performance evaluation forms.

4. **2025 Annual Evaluation Indicators：**

Board Performance Evaluation	Level of involvement in the Company’ s operations.
	Enhancement of the Board’ s decision-making quality
	Composition and structure of the Board
	Director nomination and ongoing professional development
	Internal control mechanisms
Self-evaluation of Board Members	Understanding of the Company’ s goals and missions
	Awareness of directors’ roles and responsibilities
	Level of involvement in the Company’ s operations
	Management of internal relationships and communication
	Professional expertise and continued education of directors
	Internal control mechanisms
Functional Committee Performance Evaluation	Level of involvement in the Company’ s operations
	Understanding of the functional committees’ responsibilities
	Enhancement of decision-making quality within the committees
	Composition and member selection of the functional committees
	Internal control mechanisms

5. **2025 Annual Assessment Results:**

Board Performance Evaluation	The Board evaluation was conducted by the secretariat of the Board based on its actual operations. In 2025, the Company held a total of 7 Board meetings. Out of 101 expected attendances by all directors, 95 were in person and 6 were by proxy. All directors actively participated in the Company's operations, were familiar with its business, and effectively supervised decision-making processes. The evaluation results indicated that the overall functioning of the Board remains sound and aligns with the principles of corporate governance.

Self-evaluation of Board Members	The Company' s directors demonstrate a clear and thorough understanding of the Company' s strategic objectives and their fiduciary duties. They are well-informed about, and actively oversee, the Company' s accounting system, financial status, audit reports, and risk management practices. Results from the self-evaluation indicate that the Board provided positive assessments of the efficiency and effectiveness of the Company' s performance across all evaluation criteria.
Performance Evaluation of Functional Committees	Members of each functional committee have a clear understanding of their respective responsibilities and review the content of each proposal in detail before submitting it to the Board of Directors for discussion. Results from the self-evaluation indicate that committee members gave positive assessments of the efficiency and effectiveness of performance across all evaluation criteria.

Overall, the Board of Directors and its functional committees have operated effectively. The Company will continue to strengthen the functions of the Board based on the results of this performance evaluation, with the aim of further enhancing corporate governance effectiveness.

Conflict of Interest Management

Independence of Board and Management of Conflicts of Interest

The Company currently has five independent directors, accounting for 33.33% of the Board. All external directors meet the criteria for independence. In addition, due to business development and operational requirements, one director also serves as a member of the Company' s management team. The Company has adopted the "Rules on the Scope of Duties of Independent Directors," which specify the following: Any dissenting or reserved opinions expressed by independent directors must be documented in the minutes of board meetings. The Company or the Board shall not obstruct, deny, or circumvent the execution of duties by independent directors. When deemed necessary for the fulfillment of their responsibilities, independent directors may request the Board to assign relevant personnel or engage external experts for assistance. These provisions ensure that independent directors can fully exercise their duties, thereby enhancing board effectiveness and contributing to improved corporate governance and business performance.

Conflict of Interest Management

To prevent conflicts of interest, the Company has established the "Rules of Procedure for the Board of Directors," which stipulate that: "If a director has an interest in a matter on the meeting agenda, they shall disclose the 50 material aspects of the interest during the board meeting. If the interest is likely to prejudice the interests of the Company, the director shall not participate in the discussion or voting and must refrain from acting as a proxy for other directors in exercising voting rights."

The Company has also implemented corresponding procedures to manage conflicts of interest. For example, any recusal due to a conflict must be documented in the board meeting minutes, including the time, the name of the director, the agenda item, the recusal actions taken, and the voting outcome.

Conflict of Interest Cases of the Board of Directors

April 30, 2025

Regarding the distribution of directors' remuneration for fiscal year 2024, although all directors had a conflict of interest, the allocation was conducted in accordance with the Company's Articles of Association and the Regulations for Directors' Performance Evaluation and Remuneration. As the arrangement did not harm the Company's interests and all participating directors submitted written statements, no recusal was required. The resolution was passed without objection following confirmation by the Chair with all attending directors. In another matter related to the assessment of performance-based bonuses for changes in the positions of the Chairperson, resident directors, and senior executives, Chairman C.H. Lee and resident director Cheng-Tsung Lee were deemed to have a conflict of interest. Both submitted written declarations and recused themselves from the meeting. Additionally, directors Cheng-Tu Lee and Edward Y.C. Lee were considered to have a personal interest pursuant to Article 16, Paragraph 2 of the Rules of Procedure for Board Meetings of Public Companies. They also submitted written statements and recused themselves accordingly. The resolution was ultimately approved without objection after Independent Director Hsiu-Mei Lin consulted all attending directors.

In another matter related to the assessment of performance-based bonuses for changes in the positions of the Chairperson, resident directors, and senior executives, Chairman C.H. Lee and resident director Cheng-Tsung Lee were deemed to have a conflict of interest. Both submitted written declarations and recused themselves from the meeting.

Additionally, directors Cheng-Tu Lee and Edward Y.C. Lee were considered to have a personal interest pursuant to Article 16, Paragraph 2 of the Rules of Procedure for Board Meetings of Public Companies. They also submitted written statements and recused themselves accordingly.

The resolution was ultimately approved without objection after Independent Director

Hsiu-Mei Lin consulted all attending directors.

July 15, 2025

Regarding the appointment of Mr. Li Cheng-Tsung, representative of Jianyi Industrial Co., Ltd., as a Resident Director of the Company, Mr. Li Cheng-Tsung, having a conflict of interest in the matter, submitted a written statement and recused himself from the discussion and voting. In addition, Chairman Mr. Li Cheng-Han and Director Mr. Li Cheng-Tu were deemed to have a personal interest in the proposal pursuant to Article 16, Paragraph 2 of the Regulations Governing Procedure for Board of Directors Meetings of Public Companies, and therefore also recused themselves from the discussion and voting. Subsequently, Director Mr. Tu Chi-Chen consulted with all remaining attending directors, and the proposal was unanimously approved without objection. Mr. Li Cheng-Tsung was appointed as the Company's Resident Director to participate in the Company's operations and assist in promoting its business development.

November 11, 2025

To comply with the Regulations Governing the Establishment and Exercise of Powers of the Remuneration Committee of a Company Whose Stock is Listed on the Stock Exchange or Traded Over the Counter, promulgated by the competent authority, the Company is required to periodically review the policies, systems, standards, and structure governing the performance evaluation and remuneration of directors. Accordingly, the Company reviewed and amended its Directors' Performance Evaluation and Remuneration Policy. As the policy was formulated in accordance with the Company's Articles of Incorporation and the Directors' Performance Evaluation and Remuneration Policy, and had been approved by the second meeting of the sixth-term Remuneration Committee, it was determined that the proposal would not prejudice the interests of the Company. In addition, all attending directors submitted written statements; therefore, no director was required to recuse himself or herself from the discussion or voting. Upon consultation by the Chairperson, the proposal was unanimously approved by all attending directors without objection.

With respect to the Chairman's remuneration, Chairman Mr. Li Cheng-Han, having a conflict of interest in the matter, submitted a written statement and recused himself from the discussion and voting. In addition, Directors Mr. Li Cheng-Tsung, Mr. Li Cheng-Tu, Ms. Lee Wan-Ling, and Mr. Edward Y.C. Lee were deemed to have a personal interest in the proposal pursuant to Article 16, Paragraph 2 of the Regulations Governing Procedure for Board of Directors Meetings of Public Companies. They likewise submitted written statements and recused themselves from the discussion and voting. The proposal was subsequently presented by Independent Director Ms. Lin Hsiu-Mei, who consulted with the remaining attending directors, and was unanimously approved without objection.

Remuneration Committee

On June 26, 2025, at the First Meeting of the 22nd Board of Directors, Independent Directors Yi-Lung Lai, Hsiu-Mei Lin, and Pi-Feng Hsieh were appointed as members of the Sixth Remuneration Committee. Subsequently, Committee Member Yi-Lung Lai nominated Hsiu-Mei Lin to serve as the Convener and Chairperson of the Remuneration Committee.

The Remuneration Committee operates in accordance with the Company's Organizational Rules of the Remuneration Committee, under which the Convener is required to convene at least two meetings annually. In 2025, the Remuneration Committee held six meetings. The attendance record was as follows: 18 attendances were expected, 16 attendances were recorded, resulting in an attendance rate of 88.88%.

Job Title	Name	Actual Attendance Count	Proxy Attendance Count	Actual Attendance Rate (%)
Convener	Hsiu-Mei Lin	6	0	100%
Commissioner	Yi-Lung Lai	3	0	100%
Commissioner	Pi-Feng Hsieh	3	0	100%
Commissioner	Jui-Tung Lu	3	0	100%
Commissioner	Chong-Mei Chen	1	2	33%

Note: Jui-Tung Lu and Chung-Mei Chen served as members of the previous-term Remuneration Committee.

The responsibilities of the Remuneration Committee are as follows:

1. To establish and periodically review the policies, systems, standards, and frameworks for the performance evaluation and compensation of directors and managerial personnel.
2. To regularly evaluate and set the remuneration of directors and managerial officers.

Audit Committee

The Audit Committee of The First Insurance was established in 2016. At the First Meeting of the 22nd Board of Directors held on June 26, 2025, the Board approved the appointment of Independent Directors Yi-Lung Lai, Hsiu-Mei Lin, Jui-Chou Lin, Chiu-Min Lu, and Pi-Feng Hsieh as members of the Fourth Audit Committee of the Company. Yi-Lung Lai was elected as the Convener and Chairperson of the Committee.

The Audit Committee operates in accordance with the Company's Organizational Rules of the Audit Committee, under which the Convener is required to convene at least one meeting each quarter. In 2025, the Audit Committee held six meetings. The attendance record was as follows: 26 attendances were expected, 26 attendances were recorded, representing an attendance rate of 100%.

Job Title	Name	Actual Attendance Count	Proxy Attendance Count	Actual Attendance Rate (%)	Remarks
Convener before the re-election on June 25, 2025	Jui-Tung Lu	2	0	100%	Term expired following the re-election on June 25, 2025
Convener after the re-election on June 25, 2025	Yi-Lung Lai	4	0	100%	Newly appointed on June 26, 2025
Commissioner	Chiu-Min Lu	4	0	100%	Newly appointed on June 26, 2025
Commissioner	Pi-Feng Hsieh	4	0	100%	Newly appointed on June 26, 2025
Commissioner	Jui-Chou Lin	6	0	100%	Reappointed on June 26, 2025
Commissioner	Hsiu-Mei Lin	6	0	100%	Reappointed on June 26, 2025

Duties of the Audit Committee are as follows:

1. Formulate or amend the internal control system in accordance with Article 14-1 of the Securities and Exchange Act.
2. Assess the effectiveness of the internal control system.
3. Establish or amend the procedures for significant financial and operational activities—including the acquisition or disposal of assets, trading of derivative financial instruments, lending of funds to others, and the provision of endorsements or guarantees—in accordance with Article 36-1 of the Securities and Exchange Act. Also, in accordance with Article 146, Paragraph 8; Article 146-1; Article 146-3; and Article 146-7 of the Insurance Act, establish or amend procedures governing derivative transactions, investments in publicly issued but unlisted or OTC-traded securities, private placements of securities, and transactions with related parties.
4. Review matters involving conflicts of interest of the directors.
5. Oversee material transactions involving assets or derivative instruments.
6. Review and monitor major lending activities, endorsements, or guarantees.
7. Supervise the raising, issuance, or private placement of equity-linked securities.

8. Approve the appointment, dismissal, and remuneration of certified public accountants and actuaries.
9. Approve the appointment and removal of heads of finance, accounting, and internal audit departments.
10. Review the annual financial statements signed or sealed by the Chairperson, General Manager, and Head of Accounting, and the second-quarter financial statements that require audit and attestation by certified public accountants.
11. Review and approve the annual audit plan.
12. Review other significant matters as stipulated by the Company or required by regulatory authorities.

Remuneration Policy

To strengthen corporate governance, enhance the Board of Directors' remuneration oversight function, and protect investors' rights and interests, the Company, in accordance with Article 14-6, Paragraph 1 of the Securities and Exchange Act and the "Regulations Governing the Establishment and Exercise of Powers of Remuneration Committees of Companies Listed on the Stock Exchange or Traded Over the Counter" issued by the Financial Supervisory Commission on March 18, 2011 (Ref. No. 1000009747), approved the establishment of the "Remuneration Committee Charter" on August 24, 2011. The Remuneration Committee was formally established on the same day.

The Company's remuneration policy for the highest governance body and senior management currently does not include provisions for severance pay, clawback mechanisms, or retirement benefits.

Salary Structure

The remuneration of directors is determined in accordance with the "Performance Evaluation and Remuneration Policy for Directors," while the remuneration of managers is based on the "Performance Evaluation and Remuneration Policy for Managers."

In accordance with the Articles of Association, the Company's director compensation policy allows for the allocation of up to 0.6% of the annual profit as directors' remuneration.

Managerial remuneration is determined in accordance with the aforementioned performance evaluation and compensation policy. When the Company records a profit and allocates employee remuneration pursuant to the Articles of Association, the distribution to eligible managers is carried out in line with the Company's internal regulations.

Review Process – Pursuant to Article 31 of the Company's Articles of Incorporation

If the Company has annual profits, no less than 1% of the profits shall be allocated as employee compensation (of which no less than 80% shall be allocated as compensation for entry-level employees). The Board of Directors shall determine whether such compensation is distributed in the form of shares or cash, and the recipients shall include employees of the Company who meet certain criteria. The Company may allocate no more than 0.6% of the aforementioned profits as directors' remuneration, subject to approval by the Board of Directors. The distribution of employee compensation and directors' remuneration shall be reported to the shareholders' meeting.

Risk Linkage – Pursuant to the Company's "Regulations Governing Performance Evaluation and Remuneration of Managers"

To effectively evaluate the contributions of managers and align their performance with the Company's long-term profitability and shareholders' interests, annual performance evaluation criteria shall be established based on various indicators, including growth rate, achievement rate, market share, combined ratio, production value, premium performance, as well as inspection opinions or deficiencies identified by competent authorities, certified public accountants, internal audit units, and self-assessment activities, along with improvement measures specified in the Internal Control System Statement. Annual target values and weighting percentages for each performance indicator shall be established as the basis for overall performance measurement.

If a manager achieves (or fails to achieve) annual performance targets for two consecutive years or more, or achieves (or fails to achieve) annual performance targets for two out of three years, the manager's remuneration shall be reviewed, evaluated, and adjusted accordingly. In addition, if inspection opinions, deficiencies identified by competent authorities, internal audit units, or self-assessment activities, or improvement items specified in the Internal Control System Statement, indicate areas requiring enhancement, the manager's remuneration may also be subject to review, evaluation, and adjustment.

The Correlation between Compensation and Sustainable Performance

To incentivize senior executives to prioritize long-term performance, integrity, legal compliance, risk management, and the effective implementation of key ESG initiatives, the Company incorporates ESG-related performance indicators into the task performance assessments of senior department heads. This approach supports the achievement of sustainable operations.

➢ ESG Performance Evaluation in Practice:

1. As a property insurance company, the Company promotes electronic insurance policies to reduce paper consumption and printing costs. Targets for electronic policy adoption

are set and incorporated into performance evaluations.

2. Progress and Anticipated Benefits of Electronic Insurance Policies:
   (1) Since 2018, the Company has promoted the use of electronic insurance policies, significantly reducing its reliance on paper. By the end of 2025, this initiative had reduced paper usage by approximately 531,109 sheets, equivalent to a decrease of 3.272 tonnes in carbon emissions. In addition to lowering operational costs, this effort reflects the Company’ s ongoing commitment to environmental protection. Through the adoption of digital technologies, work efficiency has been enhanced, contributing to the establishment of a sustainable operational model and a positive impact on the planet.
   (2) To reduce paper consumption, the Company is promoting the use of electronic insurance policies and implementing internal digital workflows and forms. For 2025, specific targets have been set: electronic policies are expected to account for 80% of total voluntary auto insurance policies and 95% of travel insurance policies.

Below are the performance indicators and implementation mechanisms for senior executives:

Subjects	Performance Indicators	Implementation Approach
Headquarters: General Manager, Chief Auditor, Chief Compliance Department	● Financial indicators (65%), including target achievement rate, growth rate, and composite index ● Strategic Indicators (25%) ● Sustainability, Internal Control, and Compliance Indicators (10%) ● Mission Performance Indicators (Additional ● Considerations)	**Corporate Governance Group** 1. Enhance corporate governance and create long term shareholder value. 2. Strengthen the effectiveness of the Board of Directors. 3. Improve transparency and timeliness in corporate disclosures. 4. Enhance communication channels with stakeholders. 5. Ensure compliance with laws and regulations, including anti-money laundering, anti-corruption, and personal data protection. 6. Protect shareholders’ rights and interests. 7. Assess the financial, operational, and other impacts of climate change. 8. Strengthen risk management and crisis response capabilities.

Resource Management Group: Heads of: Accounting Dept., Information Dept., Administration Dept., Planning Dep., Actuarial Dept., E Commerce Marketing Dept., and Risk Management Dept.		**Employee Care Group** 1. Fulfill our commitment and responsibility to human rights. 2. Strengthen employees' awareness of human rights and ensure compliance with relevant labor laws and regulations. 3. Support employee development and well-being by implementing systems that foster career growth and workplace care. 4. Ensure occupational safety and promote employee-driven health management.
Business group: Heads of Customer Service Dept., Marine Insurance Dept., Accident Insurance Dept., Fire Insurance Dept., Motor Insurance Dept., and Accident & Health Insurance Dept.		**Environmental Protection Group** 1. Promote environmental sustainability and long-term business goals by developing models that link sustainability issues with core financial competencies. 2. Strengthen environmental protection efforts. 3. Implement energy conservation and carbon reduction measures, and conduct comprehensive energy assessments. 4. Support ecological sustainability and biodiversity. 5. Leverage corporate citizenship to create positive environmental impact. 6. Identify and evaluate climate-related risks and opportunities in line with TCFD recommendations. 7. Formulate long-term strategies to reduce carbon emissions. **Customer Concern Group** 1. Promote the development of green finance and financial products for underserved and vulnerable groups. 2. Enforce the Ten Principles of Fair Customer Treatment. 3. Conduct seminars on damage prevention services and deliver financial education

		programs for disadvantaged populations. 4. Provide support and care in the aftermath of major incidents or accidents. 5. Integrate environmental sustainability into financial product design and services.
Six Regions Heads of Taipei City, New Taipei City, Taoyuan-Hsinchu, Taichung, Tainan, and Kaohsiung Branch Office Regions		**Social Charity Section** 1. Develop models that connect social welfare initiatives with the Company' s core financial competencies. 2. Leverage the collective strength of the Company, customers, and partners to promote active social engagement. 3. Provide emergency aid and relief services. 4. Promote community care and involvement.

2.2 Integrity Management

The Company is committed to respecting and safeguarding the fundamental human rights of all employees and stakeholders. It upholds labor standards, occupational safety and health, anti-discrimination, and fair treatment principles, and has established comprehensive management systems to ensure the effective implementation and continuous improvement of relevant policies. The Company has established the "Work Rules of The First Insurance Co., Ltd.", "Performance Evaluation Regulations of The First Insurance Co., Ltd.", "Occupational Safety and Health Work Rules of The First Insurance Co., Ltd.", "Prevention Plan for Illegal Infringement during the Performance of Duties of The First Insurance Co., Ltd.", and "Sexual Harassment Prevention Measures, Complaint Handling and Disciplinary Regulations of The First Insurance Co., Ltd.". These policy documents have been duly filed with the competent authority in accordance with applicable regulations and promulgated upon the approval of the Chairman and President. Senior management is responsible for promoting, implementing, and overseeing their execution. The Company identifies and manages labor-related risks through employee training, internal audits, and reviews of internal policies and regulations. The identified risks are translated into improvement plans, revisions to internal systems, and awareness initiatives to ensure that human rights and labor policies are effectively integrated into daily operations. The Company also implements the Ergonomic Hazard Prevention Program, the Abnormal Workload-Induced Disease Prevention Program, and the Maternal Health Protection Program for Female Employees, providing employees with the necessary preventive and remedial measures to continuously enhance workplace safety and health protection. In addition, the Company has established grievance and whistleblowing mechanisms. Employees and relevant stakeholders may file complaints or reports in accordance with the "Employee Grievance Handling System of The First Insurance Co., Ltd." and the "Whistleblowing Procedures of The First Insurance Co., Ltd." . The principles of anonymity and confidentiality are upheld to ensure that any infringement of rights and interests is handled appropriately.

In addition, the Company complies with applicable laws and regulations and follows internationally recognized human rights conventions, including the principles of gender equality, the right to work, and non-discrimination. The Company also adheres to internationally recognized labor and human rights principles, including freedom of association, the right to collective bargaining, protection of disadvantaged groups, the prohibition of child labor, the elimination of all forms of forced labor, and the elimination of discrimination in employment and occupation. The Company ensures that its human resource policies provide equal treatment regardless of gender, race, socioeconomic status, age, marital status, or family status, thereby promoting equality and fairness in employment, terms and conditions of employment, compensation, benefits, training, performance evaluation, and promotion opportunities. These principles have also been incorporated into the "Company's Sustainable Development Best Practice Principles" , which were approved by the Board of Directors. The most recent amendment was made on April 28, 2023. To further strengthen corporate governance, the Company has established the "Corporate Governance Best Practice Principles of The First Insurance Co., Ltd." with reference to the "Corporate Governance Best Practice Principles" for TWSE/TPEx Listed Companies and the "Corporate Governance Best Practice Principles" for Insurance Companies. The Principles cover the protection of shareholders' rights and interests, enhancement of Board functions, strengthening of supervisory mechanisms, respect for stakeholders' rights and interests, and improvement of information transparency. Although the Company has not yet formally implemented human rights due diligence or responsible business conduct due diligence, it continues to monitor the environmental and social impacts of its suppliers. If a supplier is involved in any related adverse incident, the Company will give priority to providing assistance and require the supplier to propose corrective actions. In addition, during the annual contract renewal review, if a supplier is found to have materially failed to meet the Company's social responsibility requirements, the Company will evaluate removing the supplier from its approved supplier list to maintain the effectiveness and compliance of supplier management.

To foster a safe workplace free from sexual harassment and workplace bullying, the Company has established the Workplace Sexual Harassment Prevention Measures, Complaint

Handling and Disciplinary Regulations in accordance with the "Act of Gender Equality in Employment". The relevant measures are publicly disclosed on the Company's bulletin boards and internal website. In addition, the Company regularly conducts workplace sexual harassment education and training to enhance employees' awareness of workplace respect and equality. The Company has also established multiple grievance channels, including a dedicated hotline, email, and grievance mailbox, enabling employees to promptly report any infringement of their rights and interests. Upon receipt of a grievance, the relevant department supervisor and employee representatives will jointly handle the case in accordance with established procedures. They are responsible for communication and coordination, information collection, meeting arrangements, and follow-up actions. Depending on the nature of the case, relevant supervisors may also be invited to provide their opinions to ensure that the handling process is fair, impartial, and effective. Through these policies and mechanisms, First Insurance continues to foster a safe, respectful, and friendly workplace, enabling employees to work with confidence while enhancing overall organizational effectiveness.

Whistleblowing Contact Information of The First Insurance:

Whistleblowing Department: Corporate Governance Center

Whistleblowing Address: No. 54, Sec. 1, Zhongxiao E. Rd., Zhongzheng Dist., Taipei City

Whistleblowing Telephone: +886-2-2391-3271 ext. 2351

Whistleblowing Email: corpgov@firstins.com.tw

Anti-Corruption

The Board of Directors has authorized the Corporate Governance Center, which is under the Board of Directors, to establish the "Integrity Management Committee" as the dedicated unit responsible for promoting corporate integrity management. The Committee is responsible for formulating integrity management policies and preventive measures, as well as supervising their implementation. The Committee reports to the Board of Directors on the implementation status of integrity management policies and corrective actions for identified deficiencies on a regular basis each year (at least once annually), thereby realizing the Company's commitment to corporate integrity management.

Implementation Items of the Integrity Management Committee
1. Assist in integrating integrity and ethical values into the Company's business strategies
2.Promotion and coordination of integrity policy awareness training
3.Planning of the whistleblowing system to ensure its effective implementation
4.Statement of Compliance with the Integrity Management Policy
5.Integrity Management Risk Assessment

In the event of corruption or illegal activities, the Company will pursue the relevant personnel’s administrative liability in accordance with applicable laws and regulations. The Company will also propose improvement recommendations and corrective measures based on the causes of the incidents to rectify deficiencies and strengthen internal management mechanisms. If criminal liability is involved, the Company will continue to collect relevant evidence and refer the case to judicial authorities for investigation, while fully cooperating with investigations conducted by judicial, prosecutorial, and anti-corruption authorities. Pursuant to Article 7 of the “Company’s Whistleblowing Procedures”, after a whistleblowing case is accepted, the Company’s designated unit or the supervisor receiving the report shall immediately investigate and verify the relevant facts. Where necessary, the Legal Compliance, Human Resources, or other relevant departments may provide assistance in the investigation. The Company shall ensure that any personnel involved in a conflict of interest shall recuse themselves from the investigation process. For whistleblowing cases that have been verified as substantiated, the Company will require the relevant departments to review existing internal control systems and operating procedures and propose specific improvement measures to prevent similar incidents from recurring. In addition, if the designated personnel or unit responsible for handling whistleblowing cases identifies any material violations or situations that may result in significant harm to the Company during the investigation process, the investigation results shall be promptly consolidated and documented in a report, which shall be submitted in writing to the Independent Directors. For material incidents or cases involving violations of laws and regulations, the Company will also proactively notify or report to the relevant competent authorities to ensure appropriate handling of the incidents and maintain sound corporate governance practices.

In 2025, the Company had no incidents involving violations of integrity management. The Company has established the Corporate Governance Center, a dedicated unit under the Board of Directors responsible for promoting corporate integrity management. The Center assists the Board of Directors and management in reviewing and assessing whether the preventive measures established for implementing integrity management are operating effectively. The dedicated unit regularly evaluates compliance with relevant business processes and reports the implementation status of the previous year to the Board of Directors on a regular basis from March to April each year. The unit also prepares reports for reference by the Board of Directors and management. The implementation status for 2025 was reported to the Board of Directors on March 11, 2026.

The Corporate Governance Center serves as the Company’s responsible unit for integrity management and prepares the Company’s “Integrity Management Risk Assessment

Report". Based on the nature of the Company's industry and organizational responsibilities, the Company's business activities are categorized into business solicitation, underwriting operations, reinsurance operations, claims operations, premium collection, fund utilization, and product development. Accordingly, integrity-related risks associated with the Company's business activities, including insurance fraud, financial statement fraud, misappropriation of premiums or other assets, and other types of integrity-related misconduct, are incorporated into the scope of the integrity management risk assessment.

Among the risks identified and assessed in this assessment, including "bribery and acceptance of bribes," "provision of illegal political contributions," "improper charitable donations or sponsorships," "provision or acceptance of unreasonable gifts, hospitality, or other improper benefits," "infringement of trade secrets, trademarks, patents, copyrights, and other intellectual property rights," "engagement in unfair competition," "products and services directly or indirectly causing harm to the rights, health, or safety of consumers or other stakeholders during research and development, procurement, manufacturing, provision, or sales," "insurance fraud incidents," "financial statement fraud," and "misappropriation of premiums or other assets," the Company consolidated the existing risk levels and risk ratings identified by internal departments and compared them against the risk assessment criteria. The results indicate that all identified integrity management risk items are classified as medium or low risks. These risks can be appropriately managed through enhanced reviews during audit procedures or by following the Company's existing risk control processes.

Anti-Corruption Policies and Procedures

The Company strictly prohibits any acts of corruption or illegal conduct in all operations, including cost-saving initiatives, business performance enhancement activities, procurement of goods, asset disposal, charitable donations, and transactions with stakeholders. The Company has established the Regulations for Property Procurement, Asset Acquisition and Disposal Procedures, Management Regulations for External Donations, and Regulations Governing Transactions with Stakeholders. In 2016, the Company established the Integrity Management Operating Procedures and Code of Conduct, which explicitly require the assessment of the legality and integrity records of agents, suppliers, customers, and other business partners before establishing business relationships with them, ensuring that transactions are conducted in a fair and transparent manner and are free from bribery.

The Company's internal operation authorization regulations establish relevant anti-corruption operating standards. A delegation of authority matrix is used to conduct hierarchical reviews, with final approval granted by the highest-level supervisor, ensuring that risk assessments are accurate and reasonable.

Anti-Corruption Training Policy

To prevent corruption, the Company continues to promote compliance and anti-corruption education and training. All employees are required to complete 1.5 hours of compliance education and training annually. The training covers the Integrity Management Operating Procedures and Code of Conduct and Whistleblowing Procedures, followed by assessments to confirm employees' understanding. In 2025, a total of 1,032 training sessions were conducted.

For claims operations, claims personnel submit cases for approval by supervisors in accordance with the delegation of authority matrix. For major cases, technical personnel conduct additional vehicle inspections and review the reasonableness of repair estimates to mitigate ethical risks. The Company also places emphasis on leadership development and skills transfer training for supervisors to strengthen employees' ethical awareness and ensure the implementation of anti-corruption policies. No employee corruption incidents occurred in 2025.

Anti-Corruption Whistleblowing System

In the event of corruption incidents, the public may submit reports through the "Unethical or Improper Conduct" whistleblowing email and hotline disclosed on the Company's official website, along with relevant supporting evidence. Upon receipt of a report, the Corporate Governance Center will assign designated personnel to conduct investigations and handle the case. Depending on the circumstances of the case, the relevant department supervisor or the Audit Committee will be notified.

Whistleblowing Case Handling Procedures：

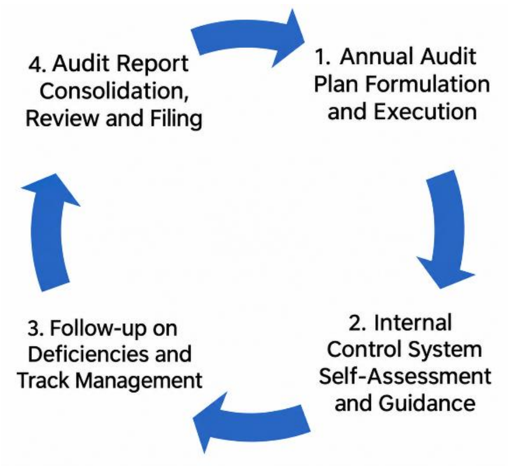
1. The designated unit or the supervisor receiving the report shall immediately investigate and verify the facts. Where necessary, the Legal Compliance, Human Resources, or other relevant departments may provide assistance. Personnel involved in any conflict of interest shall recuse themselves.
2. Where a reported case is substantiated, the relevant unit(s) shall be required to review the internal control system and operating procedures and implement corrective actions to prevent recurrence.
3. If the investigation identifies any material violation or indicates a risk of significant harm to the Company, a written report shall be prepared immediately and submitted to the Independent Directors. Where the matter constitutes a material contingency or involves unlawful conduct, it shall be proactively reported or referred to the relevant competent

authorities.

4. Where criminal liability is involved, in addition to collecting relevant evidence and referring the case to the judicial authorities for investigation, the Company shall fully cooperate with the prosecutorial, investigative, and anti-corruption authorities throughout the investigation.

Internal Control

The Company's internal control system incorporates the "Code of Ethical Conduct" to guide the conduct of its Directors, managerial officers, and employees in accordance with ethical standards. The Board of Directors has also approved the "Ethical Corporate Management Best Practice Principles" and the "Procedures for Ethical Management and Guidelines for Conduct", which prohibit unethical conduct by the Company's personnel, (Including Directors, Supervisors, managerial officers, employees, mandataries, and persons having substantial control over the Company). In addition, in accordance with its program for the prevention of unethical conduct, the Company regularly provides employees with education and training to promote ethical corporate management. The Company has also established its "Work Rules", which serve as the basis for employee performance evaluation. Employees who demonstrate commendable performance or engage in conduct subject to disciplinary action are rewarded or disciplined in accordance with the applicable provisions. The Company's official website includes a Stakeholder section (About First Insurance > Stakeholders), which discloses employee contact and grievance channels, as well as the dedicated email address and telephone number for reporting unethical conduct or improper behavior.



