



Press release

Chairman Wen-Long Yen Wins the Outstanding Corporate Sustainability Professionals Award

CTBC Wins 6 Awards in the 2018 Taiwan Corporate Sustainability Awards for Fulfilling its CSR

TAIPEI, Taiwan, Nov. 22, 2018—CTBC Financial Holding won six awards in the 2018 Taiwan Corporate Sustainability Awards today for its efforts to fulfill its corporate social responsibility (CSR), including the Outstanding Corporate Sustainability Professionals Award, Top 50 Corporate Sustainability Award Award, Growth Through Innovation Award, Creativity in Communication Award, and the Social Inclusion Awards won by CTBC Charity Foundation and CTBC Anti-Drug Educational Foundation. These awards are a recognition of the great efforts and achievements of CTBC Holding in promoting corporate sustainability. CTBC Holding Chairman Wen-Long Yen received the highest honor for an individual –The Outstanding Corporate Sustainability Professionals Award. Chairman Wen-Long Yen personally attended the awards ceremony and received the award from Vice President Chien-Jen Chen, showing CTBC's determination to become a corporate citizen that fulfills its CSR.

Chairman Wen-Long Yen said that CTBC Holding is committed to “TRUST” as a testament to demonstrate the importance of corporations, the environment, employees, customers, and society to CTBC through five major dimensions of governance and responsibility (Transparency), environmental sustainability (Responsibility), employee care(Understanding), products and services(Satisfactory), and social development(Together) The company is not only pursuing continued business growth, but also strives to become a leading enterprise based on the concept of sustainability. Chairman Wen-Long Yen received the Responsible Business Leadership Award from Enterprise Asia in 2016. Ever since Wen-Long Yen became CTBC Holding's chairman in 2012, he has led CTBC Holding to become a pioneer in CSR, and thus win the Outstanding Corporate Sustainability Professionals Award in the 2018 Taiwan Corporate Sustainability Awards.

In addition to chairman Wen-Long Yen winning the highest honor for an individual, CTBC's CSR Report complies with the GRI Standards: Core Option and incorporates the integrated reporting framework established by the International Integrated Reporting Council (IIRC). CTBC Holding thus won the Top 50 Corporate Sustainability Award and is the only financial institution that was recognized for its CSR report in the Taiwan Corporate Sustainability Awards for 8 consecutive years.

In response to the rise of digital finance, CTBC Holding's subsidiary CTBC Bank established the “i-Mortgage” platform with “customer experience” at its core. The platform offers an intelligent mortgage service that utilizes digital technology and big data to make complex mortgages simple, and it thus gained the recognition of judges and won the Growth Through Innovation Award. CTBC Bank has dedicated great effort to online digital channels and social network platform services in recent years, providing numerous self-service inquiry functions that link together service platforms to provide



a complete service experience. The convenient services provided to customers include the highly popular CTBC Line official account, intelligent customer service “Agent C”, CTBC Home Bank App, and CTBC online banking. The diverse, automated, personalized, and immediate services allowed CTBC to win the Creativity in Communication Award.

Furthermore, CTBC Holding not only focuses on its core business, but also actively implements corporate sustainability measures, and engages in charity, anti-drug, sports, education, and art events for public welfare, dedicating its efforts to care for disadvantaged children and families, and engaging in anti-drug education and promotion at the front line. The “Taiwan Dream – Community Children Companionship Project” of CTBC Charity Foundation is based on the core concept that “community children are our children”, and develops an autonomous social security network for community children. The “Drug education, anti-drug partnership – CTBC Anti-Drug Education Project” of CTBC Anti-Drug Educational Foundation organizes a road tour and provides campus education to form a tighter anti-drug social security network, so as to protect Taiwan’s next generation. These projects both won the Social Inclusion Award. In the future, CTBC Holding will continue to uphold its brand value – “We are family”, fulfill its CSR, and build a better society by creating shared value.

Media inquiries

CTBC Bank Public Relations Department

David Li +886 2 3327-7777 ext. 6419

Sherry Fang +886 2 3327-7777 ext. 6711

About CTBC Holding

CTBC Holding (TPE: 2891) was established in 2002, having grown out of CTBC Bank, which has been helping build customers' personal wealth and Taiwan's economy since 1966. Headquartered in Taipei, its subsidiaries specialize in diverse services including banking, securities, insurance, venture capital and asset management.

With a global team of over 27,000 people, CTBC Holding operates 268 locations in 14 markets, including the U.S., Canada, Japan, China, Hong Kong, Singapore, India, Indonesia, Malaysia, Vietnam, Thailand, Myanmar, the Philippines and Australia. It is also a Taiwan industry leader in corporate and environmental sustainability, consistently being an early adopter of emerging international standards and best practices.