



新安東京海上産險

2024

ANNUAL REPORT
TOKIO MARINE NEWA INSURANCE

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2024 年全球並不平靜。元旦，日本能登半島強震引發嚴重災情；台灣在 4 月的花東大地震之後，仍餘震不斷，加上進入夏季後陸續侵襲的颱風，全台災情反覆；延伸至 2025 年 1 月，美國加州野火蔓延，各地自然災害猶為鮮明；除此之外，國際形勢瞬息萬變，全球經濟的不確定性亦持續增加。另一方面，回顧台灣的景氣，則呈現成長態勢，出口持續擴張、民間投資動能穩健，整體的物價情勢平穩。在這當中，台灣產險業大大邁出了新的步伐。整體產險業的簽單保費創下歷史新高，達 2,702 億元，新安東京海上的簽單保費亦創下佳績，突破 200 億元。誠心感謝客戶、股東們長期以來的信賴與支持，以及公司全體團隊同仁的共同努力。

以「顧客的角度」出發，持續拓展專業且貼心的產品與服務

隨著社會需求與大環境變遷愈加多元且複雜，公司秉持著「誠信築基，以客為尊」的服務理念，與時俱進，回應社會對保險業的期望。在創立之初，以裕隆集團的事業為基礎，發展顧客感受便利、安心的車險服務，至今仍廣受肯定，我們在業界率先推出汽車理賠遠端視訊勘估系統、落實 24 小時現場處理快速抵達、建置心安數位客服平台等，並持續優化使用者介面，提升顧客的使用便利性。近年來，更進一步結合兩大股東的優勢－日本東京海上集團卓越的國際保險經營能力，以及裕隆集團的汽車價值鏈，因應電動車與自駕車未來、淨零碳排與環境永續等趨勢，推出優質且專業貼心的產品及服務。

落實公平待客，打造多元友善的金融服務環境

與此同時，為建立以「公平待客」為核心的企業文化，我們積極打造多元且友善的金融服務環境，並主動在日常業務中發掘客戶需求；亦響應打擊詐騙行動，並推動金融教育宣導，深入全台各地，於線上線下落實保險跨群的知識平權。在科技時代的推進下，我們順應消費者行為改變和數位轉型的浪潮，結合所屬業務，持續推動數位創新應用，優化客戶使用體驗；並擴大資源投入，強化資安及全體員工培訓，確保客戶個資的安全以及不中斷的安心服務。

提升風險管理應對水準，強化產業社會之韌性

東京海上集團在應對災害的發生等多樣情境時，我們剖析並回應客戶的需求，加強編織產業及社會的韌性。新安東京海上同樣在企業客戶發展的協助上，致力於降低企業面臨的各類風險，推出深入且周延的風險管理服務。例如，透過多元專業的技術團隊，著眼人與組織、環境、設備、流程的交互關係，深入環境檢查與診斷，提升企業風險管理與職場環境的品質。

保險公司的經營關鍵在於「人」

放眼社會，與環境永續共榮、為利害關係人創造價值，我們重點關注「員工成長」與「企業文化建立」。透過集團間各領域成功經驗的交流，加強風險文化、法令遵循、流程改善及人才培育等面向，強化公司保險業務的經營效率及成熟度，提升組織的風險敏感度、員工競爭力以及員工福祉，打造讓員工感到開心且驕傲的公司。

身為東京海上集團的一份子，新安東京海上謹守集團 1879 年創立以來的核心理念：在「危急時刻」保護顧客和社區，以此為起點，我們透過保險本業，面對隨著時代變遷的社會問題，並致力於相對應的解決方案。未來環境多變、風險更趨複雜，身為產險經營者，放眼未來，回應市場變化、關注社會及環境之各項議題，設計並推廣產品、投入公益活動，履踐社會關懷與創生共榮的永續發展，自始至終是我們的使命。

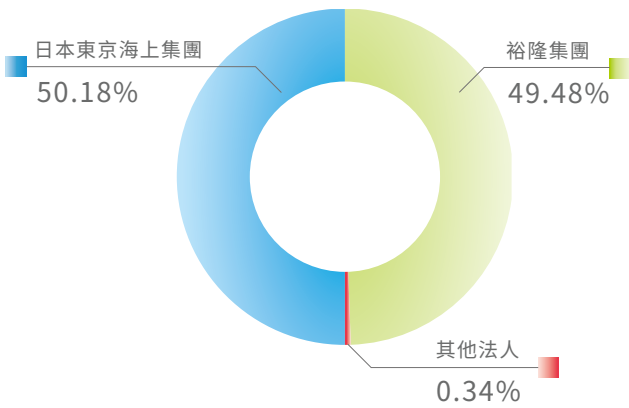
董事長

藤田 桂子

資料基準日：2025/04/01

公司名稱	新安東京海上產物保險股份有限公司
成立日期	1999 年 1 月 20 日
總公司位置	台北市中山區南京東路三段 130 號 8-13 樓
資本總額	新台幣 200 億元
實收資本額	新台幣 120 億元
營業範圍	經營財產保險業務 暨經主管機關核准經營傷害保險及健康保險業務
員工人數	1,539 人
信用評等	美國標準普爾公司 (S&P)：「A」良好等級 中華信用評等公司：「twAA+」

股權結構



戶名	持有總股數	持股比例
日商東京海上日動火災保險股份有限公司	602,118,747	50.18%
中華汽車工業股份有限公司	288,504,465	24.04%
裕隆汽車製造股份有限公司	223,517,245	18.63%
裕融企業股份有限公司	81,686,031	6.81%
山立投資興業股份有限公司	4,173,804	0.35%
福輪汽車股份有限公司	3	0.00%
順益汽車股份有限公司	3	0.00%
匯豐汽車股份有限公司	1	0.00%
裕景實業股份有限公司	1	0.00%
合計	1,200,000,300	100.00%

單位：新台幣佰萬元

財務要覽

項 目	2020	2021	2022	2023	2024
股本	2,990	2,990	5,299	12,000	12,000
各項準備金	13,788	14,714	30,724	16,586	19,479
自留保費	11,173	12,152	13,854	14,861	16,751
簽單保費	14,027	15,060	16,729	18,648	21,063
簽單保費成長率 (%)	8.4%	7.3%	11.1%	11.4%	13.8%
市場簽單保費	187,390	206,729	220,316	243,741	270,221
市場簽單保費成長率 (%)	6.2%	10.3%	6.6%	10.6%	10.9%
資產總額	25,646	28,207	20,008	25,782	30,836
營業收入	11,956	13,048	13,926	15,549	17,432
稅後純益	857	1,236	(47,079)	3,233	2,049
本公司市佔率 (%)	7.4%	7.2%	7.5%	7.6%	7.8%

註：各項準備金包含未滿期保費準備金、特別準備金、賠款準備金、重大事故準備金、危險變動準備金及保費不足準備金。

成長沿革

1999

「新安產物保險」在「裕隆集團」的水平服務發展策略下正式成立

2002

日本「東京海上集團」投資 30% 股權，雙方結為策略聯盟夥伴

2003

- 總公司自台北市信義路遷移至南京東路現址「新安產險大樓」
- 增設豐原、員林通訊處

2005

與東京海上集團旗下的統一安聯產險合併，更名「新安東京海上產物保險股份有限公司」

2012

- 成立新北分公司取代雙和通訊處
- 彰化通訊處升格為彰化營業部

2015

成立佳里通訊處

2017

成立南崁、永康、南高通訊處

2019

成立「台北分公司」

2022

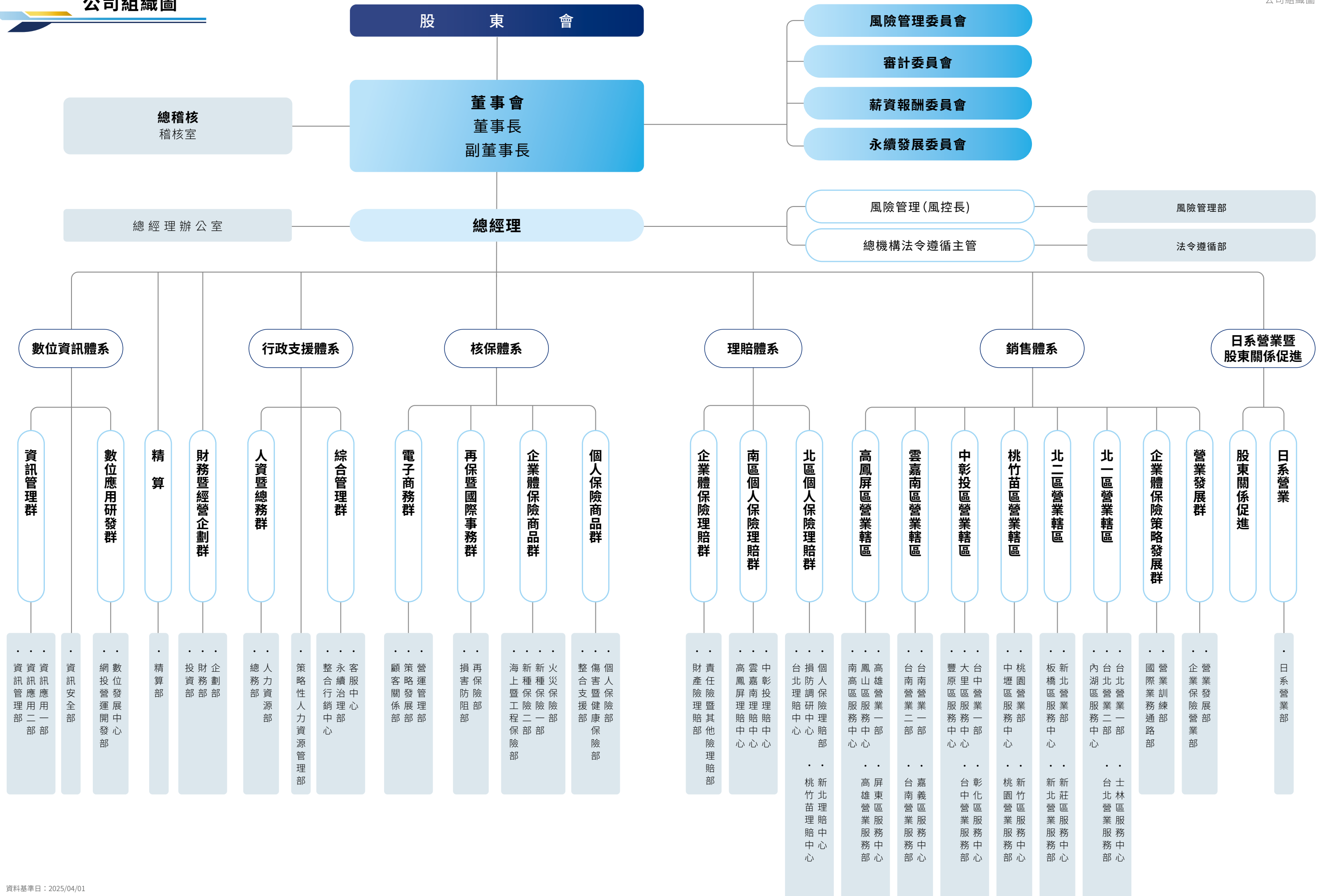
日商東京海上日動火災保險 (股) 取得超過 50% 股權，正式成為東京海上集團子公司

2023

企業識別系統 (CIS) 改採用與東京海上集團一致的藍色螺旋體環抱金球圖像，象徵與客戶共享繁榮的決心

2024

- 成立「數位資訊體系」，加速推動數位轉型
- 成立「南屯服務中心」，擴大服務中部地區保戶



新安東京海上過去一年穩健經營，續居台灣產險公司中前四大業者，公司資本則在日本東京海上及裕隆集團兩大股東支持下，自 2023 年底回升至穩健水準後，延續健全的財務配置。在最新的美國標準普爾公司 (S&P) 的評等當中，維持「A」優良等級，同時，中華信用評等亦將發行體信用評等與財務實力評等，維持為「twAA+」、長期評等展望為「穩定」；其中，資本與獲利水準評估結果，自「令人滿意」等級調升至「強」等級。

2024 年是機會與挑戰並存的一年。國內經濟及投資市場正向發展，台灣產險業揮別防疫保單陰霾，重新出發；整體產險業的簽單保費創下歷史新高，達 2,702 億元，新安東京海上的簽單保費亦創下佳績，突破 200 億元，年成長率為 13.8%。誠心感謝客戶、股東們長期以來的信賴與支持，以及公司全體團隊同仁的共同努力。

然而，新興風險影響力逐漸提升，巨災風險、國際政經環境、再保市場供給等因素，持續為市場增添不確定性；另一方面，數位科技發展、主管單位法規鬆綁，以及社會人口結構的變遷，加速金融創新及業者競合的腳步，消費者潛在需求的推移亦不容忽視。面對接踵而至的挑戰，我們期許未來能夠持續精進，以穩健良好的經營效率，拓展貼心專業的保險服務範圍。

作為使社會大眾安心信賴的好公司，2024 年我們著力的執行重點包括：

經營管理模式的改革

為實現公司穩健成長的目標，著手業務結構調整。除了車險核心優勢外，針對台灣中小企業蓬勃發展的產業結構、數位化及環境永續趨勢，持續開拓多元化商品與通路，並積極響應政府政策。

在業務目標的設定與追蹤上，則以循環式品質管理 (PDCA) 模式，即時檢視計畫執行狀況，必要時快速採取因應措施，提升營運效率；並透過重新檢視及盤點各類費用預算項目，調整預算編製方式，降低業管費用率；除此之外，加強市場觀察與資料數據分析功能，強化於市場的定位與競爭地位，為長期獲利能力奠定良好基礎。

