

**INNOVATE  
TODAY  
LEAD  
TOMORROW**



# ABBREVIATIONS

NO.	TERM	DEFINITION
01	<b>APE</b>	Annual Premium Equivalent
02	<b>FS</b>	Financial Statements
03	<b>AR</b>	Annual Report
04	<b>BoM</b>	Board of Management
05	<b>BoS</b>	Board of Supervisors
06	<b>CAR</b>	Capital Adequacy Ratio
07	<b>IT</b>	Information Technology
08	<b>DWH-MIS</b>	Date warehouse management information system
09	<b>GMS</b>	General Meeting of Shareholders
10	<b>EBIT</b>	Earnings before Interest and Taxes
11	<b>EBITDA</b>	Earnings before Interest, Taxes, Depreciation and Amortization
12	<b>EIB</b>	Vietnam Import-Export Joint Stock Commercial Bank
13	<b>EPS</b>	Earnings per share ratio
14	<b>ESG</b>	Environment, Society and Governance
15	<b>ESOP</b>	Employee Stock Ownership
16	<b>Eximbank</b>	Vietnam Import-Export Joint Stock Commercial Bank
17	<b>FDI</b>	Foreign Direct Investment
18	<b>GRI</b>	Global Reporting Initiative
19	<b>JCB</b>	(Japan Credit Bureau): International payment card of Japanese origin, linked to banks around the world
20	<b>KYC/eKYC</b>	Know Your Customer/Electronic Know Your Customer
21	<b>BoD</b>	Board of Directors
22	<b>HOSE/HSX</b>	Ho Chi Minh City Stock Exchange
23	<b>IA</b>	Internal Audit
24	<b>PBT</b>	Profit Before Tax
25	<b>LOS - BPM</b>	Loan origination system - Between process management
26	<b>M&amp;A</b>	Mergers and Acquisitions
27	<b>SBV</b>	State Bank of Viet Nam
28	<b>RM</b>	Risk Management
29	<b>CEO</b>	Chief Executive Officer
30	<b>RoA</b>	Return on Assets
31	<b>RoE</b>	Return on Equity
32	<b>SME</b>	Small and Medium Enterprise
33	<b>SWIFT</b>	Society for Worldwide Interbank Financial Telecommunications
34	<b>CI</b>	Credit Institutions
35	<b>TP. HCM</b>	Ho Chi Minh City
36	<b>SSC</b>	State Securities Commission
37	<b>USD</b>	US Dollar
38	<b>VAT</b>	Value Added Tax
39	<b>VND</b>	Vietnam Dong

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**NGUYEN HOANG HAI**  
ACTING CEO  
EXIMBANK VIETNAM

# STATEMENT OF THE ACTING CHIEF EXECUTIVE OFFICER

## “ DEAR VALUED SHAREHOLDERS

The year 2024 marks the 35-year journey of Eximbank's establishment and growth. This is a significant milestone for us to reflect on our proud achievements and, more importantly, look ahead to the future with readiness for **Innovation, Adaptation, and Breakthrough**.

The global economy continues to experience significant volatility, particularly with persistent inflation, geopolitical conflicts, and uncertainties in the monetary policies of major economies. Domestically, the real estate and corporate bond markets still face temporary risks stemming from adjustment cycles and the process of refining the legal framework, while sharp increases in gold prices have affected consumer sentiment. These factors exert significant pressure on capital flows, liquidity, and market confidence.

In this context, Eximbank proactively accelerated its transformation process: streamlining operations, enhancing credit quality, restructuring asset portfolios, strengthening technological foundations, and improving customer experiences within a digital ecosystem. As a result, the bank met and exceeded key targets of the 2024 plan. Specifically: Total assets increased by 19%; capital mobilization rose by 12.6%; credit outstanding balance grew by 19.7% - the highest growth in the last five years; average CASA scale grew by 24.8% compared to 2023. **Profit before tax reached VND 4,188 billion, a 54% increase over 2023, marking the highest profit in 35 years of the bank's development.** Operational safety indicators continued to be tightly controlled within the regulatory limits set by the State Bank of Vietnam (NHNN). The prestige and brand of Eximbank have been increasingly strengthened both domestically and internationally.

Moving into 2025, Eximbank identifies **“focusing on strengthening foundations, promoting comprehensive transformation, and building momentum for sustainable growth”** as the guiding principle and driving force for all activities. With this spirit, the bank will focus on the following key priorities:

- ➔ **1. Develop the customer base**, target specific segments, enhance efficiency, and increase Eximbank's competitive capacity.
- ➔ **2. Accelerate comprehensive digital transformation**, apply core technology, refine the digital ecosystem, and enhance customer experience and operational efficiency.
- ➔ **3. Restructure financial resources and asset portfolios**, strictly control credit quality, and leverage the centralized debt management model.
- ➔ **4. Enhance capital utilization efficiency**, improve profitability indicators, and strengthen financial capacity and risk resilience.
- ➔ **5. Restructure human resources and develop organizational culture**, fostering a workforce with innovative thinking, rapid learning ability, and readiness to align with the bank's development strategy.
- ➔ **6. Strengthen marketing and communication efforts**, establish a distinct brand identity, deliver in-depth communication, ignite internal strength and brand pride, enhance recognition in domestic and international markets, and contribute to returning Eximbank to the top tier of banks.

With prudence in actions, speed without haste, sensitivity and deep understanding in service, and strategic ambition, we firmly believe Eximbank will continue to assert its position as a transparent, professional, safe, and efficient bank.

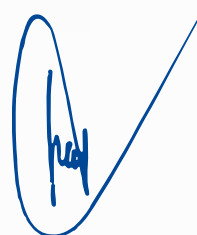
Eximbank's people recognize that the journey toward sustainable development is a continuous process requiring unrelenting effort. Grounded in integrity, dedication, and kindness, with the action motto “Wholehearted, Full Effort, To the End,” we commit to enhancing operational productivity, optimizing governance efficiency, and continuously innovating to deliver superior value to customers. At the same time, we seek the cooperation, support, and companionship of shareholders, partners, customers, and the community to co-create a prosperous, sustainable future.

Once again, we sincerely express our deep gratitude to shareholders, partners, customers, and all employees - those who have consistently trusted, accompanied, and contributed to Eximbank's sustainable development journey.

We also extend special thanks to the families of our employees - the silent support system who have always shared, empathized, and provided invaluable motivation to our brothers and sisters, ensuring that every step forward of Eximbank today bears the mark of unity and solidarity.

Wishing you all health, happiness, and success.

**ACTING CHIEF EXECUTIVE OFFICER**



**NGUYEN HOANG HAI**

# 01.

## OVERVIEW OF EXIMBANK

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- Introduction
- Vision, mission, core values, business philosophy
- History and development
- Outstanding Awards in 2024
- Management and organization structure
- Key personnel
- Business lines and locations
- 5-year highlights
- Development orientations
- Risk management

EXIMBANK



## OVERVIEW OF EXIMBANK

Registered name in Vietnamese	Ngân hàng Thương mại Cổ phần Xuất nhập khẩu Việt Nam
Registered name in English	Vietnam Export Import Commercial Joint stock Bank (Vietnam Eximbank)
Head office address	Level 8, Suite No. L8-01-11 + 16, VINCOM CENTER 72 Le Thanh Ton Street, Ben Nghe Ward, District 1, Ho Chi Minh City, Vietnam
Phone	(84.8) 38.210.056
Fax	(84.8) 38.216.913
Website	<a href="http://www.eximbank.com.vn">http://www.eximbank.com.vn</a>
Business Registration Certificate	Number 0011
Date of first registration	06/04/1992
Issuing authority	State Bank of Vietnam
Stock listing	Ho Chi Minh City Stock Exchange
Stock name	Vietnam Export Import Commercial Joint Stock Bank (Eximbank)
Stock code	EIB
Charter capital	<b>18,688,106,070,000 VND</b>
Credit rating agency	S&P Global Ratings





## VISION

To become a quality-leading commercial bank in Vietnam driven by professionalism and integrity.



Eximbank will take advantage of market opportunities to maintain sustainable growth, consolidate and expand its customer base, heighten the position and develop itself into a modern joint stock commercial bank at which all shareholders, investors, customers and partners stay assured with their invested capital output and safety; a bank that offers a wide range of high-quality banking and financial products and services; and a brand-name known to the banking and financial industry and making great contributions to the community and society.



## MISSION

Satisfy customers' expectations by provision of customer-centric financial services and solutions.

Offer diversified, high-quality and advanced-technology-applied financial solutions and products. Create a working environment that encourages and rewards competent and highly-motivated employees.

Optimize value for all stakeholders including customers, shareholders, employees and communities through stable growth in business activities.



## Core values

### CUSTOMER FIRST AND RELIABLE SERVICES

At Eximbank, we see customer needs, even the smallest ones, the goal for developing safe, effective and reliable products and services, which are all aimed at our sustainable growth in correlation with customers.

### BUSINESS ETHICS AND TRANSPARENCY

Starting from THE HEART – all of the Bank's employees highly respect fundamental ethical values, protect customers' interests, move towards business transparency, and optimize values brought to customers.

### CREATIVITY AND INNOVATION

Delivering long-term values by creative and innovative business strategies in line with development trends.



## ESTABLISHMENT

Being one of the first commercial joint stock banks in the country, Vietnam Export Import Commercial Joint Stock Bank was established on 24 May, 1989 under Decision No. 140/CT by the Chairman of the Council of Ministers with the original name of Vietnam Export Import Bank

Vietnam Export Import Bank officially came into operation on 17 January, 1990 and received its License of Operation No. 11/NH-GP dated 06 April, 1992 granted by the Governor of the State Bank of Vietnam allowing the Bank to operate for a term of 50 years with the registered charter capital of VND50 billion (equivalent to USD12.5 million at the time of establishment) and the new name of Vietnam Export Import Commercial Joint-Stock Bank (shortly as "Eximbank").

