

2025

Nan Shan Life Sustainability Report Highlights



Cover Story

Ensuring Everyone is Prepared for the Future

Amid the tides of our time, guided by our vision of “We Build a Better Future,” Nan Shan continues to earn trust through professionalism and empathy. Whether safeguarding lives through insurance or promoting sustainable well-being, Nan Shan is your dependable partner.

As a leader in sustainable health, Nan Shan upholds the spirit of “altruism for the public good,” responding to emerging sustainability trends centered on health. We advocate for the “Five Health Accounts” across individuals, lifestyles, companies, society, and the environment, leveraging our core insurance capabilities to collectively build health capital and enhance resilience in the face of health challenges.

Like flowing waves of energy that interact and coexist, and like mountain ranges and river basins that continuously nurture and radiate energy outward, each ray of light and every grain symbolize our commitment and dedication.

Nan Shan invites you to join us on this journey toward sustainability, moving forward together to shape a bright future for everyone.

Nan Shan aims to be a source of support for both others and ourselves,
and to ensure everyone is prepared for the future.

Message from the Chairman

The year 2025 was marked by uncertainty and challenges. Geopolitical tensions have persisted, while climate change continued to drive extreme weather and elevated health risks. By year-end, Taiwan officially entered a super-aged society, drawing more attention to long-term care and dementia issues. As Taiwan's largest independent life insurance company, Nan Shan Life remains committed to our vision and promise of being a "leader in sustainable health." We continue to advance actions across all facets of our sustainable health strategy blueprint and extend our influence to build a healthier, more resilient, and sustainable future.

Promoting Five Health Accounts to Strengthen Taiwan's Health Capital

Health has become a core sustainability issue throughout the world. Nan Shan advocates for the "Five Health Accounts," supporting the health of individuals, lifestyles, society, and the environment with the company at the core, thereby strengthening Taiwan's health capital. Through innovative insurance products and diverse health services, we help policyholders develop good habits and respond to various challenges in life. We also leverage our influence in the value chain to encourage more suppliers to join the sustainability campaign, thereby creating a more resilient green future together.

Exerting Taiwan's Influence on the International Stage

In 2025, Nan Shan Life participated in the Conference of the Parties (COP) to the United Nations Framework Convention on Climate Change (UNFCCC) and its associated events for the third consecutive year. Under the theme "Frontline of Health Systems: Supporting Healthcare for the Next Generation," we introduced the concept of "climate adaptation finance" and shared our initiatives and vision, including programs such as the Nan Shan Care for Remote Indigenous Villages Program, aimed at reducing health inequalities, thereby showcasing Taiwan's efforts on the global stage.

Excellent Business Performance and Net Zero Commitment

With the efforts of Nan Shan Life and other parties, we won the following awards in sustainability and expertise in 2025: Won "Health Insurance Company of the Year" in the Asia Insurance Industry Awards; won five major awards of the TCSA, namely "Top 100 Sustainable Companies" and "Sustainability Report Award - Platinum;" and won the "Sustainability Report Award - Silver" at the Global Corporate Sustainability Awards (GCSA). In addition, we won first prize in the Global Views ESG Corporate Sustainability Awards, the "Best Social Responsibility Award" in the Insurance Faith, Hope & Love Awards, and the Silver Award in the Excellence in Public Care category - Life Insurance Category The Taiwan Insurance Excellent Performance Award. Moreover, we and our subsidiary NSGI were both ranked in the top 25% of the competent authority's "Assessment on Treating Customers Fairly" for the fourth consecutive year, making us the only company in the industry to attain this result. The recognition of numerous domestic and international awards has strengthened Nan Shan's determination to promote sustainability. The year 2025 also marked significant progress in Nan Shan's net-zero efforts. We actively fulfilled the financial sector's role in guiding industrial transformation, advanced decarbonization in our own operations, and made steady progress toward our SBTi-validated targets, demonstrating our commitment to net zero.

Protecting the Legacy of Generations as a Leader in Sustainable Health

Through this 13th Sustainability Report, Nan Shan Life continues to align with the United Nations Sustainable Development Goals (SDGs) and respond to domestic and international sustainability trends and standards. The Company transparently and comprehensively discloses its ESG efforts, demonstrating our investments and achievements in sustainable development. Looking ahead, in the face of geopolitical and economic uncertainty, escalating climate and nature-related risks, and challenges in health and healthcare inequality, Nan Shan Life will uphold our four core cultural values of "integrity, altruism, care, and innovation." Together with our stakeholders, we will continue to strive for new heights, lead the way in sustainable health, and ensure that we are prepared for the future.

Corporate Sustainability Committee Convener

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Overview

Sustainable Value

Personal Health

Lifestyle Health

Corporate Health

Social Health

Environmental Health

Sustainable Excellence

About Nan Shan

Nan Shan's Milestones

Founded in July 1963, Nan Shan Life is the largest independent life insurance company in Taiwan, known for its professional management and robust financial strength. Nan Shan Life consistently leads the industry across multiple dimensions, including partner training, technological innovation, product development, and customer service, earning widespread recognition from the public.

