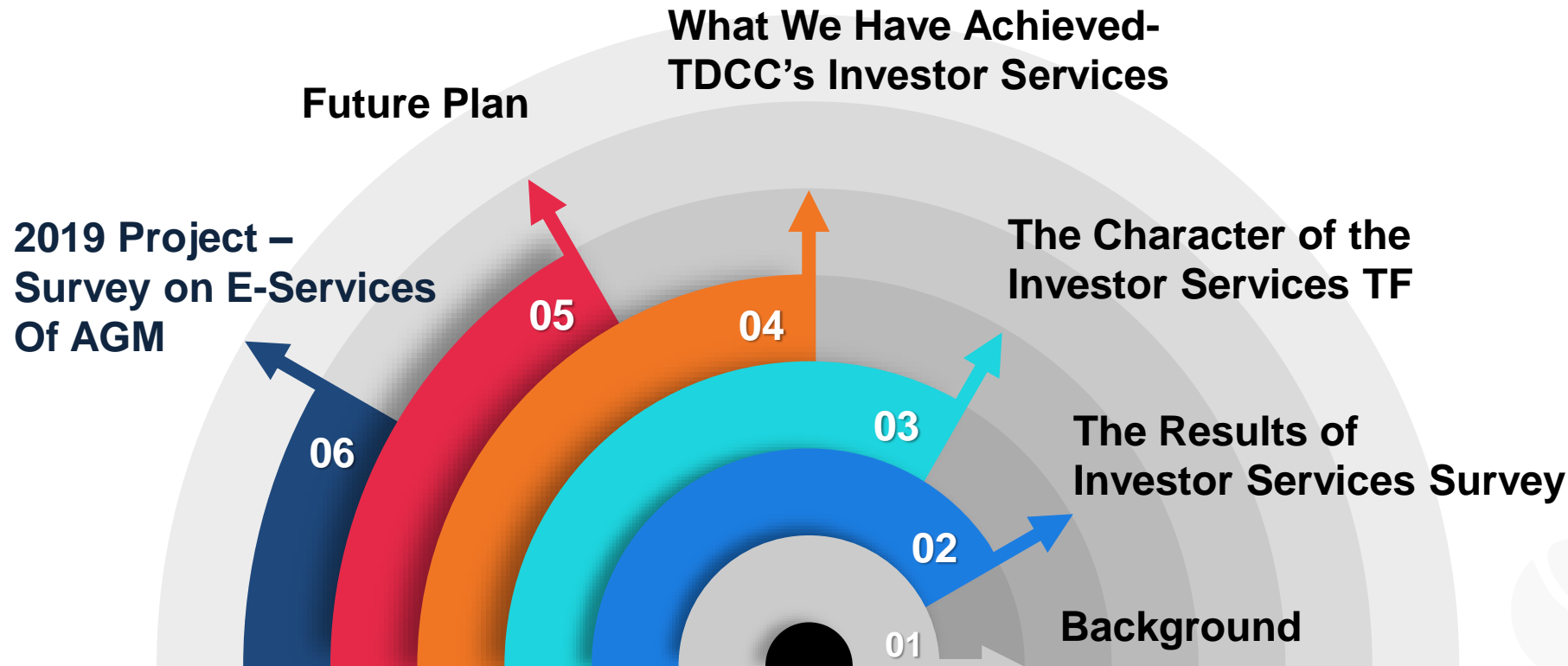


Investor Services TF Introduction

Wen Yen, TDCC
March 6, 2019



1. Background - Why We Proposed this Initiative

Traditional Role of CSD

- ✓ Registration
- ✓ Central Custody
- ✓ Book-entry transfer
- ✓ Clearing and settlement



Current Trend at CSDs

- ✓ Streamlining
- ✓ Upgrading
- ✓ Transforming
- ✓ Diversification
- ✓ Innovation



