

# Postal Statistics

## **E11 Postal Services Statistics**

### **E11010 Postal Items/Mail**

Documents or articles that are delivered by the post office. Based on the contents, it can be classified into letter-post items (letters, postcards, aerograms, printed papers, items for the blind and small packets) and parcels. Based on the delivery procedures, it can be classified into ordinary mail and special mail with extra service. Based on the transportation methods, it can be classified into airmail and surface mail. Based on the destinations, it can be classified into domestic mail and international mail. Based on the delivery speed, it can be classified into ordinary delivery, prompt delivery and speedpost/EMS.

### **E11020 E-postmail**

Mail that is delivered using a combination of digital and physical transportation, which allows senders to provide digital data to the post office for printing and final delivery.

### **E11030 M Bags**

Special bags containing international bulk printed documentation destined for the same addressee at the same address.

### **E11040 Souvenir Sheets**

A small sheet of stamps, including one or more stamps or a full set of stamps.

### **E11050 Stamp Pictorial**

The postal organization releases stamp pictorials containing selected stamps issued before or new stamps with brilliant blends of text and images. The designs of the stamps are also described with pictures and details.

### **E11060 First Day Cover (FDC)**

An envelope bearing a stamp tied by a cancellation showing the date of the official first day of issue of that stamp or by special postmarks.

### **E11070 Stamp Folio**

To add to philatelic interest, the postal organization releases exquisite stamp folios containing new stamps or distinctive stamps issued before. The stamp folio has a more diverse and exquisite style than that of the folder with crystal mounts.

### **E11080 Pre-cancelled FDC with the Full Set of Stamps**

On the new stamps' date of issue, the postal organization supplies a full set of stamps on a special First Day Cover with a pre-printed cancellation showing the date of the official first day of issue of the stamps.

## **E12 Remittances and Savings Business Statistics**

### **E12010 Passbook Savings**

Deposits and withdrawals can be made as previously arranged by presenting the corresponding account book. The interest settlement dates are June 20 and December 20 of each year; income tax is not deducted from interest income.

### **E12020 Time Deposit Services**

Include round-amount saving, annuity savings and installment saving. Depositors can apply for midway cancellation and withdrawal upon maturity by CDs.

### **E12030 Postal Giro**

Postal giro services include deposits, withdrawals, appropriations, remittances, transfers, and check use. Deposits from the third party will be accepted.

### **E12040 Integrated Postal Savings**

The integrated postal savings account combines passbook savings and time deposits into a single savings account. Deposits and withdrawals can be made as previously arranged by presenting the corresponding account book.

### **E12050 Web Automatic Teller Machine (Web ATM)**

Web ATM enables customers to use a personal computer with a card reader to connect the post office Web ATM after entering the ATM card PIN and then enjoy various 24-hour ATM services online (except deposit or cash withdrawal) with not only postal but other banks' ATM cards. Web ATM is more confidential and convenient than physical ATMs.

### **E12060 Outward Remittance**

The funds entrusted by the remitter to the post office to be transferred to the nominated beneficiary's account through the SWIFT system of the cooperative bank.

### **E12070 Postal Simple Life Insurance**

Simple life insurance includes pure endowment insurance, mortality insurance and endowment insurance, and insurance carriers may offer health insurance and accident insurance in the form of riders.

### **E12080 Premium**

The amount paid or to be paid by the proposer for coverage under the contract, usually in periodic installments.

### **E12090 Amount Insured**

The amount payable on the occurrence of an event insured against under a benefit policy.

### **E12100 Revenue Stamps Sold**

Chunghwa Post accepts consignment from suppliers to sell revenue stamps.

E12110 Products Sold

Chunghwa Post accepts consignment from suppliers to sell all kinds of products approved by the Ministry of Transportation and Communications such as rice, alcoholic drinks, cosmetics, daily supplies and souvenirs.

E12120 iPost

“iPost” enables customers to access the post office website through the Internet to inquire or use various savings, remittance, life insurance, and postal services provided by the post office.

E12130 ePost

“ePost” is an extension of the iPost service. Customers can download the “ePost application” on their mobile devices through a wireless network connection and inquire or use various savings, remittance, life insurance, and postal services provided by the post office.

**E13 Postal Personnel Statistics**

E13010 Commissioners (Engineering Commissioners)

The highest qualification rank of postal employees, the postal deputy commissioner or deputy engineering commissioner obtains the qualification after passing the upgrade review.

E13020 Chairperson

The main person, in charge of the postal company, takes full responsibility of company operations.

E13030 President

In accordance with laws and regulations, uphold the resolutions of the board of directors, the person makes comprehensive management of company business and supervise the staff and units.

E13040 Career Employees

Current staff of the postal company below vice president, including transferee and operational employees.

E13050 Operational Employees

Refers to four types of employees: management, operation, specialist level 1 and specialist level 2.

**E14 Postal Organization and Facility Statistics**

E14010 Post Office

Branch offices that are set up by Chunghwa Post to provide postal services.

E14020 i Box

Lockers that are set up by Chunghwa Post for the exclusive use of customers to pick up or drop off mail at a place to which the public has free access or at other designated locations.

E14030 Chunghwa Post O2O Shopping Mall  
O2O (Online to Offline) Shopping Mall is a spot where “POSTMALL” (online e-commerce platform) and post offices (offline physical channels) are integrated to improve customers’ shopping experiences through providing “TAIWAN PAY” QRcode payment and multiple post logistics.

## **E15 Postal Rates Statistics**

E15010 Proposer  
A person having an insurable interest in the subject matter insured who applies to an insurer to enter into an insurance contract and is obligated to pay a premium.

E15020 Insured  
A person who, upon incurring damage as the result of an insured peril, enjoys the right to claim indemnification.

E15030 Beneficiary  
A person stipulated by the insured or the proposer as the person who enjoys the right to claim indemnification.

## **E16 Postal Finance Statistics**

E16010 Operating Revenue  
Operating Revenue of postal, banking, and life insurance services.

E16020 Operating Expenses  
Operating Expenses of postal, banking, and life insurance services.

E16030 Operating Profit (Loss)  
Operating Profit (Loss) equals to the balance between operating revenue and expenses (including operating cost and operating expenses). It is considered a profit if the balance is positive, loss if negative.

E16040 Postal Surplus  
Postal surplus = Total revenue – Total expenses

E16050 The Unit Cost of Handling per Domestic Letter  
The costs attributed or allocated to domestic letter (labor cost + transportation cost + operating cost + administration cost) / The volume of domestic letter

E16060 The Unit Cost of Handling per Domestic Parcel  
The costs attributed or allocated to domestic parcel (labor cost + transportation cost + operating cost + administration cost) / The volume of domestic parcel

E16070 The Unit Cost of Handling per Domestic Speedpost

The costs attributed or allocated to domestic speedpost (labor cost + transportation cost + operating cost + administration cost) / The volume of domestic speedpost

**E17 Other Postal Statistics**

E17010 Embezzlement

Defalcation or withhold of public funds.

E17020 Misappropriation

Misappropriation or theft of official property.