Nan Shan Life upholds its sustainable commitment to clients and society, proactively adapting to changing societal needs by launching two core transformation strategies: "Service Empowerment" and "Digital Empowerment". Through Service Empowerment, Nan Shan Life integrates products with resources from its Health Protection Circle partnership network, offering clients comprehensive value-added services. Simultaneously, Digital Empowerment strengthens data analytics and applies insurance technology to leverage segmentation and deliver personalized products and digital experiences, reinforcing the transformation of insurance value and establishing Nan Shan Life as a trusted pillar for Taiwanese families.

When life presents uncertainties, every Nan Shan Life insurance policy serves as a shield, bringing reassurance and protection to clients. For over 60 years, Nan Shan Life has delivered care and warmth to the people of Taiwan, embodying the core value of insurance as social service through concrete actions. Guided by its brand commitment of "Prepared for Whatever the Future Holds," Nan Shan Life strives to be the most trusted life insurance company for its clients, employees, and business partners, standing as a benchmark of stability in the hearts of the Taiwanese people.

Development History

2017	Assumed the entire business operations of Chaoyang Life Insurance, excluding reserved assets and liabilities, supporting the government's efforts to stabilize the insurance market
2016	Acquired 100% equity in AIG Taiwan Insurance Co., Ltd; rebranded as Nan Shan General Insurance, becoming a wholly owned subsidiary of Nan Shan Life
2012	Approved by the competent authority as a publicly listed company
2011	Ruen Chen Investment Holding Co., Ltd. became the largest shareholder, deepening local market presence
1970	Company restructuring; operations transferred to AIG
1963	Established and commenced operations

Participation in International Sustainability Initiatives

- Science Based Targets, SBT
- Task Force on Climate-related Financial Disclosures

Participation in International ESG Ratings

- Fitch Ratings
- S&P Global Corporate Sustainability Assessment, CSA



Integrity and Service First



Original Intention of Altruism

Our commitment

Prepare for the future

Our vision

We build better future



Thoughtful Professionalism



Pioneering Courage

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- Lifestyle Health
- Corporate Health
- Social Health
- Environmental Health
- Sustainable Excellence

Operational Overview

Nan Shan Life's service network spans across Taiwan, with 25 branch offices and 291 liaison offices, supported by over 5,000 employees and more than 30,000 agents. Through this extensive network, Nan Shan Life delivers comprehensive protection and tailored insurance planning services to over 6.67 million clients—nearly one in four people in Taiwan.

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Yilan Branch
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Hsinchu Branch
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Miaoli Branch
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North Taichung Branch
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Taichung Branch
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Changhua Branch
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Nantou Branch
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Hualien Branch
- 19

Yunlin Branch
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Chiayi Branch
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Sinying Branch
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Tainan Branch
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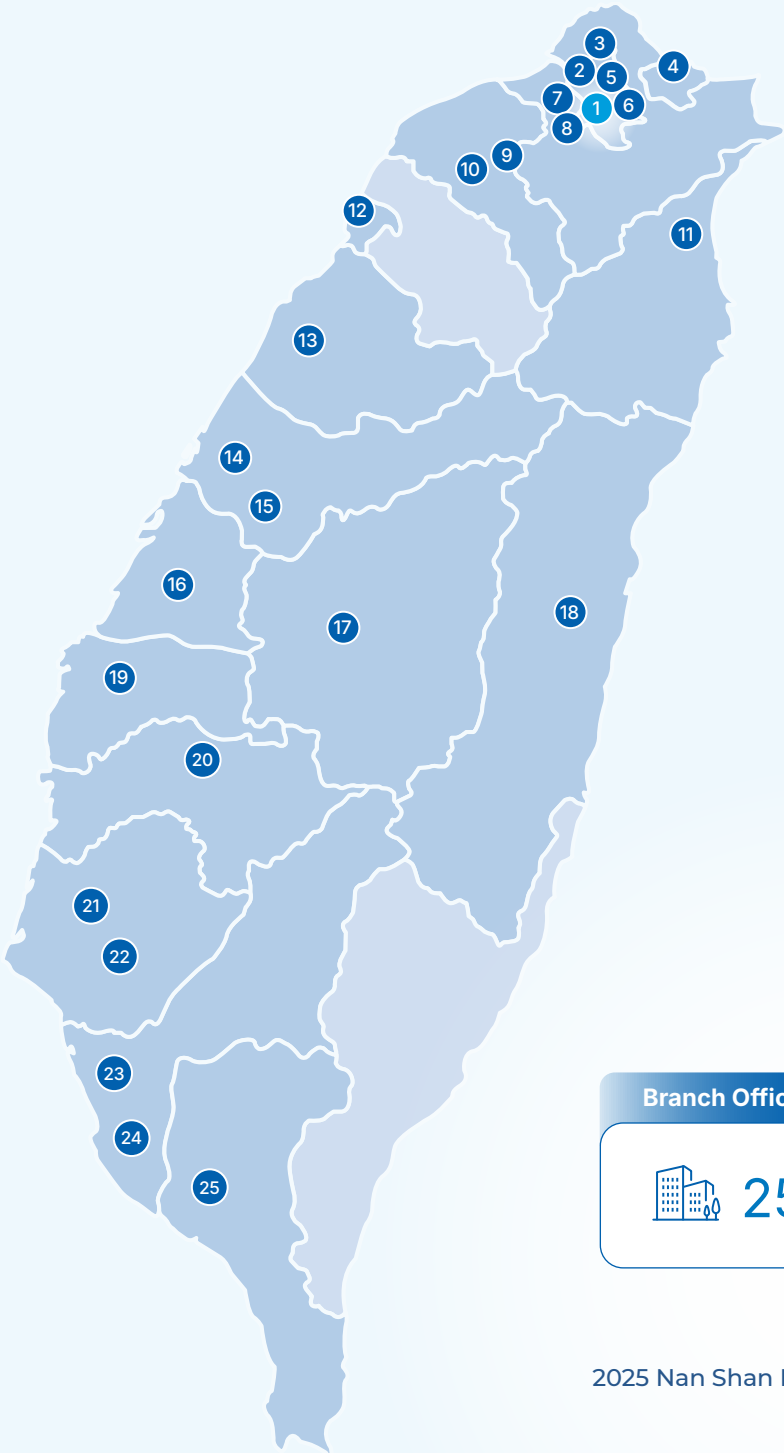
Northern Kaohsiung Branch
- 24