Internal Audit Process

The Company has implemented the following risk management and control measures for ethical corporate management:

1. **Organizational Structure**
   (1) Governance Level and Responsible Departments:
   Ethical corporate management requires the support and participation of the governance and management levels. Resources are provided from the top down, with ongoing supervision and oversight. The Company's Corporate Governance Center serves as the responsible unit for ethical corporate management.
2. **Code of Conduct**
   (1) Regulations Related to Ethical Conduct:
   The Company has established the Ethical Corporate Management Best Practice Principles, the Procedures for Ethical Management and Guidelines for Conduct, and the Code of Ethical Conduct in accordance with the reference guidelines issued by the Stock Exchange, which serve as guiding principles for the implementation of ethical corporate management.
   (2) Employee Agreement:
   To ensure that employees are aware of the Company's rules and regulations disclosed on the Company's internal website, all new employees are required to sign an Employee Agreement. The agreement requires employees to read and comply with the Company's Ethical Corporate Management Best Practice Principles, Procedures for Ethical Management and Guidelines for Conduct, and other applicable policies and regulations.
   (3) Due Diligence:
   In compliance with the internal control regulations for preventing insurance agents from misappropriating or embezzling customers' funds, the Company conducts due diligence on the character, integrity, professional knowledge, and financial condition of new employees. The Company reviews the credit and financial status of new employees as part of the recruitment process.
3. **Operation of the Whistleblowing System**
   (1) Establishment and Amendment:
   In accordance with Article 32-2 of the Regulations Governing the Implementation of Internal Control and Audit Systems of Insurance Enterprises and Article 23 of the Ethical Corporate Management Best Practice Principles for TWSE/GTSM Listed Companies, the Company established the Whistleblowing System Procedures on December 28, 2017, and amended them on August 28, 2018, July 11, 2019, August 26, 2021, and March 12, 2024, in compliance with relevant regulations.
   (2) Standard Operating Procedures for Investigation of Reported Matters:

The Company has established the Whistleblowing System Procedures and grievance channels. Appropriate designated personnel are assigned to handle reported matters involving the reported parties. The Company has also established standard operating procedures for the investigation of reported matters and related confidentiality mechanisms.

(3) Whistleblower Protection Measures:

The Company has established measures to fulfill its responsibility to protect individuals who report misconduct, ensuring that whistleblowers are protected from improper treatment or retaliation as a result of their reporting.

4. Conflict of Interest Prevention Mechanism

(1) Rules of Procedure for Board of Directors Meetings:

For matters discussed at Board of Directors meetings involving a conflict of interest with a Director or a related party, the Director shall not participate in the discussion or vote. The Director shall recuse themselves during the discussion and voting process and shall not exercise voting rights on behalf of other Directors.

(2) Management Mechanism for Concurrent Positions Held by Responsible Persons:

For the management of concurrent positions held by the Chairperson, General Manager, or persons with equivalent responsibilities in non-insurance businesses, the Company has established regulations requiring the avoidance of conflicts of interest arising from or potentially arising from personal interests that may affect the overall interests of the Company.

(3) Procedures for Handling Internal Material Information:

The Company has established procedures for the handling and disclosure of material internal information, including relevant processes to prevent improper disclosure of information.

5. Certified Public Accountant Audit System

(1) Key Audit Matters:

The Certified Public Accountants have identified areas with higher assessed risks of material misstatement or areas determined to have significant risks in accordance with the Auditing Standards, including management override of internal controls and risks related to the recognition of premium revenue, and have included such matters as Key Audit Matters.

(2) Fraud Risk Assessment:

The Certified Public Accountants have conducted a fraud risk assessment through inquiries with the Company's management, internal audit personnel, and other appropriate individuals to determine whether they are aware of any actual, suspected, or alleged fraud.

6. **Disciplinary and Grievance System for Violations**

(1) Disciplinary Actions for Violations:

The Company's Work Rules specify the grounds for disciplinary actions, including reprimands, demerits, and major demerits. Employees who violate relevant provisions may be subject to disciplinary measures in accordance with the Work Rules.

(2) Grievance System:

The Company has established an employee grievance handling system. Employees may file grievances in accordance with the relevant procedures if their cases fall within the scope of applicable grievance provisions.

Anti-Competition

For the promotional materials of the Company's insurance products, a review is conducted prior to sales in accordance with the "Review Checklist for the Preparation of Promotional Materials for Advertising, Business Solicitation, and Sales Promotion Activities" to ensure compliance with the Company's "Management Regulations for the Preparation of Promotional Materials for Advertising, Business Solicitation, and Sales Promotion Activities" and to confirm that no improper competitive practices are involved before such materials are provided to internal and external sales personnel for use. The Company also conducts annual self-assessments and regularly undergoes inspections by the Audit Department in accordance with relevant Company regulations to review whether the insurance products sold involve any anti-competitive practices, antitrust violations, monopolistic practices, or other improper competitive conduct.

Based on the Company's review, no legal proceedings arising from anti-competitive practices, antitrust violations, or monopolistic practices occurred in 2025.

Regulatory Compliance

The Company defines a material violation as an event in which a penalty of NT$3 million or above is imposed by a competent authority (such as the Financial Supervisory Commission). During the 2025 reporting period, the Company did not experience any material violations. During the period, the Company only incurred an individual penalty of NT$200,000 imposed by the industry association for a violation of the "Self-Regulatory Monitoring Organization and Operational Guidelines for the Non-Life Insurance Industry." The Company has strengthened relevant employee training to prevent the recurrence of similar incidents.

In addition, none of the Company's departments incurred fines in 2025 due to violations of regulations related to product and service safety information labeling, marketing communications, or product information disclosure, (including advertising, promotion, and sponsorship activities). The Company's overall compliance risk remained low, reflecting sound management practices.

2.3 Risk Management

Risk Management Committee

The Company's Board of Directors established the Risk Management Committee in 2011. In accordance with the Company's Regulations Governing the Organization of the Risk Management Committee, the Committee may consist of three to five members. Currently, the Committee comprises three members, including two Independent Directors and one Director. On June 26, 2025, the Company's 22nd-term Board of Directors approved the appointment of Independent Director Ms. Chiu-Min Lu, Independent Director Mr. Jui-Chou Lin, and Director Mr. Shao-Ying Lee as the members of the Company's 6th Risk Management Committee. Independent Director Ms. Chiu-Min Lu serves as the convener and chairperson of the meetings. The convener shall convene at least two meetings annually. In 2025, the Risk Management Committee convened five meetings, with 15 expected attendances and 14 actual attendances, representing an attendance rate of 93.33%.

The responsibilities of the Risk Management Committee are as follows:

1. Formulate the Company's risk management policies, framework, and organizational functions.
2. Implement the risk management decisions of the Board of Directors.
3. Assist and supervise various departments in carrying out risk management activities.
4. Assist in reviewing the relevant procedures for establishing risk limits.
5. Adjust risk categories, risk limit allocation, and risk-taking approaches in response to changes in the operating environment.
6. Coordinate cross-functional interaction and communication among departments regarding risk management functions.
7. Oversee the Company's overall risk management.

Based on the "Risk Management Best Practice Principles for Insurance Enterprises" and the "Regulations Governing Implementation of Internal Control and Audit Systems of Insurance Enterprises", the Company has established its risk management policies and procedures to develop a sound risk management mechanism, ensure adequate capital and solvency, support sound business operations and development, achieve operational objectives, and enhance shareholder value. These policies and procedures also serve as the basis for establishing the Company's various risk management regulations.

To continuously monitor the effectiveness of the risk management mechanism and establish a sound risk management organizational structure, the Company has designated the Board of Directors as the highest decision-making authority for risk management, with ultimate responsibility for overall risk management. The Company has also established the Risk Management Committee under the Board of Directors and the Risk Management Department, which operates independently from business units. The Risk Management Committee is chaired by an Independent Director and convenes regular meetings to review the development, establishment, and implementation effectiveness of the Company's overall risk management framework. The Committee maintains a comprehensive understanding of the Company's risk profile, regularly reports to the Board of Directors, provides timely updates on the implementation of risk management, and proposes necessary improvement recommendations. The Risk Management Department is responsible for implementing risk management policies, consolidating risk information provided by various departments, and coordinating and communicating with departments to facilitate the implementation of risk management policies and limits.

The First Insurance has established comprehensive risk management mechanisms and business continuity management policies and procedures to address the major risks that may arise during operations, including market risk, credit risk, liquidity risk, asset-liability matching risk, insurance risk, operational risk, and business interruption risk. Through the processes of risk identification, risk measurement, and risk response, along with enhanced information exchange and communication, the Company mitigates risks and ensures that risk management policies are effectively implemented throughout daily operations and subject to appropriate control. When a risk event occurs in any business unit, the affected unit or the responsible supervisor or risk management personnel designated according to their respective authorities shall immediately take appropriate actions and report the event to the Risk Management Department. Subsequently, The First Insurance reviews the causes of the event, formulates improvement plans, and tracks the progress of corrective actions to ensure the implementation of operational resilience and business continuity. In addition, the Company regularly reviews its operational objectives, risk exposures, and changes in the external environment, including evaluating the effectiveness of existing risk management mechanisms and the appropriateness of risk factors. The Company regularly reports the implementation status of various risk limits to department heads and the Risk Management Committee, and submits overall risk management reports to the Board of Directors to reflect the implementation status of risk management and provide necessary improvement recommendations.

Risk Management Response Process

Risk Identification

- Market Risk
- Credit Risk
- Liquidity Risk
- Operational Risk
- Insurance Risk
- Asset-Liability Matching Risk

Risk Measurement

- Establish appropriate measurement methods for different types of risks.

Risk Response

- Risk Avoidance
- Risk Transfer
- Risk Control
- Risk Acceptance

Monitoring and Reporting

- Risk Management for Core Business Operations
- Regularly review the utilization of major risk limits and any breaches thereof.
- Regular/Ad Hoc Risk Management Reports and Meetings

Risk Management Objectives

The Risk Management Department establishes annual objectives to continuously enhance and strengthen the Company's risk management functions. In addition to continuously evaluating the Company's capital requirements through quantitative modeling methods based on proprietary models incorporating the Company's business operations, asset structure, and historical experience data, the Company has, since 2022, conducted business interruption drills based on the nature, scale, and complexity of its operations, with reference to its emergency crisis management procedures and business continuity management mechanisms. These efforts aim to enhance the Company's preparedness to adapt to a constantly changing environment and strengthen its ability to rapidly resume operations in the event of business disruptions.

The following are the annual risk management objectives for 2025:

Annual Objectives Implemented on a Regular Basis	Implementation Frequency	Implementation Rate
Risk Management Report to the Board of Directors	Semi-annually	100%
Risk Appetite and Limit Setting	Annually	100%
Stress Testing Report	Annually	100%
Backtesting Report	Annually	100%
Market Stress Testing Report	Annually	100%
Insurance Risk Assessment Report	Annually	100%
Asset-Liability Matching Risk Analysis Report	Annually	100%
Operational Risk Assessment Report	Annually	100%
Own Risk and Solvency Assessment (ORSA) Report	Annually	100%
Economic Capital Assessment Report	Annually	100%
Monthly Risk Management Report	Monthly	100%

Crisis Response Capability

When potential risk events result in business interruption or information system damage, the Company not only implements emergency response plans but also activates relevant recovery plans, such as business interruption recovery plans or information system damage response procedures. Relevant units shall establish plans for off-site backup and data center reconstruction in accordance with predefined priorities and contingency measures to mitigate the impact caused by risk events.

To ensure that relevant personnel possess adequate response capabilities, the Risk Management Department not only reviews the business continuity management plan and provides personnel training annually, but also regularly conducts business interruption drills based on selected scenarios. These scenarios include potential risk events such as major natural disasters, man-made disasters, and information-related disasters. Through these efforts, the Company aims to enhance the effectiveness and feasibility of business continuity management, continuously improve and update relevant response procedures, align them more closely with actual operational needs, and strengthen the Company's business continuity capabilities.

Climate Change

The operations of the non-life insurance industry are significantly affected by climate change. To address climate change, the Risk Management Department has assisted in identifying climate-related risks and opportunities and conducting materiality assessments, enabling the Company to formulate corresponding response measures for significant climate-related risks and opportunities. In pursuit of the goal of achieving net-zero emissions, the Company has also proactively conducted carbon emission inventories for Scope 3 financed emissions to assist the Investment Department in identifying priority engagement targets. Relevant climate change information is disclosed in the Environmental Protection section.

2.4 Economic Performance

Strategic Objectives for Material Topics

<table>
<tr><th colspan="4">Material Topic: Economic Performance</th></tr>
<tr><td>Sustainability Standards (Topic Alignment)</td><td>GRI 201: Economic Performance</td><td>Affected Stakeholders</td><td>Employees and Other Workers, Suppliers/Contractors, Customers, Shareholders and Other Investors, Financial Institutions, and Government Authorities</td></tr>
<tr><td>Rationale for Material Topic</td><td colspan="3">An enterprise's economic performance directly reflects its operational results and growth potential, and serves as a critical foundation supporting sustainable development. Strong business performance enables an enterprise to maintain a stable financial position and effectively allocate resources to core business development, service quality enhancement, and organizational management optimization. At the same time, a sound economic foundation allows the enterprise to continuously invest in talent development and innovation, thereby improving overall operational efficiency and market competitiveness. In response to industry changes and external challenges, robust business performance further strengthens the enterprise's resilience and long-term growth momentum, supporting its pursuit of stable and sustainable business objectives.</td></tr>
<tr><td>Impacts and Effects</td><td colspan="3">Actual/Potential Positive Impacts
Economic Impacts:
(1) Revenue Growth and Profitability Enhancement: Through the diversification of insurance products and business expansion, the Company can continuously increase premium income and operating performance, thereby strengthening financial soundness.
(2) Stable Value Creation: Strong operating performance helps protect shareholders' rights and interests and enhance the confidence of investors and creditors.
(3) Social Contribution and Risk Diversification: Through the protection function of insurance, the Company helps diversify social risks and promote social and economic stability.
Actual/Potential Negative Impacts
Economic Impacts:
(1) Increased Regulatory Compliance Costs: To meet domestic and international regulatory requirements, the Company needs to invest additional resources in strengthening its systems and risk management.
(2) Increased Costs Due to Inflation and Market Changes: International economic fluctuations and inflation may increase operating costs and claims expenses, affecting profitability and cost structures.
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</table>

	strengthen its systems and risk management. (2) Increased Costs Due to Inflation and Market Changes: International economic fluctuations and inflation may increase operating costs and claims expenses, affecting profitability and cost structures.
Policies/Strategies	The Company's operational performance relies on cross-functional collaboration to achieve strategic objectives and enhance service quality, ensuring stable growth in premium income and profitability. In response to rising costs arising from regulatory requirements, inflation, or market fluctuations, the Company mitigates impacts through internal cost control and operational process optimization to maintain business stability. Sound business strategies and corporate governance not only strengthen the Company's capital foundation and enhance the confidence of investors, creditors, and the market, but also maximize value creation for customers and other stakeholders. Conversely, ineffective management and insufficient innovation may result in declining policy market share, reduced claims handling and service efficiency, and adverse impacts on profitability and corporate reputation. Through comprehensive Board of Directors operations, regulatory compliance, and risk management mechanisms, the Company enhances its resilience and competitiveness, ensuring stable operations and safeguarding the rights and interests of shareholders and stakeholders.
Goals and Targets	**Short-term Goals (2028)** • Strengthen regulatory compliance and risk management mechanisms to ensure compliance with supervisory requirements of competent authorities. • Optimize claims processes and service quality to continuously enhance customer satisfaction and service experience. **Medium-term Goals (2030)** • Steadily enhance premium income and profitability to ensure sustained growth in financial performance. • Further diversify the insurance product portfolio to effectively respond to customer needs and market changes. • Integrated cross-functional resources to optimize operating costs and advance digital transformation, thereby enhancing overall operational efficiency. **Long-term Goals (2035)** • Maintained sound financial stability on an ongoing basis, ensuring capital adequacy ratio compliance with regulatory requirements while strengthening corporate resilience to address extreme events and systemic risks. • Advanced the comprehensive digitalization of insurance services to achieve operational excellence while enhancing the overall customer experience and satisfaction.
Management Assessment Mechanism	1. Convened Board meetings on a regular basis to review business strategies and financial performance. 2. Held regular management meetings to monitor revenue and profitability, while implementing effective cost control measures 3. Implemented a robust internal control system to effectively monitor operational

	and process risks. 4. Emphasized regulatory compliance and proactively monitored regulatory developments to ensure lawful and compliant business operations. 5. Regularly reviewed the customer complaint rate to enhance customer satisfaction and service quality.
Performance and Adjustments	➢ Revenue reached NT$7,561,558 thousand in 2025. ➢ Profit reached NT$880,192 thousand in 2025. ➢ Earnings per share (EPS) reached NT$2.92 in 2025. ➢ Cash dividends per share reached NT$1.66 in 2025.

Operating Performance

The First Insurance is committed to sustainable operations and places strong emphasis on shareholder equity. In 2025, the Company' s written premiums amounted to NT$8.811 billion, representing a decrease of 1.46% compared with NT$8.941 billion in 2024. Earnings per share (EPS) after tax was NT$2.92. Net profit for the period reached NT$880 million, while the total comprehensive income attributable to shareholders of The First Insurance amounted to NT$1.087 billion. In terms of capital structure, as of the end of 2025, total assets amounted to NT$20.217 billion, an increase of NT$510 million compared with NT$19.707 billion at the end of 2024, mainly attributable to the increase in financial assets measured at amortized cost. Total liabilities amounted to NT$11.066 billion, an increase of NT$56 million compared with NT$11.010 billion at the end of 2024, primarily due to the increase in temporary receipts.

In 2025, The First Insurance did not apply for any financial subsidies from government authorities. Nevertheless, the Company will continue to regularly review risk limits to timely respond to changes in the external environment and internal decision-making. For further information, please refer to the 2025 annual report available on the Market Observation Post System.

Item / Year	2023	2024	2025
Operating Revenue (NT$ thousand)	7,394,603	7,799,051	7,561,558
Operating Costs (NT$ thousand)	5,105.494	5,110,644	4,960,063
Gross Profit (NT$ thousand)	2,289,109	2,688,407	2,601,495
Operating Income (NT$ thousand)	755,111	1,080,498	1,078,807

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Non-operating Income and Expenses (NT$ thousand)	(643)	(873)	291
Profit Before Tax (NT$ thousand)	754,468	1,079,625	1,079,098
Net Profit for the Period (NT$ thousand)	636,241	903,297	880,192
Total Comprehensive Income for the Period (NT$ thousand)	781,935	909,070	1,087,330
Earnings Per Share (NT$)	2.11	3.00	2.92
Employee Benefits Expenses (NT$ thousand)	19,346	19,347	15,339
Dividends (NT$ thousand)	340,315	632,444	499,932
Employee Salaries (including Employee Benefits) (NT$ thousand)	1,059,255	1,135,173	1,093,312
Retained Economic Value (NT$ thousand)	551,007	512,135	587,480
Payments to Providers of Capital (NT$ thousand)	340,315	632,444	499,932
Payments to Government (NT$ thousand)	317,666	387,702	403,568
Community Investments (NT$ thousand)	1,520	1,606	1,864

Note:

1. Payments to providers of capital refer to dividends paid to all shareholders, interest payments to lenders (including interest on any form of debt and borrowings), and unpaid dividends payable to preferred shareholders.
2. Payments to government refer to all taxes paid (including business taxes, income taxes, and property taxes) and fines.
3. Employee benefits included under "Employee Salaries (including Employee Benefits)" comprise labor and health insurance expenses, pension expenses, and other benefits provided to employees in monetary form (these amounts exclude training expenses, protective equipment costs, or other costs directly related to employees' job responsibilities). The separate item "Employee Benefits Expenses" refers to non-monetary employee welfare expenses contributed by the Company to the Employee Welfare Committee, such as employee travel, health examinations, and seasonal gift packages, representing the total amount of benefits provided to employees in non-monetary forms.。
4. Community investments refer to donations and contributions.
5. The currency is New Taiwan dollars (NT$).
6. Retained economic value: "Direct economic value generated" minus "Economic value distributed."

※ Direct economic value generated: Revenue

※ Economic value distributed: Operating costs, employee salaries and benefits, payments to lenders, payments to government by country, and community investments.

Operational Results

The First Insurance is a licensed property and casualty insurance company operating in the regulated financial insurance sector. The design and development of insurance products are subject to approval by the competent authority, the Financial Supervisory Commission (FSC), prior to market launch. Accordingly, all products currently offered by The First Insurance have been reviewed and approved by the competent authority. The Company' s major products and services include fire insurance, marine insurance, automobile insurance, engineering insurance, liability insurance, surety insurance, credit insurance, aviation insurance, accident insurance, health insurance, and other insurance products.

Written Premium Income by Major Lines of Insurance			
Line of Insurance	2023	2024	2025
Fire Insurance	1,379,216	1,528,297	1,605,685
Marine Insurance	442,771	461,296	513,620
Automobile Insurance	5,796,633	5,590,265	5,289,210
Other Insurance	1,016,642	1,361,471	1,401,985
Total	8,635,262	8,941,329	8,810,500

Unit: NT$ thousand

Credit Rating

Since 2019, The First Insurance has maintained its credit ratings for seven consecutive years. Based on assessments by Taiwan Ratings and S&P regarding The First Insurance' s overall risk profile, the Company' s risk position is considered broadly comparable to the average level of domestic peers. Accordingly, Taiwan Ratings assessed the impact of the Company' s strong capital and profitability profile as neutral. Based on these assessments, Taiwan Ratings assigned The First Insurance a financial strength rating and issuer credit rating of "twAA," while S&P assigned Fubon Insurance a financial strength rating and issuer credit rating of "A-."

Item	2023		2024		2025	
Rating Agency	Taiwan Ratings	S&P Global Ratings	Taiwan Ratings	S&P Global Ratings	Taiwan Ratings	S&P Global Ratings
Credit Rating	twAA	A-	twAA	A-	twAA	A-
Rating Outlook	stable	stable	stable	stable	stable	stable

Tax Governance

The First Insurance' s tax disclosures are based on the financial statements audited and certified by Deloitte & Touche. The Company discloses relevant tax information through public channels, including its official website, annual reports, and the Taiwan Stock Exchange. In accordance with the regulations issued by the Ministry of Finance, the Company qualifies for exemption from submitting country-by-country reports. The Company' s annual reports and financial statements are available through the following website:

https://www.firstins.com.tw/about/investors/investors-index

The Company strictly complies with relevant tax regulations, including securities transaction tax, futures transaction tax, and business tax, and has established the following tax policy:

Principles of Tax Compliance	Comply with tax regulations and legislative intent, accurately file and pay tax obligations, and maintain supporting documentation.
Comprehensive Decision-Making Principles	Monitor changes in local and international tax regulations, comprehensively assess their impacts, and develop corresponding response strategies.
Information Transparency Principles	Regularly disclose tax information through public channels, including financial statements and annual reports, to ensure information transparency.
Proactive Communication Principles	Maintain open and honest communication with tax authorities to contribute to the improvement of the tax environment and tax system.
Reasonable Tax Planning Principles	Utilize lawful and transparent tax incentives and refrain from adopting tax avoidance practices that are inconsistent with the spirit of the law.
Reasonable Structuring Principles	Ensure that corporate structures and transaction arrangements are aligned with economic substance and do not utilize special arrangements for tax avoidance.
Risk Management Principles	Assess relevant risks and adopt appropriate strategies when formulating and implementing tax decisions.
Substance Over Form Principles	Ensure that related-party transactions are consistent with economic substance, with decision-makers assuming relevant risks and receiving reasonable compensation.
Arm's Length Principles	Ensure that the prices and terms of related-party transactions are comparable to those of similar transactions with unrelated parties.

3. Customer Care

3.1 Customer Service

Material Topic Strategic Objectives

Material Topic: Digital Finance and Innovation			
Sustainability Standards (Related Issues)	GRI Topic-Specific Standards	**Affected Stakeholders**	Employees and Other Workers, Customers (Policyholders), Government Authorities, Shareholders and Other Investors, and Financial Institutions
Rationale for Materiality of the Topic	The Company recognizes that, as a property and casualty insurer, it should uphold a people-centric approach and regards digital transformation as the core driver for delivering its service standards of "professionalism, efficiency, innovation, and excellence". Digital finance and innovation not only optimize business processes and enhance operational value, but also strengthen engagement with customers. By advancing digital services, the Company promotes sustainable business development, making digital transformation a key strategy for enhancing its market competitiveness.		
Impacts and Effects	**Actual Positive Impacts:** **Economic Impacts:** The digitalization of products and services enhances operational efficiency and reduces compliance costs. Through diversified distribution channels, the Company expands its potential customer base and improves overall business performance. **Environmental Impacts:** Promote electronic insurance policies and paperless internal processes to directly reduce paper consumption, demonstrating the Company's commitment to environmental protection. **Human Rights Impacts:** Digital services safeguard customers' rights to information and freedom of choice, enhance the accessibility and convenience of financial services, and ensure that customer rights and interests are protected in an efficient manner. **Potential Negative Impacts:** **Human Rights Impacts:** The advancement of digitalization may increase cybersecurity risks, potentially resulting in the leakage of confidential information. In addition, if the needs of digitally disadvantaged groups are not adequately addressed during the digital transformation process, it may lead to inequitable treatment arising from the digital divide.		
Policy	The Company regards the "Principle of Fair Treatment of Customers" as the core culture of digital services and has established it as a shared value system across the organization. While promoting digital innovation, the Company is committed to		

	strictly regulating the collection and processing of personal data, and implementing the ISMS (ISO 27001) Information Security Management System and the PIMS (BS 10012) Personal Information Management System.
Strategy	1. Proactive Opportunity Management： (1) Implement Innovative Technologies: Establish a cross-functional digital transformation team to develop automated underwriting platforms and claims systems, thereby enhancing the efficiency of underwriting and claims processing. (2) Promote Paperless Services: Actively promote electronic insurance policies and encourage policyholders to utilize online claims applications, thereby reducing paper-based operations. (3) Optimize Digital Platforms and Diversified Marketing: Continuously enhance the official website to provide a more intuitive online insurance application process. In addition, utilize social media channels, including the official LINE account, to establish interactive communication channels with customers and deliver product information and services in real time. 2. Risk Prevention Management： (1) Conduct Regular Cybersecurity Drills: Regularly perform information security exercises (such as DDoS attack simulations and personal data breach prevention drills) to enhance system resilience and ensure business continuity. (2) Conduct Information Security and Personal Data Protection Training for All Employees: Provide cybersecurity and personal data protection education and training to all employees, fostering awareness of ethics and legal compliance. 3. Remedial Measures for Negative Impacts： (1) Establish a Comprehensive Business Continuity Management Mechanism: Develop emergency response plans to address unexpected disasters and ensure operational resilience.
Goals and Targets	**Short- and Medium-Term Goals (2026–2030):** 1. Achieve an 18% growth in online insurance premiums by 2026. 2. Continue to obtain renewal approval from external verification bodies for the “BS 10012 Personal Information Management System”, and achieve the target of increasing the proportion of electronic policies to 80% for voluntary automobile insurance and 97% for travel accident insurance by 2030. **Long-Term Goal (2040):** 1. Achieve company-wide BS 10012 certification by 2040 and incorporate all information systems into the scope of ISO 27001, establishing a comprehensive digital financial protection framework.

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Management Assessment Mechanism	1. Meeting Follow-up: Conduct regular monthly meetings to review the development and optimization of the mobile platform, including content, progress, timelines, and promotional activities. 2. Performance Review: Evaluate effectiveness by tracking annual KPIs (such as electronic policy adoption rate and online insurance growth rate).
Performance and Adjustments	1. Annual Performance: In 2025, the number of electronic policies issued increased by 23,928 compared with 2024. Through the adoption of electronic policies, paper consumption was reduced by approximately 531,109 sheets in 2025, equivalent to a reduction of around 3.272 tonnes in carbon emissions. 2. Policy Adjustment: In alignment with the regulatory authority's "Sustainable Development Roadmap," the Company will progressively expand the scope of greenhouse gas inventories to include all branch office locations and continue to enhance the financial accessibility features of digital platforms.

The most important core value of The First Insurance is to integrate sustainability with its core business operations. Through core products, services, business models, talent development, and effective product management, the Company demonstrates its commitment to social care and contribution in a tangible manner.

The First Insurance recognizes that the insurance industry should uphold a "people-oriented" philosophy, with customer-centricity as one of its core values. The Company considers both customers and employees as key stakeholders and continuously strengthens employee education and training programs to enhance the professional financial knowledge of relevant business personnel. Through these efforts, employees are better equipped to communicate insurance products clearly and effectively with customers, comply with regulatory requirements, reduce knowledge gaps, and help customers better understand insurance protection and loss prevention. By enhancing risk management awareness and service quality, the Company aims to build stronger customer trust and deliver greater value through responsible insurance services.

Diversified Product Portfolio

The First Insurance operates within the property and casualty insurance sector, providing a wide range of insurance products and services. Before launching any product, the Company conducts thorough and prudent evaluations to ensure product suitability and quality. The Company serves both individual and corporate customers with diverse insurance needs, delivering comprehensive risk protection solutions tailored to different customer groups.

1. **Corporate Customers:**

   Cargo Transportation Insurance, Hull Insurance, Fishing Vessel Insurance, Commercial Fire Insurance, Public Liability Insurance, Product Liability Insurance, Employer's Liability Insurance, Electronic Equipment Insurance, Engineering Insurance, Restaurant and Retail Comprehensive Insurance, Group Accident Insurance, Group Health Insurance, and other related products.

2. **Individual Customers:**

   Compulsory Automobile Insurance, Compulsory Motorcycle Insurance, Voluntary Automobile and Motorcycle Insurance, Personal Travel Comprehensive Insurance and Travel Accident Insurance, Residential Fire Insurance and Basic Earthquake Insurance, Personal Accident Insurance, Health Insurance, and other related products.

The Company's main products and services are as follows:

1. Fire Insurance: A. Commercial Fire Insurance, B. Commercial Fire Comprehensive Insurance, C. Residential Fire Insurance and Basic Earthquake Insurance, D. Residential Comprehensive Insurance

2. Marine Insurance: A. Cargo Transportation Insurance, B. Hull Insurance, C. Fishing Vessel Insurance, D. Carrier's Liability Insurance

3. Automobile Insurance: A. Voluntary Automobile Physical Damage Insurance, B. Voluntary Automobile Theft Loss Insurance, C. Voluntary Automobile Third-Party Liability Insurance, D. Additional Coverage and Endorsements for Voluntary Automobile Insurance, E. Compulsory Automobile Liability Insurance, F. Compulsory Motorcycle Liability Insurance, G. Additional Driver Accident Injury Coverage for Compulsory Automobile and Motorcycle Liability Insurance

4. Engineering Insurance: A. Contractor's All Risks Insurance, B. Erection All Risks Insurance, C. Electronic Equipment Comprehensive Insurance, D. Construction Machinery Comprehensive Insurance, E. Boiler Insurance, F. Machinery Insurance, G. Engineering Bond Insurance, H. Completed Civil Engineering Works Insurance

5. Liability Insurance: A. Public Liability Insurance, B. Elevator Accident Liability Insurance, C. Contractor's Liability Insurance, D. Employer's Liability Insurance, E. Product Liability Insurance, F. Golfer's Liability Insurance, G. Security Service Liability Insurance, H. Passenger Transportation Liability Insurance for Mass Rapid Transit Systems, I. Architect and Engineer Professional Liability Insurance, J. Accountant Professional Liability Insurance, K. Lawyer Professional Liability Insurance, L. Safe Deposit Box Liability Insurance for Financial Institutions, M. Medical Practitioner Professional Liability Insurance, N. Comprehensive Liability Insurance for Medical Institutions, O. Professional Liability Insurance for Insurance Agents and Brokers, P.