加強風險治理文化

由整體風險管理框架與治理、質化風險管理、量化風險管理、風險第一道防線、營運韌性等五個面向著手，逐步落實風險治理及風險文化。除了強化資本面上，自我風險及清償能力評估外，將氣候變遷、新興風險等納入管理；並建立風險基礎的內部稽核與法令遵循制度，提升風險辨識能力，聚焦重要風險並加強查核深度、年度計畫的擬定；邀請集團公司稽核主管來台，加強內部稽核教育訓練，並邀請外部講師於公司內開講宣傳，由內到外建構風險文化。

人才辨識與培養

發揮集團綜效，著手員工發展規劃，達到識才、用才、育才的正向循環。在人才辨識方面，透過人才潛力指標，同時參考績效表現，發掘各領域具潛力的關鍵人才，建立人才九宮格，做為未來員工轉調職務及人才培育之參考；人才培育方面，除了在崗培訓 (OJT) 外，邀請內部、外部講師強化核保、理賠、企業保險等專業知識傳授，並鼓勵自主學習，導入職場技能、商用外語、程式語言等，多種領域的數位學習平台，由多面向培育同仁專業及跨域能力，進一步發揮身為跨國集團一員的優勢，爭取派員至海外關係企業受訓的機會，透過車險理賠、電子商務、風險管理、未來趨勢等焦點議題交流，提供同仁國際化的精進管道。

建立自由闊達的企業文化

持續維護管理層與公司同仁間的雙向溝通管道。透過員工問卷調查與結果反饋、員工之聲 - 「好公司信箱」、以及「總經理咖啡 Time」、「巡迴座談會」之面對面對談等方式，期許建立溝通無礙的職場環境，使員工更了解公司的經營情況、提供建言、參與經營決策，進而凝聚共識，創建自由闊達企業文化。

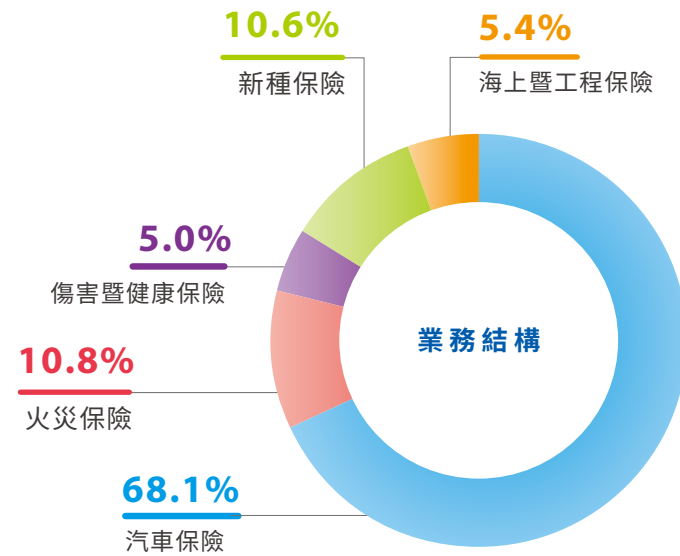
展望未來，我們將持續改善業務結構、開發多元通路，並提升營運效率，確保長期經營獲利能力；關注社會環境議題，落實公平待客、數位轉型，以客戶需求為導向，實現綠色永續經營，持續為社會做出貢獻。



總經理
賴麗敏



新安東京海上 2024 年保費收入為新台幣 (下同) 217.0 億元，其中簽單保費為 210.6 億元，較 2023 年成長 13.8%；市場佔有率 7.8%，市場排名為第 4 名；自留保費為 167.5 億元。淨自留保險賠款為 87.0 億元、自留滿期損失率 54.2%、稅前淨利為 23.0 億元。2024 年 12 月 31 日之資產總額為 308.4 億元。



資料基準日：2024/12/31

各險種經營概況

汽車保險

2024 年保費收入 147.4 億元；簽單保費 143.4 億元，成長 12.0%；自留保費 139.0 億元；淨自留保險賠款 73.8 億元；自留滿期損失率 55.6%。

火災保險

2024 年保費收入 24.7 億元；簽單保費 22.8 億元，成長 28.3%；自留保費 6.7 億元；淨自留保險賠款 4.4 億元；自留滿期損失率 69.2%。

傷害暨健康保險

2024 年保費收入 10.6 億元；簽單保費 10.6 億元，成長 13.9 %；自留保費 10.4 億元；淨自留保險賠款 4.6 億元；自留滿期損失率 43.5%。

新種保險

2024 年保費收入 22.7 億元；簽單保費 22.4 億元，成長 11.3%；自留保費 7.6 億元；淨自留保險賠款 2.1 億元；自留滿期損失率 27.5%。

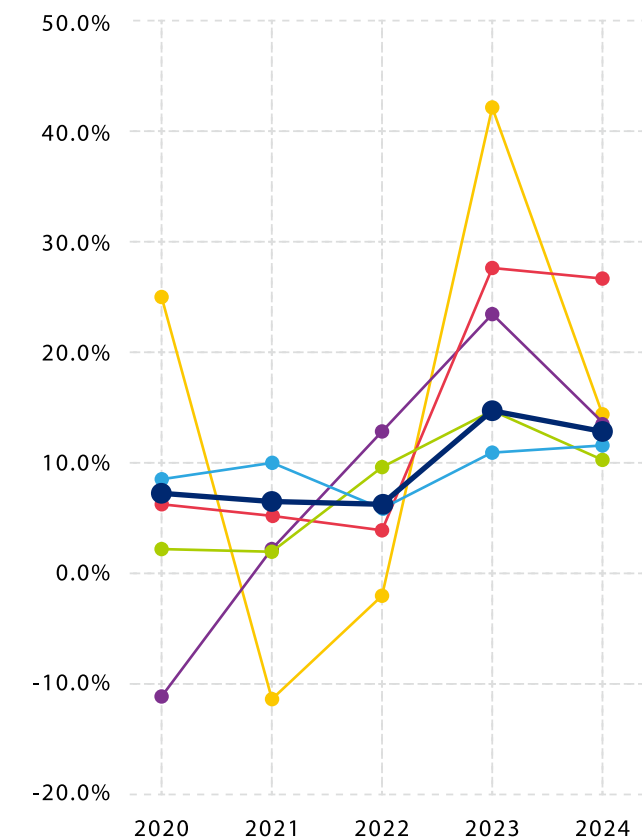
海上暨工程保險

2024 年保費收入 11.6 億元；簽單保費 11.4 億元，成長 14.8%；自留保費 3.7 億元；淨自留保險賠款 2.1 億元；自留滿期損失率 64.5%。

單位：新台幣億元

2024	汽車保險	火災保險	傷害暨健康保險	新種保險	海上暨工程保險	合計
保費收入	147.4	24.7	10.6	22.7	11.6	217.0
簽單保費	143.4	22.8	10.6	22.4	11.4	210.6
簽單保費成長率 (%)	12.0%	28.3%	13.9%	11.3%	14.8%	13.8%
自留保費	139.0	6.7	10.4	7.6	3.7	167.5
淨自留保險賠款	73.8	4.4	4.6	2.1	2.1	87.0
自留滿期損失率 (%)	55.6%	69.2%	43.5%	27.5%	64.5%	54.2%

簽單保費成長率



業務發展計畫

隨著全球經濟環境的變遷與科技的進步，產險市場正面臨數位轉型、消費者行為改變等挑戰。我們必須不斷創新，以維持市場競爭力並滿足客戶需求。新安東京海上秉持「To Be a Good Company」的核心理念，從客戶、商業夥伴及社會的利益出發，打造全方位的保險服務體系，並將持續推動以下業務發展計劃：

- 以車險為核心發展基礎，同時致力於擴大非車險業務的規模，包括住火險、旅遊平安險、貨物水險和責任險等。
- 投入資源發展電子商務通路，維持穩定的成本效益，並開發新的合作夥伴，以取得更多客戶來源。
- 改善企業體保險銷售模式：成立新的營業團隊，並透過教育訓練、制度引導、激勵措施、陪同拜訪客戶等方式，協助企業體保險營業人才養成。
- 改善業務流程、加強預算費用管理，持續提升營運效率。
- 運用科技及東京海上集團的國際經驗，打造創新思維，設計創新商品與服務。
- 積極投入綠色保險商品研發，以符合綠色永續趨勢及政府重要政策發展方向。

單位：新台幣元

民國 113 年及 112 年 12 月 31 日		113 年 12 月 31 日		112 年 12 月 31 日	
資產	金額	%	金額	%	
現金及約當現金	\$ 3,246,150,323	11	\$ 3,054,095,678	12	
應收款項	665,843,932	2	691,981,680	3	
透過損益按公允價值衡量之金融資產	641,744,992	2	502,003,078	2	
透過其他綜合損益按公允價值衡量之金融資產	3,760,474,608	12	1,972,002,980	8	
按攤銷後成本衡量之金融資產	2,700,181,589	9	1,525,948,612	6	
採用權益法之投資	100,101,157	-	93,313,531	-	
其他金融資產	7,342,400,000	24	6,219,400,000	24	
投資性不動產	1,755,262,924	6	1,765,616,584	7	
再保險合約資產	4,863,982,100	16	3,673,141,503	15	
不動產及設備	1,313,978,715	4	1,337,393,722	5	
使用權資產	122,681,174	-	26,336,516	-	
無形資產	100,644,838	-	49,286,162	-	
遞延所得稅資產	2,050,919,630	7	2,258,782,794	9	
其他資產	2,171,233,564	7	2,357,193,929	9	
資產總計	\$ 30,835,599,546	100	\$ 25,526,496,769	100	

單位：新台幣元

民國 113 年及 112 年 12 月 31 日		113 年 12 月 31 日		112 年 12 月 31 日	
負債及權益	金額	%	金額	%	
應付款項	\$ 1,489,159,213	5	\$ 1,244,068,760	5	
本期所得稅負債	26,609,975	-	15,678,145	-	
保險負債	19,479,003,917	63	16,523,253,628	65	
負債準備	368,353,366	1	372,682,469	1	
租賃負債	96,551,477	1	8,976,441	-	
其他負債	946,849,928	3	1,187,770,138	5	
負債總計	22,406,527,876	73	19,352,429,581	76	
股本					
普通股	12,000,003,000	39	12,000,003,000	47	
資本公積					
資本公積	1,084,065	-	1,084,065	-	
保留盈餘（累積虧損）					
特別盈餘公積	3,674,418,142	12	3,259,242,472	13	
待彌補虧損	(7,350,655,062)	(24)	(9,359,195,370)	(37)	
其他權益	104,221,525	-	272,933,021	1	
權益總計	8,429,071,670	27	6,174,067,188	24	
負債及權益總計	\$ 30,835,599,546	100	\$ 25,526,496,769	100	

董事長：藤田桂子



經理人：賴麗敏



會計主管：段野雄亮



單位：新台幣元

民國 113 年及 112 年 1 月 1 日至 12 月 31 日

113 年度

112 年度

項目	金額	%	金額	%
營業收入				
簽單保費收入	\$ 21,062,596,716	121	\$ 18,512,305,326	119
再保費收入	638,845,769	3	593,581,457	4
保費收入	21,701,442,485	124	19,105,886,783	123
減：再保費支出	(4,950,396,468)	(28)	(4,254,713,977)	(27)
未滿期保費準備淨變動	(714,858,634)	(4)	(579,599,650)	(4)
自留滿期保費收入	16,036,187,383	92	14,271,573,156	92
再保佣金收入	957,125,099	6	870,716,089	6
手續費收入	20,817,131	-	19,684,095	-
淨投資損益				
利息收入	182,743,562	1	95,010,248	1
透過損益按公允價值衡量之金融資產及負債損益	56,204,493	-	12,984,080	-
透過其他綜合損益按公允價值衡量之金融資產已實現損益	124,764,757	1	89,804,680	-
除列按攤銷後成本衡量之金融資產淨損益	-	-	12,518,712	-
採用權益法認列之關聯企業及合資損益之份額	456,862	-	1,329,269	-
投資性不動產利益	40,930,530	-	111,464,755	1
投資之預期信用減損損失及迴轉利益	(575,077)	-	68,872	-
淨投資損益合計	404,525,127	2	323,180,616	2
其他營業收入	13,122,644	-	247,001	-
營業收入合計	17,431,777,384	100	15,485,400,957	100
營業成本				
保險賠款與給付	(9,140,762,895)	(52)	(22,638,077,612)	(146)
減：攤回再保賠款與給付	1,402,184,801	8	1,854,309,615	12
自留保險賠款與給付	(7,738,578,094)	(44)	(20,783,767,997)	(134)
其他保險負債淨變動	(1,118,506,872)	(7)	14,645,359,591	95
佣金費用	(2,680,100,440)	(15)	(2,473,433,266)	(16)
其他營業成本	(49,239,799)	-	(107,823,500)	(1)
營業成本合計	(11,586,425,205)	(66)	(8,719,665,172)	(56)
營業費用				
業務費用	(3,161,862,600)	(18)	(2,441,454,248)	(16)
管理費用	(431,504,304)	(3)	(402,406,850)	(3)
員工訓練費用	(8,073,976)	-	(8,584,623)	-
非投資之預期信用減損損失及迴轉利益	12,336,598	-	8,436,071	-
營業費用合計	(3,589,104,282)	(21)	(2,844,009,650)	(19)
營業利益	2,256,247,897	13	3,921,726,135	25
營業外收入及支出	43,129,109	-	66,732,947	1
繼續營業單位稅前純益	2,299,377,006	13	3,988,459,082	26
所得稅費用	(250,558,073)	(1)	(756,994,850)	(5)
本期淨利	\$ 2,048,818,933	12	\$ 3,231,464,232	21