1991	1995 KICKING-OFF	1997	2003	2007	ACCELERATION	2008 - 2011
<p><b>1991:</b> Assigned by the State Bank of Vietnam and the Ministry of Finance to carry out part of the Swedish non-refundable finance program extended to Vietnamese entities having demands for importing goods from Sweden.</p> <p><b>1993:</b> Joined the Electronic Clearing System of the State Bank of Vietnam</p>	<p>Joined SWIFT (Society for Worldwide Interbank Financial Telecommunication)</p> <p>Selected as 1 among 6 Vietnamese banks to participate in the Bank Modernization Project organized by the State Bank of Vietnam and funded by the World Bank</p>	<p><b>1997:</b> Became an official member of MasterCard International.</p> <p><b>1998:</b> Became an official member of Visa International</p>	<p><b>2003:</b> Launched the online intra-bank payment system in the whole network</p> <p><b>2005:</b> First bank in Viet Nam to issue Visa international debit cards</p>	<p>Signed strategic partnership agreements with 17 domestic and foreign investors, especially the strategic alliance agreement with Sumitomo Mitsui Banking Corporation (SMBC) of Japan</p> <p> <b>Sumitomo Corporation</b></p>	<p><b>2008:</b> Increased the charter capital to VND7,220 billion</p> <p><b>2009:</b> Raised the charter capital to VND8,800 billion and officially had shares listed on Ho Chi Minh City Stock Exchange</p> <p><b>2010:</b> Increased the charter capital to VND10,560 billion</p> <p><b>2011:</b> Increased the charter capital to VND12,355 billion</p>	

2016	2015	SUSTAINABLE GROWTH	2012
<p><b>2016:</b> Honorably awarded "Excellence in International Payments 2016" by JPMorgan (US)</p> <p><b>2017:</b> Mercedes-Benz and FUSO launched the Daimler Financial Services with Eximbank in Viet Nam</p> <p>Officially introduced Eximbank – JCB Platinum Travel cash-back international credit card</p> <p><b>2018:</b> Launched Eximbank Visa Platinum cash-back card, Eximbank JCB Young card and rolled over the online house/apartment insurance system (Merimen), marking the success of a series of products and services targeting young customer generations</p>	<p>Awarded "Best Trade Finance Bank 2015" by The Asian Banker</p> <p>Awarded "Best Local Cash Management Bank in Vietnam 2015" by AsiaMoney – Hong Kong as voted by small enterprises with annual turnover of below USD100 million</p> <p>Signed with Infosys an agreement for deployment of Infosys Finacle corebanking solution in order to make a breakthrough in exploiting and further developing modern banking products and services.</p>	<p>Officially introduced the new set of brand identity, leaving an impression on Eximbank name to customers and partners</p> <p>One of the first issuers of JCB-branded international cards in Vietnam</p> <p>Awarded "Best Managed Bank in Vietnam 2013" by The Asian Banker</p> <p>Awarded by EuroMoney with "Best Bank in Vietnam" in 2013 and 2014</p> <p>Selected by The Banker to appear in its Top 1,000 World Banks 2014, which has been an honor of Eximbank for many consecutive years</p>	

2021	2020	SUSTAINABLE GROWTH	2019
<p>01/2021: "Quality Recognition Award for U.S. Dollar Clearing" by J.P.Morgan</p> <p>02/2021: "Most Active Bank in FX of Vietnam 2020" and "Best FX Market Maker of Vietnam 2020" by Refinitiv (London Stock Exchange Group)</p> <p>12/2021: "Leadership in Merchant Sales Volume Growth" and "Leading Licensee in Debit Card Member Base 2020" by the international card organization JCB (Japan)</p>	<p>04/2020: Asian Development Bank (ADB) provided Eximbank with a guarantee limit and revolving credit facility totaling USD31 million (or VND725 billion)</p> <p>9/2020: Standard &amp; Poor's (S&amp;P Global Ratings) announced the long-term credit ratings of Eximbank to stay unchanged at B+ with "Stable" outlook</p>	<p>Signed agreement with Tranglo to develop the online payment channel for remittance receivers</p> <p>Relocated Eximbank HCMC Branch to the new office at 4B Ton Duc Thang, Ben Nghe Ward, District 1 in 11/2019</p> <p>Signed the Memorandum of Understanding with Doreming Asia Pte. Ltd. to provide payroll service to the Bank's customers via application</p>	

2023	2022	SUSTAINABLE GROWTH
<p>Total charter capital was raised to VND 17.4 trillion through issuances of dividend-paying shares to shareholders.</p> <p>Continued to affirm Eximbank's position in the domestic market and consistently recognized through awards and rankings from reputable international organizations</p>	<p>01/2022: "Bank leading in growth of card payment acceptance revenue in 2020" and "Bank leading in the number of JCB debit cards in circulation in 2020."</p> <p>06/2022: 2021 Elite Quality Recognition Award by JP Morgan by J.P.Morgan.</p> <p>07/2022: Top 20 Vietnamese Brands and Golden Products 2022 for the Eximbank Mobile Banking application.</p> <p>12/2022: honored at the Certificate Ceremony of "Vietnam Well-known Trademark – Competitive Trademark 2022" held by Vietnam Intellectual Property Association It was named in Top 10 Vietnamese Bank 2022 as certified by Vietnam Association for Supporting Industries Eximbank also received the certificate of merit from HCMC People's Committee for excellence in management, collection and payment to the State budget in 2022</p>	

2024	SUSTAINABLE GROWTH
<p>Total charter capital was raised to VND 18.7 trillion through issuances of dividend-paying shares to shareholders.</p> <p>Continued to affirm Eximbank's position in the domestic market and consistently recognized through awards and rankings from reputable international organizations.</p>	

## LISTING

Eximbank obtained the approval from Ho Chi Minh City Stock Exchange to list its shares as from 20 October, 2009 under Decision No. 128/QĐ-SGDHCM.

Name: Stock of Vietnam Export Import Commercial Joint Stock Bank

- Type: Common stock
- Par value: VND10,000/stock
- Total listed volumes: 1.868.810.607 shares
- Total listed value by par: VND 18,688,106,070,000

# Outstanding Awards in 2024



## EXIMBANK 35 BỨ PHÁ KHUỖA GIỚI HẠN



01/2024

STP Award 2023 presented by BNY Mellon.



01/2024

Certificate of Top 10 Leading Vietnamese Brands, Golden Products, and Golden Services 2023 from the Vietnam Intellectual Property Association.



03/2024

"Most Volume Traded" and "Most Active Bank in Vietnam 2023" awarded by the London Stock Exchange Group (LSEG).



04/2024

Sao Khuê Award 2024 in digital banking, selected by the Vietnam Software and IT Services Association (VINASA).



06/2024

"Outstanding Technology and Digital Transformation Product 2024" awarded by Investment Newspaper and the Vietnam Financial Advisors Community.



09/2024

Top 10 Digital Technology Companies 2024, selected by the Vietnam Software and IT Services Association (VINASA).



# Outstanding Awards in 2024 (continued)



09/2024

Outstanding International Payment Quality - STP Award” presented by leading global correspondent banks, including Bank of New York Mellon, Wells Fargo, J.P. Morgan, and Citibank.



09/2024

Top 10 “The Best of Vietnam” in 2024, selected by the Vietnam Union of Science and Business and the Intellectual Property & Creativity Magazine.



10/2024

Corporate Excellence Award 2024 by Asia Pacific Enterprise Award (APEA)



10/2024

Vietnam Strong Brand Award 2024, in the Sustainable Development category, organized by Vietnam Economic Magazine – VnEconomy – Vietnam Economic Times.



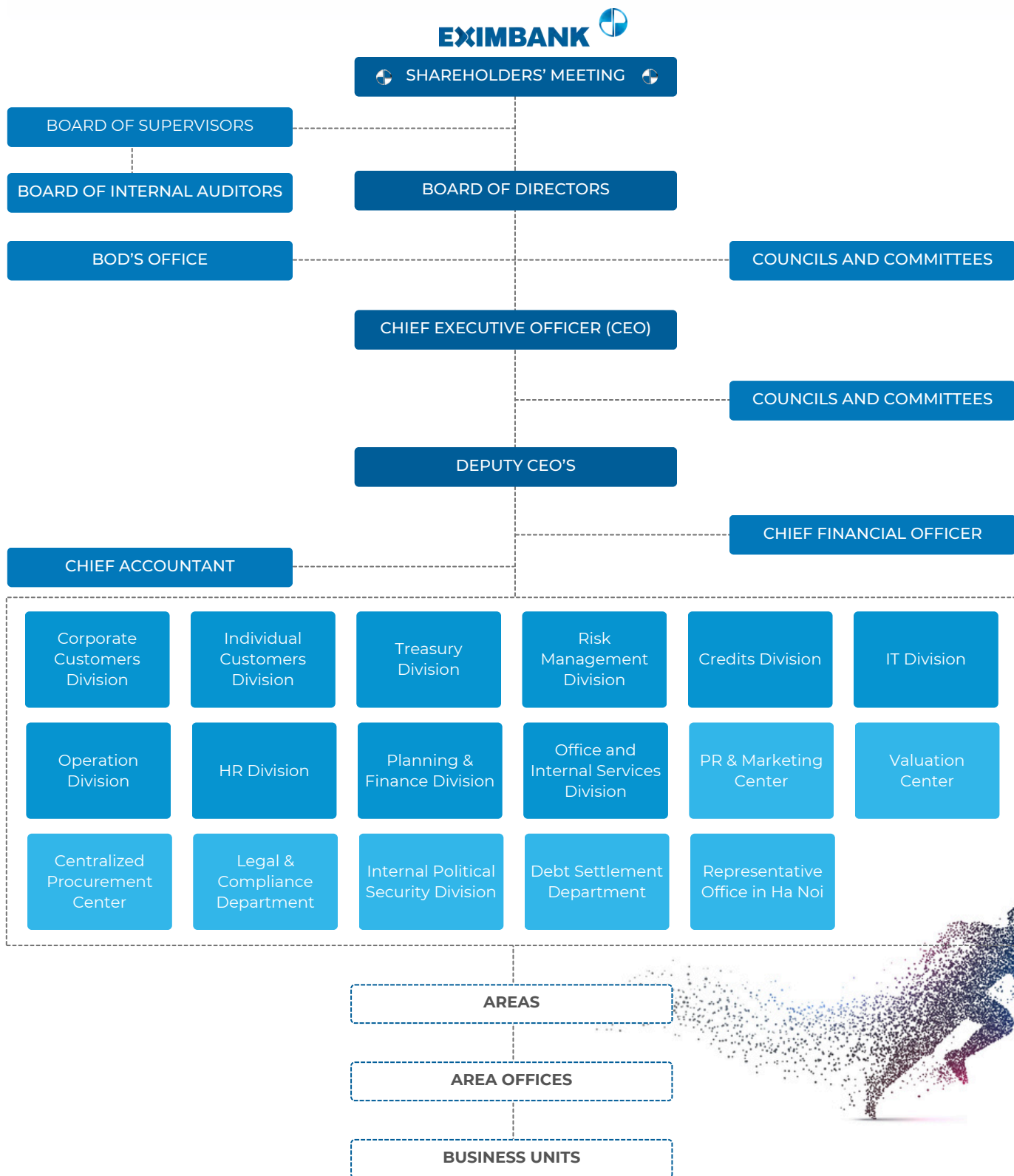
10/2024

Top Industry 4.0 Vietnam, selected by the Institute of Innovation and Digital Transformation.



# MANAGEMENT AND ORGANIZATION STRUCTURE

- ➔ Eximbank's management structure consists of the General Meeting of Shareholders, Board of Directors, Board of Supervisors and Chief Executive Officer in accordance with the prevailing Law on Credit Institutions and Law on Enterprises.
- ➔ The General Meeting of Shareholders has the highest authority in the Bank.
- ➔ The Board of Directors is the highest management body whose members are elected under the decision of the General Meeting of Shareholders.
- ➔ The Board of Supervisors is the body overseeing activities of the Board of Directors and Board of Management, whose members are elected under the decision of the General Meeting of Shareholders.





