



The Bankers Association of the Republic of China

Annual Report 2021

2021

<https://www.ba.org.tw>



Annual Report 2021

CONTENTS

I. Chairman's Preface	2
II. Introduction of the Bankers Association of the Republic of China	5
A. History	5
B. Aims, Functions and Organization	5
C. Directors, Supervisors, Advisors and Observers	9
D. Major Staff Members of BAROC	11
III. An Overview of the Banking Operations	12
A. Macroeconomic Summary	12
B. Major Financial Measures Adopted by the Government	19
C. Banking Operations in 2021	24
IV. Report on the Work of BAROC	31
A. Major Achievements in 2021	31
B. Major Tasks in 2022	55
V. Appendices	56
A. Chronology of Major Events in 2021	56
B. List of Member Banks of BAROC	61



I. Chairman's Preface

As vaccination rates rose throughout the world in 2021, the economic impact of the pandemic became less severe. Economic activity began to pick up in major countries, and the global economy shifted into a stable recovery. The International Monetary Fund (IMF) estimates a global economic growth rate of 6.1% in 2021. Taiwan has benefitted from the government's highly successful

fight against COVID-19 and its rollout of relief and stimulus measures, as well as the shifting of orders to Taiwan and the accelerated reshoring of investments by Taiwanese firms. As a result, in 2021 real economic growth in Taiwan was 6.45%, the highest growth figure since 2011.

Buoyed by the global economic recovery, the average interest spread between deposits and loans at domestic banks edged up from 1.23 percentage points in 2020 to 1.24 percentage points in 2021, and in 2021 the pre-tax earnings of domestic banks were NT\$337.0 billion, up 7.77% from NT\$312.7 billion in 2020. The return on assets (ROA) was 0.59%, unchanged from 2020, while return on equity (ROE) was 8.03%, up from 7.70% in 2020. The non-performing loan (NPL) ratio of domestic banks at year-end 2021 stood at 0.17%, down by 0.05 percentage points from 2020. Their NPL coverage ratio came to 776.24%, up by 153 percentage points from 623.24% at year-end 2020. Overall, domestic banks' asset quality and risk-bearing capacity remained sound.

The Bankers Association of the Republic of China (BAROC) was founded to help the government implement its financial policy, spur economic development, and coordinate relations among member banks in the industry so as to bring about the common interest among them. In 2021, BAROC continued to promote the shared interests of member banks by helping them respond to legislative developments at home and abroad; monitoring the progress of legislative action and taking proactive steps to safeguard the interests of member banks; drafting self-regulatory rules for the banking industry; and helping member banks to resolve problems involving the management and operation of their businesses.



Chairman Joseph Jye-Cherng Lyu

In response to a resurgence of the COVID-19 pandemic in Taiwan in 2021, BAROC cooperated with the government on the COVID-19 Relief Package 4.0 by continuing to participate in the meetings of the Executive Yuan's "Interagency Coordination Platform for Financing Enterprise Relief and Economic Stimulus" and actively devised measures to simplify relief programs. And in 2021 from September to November, BAROC held five banking seminars in Kaohsiung, Tainan, Taichung, Hsinchu, and Taoyuan to let bank employees know that it was very aware and appreciative of all the hard work they've done to provide relief loans to both individuals and enterprises in coordination with government policy, and to discuss related topics. As of year-end 2021, state-owned and private banks had arranged relief loans totaling NT\$5.1 trillion to more than 2.18 million recipients, proving to be very effective in this regard.

In addition, BAROC took steps to help the competent authorities adopt and implement their financial policies. Working under the guidance of the authorities and with the support of member banks, BAROC completed the following important undertakings: (1) assisted member banks to prepare for discontinuation of the LIBOR benchmark, held online conferences, and provided impact assessments and related recommendations; (2) strengthened measures pertaining to the cyber security mechanisms of financial institutions, deliberated upon relevant cyber security self-regulatory rules, and retained a professional consultant to conduct online drills for cyber security incident response; (3) continued to assist member banks to conform to international risk management regulations; (4) urged member banks to properly manage climate risks, plan out special climate risk stress tests, and draft a "Climate Risk Management Handbook"; and (5) promoted development of digital finance and coordinated with government policies by drafting related rules and ancillary measures.

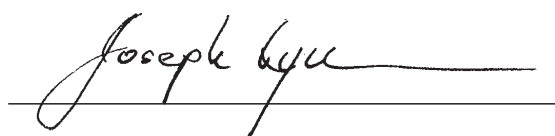
To ensure the fulfillment of corporate social responsibility, in addition to helping banks provide conveniently accessible consumer-friendly financial services, BAROC made donations to a number of charity organizations in 2021, including the Financial Services Education Charity Fund, and continued to provide assistances to economically disadvantaged groups.

Looking ahead to 2022, international forecasting institutions such as the IMF and the World Bank all expect steady growth in the world economy. The US-China trade war has prompted a shifting of orders to Taiwan, the Taiwanese government has actively promoted the Three Major Programs for Investing in Taiwan, projects launched under the Forward-looking Infrastructure Development Program are entering into peak investment periods, and the pandemic has accelerated the reshuffling of global supply chains. These

factors have spurred a greater number of high value-added industries to shift to Taiwan, helped to stimulate domestic economic growth, and been conducive to the growth of banks. However, BAROC needs to pay close attention to a number of factors that could affect global economic activity and financial markets. Such factors include geopolitical conditions, the monetary policies of the world's major central banks, inflation, COVID-19, and climate change issues.

BAROC likes to thank all the member banks for your support over the past year, and the competent authority for its guidance, which have enabled the Association to achieve many important tasks in an efficient and professional manner. In 2022, besides continuing to coordinate with government policies by adopting relevant financial measures, BAROC - in order to achieve the goal of prosperous development of both the financial economy and the real economy - will continue to serve as a platform for communication among member banks, and act as a bridge between the government, its member banks, and the general public, so as to create a win-win-win situation for the government, banks, and consumers, thereby making the greatest possible contribution to social well-being and economic development.

Chairman



Handwritten signature of Joseph Yu, Chairman, written in black ink over a horizontal line.

II. Introduction of the Bankers Association of the Republic of China

A. History

The Bankers Association of the Republic of China (hereinafter referred to as BAROC) was founded on August 9, 1983, as the successor to the Bankers Association of Taipei, which joined with the Bankers Association of Taiwan and the Bankers Association of Kaohsiung to form BAROC in accordance with the regulations of the Commercial Group Act. The merger was approved by the Ministry of the Interior. The Association was located on the eighth floor of No. 46, Guancian Road, Taipei at the time. In January 1984, the Bankers Association of Taipei transferred the national aspects of its operations to BAROC. After Taipei County and Taoyuan County were upgraded to special municipalities of New Taipei City and Taoyuan City, the Bankers Association of Taipei County and the Bankers Association of Taoyuan County withdrew from the Bankers Association of Taiwan in May of 2010 and in May of 2013, respectively, and joined BAROC. At the same time, the Bankers Association of Taipei County changed its name to Bankers Association of New Taipei City, and the Bankers Association of Taoyuan County was renamed The Bankers Association of Taoyuan. Later, the special municipalities of Taichung, Tainan, and Kaohsiung were established. In response, the Bankers Association of Taichung, the Bankers Association of Taichung City (the former Bankers Association of Taichung County), the Bankers Association of Tainan, the Bankers Association of Tainan City (the former Bankers Association of Tainan County), and the Bankers Association of Kaohsiung City (the former Bankers Association of Kaohsiung County) withdrew from the Bankers Association of Taiwan and joined BAROC in May of 2016. As a result, BAROC membership now includes 10 local bankers associations.

The Chairmen of BAROC from the first session of the first General Assembly in August 1983 to the thirteenth session of the third General Assembly in October 2021 are shown as follows:

Chairman	Session	Duration
I-Shuan Sun	1, 2	1983-1989
Y. D. Sheu	3, 4	1989-1995
James C. T. Lo	5, 6	1995-2000
Yung-San Lee	7	2000-2002
Mu-Tsai Chen	7	2002-2004
Shen-Chih Cheng	8	2004-2006
Jer-Shyong Tsai	8	2006-2007
Teh-Nan Hsu	8, 9	2007-2008
Susan S. Chang	9,10	2008-2012
Teng-Cheng Liu	10	2012-2013
Jih-Chu Lee	11	2013-2016
Jye-Cherng Lyu	12,13	2016-

B. Aims, Functions and Organization

1. Aims

- (1) To assist the government in implementing financial policies
- (2) To promote economic development
- (3) To coordinate with its member banks
- (4) To improve its members' mutual benefits

2. Functions

- (1) To help implement economic and financial policies and commercial decrees
- (2) To study the balance of funds in supply and demand among various sectors in line with economic development
- (3) To formulate and compile common rules and regulations relating to various businesses of its members
- (4) To enhance communications, surveys, statistics, consultations, research, development and publications relating to national and international financial businesses
- (5) To protect the legitimate rights of its members and to help settle disputes among them
- (6) To promote the exchange, analysis and reporting of credit information among its members and to establish the credit files of the major clients of its members
- (7) To consolidate the planning of information systems among its members
- (8) To strengthen mutual support, assistance, education and interaction among the employees of its members, to sponsor activities for public benefit, and to help implement service ethics and self-disciplinary measures
- (9) To participate in international financial organizations and meetings
- (10) To enhance communications and collaborations with overseas bankers associations and to promote national diplomacy
- (11) To conduct research and make recommendations in response to requests from the government or private organizations
- (12) To participate in social charitable activities

3. Organization

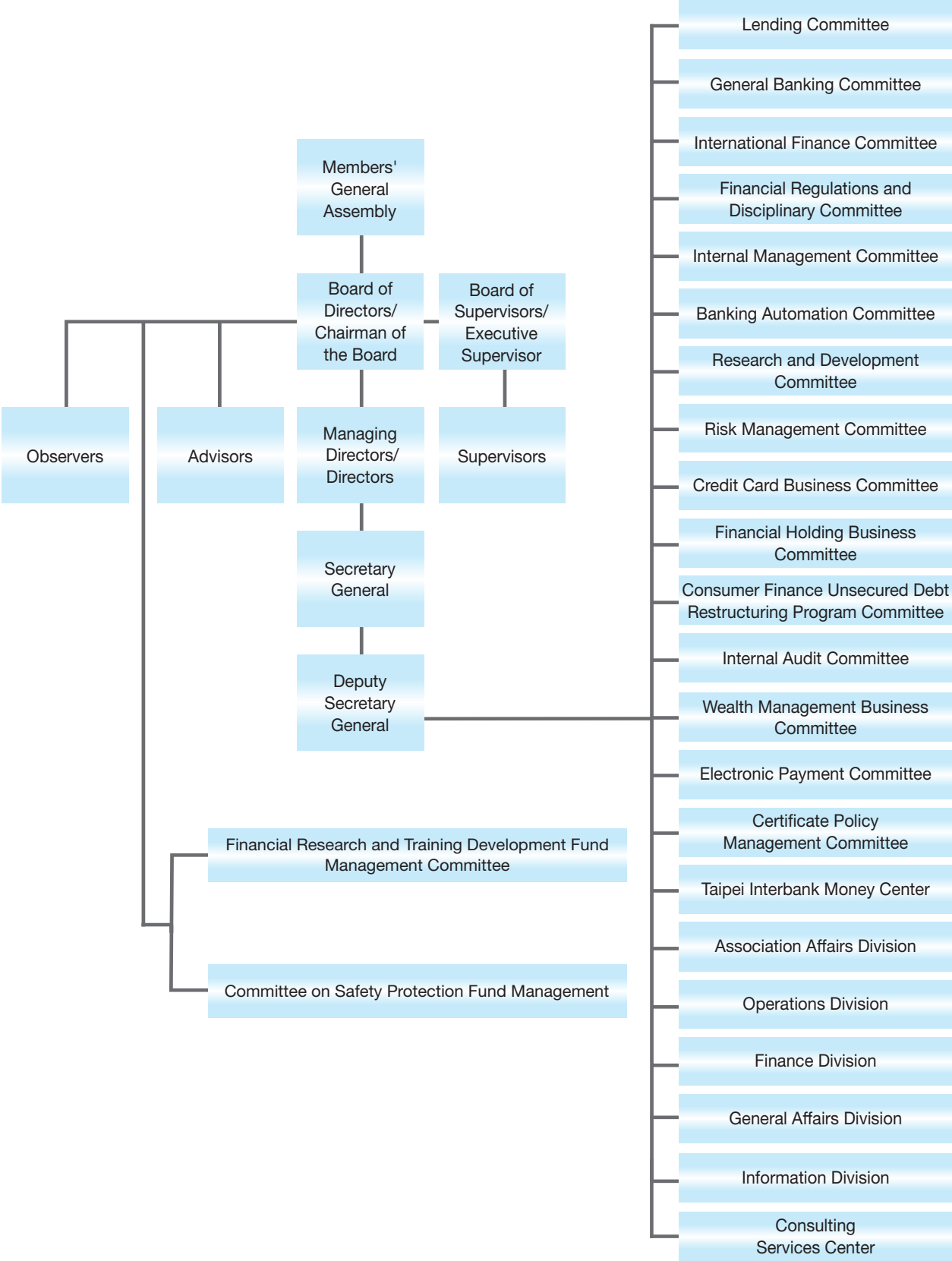
The 10 local bankers associations that have joined as BAROC members are the following: The Bankers Association of Taipei; Bankers Association of Taiwan; The Bankers Association of Kaohsiung; Bankers Association of New Taipei City; The Bankers Association of Taoyuan; The Bankers Association of Taichung; The Bankers Association of Taichung City; The Bankers Association of Tainan; The Bankers Association of Tainan City; and The Bankers Association of Kaohsiung City. As of the end of 2021, the head offices of member banks totaled 61, of which 56 belong to The Bankers Association of Taipei, 1 belongs to the Bankers Association of New Taipei City, 1 belongs to The Bankers Association of Kaohsiung, 2 belong to The Bankers Association of Taichung, and 1 belongs to The Bankers Association of Tainan. The branches of member banks located in the six special municipalities (Taipei City, New Taipei City, Taoyuan City, Taichung City, Tainan City, and Kaohsiung City) and each county join their respective local bankers associations and participate in local association activities.

Number of Member Banks of the Bankers Associations

Dec. 31, 2021

Member Banks	Headquarters	Branches
The Bankers Association of the Republic of China	<61>	
The Bankers Association of Taipei	<56>	(939)
Bankers Association of Taiwan		(582)
Bankers Association of New Taipei City	<1>	(515)
The Bankers Association of Taoyuan		(257)
The Bankers Association of Taichung	<2>	(232)
The Bankers Association of Taichung City		(145)
The Bankers Association of Tainan	<1>	(136)
The Bankers Association of Tainan City		(95)
The Bankers Association of Kaohsiung	<1>	(297)
The Bankers Association of Kaohsiung City		(90)
Bankers Association of Keelung City		(26)
Bankers Association of Hsinchu City		(83)
Bankers Association of Hsinchu County		(55)
Bankers Association of Miaoli County		(46)
Bankers Association of Changhwa County		(95)
Bankers Association of Nantou County		(36)
Bankers Association of Yunlin County		(47)
Bankers Association of Chiayi City		(44)
Bankers Association of Chiayi County		(19)
Bankers Association of Pingtung County		(48)
Bankers Association of Ilan County		(41)
Bankers Association of Hualien County		(22)
Bankers Association of Taitung County		(15)
Bankers Association of Penghu County		(5)

Organizational Structure of BAROC



C. Directors, Supervisors, Advisors and Observers

April 2022

Title	Name	Company Affiliation
Chairman of the Board	Joseph Jye-Cherng Lyu	Chairman, Taiwan Financial Holding Co., Ltd.
Managing Directors	Chung-Dar Lei	Chairman, Taiwan Cooperative Financial Holding Co., Ltd.
	Chao-Shun Chang	Chairman, Mega Financial Holding Co., Ltd.
	Yun-Peng Chang	Chairman, Hua Nan Financial Holdings Co., Ltd.
	Chang-Ken Lee	President, Cathay Financial Holding Co., Ltd.
Directors	Joanne Ling	Chairman, Chang Hwa Commercial Bank
	Sheng-Hung Chen	Chairman, Sunny Bank
	Wen-Long Yen	Chairman, CTBC Financial Holding Co., Ltd.
	Tseng-Chang Lee	Chairman, Shin Kong Commercial Bank
	Ming-Ming Wu	Chairman, Agricultural Bank of Taiwan
	Terence Tai	Chairman, King's Town Bank
	Sung-Yie Liao	Chairman, Cota Commercial Bank
	Leo Kuo	Chairman, Taipei Star Bank
	Welch Lin	President, Taishin Financial Holding Co., Ltd.
	Adam Chen	President, HSBC Bank (Taiwan), Ltd.
	Eric Chen	Chairman, Taipei Fubon Commercial Bank
	Jui-Tang Chiang	President, Changhua Post Co., Ltd.
	Chao-Hsien Lai	Chairman, Hwatai Bank
	Kuei-Fong Wang	Chairman, Taichung Commercial Bank
	Tina Y. Lo	Chairman, O-Bank Co., Ltd.
	Jennifer M.C. Liao	Chairman, Mega Bills Finance Co., Ltd.
	Jerry Harn	President, Fubon Financial Holding Co., Ltd.
	Andrew Ming-Jian Kuo	Chairman, Cathay United Bank
	Oliver Shang	President, Taishin International Bank
	Yen-Lang Chiu	President, International Bills Finance Co.
	Chia-Hsien Chen	Chairman, Bank SinoPac
Executive Supervisor	Rong-Jou Wang	Supreme Consultant, Yuanta Financial Holdings Co., Ltd.
Supervisors	Jesse Ding	Chairman, EnTie Commercial Bank
	Chia-Juch Chang	Chairman, China Development Financial Holding Co.
	Thomas Chou	President, Far Eastern International Bank