單位：新台幣元

民國 113 年及 112 年 1 月 1 日至 12 月 31 日

113 年度

112 年度

項目	金額	%	金額	%
其他綜合損益				
不重分類至損益之項目				
確定福利計畫之再衡量數	\$ 4,543,591	-	(\$ 43,813,792)	-
透過其他綜合損益按公允價值衡量之權益工具評價損益	214,520,480	1	332,995,292	2
與不重分類之項目相關之所得稅	(908,718)	-	8,762,758	-
後續可能重分類至損益之項目				
國外營運機構財務報表換算之兌換差額	6,330,764	-	(34,182)	-
透過其他綜合損益按公允價值衡量之債務工具損益	(18,300,568)	-	14,204,767	-
本期其他綜合損益 (稅後淨額)	\$ 206,185,549	1	\$ 312,114,843	2
本期綜合損益總額	\$ 2,255,004,482	13	\$ 3,543,579,075	23
每股盈餘				
基本每股盈餘	\$ 1.71		\$ 5.04	

董事長：藤田桂子



經理人：賴麗敏



會計主管：段野雄亮



新安東京海上產物保險股份有限公司 公鑒：

查核意見

新安東京海上產物保險股份有限公司民國 113 年 12 月 31 日之資產負債表，暨民國 113 年 1 月 1 日至 12 月 31 日之綜合損益表、權益變動表及現金流量表，以及財務報表附註（包括重大會計政策彙總），業經本會計師查核竣事。

依本會計師之意見，上開財務報表在所有重大方面係依照保險業財務報告編製準則暨經金融監督管理委員會認可並發布生效之國際財務報導準則、國際會計準則、解釋及解釋公告編製，足以允當表達新安東京海上產物保險股份有限公司民國 113 年 12 月 31 日之財務狀況，暨民國 113 年 1 月 1 日至 12 月 31 日之財務績效及現金流量。

查核意見之基礎

本會計師係依照會計師受託查核簽證財務報表規則及中華民國審計準則執行查核工作。本會計師於該等準則下之責任將於會計師查核財務報表之責任段進一步說明。本會計師所隸屬事務所受獨立性規範之人員已依中華民國會計師職業道德規範，與新安東京海上產物保險股份有限公司保持超然獨立，並履行該規範之其他責任。本會計師相信已取得足夠及適切之查核證據，以作為表示查核意見之基礎。

關鍵查核事項

關鍵查核事項係指依本會計師之專業判斷，對新安東京海上產物保險股份有限公司民國 113 年度財務報表之查核最為重要之事項。該等事項已於查核財務報表整體及形成查核意見之過程中予以因應，本會計師並不對該等事項單獨表示意見。

賠款準備及分出賠款準備

事項說明

有關賠款準備（含分出）之會計政策請詳附註四（二十一）；賠款準備（含分出）估列之會計估計及假設之不確定性請詳附註五；賠款準備（含分出）之說明請詳附註六（十五）。

新安東京海上產物保險股份有限公司之賠款準備（含分出）係按險別依據精算原理方法，估計最終賠付的合理金額。截至民國 113 年 12 月 31 日，新安東京海上產物保險股份有限公司賠款準備及分出賠款準備之帳列金額分別為新台幣 8,825,154,816 元及 2,739,341,619 元。因賠款準備之計算方法及假設涉及管理階層之專業判斷且金額重大，故本會計師將賠款準備及分出賠款準備之估計列為民國 113 年度關鍵查核事項。

因應之查核程序

本會計師對上開關鍵查核事項所敘明之特定層面已執行之因應程序彙列如下：

1. 至查核報告日止，本會計師選樣取得理賠申請評估資料，抽樣檢查賠案估列之已報未付賠款瞭解及評估新安東京海上產物保險股份有限公司賠款準備（含分出）之相關政策、內部控制及處理程序，並抽樣檢查準備金計算相關控制之有效性。

2. 檢查用以計算賠款準備（含分出）所引用之財務數字與帳載記錄之一致，以確認其正確性及完整性。
3. 採用精算專家工作協助評估賠款準備之合理性，包含下列程序（含分出）：
 - (1) 檢視準備金評估方法及管理階層所使用之參數之合理性；
 - (2) 檢查準備金計算過程，以確認公司提列準備金之正確性。
4. 抽樣檢查重大已報未付案件，評估理賠估列金額之合理性。

管理階層與治理單位對合併財務報表之責任

管理階層之責任係依照保險業財務報告編製準則暨經金融監督管理委員會認可並發布生效之國際財務報導準則、國際會計準則、解釋及解釋公告編製允當表達之財務報表，且維持與財務報表編製有關之必要內部控制，以確保財務報表未存有導因於舞弊或錯誤之重大不實表達。

於編製財務報表時，管理階層之責任亦包括評估新安東京海上產物保險股份有限公司繼續經營之能力、相關事項之揭露，以及繼續經營會計基礎之採用，除非管理階層意圖清算新安東京海上產物保險股份有限公司或停止營業，或除清算或停業外別無實際可行之其他方案。

新安東京海上產物保險股份有限公司之治理單位（含審計委員會）負有監督財務報導流程之責任。

會計師查核財務報表之責任

本會計師查核財務報表之目的，係對財務報表整體是否存有導因於舞弊或錯誤之重大不實表達取得合理確信，並出具查核報告。合理確信係高度確信，惟依照中華民國審計準則執行之查核工作無法保證必能偵出財務報表存有之重大不實表達。不實表達可能導因於舞弊或錯誤。如不實表達之個別金額或彙總數可合理預期將影響財務報表使用者所作之經濟決策，則被認為具有重大性。

本會計師依照中華民國審計準則查核時，運用專業判斷及專業懷疑。本會計師亦執行下列工作：

1. 辨認並評估財務報表導因於舞弊或錯誤之重大不實表達風險；對所評估之風險設計及執行適當之因應對策；並取得足夠及適切之查核證據以作為查核意見之基礎。因舞弊可能涉及共謀、偽造、故意遺漏、不實聲明或踰越內部控制，故未偵出導因於舞弊之重大不實表達之風險高於導因於錯誤者。
2. 對與查核攸關之內部控制取得必要之瞭解，以設計當時情況下適當之查核程序，惟其目的非對新安東京海上產物保險股份有限公司內部控制之有效性表示意見。
3. 評估管理階層所採用會計政策之適當性，及其所作會計估計值與相關揭露之合理性。
4. 依據所取得之查核證據，對管理階層採用繼續經營會計基礎之適當性，以及使新安東京海上產物保險股份有限公司繼續經營之能力可能產生重大疑慮之事件或情況是否存在重大不確定性，作出結論。本會計師若認為該等事件或情況存在重大不確定性，則須於查核報告中提醒財務報表使用者注意財務報表之相關揭露，或於該等揭露係屬不適當時修正查核意見。本會計師之結論係以截至查核報告日所取得之查核證據為基礎。惟未來事件或情況可能導致新安東京海上產物保險股份有限公司不再具有繼續經營之能力。

5. 評估財務報表（包括相關附註）之整體表達、結構及內容，以及財務報表是否允當表達相關交易及事件。

6. 對於新安東京海上產物保險股份有限公司內組成個體之財務資訊取得足夠及適切之查核證據，以對財務報表表示意見。本會計師負責新安東京海上產物保險股份有限公司查核案件之指導、監督及執行，並負責形成新安東京海上產物保險股份有限公司查核意見。

本會計師與治理單位溝通之事項，包括所規劃之查核範圍及時間，以及重大查核發現（包括於查核過程中所辨認之內部控制顯著缺失）。

本會計師從與治理單位溝通之事項中，決定對新安東京海上產物保險股份有限公司民國 113 年度財務報表查核之關鍵查核事項。本會計師於查核報告中敘明該等事項，除非法令不允許公開揭露特定事項，或在極罕見情況下，本會計師決定不於查核報告中溝通特定事項，因可合理預期此溝通所產生之負面影響大於所增進之公眾利益。

其他事項 – 前期財務報表由前任會計師查核

新安東京海上產物保險股份有限公司民國 112 年 12 月 31 日之財務報表係由其他會計師查核，並於民國 113 年 2 月 27 日出具無保留意見之查核報告。

資誠聯合會計師事務所

會計師 陳賢儀

陳賢儀

中華民國 114 年 3 月 28 日

新安東京海上產物保險股份有限公司

審計委員會審查報告書

董事會造送本公司 113 年度資產負債表、綜合損益表、權益變動表及現金流量表，業經本公司委託之資誠聯合會計師事務所陳賢儀會計師查核簽證，連同營業報告書及虧損撥補案，經本委員會審查完竣，所有決算表冊尚無不符，爰依照公司法第 219 條之規定，繕具報告。

謹 致

本公司 114 年度股東常會

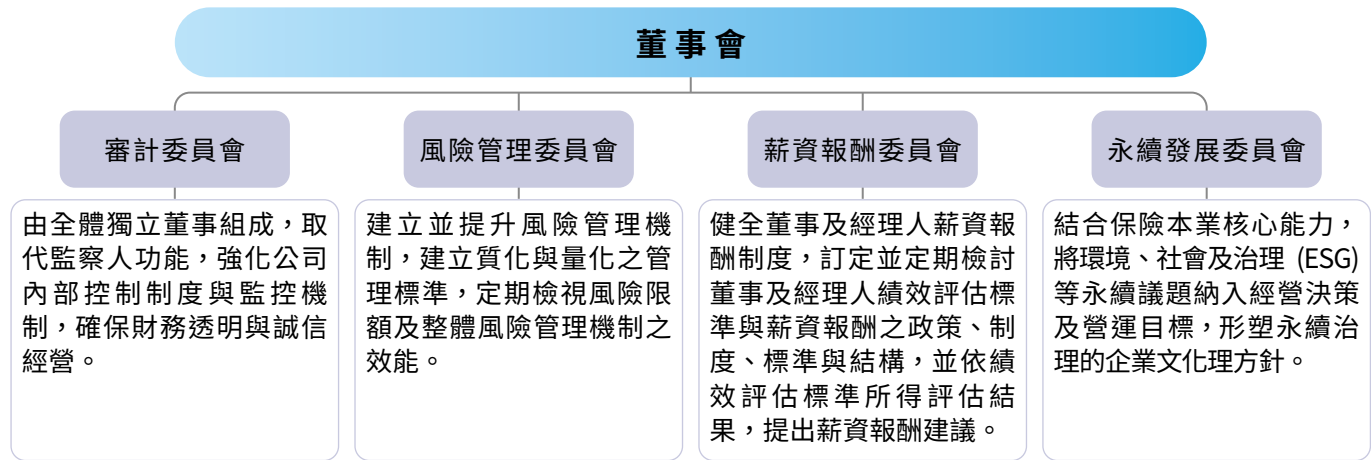
審計委員會召集人： 陳樑銓



中 華 民 國 1 1 4 年 3 月 1 7 日

公司治理架構

本公司最高治理單位為董事會，第九屆董事共十一席，其中三席為獨立董事，四席為具備保險專業之自然人董事。現任董事中有兩席為女性。



董事會成員

資料基準日：2025/04/01

職稱	姓名	國籍	年齡區間	學歷	專業背景 / 專長
董事長	藤田桂子 (女)	日本	51-60	日本東京外國語大學中文系	保險
副董事長	許國興 (裕隆汽車製造 (股) 代表人)	中華民國	61-70	國立台灣科技大學機械工程系	經營管理
董事	長沼聡史 (東京海上日動火災保險 (股) 代表人)	日本	51-60	美國哥倫比亞大學法學院 法學碩士 日本早稻田大學法學部	保險、法律、經營管理
董事	畠山毅一郎	日本	51-60	美國麻省理工學院史隆管理學院企業管理碩士 日本東京大學理學系	保險、風險管理
董事	一色浩一 (東京海上日動火災保險 (股) 代表人)	日本	51-60	日本香川大學經濟學系	保險、經營管理
董事	煙山荒太郎 (東京海上日動火災保險 (股) 代表人)	日本	51-60	日本東京外國語大學中文系	保險、經營管理
董事	廖建順 (裕隆汽車製造 (股) 代表人)	中華民國	51-60	國立政治大學企業管理研究所	經營管理
董事	曾鑫城 (中華汽車工業 (股) 代表人)	中華民國	61-70	國立政治大學企業管理研究所 國立清華大學核子工程學系	經營管理
獨立董事	劉永富	中華民國	61-70	國立台灣大學夜間部商學系	會計、稅務
獨立董事	呂慧芬 (女)	中華民國	61-70	日本東北福祉大學社會福祉學博士 日本中央大學商學碩士	保險 (財產保險經營、長期照顧保險)、風險管理
獨立董事	陳樑銓	中華民國	61-70	私立中國文化大學法律系法學組	保險、經營管理

董事會職能

完善的公司治理是企業經營發展的基石，董事會則是經營管理的核心。為強化董事會職能，本公司董事每年持續參加各類公司治理進修課程，2024 年平均進修時數達 17.58 小時。2024 年自辦重要董事進修訓練如下，其他進修紀錄請參閱保險業公開資訊觀測站：

- 永續發展的挑戰與商機
- 保險業自我風險及清償能力評估機制 (ORSA) 教育訓練
- 保險業接軌 IFRS 17 下之影響
- 新興科技所面臨的資安風險
- 洗錢防制及打擊資恐、反貪腐及反賄賂、誠信經營、金融友善