Kaohsiung Branch
- 25

Pingtung Branch

Office

- Hanoi Office, Vietnam
- Shanghai Representative Office



- 1

Head Office
No. 168, Zhuangjing Road,
Xinyi District, Taipei City
- 2

Ta Tung Branch
- 3

Chung Shan Branch
- 4

Keelung Branch
- 5

Taipei Da'an Branch
- 6

Eastern Taipei Branch
- 7

San Chong Branch
- 8

Pan Chiao Branch
- 9

Chungli Branch
- 10

Taoyuan Branch

Branch Offices	Liaison Offices
 25	 291

Overview

Sustainable Value

Personal Health

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Environmental Health

Sustainable Excellence

2025 Operational performance

Under the leadership of the management team and the concerted efforts of employees and agents, Nan Shan Life remained committed to its principle of prudent management in 2025, adopting flexible strategies in response to market conditions and sustaining strong profitability. In 2025, Nan Shan Life maintained its position among the top three in the industry in terms of new business premium income, total premium income, and net income after tax. The Company reported consolidated operating revenue of NT\$440.7 billion, consolidated total assets of approximately NT\$5.63 trillion, consolidated net worth of NT\$357.1 billion, and consolidated net income after tax of NT\$29 billion, with a risk-based capital ratio of 263.29% and a net worth ratio of 6.71%. As of the end of 2025, Nan Shan Life had over 11.911 million in-force policies, while Nan Shan General Insurance had more than 2.1 million in-force policies, including 43 inward reinsurance contracts. Looking ahead, Nan Shan Life will continue to strengthen its corporate foundation and advance its corporate sustainability agenda, creating social good and economic value for stakeholders and society. For detailed financial and business performance in 2025, please refer to the table below :

• Economic Value Generated

Unit: NTD, Person

Year	2022	2023	2024	2025
Economic Value Generated				
Operating revenue (100 million)	4,788	4,676	4,914	4,407
Consolidated total premium income (100 million)	3,021	2,783	2,995	2,946
Net income after tax(100 million)	316	221	425	290
Economic Value Distributed				
Payments to government (100 million)	80	34	54	46
Employee compensation and benefits (100 million)	78	79	88	84
Operating costs(100 million)	4,173	4,207	4,244	3,918
Payments to shareholders (100 million)	61.5	-	87.7	-

Year	2022	2023	2024	2025
Community investments (100 million)	1.80	1.96	1.96	2.10
Community investments as % of revenue (‰)	0.4	0.4	0.3	0.5
Economic Value Retained				
Economic Value Retained (100 million)	394	354	438	357
Total Assets and Employees				
Total Assets and Employees(Trillion)	5.28	5.39	5.62	5.63
Total number of employees	Nan Shan Life	4,092	4,190	4,297
	NSGI	760	772	812

Note 1 : Payments to shareholders are calculated based on the stock price at the date of stock dividend distribution.

Note 2 : The calculation methodology for the total amount of community investment is identical to that of the total charitable contributions statement, which encompasses cash donations, corporate volunteer involvement, time contributions, in-kind donations, and management expenses. The monetary value of volunteer hours is converted by multiplying the total time invested by the average employee salary.

Note 3 : Community investments/ Operating revenue*1000.