Travel Agency Liability Insurance, Q. Clinical Trial Liability Insurance for Pharmaceuticals, R. Golfer’s Comprehensive Insurance, S. Directors and Officers Liability Insurance, T. Drone Liability Insurance

U. Childcare Provider Liability Insurance, V. Cybersecurity Protection Insurance

6. Bond Insurance: A. Employee Dishonesty Bond Insurance, B. Insurance Broker Bond Insurance

7. Credit Insurance: A. Credit Insurance for Small Loans Provided by Financial Institutions

8. Aviation Insurance

9. Other Insurance: A. Cash Insurance, B. Theft Loss Insurance, C. Bankers Blanket Bond Insurance, D. Commercial Movable Property Comprehensive Insurance, E. Fine Arts Comprehensive Insurance, F. Store Comprehensive Insurance, G. Restaurant and Retail Comprehensive Insurance

10. Accident Insurance: A. Individual Accident Insurance, B. Group Accident Insurance, C. Personal Travel Comprehensive Insurance, Travel Accident Insurance, and Overseas Travel Inconvenience Insurance, D. Women’s Comprehensive Insurance, E. Credit Card Comprehensive Insurance, F. Micro Group Accident Insurance, G. Marine Leisure Comprehensive Insurance, H. Group Volunteer Insurance, I. First Insurance Active Senior Individual Accident Insurance

11. Health Insurance: A. Individual Hospital Daily Benefit Medical Insurance, B. Anxin Jiujiu Hospitalization Medical Additional Insurance, C. Anxin Jiujiu Critical Illness Health Insurance, D. Anxin Jiujiu Hospital Daily Benefit Additional Medical Insurance, E. Overseas Emergency Medical Coverage Rider for Travel Accident Insurance, F. Anxin Jiujiu Hospital Daily Benefit Additional Medical Insurance (Type A), G. Anxin Jiujiu Initial Cancer Diagnosis Additional Health Insurance, H. Anxin Jiujiu Initial Cancer Diagnosis Health Insurance, I. Individual Overseas Emergency Illness Health Insurance, J. Group Cancer Insurance, K. Group Hospitalization Medical Insurance, L. Group Hospital Daily Benefit Insurance

12. Reinsurance Business: Provision of various property insurance reinsurance services.

13. Loss Prevention Services: A. Infrared Thermal Imaging Inspection, B. Ultraviolet Thermal Imaging Inspection, C. Fire Safety Training and Certification Services, D. Fire Protection Design Recommendations for Newly Constructed or Expanded Facilities, E. Fire Risk Quantification Assessment and Improvement Recommendations

Introduction to Major Lines of Insurance Business

Insurance, in both legal and economic terms, is a risk management mechanism primarily designed to mitigate the risk of financial losses. It is defined as a method of transferring potential losses of an individual or entity to a collective group through the payment of a certain premium, thereby distributing risks among members of the insured pool. The following introduces the representative insurance products offered by First Insurance:

Types of Automobile Insurance

Automobile insurance is a form of risk transfer designed to provide coverage for vehicle damage losses and third-party liabilities arising from automobile-related risks. To reduce the financial burden on customers, First Insurance offers not only the government-mandated Compulsory Automobile Liability Insurance but also a wide range of voluntary automobile insurance products. These products primarily provide protection against physical damage or total loss of insured vehicles, including vehicle damage and theft losses. In addition, coverage is provided for third-party liability arising when the insured vehicle is owned, used, or managed by the insured and an accident results in third-party bodily injury, death, or property damage for which the insured is legally liable. Driver accident injury insurance is also available to further enhance protection for insured drivers.

2023–2025 Automobile Insurance Statistics

Year	Written Premiums (NT$)	Loss Ratio	Company-wide Written Premium Percentage
2023	5,796,633,014	59.54%	67.13%
2024	5,590,265,265	55.52%	62.52%
2025	5,289,209,708	58.26%	60.03%

Residential Fire Insurance

The Earthquake Basic Insurance under Residential Fire and Earthquake Basic Insurance is a policy-oriented insurance product. Borrowers who obtain loans from banks are required to purchase residential insurance. First Insurance has long cultivated partnerships with bank insurance brokers, agents, and banking channels, leveraging its professional expertise and extensive experience. In addition, The First Insurance actively promotes residential insurance to non-mortgage customers to help policyholders achieve effective residential risk transfer. Through years of dedicated efforts, First Insurance has established a significant market presence with a strong market share and ranking.

According to statistics from the Taiwan Residential Earthquake Insurance Fund, The First Insurance ranked first in the industry in terms of non-mortgage policy growth rate and second in terms of growth in the number of policies in 2025, achieving outstanding performance.

2023–2025 Residential Fire Insurance Statistics

Year	Written Premiums (NT$)	Loss Ratio	Company-wide Written Premium Percentage
2023	405,907,242	5.70%	4.70%
2024	456,342,649	10.65%	5.104%
2025	516,952,735	10.43%	5.87%

Note: The Loss Ratio includes Basic Earthquake Insurance.

Accident Insurance

As consumers' awareness of personal insurance risks continues to increase, they are increasingly willing to pay affordable premiums for comprehensive accident insurance coverage. In response, First Insurance has specifically designed a series of well-rounded insurance plans to provide consumers with complete protection solutions.

Accident insurance provides coverage for death or disability resulting from accidental incidents. When the victim of an accident is the primary income earner of a household, the sudden loss of income may make it difficult for the family to afford daily living expenses, mortgage payments, and children's education costs, placing significant financial pressure on family members. In cases where an accident causes disability to the household's main income provider, the family may not only experience reduced income but also face the need for 24-hour care and assistance with daily activities. If suitable caregivers are unavailable, hiring professional caregivers may create an additional and substantial financial burden on the family.

2023–2025 Accident Insurance Statistics (Including Accident Insurance and Health Insurance)

Year	Written Premiums (NT$)	Loss Ratio	Company-wide Written Premium Percentage
2023	407,748,019	75.17%	4.72%
2024	631,917,416	63.58%	7.07%
2025	660,461,695	68.38%	7.50%

Innovative Products and Services

Although the financial and insurance industries are not considered high-carbon-emission sectors among general service industries, The First Insurance serves customers across various industries and has continued to monitor social and environmental developments in recent years. The Company actively develops insurance products that address emerging social and environmental needs, including microinsurance products designed to support vulnerable groups and environmental pollution liability insurance, enabling customers to effectively mitigate and transfer risks arising from social and environmental challenges. To respond to evolving societal needs, The First Insurance will continue to invest in the development of innovative services (such as mobile vehicle inspection services, various loss prevention solutions, and the development of green energy-related insurance products and additional coverage endorsements etc.), thereby enhancing customer protection and supporting sustainable development.

In response to Taiwan’s aging society, the Accident and Health Insurance Department completed the submission of a senior accident insurance product for regulatory review in 2025. The product is expected to be launched in the first quarter of 2026 to address the losses arising from accidental injuries among elderly consumers and provide appropriate insurance protection.

Social Aspect – Microinsurance

The First Insurance closely monitors social and environmental developments and actively develops products that address social needs, including products designed to support vulnerable groups. The Company has launched microinsurance, which provides basic insurance protection for economically disadvantaged individuals or individuals with specific eligibility qualifications. Microinsurance features a simple application process, affordable premiums, and easy-to-understand coverage. The premiums are paid by policyholders to the insurance company. Through the promotion of microinsurance, The First Insurance aims to provide essential insurance protection for vulnerable groups and fulfill its social responsibility as an insurance provider.

The First Insurance also recognizes that certain vulnerable groups may have limited purchasing power and affordability for conventional insurance products. To enhance basic insurance protection for economically disadvantaged individuals and support the establishment of a social safety net, the Company has launched the “The First Insurance Micro Group Accident Insurance” product. This product enables vulnerable groups to obtain basic insurance coverage with relatively affordable premiums, ensuring that they can receive financial assistance and support in the event of unexpected accidents in the future.

In 2023, the Company’s microinsurance program provided 2,535 in-force policies, with written premiums totaling NT$544,700. In 2024, the number of in-force microinsurance policies reached 2,364, with written premiums totaling NT$514,000. In 2025, the number of in-force microinsurance policies increased to 2,490, with written premiums totaling NT$536,300. Through collaboration with vulnerable groups and local governments, First Insurance’s microinsurance program provides essential insurance protection to more economically disadvantaged individuals and people with specific eligibility qualifications, thereby fulfilling the Company’s social responsibility as an insurance provider.

Benefits of Microinsurance Policies Issued in 2025

Charitable organizations purchase microinsurance from First Insurance on behalf of vulnerable groups, including low-income households, visually impaired individuals, families facing special circumstances, low- and middle-income households, and elderly people aged 65 and above. First Insurance provides basic insurance protection to help extend coverage and support to more disadvantaged groups in society.

Region	Charitable Organizations	Number of Insured Persons	Premiums
Taipei City	Chinese Association for the Welfare and Care of the Visually Impaired	268	120,064
New Taipei City	Chiayi County Puzi Ma Microinsurance Charity Association	394	65,404
Hsinchu County	Chiayi County Puzi Ma Microinsurance Altruistic Charity Association	930	154,380
Nantou County	Chiayi City Fu'an Wangye Charity Association	898	196,499
Total		**2,490**	**536,347**

Environmental Aspect – Green Insurance Products

Automobile Natural Disaster Loss Compensation Insurance

In response to climate change and global warming, First Insurance developed the "The First Insurance Private Passenger Automobile Physical Damage Insurance Limited Coverage for Natural Disaster Accidents Endorsement" in July 2022 and launched the product in December 2022. This product allows consumers to select the limited natural disaster accident endorsement based on their own budget when purchasing automobile insurance, providing additional risk transfer options to address the increasing risks associated with climate change.

Electric Vehicle Insurance and Related Endorsements

In response to the escalating impacts of global climate change, the government has actively advanced sustainable development policies and, in alignment with the temperature goals set forth in the Paris Agreement, is committed to achieving the vision of net-zero emissions by 2050. As a financial institution committed to fulfilling its corporate social responsibility, the Company supports this sustainability goal by introducing insurance products and related endorsements specifically designed for electric vehicles. Through innovation in insurance solutions, the Company aims to support the development of low-carbon industries and promote the wider adoption and application of green mobility.

Electric vehicles offer significant advantages in reducing dependence on fossil fuels and lowering greenhouse gas emissions. By promoting this insurance product, the Company aims not only to alleviate the risks and concerns associated with the ownership and use of electric vehicles, but also to enhance the realization of their environmental benefits. Through this initiative, the Company aspires to raise public awareness of environmental issues, strengthen understanding of and participation in climate action, and work collectively toward a more sustainable future.

Electric vehicles differ significantly from conventional internal combustion engine (ICE) vehicles in terms of vehicle structure, powertrain characteristics, and repair technology. As a result, their risk profiles also differ. The Financial Supervisory Commission (FSC) has stated that, in conjunction with the approval of the Reference Provisions for Electric Vehicle Insurance, it has simultaneously amended the Standard Form Motor Insurance Policy for Private Passenger Vehicles to exclude the application of such policy to electric vehicles. The FSC further explained that the introduction of dedicated underwriting provisions for electric vehicles is primarily based on several considerations. In response to global climate change and the promotion of net-zero emissions, vehicle electrification has become a key indicator of sustainable development, and electric vehicles have become increasingly prevalent. Given that electric vehicles differ from conventional vehicles in terms of vehicle structure, powertrain characteristics, and repair technology, their risk profiles are likewise distinct. Consequently, future estimates of key risk factors, including loss frequency (accident frequency) and claim severity (claim amount), cannot be based on the risk assessment approaches applicable to conventional ICE vehicles. Accordingly, it is necessary to develop insurance solutions specifically tailored to the characteristics of electric vehicles.

To ensure the fair treatment of vehicle categories with different risk profiles, the competent authority approved the differentiation of risk classification between electric and non-electric vehicles in April 2024. In response, the Company launched insurance products for privately owned electric vehicles in July 2024, followed by insurance products for commercial electric vehicles in September 2024, to meet market demand.

In addition, in view of the unique risks associated with electric vehicles, including battery self-ignition and risks arising during charging, the Company has also developed "The First Insurance Motor Vehicle Damage Insurance Battery Spontaneous Combustion Endorsement (Electric Vehicles Only)", "The First Insurance Motor Vehicle Damage Insurance Charging Period Endorsement (Electric Vehicles Only)", and "The First Insurance Motor Third-Party Liability Insurance Charging Period Endorsement (Electric Vehicles Only)" to provide vehicle owners with more comprehensive insurance protection.

Residential Green Energy Upgrade Endorsement

When purchasing Residential Fire Insurance, policyholders may elect to pay an additional premium to add the Residential Green Energy Upgrade Endorsement. In the event of a fire loss, standard claim settlement generally restores the damaged property to its original condition based on the original specifications. With the endorsement in place, however, policyholders may choose to replace the damaged property with environmentally friendly building materials or Energy Efficiency Grade 1 certified electrical appliances, provided that the replacement cost does not exceed 50% above the original unit cost. This endorsement encourages insureds to adopt environmentally friendly building materials and energy-efficient appliances when restoring their homes. In addition to generating premium income from the endorsement, the Company also fulfills its corporate responsibility to society and the environment by promoting environmentally friendly practices, thereby demonstrating the insurance industry's role in advancing environmental sustainability and creating a win-win-win outcome for insureds, the Company, and society as a whole.

Charging Station Comprehensive Insurance

This insurance product provides coverage for property damage sustained by charging station operators as a result of accidental incidents, as well as their legal liability to third parties. It helps mitigate the operational risks associated with charging station operations and encourages operators to expand the deployment of charging stations for public use. As charging infrastructure becomes more widely available, electric vehicle users will have greater convenience in accessing charging services, thereby supporting the use of electric vehicles in daily life and contributing to energy conservation and carbon reduction.

Benefits of Green Insurance Products

The Company is committed to continuously developing and designing insurance products that encourage environmentally friendly practices, reduce carbon footprints, and promote sustainable development for public participation. The Company also encourages policyholders, in addition to engaging in daily carbon reduction activities, to prioritize insurance products that support carbon reduction and environmentally responsible practices when purchasing insurance. Insurance products that promote energy conservation not only help policyholders reduce energy costs but also enable them to support green insurance initiatives and enhance their sense of social responsibility.

Type of Insurance	Number of Policies	Premiums (NT$)
Automobile Natural Disaster Loss Compensation Insurance	68	374,576

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The First Insurance Automobile Physical Damage Insurance Type A (Private Electric Vehicles Only)	5	235,969
The First Insurance Automobile Physical Damage Insurance Type B (Private Electric Vehicles Only)	978	27,668,611
The First Insurance Automobile Physical Damage Insurance Type C – No Deductible Vehicle-to-Vehicle Collision Loss Insurance (Private Electric Vehicles Only)	314	3,113,703
The First Insurance Private Passenger Automobile No Deductible Limited Vehicle-to-Vehicle Collision Loss Insurance (Electric Vehicles Only)	1,263	3,430,018
The First Insurance Motorcycle Fire Accident Physical Damage Insurance (Electric Vehicles Only)	6	175
The First Insurance Automobile Theft Loss Insurance (Private Electric Vehicles Only)	776	2,762,488
The First Insurance Motorcycle Theft Loss Insurance (Total Vehicle Theft) (Electric Vehicles Only)	6	1,301
The First Insurance Automobile Third-Party Liability Insurance (Private Electric Vehicles Only)	7,647	15,583,312
The First Insurance Automobile Third-Party Liability Multiple Coverage Insurance (Private Electric Vehicles Only)	159	156,391
The First Insurance Automobile Physical Damage Insurance Charging Period Endorsement (Electric Vehicles Only)	556	425,998
The First Insurance Automobile Physical Damage Insurance Battery Self-Ignition Endorsement (Electric Vehicles Only)	478	717,866
The First Insurance Automobile Third-Party Liability Insurance Charging Period Endorsement (Electric Vehicles Only)	524	126,155
Residential Green Energy Upgrade Endorsement	373	53,609
Electric Vehicle Charging Station Comprehensive Insurance	0	0
Total	**13,153**	**54,650,172**
*The Electric Vehicle Charging Station Comprehensive Insurance had no policies issued in 2025. The Company will encourage employees to strengthen the promotion of this insurance product.		

Product and Service Regulatory Compliance

The First Insurance maintains sound corporate governance systems and complies with relevant laws and regulations. All product and service sales activities are conducted in accordance with applicable regulatory requirements, including the completion of relevant filing procedures. The Financial Supervisory Commission (FSC), the competent authority, conducts general financial examinations every two years or ad hoc financial examinations when necessary to assess whether The First Insurance's operational practices comply with regulatory requirements. In addition, The First Insurance establishes internal regulatory guidelines in accordance with the Insurance Act and relevant laws and regulations, and discloses such guidelines on its internal website for employees' reference. All products offered by The First Insurance comply with applicable government regulations. The Company's marketing advertisements, sales promotions, and sponsorship activities related to its products and services have not resulted in any material violations of laws, regulations, or relevant voluntary standards in the provision of insurance services. Prior to accepting entrusted sponsorship items, The First Insurance conducts suitability reviews and confirms that the relevant documentation complies with applicable laws and regulations established by the competent authorities.

In Taiwan, the financial and insurance industries are subject to a highly regulated environment. All product sales and marketing activities conducted by The First Insurance must undergo rigorous internal review and approval procedures before being publicly offered. The development of all insurance products complies with the "Regulations Governing Procedures for Insurance Product Sales Prior to Launch" and the "Self-Regulatory Guidelines for Insurance Product Design of Property Insurance Companies". The Company's respective insurance departments and actuarial department jointly convene the "New Product Development Meeting" to conduct appropriate assessments of the suitability and compliance of new product proposals. Prior to the launch of insurance products, the Company convenes the "Insurance Product Management Group Meeting Prior to Product Sales" in accordance with the Regulations Governing Procedures for Insurance Product Sales Prior to Launch to review relevant items, prepare meeting minutes, and submit them to the President for review. Furthermore, the Company convenes the "Insurance Product Management Group Meeting After Product Sales" on a semi-annual basis to review matters related to insurance products, make necessary adjustments and revisions, prepare meeting minutes, and submit them to the President for review and retention for inspection by the competent authority.

All products developed by the Company's departments undergo 100% regulatory compliance assessments. The assessment procedures are as follows:

Automobile Insurance Department Products: All relevant documents are prepared in accordance with the applicable requirements of the "Guidelines for the Review of Property Insurance Products".

At prominent locations on the first page of the insurance policy, policy terms and conditions, and insurance product descriptions:

- The date and reference number of the most recent approval, filing, or recordation by the competent authority involving changes to insurance rates or policy terms and conditions, or the date of submission of insurance product information to the insurance product database in accordance with Article 25 of these Regulations, together with the date and reference number of the applicable laws and regulations.
- Toll-free complaint hotline.
- Key benefit items of personal insurance products.
- The method for accessing the insurance industry information disclosure document

shall be prominently displayed in bold font on the homepage of the insurance product description.

The following items shall be stated in prominent locations on the insurance application form:

(1) The date and reference number of the most recent approval, filing, or recordation of the insurance application form by the competent authority, or the date of submission of insurance product information to the insurance product database in accordance with Article 25 of these Regulations, together with the date and reference number of the applicable laws and regulations.

(2) For insurance application forms handled in accordance with Article 15 or the proviso of Paragraph 1, Article 20 of these Regulations, the date and reference number of the most recent submission of insurance product information to the insurance product database by the insurance company shall also be stated.

(3) The method for accessing the insurance industry information disclosure document shall be prominently displayed in bold font on the homepage of the insurance application form.

(4) The following warning statement shall be displayed in a special and prominent font: "This product has been reviewed by qualified signatories of the Company and its contents have been confirmed to comply with actuarial principles and insurance laws and regulations. However, to safeguard consumers' rights and interests and based on the principle of fairness and equality between the insurance industry and consumers, consumers should carefully read the policy terms and relevant documents and make prudent decisions when selecting insurance products. If this product contains any false, inaccurate information or violations of laws and regulations, the Company and its responsible persons shall be held legally liable in accordance with applicable laws."

    During the product development process, the Company conducts thorough assessments of product suitability and compliance, ensures adherence to relevant insurance laws and regulations, and requires all products to be reviewed and signed by qualified signatories prior to submission to the competent authority.

Fire Insurance Department Products:

Product design is conducted in accordance with the Regulations Governing Procedures for Insurance Product Sales Prior to Launch and the Company's relevant product development procedures. Product contents are reviewed and verified by qualified personnel from underwriting, claims, actuarial, and compliance departments to ensure accuracy and compliance. In accordance with the Regulations Governing Implementation of Internal Control and Audit Systems by Insurance Enterprises, the Company is required to regularly undergo internal audits, compliance reviews, self-assessments, certified public accountant audits, and risk management control procedures.

To ensure that policyholders clearly understand the coverage provided and claim scope of their insurance policies, the Fire Insurance Department provides the corresponding policy terms for each type of insurance coverage attached to every policy issued. The policy terms specify the scope of coverage, exclusions, rights and obligations, claims-related matters, and other relevant information, enabling policyholders to clearly understand the details of their insured policies. In addition, dedicated service hotline information is provided to address policyholders' inquiries and provide assistance.

Marine Insurance Department Products: Products include primary insurance policy terms, additional insurance coverage, and endorsements.

All products are submitted to the competent authority for recordation in accordance with the "Regulations Governing Procedures for Insurance Product Sales Prior to Launch" and the "Guidelines for the Review of Property Insurance Products". Prior to the sale of insurance products, the following information is prominently disclosed on the first page of the insurance policy, policy terms and conditions, and insurance product descriptions:

1. The date and reference number of the most recent recordation by the competent authority.
2. Toll-free complaint hotline.
3. The method for accessing the insurance industry information disclosure document shall be prominently displayed in bold font on the homepage of the insurance product description.

Accident Insurance Department:

All products sold are developed and reviewed in accordance with the "Regulations Governing Procedures for Insurance Product Sales Prior to Launch". Prior to product submission for review, an evaluation committee meeting is convened, during which designated product signatories confirm that all documents and product contents comply with applicable laws and regulations and do not infringe upon consumer rights and interests. After product launch, the Company regularly reviews whether the products sold continue to comply with regulatory requirements and consumer protection principles.

Accident and Health Insurance Department:

For all insurance products sold, including both primary contracts and supplementary contract policy terms, the Company conducts a pre-sale product assessment in accordance with the "Guidelines for the Review of Personal Insurance Products", the "Regulations Governing Procedures for Insurance Product Sales Prior to Launch", the "Self-Regulatory Guidelines for Insurance Product Design of Property Insurance Companies", the "Regulations Governing the Operation of Accident Insurance" and "Health Insurance Business by Property Insurance Companies", the "Criteria for Determining New Types of Personal Insurance Products", and the "Contents and Scope of Insurance Application Forms for Personal Insurance Products Exempt from the Insurance Product Review Procedures". Following the convening of Insurance Product Management Group Meetings and Insurance Product Evaluation Committee Meetings, the Company submits applications for approval or recordation to the competent authority. In addition, insurance products offered for sale are disclosed on the Company's official website and the website of the Taiwan Insurance Institute for consumers' review.

Every six months, the Company convenes the "Insurance Product Management Group Meeting After Product Sales" to review the insurance products sold, including the implementation status of asset allocation plans, the reasonableness of product pricing, and the adequacy analysis of expenses (expense rates).

No insurance products sold by the Accident and Health Insurance Department have been subject to suspension of sales by the competent authority due to violations of relevant insurance laws and regulations.

3.2 Customer Privacy Protection

Strategic Objectives for Material Topics

Material Topic: Customer Privacy and Information Security			
Sustainability Standards (Relevant Topic Alignment)	GRI 418: Customer Privacy	**Affected Stakeholders**	Customers, Employees and Other Workers, Shareholders and Other Investors, Government Authorities
Rationale for the Materiality of This Topic	With the acceleration of digital transformation, insurance services have become highly dependent on information systems, making information security a critical foundation for corporate operations and risk management. Ensuring the confidentiality, integrity, and availability of data is not only a regulatory compliance requirement in response to the "Personal Data Protection Act" and relevant financial supervisory regulations, but also a key factor in safeguarding policyholder rights and maintaining market competitiveness. As insurance companies possess a significant number of customers' sensitive information and rely heavily on information systems for daily operations, any information security incident may have a material impact on business operations, customer trust, and market reputation. Therefore, the Company implements robust information security management mechanisms, fulfills its responsibilities for personal data protection, and establishes comprehensive procedures for the collection, processing, and utilization of personal data to mitigate the risks		

	of data breaches or improper disclosure, thereby ensuring the security of policyholder information and maintaining stable and secure business operations.
Impacts and Effects	**Actual/Potential Positive Impacts** **Economic Impacts:** Enhancing customer privacy and information security can strengthen customer trust, improve customer satisfaction and loyalty, and thereby contribute to business growth and revenue stability. **Environmental Impacts:** Through secure online insurance services and electronic policy platforms, the Company reduces the use of physical documents and transportation needs, thereby effectively implementing paperless operations and carbon reduction objectives. **Human Rights Impacts:** Demonstrating respect for digital human rights by ensuring that policyholders' "privacy rights" and "information autonomy" are fully protected in digital services. The Company strictly safeguards customer data security, preventing the leakage or unauthorized disclosure of critical information. **Actual/Potential Negative Impacts** **Economic Impacts:** In the event of accidental customer privacy and information security incidents, the Company may incur significant financial losses, including regulatory fines, compensation payments, and business losses. **Environmental Impacts:** No direct significant impact has been identified; however, if an information security incident results in damage to data center equipment requiring replacement, short-term electronic waste may be generated. **Human Rights Impacts:** Information security incidents may result in the improper disclosure and misuse of customers' personal data, infringing upon customers' privacy rights and personal rights, and affecting their trust and sense of security.
Policies	The Company is committed to establishing a rigorous information security and customer privacy management system in accordance with international standards, including ISO 27001:2022 Information Security Management System and BS 10012 Personal Information Management System. Through the systematic PDCA (Plan-Do-Check-Act) cycle, the Company ensures transparency and security throughout information security governance and personal data processing activities, with the goal of achieving zero major personal data breach incidents.
Strategies	1. **Opportunity and Responsibility Management** Department managers shall supervise and ensure that employees comply with information security practices, prevent unlawful and improper activities, and protect customer rights in accordance with relevant laws and regulations. The Company is committed to safeguarding the security of personal data throughout its collection, processing, transmission, storage, and circulation processes.

	The Company regards information security and privacy protection as opportunities to enhance customer trust and strengthen competitiveness in digital services. The Company continuously obtains external certifications, including ISO 27001:2022 and BS 10012, and transforms "information security compliance" into a key brand value, enhancing customers' confidence and engagement in online insurance services. 2. **Risk Prevention Management** The Company has implemented the Personal Information Management System (PIMS) and Information Security Management System (ISMS), while utilizing secure hardware, software, and firewall systems to prevent unauthorized access and malicious program attacks. Adopting a "prevention is better than cure" strategy, the Company has established a three-line defense model: **First Line of Defense (Operational Units):** Responsible for daily system operation and maintenance monitoring, vulnerability scanning, system updates, and penetration testing to identify and mitigate potential information security risks. **Second Line of Defense (Information Security Function):** Responsible for establishing information security policies, conducting risk assessments, and monitoring regulatory compliance to ensure that information security management practices align with internal policies and external regulatory requirements. **Third Line of Defense (Audit Function):** Conducts independent audits to evaluate and ensure the effectiveness of information security management systems and the proper implementation of related controls. 3. **Remediation Measures for Negative Impacts** In the event of an information security incident or privacy breach, the Company will activate the "Information Security Incident Response Procedure." The Information Security Committee will coordinate relevant departments to conduct damage control, system recovery, and business continuity measures to ensure rapid restoration of operations. The Company will transparently notify affected policyholders and, in accordance with the "Personal Data Protection Act" and Financial Supervisory Commission requirements, provide information regarding the incident details, remedial actions taken, and subsequent communication channels. Through timely response and mitigation measures, the Company aims to minimize impacts and protect the rights and interests of all relevant stakeholders.
Goals and Targets	**Short-term Goals (2026):** Successfully pass the annual recertification review of the "BS 10012 Personal Information Management System" by an external certification body for core business operations, and maintain ISO 27001:2022 certification for core business information security management. **Medium-term Goals (2030):** Expand the scope of personal information management certification to include selected administrative units and branch offices, and incorporate core information systems into the ISO 27001 certification scope by 2030. **Long-term Goals (2040):** By 2040, achieve organization-wide certification, with the entire Company obtaining BS

	10012 certification and all information systems included within the scope of ISO 27001 certification.
Management Evaluation Mechanisms	1. Each year, the Company engages an independent third-party certification body to conduct ISO 27001:2022 surveillance audits, ensuring that management processes continue to comply with international standards. Through the professional and objective perspectives of external experts, the Company reviews the effectiveness of its information security management system and identifies opportunities for continuous improvement. 2. Regularly conduct vulnerability assessments and simulated attack tests on core information systems to evaluate system defense capabilities, identify potential security weaknesses, and strengthen overall information security protection measures. 3. The Company utilizes quantitative indicators to analyze management trends and evaluate the effectiveness of information security governance. Key indicators include, but are not limited to, the number of major information security incidents, completion rate of information security training, vulnerability remediation rate, and other relevant performance metrics. 4. The Company regularly convenes information security management review meetings, during which senior management reviews the aforementioned assessment results and allocates necessary resources, (including budgets, personnel, and technology enhancements), to address potential risks. Through the implementation of the PDCA (Plan-Do-Check-Act) continuous improvement cycle, the Company continuously enhances its information security governance and management effectiveness.
Performance and Adjustments	1. In alignment with the Company’ s information security management policies, the Company continuously reviews, adjusts, and improves the Information Security Management System (ISMS) to enhance the effectiveness of information security governance and ensure ongoing compliance with regulatory requirements and international standards. 2. In 2025, the Company established 23 information security objectives, all of which were successfully achieved as planned. The Company will continue to monitor the effectiveness of these objectives and implement continuous improvements to further strengthen information security management. 3. No major information security incidents occurred in 2025. The Company continued to strengthen information security management measures, enhance risk prevention capabilities, and maintain the stability and security of information systems and business operations. 4. In 2025, all general employees completed 3 hours of information security training, while dedicated information security personnel completed more than 15 hours of specialized information security training. Through continuous education and training programs, the Company enhanced employees’ awareness of information security risks and strengthened overall information security management capabilities. 5. In April 2025, the Company successfully obtained ISO 27001:2022 certification, demonstrating its commitment to maintaining an internationally recognized information security management system and continuously enhancing information security governance capabilities.

Personal Information Management Policy

The First Insurance Company not only provides products and services that meet customer needs but also handles customers' personal information with due care throughout every stage of its operational processes. The Company is committed to ensuring that customers' personal data is properly protected and respecting customers' privacy rights. During the year, the Financial Ombudsman Institution determined that the Company was required to compensate a complainant NT$2,000 due to a violation of the Personal Data Protection Act by personnel of an outsourced appraisal company. The complainant did not accept the resolution. The incident resulted from the outsourced service provider's personnel failing to comply with personal data protection requirements. Following the incident, the Company communicated the assessment findings of the Financial Ombudsman Institution to the appraisal company and requested that it strengthen compliance with personal data protection regulations when handling entrusted cases in the future. In addition, the Company actively responds to customer complaints within 30 days and continuously strengthens employee training. Each year, all employees are required to complete one hour of Personal Data Protection Act training and three hours of information security training to enhance employees' awareness of personal data protection, information security practices, and service quality.


bsi.

Certificate of Registration

Personal Information Management System - BS 10012:2017

This is to certify that: The First Insurance Co., Ltd.
No.54, Sec.1, Zhongxiao E. Rd.
Zhongzheng Dist.
Taipei City
100406
Taiwan

Holds Certificate No: **PIMS 708248**

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

The provision of personal information files collection, processing, and using of 1) insurance services of customer's personal information within Motor Insurance Department, Customer Service Department, Accident and Health Insurance Department, E-Commerce Marketing Department, and Financial Insurance Marketing Department; 2) residential fire insurance service of customer's personal information within Fire Department; 3) E-Commerce business and financial insurance marketing business related information technology supporting activities within Information Department; 4) motor insurance, accident and health insurance, and residential fire insurance services of customer's personal information within New Taipei Branch; 5) personnel management activities within Planning Office and New Taipei Branch.

For and on behalf of BSI: Managing Director BSI Taiwan, Peter Pu

Original Registration Date: 2019-04-24
Latest Revision Date: 2025-02-04

Effective Date: 2025-04-24
Expiry Date: 2028-04-23

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...making excellence a habit.™

This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.
An electronic certificate can be authenticated online.
Printed copies can be validated at www.bsi-global.com/ClientDirectory or telephone +886 (02)2656-0333.