**EXIMBANK** **35** **BỨT PHÁ KHÔNG GIỚI HẠN**



## KEY PERSONNEL - BOARD OF DIRECTORS

### Nguyen Canh Anh Board Chairman

Board member of Eximbank since September 2023 and serving as Chairman of the Board of Directors of Eximbank from April 2024 to present.

He previously worked at Price Waterhouse Coopers Vietnam Co., Ltd.; HSBC Bank (Vietnam) Ltd.; Techcombank (Vietnam Technological and Commercial Joint Stock Bank); Viettel Group (Military Industry-Telecommunications Group); Viettel International Investment Joint Stock Company; VinConnect Technology Solutions and Services Co., Ltd.; Vinpearl Air Joint Stock Company; Vingroup Joint Stock Company; and EVN Finance Joint Stock Company.

He graduated with a Master's degree from Aix-Marseille University 3 and a Bachelor's degree from Aix-Marseille University 2.



## BOARD OF DIRECTORS

### **Do Ha Phuong** Vice Chairwoman

Became a Board member of Eximbank since 02/2022; served as the Board Chairwoman from 06/2023 to 04/2024, and Vice Board Chairwoman from 04/2024 to present.

Previously worked at Ernst & Young USA & Vietnam; Vietnam International Commercial Joint Stock Bank; Lotus Finance Co., Ltd.; and VNInvest Partners Co., Ltd.

Graduated with a Master's degree in International Finance from the University of Westminster, United Kingdom; and a Bachelor's degree in Accounting from George Mason University, United States.



### **Tran Tan Loc** Vice Chairman

Became a Board member of Eximbank since 09/2023; and having served as the Vice Board Chairman from 01/2024 to present. Worked at Eximbank since 1994, holding various positions/titles: Deputy Head of Transaction Accounting Department, Head of Credit Card Department, Assistant to the CEO Deputy Head of Development Project Committee, Secretary of the BOD Deputy Chief of the BOD Office, Acting CEO, Standing Deputy CEO, and CEO. Previously, he worked at Vietnam Joint Stock Commercial Bank for Foreign Trade (Vietcombank). Graduated with a PhD's from the University of Economics HCM City; Master's degree from the University of Economics HCM City; and Bachelor's degree from the University of Economics HCM City.

### **Pham Quang Dung** Board member

Board member of Eximbank since February 2023 to present.

Previously worked at Techcombank (Vietnam Technological and Commercial Joint Stock Bank); SeABank (Southeast Asia Commercial Joint Stock Bank); Filmore Real Estate Investment Joint Stock Company; and Phú Mỹ Real Estate Investment Co., Ltd.

Graduated with a Bachelor's degree in Banking - Finance from the National Economics University.



### **Tran Anh Thang** Independent Board member

Independent Board member of Eximbank since February 2023 to present.

Previously worked at Saigon - Hanoi Securities Joint Stock Company (SHS); Everest Securities Joint Stock Company (EVS); Nhất Việt Securities Joint Stock Company; and Amber Fund Management Joint Stock Company.

He currently serves as CEO of Nhất Việt Securities Joint Stock Company.

Graduated with a Master's in Business Administration from LaTrobe University, Australia; and a Bachelor's in Finance from LaTrobe University, Australia.

## BOARD OF SUPERVISORS



### Pham Thi Mai Phuong - Member

Ms. Pham Thi Mai Phuong was born in 1982 in Nha Trang. Phuong graduated with a Bachelor's degree in Accounting, Bachelor's degree in Foreign Trade Economics, Chief Accountant Training Certificate, Sales Director Certificate, and Chief Financial Officer Certificate.

She used to be a general accounting officer of Pacific Seafood Export Import Company; general accounting senior officer, corebanking senior officer, Customer Service Center Director, Ben Thanh Transaction Office Manager, senior officer of the Management's Office, Customer Service Center Director and special envoy of the Board of Directors of Nam A Commercial Joint Stock Bank.



### Doan Ho Lan - Member

Ms. Doãn Hồ Lan, born in 1981 in Hanoi. She graduated with a Bachelor's in Economics and a Master's in Executive Business Administration (EMBA) from the National Economics University.

She has held various positions at state-owned enterprises, credit institutions, securities companies, and debt management companies of credit institutions; she also served in senior management roles at fund management companies and listed enterprises in the Vietnamese market.

She was elected by the General Meeting of Shareholders as a Supervisory Board member of Eximbank for Term VII (2020-2025).

(\* Ms. Doãn Hồ Lan was elected as Head of the Supervisory Board effective March 5, 2025.

# BOARD OF MANAGEMENT



## Nguyen Hoang Hai - Acting CEO

Hai holds a Bachelor's degree in International Economics, Foreign Trade University and a Bachelor's degree in Marketing, Saxion Hogeschool IJselland (the Netherlands), and a Master's degree in International Business Administration, Radboud Nijmegen University (the Netherlands).

He used to take over key positions in financial institutions, including: member of the Investment Council, and Deputy General Director of the Asset Management Company, An Binh Commercial Joint Stock Bank; and Board member and General Director of Electricity Joint Stock Finance Company.

## Dao Hong Chau - Deputy CEO

Chau holds a Bachelor's degree in Economics – Foreign Trade and a Master's degree in Business Administration, University of Economics HCMC.

He has undertaken the position of Eximbank Deputy CEO since 2004, and is currently in charge of treasury, legal and compliance businesses. He also engages in councils, committees and strategic initiatives of Eximbank.



## Nguyen Ho Hoang Vu - Deputy CEO & CFO

Vu holds a Bachelor's degree in Banking and a Master's degree in Economics, HCMC Banking University.

He has undertaken the position of Deputy CEO of Eximbank since 2013, and is currently in charge of planning and finance, retail banking, and debt settlement. He also engages in councils, committees and strategic initiatives of Eximbank.

# BOARD OF MANAGEMENT

## Nguyen Huong Minh - Deputy CEO

Minh graduated with a Bachelor's in Banking and Finance from Thăng Long University and a Master's in Business Administration from the National Economics University.

He previously held senior and key management positions at Southeast Asia Commercial Joint Stock Bank (SeABank), Vietnam Technological and Commercial Joint Stock Bank (Techcombank), and Vietnam Prosperity Joint Stock Commercial Bank (VPBank).

Minh has served as Deputy CEO of Eximbank since 2018 to present. He currently oversees the Information Technology Division, Operations Division, and participates in Eximbank's councils, committees, and strategic initiatives.



## La Quang Trung - Chief Accountant

Trung holds Bachelor's degree in Informatics, HCMC University of Foreign Languages and Information Technology, Bachelor's degree in Finance – Banking, HCMC Banking University, and a Master's degree in Accounting, HCMC University of Technology.

He has more than 20 years of experience in the finance – banking field, and 10 years working as chief accountant at financial institutions. Trung has undertaken the position of Chief Accountant at Eximbank since 05/2020.



# BUSINESS LINES

Key business areas





## OPERATING NETWORK

Eximbank is headquartered at Level 8, Suite No. L8-01-11+16, Vincom Center, 72 Le Thanh Ton, Ben Nghe Ward, District 1, Ho Chi Minh City, Viet Nam. The Bank has one (1) head office, forty eight (48) branches, one hundred and sixty seven (167) transaction offices and one (1) representative office based in Hanoi.

As at 31/12/2024, Eximbank has 215 banking units in 26 provinces and cities nationwide, including Hanoi, Hai Phong, Nghe An, Bac Ninh, Bac Giang, Quang Ninh, Quang Ngai, Quang Nam, Da Nang, Hue, Nha Trang, Binh Dinh, Lam Dong, DakLak, Binh Phuoc, Binh Duong, Dong Nai, Ba Ria - Vung Tau, Ho Chi Minh City, Long An, An Giang, Tien Giang, Dong Thap, Can Tho, Bac Lieu and Kien Giang.



