

Financial Inclusion Indicators for Taiwan (2021)

I. Performance indicator

Category	Item	Performance indicator (24 indicators)	Target
Accessibility of financial services	Points of Service	1-1 Number of branches per 100,000 adults	
		1-2 Number of ATMs per 100,000 adults	
	Friendly financial services	1-3 The ratio of barrier-free ATM	95% by 2022
		1-4 Accessibility features for mobile payment, e-tickets, and credit cards	Adding barrier free features by the end of 2021
		1-5 The ratio of securities firms and futures commission merchants who upgrade their company websites to barrier-free	100% of securities firms and futures commission merchants with paid-in capital more than NT\$4 billion upgrade their company websites by the end of 2022
		1-6 The ratio of securities firms providing off-site account opening services	50%, 52% and 55% by the end of 2021, 2022 and 2023 respectively
Usability of financial services	Banking Service	2-1 The ratio of adults (15+) who have bank accounts	
		2-2 Number of outstanding loans per 1,000 adults	
	Digital finance	2-3 Number of mobile payments per 100,000 adults	

Category	Item	Performance indicator (24 indicators)	Target	
		2-4 Number of digital deposit accounts per 1,000 adults		
		2-5 The ratio of adults (15+) using digital payments		
		2-6 Number of insurance policies sold online	2,000,000 and 2,200,000 by the end of 2021 and 2022 respectively	
	Insurance products	2-7 Number of Insurance policy holders per 1,000 adults (20+)		
		2-8 Accumulated number of micro-insurance insured persons	980,000, 1,000,000 and 1,055,000 by the end of 2021, 2022 and 2023 respectively	
		2-9 Number of valid contracts for small amount whole life insurance	600,000, 650,000 and 700,000 by the end of 2021, 2022 and 2023 respectively	
		2-10 Compulsory auto liability insurance coverage ratio	90%, 90.2% and 90.5% by the end of 2021, 2022 and 2023 respectively	
		2-11 Growth of valid number in residential earthquake basic insurance policies	109,000, 112,000 and 116,000 by the end of 2021, 2022 and 2023 respectively	
	Quality of financial services	Financial literacy	3-1 Coverage ratio of financial literacy activities in towns, districts and cities	100% by the end of 2021

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		3-2 Number of Financial literacy activities held and participants attracted	From 2021 to 2023, in each year, no less 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 customer protection; the number of participants reaches 69,000
	Quality of insurance services	3-3 Promoting insurance blockchain services	18, 23 and 26 insurance companies participate in the insurance blockchain services by the end of 2021, 2022 and 2023 respectively
		3-4 Promoting the mechanism of issuance and storage of e-certificate of insurance	30 and 39 insurance companies participate in the mechanism by the end of 2021 and 2022 respectively
		3-5 Promotion of compulsory auto liability insurance 2.0	All of the 14 qualified property insurance companies participate in compulsory auto liability insurance 2.0 by the end of 2021
	Treating clients fairly	3-6 Evaluation on “Principle for Financial Service Industries to Treat Clients Fairly”	

Category	Item	Performance indicator (24 indicators)	Target
	Dispute resolution mechanism	3-7 Establishment of a dispute resolution mechanism	93% or more of all concluded cases are decided or resolved within 3 months

II. Observatory indicator

Category	Item	Observatory indicator (4 indicators)
Usability 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
	Digital finance	3. Incremental growing proportion of e-transaction deals in the securities market 4. Incremental growing proportion of e-transaction deals in the futures market