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

Obtaining International Certification for Personal Information Management Standards:

The First Insurance Company's Personal Information Management System (PIMS) obtained certification under the international standard BS 10012:2017 for Personal Information Management Systems on April 24, 2019. The Company continues to engage the external certification body BSI to conduct annual recertification reviews, ensuring the effective operation and continuous improvement of the personal information management system. The latest annual recertification became effective on April 24, 2025. The review covered the Company's current personal information management practices and operational processes. The audit results confirmed that the Company's processes were properly implemented without any non-conformities, and the certification remains valid.

Personal Information Protection Training:

The First Insurance Company provides annual Personal Data Protection Act training for all employees to strengthen their awareness and understanding of personal information protection requirements. Going forward, the Company will continue to adopt a rigorous approach to enhancing customer privacy protection measures, strengthening personal data management and security controls, and preventing unauthorized disclosure or leakage of customer information.

Statistics of Personal Data Protection Act Training Hours					
2023		2024		2025	
1,008 employees	1,008 hours	1,016 employees	1,016 hours	992 employees	992 hours

The Company follows the Information Security Management System (ISMS) and conducts regular PDCA (Plan-Do-Check-Act) cycle assessments annually to ensure the effectiveness and continuous improvement of the management system. Following the completion of the ISO 27001:2022 transition certification by BSI in 2024 with no major non-conformities identified, the Company successfully passed the annual surveillance audit in 2025. This achievement demonstrates the Company’ s ability to continuously adapt to evolving technologies and the changing information security landscape by establishing a robust protection framework, safeguarding information assets and privacy-related information from cyber threats.

Information Security Training

To strengthen information security protection, First Insurance Company regularly conducts information security drills to safeguard the confidentiality, integrity, and availability (CIA) of information assets. In 2025, the Company focused on three key areas: personal data leakage prevention, business continuity, and Distributed Denial-of-Service (DDoS) attack response exercises, with the objective of comprehensively enhancing information security resilience. Through continuous improvement of risk prevention and response capabilities, the Company reduces the potential impact of operational disruptions, ensures stable business operations, and demonstrates its long-term commitment to sustainable development, social responsibility, and corporate governance (ESG).

In 2025, the Company conducted a total of 6 information security drills, with 80 participants involved. The drill items are as follows:

Personal Data Leakage Prevention Drill:

In 2025, the Company conducted group-based drills focused on personal data processing, with a total of four groups formed and approximately 6–7 participants in each group. Through simulated personal data leakage scenarios, the drills tested employees’ incident response capabilities. The exercises verified that employees understood personal data protection procedures and were able to follow established requirements for proper incident reporting, notification, and response actions. Through continuous drills and practical exercises, the

Company further strengthened employees' awareness of personal data protection and enhanced overall data security management capabilities.

Business Continuity Drill:

- **DNS Service Disruption Drill:**
  The Company simulated a scenario involving a DNS service failure at the IDC hosting facility operated by Chunghwa Telecom. The drill covered the complete response process, including incident reporting, activation of emergency response procedures, and the simulated switching of DNS hosting services to TWNIC. The actual recovery time achieved during the exercise demonstrated strong execution efficiency and effectively validated the availability and practicality of the Company' s incident response procedures. Through this drill, the Company enhanced its ability to maintain continuous network service operations and ensured service resilience when facing unforeseen or force majeure events.
- **Core Network Equipment Failure Drill:**
  The Company simulated a scenario involving a failure of core network equipment at the Chunghwa Telecom IDC facility. The drill covered the full response process, including incident reporting, activation of emergency response procedures, and completion of external connection switching to backup network equipment. During the exercise, system engineers executed equipment switching procedures in accordance with the contingency plan. The actual recovery time demonstrated high operational efficiency and effectively validated the availability of backup facilities and switching procedures. Through this drill, the Company ensured that critical systems can continue to operate stably in the event of hardware failures. By strengthening the redundancy design of network infrastructure, the Company further enhanced overall disaster resilience and business continuity capabilities.
- **Online Insurance Database Ransomware Attack Drill:**
  The Company conducted a cross-departmental simulation exercise to replicate a ransomware attack scenario involving the online insurance database. The drill covered the standard operating procedures from incident notification, isolation of attack sources, and containment measures to virtual machine (VM) restoration. Through the collaborative exercise among relevant departments, the Company verified the effectiveness of its incident response mechanisms and recovery procedures, ensuring the ability to rapidly restore digital services when facing malicious cyber threats. The drill further strengthened the protection of customer privacy, enhanced business continuity capabilities, and improved overall cybersecurity resilience.

- **Offsite Backup and Disaster Recovery Drill:**
  The Company simulated a scenario involving the complete failure of core system servers and conducted an actual offsite recovery operation. The drill comprehensively verified the integrity of backup data and the effectiveness of recovery procedures, ensuring that critical systems could be restored accurately and efficiently under major disaster scenarios. Through the exercise, the Company enhanced the response capabilities and operational proficiency of relevant teams, strengthened disaster recovery mechanisms, and significantly reduced the risk of business interruptions caused by critical incidents. The drill further reinforced the Company’s ability to maintain business continuity and operational resilience in the face of unexpected events.
- **Distributed Denial-of-Service (DDoS) Attack Drill:**
  The Company engaged a professional cybersecurity organization to conduct a practical DDoS attack simulation, replicating a scenario in which hackers leveraged large-scale cloud-based resources to launch a “bandwidth consumption attack”. During the exercise, stress testing was performed on external service websites and physical network connections to evaluate the effectiveness of existing protection mechanisms. Monitoring results confirmed that website services remained operational at both domestic and international monitoring points, demonstrating that the current security defense system was capable of effectively mitigating large-scale flood attacks and maintaining stable business operations. Through this drill, the Company further validated its cybersecurity resilience, enhanced its ability to respond to large-scale network threats, and ensured the continuity and availability of critical digital services.
  Through these drills, the Company has strengthened its overall information security protection capabilities and ensured business continuity. By conducting regular information security exercises, the Company continuously optimizes its security management measures, enhances incident response capabilities, and reinforces operational resilience against potential cybersecurity threats.

Information Security Drill Photos	
	

4. Friendly Workplace and Social Care

4.1 Talent Management

Significant Thematic Strategic Objectives

Material Topic: Employer-Employee / Labor-Management Relations			
Sustainability Standards (Topic) Reference:	GRI 401: Employment; GRI 402: Labor/Management Relations	Affected Stakeholders	Employees and other workers, government
Main Reason for This Topic	This topic is highly important to the Company, as the Company's business depends on employees' dedication and effort. If employees feel dissatisfied with or distrustful of the Company, this will negatively impact the Company's business performance and competitive advantage. At the same time, the Company must safeguard employees' rights and welfare to ensure they receive fair treatment and care at work, thereby earning their support and loyalty. The Company can strengthen the healthy development of labor-management relations by establishing a robust human resource management system, enhancing communication and interaction in labor-management relations, providing diverse training and development opportunities, and improving employees' working conditions and benefits — thereby further enhancing the Company's business performance and sustainable development capacity.		
Effect and Impact	**Actual/Potential Positive Impacts** **Human Rights Impact:** (1) Protection of Labor Rights: As employers, non-life insurance companies must ensure that employees within the Company enjoy basic labor rights and working conditions, including protections related to wages, working hours, safety, and health, in order to safeguard employees' human rights. (2) Protection of Customer Rights: The business of non-life insurance companies involves the protection of customer rights and interests, including reasonable insurance claims		

	compensation and service commitments. The Company must ensure that its insurance products and services meet customer needs and safeguard customer privacy and data security. **Actual/Potential Negative Impacts** **Economic Impact:** (1) Impact of Labor-Management Conflict on Productivity: Tension and instability in labor-management relations may lead to labor-management conflicts, negatively impacting the Company's revenue and profits, which in turn affects the Company's operating performance and competitiveness. (2) Increased Labor Costs: The outcomes of labor-management negotiations may lead to increased labor costs, such as higher wages, improved benefits, and better working conditions, which in turn affects the Company's cost structure and operating profit. **Environmental Impact:** (1) Impact of Company Operations on the Environment: The business of non-life insurance companies involves processes such as risk assessment and claims handling, which may have a certain impact on the environment. For example, claims settlement activities may involve compensation for environmental pollution incidents, affecting the Company's financial condition and reputation. (2) Impact of Environmental Policy on Business Operations: Changes in environmental regulations and policies may affect the business operations of non-life insurance companies, such as adjustments to the standards and requirements for risk assessment and insurance compensation, thereby increasing the Company's compliance risk and management costs.
Policy/Strategy	• Labor Rights: The Company respects employees' rights, including freedom of association, as well as workplace safety and health. The Company ensures fair treatment for employees and actively engages in communication with employee representatives to address issues related to labor rights. • Remuneration and Welfare: The Company offers competitive remuneration and benefits, including health insurance and a pension plan, to attract and retain top talent while ensuring their quality of life and level of well-being. • Work Safety and Health: The Company is committed to providing a safe and healthy work environment, ensuring employees' safety and health, and has established corresponding policies and procedures to prevent workplace injuries and occupational diseases. • Employee Training and Development: The Company provides a comprehensive employee training and development program to help employees continuously learn and grow, enhance their skills and professional knowledge, and provide employees with opportunities for promotion and internal mobility. • Gender Equality: The Company is committed to providing equal opportunities and fair treatment regardless of gender, race, religion, sexual orientation, or other backgrounds. The Company has established a diverse and inclusive work environment to attract and retain talent from various backgrounds, and enhances their capabilities and potential through training and development.

Targets and Objectives	**Short-term Target (2026)：** 1. Ensure a safe and healthy work environment by providing essential safety equipment, education, and training. Employees must receive at least one hour of occupational safety and health (OSH) training annually to prevent work-related injuries and occupational diseases. 2. Establish a fair remuneration policy to ensure employees receive reasonable compensation. Performance evaluations and salary adjustments are conducted at mid-year and year-end based on employee performance. 3. Strengthen communication with employees through structured engagement initiatives, including the weekly "Morning 830 Meeting," the monthly "Jing Jin Di Yi Ying" (Insurance Professional Improvement Camp), and the quarterly "Labor-Management Meeting," in order to foster positive employer-employee relations, listen to employees' opinions and suggestions, and promptly respond to their concerns and needs. **Mid-term Target (2030)：** 1. Establish an effective labor-management negotiation mechanism through in-depth discussions conducted twice a year using the Individual Job Responsibility Performance Evaluation Form, to strengthen communication and collaboration between employer and employees, and to build consensus and resolve labor disputes through negotiation. **Long-term Target (2040)：** 1. Promote the practice of corporate social responsibility through corporate citizenship initiatives that care for the well-being of employees and the community. Each year, the Company continues to organize mountain and coastal clean-ups, blood donation drives, park adoption programs, and other charitable activities, inviting employees and their families to participate together, thereby continuously enhancing the Company's social value and public credibility. 2. Uphold labor rights, comply with relevant laws, regulations, and international practices, and safeguard employees' legal rights and interests. From time to time, in connection with current social affairs, the Company promotes awareness of laws and regulations related to gender equality and unlawful infringement, in order to prevent any form of discrimination or improper conduct.
Management Evaluation Mechanism	1. Grievance Mechanism: Establish an effective grievance mechanism that allows employees to report any improper labor-management relations or conduct to management, either anonymously or under their own names. 2. Remuneration and Welfare: Conduct evaluations of compensation and benefits to ensure the Company's remuneration and benefits system is fair and reasonable, and that employee compensation aligns with industry standards. 3. Occupational safety and health: Conduct regular evaluations and improvements of the Company's occupational safety and health measures, including providing essential education, training, and safety equipment, to ensure a safe and healthy workplace for employees.
Performance and Adjustment	1. The Company regularly evaluates the effectiveness of its management of employer-employee / labor-management relations under ESG, to ensure compliance with relevant policies and targets.

	2. In 2025, the Company held occupational safety training sessions covering topics such as occupational hazards and unlawful infringement, zero tolerance for workplace violence, sexual harassment prevention, and health and medical-related issues, in order to strengthen employees' physical and mental health and their knowledge of occupational hazards and unlawful infringement, totaling 997 participant-attendances over 3 hours.

Employee Hiring

The First Insurance places great importance on building good labor-management relations, and strives to create a safe, friendly, and gender-equal work environment through a comprehensive talent training system and employee benefits policies. In terms of human resource management, salary adjustments and promotion opportunities for employees are primarily based on individual capability and job performance, in order to enhance employees' sense of achievement and identification with the Company. The Company also strictly complies with the Labor Standards Act, the Gender Equality in Employment Act, and other relevant laws and regulations, to ensure that the labor rights and interests of all employees are properly protected. Relevant personnel and labor regulations are posted on the Company's internal website for employees to access at any time. In addition, all new employees are required to complete a new employee assessment before the end of their probationary period, to ensure they fully understand the Company's policies and relevant regulations. With the exception of personnel who have signed contracting agreements with The First Insurance, all other personnel are formal employees as recognized by law, and are entitled to the Company's various benefits and relevant statutory protections.

Employment Situation

The First Insurance upholds the principles of fairness and diversity in its recruitment and hiring processes, and does not engage in differential treatment or any form of discrimination based on gender, age, race, religion, political affiliation, disability, or other factors. Equal employment opportunities are provided to all job applicants whose professional capabilities meet the requirements of the position. In 2025, The First Insurance had a total of 814 employees, of whom females accounted for 49.02% and males accounted for 50.98%. From the date of joining the Company, employees sign relevant agreements covering The First Insurance's Work Rules, Employee Evaluation Regulations, Employee Grievance Procedures, Sexual Harassment Prevention Regulations, and other applicable standards, to ensure that employees understand and comply with the Company's policies. The Company defines personnel at the level of manager and above as senior management, and 100% of the senior management in the Taiwan region are residents of Taiwan.

Company Employee Employment Status								
Item/Gender		Female			Male			Total
Region	Age	Under 30	30-50	Over 50	Under 30	30-50	Over 50	
Taiwan	Employee Count	48	210	141	54	178	183	814
	Regular Employee Count	48	210	141	54	178	183	814
	Temporary Employee Count	0	0	0	0	0	0	0
	Full-Time Employee Count	48	210	141	54	178	183	814
	Part-Time Employee Count	0	0	0	0	0	0	0

Notes:

1. Employees: Individuals who have an employment relationship with the organization in accordance with national laws or applicable requirements (in Taiwan, employees enrolled in labor insurance).
2. Regular employees: Individuals who have signed indefinite-term contracts.
3. Temporary employees: Individuals who have signed fixed-term contracts.
4. Full-time: Individuals subject to the working hours definition under the Labor Standards Act; in Taiwan, this means not exceeding 8 hours per day and 40 hours per week.
5. Part-time: Employees excluding full-time employees.
6. This table is calculated using headcount / full-time equivalent (FTE) method.

2025 Employee Employment Status – Non-Employee Workers

Company Non-Employee Worker Information			
Region	Worker Type	Contractual Relationship with the Company	Total Number of Workers
Taiwan	Contracted Business Solicitors	Contracting	120
Taiwan	Building Management Personnel	Dispatched	7
Taiwan	Cleaning Staff	Dispatched	2

Notes:

1. Contracted personnel refers to individuals who have entered into a business solicitor contract with The First Insurance and receive commission-based compensation for soliciting the Company's insurance products.
2. Building management personnel and cleaning staff were not included within the scope of disclosure for this category of personnel in the previous year. This year's report has been adjusted and supplemented accordingly, to ensure a more complete presentation of the Company's workforce structure and related information in the report.

Employee Employment Situation in 2025 – Minorities or Disadvantaged Groups

The Company actively hires minorities and disadvantaged groups in compliance with applicable laws and regulations, and is committed to creating an inclusive and diverse workplace. We provide equal opportunities for advancement and training, as well as reasonable work accommodations, to ensure fair treatment for all employees and the opportunity to realize their full potential. Among these employees, 4 are of indigenous background and 6 are persons with disabilities. In accordance with the People with Disabilities Rights Protection Act, the Company meets the statutory quota for the employment of persons with disabilities, thereby providing equal employment opportunities for disadvantaged groups.

Diversity Employee Statistics Table for the Past Three Years					
Year			2023	2024	2025
Item/Gender		Age	Headcount	Headcount	Headcount
Minorities or Disadvantaged Groups	Male	30 years old and below	2	2	2
		30-50 years old	0	0	1
		51 years old and above	2	2	2
	Female	30 years old and below	0	0	0
		30-50 years old	3	5	4
		51 years old and above	0	0	1
Notes: Minorities or Disadvantaged Groups Groups possessing certain specific conditions or characteristics (such as economic, physical, political, or social conditions) that may be subject to a greater severity of negative impacts from organizational activities compared to ordinary groups.					

Talent Recruitment and Flow

The First Insurance recruits new employees primarily through open recruitment and industry-academia collaboration programs, upholding the principle of prioritizing the hiring of local talent in order to support regional employment and cultivate local professional talent. In 2025, the Company hired a total of 80 new employees, accounting for 9.83% of the total workforce, comprising 32 males and 48 females. By age distribution, employees under 30 years old made up the largest group, followed by those aged 30 to 50.

In response to the rapid rise of digital finance, the Company has actively recruited young professionals since 2020, helping them enter the workforce smoothly and quickly adapt to the workplace environment. This also injects fresh talent and innovative energy into the organization, promotes team revitalization and cross-generational knowledge transfer, and further enhances the Company's overall performance in technology application, business innovation, and market competitiveness.

Employee New Hire Rate Statistics Table for the Past Three Years												
Year	2023				2024				2025			
Gender	Male		Female		Male		Female		Male		Female	
Age\Item	Headcount	New Hire Rate (%)	Headcount	New Hire Rate (%)	Headcount	New Hire Rate (%)	Headcount	New Hire Rate (%)	Headcount	New Hire Rate (%)	Headcount	New Hire Rate (%)
30 years old and below	15	1.75	21	2.45	27	3.2	31	3.67	19	2.33	28	3.44
30-50 years old	11	1.29	18	2.1	19	2.25	27	3.2	12	1.47	20	2.46
51 years old and above	1	0.12	1	0.12	1	0.12	1	0.12	1	0.12	0	0
Total New Hires	67				107				80			
Total Number of Employees	856				844				814			
Total New Hire Rate (%)	7.83				12.68				9.83			

Notes:
(1) The number of new hires is not reduced to account for employees who subsequently separated during the year.
(2) New hire rate for male (female) employees in a given age group = number of new male (female) hires in that age group during the year / total number of employees at the Company's operating locations at the end of the year.
(3) Total new hire rate = number of new hires during the year / total number of employees at the Company's operating locations at the end of the year.

The total number of departing employees in 2025 was 110, accounting for 13.51% of the Company's total workforce, representing a slight decrease compared to the turnover rate in the previous year. Among the employees who departed in 2025, 49 were male and 61 were female, with the largest number of departures occurring among employees under the age of 30.

Most of the Company's interns are employed on a short-term basis and leave upon the expiration of their contracts, which has a certain impact on the turnover rate. The purpose of hiring interns is to assess their professional capabilities and workplace adaptability; those who perform well may transition into regular employee positions, which reduces recruitment risk and shortens the adjustment period. In 2025, the Company hired 21 interns, of whom 7 remained with the Company after the completion of their internships. The Company also strengthens education and training, implements job rotation and incentive systems, promotes the use of digital tools and innovation, and has established a comprehensive internship-to-regular-employment mechanism to increase employees' willingness to stay and accelerate the promotion of outstanding talent to regular positions, thereby ensuring stable talent retention and enhancing the Company's competitiveness.

Employee Turnover Rate Statistics Table for the Past Three Years												
Year	2023				2024				2025			
Gender	Male		Female		Male		Female		Male		Female	
Age\Item	Number	Turnover R~~r~~ate (%)	Number	Turnover R~~r~~ate (%)	Number	Turnover R~~r~~ate (%)	Number	Turnover R~~r~~ate (%)	Number	Turnover R~~r~~ate (%)	Number	Turnover R~~r~~ate (%)
30 years old and below	10	1.17	21	2.45	12	1.42	22	2.61	20	2.46	30	3.69
30-50 years old	17	1.99	12	1.4	26	3.08	31	3.67	16	1.97	22	2.7
51 years of age or older	17	1.99	5	0.58	17	2.01	11	1.3	13	1.6	9	1.11
Total Number of Separations	82				119				110			
Total N~~n~~umber of Employees	856				844				814			
Total Turnover Rate (%)	9.58				14.1				13.51			

Notes:

(1) Categories defining employee departures from the Company include: resignation, dismissal, retirement-with-separation-benefits, retirement, or death in the course of work.

(2) Turnover rate for male (female) employees in a given age group = number of departing male (female) employees in that age group during the year / total number of male (female) employees in that age group at the end of the year.

(3) Total employee turnover rate = number of departing employees during the year / total number of employees at the Company's operating locations at the end of the year.

Provide Fair Pay

The average compensation of male employees in management positions is 24% higher than that of female employees, while the average compensation of male employees in non-management positions is 20% higher than that of female employees. Male compensation is relatively higher in both management and non-management positions. The reason male supervisors receive higher compensation than female supervisors is that there are more males than females in middle- and senior-level management positions, resulting in a higher compensation ratio for males. As for non-supervisory positions, male compensation is higher than female compensation because male employees also have higher commission income from soliciting insurance business than female employees, which likewise results in a difference in the compensation ratio.

Employee Compensation Statistics Table						
Compensation Ratio by Job Category	Headcount		Total Annual Salary (NTD)		Compensation Ratio	
	Female	Male	Female	Male	Female	Male
Management	128	181	135,781,903	237,434,619	1	1.24
Non-Management	271	234	204,854,914	211,622,705	1	1.2
Notes: Female-to-male salary ratio (annual salary ratio): "Average annual salary of women in this category / average annual salary of men in this category."						

Compensation Ratio by Job Category	Monthly Salary (NTD)		Compensation Ratio	
	Female	Male	Female	Male
Management	51,708	63,673	1	1.23
Non-Management	35,465	40,290	1	1.14
Notes: Ratio of female to male basic remuneration (basic salary ratio): "male basic salary in this category / female basic salary in this category."				

Human Rights Protection

The Company has a total of 38 operating locations, and its major suppliers are also all located in Taiwan, posing no risk of violating freedom of association or the right to collective bargaining. Working hours (including overtime) strictly comply with the statutory limits, ensuring employees are guaranteed at least one rest day out of every seven days. Dedicated personnel review attendance records for irregularities and notify supervisors to make appropriate work arrangements, ensuring that no forced overtime or excessive working hours occur.

The Company places great importance on promoting labor and business ethics policies, and complies with applicable laws and regulations promulgated by the competent authority, including the Labor Standards Act, the Employment Service Act, and the Gender Equality in Employment Act. The Company's Work Rules define the rights and obligations between the Company and its employees, safeguarding employees' fundamental human rights and related interests, based on the belief that every employee should receive fair and humane treatment and be treated with respect. The Company has also established the Regulations for Prevention, Correction, Complaint, and Punishment of Sexual Harassment in the Workplace, along with dedicated grievance channels, to safeguard the rights of female employees. No incidents of discrimination occurred during the reporting period.

Human Rights Evaluation

The Company is committed to sustainable corporate development and operations, and also places emphasis on increasing its attention to people and the environment, undertaking and promoting social responsibility toward employees, consumers, and the environment as a whole. To demonstrate its commitment to providing a safe and healthy workplace, the Company has established an Environmental, Health, and Safety (EHS) Management Unit, staffed with occupational safety and health personnel to manage employees' occupational safety and health operations, and regularly conducts general health checkups for active employees.

Human Rights Concerns and Practices

- Eliminate Illegal Discrimination to Ensure Equal Employment Opportunities – The Company ensures fair treatment in matters of employment, compensation and benefits, training opportunities, promotion, termination, and retirement, and does not engage in unfair treatment on the basis of age, gender, physical or mental disability, race, ethnicity, nationality, religion, or any other status.
- Prohibit Inhumane Treatment – The Company prohibits personal injury, inappropriate physical punishment, threats of physical, sexual, or other harassment, verbal abuse, or any other form of intimidation.
- Prohibit Forced Labor – The Company stipulates that working hours (including overtime) shall not exceed those prescribed by local laws and regulations, and that employees shall have one rest day for every seven working days. The Company promotes an "Annual Leave Scheduling" program and provides a leave-completion bonus scheme to encourage employees to plan their leave, in order to look after employees' physical health and quality of family life and to promote work-life balance.
- Respect Employees' Freedom of Association and Right to Collective Bargaining – The Company respects employees' freedom of association and right to collective bargaining. In accordance with Taiwan's Labor Union Act, employees have the right to organize and join labor unions.
- Provide a Safe and Healthy Work Environment – Employee health is a company's greatest asset! Promoting health in the workplace benefits the Company by providing a comprehensive health and safety program, enhancing the Company's sense of honor and responsibility, building its corporate image, and fulfilling its corporate social responsibility. For employees, it not only provides a safe and healthy work environment but also boosts morale, improves health, and increases job satisfaction — extending these benefits to families and communities and creating a win-win outcome.
- Physical and Mental Health and Work-Life Balance – The Company provides general labor health checkups for all active employees once every three years, with the full cost borne

by the Company. On the safety side, the Company regularly holds labor safety, health, and fire safety training sessions. To monitor the quality of the office environment, we carry out office area cleaning and maintenance and environmental disinfection operations in accordance with an annual plan, and periodically engage professional organizations to test the drinking water quality of water dispensers.

In summary, the above measures are intended to provide employees with a healthy, safe, and hygienic environment.

Human Rights Risk Mitigation Measures and Human Rights Protection Training Practices

- **Providing Relevant Regulations in New Employee Orientation Training** – The Company provides structured orientation training for all new hires, covering essential topics such as an introduction to the Company, business philosophy, underwriting and claims policies, work rules, the Employee Code of Conduct and Ethics, personal data protection management, employee environmental health and safety, the Code of Integrity and Ethical Management, corporate social responsibility guidelines, supplier CSR best practices, human rights policy, regulations on the handling of material inside information and insider trading management, product introduction, information security risk management, respect for intellectual property rights, employee benefits, and other courses. This enables employees to understand the Company's corporate culture, vision, and working environment, and the relevant regulations are posted on the Company website and internal employee system for all employees to follow.
- **Providing Channels for Employee Feedback and Grievances** – The Company prohibits personal injury, inappropriate physical punishment, threats of physical, sexual, or other harassment, verbal abuse, or other forms of intimidation. Internal and external channels for opinion feedback or grievances have been established.
- **Occupational Safety Training Series** – The Company conducts occupational safety and health as well as fire prevention training once every six months to reinforce awareness of workplace environmental health and safety concepts. Occupational safety and health personnel may undergo re-training in compliance with regulations set by the competent authority, ensuring continuous improvement.

Child Labor

In fulfilling its responsibilities as a corporate citizen, the Company follows the principles set out in international human rights conventions such as the Universal Declaration of Human Rights and the International Labour Conventions, and is committed to improving labor conditions to enhance workers' quality of life. In accordance with labor-related laws and regulations, including the Gender Equality in Employment Act, the Company upholds the principles of "respecting human rights" and "the right person for the right job," and is committed to building a healthy and safe operating environment. The Company has had no incidents of employing child labor.

Rights of Indigenous People

Indigenous peoples are entitled to collective rights, and indigenous individuals enjoy universal human rights, particularly the rights to equal treatment and opportunity without discrimination and to manage their own cultural and intellectual property. The Company acknowledges and respects the principle of non-discrimination and upholds the rights of indigenous individuals when making decisions and carrying out activities.

Although the Company does not currently have a review mechanism for incidents infringing on indigenous rights, it lawfully provides employees of indigenous identity with leave entitlements for their tribe's seasonal rituals and ceremonies, in order to foster a diverse, open, equal work environment free from discrimination and harassment. Although the number of indigenous employees hired by the Company has not reached the statutory quota, the Company still makes payments to the Indigenous Peoples' Employment Fund in accordance with the Employment Rights Protection Act for Indigenous Peoples. The Company has had no incidents of infringing upon indigenous rights.

Minimum Notice Period for Operational Changes

The Company abides by labor and employment laws and international standards. It values human rights and the occupational safety and health of workers and is committed to maintaining a positive, safe, and healthy work environment. Sexual harassment and discrimination based on race, religion, skin color, nationality, or gender are strictly prohibited in the workplace. The Company also upholds employees' freedom of association and privacy. Forced labor, child labor, and any form of improper employment are also prohibited.

Harmonious employer-employee relations are highly valued, and neither the Company nor its suppliers force employees to work overtime.

To ensure proper protection of employee rights, the Company complies with the relevant provisions of the Labor Standards Act. If there are any major operational changes at the Company, or if the Company terminates the employment relationship with an employee, the labor contract with the employee shall be terminated in accordance with government regulations, with notice periods given below:

I. Where a worker has worked continuously for more than three months but less than one year, ten days' advance notice shall be given.

II. Where a worker has worked continuously for more than one year but less than three years, twenty days' advance notice shall be given.

III. Where a worker has worked continuously for more than three years, thirty days' advance notice shall be given.

4.2 Employee Education and Training

Strategic Goals for the Material Topic

<table>
<tr><th colspan="4">Material Topic: Training and Education</th></tr>
<tr><td>Sustainability Standards (Relevant Topic Alignment)</td><td>GRI 404: Training and Education</td><td>Affected Stakeholders</td><td>Employees and other workers, customers</td></tr>
<tr><td>Rationale for the Materiality of This Topic</td><td colspan="3">Education and training are essential in the rapidly evolving insurance sector. Employees must continuously update their knowledge and skills to adapt to market shifts and emerging challenges. By providing robust training and development opportunities, insurance companies can enhance employees' professional expertise, improve performance, and boost operational efficiency. Additionally, well-structured training programs contribute to higher job satisfaction and stronger employee commitment, fostering a more engaged and productive workforce.</td></tr>
<tr><td>Effect and Impact</td><td colspan="3">Actual/Potential Positive Impacts
Economic Impact
(1) Productivity: Training and education enhance employees' professional skills and productivity, ultimately leading to improved operational efficiency and quality for the Company. However, training sessions may temporarily delay ongoing work, making it essential to strike a balance between training time and operational demands.
Environmental Impact
(1) Importance of environmental education: Enhancing environmental education for employees increases their awareness and ability to implement effective environmental protection measures. This initiative contributes to promoting sustainability and mitigating environmental degradation.
Human Rights Impact
(1) Protection of labor rights: Company training and education initiatives must comply with labor rights laws to safeguard employees' labor and human rights. This includes ensuring fair wage payments, regulated work hours, and protections for occupational safety and health.
(2) Equal training opportunity: Training and education opportunities must be equitable and inclusive to prevent discrimination and unfair treatment. Every employee should have equal access to training programs, enabling them to develop their skills and contribute to a workplace culture that promotes equality and respect for human rights.
Actual/Potential Negative Impacts
Economic Impact</td></tr>
</table>

	(1) Training cost: Investing in employee development is essential, though training and education expenses can impact the Company's financial situation. Costs associated with professional development courses, external training providers, and training facilities contribute to operating expenses, requiring strategic allocation of resources to balance growth and financial sustainability. **Environmental Impact** (1) Environmental impact of training activities: Hosting training activities can have environmental impacts due to energy consumption, transportation emissions, and waste production. To minimize these negative effects, organizations should prioritize online training, improve energy efficiency, and implement carbon reduction measures.
Policy/Strategy	The Company's education and training initiatives are designed to enhance personnel quality and sustain market competitiveness. Accordingly, an annual training plan is developed based on the Company's business strategy, specialized operations, and human resource development goals. The key training axes are: **Education and Training** New hire training, specialist training, leadership training, and manager training. **Experience Transfer** Through hands-on learning and experience-sharing in Morning 830 meetings, managers and senior personnel guide employees in professional practice. **In-depth Interview** Two individual performance evaluations are conducted annually, during which managers hold in-depth interviews with employees to design training courses aligned with their career aspirations and areas of expertise. Employees are encouraged to pursue continuous growth through personalized career development plans, reinforcing our commitment to talent cultivation, incubation, and retention. **Transfer and Conversion** In response to the rise of digital finance, employees receive mentoring on the cultivation of a secondary specialty through different types of training courses. **Training Categories** 1. New hire training: Orientation training for new hires (common courses: corporate culture, statutory courses, insurance specialization, career planning). 2. Specialist training: Insurance specialization (by the insurance certification regulations), insurance practices. 3. Sales training: niche sales marketing techniques, techniques for lead development of existing clients' supply chain (midstream/downstream vendors), and ecosystems. 4. Channel management: management training for automotive and banking channels. 5. Leadership training: Basic training, advanced training (based on the Business Management Skills Table). 6. Manager Training: Tactics, strategy.
Targets and Objectives	**Short-term Target (2026)** (1) Enhance employee skills: Provide proper policy education and professional skills training

	to ensure employees are equipped with the skills and knowledge to accomplish their current tasks. (2) Current employees must undergo at least 15 hours of training each year; marketing personnel must undergo at least 15 hours of training each year; registered insurance solicitors must undergo at least 6 hours of online compliance training from the Taiwan Insurance Institute each year. **Mid-term Target (2030)** (1) Promotion of leadership development: A tiered education system is used to promote business goals and growth by providing more in-depth professional training and development each year. (2) Increase employee satisfaction: Career planning based on twice-yearly performance evaluations and in-depth interviews is used to provide development opportunities that are aligned with individual development needs to boost employee loyalty and satisfaction, as well as reduce employee turnover. **Long-term Target (2040)** (1) Establish a learning-based organization: Employees are encouraged to engage in continuous learning and innovation in response to the ever-changing market and technological environments. (2) Promotion of social responsibility: Employees, communities, and the supply chain are provided with education and training to promote social responsibility.
Management of the Evaluation Mechanism	Annual requirements for training hours are set, with training progress monitored by the system and managers required to ensure proper training takes place. Performance evaluations are also combined with reward and punishment mechanisms to encourage employee engagement and the realization of training targets. Those who fail to meet the targets are disciplined or have adjustments made.
Performance and Adjustment	An online learning platform was launched by the Company to provide employees with greater diversity in learning. Outstanding employees from each unit are chosen to record professional learning materials so that online or remote learning can take place at any time and place. Post-study assessments are also conducted to ensure the quality of learning for employees. In 2025, a total of 25 training courses were conducted, spanning 34 hours with 10,702 training person-times, achieving a 100% target completion rate for training hours.

