

Whistleblowing System of Taishin Financial Holding Company

For the purpose of developing a culture of integrity, transparency and sound business practices, Taishin FHC has established Whistleblowing System.

Whistleblowing channel:

1. Mailbox: "Taishin Whistleblowing Mailbox" at No. 118, Section 4, Ren'ai Road, Taipei City.
2. Email: whistling@taishinholdings.com.tw.
3. Hotline: (02) 2325-6076.

Notices for Whistleblowers:

Whistleblowers are required to provide the following information. If the report is filed anonymously, contains false names, involves crimes, fraud, or violation of regulations unrelated to the business operations of Taishin Financial Holdings, involves malicious or accusations, or do not contain specific contents, Taishin FHC will not process the report.

1. The whistleblower's real name, identity documents, or other information sufficient for its identification (e.g., national ID number or employee number) and contact information.
2. The informed party's name or other information sufficient to distinguish its identifying features.
3. Provide detailed description of the reported matters and evidence for investigations. The whistleblower is responsible for the reported contents and may not file a report on behalf of another individual.
4. Regardless of whether you file a report by mail or by email, please fill out the "Report Form" in the attachment.

Handling Procedures:

1. Taishin FHC has established internal procedures regarding dedicated acceptance and investigation units for reporting cases, except in cases

of conflict of interest.

2. Upon receipt of a reporting case, the acceptance unit may notify the whistleblower to make corrections within five working days if the reporting is incomplete or does not meet the requirements. The investigation unit shall conduct the investigation independently and report the case to the higher level of management. If the respondent is a director, an independent director, a supervisor, or a member of the management whose duties are equivalent to those of a Vice President or above, a review shall be conducted in accordance with the internal operating procedures.
3. The information related to the reported cases shall be kept for at least five years from the date of conclusion of the reporting cases. In the event of a litigation arising from a reporting case or related to a reporting case, the file shall be kept until the conclusion of the litigation.

Whistleblower protection:

Taishin FHC provides the following protection measures for whistleblowers:

1. Information of the identity of whistleblowers must be kept confidential. Information sufficient for identifying a person shall not be disclosed.
2. Whistleblowers may not be subject to inappropriate treatment for their reports such as dismissal, relief of duty, demotion, salary cut, any loss of benefit that they are entitled to under laws, contracts or customary practices, or adverse treatments of any kind.