**1**

Head office

**48**

Branches

**167**

Transaction offices

**1**

Representative office based in Hanoi



# LIST OF BRANCHES/ TRANSACTION OFFICES FEBRUARY 20, 2025

Business unit name	Address
<b>NORTH</b>	
Hanoi Branch	19 Tran Hung Dao Street, Phan Chu Trinh Ward, Hoan Kiem District, Hanoi City
Ba Dinh Branch	(Floor 1 + 3) NHS Center building, number 214 Hao Nam, Cat Linh Ward, Dong Da District, Hanoi City
Long Bien Branch	558 Nguyen Van Cu, Cia Thuy Ward, Long Bien District, Hanoi City
Thu Do Branch	(Floor 1 and floor 5) Building number 257 Giai Phong Street, Phuong Mai Ward, Dong Da District, Hanoi City
Cau Giay Branch	(1st + 3rd floor) No. 24 Hoang Quoc Viet, 46 Cluster, Nghia Do Ward, Cau Giay District, Hanoi City
Dong Da Branch	(1st + 2nd floor) No. 292 Tay Son Building, Trung Liet Ward, Dong Da District, Hanoi City
Bac Giang Branch	Block No. 71-72-73 (L6), Nguyen Thi Luu 2 Street, Ngo Quyen Ward, Bac Giang City, Bac Giang Province
Bac Ninh Branch	34 Ly Thai To Street, Ninh Xa Ward, Bac Ninh City, Bac Ninh Province
Hai Phong Branch	1st and 2nd floor, No. 01 Block 3A, New Residential Area at Cat Bi Airport Intersection, Dong Khe Ward, Ngo Quyen District, Hai Phong City
Vinh Branch	Ground floor, CT21 - Trung Do Tower Building, No. 42 Le Nin Boulevard, Nam Nguyen Sy Sach New Urban Area, Hung Dung Ward, Vinh City, Nghe An Province
Quang Ninh Branch	14-16 Tran Hung Dao Street, Tran Hung Dao Ward, Ha Long City, Quang Ninh
<b>CENTRAL AND THE HIGHLANDS</b>	
Quang Ngai Branch	20-22 Phan Chu Trinh, Nguyen Nghiem Ward, Quang Ngai City, Quang Ngai province
Da Nang Branch	48 Tran Phu, Hai Chau 1 Ward, Hai Chau District, Da Nang City
Nam Da Nang Branch	181-183 Nguyen Phuoc Lan, Hoa Xuan Ward, Cam Le District, Da Nang City
Hue Branch	6A Ly Thuong Kiet, Vinh Ninh Ward, Hue City, Thua Thien Hue province
Quang Nam Branch	226 - 228 Phan Chu Trinh, Tam Ky City, Quang Nam province
Khanh Hoa Branch	63 Yersin, Phuong Sai Ward, Nha Trang City, Khanh Hoa province
Dak Lak Branch	310 Nguyen Tat Thanh, Tan Lap Ward, Buon Ma Thuot City, Dak Lak province
Lam Dong Branch	18-20 Hoa Binh area, Ward 1, Da Lat City, Lam Dong province
Binh Dinh Branch	Part of (Floor 1+2) An Phu Thinh Commercial Center, 52A Tang Bat Ho Street, Le Loi Ward, Quy Nhon City, Binh Dinh Province
<b>SOUTHEAST</b>	
Dong Nai Branch	223 Ha Huy Giap, Quarter 4, Trung Dung Ward, Bien Hoa City, Dong Nai Province
Binh Duong Branch	244 Binh Duong Boulevard, Phu Hoa Ward, Thu Dau Mot City, Binh Duong Province
Ba Ria - Vung Tau Branch	43 Tran Hung Dao, Ward 1, Vung Tau City, Ba Ria - Vung Tau Province
Binh Phuoc Branch	(Ground floor, 1st floor and 2nd floor) ITC Dong Xoai Commercial Center, 1029 Phu Rieng Do Street, Dong Xoai City, Binh Phuoc Province
<b>HO CHI MINH CITY</b>	
Ho Chi Minh City Branch	116-124 Nguyen Cong Tru Street, Ward Nguyen Thai Binh, District 1, Ho Chi Minh City
Cho Lon Branch	141 Nguyen Chi Thanh Street, Ward 9, District 5, Ho Chi Minh City
Hoa Binh Branch	78 Nguyen Trai Street, Ward 3, District 5, Ho Chi Minh City
Tan Dinh Branch	78 Tran Quang Khai Street, Tan Dinh Ward, District 1, Ho Chi Minh City
Sai Gon Branch	(Ground floor + mezzanine) Building No. 87A-89/9-89/11-89/13-89/15 Ham Nghi Street, Nguyen Thai Binh Ward, District 1, Ho Chi Minh City
Thu Duc Branch	147A Vo Van Ngan Street, Linh Chieu Ward, Thu duc City, Ho Chi Minh City
Cong Hoa Branch	Ground floor + mezzanine, 141 Cong Hoa, Ward 12, Tan Binh District, Ho Chi Minh City
Tan Son Nhat Branch	307 Nguyen Van Troi, Ward 1, Tan Binh District, Ho Chi Minh City
Binh Phu Branch	110-112-114 Cho Lon, Ward 11, District 6, Ho Chi Minh City
Binh Tan Branch	10 Kinh Duong Vuong, Ward 13, District 6, Ho Chi Minh City
Phu My Hung Branch	(One part ground floor + One part mezzanine) Vinamilk Tower - No. 10 Tan Trao, Tan Phu Ward, District 7, Ho Chi Minh City
District 3 Branch	(Floor 1 - Floor 3) Building No. 21 Ky Dong, Ward 9, District 3, Ho Chi Minh City
District 4 Branch	H2 Building Hoang Dieu Street, Ward 8, District 4, Ho Chi Minh City
Nam Sai Gon Branch	849 Huỳnh Tấn Phát, P. Phú Thuận, Q. 7, Tp. HCM
District 10 Branch	65-65A & 63/6 3/2 Street, Ward 11, District 10, Ho Chi Minh City
District 11 Branch	31-33-27/1 Au Co, Ward 14, District 11, Ho Chi Minh City
<b>SOUTHWEST</b>	
Can Tho Branch	08 Phan Dinh Phung, Tan An Ward, Ninh Kieu District, Can Tho City
Tay Do Branch	53-55 Tran Van Kheo, Cai Khe Ward, Ninh Kieu District, Can Tho City
Long An Branch	42 Tra Quy Binh, Ward 2, Tan An City, Long An Province
Dong Thap Branch	103-105-107 Hung Vuong, Ward 2, Cao Lanh City, Dong Thap Province
An Giang Branch	38 Hai Ba Trung, My Long Ward, Long Xuyen City, An Giang Province
Tien Giang Branch	01A Hung Vuong, Ward 1, My Tho City, Tien Giang Province
Bac Lieu Branch	477 Tran Phu, Ward 7, Bac Lieu City, Bac Lieu Province
Kien Giang Branch	02-04 Pham Hong Thai, Vinh Thanh Van Ward, Rach Gia City, Kien Giang Province

## SUBSIDIARY

### EXIMBANK AMC

Trading name: Asset Management One-member Limited Liability Company - Vietnam Export Import Commercial Joint Stock Bank (Eximbank AMC)

Business registration certificate No. 0310280974 first issued by Ho Chi Minh City Department of Planning and Investment on 24/08/2010, and registered for the 18th amendment on 14/02/2025

Head office address: 24B Truong Dinh, Vo Thi Sau Ward, District 3, Ho Chi Minh City

Charter capital (changes in charter capital): VND300 billion

Eximbank's ownership ratio at Eximbank AMC: 100%  
Owner: 100% owned by Vietnam Export Import Commercial Joint Stock Bank



**24B Truong Dinh,  
Vo Thi Sau Ward,  
District 3, Ho Chi Minh  
City**



**Charter capital  
VND 300 Billion**

### History of establishment

The Asset Management One-member Limited Liability Company - Vietnam Export Import Commercial Joint Stock Bank was established under Decision No. 157/2010/EIB/QD-HDQT dated 21/4/2010 by the Board Chairman of Vietnam Export Import Commercial Joint Stock Bank; and Decision No. 754/QD-NHNN dated 01/4/2010 of the State Bank of Vietnam.

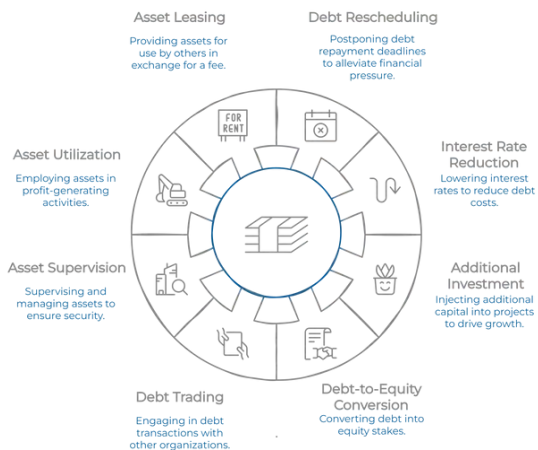
# BUSINESS LINES



## Other monetary intermediation activities

Receive and manage legacy assets of Vietnam Export Import Commercial Joint Stock Bank (secured and unsecured loans) and loan-related collaterals (i.e. mortgaged or pledged assets; foreclosed assets; and assets delivered to the Bank by courts) for handling and recovery of loans in the fastest way

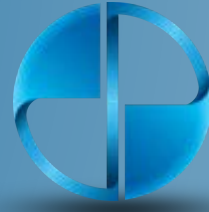
Proactively sell the collaterals under the discretion of Vietnam Export Import Commercial Joint Stock Bank at market price (the selling price may be higher or lower than the arrears' value) by such methods as publicly selling by itself on the market; selling through asset auction service centers; or selling to the State Debt Trading Company (once established). Restructure arrears by such methods as rescheduling, interest rate relief, additional investment, or conversion of debts into contributed capital. Buy and sell arrears of other credit institutions, or asset management companies of other commercial banks as stipulated by law.



## Restructuring arrears through measures:

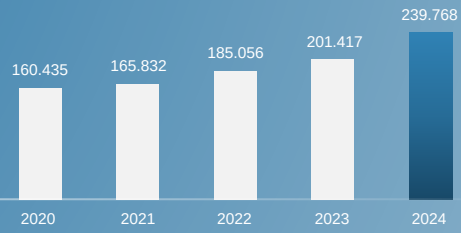
- Rescheduling, interest relief, additional investments, and conversion of debts into equity contributions. Buying and selling arrears of other credit institutions and debt management and asset exploitation companies of other commercial banks in accordance with law.
- Performing other activities under the authorization of Vietnam Export Import Commercial Joint Stock Bank in accordance with law, specifically: inspecting, consulting, and supervising assets within the system of Vietnam Export Import Commercial Joint Stock Bank.
- Disposing of collaterals through appropriate measures: renovating, repairing, and upgrading assets for sale, lease, business exploitation, equity contribution, or joint ventures to recover debts, specifically: office leasing and asset leasing within the system of Vietnam Export Import Commercial Joint Stock Bank.

# 5-YEAR HIGHLIGHTS



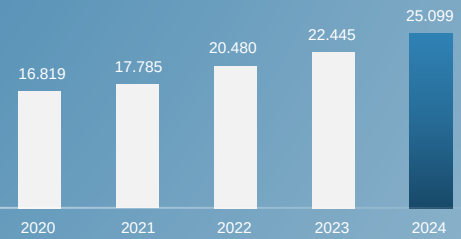
TOTAL ASSETS / VND BILLION

**239,768**



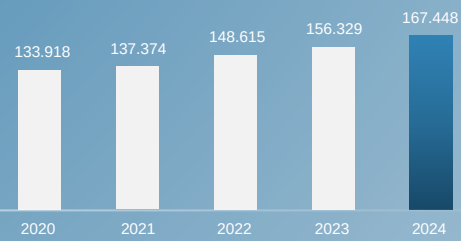
OWNER'S EQUITY / VND BILLION

**25,099**



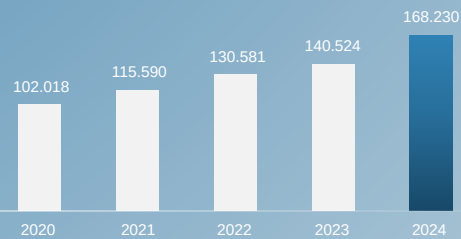
CUSTOMER DEPOSITS / VND BILLION

**167,448**



CUSTOMER LOANS / VND BILLION

**168,230**



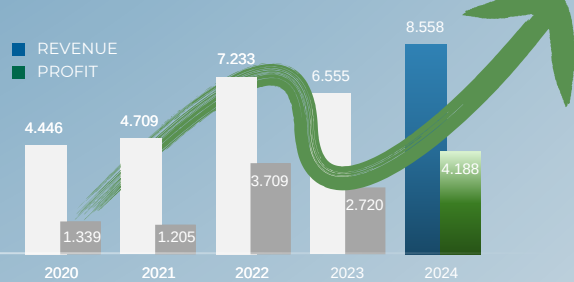
REVENUE / VND BILLION

**8,558**



PROFIT / VND BILLION

**4,188**



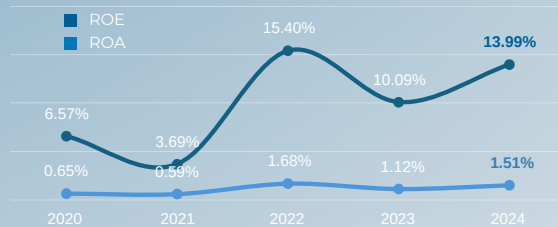
ROE

**13.99%**



ROA

**1.51%**



# GROWTH ORIENTATIONS

## Eximbank's Sustainable Development Goals



To achieve sustainable development, Eximbank has identified specific objectives as follows:

- Build up healthy financial capacity that meets operational safety requirements according to regulations and good practices, laying foundation to scale up business, and enlarge shares and name in the market;
- Maintain sustainable performance by improving asset quality, restructuring income sources, gradually raising non-interest income, and providing the best banking - finance - insurance products and services to customers;
- Perform transparent and efficient management in line with market practices;
- Develop information technology and apply digital banking to business and management activities, adapting to changes of the times;
- Make available highly qualified human resources to keep up with developments in the banking sector in the context of integration and industrial revolution 4.0; develop corporate culture, build and maintain a professional and modern working environment that keeps learning, creating and being responsible to the society.

