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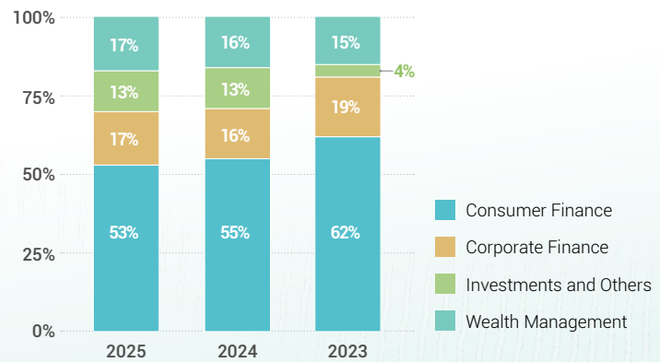
Overview of CUB's Services

Business Category	Service Overview
Wealth Management Services	Provide customers with wealth management, insurance, and asset-allocation planning services.
Consumer Finance Services	Provide deposit, remittance, and lending services.
Corporate Finance Services	Include corporate financing, project loans, syndicated loans, trade finance, and related services.
International Finance Services	Provide a full range of financial services for offshore customers.
Electronic Finance Services	Optimize ATM functions and facilitate branch automation.
Trust Services	Include mutual funds, real estate, individual and corporate trusts, and custody businesses.
Investment and Financial Product Sales	Sell derivative financial products and bonds and provide related advisory services.
Credit Card Services	Issue credit cards and process revolving credit and cash-advance services.
Payment Services	Include merchant acquiring and emerging payment services.
Digital Banking Services	Lead digital financial services, including smart investment services.
Overseas Services	Provide cross-border financing, cash management, and high-end private banking services.

Proportion of CUB's Revenue by Business



1.1.2 Sustainable Development Committee

The Sustainable Development Committee serves as the core organization through which the Bank puts its corporate sustainability vision into practice. The Bank has established the Charter of the Sustainable Development Committee to demonstrate its firm determination to promote sustainable finance and enhance its competitiveness in the field of sustainable development. The Sustainable Development Committee is a functional committee under the Board of Directors. It consists of three members, with the Chairman serving as the convener and two independent directors serving as committee members. Its principal responsibilities include formulating and reviewing annual sustainable development plans, strategic directions, and various sustainable development projects and activities.

The Sustainable Development Committee convenes at least once every quarter. In 2025, it held five meetings to regularly monitor and review the implementation effectiveness of sustainable development plans and projects and reported the implementation results to the Board of Directors. As the Bank's highest guiding and supervisory body for sustainable development, the Board of Directors leads the Bank in implementing corporate sustainability principles and policies from top to bottom and actively promotes comprehensive sustainable development. For details on the operation of the Sustainable Development Committee, please refer to the 2025 annual report of the Bank under "Corporate Governance Report / Corporate Governance Operations / Information on the members and operation of the Sustainable Development Committee."

The Sustainable Development Committee has established the Corporate Sustainability Team (CS Team), chaired by the President, to oversee and supervise related matters. The CS Team serves as the primary organizational unit responsible for promoting corporate sustainability within the Bank. Through the three ESG dimensions of Environmental, Social and Governance, the CS Team implements sustainable development initiatives. The CS Team convenes quarterly meetings and regularly reports on sustainability work plans and implementation results to the Sustainable Development Committee.

The CS Team is further subdivided into six sustainability task groups: sustainability governance, responsible investment, responsible products and services, employee happiness, green operations, and social prosperity. Each department participates in different task groups according to its functions. These task groups are responsible for implementing the annual plans and strategies adopted by the Committee and developing corresponding action plans. In addition to regularly reviewing the progress of these action plans, it also establishes and plans business objectives and budgets to ensure that implementing units receive corresponding resources.

Moreover, selected key objectives are included in the annual KPIs of executives at the level of Vice President and above to ensure alignment between implementation efforts and strategic objectives. This approach advances sustainability development work related to the Bank's corporate sustainability vision of "Leading Green Finance, Creating a Sustainable Future Together," thereby fulfilling and strengthening the Bank's corporate social responsibility efforts.

Organization Chart of the Sustainable Development Committee



6.1.1 Board of Directors Structure and Operations

The Board of Directors is the highest decision-making body of the Bank and is chaired by the Chairman. In 2025, the Board held 12 meetings, with an actual attendance rate of 98.4%. The average tenure of directors was 7.4 years, while the average tenure of the three independent directors was 2.5 years. To promote corporate governance and sustainable development, the Bank actively establishes a system of functional committees under the Board to improve the quality of Board decision-making, effectively respond to challenges related to economic, environmental, and social issues, and enhance the forward-looking, objective, and comprehensive nature of decisions through the participation of independent directors.