保險業公開
資訊觀測站

2024 年度股東會決議事項

開會日期	會議名稱	決議事項內容	表決情形	執行情形
3 月 27 日	2024 第一次臨時股東會	解除本公司補選董事競業禁止之限制	全體出席股東無異議照案通過。	已依決議辦理。
5 月 15 日	2024 年股東常會	本公司「從事衍生性商品交易處理程序」修正案。	全體出席股東無異議照案通過。	已依決議辦理。
5 月 15 日	2024 年股東常會	本公司「公司章程」修正案。	全體出席股東無異議照案通過。	已依決議辦理。

股利政策

新安東京海上產險每年度決算若有盈餘時，於繳納各類稅款後，應先提列法定盈餘公積金、特別盈餘公積金及其他準備金等，再彌補累積虧損後，由董事會擬具盈餘分配提案，提請股東會決議分配。

2024 年度經會計師查核之個體財務報表稅後淨利新台幣 2,048,818,933 元，併同期初未分配盈餘以及各項未分配盈餘調整項目，再依法提列及迴轉各項公積後，期末待彌補虧損為 7,348,929,247 元，故 2025 年度無分派股利。

2024 年度會計師公費資訊

本公司 2024 年簽證會計師資誠聯合會計師事務所：陳賢儀會計師。

單位：新台幣 / 元

會計師事務所名稱	會計師姓名	審計公費 (註一)	非審計公費 (註二)	合計	查核期間
資誠聯合會計師事務所	陳賢儀	3,990,000	330,000	4,320,000	2024 年度
	胡友貞		849,000	849,000	2024 年度

註一：審計公費係包括保險業財務報告編製準則第 24 條第 1 款第 1 目所述給付予會計師有關財務報告查核及核閱之公費。
註二：非審計公費係包括稅務簽證、內控制度審查、資本適足率及檢查報表查核及強制汽機車責任保險查核等簽證服務公費。

社會公益

新安東京海上產險自 1999 年成立以來，秉持「以互助之心 匯善行之力」的公益信念，從「深耕社區 關懷社會」的公益價值出發，積極發揮保險核心職能，將公益關懷視為社會服務的一環，驅動永續，促進社會發展。

2024 主要公益活動與社會捐助情形如下，詳細內容請至「保險業公開資訊觀測站」查詢：

- 2024 年於五大公益面向，包含道路安全、學童教育、扶弱關懷、商品守護及健康環境，共捐款 11,124,397 元，總計有 24 個公益團體或機關學校受惠。
- 2023 年至 2024 年底，累計與 27 個公益團體、社福機構及大專院校合作舉辦實地防詐宣導活動共計 104 場，累計參與宣導人次達 3,068。持續關注弱勢族群需求，為偏鄉弱勢撐起保護傘，2024 年微型保險總計為 1,764 位弱勢民眾提供基本生活保障。



近年公益捐贈情形

公平待客 -2024 公平待客工作項目及成果

「注意與忠實義務原則」：防制詐騙之措施及其成效

- 防詐教育出擊 保險詐騙遠離
 1. 素材內容 多元強化
 2. 目標對象 溝通深化
 3. 弱勢族群 形式優化
 4. 觸及多管 訊息散化
- 以本公司「專屬簡訊碼」發送各項服務通知

「申訴保障原則」：申訴處理機制之健全性

- 數位化申訴系統優化作業
- 通過「ISO10002 客訴管理標準」驗證

「友善服務原則」：就原住民、新住民或其他族群提供優化措施

- 新增 0800 樂齡長者友善服務專線
- 新增多國語「強制險有關投保、罰則及其他提醒事項」

2024 年獲獎肯定

1 月

榮獲【保險品質獎】四項評比指標 - 【最佳形象】、【最佳專業】、【最佳售後服務】、【最值得推薦】優等殊榮。

9 月

推動保險防詐風險教育，榮獲金管會 2024 年度首屆【金融教育貢獻獎 - 最佳薪橋獎】肯定。

10 月

- 推展綠色保險與社會關懷，榮獲【2024 卓越保險評比】囊括【卓越品牌形象獎】、【卓越綠色保險獎】及【卓越社會公益獎】三項大獎。
- 數位科技應用提升滿意度，榮獲【2024 財訊金融獎】產險客戶推薦優質獎。
- 榮獲【工商時報數位金融獎】，囊括【數位普惠金獎】、【數位資訊安全 - 安全組金獎】及【數位公平待客優獎】三項大獎。

11 月

在消費者權益、永續經營及市場紀律等三大衡量指標上領先同業，獲頒【汽車強制險差異化管理】第一名殊榮，充分落實保障客戶權益與公平



汽(機)車保險

- 任意汽(機)車保險-車體損失保險
- 任意汽(機)車保險-第三人責任保險
- 任意汽(機)車附加條款-超額責任
- 任意汽車附加條款-乘客責任
- 小客車駕駛人責任保險
- 電動車相關專屬保險

傷害暨健康保險

- 個人傷害保險
- 團體傷害保險
- 重大疾病健康保險
- 癌症健康保險
- 個人旅行綜合保險

火災保險

- 住宅火災及地震基本保險
- 住宅火災及地震綜合保險
- 居家綜合保險
- 商業火災綜合保險
- 商業火災保險
- 商店綜合保險

新種保險

- 公共意外責任保險
- 產品責任保險
- 雇主意外責任保險
- 董監事及重要職員責任保險
- 信用卡綜合保險
- 資訊安全保險
- 行動裝置保險

海上暨工程保險

- 貨物運輸保險
- 運送人責任保險
- 商業動產流動保險
- 電子設備綜合保險
- 安裝工程綜合保險
- 營建機具綜合保險
- 營造綜合保險

特色商品

電動車相關專屬保險

電動車特有充電設備及充電期間產生的車體或第三人責任風險備受關注，推出自用充電樁綜合保險及充電期間附加保險，有效填補及分散這些風險造成的經濟損失。

居家綜合保險綠能升級附加條款

火災發生後，重建受損房屋改採政府機關認可綠建材標章、環保標章及節能標章之建材修復或重建，在主保險契約約定之保險金額範圍內，各項保險標之物之賠償限額提升為原規格重置成本 150%，鼓勵客戶能主動以綠能建材設備修復或重建保險標之物，共同參與淨零綠生活。

個人旅行綜合保險

秉承「以客戶為中心」的服務理念，提供保戶全面且選擇靈活的旅平險保障。個人旅行綜合保險商品涵蓋意外身故、醫療保障、班機延誤、旅程更改等多項保障內容，並且提供 24 小時全球緊急援助，讓每一位保戶在旅途中無後顧之憂。

商店綜合保險

開店創業最擔心碰上意外或停業等風險，本公司推出「新財運亨通旺鋪保」套裝式組合商品，保障店家最常遇到的財產損害、公共意外責任、僱主補償契約責任及停業損失等四大風險，投保快速簡易，一次購足所需保障，不會因猝不及防的意外而承受重大損失。

營造綜合保險

營建中的工程常面臨天災、火災或突如其來的意外事故等風險，不僅現場堆放的材料、機具受損，路邊停放的民眾車輛也遭波及，現代人求償意識高漲，營造廠商經常面臨龐大的求償金額，造成經營困境，透過投保營造綜合保險可轉嫁廠商面臨的風險，穩定公司經營。

產品責任保險

食品業者投保產品責任保險，不僅能協助企業主轉移產品責任風險，更能保障消費者權益，實現企業社會責任，企業主更可藉由投保產品責任保險增進消費者對於自家產品的信心。

損害防阻服務

本公司損害防阻部團隊由結構工程技師、消防設備師、職業安全衛生管理師等多元專業人才組成，能夠根據客戶的產業特性與風險需求，提供量身訂製的風險管理服務。除了原有的損害防阻防災診斷、紅外線熱影像檢測、防災講習及專題課程外，2024 年積極推出了電力節能專案服務、倉儲物流安全診斷服務、天災韌性優化服務以及企業風險管理研討會等新型態服務。

電力節能專案服務

「電力節能專案服務」可協助客戶制定最佳化電力契約容量，有效降低客戶的基本電費支出。現階段用電量穩定的工廠、企業多與台電訂有「電力契約容量」，「電力契約容量」的概念類似行動電話的月租費，期間內用電戶內無論有無用電，都須以其申請的契約容量向台電繳交基本電費，若期間內用電需量超越契約容量時，則須繳交「超約附加費」。透過「電力節能專案服務」，分析最佳化電力契約容量，協助企業節省電費支出，引導企業將節省的電費支出轉投入再生能源發展或永續發展策略，促進企業邁向淨零永續。

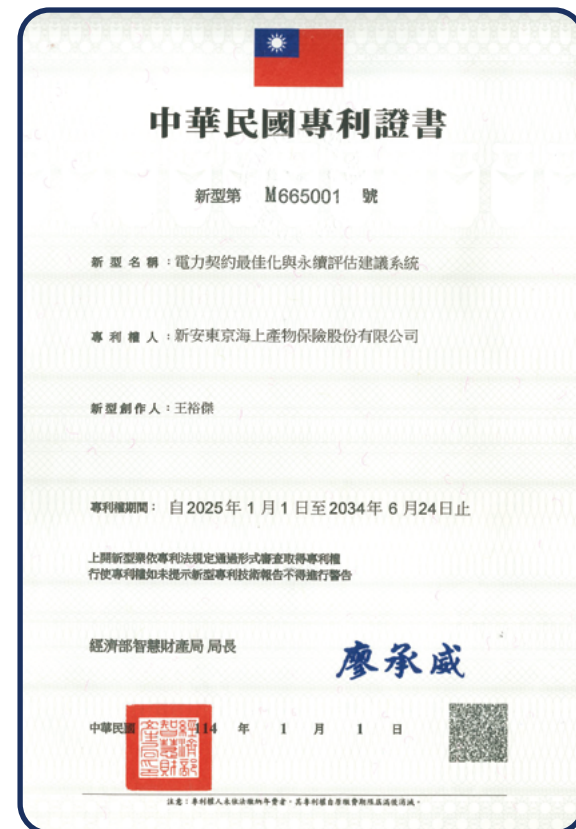
辦理防災講習和專題課程

針對客戶需求，除了基本的防災講習外，另提供更多樣性的課程，如：防火安全、消防演練、電氣設備預知保養、天災預防、緊急應變及企業持續營業管理等。2024 年共舉辦 29 堂企業風險管理課程，協助集團企業、車商和供應商建立風險意識及風險文化。

倉儲物流安全診斷服務

倉儲物流安全診斷為結合人因工程領域之新型損防服務，協助企業檢查職場環境的安全，以人為出發點，探討人與機器設備、環境、程序之間的交互關係，並重視管理層面的強化，有助於降低風險、提升工作環境品質及提升員工的工作效率和滿意度。

本項服務不僅獲得日本東京海上集團的專業技術支援，更與臺灣科技大學進行產學合作，共同取得中華民國的新型專利（證書公告號 M654455），不僅有助於推動產業的創新和進步。同時也建立了豐富的人因工程損防資料庫，透過系統性的方法提升安全性和效率，有效降低潛在的風險。



天災韌性優化服務

天災韌性優化服務涵蓋地震、颱風、洪水及氣候變遷等各種災害風險，通過天災潛勢評估、損失分析及應對策略規劃，全面提升企業的風險管理能力。利用天災模型中的氣候變遷模組，分析不同情境下氣候變遷對企業可能造成的損失影響，並制定相應的調適策略，強化企業面對未來氣候挑戰。



舉辦企業風險管理研討會

2024 年 5 月 16 日於桃園揚昇高爾夫球場舉辦「企業風險管理研討會」，邀請本公司企業客戶參與，由 BSI 英國標準協會東北亞區總經理蒲樹盛主講，針對企業經營所面臨各種氣候變遷風險及企業淨零永續契機提出見解與看法，藉由研討會分享風險管理、損害防阻策略及淨零永續等專業知識，建立知識共享的聯繫橋梁。



Introduction – Message from the Chairman

The world was not peaceful in 2024. On January 1, 2024, a devastating earthquake caused a severe disaster in Japan's Noto Peninsula. After the Hualien earthquake in April, Taiwan is still experiencing constant aftershocks, coupled with typhoons that occurred one after another since the beginning of summer and caused island-wide disasters. Extending into January 2025, wildfires in California have spread, and natural disasters around the world remain prominent. In addition, the international situation is rapidly changing, and global economic uncertainty continues to increase. On the other hand, Taiwan's economy shows a growth trend, with continued expansion in exports, steady momentum in private investment, and stable overall price level. Amid this, Taiwan's non-life insurance industry has made significant strides. The overall non-life insurance industry's written premiums reached a historic high of 270.2 billion NTD, with Tokio Marine Nawa's written premiums also achieving remarkable results, surpassing 20 billion NTD. We sincerely thank our customers and shareholders for their long-standing trust and support, as well as the collective efforts of the entire company.

From the customer's perspective, we continue to expand our professional and refined products and services

As the social needs and the general environment evolve to be more diverse and complex, with our philosophy "Serving Customers with Integrity," TMNawa advances and responds to the society's expectation for the insurance industry. At establishment, based on the business of Yulon Group, we developed motor insurance that provides customers with convenience and reliable services, which is still widely recognized today. We are the first in the industry to introduce "Remote Vehicle Claim Assessment," implement 24-hour rapid on-site service, and to establish a digital customer service platform, etc. We continue to optimize the user interface to improve customer convenience. In recent years, we have further combined the advantages of our two major shareholders – excellent international insurance operating experience of the Tokio Marine Group and automobile value chain of Yulon Group, to launch high-quality and professional products and services.

Treat Customers Fairly and create a diverse and friendly service environment.

At the same time, to establish a corporate culture based on "Treat Customers Fairly," TMNawa actively creates a diverse and friendly service environment and proactively explores what customers really need in daily business. Efforts are made to the anti-fraud actions, as well as promotion of financial education and insurance knowledge across groups online and on-site.