### Business plan for 2025

Unit : VND Billion, %

No.	Item	2025	2025 plan		
			Value	+/- from 2024	%
1	Total assets	239,768	265,500	25,732	10.7%
2	Deposits, end-of-period(*)	178,312	206,000	27,688	15.5%
3	Credit exposure	168,230	195,500	27,270	16.2%
4	On-balance NPL ratio (groups 3-5)	2.53%	1.99%	-0.54%	
5	Profit before tax	4,188	5,188	1,000	23.8%

(\*) Including funds raised from economic entities – individuals and valuable papers issued

### Sustainable Development Goals (environment, society and community)

- Research and develop deposit and loan products aiming at low-carbon production and consumption industries to contribute to protect the environment and enhance the efficiency of natural resource and energy usage.
- Promote technological application to provide environment-friendly products and services, develop electronic transaction channels, and form customer habits.
- Manage environmental risk in credit granting activities, pay attention to assessing impacts of projects or loan application plans to the environment and society for the sake of risk mitigation, and increase the proportion of green credits being granted.
- Establish a green working environment, implement measures to economically and efficiently use water, printing papers, electricity and fuels at each branch and transaction office across the bank's network.
- Organize training courses to strengthen environmental and social risk management capacity and keep employees aware of sustainable development, green growth, green credit, and green banking.



# RISK MANAGEMENT



## Building a foundation for efficient governance and operations

Eximbank implements control activities based on the principle of three lines of defense, ensuring compliance with the State Bank of Vietnam's requirements under Circular 13/2018/TT-NHNN. It establishes a Risk Management Committee and Risk Council to support and advise the Board of Directors and the CEO in overseeing high-level risk management operations of the bank.

Eximbank consistently emphasizes enhancing its risk management capabilities, researching and applying models and methods to meet the requirements and orientations of regulatory authorities and international risk management standards, tailored to the practical operations of the bank. It builds and promotes a risk management culture throughout the system, ensuring effective and safe business development.

In addition, Eximbank prioritizes investment in developing tools and risk measurement models based on advanced methodologies, as well as establishing a roadmap and investment plan to upgrade information technology systems to best support risk management requirements.



In 2024, Eximbank continued maintaining the minimum capital adequacy ratio and prudent ratios within the risk appetite as well as regulatory thresholds; and managed major risks against the risk management policies and strategies developed by itself. Also, the Bank has implemented the internal capital adequacy assessment process (ICAAP) under Basel II standards, making sure that it can proactively satisfy capital requirements even in disadvantageous operating conditions.

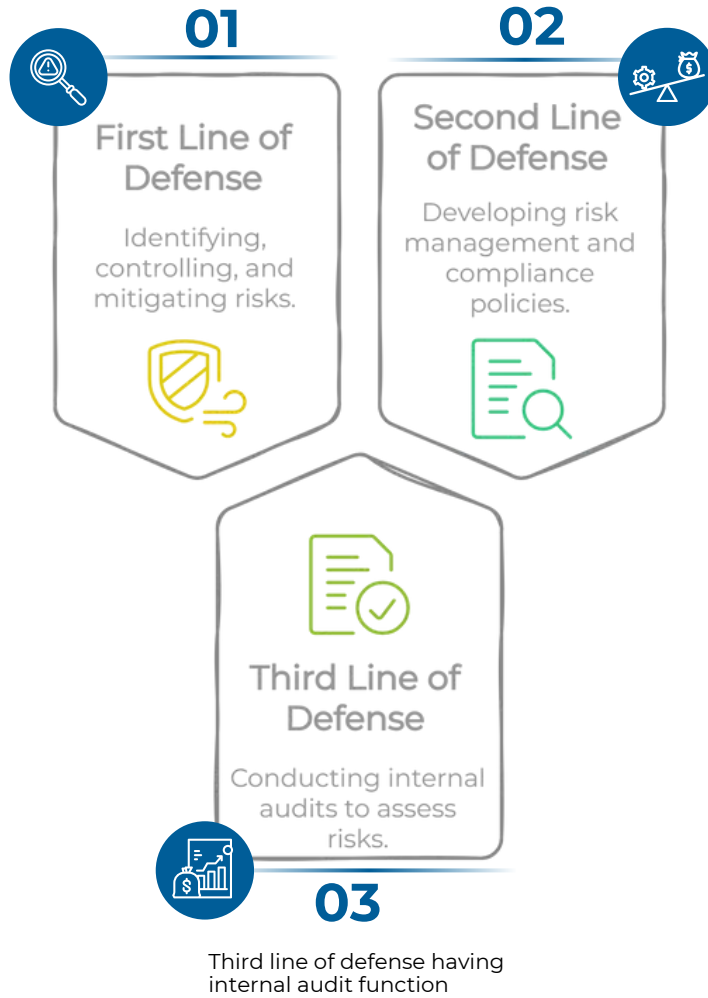
In addition, it is studying and making available necessary conditions, while reviewing and strengthening data quality to create premises for satisfaction with Basel II standards in advanced method or Basel III standards as per the intention of the Government and State Bank of Vietnam as set out in the project for restructuring the banking system in association with bad debt settlement up to 2025.

# RISK MANAGEMENT

Eximbank manages risks through a model of three independent lines of defense, in compliance with SBV requirements, specifically:

First line of defense functioning to identify, control and mitigate risks

Second line of defense functioning to develop risk management policy and regulations, measure and monitor risks, and comply with law regulations





**Eximbank has made available credit risk management strategy and policy prioritizing and focusing on giving loans to some industries and sectors in line with the economic development policy and its target markets. The credit risk management strategy includes:**

- Target NPL ratio and bad debt granting ratio by customers, industries and economic sectors;
- Principle of determining credit risk premium in calculation and pricing of credit products based on customers' credit risk levels;
- Principle of applying credit risk mitigation measures (including the approval authority thereof).

Eximbank pays special attention to credit risk which has been continuously and thoroughly managed and controlled from the Board of Directors, Board of Management to business units. The establishment of credit policy, risk appetite, oversight, reporting and control is carried out on frequent and independent basis.

The credit granting process has been renovated, upgrade and completed by way of optimizing the time for handling customers' loan applications, helping to remain competitive in the business environment while still able to manage risks. The delegation to approving authorities at Head Office and business units is subject to certain criteria and annual review.

Credit risk management is operated in the principle of independence and centralization, ensuring objectivity, transparency, and compliance with the Law on Credit Institutions, other relevant laws, and internal regulations of Eximbank. Inspection and supervision is conducted in all stages of the credit granting process and regularly and continuously maintained.

In 2024, Eximbank continued with system upgrade and renovation, including the examination and improvement of the credit scoring and rating model and estimation of customers' default probability, so as to better manage risks in credit approval. It is also in the process of formulating the methodology and collecting data to develop the model of loss given default (LDG) and exposure at default (EAD).

## OPERATIONAL RISK MANAGEMENT

Eximbank has established the operational risk management framework and fully performed operational risk management in observance with SBV requirements in Circular No. 13/2018/TT-NHNN and Basel II standards. According to which, it is clearly stated that the operational risk management strategy includes:

- Core principles to be followed under the model of three independent lines of defense, identification, measurement, oversight and control of operational risk in all products, operations, procedures and systems;
- Principles of outsourcing, insurance purchase, and technological application;
- Cases of business continuity plan preparation

The ORO (operational risk officer) model at units has facilitated Eximbank in synchronously and effectively managing operational risk all over the network.

In 2024, Eximbank issued regulations on fraud risk management and a set of guidelines for business units to identify signs of suspected fraud, scams, and legal violations related to payment accounts, bank cards, payment acceptance units, and risk control measures.

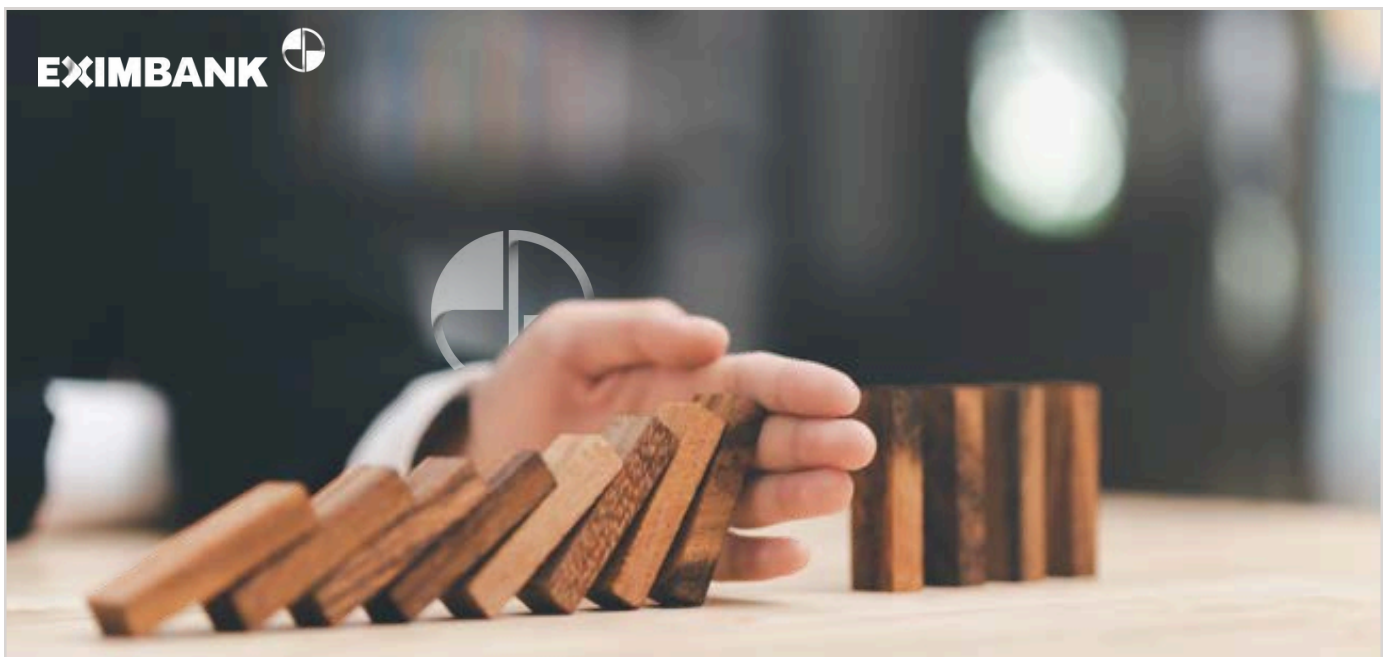
Eximbank kept deploying tools for identifying, measuring, monitoring and controlling operational risk such as loss data collection (LDC), risk control self assessment (RCSA), and key risk indicators (KRI); finalized the establishment of business continuity plan at units in the network; and engaged in reviewing and evaluating risks to new policies, regulations, procedures, products, services, and outsourcing activities.

