

### Why Partner with Shin Kong Life Insurance Company, Ltd?

- **One of the market leaders in the provision of life, health, and investment products** – A leading provider of life, health and income protection benefits to companies in Taiwan.<sup>1</sup>
- **Customer Service** – Large network of branch offices and services centers located throughout Taiwan. In the area of administration, SKL has deployed digital technology to improve back-office productivity. Since May 2021, the company has introduced robotic process automation (RPA) to automate identification of risky customers. SKL continued to expand online membership and accelerate customer self-service through AI service models aimed at improving service efficiency.
- **Strong financial support** - Member of Shin Kong Financial Holding Company, one of the few insurance-lead financial holding companies in Taiwan.
- **Unit-linked bonds and Investment Linked-Insurance** - Online tools to facilitate management and administration.
- **Qualified professionals** - In 2021, Shin Kong Life (SKL) won the International Data Corporation (IDC) Asia-Pacific Future Enterprise Awards Best in Future of Intelligence in Taiwan. It provides guidance to ensure agents comply with regulations in their solicitation work. In addition, SKL implements control mechanisms to ensure fair customer treatment and effectively maintain the company's goodwill and policyholder rights and interests. SKL created an "agent fraud prevention risk control model" to prevent fraud by unscrupulous agents, safeguard policyholder rights, and enforce the principles of fair customer treatment. SKL invests heavily in education and training to improve agent productivity. It also relies on precision recruitment, cultivation of key talent, and team culture building.
- **Value-added services** – Nation-wide network of service centers, customer cards, ATM cards for policy loans, motoring assistance, overseas rescue, and other varied loan services.
- **Focus on ESG** - Shin Kong Life introduced products acting on its commitment to environmental, social, and governance (ESG) issues. In 2020 and 2021, the company released an Air Pollution Policy and Air Pollution Rider, leveraging its core competencies of finance and insurance. These products protect clients against the threats of air pollution and COVID-19. They are also consistent with SKL's corporate social responsibility and sustainable development goals.

### Shin Kong Life Insurance Company, Ltd.: Facts & Figures

- IGP Network Partner since: 1976
- Financial Strength Ratings:
  - Fitch (per 8/14/2023) A(twn)
  - Standard & Poor's (per 5/29/2023): BBB
  - National Long Term Credit Rating (5/29/2023): twAA-

### 2023 Awards and Recognitions

- "Social Empowerment Award" in the Asia Responsible Enterprise Awards
- Winner of the 25th Insurance Faith, Hope, and Love Award
- Ranked among the top 25% in 2023 Principle of Treating Clients Fairly by the Financial Supervisory Commission R.O.C.

In previous years, Shin Kong Life also received several key prestigious awards and recognition for their excellent services and products.

For the full overview, please review this [list](#).



### More Information

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