• Individual Revenue Data

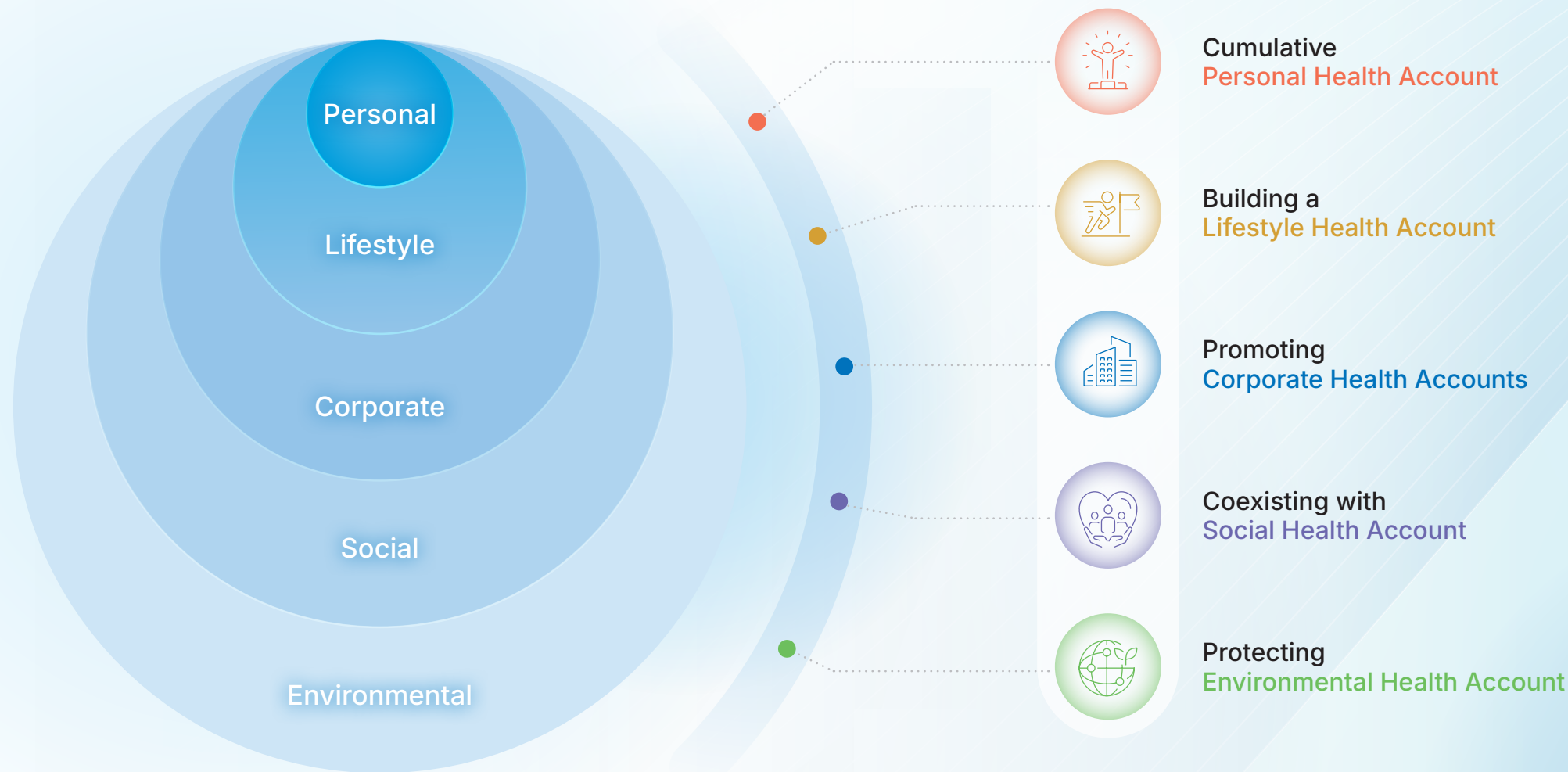
Unit : NTD thousand

Entity	2022	2023	2024	2025
Nan Shan Life Insurance	472,501,459	461,816,606	483,598,905	430,764,556
Nan Shan General Insurance	5,020,233	6,127,323	7,973,610	9,559,785
Nan Shan Life Pte. Ltd.	-	-	332,902	1,319,050

Feature on Sustainable Health Strategies

To realize our vision of being “the leader in sustainable health,” Nan Shan Life continues to build and operate the Five Health Accounts, systematically strengthening the resilience of sustainability and health capital. We are also progressively expanding our service scope to develop diversified products and services centered on health.

Nan Shan Life adopts a “gradual and progressive” approach as the core strategy for advancing the Five Health Accounts, starting from individual health and progressively extending to lifestyle, the workplace, and the broader society. Ultimately, with environmental stewardship as the foundation, we aim to shape and build a sustainable health ecosystem.



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Sustainable Value and Structure

Nan Shan Life’s Sustainable Development Strategy

At its core, the insurance industry's greatest responsibility is to assist diverse clients in transferring risk. Nan Shan Life embraces the vision of becoming a "Leader in Sustainable Health", leveraging its core insurance business to enhance the resilience of clients and stakeholders. Recognizing industry-specific strengths and stakeholder insights, Nan Shan Life set “Sustainable Health” as its strategic goal in 2025, advancing the strategy through three strategic pillars: Environmental Health, Personal Health, and Social Health. This strategy aligns with SDGs, incorporating the perspectives and needs of diverse stakeholder groups to shape the Company’s sustainability roadmap, fulfilling its responsibilities as a corporate global citizen.