Strengthening efforts to promote and disseminate legal policies, regulations of the State Bank of Vietnam, and actively train to enhance awareness, professional knowledge of Eximbank's internal regulations and processes, foster professional ethics, and raise awareness of each employee's role and responsibility in risk management, emphasizing the importance of risk management to collectively build an effective and robust risk management culture and practice.

Establishing sanctions to address operational violations, instilling a spirit of compliance throughout all employees, contributing to risk mitigation while deterring and correcting non-compliant behaviors. All detected non-compliance errors leading to loss risks must be promptly reported to the competent authority for immediate remediation and correction.

Eximbank has been applying a clear reward and penalty mechanism, recording sanctioned errors, and evaluating performance rankings for commendations, demonstrating the leadership's determination in risk management at Eximbank.

Apart from the measures for operational risk prevention, detection and mitigation, Eximbank has also formulated the policy of operational risk transfer in form of insurance packages for its assets as incremental protection in case of material losses.



# MARKET RISK MANAGEMENT

## INTEREST RATE RISK

Market interest rate risk is managed by controlling the PV01 (Price Value of a Basis Point), a method for assessing the sensitivity of financial instruments (typically those with stable income, e.g., bonds) to changes in interest rates, specifically measuring how much the instrument's price changes when the interest rate shifts by 1 basis point. The higher the PV01, the greater the sensitivity of the portfolio or instrument to interest rate changes. In addition, market interest rate risk is also assessed through the estimated maximum loss value (Value at Risk - VaR) and stress testing (Stressed VaR) for financial portfolios or instruments in the trading book exposed to market interest rate risk.



## EXCHANGE RATE RISK

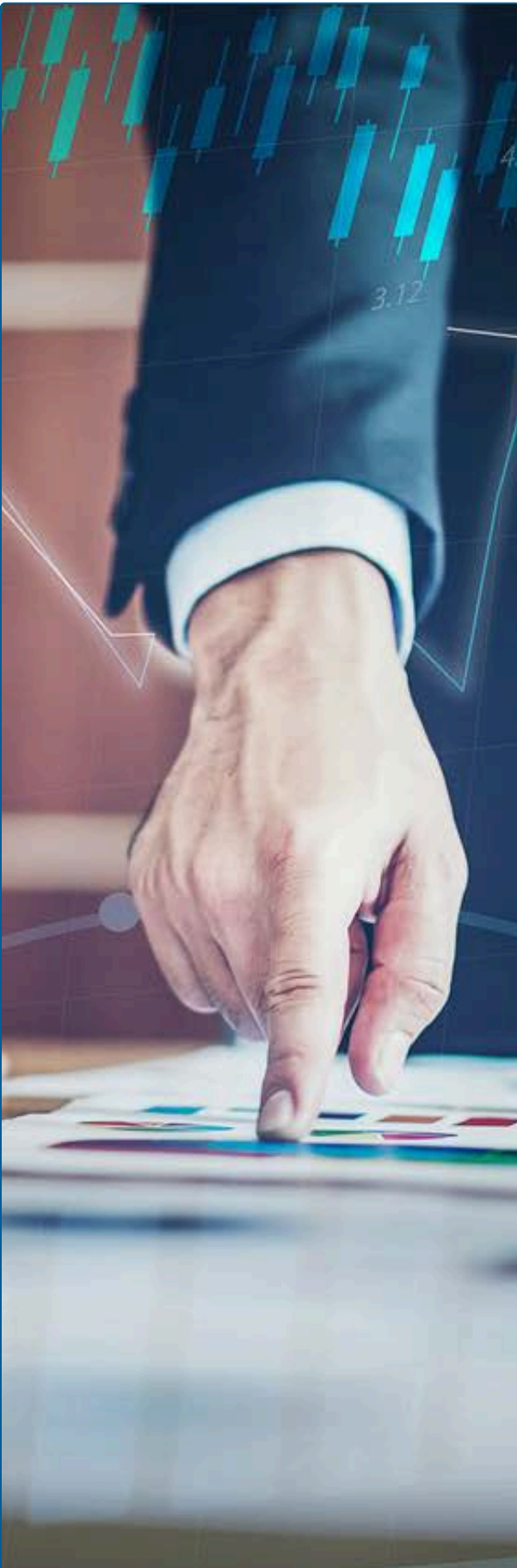
Exchange rate risk is managed through stringent oversight of the compliance with regulations on limits, including transaction limit, stop-loss limit, authority limit, counterparty's limit and cut-off limit, etc. of State authorities and the Bank itself. Besides, Eximbank has also employed models for risk measurement and assessment, and valuation of daily financial instruments for estimation of losses so as to control risks within its appetite. Derivatives have been in use to prevent possible exchange rate risk from arising.



## INVESTMENT PRICE RISK

To manage investment price risk, Eximbank has applied methods of measuring and assessing the investment portfolio against market price, and set up limits for investment price risk (e.g. bond investment limit, stop-loss limit, etc.) in line with SBV regulations and the Bank's objectives and business strategies from time to time.





## LIQUIDITY RISK MANAGEMENT

To prevent and address liquidity risk issues, Eximbank has established a comprehensive system of internal regulations and processes for liquidity risk management, aligned with industry-wide standards and in compliance with state authority regulations. Liquidity risk management is conducted daily through measuring, monitoring, and supervising compliance with limits and liquidity safety ratios in the bank's operations, as stipulated by the State Bank of Vietnam (SBV) and Eximbank's internal regulations, based on the advice and proposals of the Assets and Liabilities Management Council;

In addition, liquidity risk is measured through the daily assessment and monitoring of cash flow mismatch gaps, conducted for cash inflows and outflows based on contractual maturities and actual customer behavior, to gauge the net surplus or deficit of accumulated cash flows across different time horizons. Furthermore, Eximbank conducts liquidity stress testing to evaluate the bank's ability to meet liquidity needs under various stress scenarios, enabling the development of optimal contingency plans to ensure safe and effective operations.

Moreover, over the past year, the bank has researched and implemented the measurement and monitoring of liquidity risk in accordance with Basel III standards, using the Liquidity Coverage Ratio (LCR) and the Net Stable Funding Ratio (NSFR) to further enhance its liquidity risk management capabilities.

## MANAGEMENT OF INTEREST RATE RISK ON THE BANKING BOOK

The Bank manages this risk by analyzing the repricing gap profile of rate-sensitive assets (RSA) and rate-sensitive liabilities (RSL); establishing limits on the accumulated discrepancy ratio (RSA minus RSL) relative to total assets across various maturity buckets; and analyzing changes in net interest income ( $\Delta NII$ ) and the economic value of equity ( $\Delta EVE$ ) when interest rates change, to assess potential losses to income and the economic capital value of the Bank under different interest rate scenarios within a specified measurement period (typically one year).

In addition, the Bank conducts stress testing for market interest rate risk (RRLSTSNH) under various interest rate shock scenarios to evaluate the maximum potential impact (losses) on income and the economic value of equity, enabling the Bank to implement timely adjustments to interest-sensitive asset (TSC) and liability (TSN) items across different maturity buckets to optimize income and minimize losses (if any) for the Bank.



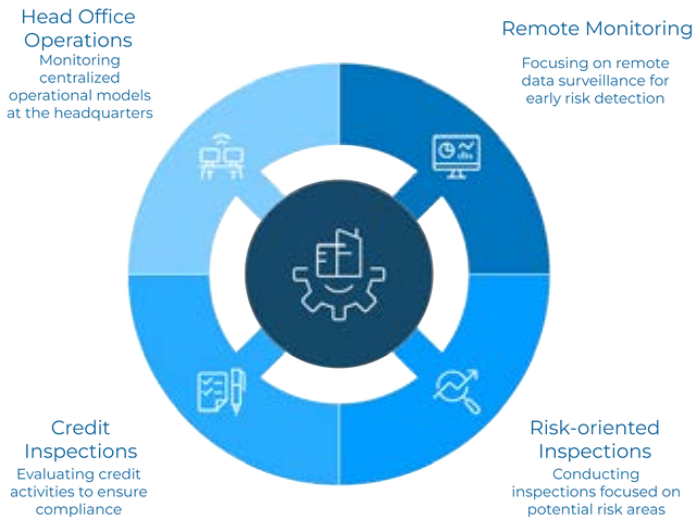
# COMPLIANCE

## Compliance control:

Eximbank has established and deployed an internal control and inspection department under the second line of defense to conduct inspection and supervision of compliance with legal regulations, as well as Eximbank's policies, rules, procedures, operational regulations, and internal guidelines at business units and operational units at the Head Office.

In 2024, to further enhance the effectiveness of internal inspection and supervision activities under the second line of defense, while implementing solutions to optimize costs and operational budgets in line with the directives of the State Bank of Vietnam outlined in the banking sector's key priorities, Eximbank transformed its inspection operational model. This transformation emphasizes centralized remote data monitoring (through the collection, processing, and supervision of operational information and data stored in the bank's information systems), combined with the deployment of risk-oriented thematic inspections. These efforts focus on addressing existing issues, limitations, and potential significant risks identified through remote monitoring, shifting away from solely conducting periodic inspections at units as done previously.

Through remote monitoring, Eximbank has promptly identified and issued early warnings for signs of risk, as well as existing issues and limitations in the business and operational activities at various units, providing recommendations for these units to rectify and address them. This includes correcting and supplementing deficiencies in transaction records and documents; reviewing and enhancing controls within systems or internal documents and processes; and revising procedural and regulatory shortcomings to prevent and mitigate risks affecting the bank's operations. Accordingly, in 2024, Eximbank's inspection and control section conducted risk-themed inspection teams focusing on credit activities at 48 business units within the network, as well as inspections of two centralized operation models at the Head Office, covering payments and asset valuation. Additional thematic inspections, as directed by the Chief Executive Officer, addressed topics such as the application of service fee discounts, compliance with credit approval conditions at business units, cash foreign currency sales, and international card issuance....



## Compliance with environmental protection legislation:

Being well aware that Viet Nam is one of the countries most affected by and suffered from climate change, Eximbank has taken initiative in researching and step by step applied environmental risk management to its credit granting activities, including the development of the Environmental and Social Management System (ESMS) for trade finance operations at Eximbank, and promulgation of the Regulations on environmental risk management in credit granting activities in conformity with the principles set out in Circular 17/2022/TT-NHNN dated 23/12/2022.

In making credit appraisal of projects, Eximbank evaluates the impact of environmental and social risks on fund use effectiveness and customers' repayment ability against environmental and social protection standards. On regular basis, loans already granted to customers are checked and supervised for the sake of environmental and social risk management. In the forthcoming time, Eximbank shall further study to develop programs and products with preferential lending interest rates for companies investing in keeping the environment "clean and green", and promote communication to raise awareness of both customers and its employees for the goal of becoming a "green bank" that acts for "green and clean" environment.





Over the past years, money laundering crimes have become increasingly complex, with sophisticated and organized methods, making it more challenging to inspect, review, and detect suspicious signs. Money laundering negatively impacts the stability and development of the economy. Amid Vietnam's deepening international integration and the rapid increase in financial transaction volumes, anti-money laundering (AML) efforts have become an urgent requirement.

