

## 2022 Disclosure the Violation of Code of Conduct

CTBC highly values the establishment of an ethical and transparent corporate culture and promotion of a sound business operation. The system for disclosure of the violation of Code of Conduct has been established and publicly available (Channel for Complaint Acceptance). In addition, we have set up a dedicated channel to receive and investigate employee complaints. Employees may make submissions in writing (by post or email), by phone, or in person (by speaking to a HR manager). All reports are handled in a confidential manner to protect the rights and interests of the informants. The internal training and education program to reduce the recurrences has been done in 2022.

### Employee communication channels

| Company               | Telephone      | E-mail                    | Address  |
|-----------------------|----------------|---------------------------|--|
| CTBC Holding          | (02) 3327-8804 | 0885@ctbcholding.com      | 24F., No. 168, Jingmao 2nd Rd., Nangang Dist., Taipei 11568  |
| CTBC Bank             | (02) 3327-8850 | 0885@ctbcbank.com         | 24F., No. 168, Jingmao 2nd Rd., Nangang Dist., Taipei 11568  |
| Taiwan Life           | (02) 6607-6669 | hr.appl@taiwanlife.com    | 7F., No. 188-1, Jingmao 2nd Rd., Nangang Dist., Taipei 11568 |
| CTBC Securities       | (02) 6639-2220 | ctbcsechr@gmail.com       | No. 188, Jingmao 2nd Rd., Nangang Dist., Taipei 11568        |
| CTBC Investments      | (02) 2652-6624 | 0885@ctbcinvestments.com  | 12F., No. 188, Jingmao 2nd Rd., Nangang Dist., Taipei 11568  |
| CTBC Capital          | (02) 3327-8850 | ctbcsechr@gmail.com       | 21F., No. 168, Jingmao 2nd Rd., Nangang Dist., Taipei 11568  |
| CTBC Asset Management | (02) 3327-8850 | -                         | 19F., No. 168, Jingmao 2nd Rd., Nangang Dist., Taipei 11568  |
| Taiwan Lottery        | (02) 2786-1013 | 5134@taiwanlottery.com.tw | 15F., No. 188, Jingmao 2nd Rd., Nangang Dist., Taipei 11568  |
| CTBC Security         | (02) 2653-0355 | ctsecuco@ms41.hinet.net   | 5F., No. 188, Jingmao 2nd Rd., Nangang Dist., Taipei 11568   |

### Disclosure the Violation of Code of Conduct

| Reporting areas                     | Number of breaches |
|-------------------------------------|--------------------|
| Corruption or Bribery               | 0                  |
| Discrimination or Harassment        | 1                  |
| Customer Privacy Data               | 1                  |
| Conflicts of Interest               | 0                  |
| Money Laundering or Insider trading | 0                  |