Professional Human Resource Development

The First Insurance recognizes talent as a key asset and strategic partner in sustainable corporate growth, firmly believing that people are fundamental to business success. We are committed to fair and merit-based talent selection and promotion, emphasizing career growth and professional development to achieve corporate objectives and maximize contributions. To enhance workforce quality and strengthen employees’ expertise, The First Insurance implements a comprehensive, annual training program, tailored to each specialization and position. This initiative aligns with the Company’s operational strategies, guidelines, and insights from employee performance evaluations, ensuring continuous improvement and development.

The First Insurance Training Axis

1. New Recruit Training

   Upon joining The First Insurance, new employees are assigned a mentor by their supervisor to support their adaptation to the corporate culture, work environment, and responsibilities. Within two weeks, a New Hire Training website is provided, covering essential topics such as company introduction, internal and external digital resources, organizational overview, department leadership, corporate branding elements, business card design philosophy, executive management principles, corporate culture, vision, regulatory framework, employee benefits, and recurring company events. Through this comprehensive program, new hires gain a deep understanding of The First Insurance. Additionally, they undergo at least 24 hours of professional insurance training, tailored to their role. To complete the onboarding process, new employees must pass an online and in-class exam. In 2025, the Company conducted 80 sessions of new hire training.

2. Insurance Sales Personnel Training

   Each branch office organizes an "Insurance professional improvement meeting" each month. The Company's managers serve as lecturers to teach professional insurance knowledge and share their experience. Specialist lecturers are also invited to give topic-specific seminars from time to time to enhance the professional and marketing skills of the sales personnel. Since 2016, in addition to the common training courses organized by each course, business unit managers have also been mentored on organizing and planning training courses suitable for their own insurance sales personnel. The training courses based on changes in the local market and environment must be at least 2 hours long. Heads of business units are encouraged to pay attention to employees' learning outcomes and performance.

3. Specialist Insurance Training

   The training is intended mainly for claims supervisors and processors from each insurance department and each branch. Training covers claims processing for automobile insurance, residential fire insurance, accident insurance, health insurance, commercial fire insurance, marine insurance, engineering insurance, and liability insurance, as well as general administration, premiums, and business affairs. Experience exchanges and learning during the training activities help employees hone their work practices and professional insurance skills.

4. Enhance Digital Development Skills

Digital development is crucial to business growth, improved productivity, and enhanced customer experience. A Digital Development Task Force was set up in response to the coming of the digital channel age. An inter-departmental digitization team was set up to promote cooperation and exchange between employees of different professional backgrounds and skills to promote digital transformation together. At the same time, employees are encouraged to participate in digital-related learning and practices. Corresponding incentives and promotion opportunities are also provided to encourage active employee engagement in digital transformation. By enhancing the digital ability of employees through training, the Company can build a team of innovative, digitally empowered people capable of responding to the constantly changing market environments and customer needs. We need to think outside of the box and reposition ourselves. Innovative thinking and applications from the interdepartmental digitization team are employed to develop new products and enhance service efficiency.

5. Key Talent Training
   To broaden employees' international perspectives, the Company annually selects key personnel to travel abroad for corporate training, attend seminars, and participate in overseas courses. In 2025, a total of two employees joined overseas training programs. The development of key talents primarily focuses on professional courses offered by esteemed local training institutions, including the Insurance Development Center, the Property Insurance Business Association, the Property Insurance Underwriting Society, the Actuarial Society, the Insurance Crime Prevention Center, the Internal Audit Association, the Engineering Insurance Association, the Accounting Research and Development Foundation, and the Taiwan Institute of Financial Research, among others. Employees are assigned to participate in these programs based on business needs and career development plans, with the company covering all course fees. In 2025, the Company facilitated a total of 788 internal and external training sessions, accumulating 3,757 training hours with 19,597 participants. The total investment in training expenses amounted to NT$ 1,584 thousand.

Education and Training-related Activities of The First Insurance Company

1. Management Meetings
   High-end level management training sessions are conducted monthly, led by the General Manager, with the Directors taking turns to preside over the sessions. The agenda includes discussions on strategic developments, system enhancements, and operational reviews. The Company's overall performance and growth are regularly assessed to ensure continuous improvement.
2. Insurance Professional Improvement Monthly Meeting

Each branch conducts management training sessions monthly, led by the regional manager and attended by section chiefs and higher-level personnel. Additionally, the Company assigns a manager from one of the insurance departments at the Head Office to act as an observer. The training covers discussions on operational practices and performance variances, with an emphasis on sharing knowledge and experience. The primary objective is to enhance value creation by implementing best practices.

3. "Morning 830 Meeting "

   In addition to learning through doing, all section members must attend an 8:30 meeting on a chosen day of the week for the Morning 830 activity. The activity is chaired by the section chief and is attended by the heads of all subordinate units as well. The activity covers topics such as work progress inspection, policy promotion, creative and process improvement proposals, market feedback, internal and external customer feedback, and educational training. The purpose of the activity is to share and pass on experience.

4. "In-depth conversation on the individual work responsibility performance evaluation"

   The in-depth conversation on individual work performance evaluation is held twice each year. Work inspection for the first half of the year is carried out mid-year. Work review for the year and end-of-year evaluation are conducted at year's end. The work plan for the following year is also drawn up. Employees' self-evaluations are conducted at mid-year and end-of-year according to their willingness and skills. Analysis is also to be completed on the progress of each annual task metric. The employee's direct supervisor will initiate an in-depth conversation, carry out an evaluation, and examine the discrepancy between their respective evaluations. A consensus on the differences must be reached on the differences in order to identify the optimal area of improvement.

5. "Education and Training of Elite Reserve Cadres"

   This year's education and training program for elite reserve cadres aims to cultivate outstanding talents and enhance professional skills. The focus will be on strengthening trainees' professional knowledge and practical business abilities in the field of property and casualty insurance, ensuring they are well-prepared for supervisory positions in the future. At the end of the course, a "Property & Casualty Professional Functions" effectiveness test will be conducted, and the results will be included in the assessment criteria. It is hoped that the trainees will establish a solid professional foundation through comprehensive training, enabling them to quickly adapt and fully utilize their strengths once they assume their roles. In 2025, there will be a total of three shifts with 97 participants.

The First Insurance is committed to providing equal training opportunities, fostering cultural diversity, and ensuring a discrimination-free workplace. Each departmental office, branch office, and unit conducts educational training tailored to job specific professional skills and annual operational goals.

The availability of open courses is regularly announced on the Company' s internal training calendar and action learning platform, allowing employees to register at their own discretion. Employee career development and corporate growth are closely interconnected, with employees actively engaging in professional training to enhance their skills and improve service quality.

In addition to statutory training requirements, employees in specific roles—including claim processors, compliance personnel, auditors, accounting managers, and IT security managers—must complete a minimum of 15 additional training hours to further develop their expertise.

Employee Training Hours - Based on Employee Gender and Management Level Category

Item/Category		Managerial Positions		Non-managerial Positions	
Unit/Gender		Male	Female	Male	Female
Total No. of Ppeople	Person	181	128	234	271
Total Training Hours	Hours	11,743	7,352.5	8,900.5	9,714.5
Average Ttraining Hours	Hour/Person	64.88	57.44	38.04	35.85
Training Fees	NTD$	852,350	419,918	178,256	186,078

Notes:
(total number of people in managerial positions + total number of people in non-managerial positions) = total number of people at operating locations.

Fair Performance Management Proportion

Item	Management	Non-management
Percentage of Male Personnel Evaluated	100%	100%
Percentage of Female Personnel Evaluated	100%	100%

Security Personnel Training Policy

The Company' s security system is outsourced to a professional security organization, ensuring compliance with Article 10-2 of the Private Security Services Act. Security personnel undergo annual professional training under the Occupational Safety and Health Act. The training program covers disaster prevention, protection measures, and security duties.

4.3 Employee Remuneration and Benefits

Labor-management Meetings

The Company has established labor-management meetings according to government regulations. There is no labor union, so no collective bargaining agreements have been signed. In 2025, there were 28 labor-management meetings held by the Headquarters and the branches that discussed a number of topics, including epidemic prevention measures, working days and holidays, overtime procedures, and variable working hours of statutory working hours, etc. The above-mentioned labor-management meetings were applicable to 100% of employees. The Company will continue to uphold and respect the rights of employees, listen to their feedback, and give employees the opportunity to express their thoughts and opinions.

Remuneration System

Based on the reported information on the salary of full-time employees who hold nonmanagerial positions, the highest personal annual salary was NT$5,513 thousand, and the median of personal annual salary was NT$960 thousand, in 2025. Therefore, the ratio of the highest total personal annual salary received by the Company's employee to the median of the total annual salary of all of the Company's employees (exclusive of the individual employee who received the highest salary) was 574.27%.

Country / Region	Ratio of the Highest Paid Individual in the Company to the Median Annual Compensation for Employees (Excluding the Highest Paid Individual)	Ratio of the Increase in Compensation for the Highest-Paid Individual in the Company to Increase in Annual Compensation for Employees (Excluding the HighestPaid Individual)
Taiwan	574.27%	-1.15%

Notes:
1. Formula for calculating ratio of median annual compensation: tThe highest paid individual’ s annual salary for the year / median annual salary for the year.
2. Calculation formula for the percentage increase of the annual compensation: percentage increase of the highest paid individual’ s annual salary for the year / percentage increase in median annual salary for the year.

Salary Structure of Full-time Employees not in Supervisory Positions at The First Insurance				
				Unit: NTD(Thousands)
Item	2023	2024	2025	Difference from the Previous Year【Percentage】
Number of Full-time Employees not in Managerial Positions	812	801	783	-18 (-2.25%)

Total Salary of a Full-time Employee not in a supervisory position	888,481	935,096	899,183	-35,913 (-3.84%)

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Average Salary of Full-time Employees not in Managerial Positions"	1,094	1,167	1,148	-19 (-1.63%)
Median Salary of Full-time Employees not Employed in Supervisory Roles	853	953	960	7 (0.73%)
Notes: 1. The main scope of disclosure is a total of 38 locations, including the head office of The First Insurance, Financial Insurance Marketing Building (Headquarters), and all service centers and liaison offices in Taiwan. 2. Difference from the previous year【Percentage】. 3. Formula: 2023-2022 [(2023-2022)/2022]. 2024-2023 [(2024-2023)/2023].				

The basic salary of the Company's employees does not differ based on gender, race, religion, political position, marital status, membership of unions or associations, etc.; only seniority and work performance are taken into account. Therefore, the standard salary of male grassroots personnel is 1.41 times higher than the local minimum wage, and the standard salary of female grassroots personnel is 1.24 times higher than the local minimum wage. In 2025, in addition to raising the basic salary of new employees who have graduated from university, the Company will actively promote and accelerate the salaries of outstanding employees, so the minimum salary for men and women will be increased.

Employee Retirement System and Implementation

The First Insurance applies the pension system under the Labor Standards Act of Republic of China, a defined welfare retirement plan administered by the government. The payment of employees' pensions is calculated based on seniority and the employee’ s average salary for the 6 months prior to the approved retirement date. The First Insurance makes monthly pension contributions equivalent to 2.5% of employees' monthly salaries into an account held at the Bank of Taiwan in the Labor Pension Supervisory Committee's name. Before the end of the year, if the estimated balance of the special account is inadequate to pay the workers who are estimated to meet the retirement conditions in the following year, the Company will reimburse the shortfall by the end of March next year. The special account is managed by the Bureau of Labor Funds, Minsitry of Labor, and The First Insurance has no right to intervene in the investment management strategy. The Labor Retirement Reserve Fund has been fully prepared by the Company, and the withdrawal rate has decreased to 2.5% (originally 6.84%), which has been approved by the Labor Bureau of the Taipei City Government from September 2023.

With effect from July 1, 2005, employees who choose the pension system under the Labor Pension Ordinance will be allocated 6% of their monthly salary to the individual pension account of the Labor Insurance Bureau. In order to appreciate retired employees for their years of effort and dedication, medals and golden coins are awarded as a commemoration.

The Company has established procedures for recruiting consultants. Retired managers and above may be appointed as paid project-based consultants after the Company’s evaluation based on their contributions to the Company’s future operations. Retirees of managerial positions can be appointed as consultants for one year, and no extension will be given after that. Those in associate vice president positions and above may be appointed for one year, and renewal of the contract for another year is considered based on their contributions. No further extension will be made after the one-year renewal contract.

Retired employees of the Company whose annual net sales in the accounting statements reached NT$5 million and above can be appointed as paid sales consultants. The appointment and dismissal of consultants shall be approved by the Chairman.

Employee Benefits System

The First Insurance’s employee benefit system in 2025 applies to all operating sites of the Company.

- Company trip allowance for employees from the branches
- Wedding cash gifts for employees or their children
- Memorial ceremony for employees and their second-degree relatives
- Condolence money for employees for hospitalization due to injuries for employees
- Subsidies for medical fees for hospitalization due to injuries for employees
- Emergency financial assistance for employees who experienced natural disasters or serious accidents
- Dragon Boat Festival bonus, Mid-Autumn Festival bonus, Year-end bonus
- Subsidies for end-of-year company party
- Subsidies for employee health examination and health examination leave
- Employee group insurance: life insurance, cancer medical insurance, casualty insurance
- Business Contest Prizes
- Value creation project proposal bonus
- Marketing project proposal bonus

- Subsidies for underwriting and claims licensing exam registration fees
- Subsidies for underwriting association membership fees and dues
- Subsidies for the actuarial licensing exam registration fee
- Subsidies for actuarial association membership fees and dues
- Retirees: Commemorative medals and golden coins are presented for their effort and dedication
- Recreational and cultural activity fee
- Birthday leave

<table>
<tr><th colspan="2">Taoyuan Service Center – Company Trip</th></tr>
<tr><td colspan="2">
</td></tr>
<tr><th>Company Trip – New Taipei City Branch Office</th><th>Company Trip - Kaohsiung</th></tr>
</table>

Unpaid Parental Leave System and Implementation

In order to help the employee take care of and accompany their infants and young children at home, employees who apply for reinstatement after unpaid parental leave are reinstated in their original position as the first consideration. Work adjustments will be made or replacement candidates sought out for the positions of employees who apply for parental leave.

Statistics on Eemployees' Parental Leave, Reinstatement, and Retention from 2022 to 2024									
Calendar Year	2023			2024			2025		
Gender/Total	Male	Female	Total	Male	Female	Total	Male	Female	Total
Number of Qualified Applicants for Parental Leave without Pay (A)	5	7	12	11	6	17	11	7	18
Number of Actual Applicants for Parental Leave without Pay for the Year (B)	0	3	3	0	2	2	3	7	10
Number of Accepted Reinstatements for Parental Leave without Pay for the Year (C)	0	2	2	0	2	2	2	2	4
Number of Actual Reinstatements for Parental Leave without Pay for the Year (D)	0	1	1	0	1	1	1	1	2
Number of Actual Reinstatements for Parental Leave without Pay for the Previous Year (E)	0	5	5	0	1	1	0	1	1
Number of Persons who Continue to	0	5	5	0	1	1	0	1	1

Work for One Year after Reinstatement from Parental Leave for the Previous Year (F)									
Rate of Reinstatement % for Parental Lleave without Ppay for the Year (D/C)	0	50	50	-	50	50	50	50	50
Retention Rate % for Parental Leave for the Year (F/E)	0	100	100	-	100	100	-	100	100

Calculation Method:

1. Number of reinstatements = number of anticipated reinstatements from unpaid parental leave for the year.
2. Number of persons retained in 2024 = number of actual reinstatements from 2023, and number of people still employed after December 31, 2024.
3. Rate of reinstatement % from unpaid parental leave for the year = number of actual reinstatements from unpaid parental leave for the year / number of people expected for reinstatement from unpaid parental leave for the year (D/C).
4. Retention rate (%) on unpaid parental leave for the year = number of people who continued working for one year after reinstatement from unpaid parental leave in the previous year / number of actual reinstatements for parental leave for the previous year (F/E).

4.4 Workplace Safety

Occupational Safety and Health Management System

"People-oriented" is at the core of our business philosophy. First Insurance places the provision of a safe and comfortable working environment as its top priority. To comprehensively safeguard the physical and mental health of our employees, the Company engages healthcare professionals to provide on-site services. Physicians provide services three times a year, for two hours each session, while nurses provide at least eight hours of service per month. Healthcare professionals and occupational safety and health personnel regularly conduct workplace safety assessments and site inspections. Facilities such as nursing rooms, pantries, office areas, and fire safety equipment are continuously improved and maintained to ensure a safe working environment.

First Insurance also provides health and wellness educational videos and books and invites specialist physicians to conduct health promotion seminars to enhance employees' awareness of health management. In response to the increasing risk of cancer, the Company provides comprehensive medical insurance coverage and insurance planning services. In addition, the Company has established internal grievance and complaint channels to ensure that employees can work in a safe and worry-free environment.

To protect the safety and health of workers and prevent occupational accidents, the Company has established the Safety and Health Work Rules in accordance with Article 34 of the Occupational Safety and Health Act.

In accordance with the Occupational Safety and Health Act, the Company has appointed two occupational safety and health business managers to oversee and promote occupational safety and health management.

These Work Rules apply to the following personnel, all of whom are required to comply with the relevant provisions:

1. Workers at the Company’s workplaces, including non-employees.
2. The Company’s workers or employees to whom these Work Rules apply mutatis mutandis, as applicable.

The Company’s Occupational Safety and Health Management System covers all workers, including non-employees, as well as all workplaces, in order to comprehensively implement workplace safety and health management.

The Company has not yet established an Occupational Safety and Health Committee. To protect the safety and health of workers and prevent occupational accidents, the Company has established the Safety and Health Work Rules in accordance with Paragraph 1, Article 34 of the Occupational Safety and Health Act. Pursuant to the Act and relevant regulations, employers shall jointly formulate Safety and Health Work Rules appropriate to their operational needs in consultation with worker representatives, submit the Rules to the labor inspection authority for recordation, and implement and publicly announce them thereafter.

Hazard Identification and Risk Assessment

The Company’s Planning Office is responsible for occupational safety and health-related matters, including hazard identification, risk assessment, and incident investigation. When workers encounter an imminent hazard while performing their duties, they may exercise their right to stop work or leave the work area to protect their own safety.

Hazard Identification and Assessment

1. Identification of high-risk groups
   The Company identifies the following groups as potentially higher-risk workers: Building management and facility service personnel, finance and business service personnel, customer service personnel, and sales personnel
2. Identification of characteristics associated with higher-risk groups
   The Company identifies workplaces or positions characterized by the following conditions as potentially higher-risk: Shift work, long working hours, high workloads, positions with insufficient protection or support, workplaces where employees may perceive a relatively low level of workplace justice or fairness.
3. Hazard assessment

Risk assessments are conducted using the Hazard Identification and Risk Assessment Form for the Prevention of Workplace Unlawful Acts and Violence:

(1) Workers identify and indicate whether potential external and internal risks of workplace unlawful acts or violence may occur in their workplaces based on the items listed in the assessment form.

(2) For items identified as potentially occurring, the possible types of violence, circumstances in which the incidents may occur, and potential consequences are identified and documented.

(3) The frequency of occurrence and severity are assessed, and the risk level is determined using the risk assessment matrix.

(4) Department supervisors review the items identified by workers and identify the existing violence control measures currently in place.

(5) Department supervisors determine whether additional control measures may be implemented to further reduce the risks and specify the expected implementation dates.

4. Appropriate workplace arrangement

The Company reviews and improves workplace arrangements within each department from two perspectives: the physical environment and workplace design.

5. Appropriate workforce allocation based on job suitability

To prevent workplace unlawful acts and violence, the Company conducts reviews from two perspectives: appropriate job assignment and work design.

Hazard Prevention and Communication Skills Training

1. Training provided to workers

The Company provides workers with training covering the following topics:

(1) Interpersonal relationships and communication skills.

(2) Awareness of the Company's workplace violence prevention policies, safety equipment, and available resources.

(3) Awareness of potential risks in the work environment, including potentially aggressive behavior, stalking, harassment, and appropriate response measures.

(4) Awareness of the Company's internal complaint and incident reporting mechanisms.

2. Training provided to supervisors

The Company provides supervisors with training covering the following topics:

(1) Psychological counseling and emotional management.

(2) Case studies on workplace violence and workplace bullying.

(3) Methods for encouraging employees to report workplace violence incidents.
(4) Investigation and interviewing techniques for workplace violence incidents.
(5) Methods of expressing concern, providing support, and offering assistance and counseling to victims.
(6) Techniques for identifying and addressing potential workplace hazards.
(7) Relevant laws and regulations concerning workplace violence.

Establishment of Incident Handling Procedures :

1. The Company shall ensure that all workers are informed of and understand the procedures and channels for reporting incidents.
2. Employees are encouraged to proactively report all incidents involving attacks, threats, or intimidation to facilitate follow-up and monitoring. If an employee experiences workplace violence or other unlawful acts, the employee shall immediately report the incident to the department supervisor or the Human Resources Department. Designated personnel of the Human Resources Department shall assist the complainant with appropriate arrangements or medical treatment and guide the complainant in completing the "Report and Handling Form for Suspected Workplace Unlawful Acts," accurately documenting the behavior, circumstances, sequence of events, and other relevant details at the time of the incident.
3. Designated personnel shall report suspected workplace unlawful acts according to the nature and circumstances of each incident. The complaint and reporting process shall be conducted objectively, fairly, and impartially, while ensuring the rights and privacy of the respondent, complainant, and other reporting individuals. Measures shall be taken to ensure that complainants and reporting individuals are protected from retaliation. For suspected workplace unlawful acts, relevant personnel shall be convened to establish a handling team where necessary. Cases shall be carefully handled in accordance with the "Procedure for Handling Physical or Psychological Unlawful Acts Encountered in the Performance of Duties."
4. The Workplace Violence Handling Team shall consist of labor representatives from the Human Resources Department, occupational safety and health functions, and relevant departments. The head of the Human Resources Department shall serve as the team leader. Labor representatives from each department shall be nominated by the team leader and appointed upon approval. Depending on their duties and responsibilities, labor representatives may be reassigned by the team leader when necessary. External professionals or relevant external resources shall be invited to participate when necessary to assist in implementing violence-control strategies and handling

workplace violence cases.

(1) Internal Incidents:

For suspected unlawful acts or violence occurring within the organization, strict confidentiality shall be maintained. The highest-level responsible management unit shall serve as the reporting channel, and a handling team should preferably be established within three days to conduct an investigation. For organizations with 100 or more workers, the investigation team shall consist of at least three members, including at least two external professionals, preferably with relevant backgrounds in law, healthcare, psychology, or related fields. When an investigation team meeting is convened, more than half of all members shall be present, and at least half of the attending members shall be external professionals. The investigation shall be completed within two months; where necessary, the investigation period may be extended by one month.

(2) External Incidents:

For suspected unlawful acts committed by third parties, attention shall be given to the timely activation of security measures, including notification of the police and security personnel. The Company shall establish communication channels with local police authorities for reporting unlawful acts or violence. If no actual unlawful act or violent incident has yet occurred, security personnel may be notified as a priority to take appropriate preventive measures and maintain a heightened state of alert, where necessary, to prevent the incident from occurring.

5. The Workplace Violence Handling Team shall be responsible for implementing violence-control strategies and handling workplace violence cases, as well as completing the “Worker Workplace Violence Follow-up Investigation Form (Appendix 7).” Team members shall be familiar with the organization's response methods and procedures for workplace violence incidents and shall promptly contact the police when circumstances require, in order to respond effectively to emergencies.
6. All reporting and complaint procedures shall be conducted objectively, fairly, and impartially. The rights and privacy of complainants and reporting individuals shall be strictly protected and kept confidential.
7. Post-Incident Measures

   When an incident involving an unlawful act directly related to the performance of duties occurs, the employer shall provide protection, appropriate arrangements, and assistance according to the nature and severity of the worker's injuries. The Company shall provide physical and mental health support to complainants, retain relevant incident records and reports, and take necessary measures to prevent recurrence. Employers and workers may refer to the resources listed in Appendices 9 and 10 to seek assistance from relevant government authorities or professional organizations, including physical and mental health consultation, counseling, and protection of workers' rights.

(1) Immediate, ongoing, and supportive protection measures shall be provided to complainants. Complainants or workers who witness unlawful acts may experience short-term or long-term psychological trauma, fear of returning to work, feelings of helplessness, or other emotional difficulties. The employer may arrange counseling, peer support, rehabilitation, or leave, or provide flexible adjustments to job duties and working hours to provide appropriate support and assistance.

(2) Workers affected by an incident may receive appropriate follow-up and assessment by healthcare professionals or other qualified personnel. Where necessary, an appropriate response plan shall be established for significant psychological or medical conditions, including post-traumatic stress disorder (PTSD). If the Company does not have healthcare personnel on site, affected workers may be referred to a prevention and rehabilitation center for free psychological counseling services.

(3) For serious cases involving unlawful acts or violence, the Company should clearly communicate its commitment to affected workers and assist them in pursuing appropriate legal remedies, including claims for damages where applicable. Workers who reasonably determine that the performance of their duties presents a risk to their physical safety or life and who therefore stop work and withdraw to a safe location shall not be subject to any adverse or retaliatory treatment.

(4) If the respondent is an internal employee, the case shall be handled in accordance with the Company's internal disciplinary procedures, and the complainant shall be informed of the relevant handling measures. If the relationship between the respondent and complainant has deteriorated to the extent that they can no longer work together in the same department, appropriate adjustments to job duties or departmental assignment should be considered. The Company shall also take measures to protect the complainant from further unlawful acts or harm.

(5) Relevant incident handling reports and records shall be retained. The causes of incidents shall be reviewed and analyzed, and necessary preventive measures shall be implemented to prevent similar incidents from recurring.

Evaluation and Continuous Improvement of Implementation Effectiveness

1. Following the occurrence of a workplace unlawful act or violence incident, the relevant departments, the occupational safety and health management function, and the Human Resources Department shall review the workplace environment and job design and redesign, as appropriate. The results shall be documented in the "Workplace Unlawful Acts Prevention Measures Inspection and Evaluation Form" to facilitate subsequent evaluation, improvement, and awareness and training activities.
2. A risk assessment and monitoring exercise shall be conducted once every three years to identify and confirm residual risks and newly emerging risks after the implementation of control measures, and to review the applicability and effectiveness of such measures.
3. The Company shall encourage workers to proactively report all incidents involving attacks, threats, or intimidation to facilitate follow-up and monitoring. Following the occurrence of a violence incident, the organization shall review and evaluate the work environment and job duties to identify opportunities for improvement.
4. Records relating to workplace violence, including meeting minutes, training materials, assessment reports, incident reports, handling forms, medical records, and compensation records, shall be retained to facilitate annual risk assessment and analysis. Investigation reports for all workplace violence incidents shall be documented in writing and properly maintained for subsequent review.
5. Implementation records and related documents shall be properly archived and retained for three years.

The Company operates in the financial and insurance industry. Its suppliers primarily provide products such as paper printing materials and stationery; therefore, the Company has not yet established specific supplier management guidelines. Although suppliers are not currently screened based on social assessments, environmental standards, or local procurement ratios, the Company requires suppliers to comply with applicable laws and regulations regarding environmental, health and safety risks, prohibition of child labor, labor management, protection of workers' fundamental rights, ethical standards, and integrity and ethical business conduct. In addition, the Company has implemented procedures in accordance with its internal control procedures for outsourced operations and established procedures and management measures sufficient to identify, assess, monitor, and control risks associated with outsourced operations.

To encourage whistleblowers to report unlawful activities, the Company provides the following protections: the identity and personal information of whistleblowers shall be kept confidential, and information sufficient to identify their identity shall not be disclosed. For internal reporting, whistleblowers shall not be dismissed, terminated, demoted, transferred, have their salaries reduced, have their rights and interests under laws, contracts, or established practices impaired, or be subject to any other adverse treatment due to the reported case.

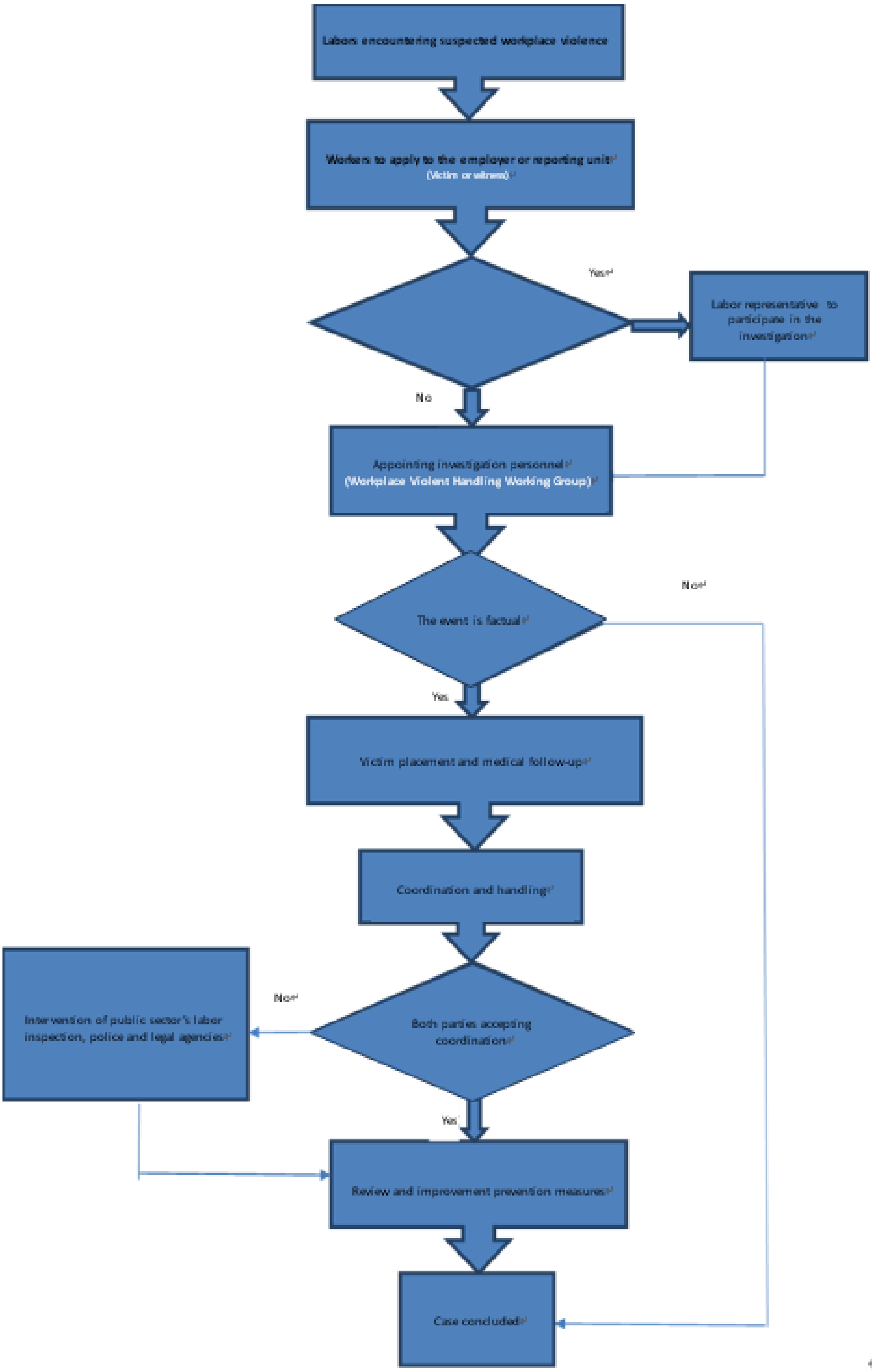
The Company’s Complaint and Reporting Channels

Complaint hotline: 02-23913271 ext 2727

The complaint mailbox is set up in the Planning Department.