Eximbank consistently prioritizes AML efforts, committing to continuous improvement and implementation of measures to ensure effective money laundering risk management, contributing to a stable and sustainable financial environment. Eximbank fully complies with current legal regulations on AML, including:

- **Law on Anti-Money Laundering No. 14/2022/QH15** dated 15/11/2022.
- **Decree No. 19/2023/NĐ-CP** dated 28/4/2023 elaborating on several articles of the AML Law.
- **Decision No. 11/2023/QĐ-TTg** dated 27/4/2023 on range of values of which transactions are subject to mandatory reporting.
- **Circular No. 09/2023/TT-NHNN** dated 28/7/2023 guiding the implementation of the AML Law.

To ensure effective implementation of AML efforts and compliance with law regulations, Eximbank established an AML Committee with the following specific responsibilities:

- Providing strategic direction and implementing AML policies and procedures across the entire banking system.
- Supervising the effective execution of legal regulations and international AML standards.

To optimize AML efforts, since 2011, Eximbank has deployed an advanced AML software system with the following key features:

- Automated transaction monitoring to ensure continuous and accurate tracking.
- Customer information screening from the initial stage of establishing relationships, ensuring compliance with Eximbank's customer acceptance policy.
- Integration of WorldCheck data provided by Refinitiv into the AML software to enhance monitoring and risk management capabilities.

In 2024, Eximbank organized 10 AML training courses with participation from over 1,500 officers and employees. The training program content aimed to equip Eximbank staff with AML operational knowledge, including:

- Legal and internal regulations on AML.
- Responsibilities for failing to comply with legal and internal AML regulations.
- Money laundering methods and techniques.
- Money laundering risks related to products and services.
- Duties and responsibilities of officers and employees assigned to AML-related tasks.

Eximbank has fully and timely fulfilled reporting requirements under legal regulations, including:

- Reports on large-value transactions requiring reporting.
- Reports on electronic fund transfer transactions.
- Reports on suspicious transactions.
- Reports on money laundering risk assessments.
- Other reports as required periodically.

Eximbank consistently implements AML measures rigorously and effectively, ensuring compliance with current legal regulations, protecting Eximbank and its customers from money laundering risks. As a result, Eximbank has built strong trust and confidence from its customers.

# 02.

## OPERATION IN THE YEAR

- Business performance
- Organization and Human resource
- Projects investment
- Subsidiaries and affiliates
- Financial conditions
- Shareholders structure, change in the owner's equity

EXIMBANK

# BUSINESS PERFORMANCE

Business performance as at 31/12/2024

Unit : VND billion

No.	Item	2023	2024 plan	Executed in 2024			% plan completion
				Value	+/- from 2023	% +/- from 2023	
1	Total assets	201,417	223,500	239,768	38,351	19.0%	107.2%
2	Deposits, end-of-period(*)	158,329	175,000	178,312	19,983	12.6%	101.9%
3	Credit exposure (corporate bonds included)	140,524	161,000	168,230	27,706	19.7%	104.5%
4	On-balance NPL ratio (groups 3 - 5)	2.71%	1.80%	2.53%	-0,18%		
5	Profit before tax	2,720	5,180	4,188	1,468	54.0%	80.8%

Note: (\*) including valuable papers issued



## RETAIL BANKING OPERATIONS

### PERSONAL LOANS

Personal credit activities in 2024 faced numerous challenges due to the broader macroeconomic impact, global political and economic instability, weak demand recovery, and unstable supply chains, which slowed the domestic economy and resulted in lower credit demand compared to previous years.

Customers operating in sectors such as textiles, footwear, electronics, and wood faced difficulties due to reduced orders and shrinking export markets, coupled with rising input costs. Additionally, the real estate market showed signs of stagnation, with subdued transactions, tightened liquidity conditions, and property prices remaining high relative to average income levels.

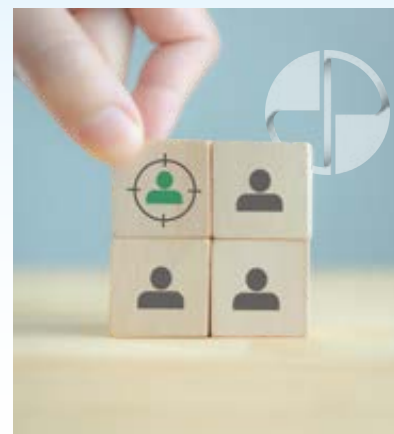
Despite these challenges, outstanding personal customer loans **achieved a commendable growth rate of 11% compared to the beginning of the year**, with the non-performing loan ratio also kept under control in accordance with the regulations of the State Bank of Vietnam (SBV) and Eximbank

To achieve impressive growth, Eximbank focuses on targeted customer segments:

- Individuals needing loans to purchase actual housing: Office workers, government employees, and middle-income individuals seeking to own social housing or affordable commercial properties.
- Small business owners and individual households engaged in agriculture, in line with government directives, requiring working capital or investment for expansion.
- Individual customers with small-scale consumption needs and stable financial capacity

Adhering to a customer-centric orientation, Eximbank designs product solutions tailored to each customer segment to enhance product and service experiences while managing risks for each group: potential customers, high-quality customers with transparent income sources, and regular customers.

Additionally, Eximbank continuously introduces interest rate discount programs and preferential credit packages for production, agriculture, and rural areas, supporting customers in overcoming difficulties by providing access to reasonable capital costs, contributing to credit growth solutions aligned with the directives of the State Bank of Vietnam (SBV) and the Government.



# BUSINESS PERFORMANCE

## DEPOSITS AND DOMESTIC INDIVIDUAL SERVICES

### Capital funding :

Amid the general difficulties faced by the banking system in 2024, where capital mobilization grew by just over 9% (lower than the 11% growth in 2023), Eximbank adopted a customer-centric approach, developing customer segments and designing products tailored to these segments to meet customer needs. **As a result, personal customer capital mobilization growth in 2024 exceeded 13%.**

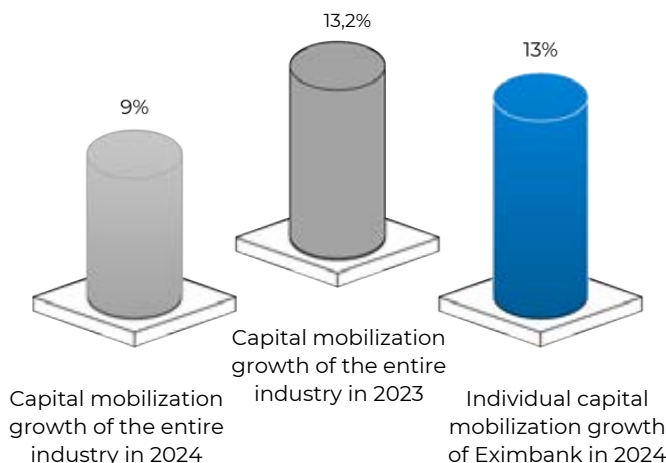
Specifically, as of December 31, 2024, the balance of personal capital mobilization **reached VND 113,520 billion, accounting for 68% of the system-wide total mobilized capital and representing 96% of Eximbank's total customer base.**

To achieve these results, Eximbank promptly implemented capital mobilization policies, promoting stable capital sources from the public, aligned with the State Bank of Vietnam's directives and market trends. Additionally, Eximbank actively launched new programs, products, and technologies aimed at meeting customer needs, enhancing the customer base and ensuring customer satisfaction when transacting with Eximbank.

**A highlight in 2024 product development efforts** was Eximbank's focus on promoting products tailored to customer preferences:

- **Online Savings, Gifts Delivered Home:** Customers depositing online receive immediate home-delivered gifts, with a variety of appealing options updated regularly throughout the year.
- **Diverse Payment Account Combos:** Comprehensive packages for opening accounts and using electronic banking and card services.
- **Online Payment Account Opening (eKYC) via Eximbank EDigi App:** Customers can open new payment accounts online without visiting Eximbank transaction points.
- **Preferential Payroll Package:** A discounted product package for new corporate customers conducting payroll through Eximbank, with benefits extended to individual customers who are employees of these companies opening accounts and receiving salaries at Eximbank.

### Deposit growth and product development of Eximbank in 2024



Furthermore, from late 2024 into early 2025, Eximbank standardized and repositioned its personal customer segments uniformly into tiers—Silver, Gold, Platinum, and Infinite—to offer comprehensive product packages tailored to each segment.

### DOMESTIC MONEY TRANSFER SERVICES :

Alongside traditional off-system domestic money transfer services, Eximbank focused on expanding connections with banks participating in the 24/7 Fast Money Transfer Service to accelerate transaction processing for customers. In 2024, Eximbank linked this fast transfer service with 53 banks, with a transfer limit of up to less than VND 500 million per transaction.

In 2024, Eximbank's money transfer services saw a 23% increase in transaction volume, with revenue growth comparable to 2023.

# BUSINESS PERFORMANCE

## REMITTANCE AND OVERSEAS MONEY TRANSFER SERVICES

### Overseas payment services :

Over the past year, despite challenges from the global economic downturn and political instability in many regions, overseas Vietnamese have strived to adapt, stabilize their lives, and continue contributing to their homeland. The volume of remittances sent back has played a vital role in increasing Vietnam's foreign currency reserves, meeting domestic needs, and providing resources to maintain stable exchange rate policies and enhance national foreign exchange reserves.

Among the total annual remittances to Vietnam, the United States leads due to the largest population of Vietnamese immigrants and residents, followed by the United Kingdom, Australia, and Canada. Vietnamese workers in markets such as Japan, South Korea, and Taiwan (China) account for a significant portion of remittance flows, driven by the need to send money to family and relatives.

To support overseas Vietnamese, Eximbank has strengthened partnerships with reputable global remittance providers, continuously researching to build and improve systems, and robustly developing financial services to facilitate fast, secure, and convenient international money transfers for customers. This has attracted and facilitated an increasing flow of remittances to Vietnam. Notably, Eximbank has consistently collaborated with existing partners in markets such as Japan, the United States, South Korea, etc., implementing promotional and incentive programs in Vietnam to enhance brand recognition and better serve customers. Through diversifying services and partnering with strategic allies, Eximbank's remittance service fee revenue reached 51% compared to the same period in 2023 and exceeded the 2024 plan by 150%. Eximbank's remittance services promise a prosperous new year with superior quality, delivering modern, secure, fast, and convenient money transfer experiences to customers, precisely meeting their practical needs when transacting with Eximbank.



### Outbound money transfer services :

Over the past year, the international money transfer service market continued to grow robustly, driven by rising demand from individual and corporate users. Individual customers accounted for 60% of total transactions, with needs such as sending money for family, tuition, and other living expenses, while corporate customers comprised 40% of transactions, with requirements for payments to partners, suppliers, and other business activities. Alongside the continuous fluctuations in foreign exchange rates, which impacted transfer costs and profits, stringent legal regulations in some countries increased the complexity of the transfer process. Eximbank focused on capturing this trend by continuously improving and diversifying its money transfer services. Consequently, Eximbank concentrated on researching and developing new payment channels to deliver the best customer experience:

- **Vietnam-Thailand Bilateral QR Pay:**

This payment channel, set to launch from late 2024 into early 2025, offers convenience and speed in international transactions.