The Bank has established the Audit Committee and the Sustainable Development Committee as functional committees under the Board to assist the Board in enhancing corporate governance performance and to lead the Bank in continuously deepening its commitment to and investment in corporate sustainability and responsible governance.

Functional Committee	Composition and Meeting Frequency	Responsibilities	Operations
Audit Committee	Composed of all independent directors, with no fewer than three people, one of whom serves as convener, and at least one possessing accounting or financial expertise. Meets at least once per quarter or whenever necessary.	Establishing or amending internal control systems and assessing their effectiveness; reviewing the fair presentation of financial reports; supervising the handling procedures for major financial and business activities; matters involving conflicts of interest of directors; and the appointment/dismissal or remuneration of certified public accountants.	Held 10 meetings in 2025, with a 100% attendance rate by committee members.
Sustainable Development Committee	Composed of 3 to 5 directors, at least half of whom must be independent directors, and at least one of whom must possess management expertise. Meets at least once per year or whenever necessary.	Establishing and amending annual sustainability plans and strategic directions; establishing and amending sustainability projects and activity plans; tracking and reviewing the implementation effectiveness of annual plans, strategies, projects, and activities; and deciding on other sustainability-related matters.	Held 5 meetings in 2025, with a 100% attendance rate by committee members.

The Bank will continue to review and refine its board diversity policy based on board operations, business models, and development needs, further strengthening the breadth of Board members' professional experience and knowledge and skills so that they can effectively support the Bank's strategic goals and promote corporate sustainability. This enables the Board to respond more effectively to the rapidly changing market environment while creating greater value for shareholders, customers, and society. In 2025, the directors completed 267.9 hours of training, with an average of 17.9 hours per director. Training topics included legal obligations and responsibilities of directors, Board structure and operations, enhancement of Board performance, finance, accounting, and sustainable development.

Board Conflict of Interest

To avoid conflicts of interest and ensure impartial decision-making, directors maintain a high level of self-discipline. The Bank's Rules of Procedure for Board Meetings contain clear provisions on the recusal of directors in cases of conflict of interest. In addition to matters stipulated by relevant laws and regulations, if a meeting agenda item involves a conflict of interest for a director or the legal entity represented by that director, the director must explain the essential content of the interest at the Board meeting. If there is a risk of harm to the Company's interests, the director may not participate in discussion or voting, must recuse themselves, and may not exercise voting rights on behalf of other directors. For information on directors' concurrent positions at the Bank and other companies in 2025, the percentage of directors who also serve as managers of the Bank, the six directors who are also employees of companies within the financial holding group (representing 40% of all directors), and the implementation of recusal for proposals involving conflicts of interest, please refer to the relevant sections in the Bank's 2025 Annual Report.

Communication of Key Material Events

According to the Bank's Implementation Guidelines for Legal Compliance System, if a major violation of laws and regulations is discovered or the Bank is downgraded by financial regulators, it must be reported to directors immediately, and the relevant compliance matters must be submitted to the Board of Directors. In 2025, a total of two major penalty cases[Note] involving regulatory sanctions were reported to the Board. These included a penalty case involving the Bank's Mainland China subsidiary and a case involving a customer service specialist stealing from a customer's credit card. Follow-up measures have been established to strengthen controls and prevent recurrence. In addition, if the Bank or its subsidiaries experience a compliance risk event as defined by internal operating rules, the event must also be reported to the Board of Directors in accordance with reporting procedures to effectively implement the corporate governance system.

Penalty Date	Penalty Amount	Case Description
April 2025	RMB 300,000 (approx. NT$1.33 million)	The Mainland China subsidiary's dedicated computer for regulatory reporting did not use a dedicated transmission line and was therefore penalized by the Shanghai Regulatory Bureau.
August 2025	NT$12 million	Deficiencies relating to a case in which a customer service specialist stole from a customer's credit card, resulting in a penalty imposed by the Financial Supervisory Commission (FSC).

Note: Major penalty cases refer to (1) cases with a penalty amount of NT$3 million or more; or cases where the penalty amount is less than NT$3 million but reaches one-half or more of the statutory maximum fine, excluding cases where the statutory maximum fine does not exceed NT$1 million; and (2) other major penalty cases announced by the FSC.