Driven by technology, we follow the wave of changes in consumer behavior and digital transformation and combine our business to continue to promote digital innovative applications to optimize customer experience. We will ensure the security of customers' personal information and uninterrupted reliable services by expanding investment, strengthening information security and employee training.

Improve the corresponding level of risk management and strengthen the resilience of the society

In responding to the occurrence of disasters and various situations, Tokio Marine Group analyzes and addresses customer needs, strengthening the resilience of industries and society. Similarly, Tokio Marine Nawa is committed to assisting corporate clients in reducing the various risks they face, offering in-depth and comprehensive risk management services. For example, through a diverse team of professionals, we focus on the interactions among people, organizations, the environment, equipment, and processes. We conduct thorough environmental inspections and diagnostics, enhancing corporate risk management and the quality of the workplace environment.

Key to the operation of insurance company lies in "people"

For a sustainable and prosperous society and environment as well as to create value for stakeholders, we focus on "employee growth" and "corporate culture establishment." Through the exchange of successful experience in various fields among Tokio Marine Group, TMNawa strengthens its risk culture, legal compliance, process improvement and talent cultivation. Therefore, by improving the efficiency and proficiency, and increasing organization's risk sensitivity and employee competitiveness and well-being, the Company builds an environment filled with happy and proud employees.

As a part of the Tokio Marine Group, Tokio Marine Nawa upholds the core principles established by the group since its founding in 1879: to protect customers and communities in "critical moments." Starting from this foundation, we address societal issues that evolve with the times through our core insurance business and strive to provide corresponding solutions. As the future environment becomes more dynamic and risks more complex, as a non-life insurance operator, we look into the future, respond to market changes, pay attention to various social and environmental issues, design and promote products, and engage in public welfare activities. Practicing social care and sustainable development that fosters prosperity for all has always been our mission.

Chairman

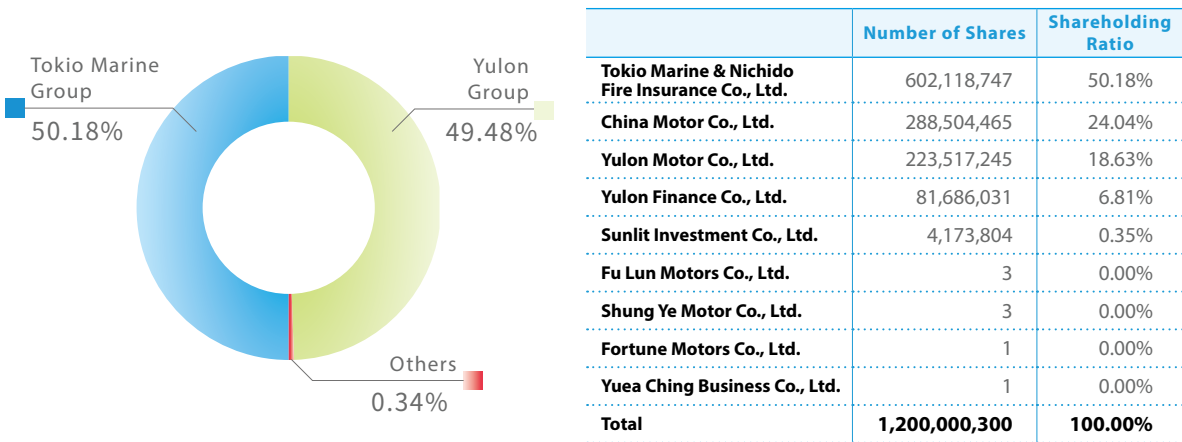
Keiko Fujita



Date as of:2025/04/01

Company Name	Tokio Marine Newa Insurance Co., Ltd.
Establishment	20 January 1999
Headquarters	8F-13F, No. 130, Section 3, Nanjing E. Road, Zhongshan District, Taipei, Taiwan, R.O.C.
Capital	NT\$20 billion
Paid-up Capital	NT\$12 billion
Scope of Business	Property Insurance and Accident and Health Insurance Approved by the Regulatory Authority
No. of Employees	1,539
Rating	"A" rated by Standard & Poor's "twAA+" rated by Taiwan Ratings

Ownership Structure



Financial Highlights

Unit:NT\$ Million

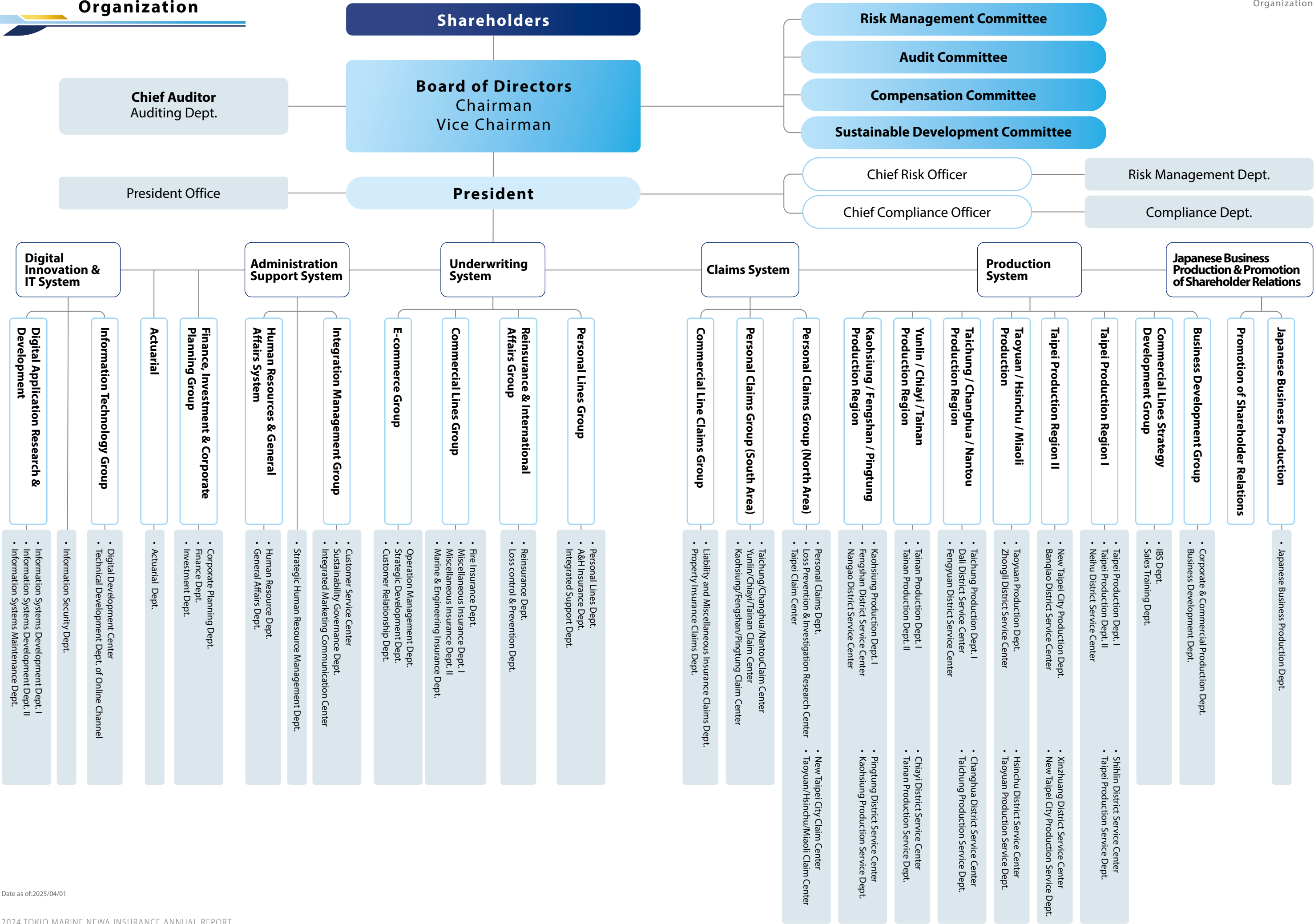
Item	2020	2021	2022	2023	2024
Capital	2,990	2,990	5,299	12,000	12,000
Reserves	13,788	14,714	30,724	16,586	19,479
Net Premiums	11,173	12,152	13,854	14,861	16,751
Direct Written Premiums	14,027	15,060	16,729	18,648	21,063
DWP Growth-TMNEWA (%)	8.4%	7.3%	11.1%	11.4%	13.8%
Market DWP	187,390	206,729	220,316	243,741	270,221
DWP Growth-Domestic Market (%)	6.2%	10.3%	6.6%	10.6%	10.9%
Total Asset	25,646	28,207	20,008	25,782	30,836
Operating Revenues	11,956	13,048	13,926	15,549	17,432
Net Profit (Loss)	857	1,236	(47,079)	3,233	2,049
Market Share-TMNEWA (%)	7.4%	7.2%	7.5%	7.6%	7.8%

Note : Reserves include unearned premium reserve, special reserve, loss reserve, special reserves for catastrophic events, special reserves for fluctuation of risk, and premiums deficiency reserve.

History

- 1999
- Newa Insurance was established under the horizontal service integration strategy of Yulon Group.
- 2002
- Tokio Marine Group formed a strategic alliance with Newa by investing 30% in our shareholding.
- 2003
- Headquarters office relocated from Xin-Yi Road to the current location at Nanjing East Road "Newa Insurance Building."
 - Established Fongyuan and Yuanlin Liaison Offices.
- 2005
- Merged with Allianz President General Insurance (AZPG) of Tokio Marine Group and officially renamed as "Tokio Marine Newa Insurance Co., Ltd."
- 2012
- Established New Taipei City Office in the replace of Shuang Ho Liaison Office.
 - Changhua Liaison Office upgraded to Production Department.
- 2015
- Established Jiali Liaison Office.
- 2017
- Established Nankan Liaison Office, Yongkang Liaison Office and Nangao Liaison Office.
- 2019
- Established Taipei Branch Office.
- 2022
- Tokio Marine & Nichido Fire Insurance Co., Ltd. acquired more than 50% of our shares and we officially became a subsidiary of Tokio Marine Group.
- 2023
- Revised our CIS to a blue spiral ribbon surrounding a golden globe, same as Tokio Marine Group, showing the determination to prosper with our clients.
- 2024
- Established "Digital Innovation & IT System," committing to digital transformation and big data application.
 - Established " Nantun Service Center," expanding services to policyholders in the greater Taichung area.

Organization



TMNawa has operated stably over the past year and continues to be one of the biggest four companies in the non-life insurance industry in Taiwan. With the support from both Tokio Marine Group and Yulon Group, our capital has returned to a stable level since the end of 2023 and financial allocation remains healthy. In the latest ratings of Standard & Poor's, TMNawa maintains at "A." Taiwan Ratings maintains our issuer credit rating and finance strength rating at "twAA+" and "Stable" for long-term outlook. Among which, assessment of capital and profitability was upgraded from "Satisfactory" to "Strong."

2024 was a year of both opportunities and challenges. The domestic economy and investment market were developing positively. Non-life insurance market in Taiwan already stepped out of the impact of COVID-19 insurance policy and started again. Direct written premiums of the whole non-life insurance industry reached a historical high of NT\$270.2 billion. TMNawa also grew 13.8% to exceed NT\$20 billion. We sincerely thank our customers and shareholders for their long-term trust and support, as well as the joint efforts of all team members in TMNawa.

However, the influence of emerging risk is gradually increasing, and factors such as catastrophe risks, international political and economic environment and reinsurance market supply continue to add uncertainty to the market. On the other hand, the development of digital technology, the loosening of regulations by the authorities, and the changes in social demographic structure have accelerated the pace of financial innovation and industry competition. At the same time, we cannot ignore the changing trend of potential customer demand. Facing the challenges to come, we expect ourselves to continuously improve in the future, and expand the scope of considerate and professional insurance services with stable and excellent operational efficiency.

As a good company that is trusted by the public, we commit to implement the following policies in 2024:

Reform of Business Management Model

In order to achieve the goal of stable growth, TMNawa focuses on adjusting our business structure. In addition to the core advantages of motor insurance, in response to the industrial structure that boosts small and medium-sized companies, digitalization and trends of environmental sustainability, we continue to develop diversified products and channels and actively respond to government policies.

In terms of setting and tracking business goals, the "Plan-Do-Check-Act" (PDCA) model is used to monitor the execution of the plan in real time and take corresponding measures quickly when necessary to improve operational efficiency. And by re-examining and inventorying various expense and budget items, budget preparation methods will be adjusted to reduce operating and administrative expense rates. Furthermore, by strengthening market observation and data analysis function, market positioning and competitiveness will be improved, laying a good foundation for long-term profitability.

Strengthening Risk Governance Culture

Starting from five aspects: overall risk management framework and governance, qualitative risk management, quantitative risk management, first line of risk defense, and operational resilience, risk governance will be implemented, and risk culture will be developed eventually. In addition to strengthening capital assessment on both self-risk and solvency, climate change and emerging risks will be included in the management. Risk-based internal audit and legal compliance system are built for better risk identification ability. Important risks are focused when strengthening inspection depth and developing annual plans. Audit supervisors of Tokio Marine Group were invited to TMNawa to strengthen our internal audit training. External lecturers were also invited to give lessons in order to establish risk awareness culture inside out.