					
Strategic Pillar	Personal Health	Lifestyle Health	Corporate Health	Social Health	Environmental Health
Dimension	Health Protection & Treating Customers Fairly	Health & Wellness Ecosystem	Happy Workplace Partner Prosperity	Social Inclusion & Financial Inclusion	Environmental Resilience Low-Carbon Operation
Long-Term Targets	- The Ultimate Health Companion Practicing - Insurance Empowerment	Deeply Rooted Care for a Vibrant Future	- A Workplace Culture Rooted in Care Holistic - Personal Development & Career Experiences - Prosperous Partnership	- Enhancing Financial Accessibility A Catalyst for Friendly Financial Services - Deepening the Impact of Medical Philanthropy to Mitigate Healthcare Inequality - Rooted in Local Growth	2028 Low-Carbon Investment Targets - Accelerating Transition Through Finance - A Pioneer in Ocean Preservation Operational Carbon Reduction & Sustainable Architecture - Sustainable Supply Chain
SDGs	SDG3SDG10SDG12SDG16	SDG3SDG17	SDG3SDG5SDG8SDG10SDG17	SDG1SDG3SDG4SDG10SDG11SDG17	SDG6SDG7SDG11SDG13SDG14SDG15
Corresponding Chapters	1 Personal Health	2 Lifestyle Health	3 Corporate Health	4 Social Health	5 Environmental Health
Key Sustainability Topics	Treating Customers Fairly & Service Quality Management	- Digital Finance & AI Governance Information - Security & Privacy Protection	- Operational Performance - Corporate Governance & Business Integrity - Compliance	Financial Health & Inclusion	- Climate & Nature Strategy - Responsible Investment

2025, a total of 1,673 events were organized to enhance stakeholders' understanding of the UN Sustainable Development Goals (SDGs) and Taiwan's sustainable development policies, representing a ratio of 29.7% when divided by total assets (in billions).

Cumulative Personal Health Account

[Learn More in Sustainability Report](#)

Deepening Health Promotion and Preventive Mechanisms, Upholding Fair Treatment and Customer Rights Protection

In response to the trends of aging and increasing disease risks, Nan Shan Life is starting with the "Individual Health Account," offering diversified insurance products and services to integrate health promotion, risk prevention, and protection mechanisms, thereby helping policyholders build comprehensive health management capabilities and laying the foundation for sustainable health.

Encouraging Healthy Behaviors Through Spillover Mechanisms and Strengthening Disease Prevention Capabilities

Nan Shan Life has continued to promote spillover health insurance, integrating the promotion of health into product design. Through mechanisms such as health checkups, vaccinations, and cancer screenings, we combine incentives such as cash rewards, increased coverage, and premium reductions to encourage policyholders to develop healthy personal habits. In 2025, new policy sales of spillover insurance reached 510,000 policies, with such products accounting for over 60% of our health insurance portfolio. We aim to continue enhancing disease prevention and early detection through the "dual focus on prevention and protection" model.

Establishing Diverse Long-term Care Coverage to Meet the Needs of an Aging Society

In response to the aging of society, Nan Shan Life has continued to develop diversified long-term care insurance products, offering flexible options for different customer segments, and enhancing service accessibility through process optimization. In addition to being the first in the industry to launch a policy that includes benefits for mild dementia, the "Happy Dementia Whole Life Health Insurance," we have also implemented a simplified long-term care claims process. As of 2025, the streamlined procedure applies to approximately 420,000 policies, reducing the burden on elderly policyholders and strengthening long-term care support systems.

Implementing the Principle of Treating Customers Fairly and Protecting the Rights and Trust of Customers

Nan Shan incorporates the principles of treating customers fairly into corporate governance and operational processes, comprehensively strengthening the protection of customer rights from product design to service experience. In 2025, Nan Shan Life and NSGI were ranked in the top 25% of the Treating Customers Fairly Assessment for the fourth consecutive year, demonstrating the effective implementation of our practices. In addition, we conducted 2,036 anti-fraud awareness events throughout the year, reaching over 169,000 participants, with a 99.8% completion rate for related training among internal employees. We have continued to strengthen financial inclusivity and customer protection mechanisms, delivering a trustworthy insurance service experience.

2025 Key Highlights



Ranked among the top **25%** in the Financial Supervisory Commission's Fair Treatment Principles Assessment



Achieved a claims service satisfaction rate of **98.12%** in 2025



Pioneered the simplification of long-term care claims procedures; policyholders no longer need to visit hospitals repeatedly for documentation starting from the fifth claim payment



Launched the industry's first **"Happiness Memory Whole Life Health Insurance,"** which provides comprehensive lifetime protection for mild dementia across all stages

Building a Lifestyle Health Account

[Learn More in Sustainability Report](#)

Building a Comprehensive Health Guardian Circle and Extending Health Services to Customers

In the face of lifestyle changes and the rising risk of chronic diseases, health management has extended beyond clinical settings into everyday life. Nan Shan Life incorporates health promotion into daily scenarios through digital platforms and integrated services based on the "Lifestyle Health Account," helping people develop good health habits. We aim to create a comprehensive healthy-lifestyle support system.