Title	Name	Company Affiliation
	Paulus Mok	Chairman, Citibank Taiwan, Ltd.
	Chenli Yang	Chief Operating Officer, DBS Bank (Taiwan)
Advisors	Jiann-Jong Guo	Chairman, Joint Credit Information Center
	Oscar Lin	Chairman, Financial Information Service Co., Ltd.
	Sherman H.M. Lin	Chairman, Taiwan Depository & Clearing Corporation
	Chung-Shu Wu	Chairman, Taiwan Academy of Banking and Finance
	Tong Liang Lin	President, National Credit Card Center of R.O.C
	Jih-Chu Lee	Advisor, The Bankers Association of the Republic of China
	Jan-Lin Wei	Advisor, The Bankers Association of the Republic of China
	Jonathan Wei	President, China Bills Finance Co.
	Chia-Nan Fang	President, Bank of Panhsin
	Joseph N.C. Huang	Chairman, E. Sun Commercial Bank, Ltd.
	Ye-Chin Chiou	Chairman, First Financial Holding Co., Ltd.
	Chih-Wen Hsu	President, Bank of Taiwan
	Pei-Jean Liu	Chairman, The Export-Import Bank of the Republic of China
	Chih-Hung Lin	President, The Shanghai Commercial & Savings Bank, Ltd.
	Shih-Yuan Tseng	Chairman, The Taiwan Clearing House
	Chuan-Chuan Hsieh	Chairman, Land Bank of Taiwan
	Ian Charles Anderson	President, Standard Chartered Bank (Taiwan) Ltd.
	Chien-Hao Lin	Chairman, Taiwan Business Bank
	I-Meng Hwang	President, Line Bank Taiwan Ltd.
	Shu-Chuan Kao	President, The National Federation of Credit Co-operatives R.O.C
	Wei-Wen Hsu	President, Union Bank of Taiwan
	Tim Kuo	Director, Jih Sun Financial Holding Co., Ltd.
	Kazuhiko Saiki	President, Rakuten International Commercial Bank
	Berlin Hsu	President, Next Commercial Bank Co., Ltd.
Observers	Nicole Wu	Director, BNP Paribas, Taipei Branch
	Natalie Kuo	Executive Director, Credit Agricole Corporate & Investment Bank, Taipei Branch
	Mike Huang	EVP, Bank of America, N.A., Taipei Branch
	Jacky Huang	VP, JPMorgan Chase Bank, N.A., Taipei Branch

D. Major Staff Members of BAROC

April 2022

Title / Position in BAROC	Name	Full-time or Part-time
Chairman, Financial Research and Training Development Fund Management Committee	Joseph Jye-Cherng Lyu	Chairman, BAROC, Part-time
Chairman, Committee on Safety Protection Fund Management	Joseph Jye-Cherng Lyu	Chairman, BAROC, Part-time
Secretary General	Nancy Young	Full-time
Deputy Secretary General	Chun-Liang Lin	Full-time
Deputy Secretary General	Tsong-Ming Wang	Full-time
Secretary	Yuan-Yuan Wang	Full-time
Secretary	Shao-I Chou	Full-time
Chairperson, Lending Committee	Tien-Sheng Chiu	EVP, Land Bank of Taiwan, Part-time
Chairperson, General Banking Committee	Chang-Yu Lin	EVP, Taiwan Business Bank, Part-time
Chairperson, International Finance Committee	Chien-Chung Chen	SEVP, Mega International Commercial Bank, Part-time
Chairperson, Financial Regulations and Disciplinary Committee	Hsi-Chang Hsu	EVP & Chief Compliance Officer, Taiwan Cooperative Financial Holdings & Taiwan Cooperative Bank, Part-time
Chairperson, Internal Management Committee	Fu-Jinn Chiou	Director, Division Head of Financial Management Division, Chang Hwa Bank, Part-time
Chairperson, Banking Automation Committee	Yeung-Rong Ju	SEVP, Bank of Taiwan, Part-time
Chairperson, Research and Development Committee	Shing-Shiang Ou	SEVP, Taiwan Financial Holdings & Bank of Taiwan, Part-time
Chairperson, Risk Management Committee	Chun-Jen Hsu	CEO, Global Capital Market, CTBC Bank, Part-time
Acting Chairperson, Credit Card Business Committee	Sean Lin	SEVP, Credit Card and Payment Division, E.SUN Commercial Bank, Part-time
Chairperson, Financial Holding Business Committee	Chang-Ken Lee	President, Cathay Financial Holdings, Part-time
Chairperson, Internal Audit Committee	Shiow-Ling Wu	Chief Auditor, First Commercial Bank, Part-time
Chairperson, Wealth Management Business Committee	Tim Kuo	Chairman, JihSun International Bank, Part-time
Acting Chairperson, Consumer Finance Unsecured Debt Restructuring Program Committee	Allen Day	SVP, Head of Retail Banking, Taishin International Bank, Part-time
Chairperson, Electronic Payment Committee	Hugo Shen	Chief Strategy Officer of Credit Card and Payment Division, E.SUN Commercial Bank, Part-time
Chairperson, Certificate Policy Management Committee	Jeng-Fang Jang	President, Hua Nan Commercial Bank, Part-time
Director, Taipei Interbank Money Center	Chih-Wen Hsu	President, Bank of Taiwan, Part-time
Chief, Association Affairs Division	Yu-Min Chou	Full-time
Chief, Operations Division	Kuo-En Wen	Full-time
Chief, Finance Division	Huei-Ling Li	Full-time
Chief, General Affairs Division	Yeng-Ming Lee	Full-time
Chief, Information Division	Mei-Ling Tsai	Full-time
Chief, Consulting Services Center	Yin-Tarng Lee	Full-time

III. An Overview of the Banking Operations

A. Macroeconomic Summary

1. International Economic and Financial Conditions

(1) Steady Recovery of the Global Economy

In 2021 the vaccination rate for COVID-19 increased and countries around the world relaxed their pandemic control measures, thereby allowing economic activities to gradually return to normal, so that there was steady recovery of the global economy. The International Monetary Fund (IMF) calculates that in 2021 the global economic growth rate was 6.1%, in contrast to -3.1% in 2020, and setting a new record high since the IMF began recording this data in 1980.

In terms of the 2021 performance of major economies around the world, the economic growth rate in the US was 5.7%, the highest since 1985; economic growth in the eurozone was 5.3%, as against -6.4% in 2020; Japan's GDP grew by 1.6%, turning the negative growth rate of 2020 into a positive in 2021; and China's annual GDP growth rate was 8.1%, well above the 2.2% of 2020 and the highest since 2012.

(2) Signals in the Second Half of 2021 that Central Banks Would Halt Their Quantitative Easing Policies

As the global COVID-19 vaccination rate rose around the world in 2021, the global economy steadily recovered. In addition, the pandemic had led to bottlenecks in the supply chain causing an imbalance between supply and demand for products, driving up the international price of commodities such as crude oil, thereby causing global inflation to rise. Starting in the second half of 2021, central banks in major economies issued signals that they were going to halt their quantitative easing (QE) policies and engage in QE tapering and start a cycle of increased interest rates.

The UK led the way in raising interest rates among Western countries. On 15 December 2021 the UK central bank (the Bank of England) decided to raise its benchmark interest rate from 0.10% to 0.25%, and again raised interest rates by 25 basis points in both February and March 2022, so that the benchmark interest rate returned to its pre-pandemic level of 0.75%. Meanwhile the US Federal Reserve, at a meeting in November 2021, decided to engage in QE tapering, and at a meeting in March 2022 decided to raise interest rates by 25 basis points to a range of 0.25% to 0.50%.

In Asia, the South Korean central bank (the Bank of Korea) raised interest rates by 25 basis points in both August and November 2021, and again in both January and April 2022, bringing the benchmark interest rate back up to 1.5%. The central bank of New Zealand (the Reserve Bank of New Zealand) raised their Official Cash Rate (OCR) by 25 basis points in both October and November 2021, and raised it again by 25 and 50 basis points in February and April 2022, respectively, lifting the OCR to 1.5%.

2. Domestic Economic and Financial Conditions

(1) Continued Growth in the Domestic Economy

In 2021 Taiwan's economy, under the impetus of remarkable external demand and the resurgence of domestic demand, saw an economic growth rate of 9.20% in the first quarter, the highest rate since the fourth quarter of 2010. The rebound in global demand, plus the government's promotion of the COVID Relief Package 4.0, reduced the impact of the COVID-19 pandemic on the economy, and in the second quarter the economic growth rate reached 7.76%. In the second half of 2021 investment and exports continued to expand, and the third- and fourth-quarter economic growth rates were 4.37% and 4.86%, respectively. The economic growth rate for the year was 6.45%, significantly higher than the 3.36% in 2020.

In terms of external demand, in 2021 the global economic recovery drove an expansion of end user demand, and there was continued demand for innovative technological applications and digital transformation. In 2021 exports of products from Taiwan increased by 29.34% over 2020. Combining trade in goods and services, and offsetting exports and imports, net external demand contributed 1.90 percentage points to economic growth.

In terms of domestic demand, although in the middle of May 2021 the national epidemic alert level was raised to Level 3, thanks to concerted pandemic prevention work by the government and private sector, the situation in Taiwan during the pandemic was stabilized. In addition, the government came out with a variety of relief and stimulus measures, while companies continued to expand production capacity and construct green energy facilities so that fixed investment increased 19.05% over 2020, contributing 3.75 percentage points to economic growth. Moreover, government consumption increased by 3.81%, contributing 0.53 percentage points to economic growth. In total, domestic demand contributed 4.55 percentage points to economic growth.

(2) Raising of Interest Rates by the Central Bank of the Republic of China by 25 Basis Points in March 2022

Considering the continued recovery of the global economy, the stable growth of Taiwan's economy, and the fact that at the time domestic inflation was manageable, interest rates were lowered by 0.25 percentage points on 19 March 2020. As of the end of 2021, the discount rate, the rate on accommodations with collateral, and the rate on accommodations without collateral remained at the levels set on that date, which is to say 1.125%, 1.5%, and 3.375%, respectively.

As a result of a rise in international commodity prices caused by the outbreak of the conflict between Russia and Ukraine in the first quarter of 2022, there continued to be significant increases in domestic prices. In addition, some economic entities including the US had raised interest rates. Therefore, at a Board Meeting of the Central Bank of the Republic of China on 17 March 2022 it was decided to raise the discount rate, the rate on accommodations with collateral, and the rate on accommodations without collateral by 0.25 percentage points to 1.375%, 1.75%, and 3.625%, respectively, as of 18 March. The aims were to restrain expectations for domestic inflation, maintain price stability, and assist the overall economy and financial sector to develop in a sound manner.

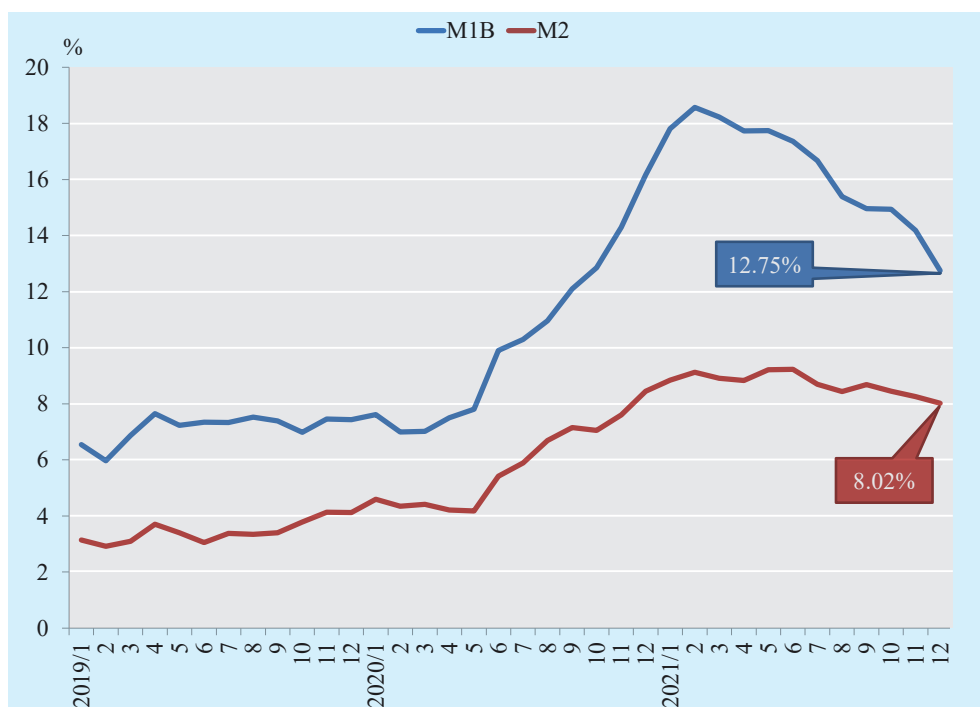
(3) Slight Increase in Banks' Average Interest Spread

In 2021, the average interest spread between the interest rate for deposits and that for loans increased from 1.23 percentage points in the first quarter to 1.25 percentage points in the second quarter, though it narrowed again to 1.24 percentage points in the fourth quarter. For all of 2021, the average interest spread was 1.24 percentage points, an increase of 0.01 percentage points over the spread of 1.23 percentage points in 2020.

(4) Rise in the Annual Growth Rate for Monetary Aggregates M1B and M2

In terms of the broad monetary aggregate, in 2021 M2 showed an average increase for the whole year of 8.72%, a rise of 2.88 percentage points compared to 5.84% in 2020. This figure exceeded the upper limit of the target range for monetary growth set by the Central Bank (2.5% to 6.5%). In terms of the narrow monetary aggregate, M1B showed an average increase for the whole year of 16.29%, a rise of 5.95 percentage points compared to 10.34% in 2020. Moreover, in 2021 the M1B annual growth rate continued to exceed the M2 annual growth rate in every month.

Annual Growth Rates of Daily Monetary Aggregates

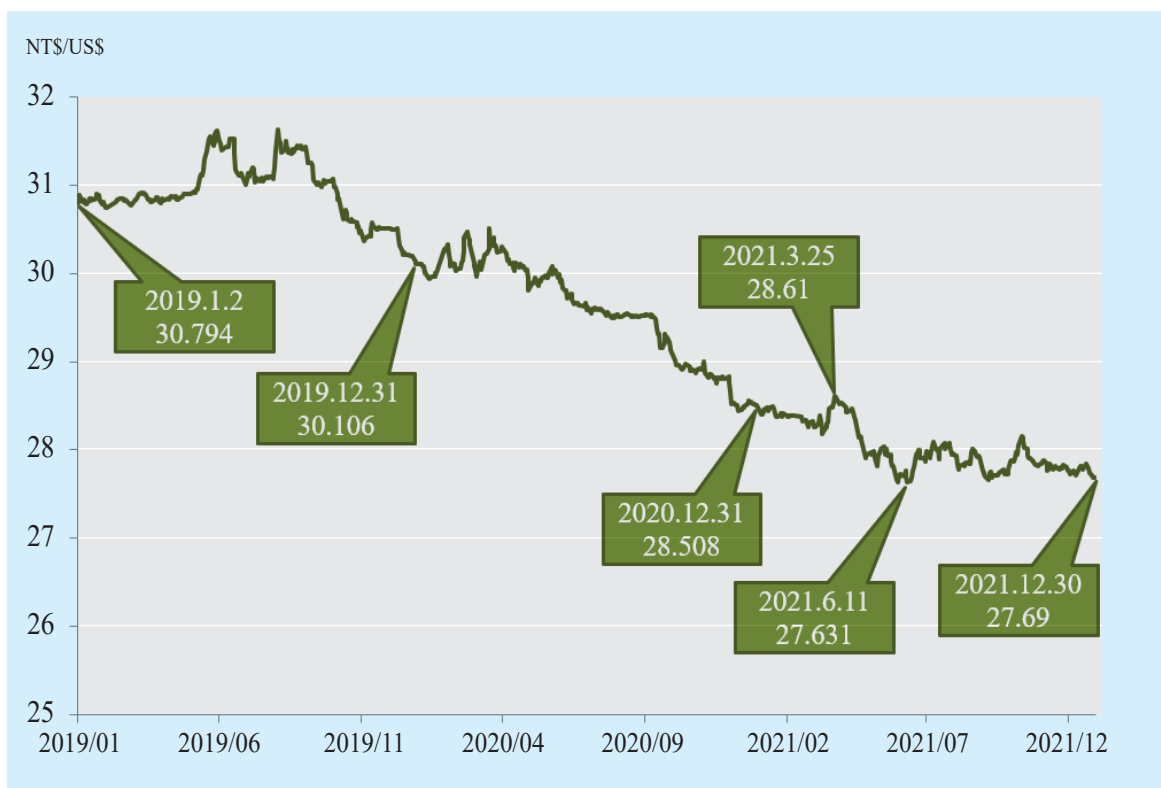


Source: the CBC website

(5) Appreciation of the NT dollar Against the US dollar

In the first half of 2021, major countries continued to implement quantitative easing policies, and Taiwan was largely successful in keeping the COVID-19 pandemic under control, while exports and the economy remained strong; these factors drove the NT dollar exchange rate to a high of NT\$27.631 to one US dollar on 11 June. In the second half of 2021, following the rise in the US consumer price index (CPI), there was a resurgence of expectations in the market that the Federal Reserve would raise interest rates sooner than had been thought, and in addition the spread of COVID-19 variants bolstered hedging sentiment, which supported a strengthening of the US dollar, so that the NT dollar depreciated against the US dollar. However, in the fourth quarter, Taiwan's outstanding export performance led to appreciation of the NT dollar against the US dollar, and at the end of 2021 the exchange rate was NT\$27.69 to one US dollar, an appreciation of 2.95% compared to the end of 2020.