Complaint mailbox : planning@firstins.com.tw

Procedure flowchart of hazard identification, risk evaluation and event investigations



Occupational Safety and Health Training

To safeguard the safety and health of workers and prevent occupational accidents, First Insurance has established the "First Insurance Safety and Health Work Rules" in accordance with the Occupational Safety and Health Act. We have appointed dedicated occupational safety and health supervisors and regularly arrange general occupational safety and health education and training for our employees. In 2025, a total of 5 hours of safety and health-related education and training were conducted, with a cumulative training attendance of 1,054 person-times.

Statistics on Occupational Safety and Health Training		
Name of Training	Number of Trainees	Training Fee (NT$)
Common Foot and Ankle Disorders Education Lecture	44	4,000
Gender Equality Employment Act and Sexual Harassment Prevention Act Lecture	953	0
Professional Nursing Guidance: First-Aid Knowledge Training	4	0
Gender Equality and Workplace Violence Prevention Lecture	16	7,000
Environmental Education Lecture	53	3,000

Notes:
1. Includes employees and non-employees whose work and/or workplace is controlled by the organization.
2. Workers who are not employees but whose work and/or workplace are under the control of the organization, such as security personnel, cleaning personnel, construction personnel, and other contractors or outsourcers.
3. Occupational safety and health-related education and training include general training or training for specific occupational hazards and dangerous conditions.

Environmental Education Lecture

Health Promotion

Physical and Mental Health Counseling Service

1. Provide employees with physical and mental health consultations through online or telephone appointments. Physicians provide on-site services three times a year, two hours

per session, with approximately 20 minutes per employee per session.

2. Use the "Employee Health Management System" to analyze and assess employees' health examination records, proactively provide care based on risk profiles, provide on-site services when necessary, arrange physician consultations with employees, and provide health guidance and care.
3. Assist in selecting and assigning suitable work for workers: 8 cases.
4. Follow-up management and health guidance for employees with abnormal health examination results: 11 cases.
5. Assessment and case management of workers at high risk for occupational health issues: 32 cases.
6. Prevention of work-related illnesses and injuries and health consultations: 10 cases.

Health Promotion Activities:

1. September 2025: Hosted a health seminar on "Common Foot and Ankle Disorders," with 44 participants.
2. June 2025: Conducted professional training by occupational health nurses focusing on "First-Aid Kit Management and First-Aid Knowledge Training," with 4 participants.

Protection for Female and Maternity Workers:

Established the "Maternal Health Protection Operating Procedures for Female Workers," requiring evaluatees to complete the "Maternal Health Hazard Assessment and Work Suitability Arrangement Form." This form is submitted to medical personnel for evaluation to ensure appropriate work arrangements.

Protection Against Abnormal Work Hours, Ergonomic Hazards, and Workplace Violence:

Implemented the "Workload-Related Disease Prevention Procedure" and "Musculoskeletal Disease Prevention Procedure." Risk assessments and needs surveys are conducted using standardized scales, and related databases are established for cross-comparison to provide appropriate interventions for high-risk workers. Additionally, lectures on workplace violence prevention are organized to eliminate unlawful infringements in the workplace.

Health Examination Care:

Provides superior-than-statutory health examination care, allowing employees to select appropriate check-up packages based on age and high health risk factors. Employee family members are also eligible to participate in the health examination program.

Common Foot and Ankle Disorders Education Lecture	
	

Professional Nursing Guidance: First-Aid Knowledge Training	
	

Occupational Health Services

The Company cares about the health of all of its employees, focusing on a culture of health and safety, building an inherently safe work environment to help employees and contractors achieve work-life balance, and working with its stakeholders in lowering occupational safety and health risks. Each year, we plan a comprehensive health checkup that goes beyond legal requirements and regularly track the status of the employee’ s health. The workplace nurses will get hold of the employees’ health status and provide a basis for self-health management to achieve prevention over treatment and create a safe and worry-free work environment.

Number of Employee Health Checkups and Fees	
General Health Checkup	
Checkup Items	1. Investigation on work experience, medical history, living habits, and subjective symptoms. 2. Physical examination of height, weight, waist, vision, color identification, hearing, blood pressure, and different systems and parts of the body. 3. Chest X-ray (large film) examination. 4. Examination of urine protein and urine occult blood. 5. Hemoglobin and white blood cell count check. 6. Examination of blood glucose, Alanine Aminotransferase (ALT), creatinine, cholesterol, triglycerides, high-density lipoprotein cholesterol, and low-density lipoprotein cholesterol. 7. Other examinations designated by the central competent authority.
Number of Persons Examined	148
Examination Fees (In Thousands of NTD)	631

Occupational Hazards

In 2025, the company recorded a total of 2 occupational injuries, of which 1 resulted from a traffic accident during a business trip. Incident investigations have been completed for all related events, and necessary corrective and preventive measures have been implemented. There were no fatalities or major occupational injuries resulting from occupational injuries, and no cases of occupational illness during the year. Additionally, no occupational injuries or illnesses were reported among non-employee workers.

Occupational Injuries of Employees				
Category	**Item**	2023	2024	2025
Total Hours Worked	**Total Hhours Worked by Females**	829,312	822,000	785,232
	Total Hours Worked by Males	868,992	866,000	816,720
	Total Hours Worked	1,698,304	1,688,000	1,601,952
Number of Deaths due to Occupational Injuries	**Number of Deaths for Females**	0	0	0
	Number of Deaths for Males	0	0	0
	Total Number of Deaths	0	0	0
Number of Severe Occupational Injuries (Excluding Number of Deaths) severe	**Total Number of Severe Occupational Injuries for Females**	0	0	0
	Total Number of Severe Occupational Injuries for Males	0	0	0
	Total Number of Severe	0	0	0

occupational injuries (excluding number of deaths)	**Occupational Injuries**			
Number of Recordable Occupational Injuries (Including Number of Deaths and Number of Severe Occupational	**Total Number of Occupational Injuries for Females**	1	1	2
	Total Number of Occupational Injuries for Males	3	2	0
	Total Number of Occupational Injuries	4	3	2
Percentage of Deaths due to Occupational Injuries		0	0	0
Percentage of Severe Occupational Injuries		0	0	0
Percentage of Recordable Occupational Injuries		2.35	1.77	1.24

Notes:

1. Death rates due to occupational injuries = (number of deaths due to occupational injuries / work hours) *1,000,000.
2. Percentage of severe occupational injuries = (number of severe occupational injuries, excluding the number of deaths / work hours) *1,000,000.
3. Percentage of recordable occupational injuries = (number of recordable occupational injuries, including number of deaths and severe occupational injuries / work hours) *1,000,000.
4. Severe occupational injuries refer to occupational injuries from which health status cannot be recovered within 6 months.
5. Recordable occupational injuries do not include occupational injuries resulting from work commutes.

4.5 Social Charity Activities

The First Insurance has constantly upheld the spirit of "Taking from the Community, Giving Back to the society" since its incorporation, and has been committed to social charity activities. Although we are not currently deeply engaged in actual community participation, we have made substantial donations to social groups and academic institutions. We have taken practical actions in supporting the building of rural public AEDs and donating recycled and repaired computers to nonprofit organizations and disadvantaged groups. Thus, sustainability culture is internalized, realizing the philosophy of corporate giving back to society. The Company continues to learn and exert influence to encourage employee participation. The First Insurance's current community participation is mainly donations. The methods of donation are through donating assets and money. The First Insurance announces the donation recipient within 15 days of its occurrence on the Company's external website for information transparency. The donation recipients of The First Insurance are not just single groups or families. Hence, it is not possible to quantify and evaluate the impact of the donations on the communities.

The Company is in the financial insurance sector, and its major operating activities mainly take place in offices. It does not have actual or potential negative impacts on the local communities. Relevant communications and evaluations for the office premises were not conducted.

Donation Amount from 2023 to 2025			
Unit: NTD in Ten Thousand			
Year	**2023**	**2024**	**2025**
Total Input Amount for Social Charity Activities	152.01	160.56	**186.4**

Donation Management

The First Insurance established the regulations governing external donations in August 2011 to protect the interests of shareholders, creditors, and employees. The management regulations stipulate that external donations may only be made to social groups established following the Civil Associations Act. Donations to political parties and stakeholders are not permitted.

2025 Social Engagement Highlights: Partnering with The First Social Welfare Foundation to Build an Inclusive Society for People with Intellectual Disabilities

Guided by the spirit of "giving back to society what we take from it," our company deepened its collaboration with "The First Social Welfare Foundation" in 2025, fulfilling our long-term commitment to the intellectually disabled community through two main dimensions: physical inclusion and digital philanthropy.

- Physical Inclusion: We sponsored the "Health Walk, Loving Forever" social integration challenge event, which gathered approximately 1,500 citizens and families of people with intellectual disabilities on November 29. Through interactive experiences, we strove to eliminate social discrimination, guide the public in understanding the challenges faced by individuals with hidden disabilities, and contribute to building a friendly and inclusive social environment.
- Digital Philanthropy: Leveraging our core digital financial capabilities, we launched the "Love, Online Philanthropy Donation" campaign. We encouraged customers to let the company make donations on their behalf upon completing digital insurance enrollment. A total of 443 customers participated, with cumulative donations reaching NTD 160,000. Through this initiative, we transformed commercial activities into a force for social good, putting into practice our philosophy that "every policy provides peace of mind, and every participation is an opportunity to change society."

Name of Charity Event	Amount (NT$)	Description
"Love of the Same Name" Co-branded Charity Event	60,000	1. November 1, 2024 – March 31, 2025 2. Campaign Mechanism: New website members who purchased any insurance product on our platform with no minimum spending amount during the campaign period each received a NTD 50 electronic gift voucher. 3. Corporate Charity Contribution: As an additional philanthropic initiative, our company donated NTD 100 on behalf of each participating member to "The First Social Welfare Foundation," combining digital business growth with social good. 4. First Social Welfare Contact: Director Huang Wen-Chi / (02) 2722-4136 ext. 833 / Huang Wen-Chi
Education and Training for Disadvantaged Groups	0	In 2025, we hosted university lectures to promote industry-academia collaboration and financial literacy, including sessions at China University of Technology on April 19 (11 participants), Feng Chia University's Department of Risk Management and Insurance on September 13 (23 participants), and Chang Jung Christian University on November 25 (24 participants).
"Health Walk, Loving Forever" Charity Walking Initiative	110,000	Sponsorship and Participation in the "Health Walk, Loving Forever" Charity Walking Initiative for People with Intellectual Disabilities 1. Encouraged trainees from The First Social Welfare Foundation to step outdoors and provided parent-child activities for families. 2. Set up a booth to promote financial literacy and anti-fraud awareness targeting vulnerable groups.
Adoption of Nianru Park	30,000	Nianru Park Adoption and Maintenance (As of March 31, 2025) 1. Daily Environmental Cleaning: Conducted cleaning 6 days a week via outsourced services, with a monthly cost of NTD 10,000. 2. Monthly Watering and Plant Pruning: Carried out regularly by our Social Welfare Task Force. 3. Parks and Street Lights Office, Nangang District Office: Chen Yu-Hsuan / (02) 2783-3685 ext. 219
Community Care Events	70,000	Promoted community interaction across various districts (including rural areas) for a total of 4 sessions.
Food Bank Initiative	50,000	Through collaboration with the Andrew Charity Association, resources are invested to optimize food storage and transportation processes. This initiative not only reduces food waste but also establishes stable food supply points to support the basic needs of disadvantaged groups and strengthen the social resilience of local communities.
Financial Services Charity Carnival	161,312	Focusing on financial education, charitable philanthropy, and financial anti-fraud advocacy, we strive to build the public's correct

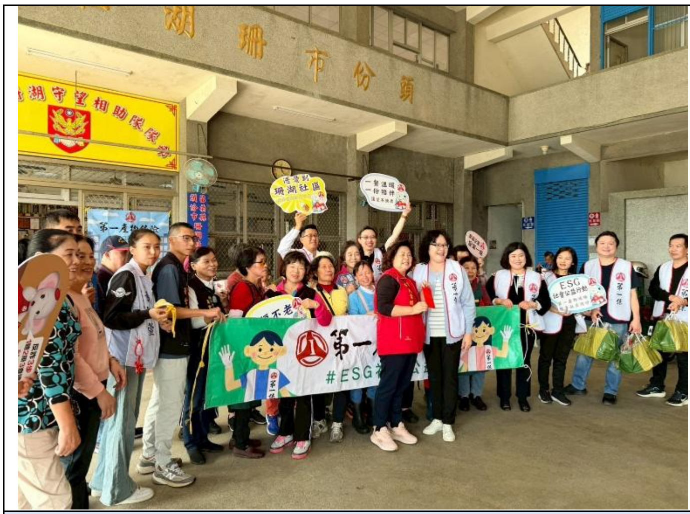
		understanding of financial concepts while extending care to rural and socially vulnerable groups. This initiative highlights the financial sector's active participation in social welfare and our commitment to fulfilling corporate social responsibility.
Blood Donation Event	214,340	We regularly host "Blood Donation Days" by mobilizing employees and the general public, effectively easing the pressure of critical blood shortages in the medical system. This ensures a stable emergency blood supply foundation for regional medical networks and reduces the risk of healthcare shortages. A total of 4 blood donation events were held across the special municipalities (six major cities), with an average cost of approximately NTD 60,000 per event.
Emotional Learning for Disadvantaged Children in Rural Areas	297,606	Sustainable Scholarship Program 1. Systematizing "Emotion x Science" teaching to ensure continuous learning, boost self-confidence, and help disadvantaged children grow into better adults. 2. Collaborative Model: Corporate Sponsorship (Our Company) + MEandMine (providing learning solutions) + Social Enterprise (Teach For Taiwan, TFT).

Photos of Charity Activities

Blood Donation Event	Blood Donation Event
	
Care for Disadvantaged Groups – Food Bank Initiative	Care for Disadvantaged Groups – Food Bank Initiative

	
Learning Support Program for Early Intervention children	**Learning Support Program for Early Intervention children**
	

Little Beaver" Educational Material Donation Event at Nanpu Elementary School, Miaoli	Little Beaver" Educational Material Donation Event at Nanpu Elementary School, Miaoli
	
Charitable Meal Service Event in Shanhu Community, Miaoli	**Charitable Meal Service Event in Shanhu Community, Miaoli**



Financial Services Charity Carnival

Financial Services Charity Carnival

"Health Walk, Loving Forever"
Charity Walking Initiative

"Health Walk, Loving Forever"
Charity Walking Initiative

Education and Training for Disadvantaged Groups

Lecture at China University of Science and Technology	
	
Lecture for the Department of Risk Management and Insurance at Feng Chia University	
	
Lecture at Chang Jung Christian University	
	

Local Community Engagement and Dialogue

Our company places high importance on the impact of our operations on local communities. In 2025, through communication channels and internal social impact assessments across our 38 operational locations island-wide (including the headquarters, branches, offices, and service centers), no operational activities were found to have caused any significant actual or potential negative impacts on local communities. To maintain this outcome, we implement preventive management across three major dimensions:

- Fair Treatment and Rights Protection: Through the "Complaint Management Procedures" and the principle of treating customers fairly, we ensure that claims handling is transparent and impartial. We also continuously optimize diverse communication channels to transform potential claims disputes into service improvement suggestions, thereby mitigating negative emotional impacts on policyholders and the community.

- Physical Location Environmental Management: We strictly enforce environmental maintenance standards, including energy conservation and carbon reduction, proper waste disposal, and noise control. For service centers located in densely populated areas, we pay special attention to managing signage light pollution and guiding customer traffic to ensure our operations do not disturb neighborhood life.
- Reduce the Digital Transformation Information Gap: Proactively assess the potential exclusionary effects of digital services on the elderly and disadvantaged groups. Through in-person assistance and dedicated telephone support, ensure accessibility to financial services and avoid negative impacts on local communities.

Furthermore, we view local communities as key partners, using our social welfare task force to reach deep into communities and campuses to promote diverse community development initiatives:

- Community Safety and Care: In collaboration with the Shanhuli Community Development Association, we hosted a "Community Common Meal and Anti-Fraud Advocacy" event to care for the living needs of seniors while enhancing residents' awareness of financial fraud prevention and reducing the risk of property loss.
- Educational Support in Rural Areas: Implement the “Read 100 DaNan” Reading Program at DaNan Elementary School in Dahu Township, Miaoli County, providing quality reading materials covering science, the environment, and arts and culture. By incorporating the principles of fun, diversity, and local relevance, the program cultivates local students through guided shared reading and strengthens the community’s future human capital.

Through the above measures, our company continuously monitors the impact of our operations on communities, combining our property and casualty insurance expertise with social participation to ensure our operations meet community expectations and promote local sustainable development and shared societal well-being.

5. Environmental Protection

5.1 Risks and Opportunities of Climate Change and Countermeasures

Climate Change Governance and Governance Units

Due to the rise in extreme weather events caused by global warming, awareness of environmental protection, energy conservation and carbon reduction, as well as health and safety issues, has significantly increased in recent years. Countries around the world have taken a more proactive stance, implementing measures such as carbon neutrality strategies and even setting net-zero emission targets. As a member of the financial industry, in addition to conducting research, it is essential to take more concrete actions.

In light of this, The First Insurance established the "Sustainable Development Committee" in July 2021. Furthermore, on November 9, 2022, the Company's Board of Directors approved the "Climate-Related Financial Disclosure Policy." The Sustainable Development Committee, under the Board of Directors, serves as the highest management body responsible for overseeing sustainability issues.

To ensure the effective implementation of climate-related strategies, a "Sustainable Development Task Force" has been established under the Committee. This Task Force is responsible for formulating the Company's responses to climate change. Based on internal risk assessments, the Task Force promotes climate-related initiatives and manages sustainability goals. Its activities and progress are reported to the Board of Directors on a quarterly basis.

Below is the organizational chart for the Company's climate change governance framework:

Education and Training

The Company provides regular training to the Board of Directors on sustainability-related matters and climate risk management. These training initiatives enhance the Board's understanding of sustainability and climate-related issues and foster a top-down culture of sustainability and climate risk management across the organization.

In addition to participating in internal and external sustainability and climate-related forums, the Company actively supports national sustainability initiatives by encouraging employees to complete the Sustainability Literacy Assessment. The Company also sponsors key personnel to attend advanced sustainability training programs and obtain professional certifications in sustainable finance. These training and certification programs strengthen employees' knowledge of sustainability-related issues and enhance the Company's capability to respond to the transition toward a net-zero future.

Climate Change Strategies

In response to the impacts of climate change, the Company has identified the short-, mid-, and long-term climate-related risks and opportunities it faces. This enables us to conduct a materiality assessment and, based on the results, develop corresponding risk management and mitigation measures for significant climate-related issues.

Climate Change Risks

Physical Risk

"Climate Change Risk Events" refer to various risks caused by climate change, including acute physical risks and chronic physical risks. Acute physical risks include extreme weather events such as typhoons, flash floods, droughts, cold waves, heat waves, and wildfires; chronic physical risks include sea-level rise, changes in precipitation patterns, and long-term increases in temperature. The relevant physical risks identified are as follows:

Risk Events	Period	Impact Description
Acute physical risks. Such as typhoons, flash floods, droughts, cold spells, heat waves or wildfires.	Short- term	The frequency and severity of extreme climate events are rising. Impacts include damage to the property and equipment of the Company, disruption of operations (operation risk), increase in insurance claims (insurance risk and fund liquidity risk), reduction in investment position (market risk), or credit default by investment objectives (credit risk).
Chronic physical risks. Such as rising sea-levels, changes in rainfall patterns, or long-term temperature rises.	Long-term	Long-term changes to the climate model due to climate change will impact the Company's operations (operation risk) and result in a changing commercial environment (operation risk), increase in insurance claims (insurance risk and fund liquidity risk), reduction in investment position (market risk) or credit default by investment objectives (credit risk).

Transition Risk

Changes in policies and regulations, low-carbon technologies or consumer preferences introduced in the process of low-carbon transformation may affect the Company's business model (operational risk), premium income of existing insurance customers (risk of changes in the business environment), value of investment positions (market risk) and credit quality of investment targets (credit risk). The relevant transition risks identified are as follows:

Risk Events	Period	Impact Description
Low-carbon transition policies and regulations. Such as, carbon fees, ban on internal combustion vehicles, retirement of coal power plants, or mandatory disclosure of carbon emission information.	Short- term	The introduction of policies on carbon fees, ban on internal combustion vehicles, retirement of coal power plants, or mandatory disclosure of carbon emission information will impact the high carbon industries and customers. It may ultimately impact the operations, written revenues (insurance risk) and investment position of The First Insurance.
The introduction of low carbon technologies and techniques	Mid- term	The transition to low-carbon technologies will affect the profitability of current energy-intensive, carbon-intensive or energy-intensive industries, and even replace companies that cannot adapt to the net-zero carbon emission wave, which will ultimately affect the premium income and investment position of The First Insurance.
Changes in consumer preferences	Mid-term	In response to the global trend towards low carbon transition, market consumers are likely to take sustainability management strategy and zero carbon emissions into account when selecting insurance companies, which will affect the Company's future premium income.
Lawsuit risk (Or liability risk)	Non-urgent	For those who experience losses due to climate change, such as the general public or environmental protection groups. They would file for compensation through litigation methods against high carbon emission industries or other relevant parties. For example, the major shareholders of high carbon emitting industries, credit banks or other insurance companies.

Climate Change Opportunities

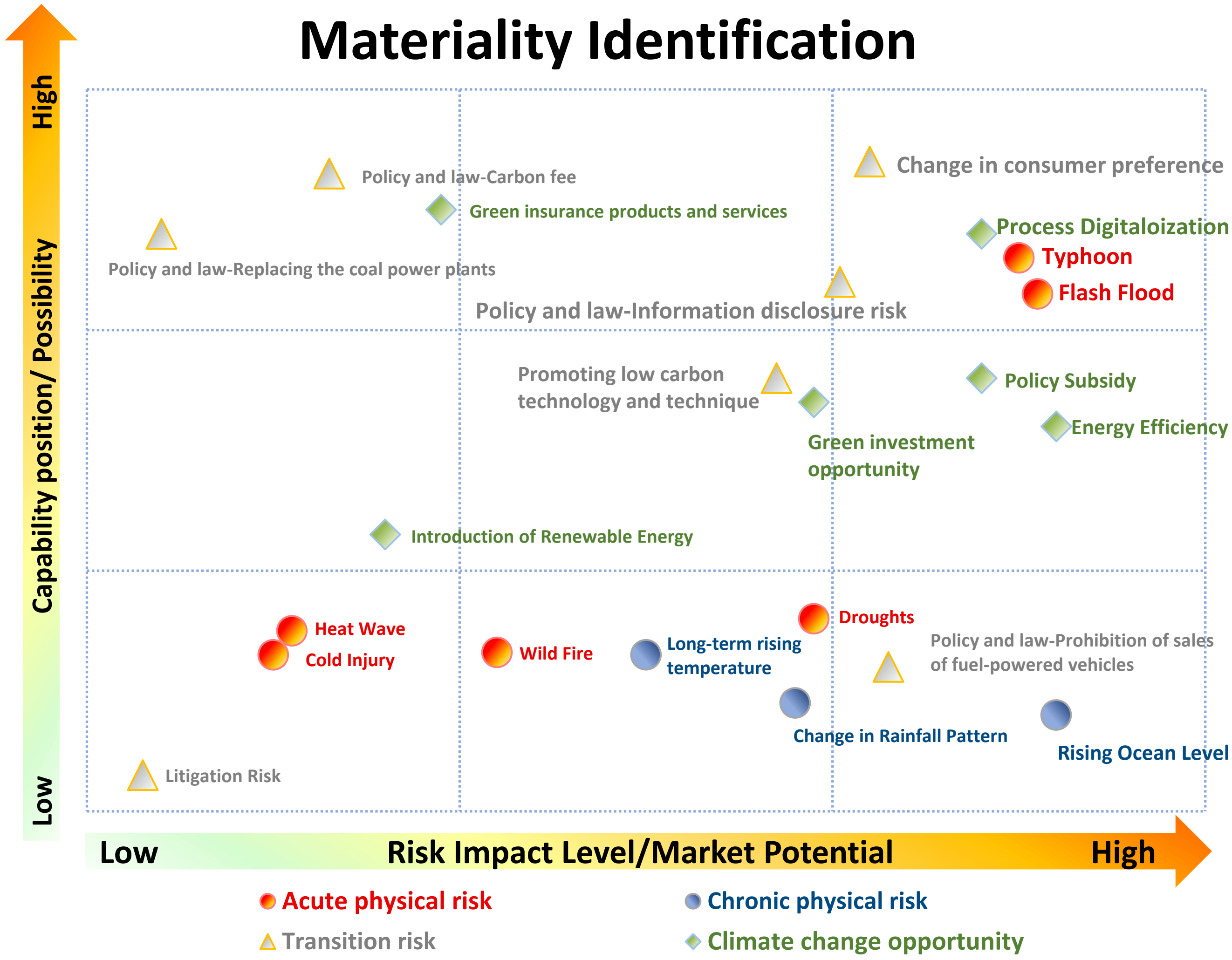
The policies and laws, the advancement of low carbon technologies introduced and changes to consumer preferences during society’s low carbon transition process will offer the Company new markets and lower the energy costs and carbon emissions of operations. Climate change opportunities identified include:

Opportunity	Period	Description
Resource Efficiency	Short-term	In response to the introduction of technologies and techniques for low carbon transition, adopting energy-saving measures and increasing energy use efficiency will lower carbon emissions.
Renewable Energy	Mid to Long-term	In response to the global demand for low carbon transition, the market for green insurance products, such as insurance products for solar panels, offshore windpower, energy storage facilities, electric vehicles and charging stations, will grow significantly.
Green Insurance Products and Services	Mid- term	In response to the global trend towards low carbon transition, market consumers may consider the insurance company’s sustainable business strategy and net-zero carbon emissions when selecting insurance companies, which will affect the Company’s future premium income.
Green Investment	Mid- term	The requirements of the global low carbon transition will lead to a significant increase in the Compound Average Growth Rate (CAGR) of investments in innovative green and low carbon technologies. In the future, the scale of the market may surpass that of legacy carbon-intensive industries and lead to greater returns on investment.
Digitalization of Underwriting and Claims Procedures	Short-term	The promotion of electronic policy and internal electronic documents can reduce the use of paper and lower printing fees.
Policy Subsidy	Short-term	The government will introduce policy subsidies for corporations to replace high energy-consuming equipment or introduce self-owned renewable energy in response to the transition to low carbon emissions.

Materiality Identification

To implement climate change risk management effectively, The First Insurance regularly conducts internal meetings to identify climate change risks/opportunities. Based on the impact degree and likelihood of the identified risks (or the proximity of policy implementation) and the market potential and capability position of the identified opportunities, The First

Insurance conducts material identification for the risk and the opportunities. Through the materiality identification, The First Insurance can plan suitable countermeasures and priorities based on the identification results of various risks and opportunities. The identification results are as below.



Climate Change Risk/Opportunity Management

Materiality identification with high level risks include typhoon, flash flood, changes in consumer preferences and information disclosure risk; opportunities include energy efficiency, underwriting and claims digitalization and government subsidies. A proactive response will be adopted.

Risk/ Opportunities Level	Risk/ Opportunities Events	Countermeasures
High	**Risks** • Typhoons • Flash floods • Changes in consumer preferences • Policy and law - Information disclosure risk	1. Establish a real-time report system to ensure the safety of employees during natural disasters. 2. Regularly examine and evaluate each of the Company’s operating locations for flood risk information. 3. Transfer risks through reinsurance contracts to reduce the impact of extreme weather. Examine the probable maximum losses from typhoons and floods for the 100-year return period. 4. We will avoid overconcentration of funds and build an emergency response funding mechanism through suitable liquidity risk management measures. We will also hold a suitable amount of equivalent cash or securities that can be converted to cash immediately. In this way, we can lower the risk of non-compliance with insurance obligations. 5. Establish reduction targets for water and power usage as well as the corresponding energy-saving measures. Combine these with climate change opportunities to effectively reduce the Company’s energy consumption and carbon emissions. 6. Regularly track the proportion of investment objects that are inadequate in their climate change disclosures or actions. The Investment Department will engage with the relevant investment objectives. 7. Arrange for employees to undergo GHG auditor courses and certification to help the Company establish a GHG inventory mechanism. 8. Calculate and disclose Scope 3 carbon emissions of investment position to help the Investment Department track the carbon emissions of its investment position and formulate future investment strategies.

	Opportunity Energy efficiency Digitization of processes Government subsidies	1. Evaluate the Company's energy consumption using scientific methods. Establish suitable measures based on the result to lower the Company's carbon emissions and avoid excessive carbon fees or industry stigmatization. 2. Actively promote electronic policies and digitalization of internal processes. 3. Evaluate and apply for energy-saving subsidies.

Medium level risks identified included rising sea level, carbon fees, prohibition against ICE vehicles, replacement of coal power plants, information disclosure risks and promoting low carbon technologies and techniques; opportunities include green insurance products and services and green investments. We will carry on tracking these topics.

Risk/ Opportunities Level	Risk/ Opportunities Events	Countermeasures
Medium	**Risk** • Rising sea level • Policy and law - Carbon fee • Policy and law - Prohibition against the sale of ICE vehicles • Policy and law - Replacing the coal power plants • Promoting low carbon technologies and techniques	1. Regularly examine and evaluate each of the Company's operating locations for flood risk information. 2. Track the underwriting proportion of coal power plants and carbon intensive industries (expand to include the steel industry next year). 3. Incorporate ESG and climate change into investment evaluations and as reference, and set up a review mechanism before and after the investment. Use the evaluation outcomes as a reference for adopting suitable measures to lower climate change risks of climate change sensitivity, carbon intensive or energy intensive industries. 4. Create a list of companies that are unable to be invested and are prohibited from investment, including companies in the arms, tobacco, gaming, sex, and coal mining industries and companies involved in serious human rights exploitation. 5. Regularly track the proportion of investment targets that are inadequate in their climate change disclosures or actions, with engagement from the Investment Department.

	Opportunity Green insurance products and services Green investment	1. Launch green products and track the performance of related products. 2. Evaluate and conduct investments in sustainability bonds, green industries and related upstream and downstream industry chain.

Flood Risk of Office Locations

Based on the Company's risk map, which consolidates flood potential data from the disaster potential map platform of the National Science and Technology Center for Disaster Reduction (NCDR), we assessed the maximum potential flood depth at each branch office location under the assumption that no dam or flood protection system failures occur. This assessment was based on a 24-hour accumulated rainfall of 650 mm. The levels of flood potential risk and their corresponding descriptions are as follows:

Flood Risk Levels:	**Description**
Low	No flooding, or flooding has reached a depth of 0.5 ~ 1.0m
Medium	Flooding has reached a depth of 1.0 ~ 2.0m
High	Flooding has exceeded a depth of 2.0m

The flood prevention measures of each business premises are also inspected, and the flood prevention measures are explained as follows:

Flood Prevention Measures	Description
Yes	Flood gate/barrier is installed, and sand bags available, or office locations are above ground floor.
No	No related measure.