Serve as an intermediary

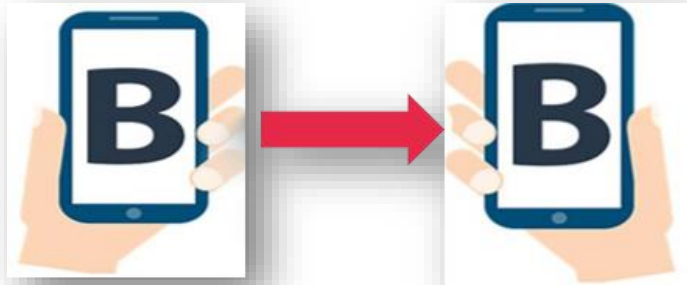


Serve as an integrated platform for the market

1. Background - Why We Proposed this Initiative

Innovation in Client Service - Rethinking traditional B2B business

- ✓ Clients' expectation is rising
- ✓ CSDs transform core businesses
- ✓ CSDs develop innovative ones



- ✓ CSDs collaborate with participants
- ✓ CSDs optimize clients' experience

2. The Results of Investor Services Survey

1

Customer Service (95%)

2

Statistics Information (65%)

3

Information Inquiry (59%)

4

Mobile Services (47%)

5

E-Voting (35%)

6

E-notice (29%)