Talent Identification and Training

Given the group synergy, a positive circle of identifying, utilizing and nurturing talents can be achieved by formulating career development plans for employees. In terms of identifying talents, through the talent potential indicators and performance evaluation, we discover potential key talents of various fields. Talent assessment grid is established as a reference for future transfers and talent cultivation. In terms of talent cultivation, in addition to on-job-training (OJT), internal and external lecturers are invited to teach professional knowledge such as underwriting, claims and commercial lines insurance, and autonomous learning is encouraged. By introducing digital learning platforms in various fields such as career skills, business foreign languages and programming languages, employees' professional and cross-domain abilities are cultivated from multiple aspects. Meanwhile, leveraging our advantages as a member of a multinational group, we offer opportunities for employees to be trained in affiliated group companies overseas. We provide international channels for employees to promote themselves through interaction on topics such as motor insurance claims, E-Commerce, risk management and future trends.

Establish a Free and Open-minded Corporate Culture

We continue to maintain a bilateral communication channel between management and colleagues. We hope to provide a barrier-free communication environment through questionnaires and feedback, collecting suggestions in "Good Company Mailbox," and face-to-face conversations such as "Coffee Time with President" and "Seminar Tour." A consensus and a free and open-minded corporate culture are expected to establish when employees understand more of the company's operation situation, provide suggestions and participate in business decisions.

For the year to come, we will continue to improve the business structure, develop diversified channels, and promote operating efficiency to ensure long-term profitability. We will also continue to be customer-demand oriented, achieve green sustainability and contribute to society by focusing on social and environmental issues, treating customers fairly and transforming digitally.

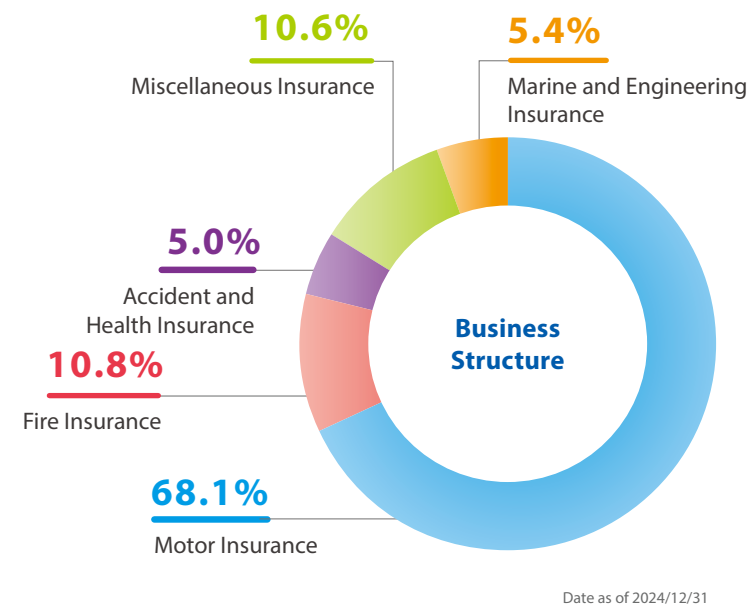


President

Lillian Lai



The gross premium income (GWP) of TMNawa in 2024 was NT\$21.7 billion, among which direct written premium (DWP) was NT\$21.06 billion, 13.8% higher than that in 2023. The market share was 7.8%, ranking the 4th in the market. Net retained premium was NT\$16.75 billion, net incurred loss was NT\$ 8.7 billion, and loss ratio by net earned premium was 54.2%. Net profit after tax amounted to NT\$ 2.3 billion, and total assets amounted to NT\$30.84 billion on December 31st, 2024



Details of each line of business

Motor Insurance

GWP in 2024 reached NT\$14.74 billion, among which DWP was NT\$14.34 billion, 12% higher than that in 2023. Net retained premium was NT\$13.9 billion, net incurred loss was NT\$7.38 billion and loss ratio by net earned premium was 55.6%.

Fire Insurance

GWP in 2024 reached NT\$2.47 billion, among which DWP was NT\$2.28 billion, 28.3% higher than that in 2023. Net retained premium was NT\$670 million, net incurred loss was NT\$440 million, and loss ratio by net earned premium was 69.2%.

Accident and Health Insurance

GWP in 2024 reached NT\$1.06 billion, among which DWP was NT\$1.06 billion, 13.9% higher than that in 2023. Net retained premium was NT\$460 million, net incurred loss was NT\$460 million and loss ratio by net earned premium was 43.5%.

Miscellaneous Insurance

GWP in 2024 reached NT\$2.27 billion, among which DWP was NT\$2.24 billion, 11.3% higher than that in 2023. Net retained premium was NT\$760 million, net incurred loss was NT\$210 million, and loss ratio by net earned premium was 27.5%.

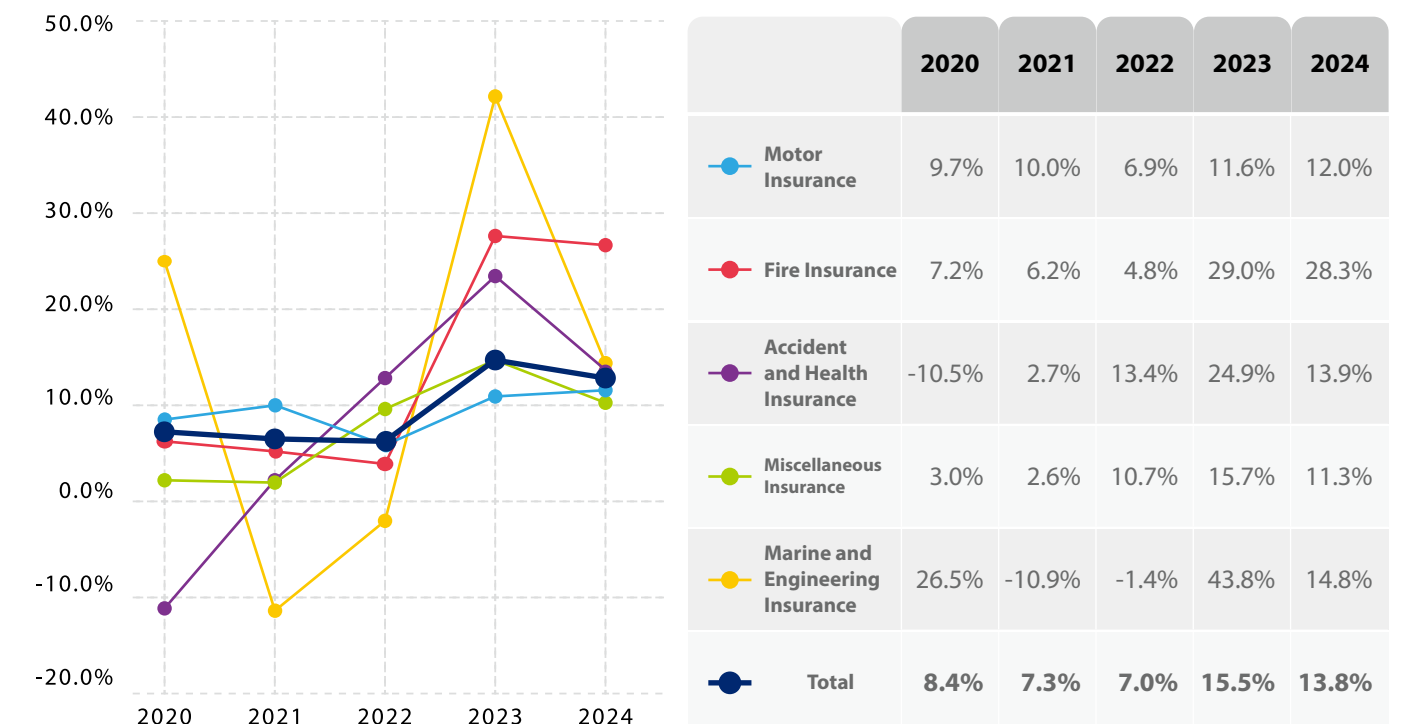
Marine and Engineering Insurance

GWP in 2024 reached NT\$1.16 billion, among which DWP was NT\$1.14 billion, 14.8% higher than that in 2023. Net retained premium was NT\$370 million, net incurred loss was NT\$210 million, and loss ratio by net earned premium was 64.5%.

Unit: NT\$ Billion

2024	Motor Insurance	Fire Insurance	Accident and Health Insurance	Miscellaneous Insurance	Marine and Engineering Insurance	Total
Gross Premium Income (GWP)	14.74	2.47	1.06	2.27	1.16	21.7
Direct Written Premium (DWP)	14.34	2.28	1.06	2.24	1.14	21.06
DWP Growth Ratio (%)	12%	28.3%	13.9%	11.3%	14.8%	13.8%
Net Premiums	13.9	0.67	1.04	0.76	0.37	16.75
Net Incurred Loss	7.38	0.44	0.46	0.21	0.21	8.7
Loss Ratio by Net Earned Premium (%)	55.6%	69.2%	43.5%	27.5%	64.5%	54.2%

DWP Growth Rate



Business Development Plan

Non-life insurance industry is facing challenges such as digital transformation and changes in consumer behavior as the global economic environment changes and technology advances. We must stay innovative constantly to remain competitive in the market and to meet customer needs. Adhering to the core philosophy of "To Be a Good Company" and focusing on the interests of customers, business partners and society, TMNawa is creating a comprehensive insurance service system and will continue to promote the following business development plans:

- With motor insurance as the core development foundation, we also commit to expanding the scale of non-motor insurance business including residential fire insurance, travel insurance, cargo and marine insurance and liability insurance.
- While investing more resources to develop E-Commerce channels and to maintain stable cost effectiveness, we also seek new business partners in order to obtain more customers.
- To improve the sales model of commercial lines business, we set up new sales teams and assist in the development of sales talents in commercial lines via education and training, guidance system, motivation schemes and accompanying visits to clients.
- We continue to increase operational efficiency by improving business processes and enhancing budget/expenses management.
- We build innovative thinking and design innovative products and services by utilizing technology and global experience from Tokio Marine Group.
- We actively invest in the development of sustainable insurance products to comply with the trend of sustainability and government policies.

BALANCE SHEETS

In New Taiwan Dollars

DECEMBER 31, 2024 AND 2023

December 31, 2024

December 31, 2023

ASSETS	Amount	%	Amount	%
Cash and cash equivalents	\$ 3,246,150,323	11	\$ 3,054,095,678	12
Receivables	665,843,932	2	691,981,680	3
Financial assets at fair value through profit or loss	641,744,992	2	502,003,078	2
Financial assets at fair value through other comprehensive income	3,760,474,608	12	1,972,002,980	8
Financial assets at amortized cost	2,700,181,589	9	1,525,948,612	6
Investments accounted for using equity method	100,101,157	-	93,313,531	-
Other financial assets	7,342,400,000	24	6,219,400,000	24
Investment property	1,755,262,924	6	1,765,616,584	7
Reinsurance contract assets	4,863,982,100	16	3,673,141,503	15
Property and equipment	1,313,978,715	4	1,337,393,722	5
Right-of-use assets	122,681,174	-	26,336,516	-
Intangible assets	100,644,838	-	49,286,162	-
Deferred income tax assets	2,050,919,630	7	2,258,782,794	9
Other assets	2,171,233,564	7	2,357,193,929	9
Total Assets	\$ 30,835,599,546	100	\$ 25,526,496,769	100

In New Taiwan Dollars

DECEMBER 31, 2024 AND 2023

December 31, 2024

December 31, 2023

LIABILITIES AND EQUITY	Amount	%	Amount	%
Payables	\$ 1,489,159,213	5	\$ 1,244,068,760	5
Current income tax liabilities	26,609,975	-	15,678,145	-
Insurance liabilities	19,479,003,917	63	16,523,253,628	65
Provisions	368,353,366	1	372,682,469	1
Lease liabilities	96,551,477	1	8,976,441	-
Other liabilities	946,849,928	3	1,187,770,138	5
Total Liabilities	22,406,527,876	73	19,352,429,581	76
Capital				
Common stock	12,000,003,000	39	12,000,003,000	47
Capital surplus				
Capital surplus	1,084,065	-	1,084,065	-
Retained earnings				
Special reserve	3,674,418,142	12	3,259,242,472	13
Unappropriated earnings	(7,350,655,062)	(24)	(9,359,195,370)	(37)
Other equity interest	104,221,525	-	272,933,021	1
Total Equity	8,429,071,670	27	6,174,067,188	24
Total liabilities and equity	\$ 30,835,599,546	100	\$ 25,526,496,769	100

STATEMENTS OF COMPREHENSIVE INCOME

In New Taiwan Dollars

FOR THE YEARS ENDED DECEMBER 31, 2024 AND 2023

December 31, 2024

December 31, 2023

	Amount	%	Amount	%
Operating revenues				
Direct insurance premiums	\$ 21,062,596,716	121	\$ 18,512,305,326	119
Reinsurance premiums	638,845,769	3	593,581,457	4
Premiums income	21,701,442,485	124	19,105,886,783	123
Less: Reinsurance premiums outward	(4,950,396,468)	(28)	(4,254,713,977)	(27)
Net changes in unearned premium reserve	(714,858,634)	(4)	(579,599,650)	(4)
Retention earned premiums	16,036,187,383	92	14,271,573,156	92
Reinsurance commission revenue	957,125,099	6	870,716,089	6
Handling fee revenue	20,817,131	-	19,684,095	-
Net gain or loss from investments				
Interest income	182,743,562	1	95,010,248	1
Gains (losses) on valuation of financial assets and liabilities at fair value through profit or loss	56,204,493	-	12,984,080	-
Realized gains (losses) on financial assets at fair value through other comprehensive income	124,764,757	1	89,804,680	-
Net gain (loss) on financial assets carried at amortized cost	-	-	12,518,712	-
Share of profit of associates	456,862	-	1,329,269	-
Gains on investment properties	40,930,530	-	111,464,755	1
Expected credit gains (losses) and reversal on investment	(575,077)	-	68,872	-
Total net gains (losses) on investments	404,525,127	2	323,180,616	2
Other operating revenues	13,122,644	-	247,001	-
Total operating revenues	17,431,777,384	100	15,485,400,957	100
Operating costs				
Claims paid	(9,140,762,895)	(52)	(22,638,077,612)	(146)
Less: Claims recovered from reinsurers	1,402,184,801	8	1,854,309,615	12
Retention claim expenditures	(7,738,578,094)	(44)	(20,783,767,997)	(134)
Net changes in other insurance liabilities	(1,118,506,872)	(7)	14,645,359,591	95
Commission expenses	(2,680,100,440)	(15)	(2,473,433,266)	(16)
Other operating costs	(49,239,799)	-	(107,823,500)	(1)
Total operating costs	(11,586,425,205)	(66)	(8,719,665,172)	(56)
Operating expenses				
Selling expenses	(3,161,862,600)	(18)	(2,441,454,248)	(16)
Administrative expenses	(431,504,304)	(3)	(402,406,850)	(3)
Training expenses	(8,073,976)	-	(8,584,623)	-
Expected credit (gains) losses and reversal on non-investments	12,336,598	-	8,436,071	-
Total operating expenses	(3,589,104,282)	(21)	(2,844,009,650)	(19)
Income from operations	2,256,247,897	13	3,921,726,135	25
Non-operating income and expenses	43,129,109	-	66,732,947	1
Income from continuing operations before tax	2,299,377,006	13	3,988,459,082	26
Income tax expense	(250,558,073)	(1)	(756,994,850)	(5)
Net income	\$ 2,048,818,933	12	\$ 3,231,464,232	21