The level of physical risk for each service center and branch is then assessed based on flood risk and response measures.

Physical Risk Assessment		
	Flood Prevention Measure Present	Flood Prevention Measure not Present
Flood Potential Risk - Low	Low physical risk	Low physical risk
Flood Potential Risk - Medium	Low physical risk	Medium physical risk
Flood Potential Risk - High	Medium physical risk	High physical risk

The impact of each physical risk level is outlined below.

Physical Risk	Description
Low	No flooding, services to policyholders not affected.
Medium	Minor flooding that does not affect services to policyholders.
High	Flooding that may affect the equipment and environment at the Company's operating location as well as policyholder services and employee safety.

Upon assessment under the scenario of 650 mm of accumulated rainfall within 24 hours, flooding may occur at the Kaohsiung Branch, Sanchung Service Center, and Luzhu Service Center. However, these locations have established backup mechanisms and are not located on the ground floor, so potential flooding would not affect customer service nor result in property losses for the Company.

Unit	Address	Flood Risk		Flood Prevention Measures	Physical Risk Assessment
		200mm of Cumulative Precipitation within 24 Hours	650mm of Cumulative Precipitation within 24 Hours		
Head Office	No.54, Sec. 1, Zhongxiao East Road, Zhongzheng District, Taipei City	Low (no flooding)	Low (no flooding)	Yes	Low
Yanping Office Building	6F and 7F, No. 189, Yanping South Road, Zhongzheng District, Taipei City	Low (no flooding)	Low (no flooding)	Yes	Low
New Taipei City Branch Office	16F, No. 37, Section 2, Sanmin Road, Banqiao District, New Taipei City	Low (no flooding)	Low (no flooding)	Yes	Low
Taoyuan-Hsinchu Branch Office	21F-2, No. 398, Huanbei Road, Zhongli District, Taoyuan City	Low (no flooding)	Low (no flooding)	Yes	Low
Taichung Branch Office	9F, No. 726, Section 1, Taiwan Boulevard, West District, Taichung City	Low (no flooding)	Low (no flooding)	Yes	Low
Tainan Branch Office	6F, No. 515, Chenggong Road, Tainan City	Low (no flooding)	Low (no flooding)	Yes	Low
Kaohsiung Branch Office	4F and 5F, No. 263, Siwei 3rd Road, Lingya District, Kaohsiung City	Low (0.5~1.0 m)	Low (0.5~1.0m)	Yes	Low
Keelung Service Center	4F, No. 11, Ai 9th Road, Keelung City	Low (no flooding)	Low (no flooding)	Yes	Low
Neihu Service Center	4F-1, No. 160, Section 6, Minquan East Road, Neihu District, Taipei City	Low (no flooding)	Low (no flooding)	Yes	Low
Zhonglong Service Center	1F and 2F, No. 26, Section 4, Bade Road, Songshan District, Taipei City	Low (no flooding)	Low (no flooding)	Yes	Low
Sanchong Service Center	1F and 2F, No. 46, Zhongzheng North Road, Sanchong District, New Taipei City	Low (no flooding)	Low (0.5~1.0 m)	Yes	Low
Xinshu Service Center	15F-1, No. 229, Xintai Road, Xinzhuang District, New Taipei City	Low (no flooding)	Low (no flooding)	Yes	Low
Lanyang Service Center	6F, No. 338-6, Gongzheng Road, Luodong Township, Yilan County	Low (no flooding)	Low (no flooding)	Yes	Low
Hualien Service Center	No. 215, Zhongzheng Road, Hualien City	Low (no flooding)	Low (no flooding)	Yes	Low
Taitung Service Center	No. 503, Xinsheng Road, Taitung City	Low (no flooding)	Low (no flooding)	Yes	Low
Xindian Service Center	11F, No. 103, Minquan Road, Xindian District, New Taipei City	Low (no flooding)	Low (no flooding)	Yes	Low
Taoyuan Service Center	5F-2, No. 9, Jingguo Road, Taoyuan District, Taoyuan City	Low (no flooding)	Low (no flooding)	Yes	Low

Hsinchu Service Center	10F-5, No. 9, Section 3, Zhonghua Road, Hsinchu City	Low (no flooding)	Low (no flooding)	Yes	Low
Toufen Service Center	2F., No. 485, Zhongyang Rd., Toufen Township, Miaoli County	Low (no flooding)	Low (no flooding)	Yes	Low
Miaoli Service Center	No. 428-1, Zhigong Road, Fuli Village, Miaoli City	Low (no flooding)	Low (no flooding)	Yes	Low
Bade Service Center	2F, No. 234 & 236, Section 1, Jieshou Road, Bade District, Taoyuan City	Low (no flooding)	Low (no flooding)	Yes	Low
Fengyuan Service Center	No. 52, Fengdong Road, Fengyuan District, Taichung City	Low (no flooding)	Low (no flooding)	Yes	Low
Taichung Service Center	No. 181, Sec. 8, Taiwan Blvd., Wuqi Dist., Taichung City	Low (no flooding)	Low (no flooding)	Yes	Low
Caotun Service Center	No. 7, Minquan West Road, Caotun Town, Nantou County	Low (no flooding)	Low (no flooding)	Yes	Low
Changhua Service Center	8F, No. 2, Section 2, Zhongshan Road, Changhua City	Low (no flooding)	Low (no flooding)	Yes	Low
Yuanlin Service Center	No. 170, Nanping St., Yuanlin City, Changhua County	Low (no flooding)	Low (no flooding)	Yes	Low
Chiayi Service Center	11F-1, No. 316, Chuiyang Road, Chiayi City	Low (no flooding)	Low (no flooding)	Yes	Low
Yunlin Service Center	No. 78, Nanchang West Road, Dounan Township, Yunlin County	Low (no flooding)	Low (no flooding)	Yes	Low
Xinying Service Center	No. 27-3, Datung Road, Xinying District, Tainan City	Low (no flooding)	Low (no flooding)	Yes	Low
Yongkang Service Center	9F, No. 1-42, Zhonghua Road, Yongkang District, Tainan City	Low (no flooding)	Low (no flooding)	Yes	Low
Jiali Service Center	1F, No. 217, Jiadong Road, Jiali District, Tainan City	Low (no flooding)	Low (no flooding)	Yes	Low
Pingtung Service Center	No. 229-35, Zhongxiao Road, Pingtung City	Low (no flooding)	Low (no flooding)	Yes	Low
Fengshan Service Center	6F, No. 360, Section 1, Qingnian Road, Fengshan District, Kaohsiung City	Low (no flooding)	Low (no flooding)	Yes	Low
Luzhu Service Center	6F, No. 1187, Zhongshan Road, Luzhu District, Kaohsiung City	Low (no flooding)	Low (0.5~1.0 m)	Yes	Low
Nanzi Service Center	13 F.-2, No. 800, Junxiao Rd., Nanzi Dist., Kaohsiung City	Low (no flooding)	Low (no flooding)	Yes	Low

Green Insurance Products

For details, see '3. Customer Care - Environmental Aspects - Green Insurance Products'.

Portfolio Financed Carbon Emissions

To establish which industries with investment risk exposure need to be prioritized for engagement, the Company used the " Practical Guide to Scope 3 Investment Portfolio Financed Emissions in the Insurance Industry of R.O.C." (compiled by PwC Taiwan on behalf of Non-Life Insurance Association) to conduct a Scope 3 financed emissions inventory of investment positions held by the Company at the end of 2025. The 2025 sustainability reports, MOPS data and annual reports published by each investment objective were examined individually. The carbon emissions data for some positions, such as ETF, funds, and REITs, are not yet available, so these were not included for the purpose of calculations as yet. The overall inventory coverage was 86% (based on the value of the investment objectives included in this inventory compared to the value of total equity investments, corporate bond investments, investment and investments in investment projects, commercial real estate, investment and financing of commercial loans, and building mortgages) and Scope 3 financed emissions from investment and financing positions amounted to 33,027.81 tCO2e, a increase of 39% compared to last year, mainly due to the investee cement company's expansion of the boundary of its greenhouse gas inventory and third-party assurance in 2024 to include greenhouse gas emissions from its overseas subsidiaries.

The top five sectors in terms of financed emissions for the Company were the oil, electricity and gas industry, the cement industry, the shipping industry, the steel industry, and the Plastic industry, respectively. Upon reviewing the most recent annual sustainability reports or publicly disclosed information of the relevant entities, it is evident that all have engaged in green industries or adopted low-carbon processes to reduce carbon emissions, thereby aligning with a low-carbon transition society and progressively mitigating the impact of transition risks.

The outcomes of this inventory will not only help the Investment Department formulate its future investment strategies but also help it establish the investment objectives and industries to prioritize for engagement. For investment objectives with inadequate disclosure or carbon reduction measures, the Investment Department engages with them in the spirit of due diligence and governance as an institutional investor. In addition to increasing the coverage of the Company’ s inventory of Scope 3 investment objective financed emissions, efforts must be made to reduce their emissions as much as possible so that society as a whole can continue progressing towards the goal of net zero.

	2024		2025	
	Carbon Emissions from Finance (tCO2e)	Financial Carbon Intensity (tCO2e/million invested)	Carbon Emissions from Finance (tCO2e)	Financial Carbon Intensity (tCO2e/million invested)
Chemical Industry	651.38	5.61	641.82	5.91
Cement Industry	1,570.89	7.67	12,202.97	76.66
Semiconductor Industry	-	-	-	-
Oil, Electricity and Gas Industry	10,940.99	109.59	10,666.70	106.84
Finance and Insurance Industry	33.55	0.01	35.76	0.01
Building Materials and Construction	107.10	0.17	94.79	0.15
Textiles Industry	65.54	1.44	32.41	1.41
Shipping Industry	3,708.48	11.77	928.79	16.03
Communication network industry	44.47	0.45	0.00	0.00
Trading and Consumers' Goods Industry	90.82	0.54	221.95	1.36
Plastic Industry	1,254.71	6.56	1,364.83	7.07

Iron and Steel Industry	2,596.08	25.63	4,195.55	42.84
Sovereign Debt	2,634.82	5.10	2,641.23	4.95
Total	23,698.84	-	33,027.81	-

Indicators and Targets	For the purpose of lowering climate change risks, the Company has established the energy-saving and carbon reduction targets, including reducing power and water usage by 1%. The First Insurance reduced the consumption of paper through the promotion of electronic insurance policies and the introduction of internal electronic workflows and forms. Electronic policies account for 80% of automobile all-risk insurance policies, and 95% of travel insurance policies have been set as targets for 2025.
Financial Impact	**Physical Risk** According to the review conducted at the end of 2025, the maximum probable loss from typhoons with a return period of 100 years for each region was still within the acceptable range of the reinsurance contracts. Stress testing was also carried out for evaluating climate change risks. A scenario where typhoons and floods occurred three times in a year with a 50-year return period or one typhoon and flood occurred in a year with a 200-year return period were used to evaluate the financial damage, and the impact were within the acceptable range. **Transition Risk** With reference to the climate scenario analysis methodology developed by the Taiwan Financial Stabilization Fund, the Company assessed the potential losses of its investment portfolio under three climate change scenarios: Orderly Transition, Disorderly Transition, and Too Little, Too Late. Estimated portfolio losses were calculated by applying scenario-specific loss factors based on asset class, industry sector, and country of exposure to the Company's overall investment portfolio. Scenario: Orderly Transition / Disorderly Transition / Too Little, Too Late Estimated portfolio loss: 1.66% / 3.30% / 8.60% Notes: 1. **Orderly Transition** – This scenario assumes that countries around the world adopt early, ambitious, and progressively more stringent climate policies, resulting in relatively low physical and transition risks. 2. **Disorderly Transition** – This scenario assumes that countries initially maintain current climate policies and do not implement ambitious measures at an early stage. More stringent policies to reduce carbon emissions are introduced only after 2030, with the objective of limiting the global temperature increase to below 2°C by the end of the century. This scenario results in low physical risk but elevated transition risk. 3. **Too Little, Too Late –** This scenario assumes that countries continue with current

	policies and adopt delayed and fragmented climate actions after 2030. As a result, this scenario is characterized by high physical risk and high transition risk.
Carbon Pricing Basis	The Company hasn't planned to set internal carbon prices yet. We will continue to monitor domestic and overseas laws, and adjust strategic targets of our operation in the future if necessary.
GHG Inventory Plan	The First Insurance introduced the ISO 14064-1:2018 GHG inventory standard in 2023. The scope of inventory included direct and indirect GHG emissions at the head office of The First Insurance Co., Ltd. and Financial Insurance Marketing Building (Headquarters). Organizational boundary was based on operational control. Employees were also assigned or received subsidies for attending GHG auditor courses conducted by external organizations to support our push for net zero. In 2025, ISO 14064-1:2018 GHG inventory covering the internal inventory of the head office, Financial Insurance Marketing Building, branches and all service centers, and the relevant information is disclosed in this report.
External Inventory or Assurance	The Company will follow the requirements of the FSC Sustainable Development Roadmap for TWSE and TPEx-Listed Companies to set and disclose the annual reduction targets, strategies, and concrete action plans for 2027 no later than the base year of 2026. Information from consolidated inventory and assurance status will also be disclosed in the 2028 annual report for statutory compliance. The Company will follow the implementation timeline set out in the FSC Sustainable Development Roadmap for TWSE and TPEx-Listed Companies. As an individual company with paid-in capital of less than NT$5 billion, the Company is required to complete its greenhouse gas inventory by 2026 and obtain assurance by 2028. The Company is working toward these objectives for statutory compliance.

5.2 Environment Protection

To enhance employees' environmental awareness, the Company continues to encourage environmentally responsible practices in everyday life. Through ongoing internal communications, employees are provided with practical recommendations on environmentally friendly actions, enabling sustainability principles to be integrated into both their work and daily lives while fostering low-carbon, energy-saving, and resource-circulating habits. The awareness initiatives cover three key areas: food, consumption, and daily living. Employees are encouraged to bring reusable tableware and water bottles, reduce the use of disposable utensils and plastic products, choose seasonal ingredients and low-carbon diets, limit the consumption of processed foods, and support sustainable farming and fisheries. In terms of consumption, the Company advocates rational purchasing and mindful consumption, discourages the pursuit of fast fashion, and promotes repairing, extending the service life of products, and reusing items whenever possible. In everyday life, employees are encouraged to conserve energy and resources by practicing waste sorting, reducing water and electricity consumption, choosing products with environmental certifications, and minimizing the use of chemical cleaning agents and disposable products.

In view of the increasingly significant impacts of global warming and climate change caused by greenhouse gas emissions, the Company continues to strengthen awareness of energy conservation and carbon reduction while encouraging employees to incorporate sound energy management practices into their daily routines. By improving energy efficiency, reducing unnecessary energy consumption, and gradually decreasing reliance on conventional energy sources, resources can be conserved more effectively while mitigating environmental pollution and impacts. Through the continuous promotion of low-carbon lifestyles and environmentally friendly practices, the Company aims to embed sustainability into its corporate culture and work together with employees to contribute to environmental protection and climate action.

Raw Materials

Raw Material Procurement

As a professional insurance service company, delivering printed policies to clients serves as a form of assurance. Whether for policy issuance, endorsements, or claims processing, there is a high demand for paper usage. Therefore, the primary materials used are copy paper and printed materials, all of which are renewable resources. During the production of products or provision of services, the Company does not currently utilize recycled materials or engage in the recycling of products and packaging.

In 2025, the Company's usage of photocopy paper decreased by 10.4% compared with 2024, while the usage of printed materials declined by 5.63%, demonstrating a year-on-year downward trend. To further promote resource conservation and digitalization, the Company plans to gradually replace printed insurance policy terms and conditions with QR codes or website links, encouraging customers to access relevant information through digital channels. This initiative is expected to further reduce paper usage, thereby lowering the consumption of natural resources and minimizing environmental impacts. At the same time, the Company continues to promote paperless documentation, double-sided printing, and the reduction of unnecessary printing to improve resource efficiency.

Name of Raw Material	Unit	Renewable or Not	2023	2024	2025
Photocopy Paper	Pack	Renewable	16,982	16,463	14,751
Printed Materials	Portion	Renewable	12,913,095	9,435,478	8,904,369

Notes:

1. Types of materials include: raw natural resources such as minerals, iron, wood, and plastic pellets; lubricants used in machinery; semi-finished components or parts; and packaging materials.
2. Non-renewable resources refer to those that cannot be replenished within a short period, such as coal, natural gas, metals, minerals, and petroleum. Renewable resources, on the other hand, are those that can regenerate after being harvested.

Energy Management

The primary sources of energy consumption at The First Insurance include purchased electricity, followed by gasoline and diesel. Electricity is the main energy source, primarily used for daily office operations and air conditioning systems. Gasoline and diesel are used for the Company's company cars. In 2025, the total energy consumption reached 6,995.13 GJ, with electricity accounting for 6,519.98 GJ, gasoline for 458.28 GJ, and diesel for 16.87 GJ. The energy intensity was 8.594 GJ per employee.

In addition, in support of the national energy conservation goals, the Company continues to implement various energy-saving measures. In terms of electricity, we have primarily replaced traditional lighting sources such as incandescent bulbs and metal halide lamps (MH) with energy-efficient LED lighting. Also, we are planning the gradual replacement of outdated air conditioning blowers and have strengthened maintenance and cleaning efforts for air conditioning equipment to improve operational efficiency and reduce energy consumption. The Company also conducts comprehensive energy inventory across all aspects of operations to ensure optimal use of energy resources. Moving forward, we aim to identify further opportunities to enhance energy efficiency and reduce carbon emissions.

Quantitative Indicator	Unit	2024	2025
Electricity Usage	degrees/year	1,841,519.5856	1,811,104.9653
	GJ	6,629.47	6,519.98
Gasoline Usage	L/year	14,587.704	14,428.968
	GJ	464.73	458.28
Diesel Usage	L/year	292.38	466.52
	GJ	10.58	16.87
Total Energy Usage	GJ	7,104.78	6,995.13
Organization-specific metrics	Number of Employees	844	814
Energy Intensity	GJ/Number of Employees	8.418	8.594

Notes:

1. The heat content of electricity is converted to 1kWh=0.0036GJ.
2. The source of the conversion factors is based on the Ministry of Environment's Greenhouse Gas Emission Factor Management Table to calculate the heat content of fuel. The heat content values are 7,609 kcal/L for gasoline and 8,642 kcal/L for diesel in 2024, and 7,586 kcal/L for gasoline and 8,636 kcal/L for diesel in 2025. The conversion factor is 1 kcal = 4.1868 kJ.
3. In 2024 and 2025, the boundaries disclosed: 38 bases, including the head office, Financial Insurance Marketing Building, and all service centers and liaison offices in Taiwan.

Energy conservation and carbon reduction is a mission that The First Insurance and its employees actively strive to achieve. On August 18, 2017, the Company issued a company-wide announcement titled "Promoting Energy Conservation and Carbon Reduction," officially launching the initiative. Starting in 2018, departments and staff have been required to actively participate in implementing energy-saving and carbon-reducing measures to help protect the planet's resources.

Energy-Saving Initiatives

In 2024, The First Insurance Company adopted ISO 14064-1:2018 standards for greenhouse gas (GHG) inventory, designating 2024 as the base year. In 2025, the scope include the Head Office, Financial Insurance Marketing Building, and all 38 service centers and branch offices across Taiwan. The inventory accounts for both direct and indirect GHG emissions, with the organizational boundary defined based on operational control. To support the transition toward net-zero carbon emissions, the Company has designated and subsidized staff to participate in external GHG verifier training programs.

For the current disclosure year, the total GHG emissions amounted to 1,245.3128 metric tons of CO_2e, for which scope 1 contains 120.3087 metric tons CO_2e, scope 2 contains 845.7860 metric tons CO_2e, and scope 3 contains 279.2181 metric tons CO_2e. Compared with 2024, the Company's greenhouse gas emissions increased by 30.2165 tonnes of CO_2e in the current year. The overall emissions slightly increased due to updates to certain emission factors and Global Warming Potential (GWP) values. Among these, direct fugitive emissions from the release of greenhouse gases in human-made systems increased compared with the previous year, mainly due to the increase in the GWP value of methane (CH_4).

However, the overall difference was limited and had no significant impact on total emissions; therefore, the base year remains set as 2024. Going forward, the Company will continue to implement greenhouse gas inventories, actively plan carbon reduction measures, and regularly update emission factors and GWP values to ensure the accuracy and completeness of inventory data.

Greenhouse Gas Emissions

Greenhouse Gas Emissions of The First Insurance in the Last Two Years		
		Unit: metric tons CO_2e
Item	**Item**	**Item**
Scope 1: Direct greenhouse gas emissions (metric tons CO2e).	86.1477	120.3087
Scope 2: Indirect greenhouse gas emissions (metric tons CO2e).	872.8803	845.7860
Scope 3: Transportation (metric tons CO2e).	256.0683	279.2181
Total Emissions = Scope 1 + Scope 2 + Scope 3 (metric tons CO2e).	1215.0963	1,245.3128
Organization-specific metrics (number of employees (person)).	844	814
Greenhouse gas emissions intensity (metric tons CO_2e/number of employees (person)).	1.4397	1.5299

Notes:

1. Scope 1 is for emission sources directly owned or controlled by the Company, including stationary combustion sources, process emissions, mobile combustion sources for transportation and fugitive emission sources. Emission factors are calculated according to version 6.0.4 of the greenhouse gas emission coefficient management table of the Ministry of Environment (IPCC Sixth Assessment Report).
2. Scope 2 refers to energy-to-energy emissions, such as purchased electricity.
3. Types of greenhouse gas emissions: carbon dioxide (CO2), methane (CH4), nitrous oxide (N2O).
4. The carbon emission of electricity in 2024, 0.464 kgCO2e/kWh; in 2025, the latest announced electricity emission factor of 0.467 kgCO_2e/kWh, published on June 2, 2026, was adopted.
5. In 2024 and 2025, the boundaries disclosed : 38 bases, including the Head Office, Financial Insurance Marketing Building, and all service centers and liaison offices in Taiwan.

Energy Saving Policy

Since 2018, the Company has promoted the use of electronic insurance policies, significantly reducing the demand for paper at its source. In 2025, the number of electronic policies issued increased by 23,928 compared to 2024. This shift resulted in a reduction of approximately 531,109 sheets of paper, equivalent to a decrease of around 3,272 kilograms of carbon emissions. This initiative not only lowered operational costs but also demonstrated the Company' s strong commitment to environmental protection. By leveraging technology, we have enhanced work efficiency, established a sustainable work model, and contributed meaningfully to the well-being of our planet.

Water Management

The Head Office of The First Insurance in Taiwan is located in a commercial district and sources 100% of its water from the Taiwan Water Corporation. The primary water supply originates from the Feitsui Reservoir. The Company does not use groundwater or other alternative water sources, and therefore does not cause pollution or damage to water sources due to water extraction. As such, the Company has no significant impact on water resources, and its water resource risk is assessed as medium to low.

The First Insurance’s Head Office has gradually adopted water-saving labeled equipment and reinforced its infrastructure to prevent leakage. The office building’s water tanks are cleaned regularly, and faucet water flow is adjusted to reduce water consumption. These water-saving measures are expected to be extended to branch offices and service locations in the future. Water use in the building is limited to employee daily needs (including drinking, washing, and environmental cleaning). All domestic wastewater is lawfully discharged through the sewage system. In 2025, no illegal pollution incidents occurred, and there was no significant impact on surrounding water sources.

The Company has long been committed to water conservation and environmental sustainability. Our water-saving initiatives begin with encouraging responsible daily water usage and actively improving water consumption efficiency in operational processes to maximize the utility of available water resources.

In 2025, the total wastewater discharge amounted to 7.09 million liters, representing a 2.5% reduction compared to 2024. This resulted in total water savings of 0.18 million liters and a corresponding carbon reduction of 6.05 kilograms.

Three-Year Water Consumption Statistics			
Water Intake (million liters)	**2023**	**2024**	**2025**
Wastewater Discharge (million liters)	7.6	7.27	7.09
Organization-specific Metrics (unit).	7.6	7.27	7.09
Organization-specific Metrics	number of employees	number of employees	number of employees
Water Density	856	844	814
Water Intake (million liters)	0.0089	0.0086	0.0087

Notes:

1. Water consumption = water intake - discharge.
2. Water recycling rate = recycled water consumption in the plant / (water intake + recycled water consumption in the plant) * 100%.
3. Water density is calculated as water withdrawal (million litres) / organization-specific metric.

Castoff

The First Insurance implements periodic destruction of expired documents in accordance with the Company' s prescribed document retention policies. Due to significant business growth in recent years, the annual volume of issued policies and claims has increased substantially, and the number of documents to be destroyed is expected to rise year by year. Although the current high paper usage results in a corresponding volume of document destruction, efforts are underway to reduce destruction amounts, minimize tree cutting, and lower carbon dioxide emissions by integrating information system processes to reduce paper usage.

The Company' s main waste consists of paper and daily household garbage. General business waste is primarily sent to public or private disposal facilities for processing, or handled in accordance with the Resource Recycling and Reuse regulations under the Waste Disposal Act. Currently, the Company entrusts the recycling of waste paper to contractors certified by the Environmental Protection Administration, which processes the paper into pulp. This pulp is then used to manufacture recycled paper products, which are returned to the community for reuse.

If the Company generates hazardous industrial waste, it will be transported and handled in accordance with regulations to an integrated industrial waste treatment center supervised by the Ministry of Economic Affairs or to qualified Class A public or private waste disposal facilities, or managed according to relevant reuse regulations. However, since the Company does not produce any hazardous waste, it has not engaged any third-party qualified waste disposal companies for such handling.

Waste Statistics Table			
Waste Composition	Harmful/non-harmful	Off-site	
Item		Waste generation (tonnes)	Processing
Paper	Non-harmful	78.112	Other recycling operations

Unit：Kg

Region	2023	2024	2025
Head Office	39,010	32,130	54,035
New Taipei City	15,090	8,490	3,900
Taoyuan, Hsinchu	5,160	5,080	5,330
Taichung	2,640	4,896	3,527
Tainan	6,780	6,780	7,180
Kaohsiung	5,020	0	4,140
Total	73,700	57,376	78,112

Information equipment is managed by the IT Department, which oversees both procurement and decommissioning processes. All procurement is conducted in accordance with the Company’ s procurement policies. Each year, equipment is decommissioned based on its designated service life. Prior to decommissioning, all data stored on the devices is securely erased to comply with relevant data protection regulations and to prevent any leakage of personal or corporate information that could harm individual rights or the Company's reputation.

Items and Quantities of Scrapped Information Equipment			
Product Name/Year	2023	2024	2025
Desktop computers	132	0	0
Printer	3	4	**0**
PC servers	6	0	0
Laptop	0	0	0

Unit: units

Appendix

Appendix 1: Comparison table for Global Reporting Initiative (GRI) Standards for Sustainability Reporting

Statement of Use	The First Insurance Co., Ltd. referenced the GRI Standards to report on the information cited in the GRI content index for the period 2025/1/1~2025/12/31.
GRI 1 Use	GRI 1: Foundation 2021
Applicable GRI Industry Standard	N/A

GRI Standard Category/Theme	Number	GRI Standard Disclosure Content	Corresponding Chapters	Page Number	Omitted/Notes
1. Organization and Reporting Practices					
GRI 2 General Disclosures 2021	2-1	Organization Information	1.1 About The First Insurance	10	
	2-2	The entities included in the organizational sustainability report	About This Report	4	
	2-3	Reporting period, frequency and contact person	About This Report	5	
	2-4	Restatements of information	About This Report	6	
	2-5	External assurance	About This Report	5	
2. Activities and workers					
GRI 2 General Disclosures 2021	2-6	Activities, value chain and other business relations	1.1 About The First Insurance	13	
	2-7	Employee	4.1 Talent Management	115	
	2-8	Non-employee worker	4.1 Talent Management	115	
3. Governance					
GRI 2 General Disclosures 2021	2-9	Governance structure and formation	2.1 Responsible Governance	41	
	2-10	Nomination and selection of the highest governance unit	2.1 Responsible Governance	41	
	2-11	Chair of the highest governance body	2.1 Responsible Governance	41	
	2-12	The role of the highest governance unit in monitoring impact management	1.1 About The First Insurance	15	
	2-13	The responsible person for the impact management	1.1 About The First Insurance	15	
	2-14	The role of the highest governance unit in sustainability reporting	1.1 About The First Insurance	15	
	2-15	Conflicts of interest	2.1 Responsible Governance	59	
	2-16	Communicating critical events	1.1 About The First Insurance	20	
	2-17	Collective knowledge of highest governance body	2.1 Responsible Governance	56	
	2-18	Evaluating the highest governance body's performance	2.1 Responsible Governance	57	
	2-19	Remuneration policies	2.1 Responsible Governance	62	During the reporting period, there were no cash rewards for signed contracts or recruitment bonuses and clawback mechanisms, and there were no targets and performance-related policies for the organization's economic, environmental, and crowd impact.

