



## Press release

# CTBC Bank launches new anti-fraud initiative with New Taipei District Prosecutors Office

TAIPEI, Taiwan, April 17, 2024—CTBC Bank has partnered with New Taipei District Prosecutors Office to combat fraud and safeguard public assets through the Thunder Project.

Announced at a memorandum of understanding signing ceremony today, the project furthers CTBC Bank's support for government anti-fraud and public safety initiatives. By utilizing data provided by the prosecutor's office and leveraging the bank's AI technology and Big Data analysis, the project will develop a real-time fraud detection alert system that can pre-emptively identify and freeze suspicious accounts.



Key figures pose at the signing ceremony for the Thunder Project memorandum of understanding. From left: CTBC Bank Retail Banking CEO Amy Yang, CTBC Sports Entertainment Chairman Chen Kuo-en, CTBC Holding Chief Compliance Officer and General Counsel Aaron King, CTBC Bank President Tony Yang, New Taipei District Prosecutors Office Administrative Deputy Minister Li-zhen Yu, Deputy Minister of Justice Ming-tang Chen, Taiwan High Prosecutors' Office Chief Prosecutor Tou-hui Chang, and Anti-Money Laundering Office Executive Secretary Pei-yu Su. (Image provided by CTBC Bank)

Speaking at the event, Deputy Justice Minister Ming-tang Chen said he believed that the combined technology, manpower, and resources from the collaboration would help combat fraud, even given the speed at which scamming techniques continue to evolve.

CTBC Bank has committed to developing intelligent fraud prevention methods. Its existing S.H.I.E.L.D. framework integrates AI and Big Data to detect unusual transactions. Through three lines of defense—customer greeting and initial assessment, active interaction and assistance, and over-the-counter service and fraud prevention—S.H.I.E.L.D. has significantly improved fraud prevention at bank branches.

The number of potential fraud cases prevented at CTBC Bank branches in 2023 increased by 10% compared to 2022, and the number of new account fraud cases decreased by nearly 25%. In the first

quarter of 2024, new account fraud decreased by almost 7% compared to the same period last year.

Building on the success of S.H.I.E.L.D., the New Taipei District Prosecutors Office has partnered with CTBC Bank to establish the Thunder Project. The new system uses the bank's technological capabilities to analyze anonymized data of potential fraudulent accounts, comparing transaction records, red flag indicators, and other fraud-related data with those of verified accounts to generate predictable patterns for an early detection alert system.

Chief Prosecutor Chang Tou-hui expressed support for the industry's proactive measures such as reducing fraudulent accounts, intercepting illegal cash flow, and deterring scams.

He also emphasized the need for public-private cooperation and cross-departmental government collaboration to enhance preemptive anti-fraud measures.

Chief Prosecutor Yu Li-Zhen said that with recent investment fraud cases straining judicial resources and increasing the workload for grassroots prosecutors, fraud was a matter of public concern.

Yu added that she hoped the Thunder Project could effectively identify signs of fraud and money laundering through AI and Big Data analysis and extend these efforts to prosecutors' offices across Taiwan to reduce fraud cases.



CTBC Bank President Tony Yang speaks at the Thunder Project launch. (Image provided by CTBC Bank)

CTBC Bank President Tony Yang said that by utilizing AI, the company had established a database of over 300 risk factors that can accurately detect suspicious transactions.

The accuracy rate for detecting such transactions had thus been optimized from around 5% to 50%, he said.

The CTBC S.H.I.E.L.D. system, which thwarts in-branch fraud, will be integrated with the Thunder Project to expand the scope of fraud prevention methods.

Last year, in collaboration with the National Police Agency, CTBC Bank developed the CTBC Fraudster Smart Notification System, linking over 7,300 CTBC ATMs throughout Taiwan to a fraud prevention network. The system automatically recognizes and alerts the police to accounts with suspicious transactions, resulting in the monthly arrest of suspected fraudsters.

The bank also previously partnered with local prosecutors' offices, including in Kaohsiung and Tainan to implement automatic warning and joint defense measures for suspected fraud cases encountered at branches, resulting in the successful interception of 25 suspected fraud cases to date.



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CTBC Bank President Tony Yang and New Taipei District Prosecutors Office Administrative Deputy Minister Li-zhen Yu pose at the signing ceremony for the Thunder Project memorandum of understanding. (Image provided by CTBC Bank)

## Media inquiries

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## About CTBC Bank

CTBC Bank, a subsidiary of CTBC Holding (TPE: 2891), was established in 1966 and has been building customers' wealth and Taiwan's economy for nearly 60 years.

Spanning 14 countries and regions, the bank has the most extensive international presence of any Taiwanese bank, with over 370 outlets worldwide. In addition to acquiring Tokyo Star Bank in Japan and LHFG in Thailand, the bank has strategically established subsidiaries in the U.S., Canada, Thailand, the Philippines, and Indonesia. This has laid a solid foundation for regional business, providing international enterprises with comprehensive transnational financial services.

Looking ahead, the bank is determined to continue leading the industry in digitalization, leveraging fintech and Big Data to drive innovation and create entirely new and engaging digital experiences for its customers. The bank will also continue to expand its efforts in operational performance, corporate governance, corporate social responsibility, and environmental sustainability as it cements its status as "Taiwan Champion, Asia Leader."