Exchange Rates of the NT dollar against the US dollar

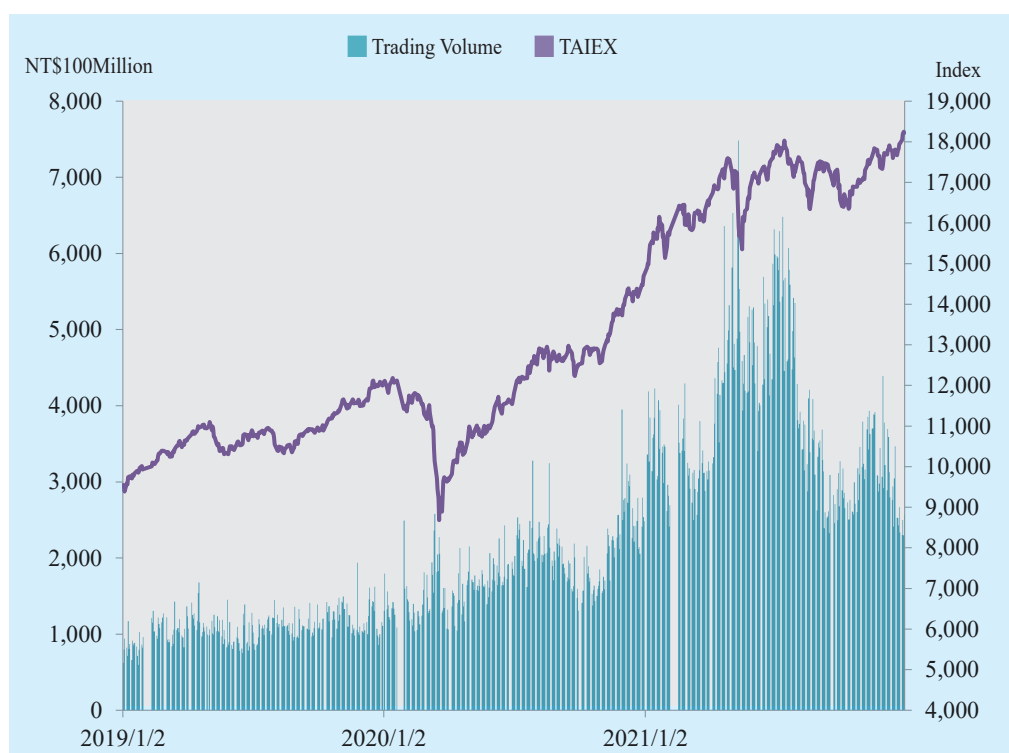


Source: the CBC website

(6) New Historic High for the Taiwan Stock Exchange

In early 2021, stocks in Taiwan benefitted from factors such as Taiwan's strong fundamentals and success in dealing with the pandemic, the expansion of stimulus policies by the US, successful R&D of COVID-19 vaccinations, and repeated setting of new records by US stocks, and as a result the Taiwan Stock Exchange (TWSE) rose along with major international stock markets. In the second quarter there was a market correction for Taiwan stocks as a result of the worsening of the pandemic locally. However, following stabilization of the pandemic domestically, the setting of a new record for tech stocks in the US, and the issuing of dazzling financial reports by listed Taiwan companies, the TWSE resumed its rise. On 31 December 2021, the TWSE closed at 18,218.84 points, with Taiwan stocks rising by a cumulative total of 3,486.31 points in 2021, an increase of 23.66%. For all of 2021, the daily average turnover by trading value was NT\$378.238 billion, an increase of 102.98% as compared to the 2020 figure of NT\$186.344 billion.

TAIEX and Trading Volume



Source: Taiwan Stock Exchange

3. The Domestic and International Economic Outlook for 2022

(1) The International Economic Outlook

Looking ahead to 2022, with the global vaccination rate has continuing to rise, and given that major countries have expanded infrastructure programs and that digital innovative technology applications have continued to appear, it can be expected that the global economic recovery will continue. In April 2022, the International Monetary Fund (IMF) estimated that the worldwide economic growth rate for all of 2022 would reach 3.6%, with the 2022 growth rates for the US, the eurozone, Japan, and China estimated to be 3.7%, 2.8%, 2.4%, and 4.4%, respectively. In January of 2022, the World Bank estimated that the global growth rate for 2022 would be 4.1%. However, it is also necessary to pay attention to the potential impact that various risk factors—including geopolitics, the monetary policies of major central banks, inflation, the COVID-19 pandemic situation, and climate change—could have on the global economy and global finance.

Global Economic Growth Rate Forecasts

Unit: %

Area \ Institute	IMF		The World Bank	
	2021	2022	2021	2022
Global	6.1(5.9)	3.6(4.4)	5.5(5.6)	4.1(4.3)
US	5.7(5.6)	3.7(4.0)	5.6(6.8)	3.7(4.2)
Eurozone	5.3(5.2)	2.8(3.9)	5.2(4.2)	4.2(4.4)
Japan	1.6(1.6)	2.4(3.3)	1.7(2.9)	2.9(2.6)
China	8.1(8.1)	4.4(4.8)	8.0(8.5)	5.1(5.4)

Note: Figures in parentheses indicate the previous forecasts.

Sources: IMF, 19 April 2022 ; The World Bank, 11 January 2022.

(2) The Domestic Economic Outlook

Following the rise in the vaccination rate and the spread of effective treatments, the impact of the COVID-19 pandemic on global economic activities has steadily become manageable. The IMF estimates that world trade volume will increase by 5.0% in 2022. Considering that many of Taiwan's industries have an international competitive advantage, Taiwan can expect healthy expansion of external demand for its products.

In terms of domestic demand, the government will continue its policy of incentivizing Taiwanese firms to return to Taiwan to invest, so it is hoped that private sector investment will continue to become more dynamic. In addition, the demand for extra labor caused by the expansion of production capacity by Taiwanese enterprises will also help enhance non-governmental consumption.

Looking forward to 2022, the Executive Yuan's Directorate-General of Budget, Accounting, and Statistics estimates that in 2022 Taiwan's real economic growth rate will be 4.42%, an upward adjustment of 0.27 percentage points over the estimate of 4.15% made in November 2021. However, in the future it will be necessary keep a watch on developments in the international and domestic economies and financial sectors.

Forecast on Taiwan Economic Growth Rates

Unit: %

Institution		2022
Official and Domestic Institutions	DGBAS (2022.02)	4.42(4.15)
	Central Bank of the Republic of China (2022.03)	4.05(4.03)
	TIER (2022.01)	4.10(4.10)
	CIER (2022.04)	3.96(3.67)
	Academia Sinica (2021.12)	3.85
	NTU-Cathay Research Team (2022.03)	3.7(3.9)
	Taiwan Research Institute (2021.12)	4.05
Foreign Institutions	IMF (2022.04)	3.2(3.3)
	Asian Development Bank (2022.04)	3.8(3.0)

Note: Dates in parentheses indicate when the forecast was released ; figures in parentheses indicate the previous forecast.

Source: DGBAS, Central Bank of the Republic of China, TIER, CIER, Academia Sinica, NTU-Cathay Research Team, Taiwan Research Institution, IMF and ADB

B. Major Financial Measures Adopted by the Government

1. Financial Services Business

- (1) In order to facilitate compliance by domestic banks with the Basel III accord, on 12 January 2021 the Financial Supervisory Commission (FSC) amended the "Methods for Calculating Banks' Regulatory Capital and Risk-weighted Assets." The main amendments included the following: (a) Capital charges for "real estate exposure" were changed so that the determination of risk weight became based on the "loan-to-value" (LTV) ratio; (b) Risk exposure in cases in which real estate is used as security was divided into "residential real estate exposure," "commercial real estate exposure," and "land acquisition, development, and construction exposure"; (c) "Residential real estate exposure" and "commercial real estate exposure" could use the LTV ratio method or the "simplified standardized approach" of the existing single risk weight; (d) New rules were added so that "land acquisition, development, and construction exposure" shall use a 150% risk weight, though in cases in which specified criteria are met, a risk weight of 100% can be used.
- (2) To conform with the practical situation of Taiwan's financial holding companies and international calculation methods, on 28 January 2021 the FSC amended the "Regulations Governing the Consolidated Capital Adequacy of Financial Holding Companies" to expressly

provide that when a financial holding company is calculating its eligible capital, the capital instruments that are held by invested enterprises (including subsidiaries) over which the financial holding company has significant influence shall be deemed as having not been issued. Moreover, the amendments provide that goodwill and other intangible assets must be deducted from the eligible capital and statutory capital requirement, in order to avoid any padding in the financial holding company's eligible capital.

- (3) To coordinate with amendments to statutory requirements and enhance the ability of overseas branches (subsidiaries) of Taiwan banks to raise funds, on 24 February 2021 the FSC amended the "Regulations Governing Issuance of Bank Debentures by Banks." The main amendments were as follows: (a) There is a clear definition of the term "high-asset customers"; (b) There is stipulation of the procedures to be followed for the issuance of bank debentures by overseas branches of banks, and moreover application shall be made to the competent authority for approval of issuance of bank debentures under the "Regulations Governing Banks Conducting Financial Products and Services for High-Asset Customers," and the automatic approval system shall be eliminated; and (c) There is clear stipulation that the outstanding balance of the bank debentures which overseas branches (subsidiaries) of a bank have applied to issue or which are already issued and in circulation shall be incorporated into the calculation for the upper limit of the outstanding balance of bank debentures issued by the bank.
- (4) To build a favorable financing environment for small and medium enterprises (SMEs), on 10 May 2021 the Executive Yuan accepted the FSC's filing of its report on the 16th "Program to Encourage Lending by Domestic Banks to Small and Medium Enterprises." The target for the increase in outstanding loans to SMEs in 2021 was NT\$300 billion. The FSC continued to encourage banks to help SMEs get access to working capital and to create a financial environment conducive to SME development.
- (5) On 22 June 2021 the FSC announced that it had signed a Memorandum of Understanding (MOU) on cooperation in supervision of the banking industry with the Texas Department of Banking. The agreement includes provisions for information sharing, assistance with on-site examinations, cooperation in the supervision of cross-border establishments, and the holding by the two parties of conferences on banking supervision. Besides strengthening Taiwan-US cooperation on financial supervision, the MOU has also had a positive and substantive impact on deepening bilateral financial business interactions.

- (6) After considering suggestions issued by the Financial Action Task Force (FATF), on 30 June 2021 the FSC issued the "Regulations Governing Anti-Money Laundering and Countering the Financing of Terrorism for Enterprises Handling Virtual Currency Platform or Transaction." These Regulations are targeted at enterprises engaged in any of the following types of operations: (a) Exchange between virtual currencies and fiat currencies, such as the New Taiwan Dollar, foreign currencies, and currencies issued by mainland China, Hong Kong, or Macao; (b) Exchange between one and more forms of virtual currencies; (c) Transfer of virtual currencies; (d) Safekeeping or administration of virtual currencies or instruments enabling control over virtual currencies; and (e) Participation in and provision of financial services related to an issuer's offer or sale of virtual currencies. These enterprises are required, among other things, to do the following: establish an internal control and auditing system to prevent money laundering, verify the identity of customers, preserve records of transactions, report currency transactions above a defined amount, and report transactions suspected to be connected to money laundering or terrorism financing.
- (7) To upgrade the capabilities of financial institutions to deal with cyber security issues, on 23 September 2021 the FSC amended the "Implementation Rules of Internal Audit and Internal Control System of Financial Holding Companies and Banking Industries." The main amendments were as follows: (a) Addition of qualifications required for internal audit personnel at overseas business units; (b) Addition of a provision that subsidiary companies shall fall within the scope of risk assessment and auditing for domestic banks that adopt a risk-based internal auditing system; (c) Relaxation of the provisions governing training that internal audit personnel posted abroad by a bank or hired locally by an overseas business unit must undergo; (d) Simplification of the process for banking businesses to issue statements; and (e) Addition of a provision requiring that banking businesses shall assign a manager ranked vice president or above or an individual with equivalent powers to serve concurrently as the chief information security officer.
- (8) On 6 October 2021 the FSC and the Israel Economic and Cultural Office in Taipei (ISECO) jointly held the "2021 Israel-Taiwan FinTech Webinar" in a combined in-person and online format. At the event officials from Taiwan and Israel presented reports on the promotion and development of financial technology in their respective countries, with the aim of building a more sound long-term foundation for future cooperation between relevant industries in the two countries. The meeting has also been helpful in the deepening of bilateral FinTech exchanges and interactions.

- (9) In coordination with amendments to the Company Act and the Civil Code, on 13 October 2021 the FSC amended the "Regulations Governing Institutions Engaged in Credit Card Business." The main amendments were as follows: (a) Change in the age requirement for an applicant for a principal credit card from "must be 20 years old" to "must be an adult"; and (b) Abolition of the existing provisions related to the requirement that foreign credit card companies must be recognized by the government of Taiwan.
- (10) To assist Taiwan companies in handling international fund procurement, on 25 November 2021 the FSC commenced a period for public commenting on amendments to the "Regulations Governing Domestic Juridical Persons Opening Accounts for the Purpose of Handling Loan-related Receipts and Disbursements in Offshore Banking Units." The amendments proposed to relax restrictions on the counterparts for interactions through such accounts, permitting (in specified circumstances) interactions with foreign currency accounts opened in domestic business units (DBUs) by juristic persons in the same jurisdiction and relaxing rules governing the methods for opening accounts. Also, in order to upgrade the operational flexibility of such accounts, there were proposed amendments to the rules related to the return of relevant control mechanisms to each bank's post-loan management mechanism and mechanism for prevention of money laundering.
- (11) In order to strengthen management of climate-related risks by banks in Taiwan, after considering current international trends and the current banking practices of domestic banks, on 30 November 2021 the FSC issued the "Guidelines for Domestic Banks' Climate Risk Financial Disclosure." These require domestic banks to establish appropriate climate-related risk management mechanisms based on their scale and the nature of their business, to set out relevant internal rules and to conduct regular reviews to ensure that they comply with the Guidelines.
- (12) In order to supervise electronic payment institutions in thoroughly implementing the tasks of anti-money laundering and combating the financing of terrorism, on 15 December 2021 the FSC amended the "Regulations Governing Anti-Money Laundering of Financial Institutions." The amendments aim at fully implementing the international anti-money laundering regulations adopted by the Financial Action Task Force and the provisions of the "Money Laundering Control Act." The main amendments were as follows: (a) "foreign migrant worker remittance companies" have been brought within the scope of the Regulations; and (b) a provision has been added that requires electronic payment institutions to comply with anti-money laundering rules in their conduct of remittance business.

- (13) In response to the development of financial technology (FinTech) and to strengthen risk management at financial institutions and promote cross-industry cooperation, on 23 December 2021 the FSC finalized the "Guidelines for Information Sharing among Financial Institutions." These stipulate that with respect to sharing of information with other financial institutions, each such institution must establish internal control rules and disclose their privacy policy to the public. Moreover, the Guidelines set out the rules that financial institutions in category 1 or category 2 must follow when they share information to identify risk or undertake risk management, and they also permit such financial institutions to set up databases to facilitate risk control.

2. Response to the COVID-19 Pandemic

- (1) In order to strengthen collective prevention of the spread of COVID-19 and reduce trips outside the home and demand for over-the-counter transactions, while at the same time enabling financial institutions to provide services without interruption, from 20 May to midnight of 3 August 2021 the FSC reduced or eliminated processing fees for interbank transfers of funds for online banking (including mobile banking) and also reduced processing fees for fund transfers at ATMs. At the same time the FSC encouraged banks to process relief and stimulus loans digitally as much as possible. Banks were allowed to act on the basis of existing security norms for personal loans, and, provided that an individual met the requirements for relief and stimulus loans offered by government agencies, to arrange for contract signing and identity verification online. The use of such diversified, fast, and convenient methods raised the willingness of the public to use online financial services.
- (2) To reduce the impact of COVID-19 on personal finances, the FSC sent letters to banks in February, May, and December 2020 and in June 2021 to ask them to offer measures such as loan deferrals or loan rescheduling to persons who face difficulties repaying loans as a result of the pandemic. Considering that rescheduling arrangements were not allowed to extend past the end of 2021 and that the pandemic was still affecting the ability of some people to repay their debts at that time, on 29 November 2021 the FSC again coordinated with banks to push the deadline for applications to use the workout mechanism to postpone repayment of credit card and other personal loan debt to the end of June 2022, in order to help customers get through the pandemic.

