

2021 Financial Inclusion Indicators for Taiwan

I. Performance indicators

Category	Item	Performance indicators (24 indicators)	Results in 2021
Access to financial services	Service locations	1-1 Number of bank branches per 100,000 adults	18 branches
		1-2 Number of ATMs per 100,000 adults	166 ATMs
	Friendly financial services	1-3 The ratio of barrier-free ATMs ◎Target: 95% by the end of 2022	93.47%
		1-4Barrier-free mobile payment features for electronic payments, electronic stored value cards, and credit cards ◎ Target: Finish barrier-free features by the end of 2021	9 electronic payment institutions, and 3 banks that provide digital wallet apps have finished barrier-free features for mobile payments.
		1-5 The ratio of securities & futures firms that upgrade to barrier-free company websites ◎Target: 100% of securities & futures firms with paid-in capital of more than NT\$4 billion upgrade to barrier-free company websites by the end of 2022	95%
		1-6 The ratio of securities brokers that provide off-site account opening services ◎Target: 50%, 52% and 55% by the end of 2021, 2022 and 2023, respectively	51%
Usage of financial services	Adults using banking services	2-1 The ratio of adults who have a bank account	92.9%
		2-2 Number of outstanding loans per 1,000 adults	669

Category	Item	Performance indicators (24 indicators)	Results in 2021
	Digital finance	2-3 Number of mobile money transactions per 100,000 adults	2,432,874
		2-4 Number of digital savings accounts per 1,000 adults	540
		2-5 The ratio of adults using digital payments	68.1%
		2-6 Number of insurance policies sold online ◎ Target: 2 million and 2.2 million by the end of 2021 and 2022, respectively	3.007 million
	Insurance products	2-7 Number of life insurance policy holders per 1,000 adults	683
		2-8 Accumulated number of micro-insurance policyholders ◎ Target: 0.98 million, 1 million and 1.055 million by the end of 2021, 2022 and 2023, respectively	1.16 million
		2-9 Number of valid contracts for small-amount whole life insurance ◎ Target: 0.6 million, 0.65 million and 0.7 million by the end of 2021, 2022 and 2023, respectively	0.682 million
		2-10 Compulsory auto liability insurance coverage ratio ◎ Target: 90%, 90.2% and 90.5% by the end of 2021, 2022 and 2023, respectively	90.61%
		2-11 Growth in number of valid policies for residential earthquake basic insurance ◎ Target: 109,000, 112,000 and	About 113,000

Category	Item	Performance indicators (24 indicators)	Results in 2021
		116,000 by the end of 2021, 2022 and 2023, respectively	
Quality of insurance services	Financial literacy activities	3-1 Coverage ratio of financial literacy activities in 368 administrative areas ◎Target: 100% by the end of 2021	100%
		3-2 Holding financial literacy activities ◎Target: From 2021 to 2023, in each year, no fewer than 440 activities to be held in schools and communities as well as 80 activities in community colleges; in addition, 120 activities to be held to promote financial consumer protection; the number of participants reaches 69,000	486 activities were held in schools and communities, 80 activities in community colleges; in addition, 278 activities were held to promote financial customer protection; the number of participants reached 69,753
	Quality of insurance services	3-3 Promote insurance blockchain services ◎ Target: 18, 23 and 26 insurance companies participate in insurance blockchain services by the end of 2021, 2022 and 2023, respectively	18 companies
		3-4 Promote the mechanism of issuance and storage of insurance e-certificates ◎Target: 30 and 39 insurance companies participate in the mechanism by the end of 2021 and 2022, respectively	29 companies
		3-5 Promotion of compulsory auto liability insurance 2.0 ◎ Target: All of the 14 qualified property insurance companies participate in	14 companies (100%)

Category	Item	Performance indicators (24 indicators)	Results in 2021
		compulsory auto liability insurance 2.0 by the end of 2021	
	Treating clients fairly	3-6 Assess financial institution performance in implementing the Treating Customers Fairly ("TCF") principles	Evaluated 35 banks, 30 securities companies, 22 life insurance companies, and 19 property insurance companies in 2021
	Dispute resolution mechanism	3-7 Establishment of a dispute resolution mechanism ◎Target: 93% or more of all concluded cases are decided or resolved within 3 months	92.04%

II. Observatory indicators

Category	Item	Observatory indicators (4 indicators)	Results in 2021
Usage of financial services	SME financing	1. Number of SMEs with outstanding loans or lines of credit 2. The ratio of domestic bank loans extended to SMEs to total loans extended to private enterprises	1. 503,657 2. 70.83%
	Digital finance	3. Annually growing proportion of e-transaction deals in the securities market 4. Annually growing proportion of e-transaction deals in the futures market	3. 72.56% (2.5% growth compared with 2020) 4. 96.12% (0.5% growth compared with 2020)