Connecting Diverse Services Through a Health Protection Ecosystem to Build a Comprehensive Health Support Network

Nan Shan Life integrates health promotion and medical care resources through our "Health Protection Ecosystem," providing one-stop health services that cover prevention, management, and care. Through the four functional frameworks of "test, watch, chat, and search," as well as themed services such as remote health management, cancer care, and LOHAS map, we help policyholders obtain the support they need at different stages of health. In 2025, the Health Protection Ecosystem website recorded 3.94 million visits, expanded to 50 partners, and delivered over 590,000 youth service interactions, demonstrating its effectiveness in integrating and scaling health services.

Promoting Healthy Behavior and Enhancing Daily Health Management Through the BAM Digital Platform

Nan Shan Life uses the "BAM APP" to guide users in developing regular exercise and healthy lifestyle habits through game-based and data tracking functions. Health mission, point feedback, and community interaction designs increase users' willingness to participate. In 2025, users walked a total of more than 105.5 billion steps, with cumulative steps surpassing 292.7 billion to date, demonstrating the platform's continued effectiveness in promoting regular physical activity among the public.

Leveraging the Health White Paper to Gain Insights into Risk Trends and Lead National Health Actions

Through the Sustainable Health White Paper, Nan Shan Life analyzes the health risks and changes in the lifestyle of Taiwanese people, which serves as an important basis for health initiatives and service development. In 2025, the survey collected 15,297 valid samples, indicating that the most prominent health concerns among the public are cancer, dementia, and cardiovascular diseases, with concern over dementia continuing to rise. The survey also found that nearly 47% of the population do not exercise enough and nearly 40% go to bed late, reflecting the potential impact of lifestyle habits on health. Nan Shan Life uses data insights to promote health initiatives, strengthen public prevention awareness, and guide society towards a more sustainably healthy lifestyle.

2025 Key Highlights



Expanded the Health Guardian Circle to **50 partner** organizations, delivering services to over **590,000 youth** service interactions



Introduced four value-added services, including "**Remote Health Management**," "**Cancer Care Services**," "**Healthy Living Map**," and "**Dementia Long-Term Care Navigation**"



Accumulated **3.94 million** visits to the Health Guardian Circle platform



BAM Vitality Program reached **150,000 members**, with accumulative total of **105.5 billion steps** recorded in 2025

Leveraging Leadership in Group Insurance to Empower Enterprises in Creating Happy Workplaces

As health issues extend from individuals to the workplace, corporate health has become an important part of improving operational resilience and talent competitiveness. Nan Shan Life is creating workplaces that are both developmental and happy based on the "Corporate Health Account" to support employees' physical and mental health, as well as sustainable corporate growth.

Empowering and Driving Organizational Growth with Talent to Enhance Corporate Competitiveness

Nan Shan Life has continued to strengthen our talent empowerment and development framework, cultivating cross-disciplinary professionals through a tiered training system and diverse learning resources. Our training programs cover professional competencies, leadership development, and digital transformation. Courses on agile methodologies, RPA, and data analytics are incorporated to strengthen employees' ability to address future challenges.

Promoting Diverse Health Promotion Measures to Create a Vibrant Workplace Culture

Nan Shan Life is committed to creating a healthy and caring work environment. Through health examination subsidies, exercise promotion, and diverse employee care measures, we help employees maintain physical and mental well-being. In addition to offering health checkups and wellness leave that exceed regulatory requirements, we have introduced workplace health management and professional medical support mechanisms. We also combine employee club activities with health promotion programs to enhance employees' willingness to participate and improve quality of life. At the same time, the Company provides long-term care insurance, medical coverage, and family support measures to create a comprehensive employee care system and strengthen overall workplace health resilience.

Optimizing the Office Environment and System Designs to Improve Work Experience

Nan Shan Life has continued to optimize office spaces and system designs to create a safe, friendly, and inclusive workplace. We address the needs of different employee groups by providing nursing rooms, priority parking spaces, and comprehensive employee support measures. At the same time, through comprehensive benefits, parental support, and retirement care mechanisms, we help employees balance work and family responsibilities, strengthening long-term retention and organizational stability. Nan Shan Life aims to create a corporate health environment that combines efficiency with care.

2025 Key Highlights



Achieved a **94%** employee health examination rate among Nan Shan Life's internal staff in 2025



A total of **66 employees** from Nan Shan Life and Nan Shan General Insurance applied for maternity subsidies in 2025



As of the end of 2025, the cumulative number of insured individuals under microinsurance group policies reached **193,915**



Obtained **ISO 45001** Occupational Health and Safety Management System certification, establishing a systematic workplace safety and health mechanism

Allocating Social Welfare Resources to Bridge Protection Gaps for Diverse Groups

As health issues extend from individuals and workplaces to society as a whole, social health has become a critical factor in strengthening overall resilience and advancing sustainable development. Using the “Social Health Account” as the basis, Nan Shan Life is advancing across three key areas, including financial inclusion, community healthcare, and local care, to expand access to health protection and services, and to build a more inclusive and resilient social health network.

Promoting Financial Inclusion Services to Improve Accessibility

Nan Shan Life upholds the ideal of the insurance industry serving society. Through diverse and inclusive insurance products and services, we continue to minimize gaps in coverage, so that all groups of society can obtain basic risk protection. We provide accessible and affordable insurance solutions for economically disadvantaged groups, the elderly, and persons with disabilities, and leverage the resources of charitable foundations to expand our impact. Cumulative donations to date amount to approximately NT\$140 million, benefiting over 1.05 million individuals. Through our efforts, we continue to enhance the accessibility of financial services and social inclusion.