C. Banking Operations in 2021

1. Changes in the Operating Units of Financial Institutions

Financial institutions in Taiwan include monetary institutions, investment trust companies (prior to December 2008), and life insurance companies. Therein, the term "monetary institutions" includes the Central Bank and other monetary institutions. The term "other monetary institutions" includes domestic banks, Taiwan branches of foreign and mainland Chinese banks, credit cooperatives, credit departments of farmers' and fishermen's associations, and the Department of Savings and Remittances at Chunghwa Post Company. As of the end of December 2021, there were 427 financial institutions in Taiwan, while the total number of branch banking units stood at 5,993.

2. Non-performing Loans (NPLs) and NPL Coverage Ratios

According to FSC statistics, the aggregate NPLs of domestic banks at the end of December 2021 stood at NT\$58.741 billion, a reduction of NT\$10.434 billion from NT\$69.175 billion at the end of 2020. The average NPL ratio of domestic banks at the end of December 2021 stood at 0.17%, a decrease of 0.05 percentage points compared with 0.22% at the end of 2020.

At the end of December 2021, the NPL coverage ratio of Taiwan's domestic banks stood at 776.24%, up by 153 percentage points from 623.24% at the end of 2020. Overall, domestic banks' risk-bearing capacity increased and the overall banking system remained in very sound condition.

3. Overview of Bank Profitability

Thanks to the global economic recovery and the rebound of domestic banks' interest spread from 1.23 percentage points in 2020 to 1.24 percentage points in 2021, in 2021 the pre-tax earnings of domestic banks were NT\$337 billion, up 7.77% from NT\$312.7 billion in 2020; earnings remained over NT\$300 billion for the eighth straight year. Return on assets (ROA) was 0.59%, the same as in 2020, while return on equity (ROE) was 8.03%, up from 7.70% in 2020.

4. Major Lines of Banking Business

(1) Deposit Business

Deposits at all monetary institutions at the end of 2021 totaled NT\$52.76 trillion, up NT\$3.54 trillion (7.19%) from the end of 2020. Demand deposits accounted for the largest portion of this total (42.30%), followed by time and time savings deposits (27.87%).

Of the categories of deposits, except for repurchase agreements and money market mutual funds, which fell by 12.02% compared with the level at the end of 2020, all other deposit categories increased compared with corresponding figures at the end of 2020. Demand deposits posted the strongest growth, increasing by NT\$2.38 trillion (11.92%) to NT\$22.32 trillion. Foreign currency deposits were second, increasing by NT\$514.1 billion (7.46%) to NT\$7.41 trillion.

In addition, time and time savings deposits increased by NT\$316.9 billion (2.20%) compared with the end-2020 level to reach NT\$14.70 trillion. Postal savings deposits increased by NT\$178.8 billion (2.85%) to NT\$6.46 trillion. Government deposits increased by NT\$165.3 billion (12.05%) to NT\$1.54 trillion. Finally, NT dollar deposits by foreigners increased by NT\$1.4 billion (0.68%) compared with the figure posted at end of 2020 to reach NT\$207.3 billion.

Changes in Deposits by Category of All Monetary Institutions

Unit: NT\$ 100 million

Item \ Year	End of 2021	End of 2020	Change (NT\$)	Change (%)
Demand deposits	223,179	199,401	23,778	11.92
Time and time savings deposits (Note)	147,018	143,849	3,169	2.20
Foreign currency deposits	74,067	68,926	5,141	7.46
Postal savings deposits	64,615	62,827	1,788	2.85
NT dollar deposits by foreigners	2,073	2,059	14	0.68
Repurchase agreements and money market mutual funds	1,244	1,414	-170	-12.02
Government deposits	15,373	13,720	1,653	12.05
Total	527,569	492,196	35,373	7.19

Note: Includes ordinary time deposits, negotiable certificates of deposit, and time savings deposits.

Source: "Financial Statistics Monthly, Republic of China," Department of Economic Research, CBC, February 2022.

(2) Loans and Investments

The balance of outstanding loans and investments at all monetary institutions stood at NT\$41.00 trillion at the end of 2021, an increase of NT\$3.17 trillion (8.39%) over the end of 2020.

Loans and investments by all monetary institutions in all recipient categories—claims on the government sector, claims on state-owned enterprises, and claims on the private sector—all rose as of the end of 2021 compared with those at the end of 2020. Claims on the private sector rose the most, by NT\$2.87 trillion (9.10%), followed by claims on the government sector, which rose by NT\$174.5 billion (3.35%).

Loans and Investments by Monetary Institutions

Unit: NT\$ 100 million

Item \ Year	End of 2021	End of 2020	Change (NT\$)	Change (%)
Claims on the government	53,828	52,083	1,745	3.35
Claims on state-owned enterprises	12,591	11,257	1,334	11.85
Claims on the private sector	343,576	314,926	28,650	9.10
Total	409,995	378,266	31,729	8.39

Source: "Financial Statistics Monthly, Republic of China," Department of Economic Research, CBC, February 2022.

(3) Foreign Exchange Business

The average daily foreign exchange turnover (total of bank-customer and interbank markets) in 2021 was US\$33.016 billion, a decline of 0.21% from the 2020 figure. Average daily turnover in the bank-customer market was US\$11.15 billion, an increase of 2.35% compared with that in 2020, while average daily turnover in the interbank market was US\$21.866 billion, a decline of 1.46% compared with 2020 level.

In 2021, besides currency forwards and swaps, which fell by 2.49% and 5.70% compared with 2020 figures, respectively, the amount of all other transactions increased compared with that recorded in 2020. Spot transactions increased by the most, by US\$358 million (4.82%), followed by options, which increased by US\$75 million (10.53%).

Daily Average Volume of Foreign Exchange Transactions between Banks by Product

Unit: US\$ million

Item \ Year	2021	2020	Change (US\$)	Change (%)
Spot	7,787	7,429	358	4.82
Forwards	1,097	1,125	-28	-2.49
Swaps	12,136	12,869	-733	-5.70
Options	787	712	75	10.53
Cross-currency swaps	59	55	4	7.27
Total	21,866	22,190	-324	-1.46

Source: "Financial Statistics Monthly, Republic of China," Department of Economic Research, CBC, February 2022.

(4) Consumer Finance Business

According to statistics compiled by the FSC Banking Bureau, a total of 52.63 million credit cards issued by 33 institutions were in circulation at the end of December 2021, up by 5.01% from the 50.12 million at the end of 2020. The total number of active cards stood at 33.79 million, an increase of 2.39% from 33 million at the end of 2020. The total amount of transactions paid for with these cards in 2021 amounted to NT\$3.1077 trillion, an increase of 2.92% compared with 2020 figures. The amount of revolving credit outstanding was NT\$101.2 billion, down by 4.17% from 2020. Cash advances outstanding totaled NT\$20.4 billion, a decline of 7.92% from the 2020 level.

In terms of automatic teller machines (ATMs), there were 32,150 ATMs in Taiwan as of the end of December 2021, up by 2.99% from 31,216 at the end of 2020. The cumulative number of financial cards issued rose by 3.81% from 216.55 million at the end of 2020 to 224.79 million at the end of 2021. There were 931.33 million ATM transactions during 2021, a decrease of 6.35% from the 2020 figure of 994.48 million, and ATM transactions totaled NT\$13.0503 trillion in value, down by 1.87% from NT\$13.2992 trillion in 2020.

(5) Financial Derivatives Business

The nominal amount of open derivatives positions of domestic banks (including headquarters, domestic and overseas branches, and offshore banking units) and foreign banks (ordinary branches in Taiwan plus offshore banking units) at the end of December 2021 stood at NT\$58.5615 trillion, an increase of 7.60% compared with NT\$54.4271 trillion a year earlier.

Over-the-counter (OTC) transactions accounted for 99.53% of these positions, while exchange-traded transactions made up only 0.47%. Of the OTC transactions, forward contracts accounted for the largest share (57.80%) of the notional value of total open positions, followed by swaps (37.73%). Sold options and bought options accounted for 2.32% and 2.14%, respectively. In terms of analysis of the purposes of transactions, trading derivatives made up 99.06% of the total, while non-trading derivatives accounted for only 0.94%.

Notional Amounts Outstanding of Financial Derivatives

Unit: NT\$ million, %

Item	End of 2021		End of 2020		Changes	
	NT\$	%	NT\$	%	NT\$	%
I. Notional Amounts Outstanding	58,561,530	100	54,427,115	100	4,134,415	7.60
A. OTC	58,285,126	99.53	54,267,963	99.71	4,017,163	7.40
1. Forwards	33,689,812	57.80	30,445,559	56.10	3,244,253	10.66
2. Swaps	21,993,761	37.73	21,559,436	39.73	434,325	2.01
3. Bought options	1,249,868	2.14	978,197	1.80	271,671	27.77
4. Sold options	1,351,685	2.32	1,284,771	2.37	66,914	5.21
B. Exchange-traded	276,404	0.47	159,152	0.29	117,252	73.67
1. Futures- long positions	19,431	7.03	17,424	10.95	2,007	11.52
2. Futures- short positions	254,179	91.96	137,342	86.30	116,837	85.07
3. Bought options	1,493	0.54	2,854	1.79	-1,361	-47.69
4. Sold options	1,301	0.47	1,532	0.96	-231	-15.08
II. Notional Amounts Outstanding	58,561,530	100	54,427,115	100	4,134,415	7.60
A. Total contracts held for trading purpose	58,009,239	99.06	53,981,672	99.18	4,027,567	7.46
B. Total contracts held for non-trading purpose	552,291	0.94	445,443	0.82	106,848	23.99

Note: The figures in this table include both domestic banks (head offices, domestic and overseas branches, and OBUs) and foreign banks (ordinary branches and OBUs in Taiwan).

Source: CBC website, February 2022.

(6) Digital Deposit Accounts Business

As of the end of 2021, 37 banks handled online applications for opening digital deposit accounts, totaling 10.47 million accounts, an increase of 61.99% over the figure of 4.007 million accounts at the end of 2020.

Digital deposit accounts in Taiwan are divided into three categories, depending on the type of ID verification used. Of them, the largest number are type 3 accounts (accounts opened online by customers with deposit accounts or credit cards at other banks, or existing customers with credit cards issued by the same bank), with 4.693 million. In second place are type 2 accounts (accounts opened online by existing customers with deposit accounts at the same bank), with 3.326 million, while there are 2.452 million type 1 accounts (accounts opened online with a Citizen Digital Certificate).

Changes in the Number of Digital Deposit Accounts

Unit: Number of accounts

Item \ Year	End of 2021	End of 2020	Change (Accounts)	Change (%)
Type 1 accounts	2,451,682	1,708,095	743,587	43.53
Type 2 accounts	3,325,510	2,257,207	1,068,303	47.33
Type 3 accounts	4,692,614	2,497,796	2,194,818	87.87
Total	10,469,806	6,463,098	4,006,708	61.99

Source: Financial Supervisory Commission

(7) Commercial Reverse Mortgages

There are 14 domestic banks in Taiwan that offer commercial reverse mortgage services. As of the end of December 2021 they had extended a combined 5,626 commercial reverse mortgages, lending a total of NT\$32.1 billion. These two figures were up by 16.19% and 16.30%, respectively, from the end-December 2020 levels, indicating that there is steady growth in this type of lending.

Changes in Commercial Reverse Mortgages

Unit: Transaction; NT\$ 100 million

Item \ Year	2021	2020	Change (Transaction; NT\$)	Change (%)
Number granted	5,626	4,842	784	16.19
Lending amount	321	276	45	16.30

Source: Financial Supervisory Commission

(8) Cross-Strait Remittances Business

The Central Bank established a Foreign Exchange Clearing System in September 2012, and in September 2013 began to handle domestic and cross-border (including cross-strait) RMB remittances. Moreover, in February 2014 cross-strait US dollar remittances were incorporated into the System. The goals were to streamline bank operating procedures, achieve economies of scale, and reduce bank operating costs. In 2021, outward and inward remittances to and from China by all banks totaled US\$573.2 billion and US\$437.3 billion, increases of 26.32% and 29.27%, respectively, compared with the corresponding figures in 2020.

Changes in Cross-strait Remittances

Unit: US\$ 100 million

Item \ Year	2021	2020	Change (US\$)	Change (%)
Outward remittances	5,732.27	4,537.72	1,194.55	26.32
Inward remittances	4,372.94	3,382.92	990.02	29.27

Source: Financial Supervisory Commission

(9) Other Business

In 2021, domestic banks' fee income was NT\$238.7 billion, an increase of 6.04% compared to NT\$225.1 billion in 2020. Fee income accounted for 12.53% of the total income of domestic banks in 2021, an increase from 11.32% in 2020, indicating that there continues to be stable growth in fee income for Taiwan's domestic banks.

Changes in Banks' Fee Income

Unit: NT\$ 100 million

Item \ Year	2021	2020	Change (NT\$)	Change (%)
Fee income	2,387	2,251	136	6.04
Fee income as share of total income of domestic banks (%)	12.53	11.32	-	-

Source: Financial Supervisory Commission

IV. Report on the Work of BAROC

A. Major Achievements in 2021

1. Continued coordination with government relief policies, worked with member banks to implement financial relief measures

- (1) In response to the resurgence of the COVID-19 pandemic in Taiwan, on 1 June 2021 BAROC Chairman Joseph Jye-Cherng Lyu invited five key financial leaders, including National Development Council Minister Ming-Hsin Kung, Central Bank Governor Chin-Long Yang, Minister of Finance Jain-Rong Su, Minister of Economic Affairs Mei-Hua Wang, and Financial Supervisory Commission Chairperson Tien-Mu Huang, to hold an online conference on relief loans under the government's COVID Relief Package 4.0. The chairmen and presidents of all banks were also invited to the event to discuss about relief loan services and propose suggestions.
- (2) On 7 June 2021, BAROC held an extraordinary joint meeting of the Boards of Directors and Supervisors which approved extending the financial measures adopted in 2020 in response to the pandemic (including an extension by six months to 30 June 2022 on repayments of the principal of outstanding loans; and simplification of requirements regarding CPA certifications, scope of credit checks, and provision of pro forma financial statements when a borrower seeks to take out a new loan or reschedule an existing one), and also extending of the "Self-Regulatory Rules for Enterprise Debt Rescheduling Negotiations" to the end of December 2022.
- (3) On 7 June 2021, BAROC held an extraordinary joint meeting of the Boards of Directors and Supervisors to study a plan for flexibility and simplification of relief loans as well as suggested measures for handling such loans digitally. Moreover, BAROC sought approval for its proposals from the Executive Yuan's "Interagency Coordination Platform for Financing Enterprise Relief and Economic Stimulus," and asked the National Development Council to coordinate with relevant ministries to have these proposals adopted, including the following:
 - a. In response to the severity of the pandemic, most banks adopted measures to separate employees or have them work from home, so that there has not been sufficient manpower. In principle, relief loans were supposed to be handled according to the 2020 operational timetable, but there were no compulsory requirements or competitive procedures. Applicants should be encouraged to directly apply to banks with which they have previously done business in order to facilitate review and approval.

- b. BAROC suggested simplification measures related to labor relief loans. After the Small and Medium Enterprise Credit Guarantee Fund of Taiwan (SMEG) pays compensation, interest can be written off without any need to formally declare extinguishment of the SMEG's right to claim interest after five years; this need to declare extinguishment applies only to the right to claim loan principal. When the identity of an applicant is specified, anti-money laundering rules can be handled leniently.
- c. BAROC suggested that institutions such as the Post Office and Credit Cooperatives join the Financial Information Service Company's PCODE 2566 platform to complete the basic infrastructure for digital finance.
- d. Limitations on banks should be relaxed during the pandemic for existing customers with low-risk accounts (type 3 digital deposit accounts or type 1 digital deposit accounts) to use the Financial Information Service Company's PCODE 2566 platform mechanism to confirm their identities, in coordination with the telephone inquiry mechanism or upload an image file of the ID card. Moreover, transactions should be limited to fund transfers to the individual's own non-digital deposit account(s).
- e. In response to the trend toward smart phones, when inquiries into data held by government agencies are made through the Joint Credit Information Center, the methods for getting electronic permission from customers need not be limited to the Citizen Digital Certificate, but can be extended to permit use of the "C3 Software Certificate" for which rules are set out in the "Standards for the Security Management Operation of Electronic Banking Business of Financial Institutions." Users would be limited to existing bank customers. In the future, customers could directly use their mobile phones to give permission to banks to apply with the National Taxation Bureau or the Bureau of Labor Insurance for verification of relevant financial resources.
- f. With respect to the digital coordinating measures for Central Bank Scheme C loans, when a "small business entity" applies for a loan, banks can apply to the Ministry of Finance eTax Portal to inquire, download, and print out a taxation registration certificate, with no need to ask the client to provide hard copy documentation. Companies eligible for Scheme C loans must confirm that sales revenues have not reached NT\$200,000 in any month from January 2020 forward. The Ministry of Finance screens whether they meet the threshold, and provides this information to the Joint Credit Information Center (JCIC) to construct a relevant information product, and banks can make inquiries directly with the JCIC.

g. The rules relieving bank personnel of responsibility for relief loans adopted in 2020 should be extended, in order to reduce the psychological burden on bank staff when handling relief loans.

