

# Shin Kong Financial Holdings Financial Inclusion Policy

Formulated on May 23, 2023

## Article 1

Shin Kong Financial Holdings and its directly held subsidiaries (hereinafter referred to as SKFH) are committed to promoting financial sustainability and balance, so as to fulfill the social responsibilities. SKFH aims to make financial products and services more accessible to all, allowing target customer groups to benefit from the advantages of financial products and services conveniently. This policy is hereby formulated to be followed.

## Article 2

The definition of terms in this policy is as follows:

- I. Target customer groups:** Natural or legal persons who have never used financial products or services, or who have not fully benefited from financial products or services.
- II. Product appeal:** The design or research and development of financial products or services should meet the daily financial needs and make them easy to understand, convenient to use and fair to pay for the target customer groups.
- III. Customizing financial tools:** Devise and provide corresponding financial instruments based on the needs and priorities of target customer groups. Relevant financial tools should be tailored and provided according to the needs and priorities of the target customer group, adapting to the different financial needs of different groups and assisting customers in coping with unexpected events.

The subparagraph I of the preceding paragraph “who have not fully benefited from financial products or services” refers to natural or legal persons who have used financial services but have not fully benefited from them, which include but not limit to the following target customer groups:

- I. Microbusinesses**
- II. Economically disadvantaged groups**
- III. Elderly, people with disabilities**
- IV. Others: youth, females, disaster-affected populations, and marginalized groups in remote areas with inadequate access to education resources, etc.**

## Article 3

SKFH will be committed to providing diverse and innovative products and high-quality services. The planning of products, services and processes should take into account the attributes and product appeal of target customer groups to improve business quality and satisfaction.

SKFH provides equal, affordable, and convenient financial products or services for the target customer groups. Therefore, in the process of research and development or design, provision and subsequent performance of financial products or services, it is also necessary to monitor, evaluate and adjust this policy in a timely manner to effectively protect the rights and interests of customers and prevent excessive overdraft of financially disadvantaged customers.

SKFH follows the principle of fair treatment of customers, fully understanding the relevant information of each target customer of group, and ensures that the financial products or services are suitable for each target group of customers before providing; the target customer groups should be provided barrier-free financial services, creating a financially friendly environment; members of SKFH should establish a consumer dispute handling system in accordance with industry-specific laws and regulations, and the content of the system should include the scope of consumer disputes, organizational structure, acceptance methods, processing procedures, processing time, progress inquiries, follow-up audits, education and training, as well as regular reviews, etc., and should be submitted to the board of directors for approval.

#### **Article 4**

SKFH uses both financial and non-financial indicators to track the development of financial inclusion. Relevant indicators should be formulated considering the following factors:

- I. **Development of fundamental facilities:** Establish diversified financial products or service models to meet the diverse financial needs of the target customer groups of financial inclusion.
- II. **Innovation in financial products or services:** Provide innovative and convenient financial products or services to expand the overall development of financial inclusion.
- III. **Provision of training and guidance:** Provide counseling and training to enhance the financial skills and knowledge of the target population of finance inclusion customers, thereby improving their productivity and economy. Strengthen employee education and training to avoid inappropriate and aggressive sales techniques. Develop relevant training courses and training opportunities to enhance employees' understanding of and service level to the target population of finance inclusion customers.

SKFH combines the resources and technologies of the financial inclusion ecosystem and cooperates with external institutions to expand financial inclusion to a wider range of target customer groups.

#### **Article 5**



SKFH should stay vigilant about the development of financial inclusion at home and abroad, as well as changes in the business environment. Corporate Sustainability Committee under the board of directors should supervise, manage, and improve the financial inclusion policy established by SKFH to raise the effectiveness of the development of financial inclusion business.

**Article 6**

This Policy, and any amendment hereto, shall be implemented once approved by the President.