



Press release

CTBC Bank expands ATMs' accessibility, language options

TAIPEI, Taiwan, Oct. 18, 2022—CTBC Bank has launched new, more accessible ATM services in collaboration with the Financial Supervisory Commission (FSC) as part of the company's commitment to promoting inclusive finance.

The bank began rolling out a pioneering ATM deposit service for people with a visual impairment at the start of this month, with plans to have it available in over 400 ATMs by the end of the year. Its ATMs now also offer Indonesian, Vietnamese, and Thai language options.

CTBC Bank said the efforts were part of its goal of providing the most customer-centric services in Taiwan's financial industry.

All 152 of the bank's branches currently offer accessible ATM areas, while its over 7,000 ATMs countrywide are designed to accommodate the needs of customers with a physical disability.

The industry-first deposit service for people with a visual impairment was the result of extensive customer interviews conducted by the bank. With the service, users can follow voice commands via earphones at ATMs to complete deposit and other transaction services.

By eliminating the need for people with a visual impairment to obtain assistance from others, the service supports their independence while also protecting their privacy.

According to CTBC Bank, customers from Southeast Asia, including Indonesia, Vietnam, and Thailand, make up over 35% of its foreign clientele. To cater to these customers, the bank has added Indonesian, Vietnamese, and Thai language options to its ATMs' existing Chinese and English interfaces. The ATMs also remember each customer's language preference for future transactions.

Since 2019, CTBC Bank ATMs had already offered 12 languages — the most in Taiwan. The bank also helps realize access to finance by having 24-hour ATMs in nearly every 7-Eleven, which boasts the highest number of convenience stores in Taiwan.

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About CTBC Bank

CTBC Bank, a subsidiary of CTBC Holding (TPE: 2891), was established in 1966 and has been helping build customers' personal wealth and Taiwan's economy for more than 50 years. In addition to its 152 branches nationwide, CTBC Bank has the most extensive international presence of any Taiwanese bank, with 116 overseas branches across 14 countries and regions. Having purchased a subsidiary, The Tokyo Star Bank, in Japan and having established CTBC Bank subsidiaries in the U.S., Canada, the Philippines and Indonesia, the Bank has laid a strong foundation for regional business, providing



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international enterprises with comprehensive transnational financial services.

Looking ahead, we plan to continue optimizing our international service network as well as to provide our customers with even more convenient global services. We will also continue to expand our efforts in operational performance, corporate governance, corporate social responsibility and environmental sustainability as we cement our status as “Taiwan Champion, Asia Leader.”