(4) BAROC attended 13 meetings of the "Interagency Coordination Platform for Financing Enterprise Relief and Economic Stimulus."

(5) As of 31 December 2021, all state-owned and private banks combined had arranged relief loans totaling NT\$5.11458 trillion to 2,184,244 recipients. Of these, there were 1,607,738 recipients of labor relief loans, with the approved amount totaling NT\$160.76 billion. This indicates that banks were effective in implementing relief loans.

2. Continued to adapt to digital finance trends and assessed relevant measures to promote digital finance

(1) In response to demand for permitting online loan services for juridical persons, the FSC instructed BAROC to research and provide opinions on the following: (a) Agreement by juridical person loan applicants for financial institutions to inquire at the Joint Credit Information Center for credit information; (b) Relevant security design for online loans for existing juridical person customers and new customers (companies with three or fewer natural persons who are ROC citizens being shareholders, not including companies with juridical person shareholders); and (c) Security design for scanning and uploading of documents related to the "Credit Check Standards for Members of the Bankers Association of the ROC" and the "Bankers Association of the ROC of Standards Governing Members' Credit Extension." These issues were discussed and a letter was sent to the FSC, which approved BAROC's suggestions, which were then forwarded to all member banks for implementation.

(2) The FSC instructed BAROC to research and provide feasible strengthened control methods for permitting existing type three digital deposit account customers to apply for personal loans. Following discussion and the filing of a report with the FSC which approved permitting adoption of relevant security mechanisms, BAROC notified all member banks to implement.

(3) BAROC assessed amendments to the "Guideline for the Handling by Banks of Customers' Online Opening of Digital Deposit Accounts," as follows:

a. The FSC asked BAROC, with respect to the suggestions made by internet-only banks and banking businesses, to propose opinions on and assess amendments to the "Guideline for the Handling by Banks of Customers' Online Opening of Digital Deposit Accounts." After an overall assessment of operational risks and practical needs, suggestions included: (a) permitting banks to handle online opening of accounts by partnerships/companies with

three or fewer ROC nationals as partners/shareholders registered under the "Business Registration Act" and/or "Company Act"; and (b) increasing the upper limit on transfers of funds between type three digital deposit accounts owned by people who do not have the same uniform ID number, provided a video security system is installed. BAROC amended the "Operational Template" in line with the above suggestions and filed a report with the FSC for approval, after which it notified all member banks to implement.

- b. The FSC instructed BAROC to research and discuss appeals from citizens regarding the opening of digital deposit accounts by children who are seven years old or older but not yet adults and one of whose parents is a foreigner. Based on the "Principles for Fair Treatment of Consumers by Financial Services Enterprises" and in conformity with the United Nations "Convention on the Rights of the Child," BAROC laid out a plan related to provision of financial product services to children and adolescents under which non-adults who are at least seven years of age and hold ROC identity cards and one of whose statutory agents is a foreigner holding an Alien Residence Certificate issued by the National Immigration Agency of the Ministry of the Interior can open a digital deposit account. A report was filed with the FSC for recordation.
- (4) BAROC previously filed a declaration with the FSC on possible additional services related to virtual teller machines (VTMs). In response, the FSC asked BAROC to provide further explanations of relevant security and control mechanisms, transaction risks, and overseas case studies. After assessment, BAROC handled the request by: (a) taking note of what kind of people opened VTM accounts and what sorts of measures have been taken to manage relate operational risks; (b) acted in accordance with the "Standards for the Security Management Operation of Electronic Banking Business of Financial Institutions"; and (c) gathered information on banks setting up VTMs in other countries/areas (including the US, Germany, Singapore, China, Bahrain, and Hong Kong), and the functionality thereof. BAROC then submitted all this to the FSC for its reference.
 - (5) In order to enhance ID verification through check of mobile phone registration, strengthen cyber security at financial institutions, and ensure that consumers using ATMs for fund transfers or making electronic payments can be notified of their transactions by text message, APP push notifications, or email for verification, thereby upholding the rights and interests of consumers, BAROC amended the "Standards for the Security Management Operation of Electronic Banking Business of Financial Institutions." After a report was filed with the FSC and approval received, the new rules were forwarded to all BAROC member banks for implementation.

3. Strengthened financial institution cyber security measures and drafted related rules

- (1) In early 2021, there were multiple incidents of electronic fraud including criminal groups passing themselves off as financial institutions and sending out phishing text messages, after which members of the public went to fake webpages and input personal data and the funds in their accounts were stolen by means of fund transfers. BAROC studied relevant preventive measures and asked all member institutions to strengthen their customer verification mechanisms and to issue press releases to keep the public informed.
- (2) Banks had reported that core information system upgrades in recent years had triggered occasional cyber security incidents which affected customer interests. BAROC conducted reviews, upgraded relevant cyber security defense measures, and adopted a set of "Necessary Procedures and Related Requirements for Banks During the Advance Preparations Phase, Implementation Phase, and Post-Implementation Phase of Core System Upgrades." These were provided to member institutions for reference and implementation.
- (3) To strengthen awareness of cyber security risks and enhance collective cyber security capabilities, BAROC finalized the "Reference Methods for Operational Processes for Reporting and Handling Webpage Attacks on Computer Systems," "Reference Methods for Operational Processes for Reporting and Handling of Illegal Intrusions into Computer Systems," "Reference Methods for Operational Processes for Reporting and Handling of Malware Infections of Computer Systems," "Reference Methods for Operational Processes for Reporting and Handling of Anomalous Events in Equipment," "Reference Methods for the Banking Industry to Establish a Computer Security Incident Response Team," and "Reference Methods for Grading of Cyber Security Incidents by Banking Businesses for the Banking Industry's Computer Security Incident Response Team." These were forwarded to member institutions for reference. Moreover, BAROC commissioned a professional consultant to hold an online cyber security incident simulation.
- (4) In accordance with instructions from the FSC, BAROC proposed suggestions that when a financial institution intends to upgrade or update important software that is not considered a core system but still affects customer interests, it should still evaluate the feasibility of employing a specialized cyber security organization to take part in the process, as is currently required under comparable provisions already present in existing security standards, and as is required for upgrades or updates of important software. These suggestions were sent to the FSC for its reference.

- (5) To strengthen security controls for the use of the Internet of Things by financial institutions and reduce relevant operational risks, based on items cited in instructions from the FSC and with reference to banking practices, BAROC completed amending the "Rules Governing Security Controls for Financial Institutions in Their Use of Internet-of-Things Devices."

4. Assisted banks in dealing with discontinuation of the LIBOR benchmark, helped them to stay up to date on international information and practices

In order to help banks respond to matters related to the discontinuation of the LIBOR benchmark, the Special Working Group on the LIBOR Transition (hereafter "LIBOR Working Group") completed the following tasks:

- (1) On 2 and 5 March 2021, the LIBOR Working Group held two sessions of the "Webinar on Important International Developments Regarding LIBOR Transition," with a total of 272 participants.
- (2) To assist member banks to better understand the LIBOR management institution—the ICE Benchmark Administration (IBA)—on 5 March 2021 the LIBOR Working Group announced the results of public consultations regarding the discontinuation of LIBOR for the various currencies, organized relevant materials, and sent out a report analyzing their significance to member banks.
- (3) In order to continue providing information about developments in international financial markets, in 2021 the LIBOR Working Group produced updates in each quarter for the "Report on Suggested Directions for Measures in Response to the LIBOR Transition" and sent these to member banks, and also resolved points of uncertainty for member banks.
- (4) In order to assist the competent authority to understand the impact of LIBOR discontinuation on the entire banking industry and banks' responses, in June, September, and December 2021 the LIBOR Working Group surveyed each bank's preparations, and in June and December used the survey results to produce a "LIBOR Transition Impact Assessment Report for All Banks," which was provided to the competent authority for reference.
- (5) In order to assist member banks to accelerate contract renegotiations, the LIBOR Working Group compiled a set of "LIBOR Discontinuation FAQs" to provide for reference by enterprise financial managers, and asked banks to transmit these to customers in accordance with instructions from the FSC.

5. Responded to the COVID-19 pandemic by protecting the health and safety of bank employees and maintaining uninterrupted operations

In response to the announcement by the Ministry of Health and Welfare on 19 May 2021 that the national epidemic alert level was being raised to Level 3, BAROC assisted the competent authority to collect suggestions from member banks and undertook the following steps:

- (1) BAROC assessed strengthened epidemic prevention measures, such as setting out plans for appropriate epidemic prevention and response mechanisms, and launched measures to continue banking operations such as offsite offices, work-from-home, and flexible working hours, as well as strengthened cyber security defense measures.
- (2) BAROC assessed the possibility of allowing banks, in cases in which provision of financial products and services requires in-person at-the-counter handling, to use an internal authorization process to handle these tasks in a substitute manner, and to not have this incorporated into financial examination findings. BAROC also sought not only for banks to be able to flexibly adjust the operating hours and types of business handled at branches, but also to allow banks to temporarily suspend operations at branches where half or more of the employees are in quarantine, after which a report is to be filed with the FSC for recordation. BAROC also suggested that the FSC use flexible criteria for determinations with respect to customer complaints that arise in connection with the aforementioned adjustments when appraising banks' performance. BAROC also collated and published announcements by various banks with respect to the above-mentioned adjustments on its website in order to keep the public informed.
- (3) BAROC collected information about substitute methods adopted by banks for providing financial products and services during the pandemic, and assessed opinions on the feasibility of normalization of these methods as well as suggestions for amendments of relevant laws and regulations, and reported these to the FSC for its reference.
- (4) With respect to infections of bank employees, BAROC assessed suggestions for strengthening epidemic prevention measures at-the-counter, and after receiving approval from the FSC, conveyed these to all member banks for implementation.
- (5) Given that member institutions must comply with epidemic prevention measures and ensure the safety of their employees, with respect to the self-regulatory rules adopted by BAROC regarding on-site inspections of stores that are credit card participating merchants, there have been obstacles to implement during the pandemic. BAROC assessed the possibility of relaxing the accompanying measures for the above-mentioned inspection standards and reported this to the FSC. Following a reply from the FSC, BAROC notified all member institutions to comply.

6. Continued to help Taiwanese banks bring practices in line with international risk management rules

- (1) In coordination with the announcement by the FSC on 12 January 2021 of amendments to rules related to capital charges for real estate exposures, BAROC assessed suggestions and explanations for amendments to the "Capital Adequacy and Risk Management Disclosure Requirements for Domestic Banks" and filed a report on these with the FSC.
- (2) BAROC filed a report with the FSC on the Chinese translation of the "Internal Ratings-Based Approach" for credit risk, suggestions for amendments of legal provisions, the "Self-Assessment Checklist for the Credit Risk Internal Ratings-Based Approach," and a list of suggestions still awaiting decision.
- (3) BAROC filed a report with the FSC related to doubts concerning the application by banks of the "Methods for Calculating Bank's Regulatory Capital and Risk-weighted Assets" as amended by the FSC on 12 January 2021 in handling real estate credit in practice and with concrete suggestions for amendments to the "FAQs Concerning Measures Taken by the FSC to Control Real Estate Lending Risks Assumed by Banks."
- (4) BAROC filed a report with the FSC on the new Chinese translation of the Basel III minimum capital requirements for market risk and a draft of an explanation of the calculating methods, and asked the FSC to take into account delays to relevant preparations caused by the pandemic and the postponement of implementation in other countries and agree to extend the implementation timetable for explanations of calculating methods for Basel III minimum capital requirements for market risk by one year.
- (5) BAROC filed a report with the FSC on the draft of the "Minimum Capital Requirements for Credit Valuation Adjustments."
- (6) BAROC amended the "Guidelines for the Conduct of Stress Tests by Domestic Banks" and notified domestic banks to begin using the amended version when they report 2021 Pillar 2 stress test results in 2022.
- (7) BAROC filed a report with the FSC on the Chinese translation of the "Standardized Approach to Credit Risk" as well as suggested amendments to laws and regulations.

7. Promoted the implementation of climate risk management in the banking industry and strengthened operational resilience

BAROC worked on the following projects in 2021, and will provide guidance and explanations to all banks after they are completed at the end of 2022:

- (1) A project on operational plans for climate change stress tests, which includes:
 - a. Gathering information on specific methods used internationally for climate change stress tests.
 - b. Assessing the taking of specific methods used internationally for climate change stress tests as reference, and proposing feasible plans for conducting climate change stress tests either independently or incorporated into the existing stress tests framework.
 - c. Evaluating a concrete timetable for launching the conduct of climate change stress tests (including data collection, construction of a database, and time required for categorization of affected exposures), and providing this information for reference in policy assessment.
 - (2) A project on climate change risk management by domestic banks, which includes: (a) drafting a "Climate Risk Management Handbook" (including case studies and explanations); and (b) doing a questionnaire survey of member banks' progress on implementing climate-related risk management and financial disclosures, to assist the competent authority in assessment of relevant policies.
8. Actively trained international financial professionals, set up databases, helped banks expand their international presence
- (1) BAROC implemented an international financial professionals training program tailored to the needs of middle-management professionals engaged in the wealth management business. The curriculum had five major themes: a look at operational trends in the wealth management business; product R&D and investment portfolios; the business system and risk management; user experience (UX)-oriented innovative services; and team communications and commercial negotiations. Through diversified learning activities, the program developed the international perspective, market development skills, and products and services innovation capabilities of high-potential people of talent. A total of 33 people from the FSC Banking Bureau and from the Bank of Taiwan and 17 other banks participated.
 - (2) BAROC gathered relevant information needed by domestic banks for establishing business locations in selected overseas markets, and organized and uploaded it to a special section on the BAROC website for reference by domestic banks in evaluating plans to expand their overseas presence.
 - (3) To upgrade the professional skills of foreign exchange personnel at member banks and keep pace with international practices, BAROC continued to upload: (a) Chinese-language summaries of explanations of case studies of banking practices provided by the International Chamber of Commerce, as well as (b) information on international regulatory trends, to special sections on the BAROC website, to facilitate access to and use of this information by member banks' foreign exchange personnel.

- (4) In cooperation with the Vietnam Bankers Association, on 28 September 2021 BAROC held an online class on the real estate loan business of Taiwanese and Vietnamese banks. A total of 1,000 people from Taiwan and Vietnam participated.
- (5) BAROC implemented a training program for critical personnel for the banking industry to penetrate Asian markets. In all there were three classes with a curriculum on exploration of inter-market special issues and nine classes with a curriculum on specific countries in Southeast Asia, with training providing a total of 298 persons.

9. Acoordinated with government policy by drafting measures to be taken by financial services providers

- (1) The FSC Banking Bureau sent an opinion to the Ministry of Justice regarding the "Effective Execution of Seizure Orders and Banks' Acceleration Clauses." It is possible that differences of interpretation could arise between the Ministry of Justice (MOJ) and banks as to whether banks' exercise of legally mandated or contractually stipulated set-off rights constitute confiscation of assets or collection on deposit claims. It is further possible that such differences of interpretation could cause banks to incur losses if they are unable to recover loans because they cannot exercise set-off rights. To avoid such differences of interpretation, BAROC submitted an opinion on the matter and asked the FSC to assist in arranging an inter-agency communication with the MOJ to enable banks to continue to be able to exercise legally mandated or contractually stipulated set-off rights for deposit claims that have been seized in criminal cases, in order to ensure the security of transactions and enforce the right to property set out in Article 15 of the Constitution of the Republic of China.
- (2) BAROC assisted the competent authority to expand promotion of electronic payment services. BAROC collected and collated the opinions of member institutions on legal orders authorized by the "Act Governing Electronic Payment Institutions," and drafted 11 sets of suggested provisions including "Rules Governing the Administration of Electronic Payment Business," "Regulations Governing Small Amount Remittance Services for Foreign Migrant Workers," "Regulations Governing Identity Verification Mechanism and Transaction Amount Limits of Electronic Payment Institutions," and the "Mandatory and Prohibitory Provisions of Standard Form Contract for the Business of Electronic Payment Institutions," which were reported to the competent authority for their reference. Also, BAROC amended five sets of self-regulatory rules, including the "Self-Regulatory Rules for Electronic Payment Institutions," the "Model Guidelines for Electronic Payment Institutions' Anti-Money Laundering and Counter Terrorism Financing Policies and Procedures," and the "Standards for Information System and Security Management of Electronic Payment Institutions." These were all sent to the FSC for review after which they were forwarded to member institutions for implementation.