	2-20	Decision-making process for remuneration	2.1 Responsible Governance	62	
	2-21	Annual total compensation ratio	4.3 Employee Remuneration and Benefits	130	
4. Strategy, policy and practice					
GRI 2 General Disclosures 2021	2-22	Statement on sustainable development strategy	Message from the Chairman	7	
	2-23	Policy commitment	2.2 Ethical Management	68	
	2-24	Embed the policy commitment	2.2 Ethical Management	68	
	2-25	Procedures for remediation of negative impacts	2.2 Ethical Management	68	
	2-26	Mechanisms for seeking suggestions and raising doubts	2.2 Ethical Management	68	
	2-27	Compliance	2.3 Compliance	77	
	2-28	Membership of associations	2.1 Organizational Sstructure	14	
5. Stakeholder Engagement					
GRI 2 General Disclosures 2021	2-29	Stakeholder engagement approach	1.2 Stakeholder Communication	21	
	2-30	Collective bargaining agreements	4.3 Employee Remuneration and Benefits	130	

GRI Material Topics Disclosure

GRI Number	Topic	Industry Standard Number	Number	GRI Standard Disclosure Content	Corresponding Chapters	Page Number	Omitted/Notes
GRI 3: Material Topics 2021	Management Approach	-	3-1	Process for determination of material topics	1.3 Identifying Material Topics	30	
GRI 3: Material Topics 2021	Management Approach		3-2	Material topic list	1.3 Identifying Material Topics	31	
Material Topic: Employer-employee / Labor-management Relation							
GRI 3: Material Topics 2021	Employer-employee / Labor-management Relation Management Aapproach		3-3	Material topic management	Strategic Goals for Material Topic	123	
GRI 401	Employer-employee Relation Topic Disclosure 2016		401-1	New employee hires and employee turnover	4.1 Talent Management	116	
			401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	4.3 Employee Remuneration and Benefits	132	
			401-3	Parental leave	4.3 Employee Remuneration and Benefits	134	
GRI 402	Labor-management Relation Topic Disclosure 2016		402-1	Minimum notice periods regarding operational changes	4.1 Talent Management	122	
Material Topic: Customer Privacy and Information Security							
GRI 3: Material Topics 2021	Management Approach for Customer Privacy		3-3	Material topic management	Strategic Goals for Material Topic	103	
GRI 418	Customer privacy topic disclosure 2016		418-1	Substantiated complaints regarding concerning breaches of customer privacy and losses of customer data	3.2 Customer Privacy Protection	107	
Material Topic: Training and Education							

GRI 3: Material Topics 2021	Employee Diversity and Equal Opportunity / Management Approach		3-3	Material topic management	Strategic Goals for Material Topic	123	
GRI 404	Training and Education Topic Disclosure 2016		404-1	Average hours of training per year per employee	4.2 Employee Education and Training	125	
			404-2	Programs for upgrading employee skills and transition assistance programs	4.2 Employee Education and Training	125	
			404-3	Percentage of employees receiving regular performance and career development reviews	4.2 Employee Education and Training	125	

*Self-defined Topic	Number	GRI Standard Disclosure Content	Corresponding Chapters	Page Number	Omitted/Notes
* Information Transparency and Fair Treatment of Customers					
GRI 3 Information Transparency and Fair Treatment of Customers Management Approach	3-3	Material topic management	3. Customer Care	91	

Other Topics Disclosure

GRI Standard Category/Theme	Number	GRI Standard Disclosure Content	Corresponding Chapters	Page Number	Omitted/Notes
Specific Topic Standards: 200 Series (Economical Topic)					
Economic Performance					
GRI 201 Economic Performance 2016	201-1	Direct Economic Value Generated and Distributed	2.4 Economic Performance	84	
	201-2	Financial Impacts, Risks, and Opportunities Arising from Climate Change	5.1 Risks and Opportunities of Climate Change and Countermeasures	156	
	201-3	Defined Benefit Obligations and Other Retirement Plans	4.3 Employee Renumeration and Benefits	132	
	201-4	Financial Assistance Received from the Government	2.4 Economic Perfpormance	84	
Market Position					
GRI 202: Market Presence 2016	202-1	Ratio of Standard Entry-Level Wage by Gender Compared to Local Minimum Wage	4.3 Employee Renumeration and Benefits	130	
	202-2	Proportion of Senior Management Hired from the Local Community	4.1 Talent Management	115	
Indirect Economic Impact					
GRI 203: Indirect Economic Impacts 2016	203-1	Infrastructure Investments and Services Supported: Development and Impact	4.5 Social Charity Activities	148	
	203-2	Significant Indirect Economic Impacts	4.5 Social Charity Activities	148	
Anti-corruption					
GRI 205: Anti-corruption 2016	205-1	Operating Locations with Completed Corruption Risk Assessments	2.2 Ethical Management	70	
	205-2	Communication and Training on Anti-Corruption Policies and Procedures		70	
	205-3	Confirmed Corruption Incidents and Actions Taken		70	
Anti-competitive Behavior					
GRI 206: Anti-competitive Behavior 2016	206-1	Legal Actions Related to Anti-Competitive Conduct, Antitrust, and Monopoly Practices	2.2 Ethical Management	70	
Tax					
GRI 207: Tax 2016	207-1	Tax Policy	2.4 Economic Perfpormance	84	
	207-2	Tax Governance, Control, and Risk Management		84	
	207-3	Stakeholder Communication and Management Regarding Tax-Related Issues		84	
Specific Topic Standards: 300 Series（Environmental Topic）					
Material					
GRI 301: Materials 2016	301-1	Weight or Volume of Materials Used	5.2 Environment	168	

GRI Standard Category/Theme	Number	GRI Standard Disclosure Content	Corresponding Chapters	Page Number	Omitted/Notes
	301-2	Use of Recycled Materials	Protection	168	
	301-3	Recycled Products and Packaging Materials		168	
Energy					
GRI 302: Energy 2016	302-1	Energy Consumption Inside the Organization	5.2 Environment Protection	168	
	302-3	Energy Intensity		168	
	302-4	Reducing Energy Consumption		168	
Water and Effluents					
GRI 303: Water and Effluents 2018	303-1	Mutual Impacts of Shared Water Resources	5.2 Environment Protection	172	
	303-2	Management of Impacts Related to Wastewater Discharge		172	
GRI 303: Water and Effluents 2018	303-3	Water Withdrawal Volume		172	
	303-4	Water Emission Volume		172	
	303-5	Water Consumption Volume		172	
Emissions					
GRI 305: Emissions 2016	305-1	Direct (Scope 1) Greenhouse Gas Emissions	5.2 Environment Protection	172	
	305-2	Energy Indirect (Scope 2) Greenhouse Gas Emissions		172	
	305-3	Other Indirect (Scope 3) Greenhouse Gas Emissions		172	
	305-4	Greenhouse Gas Emission Intensity		172	
	305-5	Greenhouse Gas Emission Reduction		172	
Waste					
GRI 306: Waste 2020	306-1	Waste Generation and Significant Waste-Related Impacts	5.2 Environment Protection	174	
	306-2	Management of Significant Waste-Related Impacts		174	
GRI 306: Waste 2020	306-3	Waste Generation	5.2 Environment Protection	174	
	306-4	Waste Disposal and Transfer		174	
	306-5	Direct Disposal of Waste		174	
GRI 306 Wastewater and Waste Management Disclosure 2016	306-3	Severe Leak	5.2 Environment Protection	174	
Specific Topic Standards: 400 Series（Societal Topic）					
Occupational Health and Safety					
GRI 403: Occupational Health and Safety 2018	403-1	Occupational Health and Safety Management System (OHSMS)	4.4 Workplace Safety	135	
	403-2	Hazard Identification, Risk Assessment, and Incident Investigation		136	
	403-3	Occupational Health Services		144	
	403-4	Worker Participation, Consultation, and Communication on Occupational Health and Safety		135	
	403-5	Worker Training on Occupational		144	

GRI Standard Category/Theme	Number	GRI Standard Disclosure Content	Corresponding Chapters	Page Number	Omitted/Notes
		Health and Safety			
	403-6	Worker Health Promotion		144	
	403-7	Prevention and Mitigation of Occupational Health and Safety Impacts Directly Related to Business Relationships		136	
GRI 403: Occupational Health and Safety 2018	403-8	Workers Covered by the Occupational Health and Safety Management System		135	
	403-9	Occupational Injuries		147	
	403-10	Occupational Diseases		147	
Diversity and Equal Opportunity					
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of Governance Bodies and Employees	4.1 Talent Management	111	
	405-2	Ratio of Female to Male Basic Salary and Remuneration	4.1 Talent Management	111	
Non-discrimination					
GRI 406: Non-discrimination 2016	406-1	Discrimination Incidents and Corrective Actions Taken by the Organization	4.1 Talent Management	118	
Freedom of Association and Collective Bargaining					
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1	Operating Sites or Suppliers Potentially Facing Risks Related to Freedom of Association and Collective Bargaining	4.1 Talent Management	118	
Child Labor					
GRI 408: Child Labor 2016	408-1	Significant Risks of Child Labor in Operating Sites and Suppliers	4.1 Talent Management	118	
Forced or Compulsory Labor					
GRI 409: Forced or Compulsory Labor 2016	409-1	Operating Sites and Suppliers with Significant Risks of Forced and Compulsory Labor Incidents	4.1 Talent Management	118	
Security Practices					
GRI 410: Security Practices 2016	410-1	Security Personnel Training on Human Rights Policies and Procedures	4.2 Employee Education and Training	118	
Rights of Indigenous Peoples					
GRI 411: Rights of Indigenous Peoples 2016	411-1	Incidents Involving Violations of Indigenous Peoples' Rights	4.1 Talent Management	117	
Local Communities					
GRI 413: Local Communities 2016	413-1	Operations Subject to Local Community Consultation, Impact Assessment, and Development Plans	4.5 Social Charity Activities	148	
	413-2	Operations with Significant Actual or Potential Negative Impacts on Local Communities		148	
Customer Health and Safety					
GRI 416: Customer Health and Safety 2016	416-1	Assessment of Health and Safety Impacts by Product and Service Categories	3.1 Customer Service	91	

GRI Standard Category/Theme	Number	GRI Standard Disclosure Content	Corresponding Chapters	Page Number	Omitted/Notes
	416-2	Incidents of Non-Compliance with Health and Safety Regulations Related to Products and Services	2.2Ethical Management	74	
GRI 417: Marketing and Labeling 2016					
GRI 417: GRI 417: Marketing and Labeling 2016 2016	417-1	Requirements for Product and Service Information and Labeling	3.1Customer Service	91	
	417-2	Incidents of Non-Compliance with Regulations on Product and Service Information and Labeling	2.4Economic Performance	82	
	417-3	Incidents of Non-Compliance with Marketing Communication Regulations		82	

Appendix 2: Comparison Table for United Nations Sustainable Development Goals (SDGs)

Indicator	Description	Report Chapter	Pages
Indicator 1	End poverty in all its forms everywhere	4.5 Social Charity Activities	148
Indicator 2	End hunger, achieve food security and improved nutrition and promote sustainable agriculture	5.2 Environmental Protection	148
Indicator 3	Ensure healthy lives and promote well-being for all at all ages	4.1 Talent Management 4.4 Workplace Safety	111 135
Indicator 4	Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	4.2 Employee Education and Training 4.4 Workplace Safety	123 135
Indicator 5	Achieve gender equality and empower all women and girls	2.2 Ethical Management 4.1 Talent Management	68 96
Indicator 6	Ensure availability and sustainable management of water and sanitation for all	5.2 Environmental Protection	168
Indicator 7	Ensure access to affordable, reliable, sustainable and modern energy for all	5.2 Environmental Protection	168
Indicator 8	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	4.3 Employee Remuneration and Benefits	129
Indicator 9	Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	2.4 Economic Performance	82

Indicator	Description	Report Chapter	Pages
Indicator 10	Reduce inequality within and among countries	3.1 Customer Service	88
Indicator 11	Make cities and human settlements inclusive, safe, resilient and sustainable	5.2 Environmental Protection	168
Indicator 12	Ensure sustainable consumption and production patterns	1.1 About The First Insurance	10
Indicator 13	Take urgent action to combat climate change and its impacts	5.1 Risks and Opportunities of Climate Change and Countermeasures	156
Indicator 14	Conserve and sustainably use the oceans, seas and marine resources for sustainable development	5.2 Environmental Protection	168
Indicator 15	Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss	5.2 Environmental Protection	168
Indicator 16	Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels	2.4 Compliance	82
Indicator 17	Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development	3.1 Customer Service	88

Appendix 3: SASB - Disclosures for the Insurance Sector

Industry Category: Disclosure Items for the Insurance Sector			
Disclosure Themes	**Indicator Reference Number**	**Disclosure Indicator**	**Description**
Activity Data	FN-IN-000.A	Number of current policies based on product category (1) Property and accident injury (2) Life insurance (3) Reinsurance	The Company is a property insurance company and as of 2025 the number of effective policy cases and their information are as follows: 1. Automobile Insurance Voluntary Automobile Insurance: 490,538 policies Compulsory Automobile Liability Insurance: 478,047 policies Compulsory Motorcycle Liability Insurance (including micro electric vehicles): 247,517 policies 2. Fire Insurance Property and Casualty Insurance (i.e., the Company's direct business): 1,732,365 policies in force in 2025. Inward reinsurance business is not disclosed. 3. Marine Insurance Fishing Vessel Insurance: 70 policies Hull Insurance: 405 policies Marine Cargo Insurance: 60,739 policies 4. Accident Insurance Department Property and Casualty Insurance Policies in Force: 34,484 policies Assumed Reinsurance Policies in Force: 104 policies 5. Injury and Health Insurance : Injury Insurance：73,739 cases Health Insurance：930 cases
Information Transparency and Equal Treatment of Customers	FN-IN-270a.1	Improper product sales or marketing that resulted in litigation expenses	There's no occurrence of such incidents.
	FN-IN-270a.2	Complaint to claims ratio	1. In 2025, the rate of complaints of the Financial Ombudsman Institution was about 0.15977211 (per 10,000), and ranked 1st among domestic non-life insurance companies. 2. In 2025, the case assessment ratio recorded by the Financial Ombudsman Institution was 0.06715060 (per 10,000), and ranked 1st among domestic non-life insurance companies.
	FN-IN-270a.3	Customer retention rate	None
	FN-IN-270a.4	Proportion of method for informing customers of product information	The Company mainly informs customers of product information through customers' own inquiry on the company website or by calling sales personnel, who will then provide verbal explanation.
Incorporate ESG Factors into Investment	FN-IN-410a.1	Total investment assets are differentiated based on industry or asset category	Regarding investments aligned with ESG factors, based on the 2024 Corporate Governance Evaluation by the Taiwan Stock Exchange, companies ranked in the top 50% (inclusive) were selected. The investment amount in equities

Management			totaled NT$1,054,192 thousand, and the investment amount in bonds totaled NT$3,302,834 thousand, resulting in a total investment amount of NT$4,357,026 thousand. The proportion of the Company's equity and bond investments allocated to investees ranked within the top 50% in Corporate Governance Evaluation was 56.7%. The Company began investing in sustainability bonds in 2023 and has maintained such investments for three consecutive years. 2023: Invested NT$50 million in the green bond issued by United Microelectronics Corporation (UMC). 2024: Invested NT$150 million in the sustainability bond issued by Bank SinoPac Co., Ltd. 2025: Invested NT$50 million in the green bond issued by Taiwan Cooperative Bank, Ltd. As of the end of 2025, the Company held sustainability bonds listed on the Taipei Exchange (TPEx) with a total face value of NT$250 million.
	FN-IN-410a.2	Explanation of how ESG factors were incorporated into investment management procedures and strategies	Investment decisions were based on the basic principles of security, liquidity, and yield, while the business chosen as the investment objective's ESG (environmental protection, corporate integrity, and corporate governance) were also taken into account. A review mechanism was established for before and after investment. Suitable measures to lower potential climate change risks of climate-sensitive, high emissions, or energy-intensive industries were adopted with reference to the review results. Investment in the arms, tobacco, gaming, sex, and coal mining industries, as well as companies involved in serious human rights exploitation was prohibited.
Policies that Encourage Responsible Actions	FN-IN-410b.1	Net written revenues relating to energy efficiency and low carbon technologies	In 2025, a total of 373 residential policies were underwritten with the Green Energy Upgrade Clause, generating a corresponding premium of NT$53,609. Additionally, the Personal Accident Insurance Department underwrote 92 renewable energy cases, with total premium income amounting to NT$11,850,515.
	FN-IN-410b.2	Discuss the products and/or product functions that can drive responsible action or conduct on health, safety, and/or environmental aspects.	In line with the Company's commitment to environmental responsibility, we launched the "Auto Natural Disaster Loss Compensation Insurance" in 2022, followed by the introduction of the "Residential Green Energy Upgrade Clause" and the "Comprehensive Insurance for Electric Vehicle Charging Stations" in 2023 to provide more options for the public. As of 2025, the Limited Auto Natural Disaster Loss Compensation Insurance recorded 68 policies with a total premium income of NT$374,576. However, there have been no policies underwritten for the Residential Green Energy Upgrade Clause or the Comprehensive Insurance for Electric Vehicle Charging Stations.
Environmental Exposure	FN-IN-450a.1	The probable maximum loss (PML) of insurance products relating to climate-related natural disasters	The Company has assessed the Probable Maximum Loss (PML) for typhoon and flood events based on a 100-year return period and has transferred the associated risks through reinsurance contracts to mitigate the impact of extreme weather events. As of the end of 2025, the PML across all regions for typhoon and flood events with a 100-year return period remains within the coverage limits of the reinsurance contracts.
	FN-IN-450a.2	Differentiated based on the type of event and geographical region (1) Simulated natural disasters	A stress test was conducted to assess the financial losses arising from three severe typhoon scenarios in one year with a return period of 50 years or one severe typhoon scenario in a year with a return period of 200 years to assess whether the impact was still within the acceptable range.

		(2) Non-simulated natural disasters	
	FN-IN-450a.3	Explain how the Company incorporates environmental risks into (1) Underwriting procedures for separate contracts (2) Managing company-level risks and capital adequacy management	The First Insurance incorporates risk identification and assessment of ESG-related topics during underwriting, marketing, product design, and so on.
Risk Management System	FN-IN-550a.1	Derivatives exposure risks differentiated based on categories: (1) The total amount of potential exposure risks for derivative tools without central clearing (2) Total fair value of the guarantee bond announced by Central Clearing (3) The total amount of potential exposure risks for derivative tools with central clearing	The Company did not underwrite derivative finance products
	FN-IN-550a.2	Fair value of the collateral for securities	The Company did not engage in securities-related sales
	FN-IN-550a.3	Explain the capital and liquidity risk management method relating to non-insurance activities	The Company has established The First Insurance Co., Ltd. liquidity risk management regulations to maintain suitable liquidity. This is to ensure payment capability and to construct emergency response procedures for the flow of funds.

Appendix 4: Sustainability Disclosure Index - Finance and Insurance Sector

Number	Item	Type of Indicator	Annual Disclosure Satus	Report Content Correspo-nding Section	Page Numb-er
1	Number of information leakage cases, and personal data related information leakage cases proportion, and number of customers affected by these information leakage incidents.	Quantification	As of the end of 2025, the Company recorded one information leakage incident. The Financial Ombudsman Institution determined that the incident resulted from a violation of the Personal Data Protection Act by personnel of the commissioned appraisal company. The proportion of information leakage incidents related to personal data was 100%, and the number of customers affected by the aforementioned incident was one. For further details, please refer to Chapter 3.2: Customer Privacy Protection.	3.2 Customer Privacy Protection	91
2	Number of loans issued to promote small enterprises and community development, and balance of loans.	Quantification	Not applicable	-	-
3	Provide financial education to disadvantaged groups who lack bank services, and the number of participants.	Quantification	The Company actively supports the Financial Supervisory Commission's inclusive finance initiatives. For financially underserved groups who face limited access to financial resources or information asymmetry, the Company continues to plan and implement diversified financial education programs. In 2025, in addition to campus lectures, the Company expanded its initiatives to include community seniors and disadvantaged groups. The overall implementation is as follows: ● A lecture was held at China University of Science and Technology on April 19, 2025, with 13 participants. ● A lecture was held at the Department of Risk Management and Insurance of Feng Chia University on September 13, 2025, with 23 participants. ● A lecture was held at Chang Jung Christian University on November 25, 2025, with 40 participants. A lecture was held at Shanhu Village on December 23, 2025, with 40 participants. In summary, the total number of participants in financial education activities provided for disadvantaged groups in 2025 was 116. For further details, please refer to Chapter 4.5: Public Welfare and Social Engagement.	4.5 Social Charity Activities	148
4	Products and services are designed to create environmental or social benefits for each operating business.	Qualitative narrative	The Company currently offers a variety of insurance products for public selection, including Microinsurance, Catastrophic Loss Compensation Insurance for Automobiles, Residential Green Energy Upgrade Endorsement, and Comprehensive Insurance for Charging Stations. For more details, please refer to Chapter 3.1: Customer Service	3.1: Customer Service	78

Appendix 5: Climate-related Information for TWSE/TPEx-listed Companies

Risks and Opportunities arising from Climate Change for the Company and Related Countermeasures Adopted by the Company	Corresponding Section of Report	Page Number
1. Describe the supervision and governance of climate related risks and opportunities by the Board of Directors and management.	5.1 Climate change risks and opportunities and response measures	156
2. Describe how the identified climate risks and opportunities will affect the business, strategy and finance (short, mid and long term) of the Company.	5.1 Climate change risks and opportunities and response measures	156
3. Describe the financial impact of extreme climate events and transition actions.	5.1 Climate change risks and opportunities and response measures	157
4. Describe how the climate risk identification, assessment and management process is integrated into the overall risk management system.	5.1 Climate change risks and opportunities and response measures	167
5. If scenario analysis is used to assess the resilience to climate change risks, the scenario, parameters, assumptions, analysis factors, and major financial impacts should be described.	5.1 Climate change risks and opportunities and response measures	167
6. If there is a transition plan to manage climate-related risks, describe the contents of the plan, and the metrics and targets used to identify and manage physical and transition risks.	5.1 Climate change risks and opportunities and response measures	167
7. If internal carbon pricing is used as a planning tool, the basis for setting the price should be described.	5.1 Climate change risks and opportunities and response measures	160
8. If climate-related targets are set, the activities covered, the scope of greenhouse gas emissions, the planning schedule, the annual progress of achievement, etc. should be described; if carbon offsets or renewable energy certificates (RECs) are used to achieve the relevant targets, the source and quantity of carbon reduction credits to be offset or the quantity of renewable energy certificates (RECs) should be described.	5.1 Climate change risks and opportunities and response measures	158
9. Greenhouse gas inventory, assurance status and reduction targets, strategies, and specific action plans (fill in 1-1 and 1-2 separately).	5.1 Climate change risks and opportunities and response measures	172

1-1 GHG Inventory and Assurance Status

Company profile	Minimum disclosure in accordance with the Sustainable Development Guidemap for TWSE- and TPEX-Listed Companies
□ Companies with paid-in capital of NT$10 billion or more, companies in the steel and cement industries □ Companies with a paid-in capital of NT$5 billion to NT$10 billion ■ Companies with a paid-in capital of less than NT$5 billion	■ Inventory of parent entity □ Inventory of consolidated companies □ Assurance of parent entity □ Assurance of consolidated companies

1-1-1 Information on Greenhouse Gas Inventories

Describe greenhouse gas emissions (Tonnes CO2e), intensity (Tonnes CO2e/NT$ million), and data coverage for the most recent two years.

Item \ Year	2024			2025		
	Parent	**Subsidiary**	**Total**	**Parent**	**Subsidiary**	**Total**
Scope 1: Total Emissions (Tonnes CO_2e)	86.1477	-	86.1477	120.3087	-	120.3087
Scope 1: Intensity (Tonnes CO2e/Operating Revenue (NT$ 1 Million))	0.0110	-	0.0110	0.0159	-	0.0159
Scope 2: Total Emissions (Tonnes CO2e)	872.8803	-	872.8803	845.7860	-	845.7860
Scope 2: Intensity (Tonnes CO2e/Operating Revenue (NT$ 1 Million))	0.1119	-	0.1119	0.1119	-	0.1119
Scope 3: Total Emissions (Tonnes CO2e)	256.0683	-	256.0683	279.2181	-	279.2181
Scope 3: Intensity (Tonnes CO2e/Operating Revenue (NT$ 1 Million))	0.0328	-	0.0328	0.0369	-	0.0369

Note 1: Direct emissions (Scope 1: Emissions directly from sources owned or controlled by the Company), energy indirect emissions (Scope 2: indirect greenhouse gas emissions from input power, heat or steam) and other indirect emissions (Scope 3: emissions generated from the Company's activities, which are not indirect energy emissions, and come from sources owned or controlled by other companies).

Note 2: The scope of information on direct emissions and energy indirect emissions shall be covered in accordance with the timetable set forth in Paragraph 2 of Article 4-1 of the Regulations Governing Information to be Published in Annual Reports of Public Companies, while information on other indirect emissions may be disclosed on a voluntary basis.

Note 3: GHG inventory standard: ISO 14064-1 published by International Organization for Standardization (ISO).

Note 4: The intensity of greenhouse gas emissions can be calculated in terms of revenue (NT$1 Million).

1-1-2 Information on Greenhouse Gas Assurance

Describe the status of assurance for the most recent two years, including the scope of assurance, assurance agency, assurance criteria, and assurance opinion.

Starting in 2024 as the base year, The First Insurance adopted the ISO 14064-1:2018 standard for company-wide greenhouse gas (GHG) inventory. In 2024 and 2025, the scope was expanded to include the Head Office, Financial Insurance Marketing Building, and all 38 service centers and branch offices across Taiwan. The inventory includes both direct and indirect GHG emissions, and the organizational boundary was defined using

the operational control approach. To support the path toward net-zero carbon emissions, the Company also sponsored employees to participate in third-party GHG verifier training programs. For the 2024 and 2025 Sustainability Reports, the third-party assurance provider was Everest cpa & Co. Certified Public Accountants. An independent limited assurance engagement was conducted in accordance with ISAE 3000, "Assurance Engagements Other than Audits or Reviews of Historical Financial Information." Regarding greenhouse gas inventories, in accordance with the implementation timeline of the Financial Supervisory Commission's "Sustainable Development Roadmap for TWSE and TPEx Listed Companies," the Company, as an individual company with paid-in capital of less than NT$5 billion, is required to complete assurance by 2028.
Note 1: This shall be handled in accordance with the timetable set forth in Paragraph 3 of Article 4-1 of the Regulations Governing Information to be Published in Annual Reports of Public Companies. Note 2: The assurance agency shall comply with the relevant provisions of the sustainability report assurance set by the Taiwan Stock Exchange Corporation and the Taipei Exchange

1-2 Greenhouse Gas Reduction Targets, Strategies and Specific Action Plans

Company profile	Minimum disclosure in accordance with the Sustainable Development Guidemap for TWSE- and TPEX-Listed Companies
□ Companies with paid-in capital of NT$10 billion or more, companies in the steel and cement industries	■ Inventory of parent □ Inventory of consolidated companies
□ Companies with a paid-in capital of NT$5 billion to NT$10 billion	□ Assurance of parent □ Assurance of consolidated companies
■ Companies with a paid-in capital of less than NT$5 billion	

Describe the base year of greenhouse gas reduction and its data, reduction targets, strategies and specific action plans, and the achievement of reduction targets.
<u>Greenhouse gas reduction targets</u> To support the planning of greenhouse gas (GHG) reduction strategies, the Company reported Scope 1 and Scope 2 GHG emissions of 120.3087 metric tons CO_2e and 845.7860 metric tons CO_2e, respectively, in 2025. In order to achieve our energy conservation and carbon reduction goals, we aim to implement concrete actions such as reducing electricity and water consumption by 1% annually. In compliance with the competent authority's GHG inventory and internal audit requirements, the Company is progressively disclosing relevant data. In 2025, the boundary was expanded to include the Head Office, the Financial Insurance Marketing Building, and all 38 service centers and branch offices across Taiwan. <u>Greenhouse Gas Reduction Targets, Strategies and Specific Action Plans</u> 1. To reduce the risks of climate change, The First Insurance has set energy-saving and carbon reduction targets, including an annual 1% reduction in electricity and water consumption. The First Insurance will promote electronic insurance policies and implement internal electronic processes and forms to reduce paper usage. It has set a target for 2025 that electronic policies for automobile voluntary insurance account for 80% of all automobile voluntary insurance policies, and electronic policies for travel accident insurance account for 95%.

2. Taking 2024 as the baseline year, The First Insurance has adopted the ISO 14064-1:2018 standard for greenhouse gas inventory company-wide. In 2024 and 2025, the inventory scope expanded to include The First Insurance headquarters, Financial Insurance Marketing Building (headquarters), and all 38 service centers and communication offices across Taiwan. Both direct and indirect greenhouse gas emissions are accounted for, with organizational boundaries set based on operational control. Employees are assigned and subsidized to participate in greenhouse gas verifier training courses organized by external agencies to facilitate progress towards net-zero carbon emissions.

<u>**2024 Reduction Progress**</u>

1. In 2025, the number of electronic policies issued increased by 23,928 policies compared with 2024. As a result of adopting electronic policies, approximately 531,109 sheets of paper were saved in 2025, equivalent to a reduction of 3,272 kilograms of carbon emissions. This not only lowers usage costs but also demonstrates the Company' s commitment to environmental protection. Through the application of technology, work efficiency has been improved, establishing a sustainable working model while contributing to the well-being of the planet.

2. In 2025, the wastewater discharge reached 7.09 million liters, a 2.5% decrease compared to 2024. Total water savings amounted to 0.18 million liters, reducing carbon emissions by 6.05 kilograms.

3. 2025 greenhouse gas emissions (in metric tons CO_2e) are as follows:

Scope 1 : 120.3087 metric tons CO_2e.

Scope 2 : 845.7860 metric tons CO_2e.

Scope 3 : 279.2181 metric tons CO_2e.

Total emissions = Scope 1 + Scope 2 + Scope 3 : 1,245.3128 metric tons CO_2e.

Note 1: This shall be handled in accordance with the timetable set forth in Paragraph 4 of Article 4-1 of the Regulations Governing Information to be Published in Annual Reports of Public Companies.

Note 2: The base year should refer to the year in which the GHG inventory was completed based on the boundary of the consolidated financial statements. In accordance with relevant regulations, companies with paid-in capital of NT$10 billion or more are required to complete the GHG inventory for the 2026 fiscal year by 2027. If a company has completed its consolidated financial statement-based inventory earlier than required, it may use the earlier year as the base year. Additionally, the base year data may be calculated using figures from a single year or the average of multiple years.

Appendix 6: CPA Assurance Report

EVEREST
CPA & Co

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會計師有限確信報告

第一產物保險股份有限公司 公鑒

一、 確信範圍

本會計師接受第一產物保險股份有限公司（以下簡稱「第一產物保險」）之委任，對西元 2025 年度永續報告書中所選定之永續績效資訊進行有限確信並出具報告。選定之標的資訊及其適用基準，詳附件一「確信項目彙總表」。

管理階層之責任

第一產物保險管理階層應依據適當之基礎編製西元 2025 年度永續報告書，包括參考全球永續性報告協會(Global Reporting Initiative, GRI)發布之 GRI 準則(GRI Standards)及永續會計準則(Sustainability Accounting Standards Board, SASB)，暨「上市公司編製與申報永續報告書作業辦法」第四條附表一之三規定所應加強揭露之內容，並應設計、執行及維護與報告編製相關之內部控制，以蒐集並揭露報告書內容。

會計師之責任

本會計師係依照財團法人中華民國會計研究發展基金會所發布之確信準則公報 3000 號「非屬歷史性財務資訊查核或核閱之確信案件」之要求規劃並執行有限確信工作，以對第一段所述確信標的資訊是否存有重大不實表達出具有限確信報告。

二、 確信工作

本會計師係基於專業判斷規劃及執行必要程序，以獲取相關標的資訊之證據。所執行之程序包括評估貴公司編製 2025 年度永續報告書之控制環境及風險，並對相關紀錄執行測試、檢查、觀察或查詢。

為作成有限確信之結論，本會計師已執行下列工作：

- 與第一產物保險之管理階層及員工進行訪談，以瞭解第一產物保險履行永續責任之整體情況，以及報導流程；
- 針對報告中所選定之永續績效資訊進行分析性程序；蒐集並評估其他支持證

據資料及所取得之管理階層聲明；如必要時，則抽選樣本進行測試；

- 閱讀第一產物保險之永續報告書，確認其與本會計師取得關於永續績效整體履行情況之瞭解一致。

三、 先天限制

因永續報告書中所包含之非財務資訊受到衡量不確定性之影響，選擇不同的衡量方式，可能導致績效衡量上之重大差異，且不同利害關係人對該等資訊亦可能有不同之解讀。另由於確信工作係採抽樣方式進行，任何內部控制均受有先天限制，故未必能查出所有業已存在之重大不實表達，無論是導因於舞弊或錯誤。

四、 品質管制與獨立性

本會計師及所隸屬會計師事務所已遵循會計師職業道德規範中有關獨立性及其他道德規範之規定，該規範之基本原則為正直、公正客觀、專業能力及專業上應有之注意、保密及專業行為。此外，本會計師所隸屬會計師事務所遵循品質管理準則 1 號「會計師事務所之品質管理」，設計、付諸實行及執行品質管理制度，包含與遵循職業道德規範、專業準則及適用法令規範相關之政策或程序。

五、 結論

依據本會計師執行之程序及所獲取之證據，未發現第一產物保險所選定之永續績效資訊有未依照適用基準編製而須作重大修正之情事。

永安聯合會計師事務所

會計師： 劉俊毅

民 國 1 1 5 年 5 月 4 日

附件一

編號	適用基準	標的資訊	報告內容章節對照
一	資訊外洩事件數量、與個資相關的資訊外洩事件占比、因資訊外洩事件而受影響的顧客數。	2025年度資訊外洩案件共1件(金融消費評議中心認定本公司因委託之公證公司人員違反個資法)，資訊外洩案件與個資相關的占比為100%，因上述事件，而受影響的顧客數為1位。	3.2 客戶隱私保護
二	對促進小型企業及社區發展的貸放件數及貸放餘額。	無從事此業務。	-
三	對缺少銀行服務之弱勢族群提供金融教育之參與人數。	本公司積極響應金管會推動之普惠金融政策，針對金融資源相對匱乏或存在資訊落差之弱勢族群，持續規劃並推動多元化金融教育活動。2025年度除校園講座外，亦涵蓋社區長者及弱勢族群，整體推動情形如下：2025年4月19日於中華科技大學辦理講座，參與人數13人；2025年9月13日於逢甲大學風險管理與保險學系辦理講座，參與人數23人；2025年11月25日於長榮大學辦理講座，參與人數40人；2025年12月23日於珊湖里辦理講座，參與人數40人。 綜上，2025年度提供弱勢族群的金融教育活動參與總人數共計116人。	4.5 公益社會活動
四	各經營業務為創造環境效益或社會效益所設計之產品與服務。	本公司目前推出微型保險、汽車天災事故損失補償保險、電動車保險、住宅綠能升級條款及充電站綜合保險，以供民眾選擇。	3.1 客戶服務