

2025 Financial Inclusion Indicators for Taiwan

I. Performance indicators

Category	Item	Performance indicator (23 in total)	Target
Access to financial services	Points of service	1-1 Number of bank branches per 100,000 adults	
		1-2 Number of ATMs per 100,000 adults	
	Friendly financial services	1-3 Percentage of barrier-free ATMs	
		1-4 Percentage of multilingual ATMs	
		1-5 Encouraging banks to set up bilingual branches	
		1-6 Percentage of securities brokers that provide offsite account opening services	
Usage of financial services	Adults using banking services	2-1 Percentage of adults who have a bank account	
		2-2 Number of outstanding loans per 1,000 adults	
	Digital finance	2-3 Number of mobile money transactions per 100,000 adults	
		2-4 Number of digital savings accounts per 1,000 adults	
		2-5 Percentage of adults using digital payments	
		2-6 Number of insurance policies sold online	8 million by the end of 2025, 2026, and 2027
	Insurance products	2-7 Number of life insurance policy holders per 1,000 adults	

Category	Item	Performance indicator (23 in total)	Target
		2-8 Accumulated number of micro-insurance policyholders	1.92 million, 1.95 million, and 1.98 million by the end of 2025, 2026, and 2027, respectively
		2-9 Number of valid micro whole life insurance contracts	1.22 million, 1.25 million, and 1.28 million by the end of 2025, 2026, and 2027, respectively
		2-10 Growth in number of valid compulsory auto liability insurance policies	Increase annually in 2025, 2026, and 2027
		2-11 Growth in number of valid residential earthquake basic insurance policies	Increase annually in 2025, 2026, and 2027
Quality of financial services	Financial literacy activities	3-1 Overall satisfaction of the public with financial literacy courses	Over 90 percent by the end of 2025
		3-2 Percentage of the public perceiving financial literacy courses effective	Over 90 percent by the end of 2025
		3-3 Holding financial literacy activities for new immigrant and female groups	40 activities by the end of 2025
	Quality of insurance services	3-4 Promoting insurance blockchain services	25, 25, and 26 insurance companies participate in insurance blockchain services by the end of 2025, 2026, and 2027, respectively
	Treating clients fairly	3-5 Evaluation of the Principle for Financial Service Industries to Treat Clients Fairly	

Category	Item	Performance indicator (23 in total)	Target
	Dispute resolution mechanism	3-6 Establishment of a dispute resolution mechanism	85 percent or more of all cases decided or resolved within 3 months by the end of 2025

II. Observatory indicators

Category	Item	Observatory indicators (4 indicators)
Usage of financial services	SME financing	<ol style="list-style-type: none"> 1. Number of SMEs with outstanding loans or lines of credit 2. Domestic bank loans extended to SMEs as a percentage of total loans extended to private enterprises
	Digital finance	<ol style="list-style-type: none"> 3. Growth in proportion of e-transaction values in the securities market 4. The proportion of e-transaction volumes in the futures market exceeding 95 percent