Deepening the Community Healthcare Network to Strengthen Healthcare Support

Nan Shan Life has continued to strengthen the accessibility of community medical resources through the long-term promotion of medical care plans and diverse cooperation mechanisms. We have partnered with 210 hospitals across Taiwan to establish a medical assistance network for underprivileged patients, with cumulative donations reaching NT\$647 million. Through our Medical Assistance Fund, we have accumulatively assisted approximately 48,000 individuals from vulnerable groups in accessing essential medical care. At the same time, through our Care for Remote Indigenous Villages Program and home-based medical support programs, we extend social health strategies to vulnerable equity and rural resilience building. By integrating health promotion with telehealth services, we enhance overall community health management capabilities and care resilience.

Deepening Local Care Actions to Promote Social Inclusion and Support

Nan Shan Life has continued to deepen local care and public welfare actions. We respond to the needs of different groups and promote social inclusion through volunteer services and diverse cooperation. In 2025, more than 180 care activities were held, serving more than 237,000 people. Volunteers were mobilized to engage in disaster support, community services, and care for the disadvantaged. At the same time, we continue to expand our social influence through diverse programs such as blood donation actions, material donations, and elderly care, to create a caring and sustainable social support network.

2025 Key Highlights



Total social investment value reached approximately
NT\$210 million



Through group and collective microinsurance injury policies, donated insurance premiums amounting to **NT\$21.52 million** in 2025, providing protection to **111,000** underprivileged individuals



The “Care for Remote Indigenous Villages Program” reached 10 indigenous tribes in 2025, and served over **32,000** residents in indigenous communities



The “Dementia Care Navigation” system recorded a cumulative usage of over **66,000 times**

Embedding Environmental Health Strategies and Leading a Sustainable Future through Science-Based Carbon Reduction

In the face of the dual challenges of climate change and environmental degradation, environmental health has become a key foundation for sustaining long-term human and societal resilience. Centered on the “Environmental Health Account,” Nan Shan Life has deepened our low-carbon transition and environmental governance by making advancements across the three key areas of climate action, participation in international initiatives, and natural risk management. We aim to build a sustainable health ecosystem with both climate and nature resilience.

Introducing the SBT Carbon Reduction Pathway to Strengthen Climate Action and Transformation Resilience

Nan Shan Life follows Science Based Targets (SBTs) to integrate climate action into its operations and investment decision-making, ensuring that its carbon reduction pathway aligns with the 1.5°C target of the Paris Agreement. With 2022 as the base year, Nan Shan Life is committed to reducing Scope 1 and Scope 2 emissions by 42% by 2030. We are also advancing the low-carbon transition of our investment portfolio, with a target of aligning 50.2% of its investment portfolio with SBTs by 2028. In 2025, Scope 1 and Scope 2 emissions decreased by approximately 34.17% compared to the base year. We will continue to steadily move towards the goal of net zero emissions, while promoting renewable energy adoption and energy transition initiatives to enhance overall climate resilience.

Participating in International Climate Initiatives to Expand the Impact of Sustainability

Nan Shan Life actively participates in international climate actions and continues to speak at the United Nations Climate Change Conference (COP). In 2025, a team led by Chairman Chung-Yao Yin participated in COP30, sharing Taiwan’s practical experience in forest conservation and Indigenous ecology. We showcased our long-term efforts in supporting Indigenous communities and addressing health inequality, thereby deepening the alignment of our climate governance actions with international practices.

Introducing the TNFD and Climate Governance Frameworks to Strengthen Nature-related Risk Management

In response to biodiversity loss and increasing pressure on natural resources, Nan Shan Life has adopted the Taskforce on Nature-related Financial Disclosures (TNFD) framework, integrating nature-related risks into our corporate governance and decision-making processes. In conjunction with the TCFD climate governance framework, we have established mechanisms for risk identification, assessment, and management.

2025 Key Highlights



Taipei Nan Shan Plaza obtained dual **SmartScore Gold and WiredScore Platinum certifications** for smart buildings



Received the **“Excellence in Leadership Award”** under the Buying Power Social Innovation Procurement Incentive Program



Conducted the first **supplier sustainability assessment** in 2025, with a focus on green procurement



Launched an electric scooter subsidy program, with 92 employees applying and a total subsidy of **NT\$850,000** granted

Sustainable Excellence

International Recognition



Recognized at the Asia Insurance Industry Awards (AIIA)
2025 Health Insurance Company of the Year



Ranked by Brand Finance
Brand Finance Insurance 100



Recognized at the 2025 Asia Trusted Life Agents & Advisers Awards
Digital Transformation of the Year



Recognized at the 2025 Celent Model Awards

- Model Insurer Award - Innovation Execution
- Model Risk Manager -AI and Gen AI



Recipient of the 2025 Forrester Enterprise Architecture Awards



Recipient of the Health Insurance Innovation Award in the 2025 IIC Asia Awards



Recognized at the Global Corporate Sustainability Award (GCSA) Sustainability Reporting (English) Silver Award



