

# Results of 2025 Assessment of the Implementation of Treating Customers Fairly Principles

Firms scoring in the top 25 percent include nine banks, three large-scale fully licensed securities firms, five other fully licensed securities firms, six life insurers, and five non-life insurers. The top performers are listed as follows (in no particular order):

Banks	Yuanta Bank, Taipei Fubon Bank, Taiwan Cooperative Bank, Mega International Commercial Bank, First Commercial Bank, Hua Nan Bank, Chang Hwa Bank, Far Eastern International Bank, and Land Bank of Taiwan
Large-scale fully licensed securities firms	Yuanta Securities, Mega Securities, and KGI Securities
Other fully licensed securities firms	CTBC Securities, E.SUN Securities, Cathay Securities, First Securities, and HuaNan Securities.
Life insurers	TransGlobe Life Insurance, Nan Shan Life Insurance, Cathay Life Insurance, KGI Life Insurance, Fubon Life Insurance, and Shin Kong Life Insurance.
Non-life insurers	Hotai Insurance, Nan Shan General Insurance, Cathay Century Insurance, Fubon Insurance, and Tokio Marine Nawa Insurance

Firms scoring in the 26th to 50th percentile include nine banks, two large-scale fully licensed securities firms, five other fully licensed securities firms, five life insurers, and five non-life insurers. These top performers are listed as follows (in no particular order):

Banks	E.SUN Bank, Taishin International Bank, Bank SinoPac, King’s Town Bank, Cathay United Bank, Standard Chartered Bank (Taiwan) Limited, KGI Bank, Taiwan Business Bank,
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	and Bank of Taiwan
Large-scale fully licensed securities firms	SinoPac Securities and Fubon Securities.
Other fully licensed securities firms	Taichung Bank Securities, Taishin Securities, Taiwan Cooperative Securities, Oriental Securities, and Bank Taiwan Securities.
Life insurers	Taishin Life Insurance, Chubb Life Insurance, PCA Life Assurance, Bank Taiwan Life Insurance, and Farglory Life Insurance
Non-life insurers	CTBC Insurance, Chung Kuo Insurance, Taian Insurance, AIG Taiwan, and Taiwan Fire & Marine Insurance