- (3) BAROC assisted with the implementation of the government's Quintuple Stimulus Voucher policy, handling the following matters:
 - a. In order to encourage financial institutions to actively work with government agencies' promotional programs for Quintuple Stimulus Vouchers, the FSC and BAROC held a meeting to encourage financial services firms to promote digital Quintuple Stimulus Vouchers. The Ministry of Economic Affairs, the Trade-Van Information Services Company, the National Credit Card Center of ROC, and the Financial Information Service Company were invited to explain promotional programs and measures for Quintuple Stimulus Vouchers. The chairpersons or presidents of a total of 39 financial institutions, nine institutions specializing in electronic payments, and four institutions specializing in credit cards attended.
 - b. BAROC assessed issues related to allowing the use of printed Quintuple Stimulus Vouchers for tuition and miscellaneous fees and asking financial institutions to act as agents to accept these printed vouchers on behalf of payment recipients. BAROC also provided the Ministry of Education with suggested contents for a "FAQ Regarding Institutions Acting as Agents for Accepting Payment of Tuition and Miscellaneous Expenses from Members of the Public Using Quintuple Stimulus Vouchers."
- (4) With respect to domestic banks' handling of outward remittances made by customers who are suspected of being victims of text message phishing during the extended Lunar New Year holiday, BAROC assisted the FSC in studying measures and standard operating procedures to assist banks, and forwarded these to member banks for implementation.
- (5) In response to changes made to relevant laws, regulations, and administrative orders by the competent authority, BAROC amended the contents of two FAQs (one for financial institutions and another for the general public) with respect to the "Model Guidelines for Banks' Anti-Money Laundering and Counter Terrorism Financing Policies and Procedures," and forwarded these to all member institutions for implementation.
- (6) To ensure that financial institutions provide friendly financial services, the FSC instructed BAROC to hold regular meeting with groups representing persons with disabilities to discuss relevant issues. On 19 April and 22 December 2021, BAROC convened meetings on the provision of friendly financial services by financial institutions, to which the competent authorities, groups representing persons with disabilities, and bank representatives were invited. They discussed issues that included the schedule for installation of barrier-free ATMs, barrier-free Internet banking, sign language video translation services, and online real-person and intelligent text services. The timetable for installation of barrier-free ATMs and other relevant suggestions on which consensus was reached were reported to the FSC for approval, then forwarded to BAROC member institutions for implementation.

- (7) To provide disabled-friendly financial services, the FSC instructed BAROC to amend the "Guidelines for Friendly Banking Services," to require that financial institutions establish internal education and training as well as relevant incentive measures. The drafted provisions were reported to the FSC for amendments, after which they were forwarded to all member institutions for implementation.
- (8) To prevent scammers from using virtual accounts to commit crimes, the FSC instructed financial institutions to propose strengthened practical control measures for acceptance of high-risk customers (such as third-party payment service providers, agents for receiving or paying funds, online game providers, and e-commerce platforms) using virtual account services. Opinions offered about strengthened practical control measures were studied by BAROC and reported to the FSC for its information, then forwarded to all member institutions for implementation.
- (9) The FSC instructed BAROC to coordinate with amendments to the "Act Governing Electronic Payment Institutions" to see that financial institutions engage in coordinated handling of watch-listed accounts when the possibility arises that illegal funds in a watch-listed account could be transferred between an electronic payments account and a bank account. After assessment, BAROC amended the "Operating Procedures for Coordinated Handling by Financial Institutions of Watch-listed Accounts," and filed a report with the FSC.
- (10) The Ministry of Finance (MOF) asked BAROC to express opinions on the gathering and provision by financial institutions of tax information on money flows from Internet transactions. Member banks and BAROC's professional legal consultant suggested that there are concerns about legal risks for banks that provide financial account-related data on their own initiative. Following collective discussions with staff assigned by the Taxation Administration of the MOF and the National Taxation Bureau of Taipei, considering that bank representatives and BAROC's legal consultant still had legal concerns, opinions about the questionable legality of such action were sent back to the MOF for its reference. The MOF again instructed BAROC to offer opinions about amended conditions for collecting the abovementioned personal financial account information. Because member banks still had unresolved concerns about the legality of cooperating with the proposal, the concerns of BAROC's legal consultant and member banks about legality were once again conveyed to the MOF for its reference.
- (11) Because there were instances of inside personnel stealing property from customers' safety deposit boxes or customer accusations that property placed in safety deposit boxes had gone missing (incidents resulting from the incomplete implementation of internal control systems at financial institutions), the FSC instructed BAROC to re-assess, amend, and strengthen existing rules governing safety deposit boxes. After assessment, control measures were set for the relevant regulations, and these were reported to the FSC for approval, after which all member banks were asked to comply with the relevant provisions and fully implement internal control systems.

- (12) The FSC instructed BAROC to assess: (a) feasible methods for matters like notification of customers when there has been an Internet banking fund transfer; as well as (b) the appropriateness and security of LINE official account notifications. After study, based on relevant FSC regulations, BAROC concluded that when a customer transfers funds, banks shall use methods such as email or mobile banking push notifications to notify the customer. In addition, when using LINE to send out a notification, banks shall use de-identified user IDs to convey the information, and the transaction account data in the notifications is masked. BAROC sent a reply to the FSC for its reference.
- (13) Application of the "Electronic Signatures Act" has long been excluded in relation to certain provisions of the "Financial Institutions Merger Act," the "Financial Holding Company Act," and some other legislation, but the FSC, in order to upgrade the efficiency of government digital financial services, instructed BAROC to assess the impact of a possible reversal of this exclusion, and to submit an opinion on the feasibility of such a reversal. BAROC solicited the views of member banks and forwarded them to the FSC for its reference.
- (14) With respect to Ministry of Justice (MOJ) legislation governing arbitration matters, BAROC reassessed relevant provisions of the "Arbitration Law of ROC." After soliciting the opinions of member banks on possible amendments to the Law, BAROC sent this information to the MOJ for its reference.
- (15) BAROC assisted in clarifying questions about the practical implementation of legal compliance risk assessments conducted by domestic banks' legal compliance units. BAROC collected banks' actual practices and opinions and drafted concrete suggestions which were reported to the FSC for its reference. Moreover, based on instructions from the FSC, BAROC notified all domestic member banks to oversee their compliance units in implementing their internal guidelines for compliance risk assessments.
- (16) The FSC instructed BAROC to gather member institutions to assess the addition to banks' credit card application forms of a uniform option for consumers to accept or not accept "internal bank marketing." BAROC reported to the FSC its opinion that there is as yet no need to stipulate a uniform mechanism of this nature. After a reply from the FSC, BAROC notified all member institutions to cooperate in the implementation of this step.
- (17) The FSC instructed BAROC to study and propose control measures with respect to credit card holders being able to use their credit cards to purchase financial products like stocks and futures on the eToro offshore investment and trading platform. Following a suggestion that there should be a six-month transition period, the FSC reply was forwarded to member institutions for compliance and implementation.
- (18) In order to enhance the security of credit card transactions, the FSC instructed BAROC to assess the feasibility of lowering the threshold for the notification mechanism for ordinary credit card transactions and Internet transactions, and BAROC suggested maintaining the

existing notification mechanism. Following a reply from the FSC, BAROC again assessed the adjustment of the threshold for immediate notification of Internet transactions, but considering the rapid evolution of forms of fraudulent transactions, suggested maintaining the existing notification threshold. This opinion was reported to the FSC for its reference.

- (19) In coordination with the government's "Action Plan for Welcoming Overseas Taiwanese Businesses to Return to Invest in Taiwan," with respect to the provisions related to supplementary contracts for segregated foreign currency deposit accounts and bank practices under the "Management, Utilization, and Taxation of Repatriated Offshore Funds Act" of the Ministry of Finance, BAROC, taking into account banks' needs, continued to assess reference methods or referral to relevant rules and provided these to banks for their reference, in order to assist customers to smoothly repatriate their funds back to Taiwan for investment and use.
- (20) In order to help with the establishment by relevant financial institutions of alert mechanisms for "overseas financial accounts suspected of being used for fraud" as proposed by the National Police Agency (NPA) of the Ministry of the Interior, the FSC instructed BAROC to assess uniform and standardized operating methods for such mechanisms. These were provided to five banks for trial online implementation, after which the FSC instructed BAROC to hold an explanatory meeting for member banks on 29 September 2021. Staff from the NPA were invited to explain the relevant operating procedures, and banks that had been involved in the trial implementation reported at the meeting on blocking effectiveness and problems discovered in actual practice as well as suggestions for improvements, to assist member banks to evaluate the feasibility of participation in this program.
- (21) BAROC coordinated with the FSC in conducting a "survey and projections on the supply and demand of human resources for key industries, 2022-2024" in accordance with Article 17 of the "Statute for Industrial Innovation." With respect to Taiwan banks and financial holding companies, BAROC conducted a survey and projections for supply factors and demand factors in turnover of critical human resources for the banking industry. The goal was to understand the short-, medium-, and long-term disposition of human resources in Taiwan's banking industry. The information was provided to relevant government agencies for reference in judging the supply and demand of critical human resources in the banking industry.
- (22) In order to enhance the quality of human resources in the banking industry and acting on the basis of the Ministry of Labor's "Directions of Promoting Development and Usage of Competency Standards," BAROC set up competency standards for personnel specializing in anti-money laundering/countering the financing of terrorism (AML/CFT). These standards were reported to the Banking Bureau which in turn requested the FSC to ask the Ministry of Labor to include them on the Workforce Development Agency's "Integrated Competency and Application Platform" (i-CAP) for reference and use by various sectors in society.

10. Helped resolve business and operational problems faced by member institutions

- (1) Member banks asked BAROC to reassess the scope of "interested parties" as defined in Article 33-1, paragraph 1 of the "Banking Act." After assessment, taking into account changes in familial relationships in contemporary society and the practical difficulties faced by banks, BAROC suggested that, with reference to the relevant provisions used in Hong Kong's banking industry, the scope should be adjusted to include spouses as well as the following relatives of the responsible person of a bank or of a staff member in charge of credit extensions by a bank: (a) direct blood relatives within the third degree of relationship; (b) collateral blood relatives within the second degree of relationship; (c) direct blood ascendants of the spouse within the first degree of relationship; and (d) collateral blood relatives of the spouse to the second degree of relationship. This suggestion was reported to the FSC for its consideration.
- (2) To enhance the convenience of transnational financial services, QR Code scanning operations were newly added to debit services for transnational consumption. These formally came online on 1 December 2021, and thus far 12 institutions have applied to begin using these operations.
- (3) Citizens suggested that when a trustee that is not a trust enterprise opens a special trust account in a bank for the custody of trust assets, there are times when it is impossible to provide a notarized original trust agreement. The FSC instructed BAROC to assess the feasibility of requiring submission of a notarized original trust agreement or some alternate method. After assessment, it was decided that when a financial institution handles an application for a trust account from a non-trust enterprise, the authenticity of the trust relationship should be confirmed by a notary using their professional verification capabilities, to strengthen the inadequate verification capabilities of banks. In addition, with AML/CFT requirements and supervisory measures being increasingly strict, the current regulations should be maintained. BAROC passed these views on to the FSC to its reference.
- (4) The Ministry of Justice aimed to improve the "System for the Use by Prosecutorial Authorities of Electronic Document Systems to Request Financial Information," and BAROC assisted by surveying the opinions of all member institutions. They offered opinions on adding items including deposit account inquiries, foreign currency account inquiries, and safety deposit box (vault) inquiries, as well as adding time limits on responses with financial information. After the Ministry of Justice took BAROC's views into account and adopted changes to the System, BAROC notified all member banks to cooperate with implementation and complete systems revisions and go online within one year.
- (5) A special report prepared by BAROC following instructions from the FSC on "Climate-Related Financial Disclosures" and "Principles for Responsible Banking" was sent to the FSC for review and approval.

- (6) The FSC instructed BAROC to analyze and provide opinions on the application of the "California Consumer Privacy Act" (CCPA) by branch institutions (subsidiaries) of domestic banks operating in the State of California, USA. In addition, to assist member banks to adapt to the CCPA, BAROC drafted the "Explanation of Scope of Application of the California Consumer Privacy Act (CCPA), and Related Response Measures," which, after approval from the FSC, was forwarded to member institutions for their reference.
- (7) The FSC instructed BAROC to analyze the application of the new US "Anti-Money Laundering Act" to Taiwanese banks in the US and draft relevant measures. After collating information about the impact on member banks' actual practices and possible adaptation measures, following a draft of an analysis of the law's application prepared by BAROC's consulting attorneys based on the abovementioned data, the analysis was filed with the FSC for its reference.
- (8) The FSC instructed BAROC to assess the feasibility of using credit cards bound to electronic payment accounts to undertake inter-institutional transactions for such service functions as shopping using the Financial Information Service Company "Inter-Institutional Electronic Payment Platform." BAROC studied the issue and suggested using the current credit card stored value practices (first store value then make purchases) as a model as well as compartmentalizing the authority and responsibility for credit cards and electronic payments. These suggestions were reported to the FSC for its reference.
- (9) In order to strengthen the supervisory mechanism of the institutions that manage the Taipei Interbank Offered Rate (TAIBOR), BAROC's Taipei Interbank Money Center coordinated with decisions reached at a meeting held by the Central Bank on "Suggested Reforms of Taiwan's TAIBOR Management Mechanism" and subsequently completed a work timetable and reported this to the Department of Banking of the Central Bank. It also established the "Special Task Force on Reform of the TAIBOR Management Mechanism" and convened its first meeting, amended the "Directions for the Establishment of the Taipei Interbank Money Center," and drafted the "Directions for the Establishment of the TAIBOR Supervisory Commission."
- (10) The Ministry of Finance (MOF) asked BAROC to assess the proposal for credit card acquirers to add the tax ID number of participating merchants to the information on credit card payment requests from contracted merchants. In principle BAROC found this feasible. However, BAROC informed the MOF that because there are still practical and technical obstacles, after the reporting specifications are confirmed there should be a one year transitional period for relevant systems. The MOF accepted BAROC's suggestion and asked the National Taxation Bureau of Taipei to coordinate with all acquirers to confirm the reporting specifications and a timetable for their implementation.

- (11) BAROC members again suggested that banks be allowed, under the provisions of the "Administrative Rules Governing Financial Institutions' Access to Government Agency Data Via the Joint Credit Information Center," to conduct credit card business. BAROC drafted a suggestion that these Rules can be applied in the credit card business and asked the Joint Credit Information Center to help promote this policy. BAROC also sent copies of this suggestion to the FSC and the National Development Council.
- (12) In compliance with Taiwan's measures to prevent tax evasion and to facilitate performance of due diligence for exchanges of financial account information for tax purposes and reporting of tax information under the "Regulations Governing the Implementation of the Common Standard on Reporting and Due Diligence for Financial Institutions" issued by the Ministry of Finance, BAROC forwarded the relevant information to members for reference and implementation.
- (13) BAROC asked SWIFT to assist users in Taiwan to complete their security certifications under the Customer Security Programme. On 22 October 2021 BAROC convened the third meeting of SWIFT users, and reminded member users that they must complete the CSP third-party certification and submit their certification reports by the end of 2021. (The "third party" can be an internal unit on the second or third line of defense or an outside third party.) In 2022 SWIFT will conduct random certification checks, and the bank users selected will be required to provide a third-party certification report. In addition, SWIFT planned to provide a list of institutions that did not submit reports on time to the competent authority, so BAROC reminded member users to complete their reports within the time limit.
- (14) In order to show concern for bank personnel during the pandemic, to coordinate with government relief policies, to take into account the hardships involved in maintaining uninterrupted operations, and to understand issues related to the business operations of local banks, BAROC Chairman Lyu Jye-Cherng led a delegation from BAROC to hold "banking operations seminars" in Kaohsiung, Tainan, Taichung, Hsinchu, and Taoyuan on 24 September, 1 October, 8 October, 22 October, and 5 November 2021, respectively. The chairpersons of the local bankers' associations and managers of bank branches in these cities were invited to attend.

11. Adopted new self-regulatory rules, amended existing ones

- (1) The FSC hoped to use financial mechanisms to guide enterprises receiving loans to place more emphasis on ESG (environmental, social, and corporate governance) concerns and encourage enterprises to pursue sustainable development and achieve carbon reduction goals. The FSC therefore instructed BAROC to assess how to integrate the main amended contents of the Equator Principles 4 into the "Credit Standards for Members of the BAROC." Following assessment, BAROC added Article 20-5 to the Guidelines and filed the amended Guidelines with the FSC.

- (2) The FSC instructed BAROC to assess and set rules for best practices for reverse mortgages on real estate. Following assessment, BAROC added Paragraph 2 of Article 14, Article 20-4, and explanations to the attachments of the "Credit Standards for Members of the BAROC." Following approval from the FSC, these were forwarded to all member banks for implementation.
- (3) On 16 April 2021 the FSC held a conference on preventing the credit resources of bills finance companies from excessively flowing into real estate, and passed a resolution to the effect that: "If banks, when arranging syndicated loans, coordinate with the issuing of commercial paper, they should comply with credit approval procedures, and ensure that the use of funds by the enterprise is for legitimate disbursements, in order to avoid vicious price competition and the use of short-term liabilities to fund long-term assets." The FSC instructed BAROC to incorporate this resolution into the "Credit Standards for Members of the BAROC." Following assessment, BAROC added Article 26, paragraph 5 and filed the amended Guidelines with the FSC.
- (4) In order to provide clear provisions governing banks' disclosures of premiums and premium ratios when they offer complex high-risk products to customers other than professional institutional investors and high-net-worth corporate investors, BAROC drafted amendments to the "Self-regulatory Rules for Banks Dealing in Derivative Products." After the proposed amendments were filed with the FSC for review, they were forwarded to all banks for implementation.
- (5) Member banks told BAROC that the "Information Security Protection Standards for Financial Institutions" requires banks to make very wide-ranging adjustments and asked BAROC to reconsider the time limit for their compliance. Following assessment, BAROC appropriately lengthened the implementation periods in paragraph 5 and paragraph 11 of Article 4 of these Standards. It is expected that banks will complete cyber security system adjustments by 31 December 2022. In addition, appropriate transitional periods were added to paragraph 2 of Article 6, paragraph 1 of Article 8, and paragraph 13 of Article 10 to extend the deadline to 31 December 2022, and these will be incorporated into future amendments of the provisions. This information was supplied to the FSC for its reference.
- (6) To ensure that banks have consistent review procedures for handling applications from citizens for pre-negotiation proceedings, pre-mediation proceedings, rehabilitation and liquidation proceedings, unified collection of funds in rehabilitation, and unified collection of funds in non-exempt liquidation, BAROC continued to amend the "Operational Guidelines for Pre-Negotiation Proceedings," "Operational Guidelines for Pre-Mediation

Proceedings," "Operational Guidelines for Rehabilitation or Liquidation Proceedings," "Operational Guidelines for Unified Collections and Disbursements in Rehabilitation," and "Interim Operational Measures for Unified Collections and Disbursements in Non-exempt Liquidation."