Recognized at the Asia Responsible Enterprise Awards (AREA)

- Investment in People Award
- Corporate Sustainability Reporting Award



Received the 2025 Global Real Estate Sustainability Benchmark (GRESB)

- Five-Star Award
- Green Star Award
- Excellence Award



Won the "2025 Asia Sustainability Reporting Awards - Human Rights - Bronze Award

Domestic Recognition



TAIPEI NAN SHAN PLAZA won the 2025 Taiwan Sustainable Architecture Awards (TWSAA)

Gold Award



Recognized at the 2025 Corporate Marine Sustainability Contribution Award



Recognized at the ESG for Culture and Cultural Equity Award Supporting Cultural Initiatives Award



Recognized at the Ding-Ge Digital Transforming Award by Harvard Business Review-Complex Chinese Edition Smart Management Transformation- Model and AI Application Special Prize



Recognized at the FSC's Micro-Insurance Competition

- Outstanding Performance Company
- Disability Caring Company
- Fast-growing Company



Recognized at the Reader's Digest "2025 Trusted Brands " The Gold Medal Winner in the Life Insurance Sector



Received the Buying Power Innovation Products and Services Procurement Incentives Award

Outstanding Leadership Award



Awarded the 2025 Global Views Monthly Magazine's ESG Awards

First Prize of Distinguished Program-Public Welfare Promotion category



Recognized at the 2025 Taiwan Corporate Sustainability Awards (TCSA)

- Taiwan's Top 100 Sustainable Companies
- Corporate Sustainability Report-Finance and Insurance-Platinum Award
- Transparency and Integrity Leadership Award
- Climate Leadership Award
- Social Inclusion Leadership Award





Recognized at the Taiwan Financial Industry Treat Customers Fairly Survey by Taiwan Service Appraisal Association
Outstanding Experience Enterprise



Recognized at the Commercial Times Digital Financial Service Award

- Digital Inclusive Financing-Excellent Award
- Digital Treating Customers Fairly-Excellent Award
- Digital Service Award-Excellent Award



Both Nan Shan Life and NSGI ranked among the **Top 25%** in the FSC's Treating Customers Fairly Principles by Financial Institutions.



Recognized at the The Best insurer survey by Risk Management, Insurance & Finance Magazine

Nan Shan Life

- Insurance Company with the Best Agents for 29 consecutive years
- The Best Claim Service
- The Best Insurance Company
- The Most Renowned Insurance Company

NSGI

- Best Image - Excellence Award
- Best After-Sales Service - Excellence Award



Recognized at the National Brand Yushan Award

Nan Shan Life

- Best Corporate category-First Prize/ Yushan Award
- Best Product category-Yushan Award(Chang Ching An Yi Medical Term Insurance)
- Best Popularity Brand category-First Prize/ Yushan Award (Digital Transformation Project)
- Best Popularity Brand category-Yushan Award (Dementia Friendly Project)
- Best Popularity Brand category-Yushan Award(Customer Service Project)

NSGI

- National First Prize in the Best Product Category (Social Welfare Organization Professional Responsibility Award)
- Best Product Category (Social Welfare Organization Professional Responsibility Award) Yushan Award
- Outstanding Enterprise Award - Yushan Award



Received the Taiwan Financial Award of Wealth Magazine

Nan Shan Life

Sustainable Financial Award(Non-Financial Holdings Category)Excellence

NSGI

3rd place in the Consumer Financial Brand Award Insurance Customer Recommendations



Recognized at the Insurance Faith, Hope & Love Award

Nan Shan Life

- Best Social Responsibility Award - Life Insurance Category
- Best Insurance Education Contribution Award - Life Insurance Category
- Best Insurance Professional Award - Life Insurance Category

NSGI

- Best Social Responsibility Award - Excellence Award
- Best Insurance Professional Award - Excellence Award



Received the "2025 Taiwan Insurance Excellence Award"

Nan Shan Life

- Silver Award in the Outstanding Charity and Care Awards - Life Insurance Category

NSGI

- Gold Award in the Best Policyholder Service Awards
- Silver Award in the Product Innovation Project Excellence Awards
- Silver Award in the Talent Training Project Planning Excellence Awards



Recognized at the Insurance Dragon & Phoenix Award

Nan Shan Life

- Field Force Category - Top Excellence
- Employees Category - Excellence

NSGI

- Most Desirable Insurance Company for Graduates of Finance and Insurance - Excellence Award



Recognized at the Taiwan Sustainability Action Awards (TSAA)

NSGI

Gold Level for SDG 11 Sustainable Cities



Recognized at the FSC's "Policies for Promoting Insurance Businesses" Excellence Award

NSGI

- Compulsory Automotive Liability Insurance Management Competition - 2nd Place
- Board Diversity Policy Promotion Award



Taiwan Residential Earthquake Insurance Fund "2024 Incentive Program for Non-Mortgage Residential Earthquake Insurance Policies and Coverage Rate"

NSGI

Policy Renewal Excellent Performance Award - First Place