2. What We Can Learn from ACG Members

To develop more applications and seek better opportunities



Mobile
Applications



Issuer Services

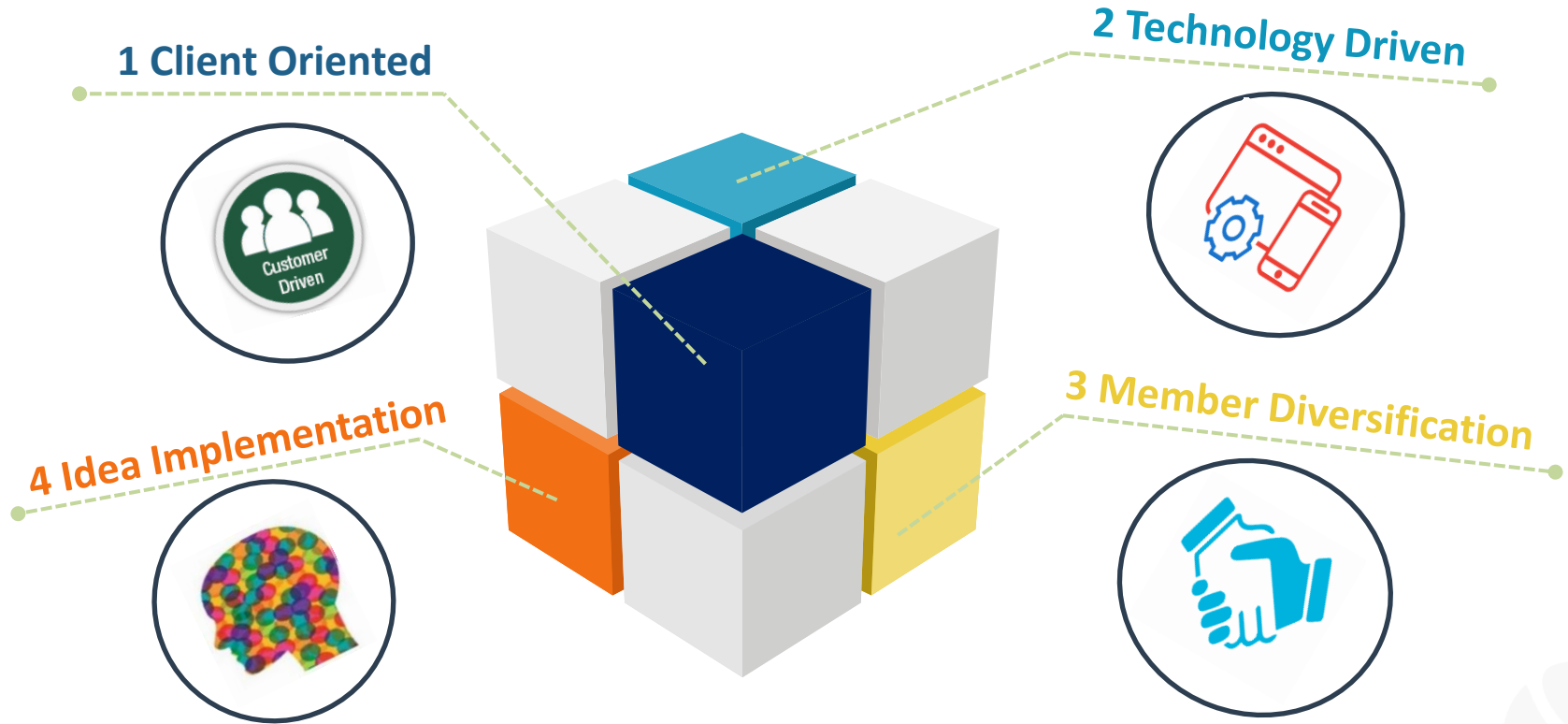


Legal/
Compliance Services



Other Services

3. The Character of the Investor Services TF



4. What We Have Achieved-TDCC's Services

B2B



Company Transparency Platform

B2B/ B2B2C



STOCKVOTE

B2B2C



ePASSBOOK



AML/CFT Screening Platform



IR Platform



FUNDCLEAR

5. Future Plan

Our goal is to create a hub for all the TF members

Build an integrated platform



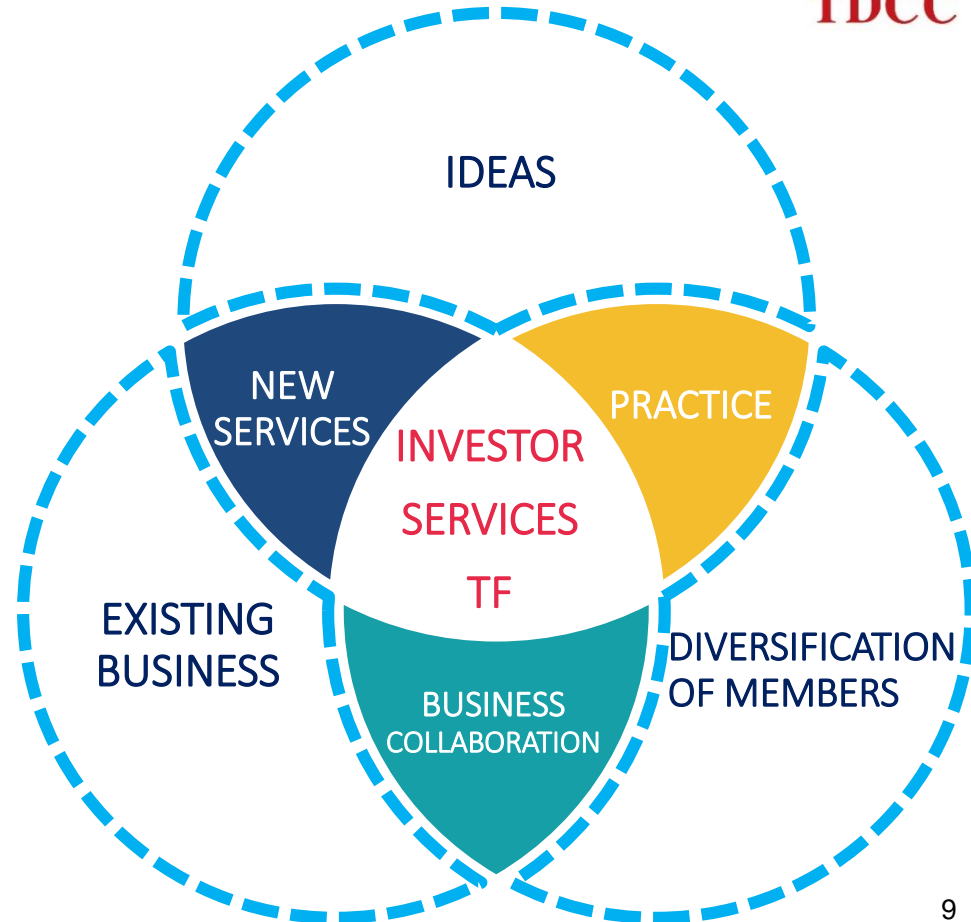
Conduct Research & Development



Enhance Business Collaboration



Enhance International Cooperation



6. 2019 Project – Survey on e-Services of AGM

Survey Structure



Information Sharing

The results of this survey will be shared and used as the materials for the activities of the Investor Services Task Force for the year 2019, and compiled into survey report.



Thank you