

# E.SUN FHC Financial Inclusion Commitment

## I. Purposes

E.SUN is committed to creating a more diverse and inclusive society through inclusive finance, with good corporate governance and well-designed process mechanisms, E.SUN develops more convenient financial services and comprehensive financial products on physical or virtual channels based on the Inclusive Finance Strategy by the World Bank and the Principles for Investors in Inclusive Finance (PIIF) by UN PRI.

## II. Commitment

- (I) Based on market demand and feedback from customers, E.SUN actively innovates and expands the accessibility and usability of financial services, including providing friendly financial services, increasing physical or online service networks, supporting underserved groups, and ensuring customers have equal, reasonable, and convenient financial services.
- (II) Provide tailor delivery methods for underserved groups, including establish locations/equipment in remote area, multilingual services in physical branches/digital channels, and barrier-free financial environments.
- (III) Promote financial knowledge and education, improve the financial literacy of underserved groups, enable individuals or enterprises with different backgrounds to access suitable financial services in an open, equal, and diverse environment, and make better financial decisions.
- (IV) Provide exclusive repayment and debt negotiation solutions for economically vulnerable and targeted groups, eliminate poverty and inequality, and promote the healthy development of social economy.
- (V) Protect the underserved groups' rights, implement complaint mechanisms easily accessible to them, actively listen to their voices, and keep improving customer rights and experience.
- (VI) Regularly hold employee training on customer service, enable employees to provide appropriate financial services, prevent aggressive sales techniques and disrespectful treatment of underserved groups, and create good service experience.
- (VII) Engage with like-minded partners to make greater impacts and expand the reach or develop the inclusive finance market

(VIII) Promote and oversee the overall development of inclusive finance at E.SUN by Sustainable Development Committee at the board.



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President, E.SUN FHC

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