

重大性排序	重大主題	對組織意義
1.	經營績效 (保障股東權益)	追求營運財務績效達獲利目標為企業穩健經營的根基
1.	風險管理	透過各類風險管控架構與機制及內部規定之建置以防範風險發生，將可塑造風險與報酬均衡、資源有效運用、股東價值增加的健全營運體質
3.	法令遵循	遵循公司營運相關法規，各項服務及商品亦符合相關法令規範，降低營運風險及受裁罰風險，係穩固永續治理之根基
4.	資訊安全與客戶隱私	隨著資訊系統普及化，持續精進資訊安全治理制度與強化防護能力，以符合國內外資訊安全法令法規，並落實個人資料及顧客隱私之保護與企業聲譽和客戶信任度息息相關
4.	客戶權益	維護客戶權益是企業經營應遵循的基本原則，可增加客戶信賴度及黏著度，並提升企業形象
6.	數位金融服務	金融服務數位化以及創新服務的實績與動能，使金融服務無遠弗屆且便捷
7.	責任金融	以環境、社會及公司治理績效為基礎，積極推行綠色金融發揮正面環境效應，望能帶來正面社會影響力
7.	誠信經營	健全的公司治理架構與良好的誠信管理，為企業永續經營的基礎
9.	氣候變遷策略	關注氣候變遷議題實體、轉型之風險與機會，掌握全球淨零趨勢及早布局準備

重大性排序	重大主題	影響範疇	受影響之外部利害關係人及面向
1.	經營績效 (保障股東權益)	★營運 ★產品 / 服務	★社會
1.	風險管理	★營運 ★產品 / 服務 ★供應鏈	★環境 ★消費者/最終用戶 ★外部員工(如供應鏈、承包商)
3.	法令遵循	★營運 ★產品 / 服務 ★供應鏈	★環境 ★社會 ★消費者/最終用戶 ★外部員工(如供應鏈、承包商)
4.	資訊安全與客戶隱私	★營運 ★產品 / 服務	★社會 ★消費者/最終用戶
4.	客戶權益	★營運 ★產品 / 服務	★消費者/最終用戶
6.	數位金融服務	★營運 ★產品 / 服務	★環境 ★社會 ★消費者/最終用戶
7.	責任金融	★營運 ★產品 / 服務	★環境 ★社會 ★消費者/最終用戶
7.	誠信經營	★營運 ★產品 / 服務 ★供應鏈	★社會 ★消費者/最終用戶 ★外部員工(如供應鏈、承包商)
9.	氣候變遷策略	★營運 ★產品 / 服務 ★供應鏈	★環境 ★消費者/最終用戶 ★外部員工(如供應鏈、承包商)

Materiality Ranking	Material Topics	Significance to the Organization
1.	Operating Performance (Protecting Shareholders' Rights and Interests)	Pursuing operating and financial performance to achieve profitability targets is the foundation of the company's stable operation
1.	Risk Management	Establishing various risk control frameworks, mechanisms, and internal regulations to prevent risks can create a healthy operating quality with balanced risks and returns, effective use of resources, and increased shareholder value
3.	Legal Compliance	Compliance with laws and regulations related to company operations and ensuring that various services and products comply with relevant laws and regulations can reduce operational risks and the risk of penalties, which is the foundation for solid sustainable governance
4.	Information Security and Customer Privacy	Information Security and Customer Privacy As information systems become more prevalent, continuously refining information security governance systems and strengthening protection capabilities to comply with domestic and foreign information security laws and regulations, and implementing personal data and customer privacy protection are closely related to corporate reputation and customer trust
4.	Customer Rights	Customer Rights Protecting customer rights is a basic principle that companies should follow in their operations, which can increase customer trust and loyalty and enhance corporate image
6.	Digital Financial Services	Digital Financial Services The achievements and momentum of financial service digitalization and innovative services make financial services ubiquitous and convenient
7.	Responsible Finance	Responsible Finance Based on environmental, social, and corporate governance performance, actively promote green finance to exert positive environmental effects and bring positive social influence
7.	Integrity Management	Based on environmental, social, and corporate governance performance, actively promote green finance to exert positive environmental effects and bring positive social influence
9.	Climate Change Strategy	Pay attention to the physical and transitional risks and opportunities of climate change issues, grasp the global net zero trend, and plan and prepare early

Materiality Ranking	Material Topics	Cause of the Impact	External stakeholder(s) /impact area(s) evaluated
1.	Operating Performance (Protecting Shareholders' Rights and Interests)	★Operations ★Products/Services	★Society
1.	Risk Management	★Operations ★Products/Services ★Supply chain	★Environment ★Consumers/end-users ★External employees (e.g. supply chain, contractors)
3.	Legal Compliance	★Operations ★Products/Services ★Supply chain	★Environment ★Society ★Consumers/end-users ★External employees (e.g. supply chain, contractors)
4.	Information Security and Customer Privacy	★Operations ★Products/Services	★Society ★Consumers/end-users
4.	Customer Rights	★Operations ★Products/Services	★Consumers/end-users
6.	Digital Financial Services	★Operations ★Products/Services	★Environment ★Society ★Consumers/end-users
7.	Responsible Finance	★Operations ★Products/Services	★Environment ★Society ★Consumers/end-users
7.	Integrity Management	★Operations ★Products/Services ★Supply chain	★Society ★Consumers/end-users ★External employees (e.g. supply chain, contractors)
9.	Climate Change Strategy	★Operations ★Products/Services ★Supply chain	★Environment ★Consumers/end-users ★External employees (e.g. supply chain, contractors)