- (7) Based on an instruction from the FSC, BAROC assessed statement reconciliation practices and strengthening of the monitoring and control mechanisms for associated accounts of banks' wealth management specialists and amended the table of examples for the "Principles for Prevention by Banks of Embezzlement by Wealth Managers of Customer Funds" and added a set of "red flags for embezzlement of customer funds by wealth managers." These changes were reported to the FSC for review and recordation, and forwarded to all member banks.

12. Carried out special research projects on financial matters of concern to the competent authority and member banks

- (1) BAROC commissioned a professional consultant to undertake a research on cloud services and their cyber security defense mechanisms to facilitate staying up-to-date with cloud services security threats and the technology of cloud services platforms, and provided the results to member banks for their understanding and responses.
- (2) In order to effectively prevent deepfake fraud and ensure the security of financial transactions, the FSC Banking Bureau asked BAROC to strengthen protection mechanisms related to facial recognition in a timely manner. BAROC will continue to pay close attention to deepfake fraud methods to facilitate the formulation of preventive mechanisms.
- (3) The FSC Banking Bureau instructed BAROC to collect information on the credit card interest accrual date and revolving credit systems in civil and common law countries and produce a research report. Following selection of outside lawyers to provide assistance, the study was filed with the FSC for reference and it had already been approved by the FSC.
- (4) The FSC Banking Bureau instructed BAROC to improve and update the content of a position paper that it had previously presented on 18 December 2020 during a meeting at the Consumer Protection Committee. An outside law firm was commissioned to assist in completing revisions.
- (5) In the area of economic and financial research, BAROC commissioned the Taiwan Academy of Banking and Finance to conduct two studies: "Industrial Change in Taiwan and Opportunities and Challenges for the Development of Taiwan's Banking Industry" and "The Current Development Situation for International Green Bonds and Taiwan's Development Opportunities and Challenges." The two reports were completed and were forwarded to the competent authority and member institutions for reference.

- (6) In response to the impact on the development of overseas banking units (OBUs) of the competent authority's three-stage plan to permit domestic enterprises to do business with OBUs, BAROC commissioned an outside study on "The Future Position and Development of OBUs (Stage 1)". The study collected information including the practices of overseas financial centers, financial supervisory experiences, and tax incentives, and it was provided to the competent authority for reference. Moreover, there were interviews with staff at the FSC's Banking Bureau and the Central Bank's Department of Foreign Exchange. In the future, depending upon the direction of liberalization measures adopted by the competent authority, BAROC will research suggested amendments for relevant regulations and enhance the incentives for customers to do business with OBUs.

13. Participated in international financial conferences and activities

- (1) BAROC assigned staff to participate (via videoconference) in the "2021 International Conference of the Institute of Internal Auditors" held in Singapore from 14 to 18 June 2021.
- (2) The Society for Worldwide Interbank Financial Telecommunication originally planned to hold its 2021 "SWIFT International Banker's Operations Seminar" from 11 to 14 October 2021 in Singapore, but switched over to an online format as a result of the COVID-19 pandemic, and registration for the event was made free of charge. BAROC encouraged member banks to participate in order to stay updated on the latest trends in the development of financial services and SWIFT technology, as well as to enhance participation by Taiwan banks in international financial affairs and raise their international market profile.
- (3) The annual meeting of the Banking Commission of the International Chamber of Commerce was held using an online format on 31 March 2021. BAROC encouraged member banks to sign up and participate in order to stay updated on development trends of "Uniform Customs and Practice for Documentary Credits (UCP 600) Supplement for Electronic Presentations" (eUCP).

14. Held financial seminars and courses to cultivate professional talent

- (1) Financial seminars and lectures
 - a. Based on instructions from the FSC Banking Bureau, BAROC held a course on operations related to green chemistry to enhance banks' awareness and understanding of green chemistry.
 - b. From 18 to 20 January, 10 to 12 May, and 24 to 26 November 2021, BAROC held six sessions of the "Financial Cyber Security Joint Defense Training Workshop." Also, on 25 March 2021 BAROC held the "Information Security Threats and Intelligence Analysis Workshop." These workshops raised awareness of cyber security risks in member banks and enhanced their collective cyber security defense capabilities.

- c. On 29 September and 12 to 13 October 2021, BAROC held two activities: the "International Forum on Financial Supervision" and the "Bank Examiners and Auditors Workshop," respectively.
 - d. In order to help member institutions better understand important industrial and economic issues, BAROC: (a) invited Billy Yen (Yen Ping-Li), managing director of Cushman and Wakefield Taiwan, to be the keynote speaker at a conference on the "Current Status and Future Prospects of Real Estate in Taiwan" held on 25 November 2021; and (b) invited Chen Tzu-Ang, senior industry consultant and senior research director at the Market Intelligence and Consulting Institute of the Institute for Information Industry, to be the keynote speaker at the "Conference on Current Status and Future Prospects for Taiwan's High-Tech Industry in Global Supply Chains," held on 16 December 2021.
 - e. In order to strengthen legal compliance at financial institutions and their anti-money laundering/countering the financing of terrorism (AML/CFT) capabilities, on 27 October 2021 BAROC held the "2021 Anti-Money Laundering Case Study Seminar." BAROC invited the FSC's Financial Examination Bureau, the Ministry of Justice's Investigation Bureau, E.SUN Commercial Bank, and Standard Chartered Bank to hold three lectures on special topics and a comprehensive discussion session, with 180 participants.
 - f. At three SWIFT users meetings, BAROC provided information about new products and technologies of the SWIFT platform, and also notified member users to participate in SWIFT online symposia.
 - (a) On 24 February 2021, BAROC held an online class to introduce the latest updates and implementation methods for ISO 20022.
 - (b) On 20 April 2021, BAROC held the "Customer Security Controls Framework 2021" online Chinese language explanatory meeting, illustrating how banks can use the Know Your Customer (KYC) Registry Platform to effectively upgrade KYC information searches on correspondent banks and promote the adoption of KYC standards.
 - (c) From 16 to 19 November 2021, SWIFT held an online conference to introduce the SWIFT message types (MT 1, 2, and 9) affected by ISO 20022 and held a training course on "Cross Border Payments and Reporting Plus" (CBPR+).
 - (d) On 22 October 2021, at the third SWIFT users meeting, expert managers introduced SWIFT's new service "Transaction Screening".
- (2) Personnel training and video courses
- a. "Training Program for Core Banking Personnel" courses with a domestic focus: BAROC hired experts on Taiwan's domestic financial practices to serve as instructors and teach the sorts of skills needed by domestic bank employees. A total of 94 sessions in 19 different categories were conducted, training 4,796 persons.

- b. "Training Program for Core Banking Personnel" courses with an international focus: BAROC hired experts on international financial practices to serve as instructors, introduced the latest international trends in financial services, and help bank employees stay update with international expert knowledge. A total of 21 courses were conducted, training 710 persons.
 - c. "Training Program for Key FinTech Personnel": included six sessions of the "International FinTech Forum," eight sessions of the "Online Lectures on Future Trends in FinTech," and three sessions of the "Raise A+ Career for Digital Enablement (RACE) Training Program." A total of 1,323 participants from the competent authority and financial institutions attended.
 - d. "Training Program for Senior Management at Financial Institutions": a wide variety of training methods (including experience sharing among senior executives, case studies, hands-on exercises, and overseas study trips) were used to cultivate financial institution leaders with foresight. The Program was attended by 33 persons from 18 different banks.
 - e. Video courses: in response to the global trend toward digitalization and to provide employees at financial institutions with abundant, in-depth, flexible, and diverse professional advanced learning choices, BAROC in 2015 launched a video course platform. (It can be accessed on the Chinese-language version of the BAROC website by clicking on "Open courses" and then the "Members only" tab.) In 2021, a total of 321 courses—including introductory to advanced courses on financial practices and knowledge, as well as specialized English courses—were available.
 - f. In order to ensure that member banks comply with Occupational Safety and Health Act and to conform to banks' operational needs, BAROC simultaneously held 96 sessions of "On-the-job Training for Occupational Safety and Health Managers at Banking Enterprises" in eight locations (Taipei, New Taipei City, Taoyuan, Hsinchu, Taichung, Changhua, Tainan, and Kaohsiung), training 5,569 persons.
15. Provided financial information and consulting services to the public, and donated to charity
- (1) BAROC joined hands with the Taiwan Academy of Banking and Finance, the Taiwan Insurance Institute, and the Financial Ombudsman Institution to conduct the "2021 Nationwide A+ for Financial Literacy Lecture Series," holding events throughout Taiwan at local governments, institutions of higher education, and remote villages. Through financial literacy guidance lectures and a remote village primary school financial education camp, people were taught a proper understanding of financial matters. A total of 17 events were held, with 1,343 participants.

- (2) On 7 and 15 July 2021, BAROC joined hands with the National Federation of Credit Co-operatives R.O.C. to hold online training courses for instructors taking part in the "2021 School and Community Financial Literacy Campaign." A total of 112 financial sector employees registered to participate in the training.
- (3) On 15 and 22 October 2021, BAROC joined hands with the National Federation of Credit Co-operatives R.O.C. to hold online refresher seminars for instructors taking part in the "2021 School and Community Financial Literacy Campaign." A total of 177 instructors registered to participate in the training.
- (4) From January to December 2021, BAROC assisted financial institutions in continuing to provide assistance measures for "temporary debt deferrals" in cases in which debtors who have complied with their obligations under "2006 BAROC debt negotiations," "pre-negotiation proceedings," or "pre-mediation proceedings" are having difficulty continuing to repay their loans.
- (5) In 2021, BAROC's one-stop credit card information hotline service handled 116 appeals from customers, and through the information hotline contacted and coordinated with the relevant credit card institutions to deal with these cases.
- (6) BAROC periodically updated its "List of Outside Credit Card Sales Service Providers With Which BAROC Member Institutions Have Renewed Outsourcing Arrangements After the Providers Have Passed a Performance Review" and posted the List on its website for browsing and reference by the general public.
- (7) BAROC periodically updated the "revolving interest rates charged by credit card issuing institutions and fee schedules for different fees" and the "standards for collecting processing fees for credit card installment payment services," and posted them on its website for browsing and reference by the general public.
- (8) In 2021, BAROC took 7,423 phone calls from consumers inquiring about debt restructuring negotiations, and financial institutions processed 11,215 applications for pre-negotiation procedures relating to debts totaling NT\$12.82 billion.
- (9) In 2021, BAROC continued to provide information or explanations to help with the handling of cases where consumers had questions or complaints (including calls referred to BAROC from the FSC's 1998 hotline) about interactions with banks. In 2021, BAROC responded to 704 consumer inquiries and handled 20 cases involving customer complaints against member institutions. BAROC also assisted in handling communications from the heirs of bank customers who inquired about deposits, safe deposit boxes, and other assets left behind by their benefactors in 2,994 cases, and referred 50,453 cases to the Ministry of Finance window to help the heirs of bank customers inquire about financial assets left behind by their benefactors. In another 2,994 cases, BAROC helped bank customers check their own account balances. Finally, BAROC handled 280 identity theft cases referred by the competent authority to the Ministry of the Interior.

- (10) BAROC periodically collected data on fees that were charged by all banks in connection with non-discretionary money trust services, and made the data available for public inspection.
- (11) The following items of lending-related information were posted once each quarter on the BAROC website for public reference: (a) a list of the providers of outsourced debt recovery and outsourced marketing services that had passed review by member institutions and subsequently had their contracts renewed; (b) data on the cash card interest rates and fees for both unsecured and secured loans charged by each member institution; (c) information on each member institution's personal loan information contact window, descriptions of their main products, contact web addresses, etc.; (d) information on each bank's standards governing liquidated damages for early repayment of consumer loans; (e) information on each bank's performance in adopting financial measures to support women in their efforts to find employment or start businesses; (f) information on each member institution's contact window for the handling of complaints following the sale of problematic assets; and (g) information on commercial reverse mortgage business conducted by banks.
- (12) In the run-up to the 2021 Chinese New Year holidays, out of consideration for people experiencing debt repayment difficulties, BAROC communicated with member institutions (including debt collection agencies contracted by those institutions) to urge them to strengthen dissemination of information related to debt negotiations before the holidays and to declare a moratorium on all debt collection operations during the holidays.
- (13) For the benefit of economically disadvantaged persons having temporary difficulties with debt repayment, BAROC helped them to weather short-term cash flow problems by continuing to administer the "Unsecured Consumer Debt Rescheduling Program for Economically Disadvantaged Debtors Experiencing Difficulties with Repayment."
- (14) In order to help students from underprivileged backgrounds obtain scholarships, and to promote financial literacy, BAROC donated funds to support scholarships offered by the Financial Services Education Charity Fund.
- (15) In order to fulfill its social responsibilities and provide support for charitable groups, BAROC donated funds to the Little Sisters of the Poor nursing home in Bali, Genesis Social Welfare Foundation, Chinese Christian Relief Association's 1919 Food Bank, After School Association of Taiwan, Yu-Cheng Social Welfare Foundation, and Syin-Lu Social Welfare Foundation. These donations supported underprivileged families, underprivileged students, low-income households, and other deserving groups.
- (16) To do its part for Taiwan's 2021 National Day celebrations, BAROC participated in the construction of a viewing platform and National Day arch in front of the Presidential Office Building, and funded part of the cost.

B. Major Tasks in 2022

No	Tasks
1	In response to FinTech trends, and in coordination with policies of the competent authority, BAROC will assess various innovative financial digital services and applications (e.g. mobile payments, electronic payments, open banking), and will act in a timely manner to develop deregulatory measures and amend and adopt related self-regulatory rules, which will be forwarded to member institutions for compliance.
2	BAROC will improve the quality of wealth management professionals and strengthen development of this industry, and draft coordinated measures for "the provision by bank of financial products and services to high-asset customers."
3	In order to strengthen Taiwan's AML/CFT regime, BAROC will coordinate with the competent authority by continuing to assess and amend various standard practices and requirements (e.g. model guidelines for AML/CFT policies and procedures; red flags for transactions suspected to involve money laundering or terrorism financing; and handbooks for identification of beneficial owners) that apply to banks, credit card institutions, e-payment institutions, and electronic stored value card issuers.
4	To implement cyber security mechanisms among member banks, the Computer Security Incident Response Team (CSIRT) will continue to hold financial cyber security training workshops and operate the cyber security information sharing platform, in order to help enhance member banks collective cyber security capabilities.
5	To coordinate with government policy, BAROC will assist member institutions to promote matters related to relief loans under the "Relief Package 4.0" adopted in response to the COVID-19 pandemic and will participate in meetings of the "Interagency Coordination Platform for Financing Enterprise Relief and Economic Stimulus" to discuss difficulties and problems related to the handling of relief loans.
6	BAROC will continue to encourage the banking industry to implement climate risk management, will assess concrete measures for domestic banks to conduct climate change stress tests, and will produce a handbook on climate-related risk management for domestic banks.
7	BAROC will assist the competent authority to stay up-to-date on banks' progress in making the transition in response to the discontinuation of the LIBOR benchmark, will provide the banking industry with information about important developments internationally with respect to the LIBOR transition as well as global market information, and will study on common problems.
8	BAROC will continue to collect information related to cyber security, and based on this information will conduct studies on security issues related to the digitization of the financial industry and formulate related security rules.
9	BAROC will help member banks obtain the information they need when seeking to establish business locations in selected overseas markets, will continue updating the section on the BAROC website where such information is posted, and will provide this information to member banks for reference in their efforts to expand their overseas presence.
10	BAROC will continue to conduct training programs for financial industry personnel and offer open video courses to provide the employees of member institutions with free-of-charge online learning opportunities.