In New Taiwan Dollars

FOR THE YEARS ENDED DECEMBER 31, 2024 AND 2023

December 31, 2024

December 31, 2023

	Amount	%	Amount	%
Other comprehensive income				
Items may not be reclassified subsequently to profit or loss				
Remeasurement of defined benefit plans	\$ 4,543,591	-	(\$ 43,813,792)	-
Unrealized gain (loss) on investments in equity instruments at fair value through other comprehensive income	214,520,480	1	332,995,292	2
Income tax relating to items that may not be reclassified subsequently to profit or loss	(908,718)	-	8,762,758	-
Items that may be reclassified subsequently to profit or loss				
Exchange differences on translation of the financial statements of foreign operations	6,330,764	-	(34,182)	-
Unrealized gain (loss) on investments in debt instruments at fair value through other comprehensive income	(18,300,568)	-	14,204,767	-
Total other comprehensive (loss) income (after income tax)	\$ 206,185,549	1	\$ 312,114,843	2
Total comprehensive income for the year	\$ 2,255,004,482	13	\$ 3,543,579,075	23
Earning(s) per share				
Basic earnings per share	\$ 1.71		\$ 5.04	

TRANSLATED FROM CHINESE

To Tokio Marine Nawa Insurance Co., Ltd.

Opinion

We have audited the accompanying balance sheet of Tokio Marine Nawa Insurance Co., Ltd. (the "Company") as at December 31, 2024, and the related statements of comprehensive income, of changes in equity and of cash flows for the year then ended, and notes to the financial statements, including a summary of material accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Company as at December 31, 2024, and its financial performance and its cash flows for the year then ended in accordance with the Rules for the Preparation of Financial Reports by Insurance Institutions and the International Financial Reporting Standards, International Accounting Standards, IFRIC Interpretations, and SIC Interpretations that came into effect as endorsed by the Financial Supervisory Commission.

Basis for opinion

We conducted our audits in accordance with the Regulations Governing Financial Statement Audit and Attestation Engagements of Certified Public Accountants and Standards on Auditing of the Republic of China. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the Company in accordance with the Norm of Professional Ethics for Certified Public Accountant of the Republic of China, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Key audit matters

Key audit matters are those matters that, in our professional judgement, were of most significance in our audit of the financial statements of the current period. These matters were addressed in the context of our audit of the financial statements as a whole and, in forming our opinion thereon, we do not provide a separate opinion on these matters.

Key audit matters for the Company's financial statements of the current period are stated as follows:

Claims reserve and ceded claims reserve

Description

For the accounting policy of claims reserve (included ceded claims reserve), please refer to Note 4(21) of the financial statements; for critical accounting estimates and key sources of assumption uncertainty of claims reserve (included ceded claims reserve), please refer to Note 5 of the financial statements; for details on claims reserve (including ceded claims reserve), please refer to Note 6(15) of the financial statements.

The Company's claims reserve (including ceded claims reserve) uses the actuarial principles to estimate the reasonable amount of ultimate claims by insurance product types. As of December 31, 2024, the Company's claims reserve and ceded claims reserve was \$8,825,154,816 and \$2,739,341,619, respectively. Considering the calculation method and assumptions for claims reserve involve the professional judgment of management and is material with respect to the financial statements, we have thus included claims reserve and ceded claims reserve as key audit matters in our audit as of year ended December 31, 2024.

How our audit addressed the matter

The procedures that we have conducted in response to specific aspects of the above-mentioned key audit matter are summarized as follows:

1. Obtained an understanding and assessed related policies, internal controls and processing procedures for the calculation of the Company's claims reserve (included ceded claims reserve). Also, on a sampling basis tested the effectiveness of internal controls for the calculation of claim reserves (included ceded reserves).

2. Examined the accuracy and completeness of financial information used in calculating claims reserve (including ceded claims reserve).
3. Used the work of actuarial specialists to assists us in assessing the reasonableness of the claims reserve (including ceded claims reserve), it included the following procedures:
 - Sampled and tested the reasonableness of method and the parameters used in the estimation of claims reserve;
 - Sampled and tested the process of calculation to ensure the accuracy of claims reserve.
4. Sampled and tested material Reported-But-Not-Paid claims to assess the reasonableness of the claims reserve.

Responsibilities of management and those charged with governance for the financial statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with the "Rules for the Preparation of Financial Reports by Insurance Institutions" and the International Financial Reporting Standards, International Accounting Standards, IFRIC Interpretations, and SIC Interpretations that came into effect as endorsed by the Financial Supervisory Commission, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so.

Those charged with governance, including the audit committee, are responsible for overseeing the Company's financial reporting process.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Standards on Auditing of the Republic of China will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with the Standards on Auditing of the Republic of China, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

1. Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
2. Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.

3. Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
4. Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
5. Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
6. Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the Company to express an opinion on the financial statements. We are responsible for the direction, supervision, and performance of the company audit. We remain solely responsible for our audit opinion.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

From the matters communicated with those charged with governance, we determine those matters that were of most significance in the audit of the financial statements of the current period and are therefore the key audit matters. We describe these matters in our auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, we determine that a matter should not be communicated in our report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

Other matters – Previous financial statements were audited by the predecessor auditor

The Company's financial statements as of December 31, 2023, were audited by other auditor whose report dated February 27, 2024.

Chen, Hsien-I

For and on behalf of PricewaterhouseCoopers, Taiwan

March 28, 2025

Tokio Marine Newa Insurance Co., Ltd.

Audit Committee Report

Review of Financial Results

The Board of Directors has prepared the Company's 2024 financial statements, including balance sheet, statement of comprehensive income, statement of changes in equity, and statement of cash flows, in which the financial statements have been audited and certified by **Maria Chen, CPA** of **PricewaterhouseCoopers Taiwan**, who issued an independent auditor's report. The above statements have been reviewed by the Audit Committee and no irregularities were found. The Audit Committee hereby issues this report in accordance with Article 219 of the Company Act.

To:

2025 Annual General Shareholders' Meeting of Tokio Marine Newa Insurance Co., Ltd.

Audit Committee

Convener

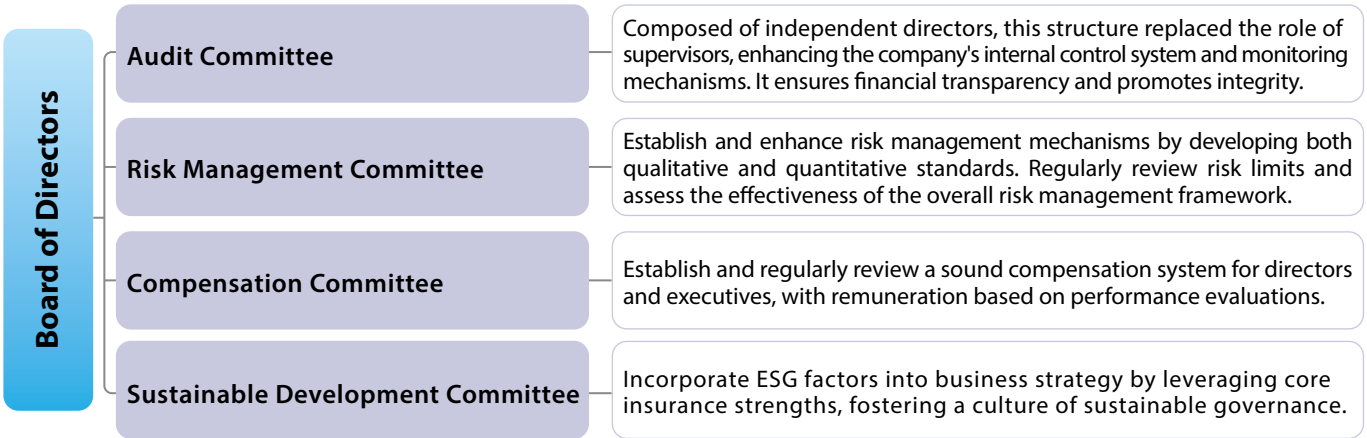
Liang Chuan Chen



March 17, 2025

Corporate Governance

The highest governing body of the company is the Board of Directors, which consists of eleven members in the 9th term. Among them, three seats are held by independent directors, and four seats are held by individual directors with expertise in insurance. Currently, two of the directors are females.



Board of Directors

Title	Name	Nationality	Age	Education	Profession
Chairman	Keiko Fujita (Female)	Japan	51-60	Japan Tokyo University of Foreign Studies: Chinese Language and Culture Studies	Insurance,
Vice Chairman	Kuo-Hsing Hsu (Yulon Motor Co., Ltd.)	R.O.C.	61-70	National Taiwan University of Science and Technology: Mechanical Engineering	Management
Director	Satoshi Naganuma (Tokio Marine & Nichido Fire Insurance Co., Ltd.)	Japan	51-60	Columbia University:Master of Laws Japan Waseda University: Law	Insurance, Law, Management
Director	Kiichiro Hatakeyama	Japan	51-60	MIT Sloan School of Management:MBA Japan University of Tokyo:Science	Insurance, Risk Management
Director	Koichi Isshiki (Tokio Marine & Nichido Fire Insurance Co., Ltd.)	Japan	51-60	Japan Kagawa University:Economics	Insurance, Management
Director	Kotaro Kemuyama (Tokio Marine & Nichido Fire Insurance Co., Ltd.)	Japan	51-60	Japan Tokyo University of Foreign Studies:Chinese Language and Culture Studies	Insurance, Management
Director	Chien-Shun Liao (Yulon Motor Co., Ltd.)	R.O.C.	51-60	National Chengchi University: MBA	Management
Director	Hsin-Cheng Tseng (China Motor Co., Ltd.)	R.O.C.	61-70	National Chengchi University: MBA National Tsinghua University: Nuclear Engineering	Management
Independent Director	Yung-Fu Liu	R.O.C.	61-70	National Taiwan University: Business Administration(SPECS)	Accounting, Taxation
Independent Director	Hui-Fen Lu (Female)	R.O.C.	61-70	Japan Tohoku Fukushi University: PhD of Social Welfare Japan Chuo University: Master of Commerce	Insurance (Property Insurance Management, Long-term Care Insurance), Risk Management
Independent Director	Liang-Chuan Chen	R.O.C.	61-70	Chinese Culture University: Law	Insurance, Management

Functions of the Board

Sound corporate governance is the foundation of sustainable business development, with the board of directors serving as the core of management. To strengthen board functions, our directors continue to participate in various corporate governance training programs each year, with an average of 17.58 training hours per director in 2024. The in-house board training sessions conducted in 2024 are listed below; for additional training records, please refer to the Insurance Information Website:

- Challenges and Opportunities in Sustainable Development
- Own Risk and Solvency Assessment (ORSA) Training
- Impact of IFRS 17 on the Insurance Industry
- Cybersecurity Risks Faced by Emerging Technologies
- Integrity Management, and Financial Inclusion



2024 Shareholders' Meetings Approval List

Date	Meeting	Motion	Resolution	Implementation
Mar. 27	2024 1st Interim Shareholders Meeting	Lift the restriction on the non-competition clause for the elected director	Approved	Implemented
May 15	2024 Annual General Meeting	Amendment to the company's "Derivative Product Trading Processing Procedures"	Approved	Implemented
May 15	2024 Annual General Meeting	Amendment to the company's "Articles of Incorporation"	Approved	Implemented

Dividend Policy

Earnings at the end of year, if there is any, will be netted after taxes, deducted for accumulated loss, and allocated for legal reserve, special reserve and other reserve. Board of directors will then draft a proposal for distribution of net earnings and submit to shareholders' meeting for decision.

The 2024 audited financial statements showed a net profit after tax of NT\$2,048,818,933. After combining with undistributed surplus earnings at the beginning of the period, adjusted items for the undistributed earnings, and reserves recognized to cover the deficit as legally required, the accumulated deficit settled at NT\$7,348,929,247; therefore, there is no dividend distributed in 2025.

Certified Public Accountant Fees in 2024

NT Dollars

Accounting Firm	CPA	Audit Fee (Note 1)	Non-Audit Fee (Note 2)	Total	Audit Period
PwC Taiwan	Maria Chen	3,990,000	330,000	4,320,000	Year of 2024
	Yu-Chen Hu		849,000	849,000	Year of 2024

Note 1: Audit fee refers to expenses paid to CPA for auditing and reviewing financial reports as stated in Item 1 of Paragraph 1, Article 24 in Regulations Governing Auditing and Attestation of Financial Statements by Certified Public Accountants.