V. Appendices

A. Chronology of Major Events in 2021

- ©2021.01.18-20 Held a "Financial Cyber Security Joint Defense Training Workshop."
- ©2021.01.28 Held the 11th joint meeting of the 13th Boards of Directors and Supervisors.
- ©2021.03.02 and 05 Held two "Webinars on Important International Developments Regarding LIBOR Transition."
- ©2021.03.03 Held the 12th joint meeting of the 13th Boards of Directors and Supervisors.
- ©2021.03.25 Held the "Information Security Threats and Intelligence Analysis Workshop."
- ©2021.03.26 Held a hearing regarding the "Implementation Rules of Internal Audit and Internal Control System of Financial Holding Companies and Banking Industries."
- ©2021.04.29 Held the 13th joint meeting of the 13th Boards of Directors and Supervisors.
- ©2021.05.10-12 Held a "Financial Cyber Security Joint Defense Training Workshop."
- ©2021.05.27 Held the 14th joint meeting of the 13th Boards of Directors and Supervisors.
- ©2021.06.01 Held a webinar on the provision of relief loans under the COVID Relief Package 4.0.
- ©2021.06.07 Held an extraordinary joint meeting of the Boards of Directors and Supervisors.
- ©2021.07.07 and 15 Joined with the National Federation of Credit Co-operatives in holding a training course for instructors taking part in the "2021 School and Community Financial Literacy Campaign."
- ©2021.07.29 Held the 15th joint meeting of the 13th Boards of Directors and Supervisors.
- ©2021.08.26 Held the 16th joint meeting of the 13th Boards of Directors and Supervisors.

◎2021.09.24 ~11.05 Held five "Banking Seminars."



BAROC held one "Banking Seminar" each in Kaohsiung, Tainan, Taichung, Hsinchu, and Taoyuan from September 24 to November 5 in 2021.

- ◎2021.09.28 Joined with the Vietnam Bankers Association in holding the "2021 Real Estate Lending Webinar for Taiwanese and Vietnamese Banks."
- ◎2021.09.29 Held informational meeting on National Police Agency's "Early Warning System for Offshore Accounts Suspected of Being Used for Fraud."
- ◎2021.09.29 Held a financial supervision webinar at the 2021 "Bank Examiners and Auditors Conference Series."
- ◎2021.09.30 Held the 17th joint meeting of the 13th Boards of Directors and Supervisors.
- ◎2021.10.12-13 Held the 2021 "Bank Examiners and Auditors Conference."
- ◎2021.10.15 and 22 Held an online "Refresher Seminar for Instructors Taking Part in the 2021 School and Community Financial Literacy Campaign."
- ◎2021.10.22 Held the 18th joint meeting of the 13th Boards of Directors and Supervisors.

©2021.10.27 Held the "2021 Anti-Money Laundering Case Study Seminar."



BAROC held the "2021 Anti-Money Laundering Case Study Seminar" on October 27, 2021.

©2021.11.24-26 Held a "Financial Cyber Security Joint Defense Training Workshop."

©2021.11.25 Held the 19th joint meeting of the 13th Boards of Directors and Supervisors.

©2021.11.25 Joined the Bankers' Association of Taipei in holding a conference on the "Current Status and Future Prospects of Real Estate in Taiwan."

©2021.12.10-11 Held the 4th meeting of the 13th Board of Directors, followed by a series of social activities.



BAROC held the 4th meeting of the 13th Board of Directors, followed by a series of social activities on December 10 to 11, 2021.

- ◎2021.12.16 Joined with the Bankers Association of Taipei in holding a "Conference on Current Status and Future Prospects for Taiwan's High-Tech Industry in Global Supply Chains."
- ◎2021.12.23 Held the 5th meeting of the 13th Board of Directors.
- ◎2021.12.24-26 Held six "Financial Cyber Security Training Workshops."
- ◎2022.01.04 Held a "Conference on the CPTPP and Taiwan's International Economic and Trade Strategies," with keynote address by Dr. Roy Chun Lee (Senior Deputy Executive Director, Taiwan WTO & RTA Center of Chung-Hua Institution for Economic Research).



BAROC Chairman Joseph Jye-Cherng Lyu in a group photo with Dr. Roy Chun Lee and a guest at "Conference on the CPTPP and Taiwan's International Economic and Trade Strategies" held by BAROC on January 4, 2022.

©2022.01.24

In 2014, the Financial Supervisory Commission (FSC) adopted the "Regulations Governing the Awarding of the Medals for Financial Professionalism" in order to grant recognition to persons who have made outstanding contributions to supervision or development of the financial industry, and on 24 January 2022, acting in accordance with these Regulations, the FSC issued a "Class 1 Certificate of Recognition for Financial Professionalism" to BAROC Chairman Joseph Jye-Cherng Lyu in honor of the many years he has spent working to strengthen the legal compliance and self-regulatory mechanisms of financial services firms, and to raise their international profile. Through these efforts, Chairman Lyu has done much to promote financial stability and the development of financial services.



FSC Chairperson Tien-Mu Huang presents a "Class 1 Certificate of Recognition for Financial Professionalism" to BAROC Chairman Joseph Jye-Cherng Lyu on January 24, 2022.

B. List of Member Banks of BAROC

April 2022

Institution	Position	Name	Telephone	Fax	Website
Bank of Taiwan	Chairman President	Joseph Jye-Cherng Lyu Chih-Wen Hsu	(02)23493456	(02)23315840	www.bot.com.tw
Land Bank of Taiwan	Chairman President	Chuan-Chuan Hsieh Ying-Ming He	(02)23483456	(02)23757023	www.landbank.com.tw
Taiwan Cooperative Bank	Chairman President	Chung-Dar Lei Yen-Mao Lin	(02)21738888	(02)27316026	www.tcb-bank.com.tw
First Commercial Bank	Chairman President	Ye-Chin Chiou Grace M.L. Jeng	(02)23481111	(02)23892967	www.firstbank.com.tw
Hua Nan Commercial Bank, Ltd.	Chairman President	Yun-Peng Chang Jeng-Fang Jang	(02)23713111	(02)87291747	www.hncb.com.tw
Chang Hwa Commercial Bank	Chairman President	Joanne Ling Chao-Chun Chou	(04)22222001	(02)25716871	www.bankchb.com
The Shanghai Commercial & Savings Bank, Ltd.	Chairman President	Ching-Yen Lee Chih-Hung Lin	(02)25817111	(02)25318501	www.scsb.com.tw
Taipei Fubon Commercial Bank	Chairman President	Eric Chen Roman Cheng	(02)27716699	(02)27736769	www.fubon.com/banking
Cathay United Bank	Chairman President	Andrew Ming-Jian Kuo Alan Lee	(02)87226666	(02)87898789	www.cathaybk.com.tw
The Export-Import Bank of the Republic of China	Chairman President	Pei-Jean Liu Teng-Shan Tai	(02)23210511	(02)23940630	www.eximbank.com.tw
Bank of Kaohsiung	Acting Chairman President	Yung-Sheng Chen Tsui-Mei Hsu	(07)5570535	(07)5580529	www.bok.com.tw
Mega International Commercial Bank Co., Ltd.	Chairman President	Chao-Shun Chang Yong-Yi Tsai	(02)25633156	(02)23569169	www.megabank.com.tw
Agricultural Bank of Taiwan	Chairman President	Ming-Ming Wu Tso-Cheng Su	(02)23805100	(02)23805251	www.agribank.com.tw
Citibank Taiwan, Ltd.	Chairman President	Paulus Mok Christie Chang	(02)87269600	(02)87801300	www.citibank.com.tw
O-Bank Co., Ltd.	Chairman President	Tina Y. Lo Elton F.Y. Lee	(02)87527000	(02)87519568	www.o-bank.com
Taiwan Business Bank	Chairman President	Chien-Hao Lin Chih-Chien Chang	(02)25597171	(02)25507942	www.tbb.com.tw
Standard Chartered Bank (Taiwan) Limited	Chairman President	Gregg Powell Ian Charles Anderson	(02)27166261	(02)66036399	www.sc.com/tw
Taichung Commercial Bank	Chairman President	Kuei-Fong Wang Te-Wei Chia	(04)22236021	(04)22240748	www.tcbbank.com.tw
King's Town Bank	Chairman Acting President	Chen-Chih Tai Hung-Liang Chiang	(06)2139171	(06)2136885	customer.ktb.com.tw
HSBC Bank (Taiwan) Limited	Chairman President	Siu Chung Chan Adam Chen	(02)66339000	(02)27575150	www.hsbc.com.tw
Taipei Star Bank	Chairman President	Chuan-Pu Kuo Eric Chen	(02)25575151	(02)25534883	www.taipeistarbank.com.tw

Institution	Position	Name	Telephone	Fax	Website
Hwatai Bank	Chairman President	Chao-Hsien Lai Ruey-Yuan Fu	(02)27525252	(02)27775213	www.hwataibank.com.tw
Shin Kong Commercial Bank	Chairman President	Tseng-Chang Lee Chang-Rung Hsieh	(02)87587288	(02)87895600	www.skbank.com.tw
Sunny Bank	Chairman President	Sheng-Hung Chen Wei-Hao Ding	(02)28208166	(02)28233414	www.sunnybank.com.tw
Bank of Panhsin	Chairman President	Ming-Daw Chang Chia-Nan Fang	(02)29629170	(02)29572011	www.bop.com.tw
Cota Commercial Bank	Chairman President	Sung-Yie Liao Chih-Sheng Hsiao	(04)22245171	(04)22275237	www.cotabank.com.tw
Chunghwa Post Co., Ltd.	Chairman President	Hong-Mo Wu Jui-Tang Chiang	(02)23931260	(02)23911209	www.post.gov.tw
Union Bank of Taiwan	Chairman President	Jeff Lin Wei-Wen Hsu	(02)27180001	(02)27174093	www.ubot.com.tw
Far Eastern International Bank	Chairman President	Ching-Ing Hou Thomas Chou	(02)23786868	(02)23779000	www.feib.com.tw
Yuantai Bank	Chairman President	Chien Weng Fan-Sheng Pu	(02)21736699	(02)27722455	www.yuantabank.com.tw/ bank/
Bank SinoPac	Chairman President	Chia-Hsien Chen Eric Chuang	(02)25173336	(02)81618485	bank.sinopac.com
E.Sun Commercial Bank, Ltd.	Chairman President	Joseph N.C. Huang Mao-Chin Chen	(02)27751313	(02)27138713	www.esunbank.com.tw
KGI Bank	Chairman President	Pao-Sheng Wei Amy Tsao	(02)21759959	(02)27849848	www.kgibank.com.tw
DBS Bank (Taiwan)	Chairman President	Andrew Ng Him Chuan Lim	(02)66129889	(02)66129285	www.dbs.com.tw
Taishin International Bank	Chairman President	Thomas T.L. Wu Oliver Shang	(02)25683988	(02)25234551	www.taishinbank.com.tw
Jih Sun International Bank	Chairman Acting President	Tim Kuo Tim Kuo	(02)25615888	(02)25217698	www.jihsunbank.com.tw
EnTie Commercial Bank	Chairman President	Jesse Ding Jeff Chang	(02)81012277	(02)81012233	www.entiebank.com.tw
CTBC Bank	Chairman President	Morris Li James Chen	(02)33277777	(02)87809122	www.ctcbank.com
NEXT Commercial Bank Co., Ltd.	Chairman President	Fu-Kuei Chung Berlin Hsu	(02)89797000	(02)27001999	www.nextbank.com.tw
LINE Bank Taiwan Limited	Chairman President	In Joon Hwang I-Meng Hwang	(02)66229999	(02)27585553	www.linebank.com.tw
Rakuten International Commercial Bank	Chairman President	Dong-Ho Wang Kazuhiko Saiki	(02)55692688	(02)25180508	www.rakuten-bank.com.tw
Mega Bills Finance Co., Ltd.	Chairman President	Jennifer M.C. Liao Yao-Kuang Tsai	(02)23831616	(02)23822878	www.megabills.com.tw

Institution	Position	Name	Telephone	Fax	Website
China Bills Finance Co.	Chairman President	Cheng-Chuan Chang Cheng-Hsiang Wei	(02)27991177	(02)26592919	www.cbf.com.tw
International Bills Finance Co.	Chairman President	Chi-Lin Wea Yen-Lang Chiu	(02)25181688	(02)25158430	www.ibfc.com.tw
Grand Bills Finance Co.	Chairman President	Ho-Sheng Wang Yeong-Liang Lai	(02)87802801	(02)87884031	www.grandbill.com.tw
Hua Nan Financial Holdings Co., Ltd.	Chairman President	Yun-Peng Chang Pao-Chu Lo	(02)23713111	(02)87291943	www.hnfh.com.tw
Fubon Financial Holding Co., Ltd.	Chairman President	Richard M. Tsai Jerry Harn	(02)66366636	(02)66360111	www.fubon.com
China Development Financial Holding Co., Ltd.	Chairman President	Chia-Juch Chang Steve Bertamini	(02)27638800	(02)27660047	www.cdfholding.com
Cathay Financial Holding Co., Ltd.	Chairman President	Hong-Tu Tsai Chang-Ken Lee	(02)27087698	(02)23252488	www.cathayholdings.com
CTBC Financial Holding Co., Ltd.	Chairman President	Wen-Long Yen Daniel Wu	(02)33277777	(02)26539580	www.ctbcholding.com
SinoPac Financial Holdings Co., Ltd.	Chairman President	Shi-Kuan Chen Stanley Chu	(02)81618935	(02)81618485	www.sinopac.com
E.Sun Financial Holding Co., Ltd.	Chairman President	Yung-Jen Huang Magi Chen	(02)21751313	(02)27199313	www.esunfh.com
Yuanta Financial Holdings Co., Ltd.	Chairman President	Tony Shen Chien Weng	(02)27811999	(02)27721585	www.yuanta.com
Taishin Financial Holding Co., Ltd.	Chairman President	Thomas T.L. Wu Welch Lin	(02)23268888	(02)37076889	www.taishinholdings.com.tw
Shin Kong Financial Holding Co., Ltd.	Acting Chairman President	Tseng-Chang Lee Olivia Wu	(02)23895858	(02)23892868	www.skfh.com.tw
Mega Financial Holding Co., Ltd.	Chairman President	Chao-Shun Chang Kuang-Hua Hu	(02)23578888	(02)33938755	www.megaholdings.com.tw
First Financial Holding Co., Ltd.	Chairman President	Ye-Chin Chiou Fen-Len Chen	(02)23111111	(02)23119691	www.firstholding.com.tw
Jih Sun Financial Holding Co., Ltd.	Chairman Acting President	Jerry Harn Jerry Harn	(02)25673688	(02)25175408	www.jsun.com
IBF Financial Holdings Co., Ltd.	Chairman President	Chi-Lin Wea Song-Huei Su	(02)77520088	(02)77520099	www.ibf.com.tw
Taiwan Financial Holding Co., Ltd.	Chairman President	Joseph Jye-Cherng Lyu Jan-Lin Wei	(02)23493456	(02)23115060	www.twfh.com.tw
Taiwan Cooperative Financial Holdings Co., Ltd.	Chairman President	Chung-Dar Lei Mei-Tsu Chen	(02)21738888	(02)27313677	www.tcfhc.com.tw
Yuanta Securities Finance Co., Ltd.	Chairman President	Shao-Hsing Kung Li-Hua Yang	(02)21736833	(02)27721101	www.yuantafinance.com.tw



The Bankers Association of the Republic of China

3F., No.9, De-huei St., Zhongshan Dist., Taipei City 104439, Taiwan (R.O.C.)

TEL : (02)8596-2229

FAX : (02)8596-2228

WEBSITE : <https://www.ba.org.tw>

The Bankers Association of Taipei

3F., No.9, De-huei St., Zhongshan Dist.,
Taipei City 104439, Taiwan (R.O.C.)

TEL : (02)8596-2229

FAX : (02)8596-2228

WEBSITE : <https://www.bat.org.tw>

The Bankers Association of Kaohsiung

5F., No.77, Li-wen Rd., Zuoying Dist.,
Kaohsiung City 813626, Taiwan (R.O.C.)

TEL : (07)557-7112

FAX : (07)557-7113

Bankers Association of New Taipei City

4F., No.21, Fu-zhong Rd., Banqiao Dist.,
New Taipei City 220214, Taiwan (R.O.C.)

TEL : (02)2969-9366

FAX : (02)2967-6416

Bankers Association of Taiwan

4F., No.21, Fu-zhong Rd., Banqiao Dist.,
New Taipei City 220214, Taiwan (R.O.C.)

TEL : (02)2969-0555

FAX : (02)2967-6416

WEBSITE : <http://www.batwn.org.tw>

The Bankers Association of Taoyuan

No.46, Zhong-zheng Rd., Taoyuan Dist.,
Taoyuan City 330002, Taiwan (R.O.C.)

TEL : (03)334-4417

FAX : (03)334-4417

The Bankers Association of Taichung

No.140, Sec. 1, Zi-you Rd., West Dist.,
Taichung City 403307, Taiwan (R.O.C.)

TEL : (04)2222-4001

FAX : (04)2222-4274

The Bankers Association of Taichung City

No.302, Zhong-zheng Rd., Fengyuan Dist.,
Taichung City 420016, Taiwan (R.O.C.)

TEL : (04)2527-8686

FAX : (04)2529-7577

The Bankers Association of Tainan

No.155, Sec. 1, Fu-qian Rd., West Central
Dist., Tainan City 700010, Taiwan (R.O.C.)

TEL : (06)216-0168

FAX : (06)216-0188

The Bankers Association of Tainan City

No.10, Zhong-zheng Rd., Xinying Dist.,
Tainan City 730208, Taiwan (R.O.C.)

TEL : (06)635-1111

FAX : (06)632-1843

The Bankers Association of Kaohsiung City

No.20, Cao-gong Rd., Fengshan Dist.,
Kaohsiung City 830025, Taiwan (R.O.C.)

TEL : (07)741-6131

FAX : (07)743-3478