Note 2: Non-Audit fee applies on tax compliance audit, internal control audit, review on capital adequacy, inspection report, and compulsory motor insurance etc.

Corporate Social Responsibility

Since our establishment in 1999, Tokio Marine Nawa has carried the important mission of contributing to a stable and resilient society. Guided by the belief, “With a spirit of mutual support, we have united the power of good deeds,” and we have rooted our corporate social responsibility in community engagement and social care. By leveraging our core competencies in insurance, we integrate public welfare into our broader commitment to social service—driving sustainable development and creating long-term value for society.

Detailed information regarding our 2024 welfare contributions is available on the Insurance Information Disclosure Platform and our official website.

- In 2024, a total of NT\$11,124,397 was donated across five key areas of public welfare—road safety, children’s education, support for the underprivileged, product protection, and health & environment. A total of 24 nonprofit organizations, government agencies and schools benefited from these contributions.
- From 2023 to the end of 2024, we collaborated with 27 nonprofit organizations, social welfare institutions, and universities to hold a total of 104 anti-fraud awareness events, reaching 3,068 participants. The company remains committed to supporting the needs of underserved communities. In 2024, our microinsurance program provided essential living protection to 1,764 disadvantaged individuals, serving as a safety net for those in remote and vulnerable areas.



Charitable Donation Details

Treat Customers Fairly – Projects in 2024

Principle of “Duty of Care and Fidelity” : Measures for Fraud Prevention and Control

- Anti-fraud education to prevent insurance fraud
 - Diversified and strengthened content
 - Deepened communication with target audience
 - Optimized form for vulnerable groups
 - Open information for multiple channels
- Exclusive identifiable SMS Code from the company when sending service notifications to customers

Principle of “Complaints Protection” : A sound complaints handling mechanism

- Optimization of digital complaint system
- Certified for ISO 10002 Customer Complaint Management Standard

Principle of “Friendly Services”: Optimization measures for indigenous people, new residents, or other ethnic groups

- Launched 0800 service hotline for senior citizens
- Launched multiple language versions for “Application, Penalties and other Reminders for Compulsory Insurance”

Award Winning in 2024

January

Won the “Insurance Quality Award” for four evaluation indicators – “Best Image,” “Best Professionalism,” “Best After-sales Service,” and “Most Recommendable.”

October

- By promoting green insurance and social care to embody the value of our brand image, we won the “Excellent Brand Image Award,” “Excellent Green Insurance Award” and “Excellent Social Welfare Award” in the 2024 Excellence Insurance Competition.
- The application of digital technology improves customer satisfaction. We won the “2024 Wealth Magazine Financial Award – Property Insurance Customer Recommendation Quality Award.”
- By embodying the value of inclusive finance and building a digital information safety environment, we won three awards of Commercial Times Digital Finance Award, including “Digital Inclusion Gold Award,” “Digital Information Security – Security Group Gold Award” and “Digital Customer Fair Treatment – Excellence Award.”

September

Recognized by the Financial Supervisory Commission with the first “Financial Education Contribution Award – Best Salary Bridge Award” in 2024 for promoting the “Insurance Fraud Prevention Risk Education” public welfare campaign.

November

Leading the industry in three major measurement indicators, namely customer rights, sustainable operation and market discipline, we won the first place in “Differentiation Management of Compulsory Motor Insurance” by fully implementing the protection of customer rights and fairness.



Motor (Scooter) Insurance

- Voluntary Motor (Scooter) Insurance – Physical Damage Insurance
- Voluntary Motor (Scooter) Insurance – Third Party Liability Insurance
- Voluntary Motor (Scooter) Insurance – Excess Liability Insurance
- Voluntary Motor (Scooter) Insurance – Passenger Liability Insurance
- Sedan Driver Liability Insurance
- EV Related Insurance

Accident and Health Insurance

- Individual Personal Accident Insurance
- Group Personal Accident Insurance
- Dread Disease Insurance
- Cancer Insurance
- Comprehensive Travel Insurance

Fire Insurance

- Residential Fire & Earthquake Insurance
- Comprehensive Residential Fire & Earthquake Insurance
- Comprehensive Household Insurance
- Comprehensive Commercial Fire Insurance
- Commercial Fire Insurance
- Comprehensive Shop Insurance

Miscellaneous Insurance

- Public Liability Insurance
- Products Liability Insurance
- Employer's Liability Insurance
- Directors and Officers Liability Insurance
- Comprehensive Credit Card Insurance
- Cyber Insurance
- Mobile Devices Insurance

Marine and Engineering Insurance

- Cargo Insurance
- Carrier's Liability Insurance
- Commercial Property Floater Insurance
- Electronic Equipment Insurance
- Erection All Risks Insurance
- Contractor's Plant and Machinery Insurance
- Contractor's All Risks Insurance

Featured Products

Exclusive Insurance for EV

The charging equipment of EV and the risks of physical damage or third-party liability arising during charging period have drawn significant attention. We have launched a comprehensive insurance plan for private charging stations, along with an additional coverage for the charging period, effectively addressing and mitigating the financial losses caused by these risks.

Comprehensive Household Insurance Clause Upgraded for Green Energy Buildings

When fire damaged buildings are reconstructed or rebuilt with government authorized green label, ecofriendly label and energy-saving label materials, within the insured amount of policy, compensation limit will be upgraded to 150% of the stated replacement cost. It aims to encourage clients to participate in net-zero green living by reconstructing or rebuilding the insured subjects with green constructure materials.

Comprehensive Travel Insurance

Adhering to the "Customer Centric" service concept, we provide comprehensive and flexible travel insurance protection.

For every customer to be worry-free during his/her travel trip, comprehensive travel insurance provides coverage for accidental death, medical expenses, flight delays, itinerary changes and 24-hour global emergency assistance.

Comprehensive Shop Insurance

When running a shop or starting a business, the worst worries are risks such as accidents or business interruption. Therefore, for the four most commonly encountered risks, TMNawa introduces a packaged product for property damage, public liability, employer's compensation liability and business interruption loss. It is easy to apply shop owners can suffer great losses due to unexpected accidents.

Contractor's All Risks Insurance

Projects under construction often face risks such as natural disasters, fires or sudden accidents. Not only will the materials and machinery on the site be damaged, but also will the vehicles parked on the roadside be affected. Today's people have high awareness of compensation, and construction companies often face huge amounts of compensation that could cause business difficulties. Constructor's all risks insurance can transfer the risks faced by construction companies and stabilize company operations.

Products Liability Insurance

Product liability insurance enables food industry businesses to transfer risk, protect consumer rights, and demonstrate corporate social responsibility, while also enhancing consumer confidence in the products of our clients.

Loss Control & Prevention Services

Composed of diverse professionals such as structural engineering technicians, fire equipment engineers, and occupational safety and health management specialists, the Loss Control & Prevention Dept. can provide customized risk management services based on customers' industrial characteristics and risk needs. In addition to the existing loss control and prevention, disaster prevention diagnosis, infrared thermal image detection, disaster prevention lectures and special topic courses, in 2024, we launched new services such as electricity-saving project services, warehousing and logistic safety diagnosis services, natural disaster resilience optimization services, and enterprise risk management seminars.

Power-Fee Saving Project Services

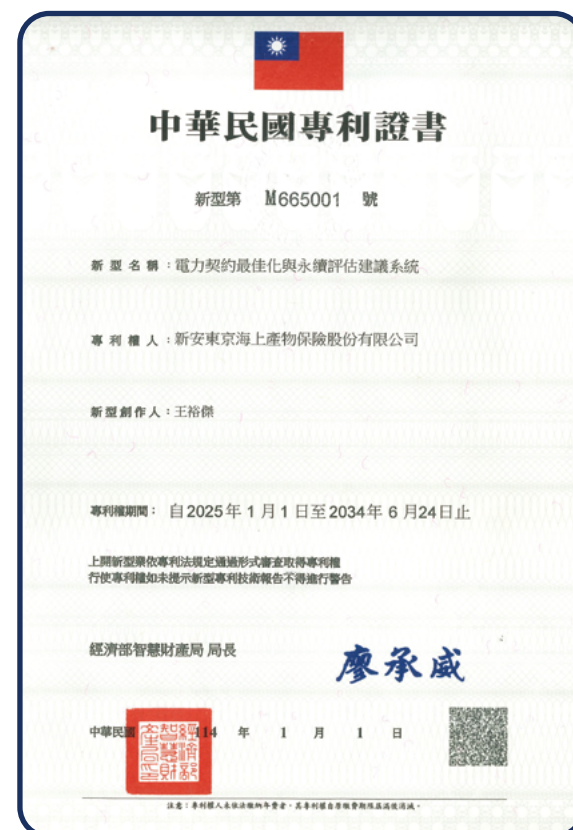
The "Power-Fee Saving Project Services" help clients optimize their contracted power capacity, effectively reducing their basic electricity charges. Currently, many factories and enterprises with stable electricity consumption have signed a "contracted power capacity" agreement with Taipower. This concept is similar to a mobile phone subscription plan—regardless of actual electricity usage during the contract period, the customer must pay basic electricity fees based on the agreed capacity. If the electricity demand exceeds the contracted capacity during the period, an "excess capacity surcharge" will be applied.

Through the Power-Fee Saving Project Services, we analyze and determine the optimal contracted power capacity to help businesses reduce electricity expenses. The savings can then be reinvested into renewable energy initiatives or sustainability strategies, supporting companies in advancing toward net-zero and sustainable development goals.

Disaster Prevention Lectures and Special Thematic Course

In response to customer training needs, in addition to basis disaster prevention training, we also offer a variety of courses such as fire safety, fire drills, predictive maintenance of electrical equipment, natural disaster prevention, emergency response and business continuity management, etc.

A total of 29 enterprise risk management courses were held in 2024 to assist our corporate clients including auto dealers and suppliers in establishing risk awareness and risk culture.



Corporate Risk Management Seminar

On May 16, 2024, a Corporate Risk Management Seminar was held at Sunrise Golf & Country Club in Taoyuan, with our corporate clients in attendance. The keynote speaker, Mr. Peter Pu, Managing Director of BSI Northeast Asia, shared insights on climate change risks faced by businesses and opportunities for achieving net-zero sustainability. The seminar served as a platform for knowledge sharing on professional strategies in risk management, loss prevention, and sustainable development.



Natural Disaster Resilience Optimization Services

Natural disaster resilience optimization services cover various disaster risks including earthquakes, typhoons, floods and climate change. Risk management capabilities of corporates can be comprehensively enhanced through potential natural disaster assessment, loss analysis and response strategy planning. In response to climate change, use of the climate change module in the natural disaster model can analyze the possible impact of climate change on enterprises under different scenarios and formulate corresponding strategies to strengthen enterprises' ability face future climate challenges.



Warehouse and Logistic Safety Diagnosis Services

Warehouse and logistic safety diagnosis is a new loss prevention service that combines the field of human factors engineering to help companies examine the safety of the working environment. Taking people as the starting point, exploring the interactive relationship between people and machines, equipment, environment and procedures. Focusing on the strengthening of the management level helps reduce risks, improve the quality of the working environment, and increase employee working efficiency and satisfaction.

This service is supported by the professional expertise of Tokio Marine Group in Japan and developed in collaboration with National Taiwan University of Science and Technology through an industry-academia partnership. Together, we have obtained a utility model patent in the Republic of China (Patent No. M654455), contributing to innovation and advancement in the industry. Additionally, a comprehensive human factors engineering loss prevention database has been established, enabling a systematic approach to enhancing safety and efficiency while effectively reducing potential risks.

董事會成員

Board of Directors

榮譽董事長
Honorary Chairman



志摩昌彦
Yoshihiko Shima

董事長
Chairman



藤田桂子
Keiko Fujita

副董事長
Vice Chairman



許國興
Kuo-Hsing Hsu

榮譽副董事長
Honorary Vice Chairman



吳建立
Chien-Li Wu

董事
Director

島山毅一郎
Kiichiro Hatakeyama

董事
Director

長沼聡史
Satoshi Naganuma

董事
Director

一色浩一
Koichi Isshiki

董事
Director

煙山荒太郎
Kotaro Kemuyama

董事
Director

廖建順
Chien-Shun Liao

董事
Director

曾鑫城
Hsin-Cheng Tseng

獨立董事
Independent
Director

呂慧芬
Hui-Fen Lu

獨立董事
Independent
Director

陳樑銓
Liang-Chuan Chen

獨立董事
Independent
Director

劉永富
Yung-Fu Liu

經營團隊

Management Team

總經理
President



賴麗敏
Lillian Lai

風控長
副總經理
CRO
Senior Vice
President



島山毅一郎
Kiichiro Hatakeyama

副總經理
Senior Vice
President



一色浩一
Koichi Isshiki

副總經理
Senior Vice
President



江乃文
Joyce Chiang

副總經理
Senior Vice
President



王文龍
Roy Wang

副總經理
Senior Vice
President



孫蔚雯
Barbara Sun

副總經理
Senior Vice
President



呂文泉
Anthony Lu

總機構法令遵循主管
副總經理
Senior Vice
President



林裕村
Vico Lin

總稽核
副總經理
Senior Vice
President



徐顯武
Victor Hsu

副總經理
Senior Vice
President



胡素禎
Su Chen Hu

代理
副總經理
Acting Senior
Vice President



王昭文
Alice Wang

財務長
CFO



段野雄亮
Yusuke Danno

營業據點

Headquarters & Branch Offices

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