- **Visa Direct:**

This new transfer channel, slated for launch on February 25, 2025, enhances the diversity and flexibility of international payment services.

The ongoing diversification of international money transfer channels is part of Eximbank's commitment to providing customers with the best, most convenient, professional, and secure experiences when using transfer and payment services. By year-end, business results exceeded targets with a growth rate of 23%. This is a significant achievement, reflecting Eximbank's efforts to enhance service quality and meet customer needs, prioritizing customer-centric service and development. With exceptional growth and the introduction of new payment channels, Eximbank is confident in achieving further successes in the years ahead.

# BUSINESS PERFORMANCE

## PARTNER DEVELOPMENT ACTIVITIES

Partner Development Department – A Driver for Sustainable Growth: Established in late June 2024 under Decision No. 142/2024/EIB/QĐ-HĐQT, the Partner Development Department is tasked with expanding strategic partnerships, promoting credit growth, and enhancing the operational efficiency of the Retail Banking Division. In just the last six months of 2024, the department achieved impressive results, laying a solid foundation for long-term development.

In the last six months of 2024, the department achieved the following notable results :

- Expanding the Partnership Network: Signed cooperation agreements with over 140 partners in real estate, automotive, and financial services sectors, increasing opportunities to reach target customers.
- Standardizing Processes: Issued partnership policies to enhance consistency, transparency, and efficiency in partner management.
- Promoting Credit Growth: Strengthened credit provision and financial support, contributing to increased outstanding loans across personal customer segments.

### Results by Sector :

#### Real Estate

- Collaborated with numerous large and reputable projects in the market.
- Key projects span multiple strategic regions, creating housing ownership opportunities for many customers.

#### Automotive

- Partnered and expanded the network to 121 showrooms, improving access to car-buying customers and facilitating vehicle ownership based on their needs.

#### Other Strategic Partnerships

- Expanded cooperation with strategic partners to offer financial products related to red-book real estate loans, outbound money transfers, education, and business connections.
- Established a robust partnership foundation with reputable financial and educational support organizations in the market, enhancing service value for customers.

Despite operating for only the first six months, the Partner Development Department has demonstrated its role as a strategic hub, connecting and expanding the partnership network, driving credit growth, and enhancing customer experience. These achievements not only contribute to the overall success of the Retail Banking Division but also affirm the critical importance of partner development in the strategy to expand market share and enhance sustainable value.

## INSURANCE BUSINESS ACTIVITIES

Bancassurance is not only a key service segment at Eximbank but also a bridge enabling customers to access robust financial and protection solutions. Over the years, this activity has continuously expanded, meeting diverse customer needs across all segments, while serving as a significant non-interest income source, enhancing the bank's business efficiency.

In 2024, alongside offering life insurance products through a one-year agency contract with Generali, Eximbank expanded its non-life insurance portfolio (home, auto, goods) and health insurance with leading market partners. Thanks to sound strategies and customer trust, Eximbank recorded impressive business results: life insurance premium revenue reached VND 214.6 billion, while non-life and health insurance generated VND 218.9 billion.



Looking to 2025, Eximbank aims to elevate Bancassurance to a new development phase. The bank will proactively seek, invite, and negotiate with potential life insurance partners to secure long-term exclusive contracts, ensuring optimal protection solutions and greater sustainable value for customers. Concurrently, Eximbank will continue to promote the distribution of non-life and health insurance products, enhance the quality of its advisory staff, expand service coverage, and integrate modern technology into sales processes to build customer trust and satisfaction.

With a clear strategic direction and strong commitment, Eximbank not only accompanies customers on a solid financial journey but also builds a diverse service ecosystem, delivering long-term value to both customers and the bank.



# BUSINESS PERFORMANCE

## DIGITAL PRODUCTS AND SERVICES :

### 1. Eximbank EDigi

The Eximbank EDigi digital banking platform has introduced a series of new features and utilities to meet customers' growing demands, including :

- Account Nickname Feature: customers can freely create personalized names for their payment accounts.
- Automatic Splitting of Napas Fast Transfer Transactions: customers no longer need to process transactions under VND 500 million individually for immediate transfers to recipients.
- Card PIN Activation and Setup on Digital Banking: Customers can activate and set card PINs directly on the digital platform, eliminating the need for traditional paper PINs.
- 24/7 Online Savings Account Opening: Offers bonus interest rates on weekends.
- Bill Splitting and QR Code Generation: Instantly create QR codes for receiving split bill amounts to send to recipients.
- UI/UX Improvements: Enhancing the digital transaction experience...

As a result, Eximbank EDigi exceeded its plan by nearly 30% in terms of registered users and financial transactions generated.



### 2. Compliance

Eximbank is among the pioneering banks in meeting regulatory requirements from authorities and the State Bank of Vietnam. In 2024, Eximbank implemented the following major compliance projects:

**Decision No. 06/QĐ-TTg approving the Project “Developing Applications for Population Data, Electronic Identification, and Authentication to Support National Digital Transformation for 2022–2025, with a Vision to 2030” & Decision No. 2345/QĐ-NHNN by the SBV on Implementing Safety and Security Solutions for Online and Card Payments**

- Eximbank has implemented chip-based Citizen Identification Card (CCCD) and biometric authentication under Project 06. As of February 2025, Eximbank collected biometric data from over 400,000 customers across both online and counter channels.
- Since July 2024, Eximbank has conducted biometric authentication for high-value online transactions
- Eximbank has deployed VNeID to verify customer information at transaction counters.
- Eximbank has prepared the necessary conditions to integrate the VNeID application for customer authentication and identification in 2025.

**Decree No. 13/2023/NĐ-CP of the Government on Personal Data Protection**

- In June 2024, Eximbank began collecting consent from individual customers on the Eximbank EDigi digital banking platform.
- Eximbank collaborated with a consulting firm to review and enhance systems and operations to comply with Decree 13 requirements.



# BUSINESS PERFORMANCE

## DIGITAL PRODUCTS AND SERVICES:

### 3. Eximbank Loyalty

A new step for Eximbank Loyalty – Fostering sustainable connections, delivering worthy appreciation

At the start of 2024, the Eximbank Loyalty customer loyalty program was officially trademarked by the Intellectual Property Office, reinforcing Eximbank's unique identity and long-term commitment to appreciating its customers. Continuously evolving, the program delivered tangible benefits, with nearly 300,000 customers accumulating reward points throughout the year, easily redeeming gifts and enjoying offers at all Eximbank transaction points.

Marking a new milestone, in October 2024, Eximbank Loyalty unveiled a more modern interface and expanded its gift catalog directly on the Eximbank EDigi digital banking platform. This innovation not only enhances the customer experience but also underscores Eximbank's dedication to accompanying customers, delivering practical and sustainable value every day.



### 4. Eximbank Soundbox

In December 2024, Eximbank introduced a QR code payment solution linked to a transaction notification device (Eximbank Soundbox) for customers with actual business operations. With this solution, buyers can scan the QR code displayed on the Eximbank Soundbox to transfer funds to sellers (who hold payment accounts with Eximbank), and upon successful transaction completion, the device emits an audio notification of the received amount.

The deployment's effectiveness is evident in impressive figures: 933 devices operating stably, recording 603,062 transactions with a total revenue of VND 499.7 billion. These results not only confirm the solution's efficacy but also reflect growing customer trust and usage.

# BUSINESS PERFORMANCE

## CARD OPERATIONS

### 1. New Products/Services/Features

- Introduced E-Wallet payment feature: Apple Pay, Google Pay, Samsung Pay, Garmin Pay
- Standardized Card Design in Compliance with Circular 18/2024
- Introduced contactless payment service for Metro Public Transport with International Mastercard and Napas Cards



### 2. Regularly Deployed Monthly Promotional Programs

Signed Partnerships with Major Brands for Discounts and Installments: PNJ, Điện Máy Chợ Lớn, Shopee, Tiki, Cellphones, Grab, BE, ILA English Center, LG Electronics, Bảo Việt, CGV, A Mả Restaurant, Mường Thanh Hotel, and over 180 partners with more than 10,000 acceptance points for Eximbank card discounts and installments.

#### Customer care programs :

- "Swipe Freely, Get Endless Cashback": Up to VND 2 million cashback for cardholders with transactions during the program period from April 20, 2024, to July 15, 2024
- Global Travel Insurance for Premium Credit Cardholders (Platinum and above)
- Gift Program of 3 iPhone 15 Pro Max for New Cardholders and Transaction Cashback: "Celebrating 35 Years of Eximbank – Appreciation for Eximbank Credit Cardholders."
- Free Airport Lounge Access for Platinum Cardholders and Above Meeting Spending Thresholds
- Tap JCB, Travel Japan for Free" from November 1, 2024, to February 28, 2025.

#### Discount offer programs:

- Launched Discount Programs Offering Up to VND 100,000 Off at Over 180 Shopping and Entertainment Brands When Paying with Cards: Shopee, CGV, Be, Grab, Lazada, PNJ, Điện Máy Chợ Lớn,...
- Discount Offer of VND 1.5 Million When Purchasing iPhone 16 at Tiki and CellphonesS.

Total Card Usage Revenue in 2024 Reached VND 6,894 Billion

Total Fee Revenue: VND 232 Billion. Average Monthly Fee Revenue: VND 116 Billion/Month. The strategy is to boost transaction volume growth to increase fee revenue. (Data updated from January 1, 2025, to the reporting date of March 12, 2025).



## CUSTOMER CARE PROGRAMS



### 3. Activities to Expand the Merchant Network

Collaborated with Major Partners Like Payoo, VNPAY, Gpay, and Onefin to Develop Card Payment Services, Driving a 23% Increase in Card Payment Revenue Compared to 2023.

Total Number of Active POS Machines Bank-Wide: 20,961 POS Machines. Of Which, Newly Developed POS Machines: Growth of 6,063 POS Machines.

Total Revenue: VND 21,500 Billion. Average Monthly Revenue: VND 11,000 Billion/Month, with a Strategy to Maintain Stable Growth in the Following Months at VND 15,000–17,000 Billion/Month.

# BUSINESS PERFORMANCE

## CORPORATE BANKING OPERATIONS

### LOANS

In 2024, the economy was impacted by factors such as inflationary pressures, rising rental costs, and export market fluctuations due to global economic conditions. In this context, Eximbank implemented measures such as cost reduction, simplified loan procedures, and lower interest rates to support customers.

As a result, corporate customer (KHDN) credit outstanding grew by 30% compared to the previous year. Eximbank launched multiple preferential loan programs with a total credit limit of VND 23,500 billion, enabling businesses to access working capital at competitive rates starting from 3.4% per year (USD) and 4.5% per year (VND). Additionally, the bank waived or reduced various service fees to help businesses minimize operating costs.

The non-performing loan ratio was well-controlled, maintained below 3%, with the Large Enterprises & FDI segment showing an extremely low rate of 0.073%, indicating highly stable credit quality in this segment.

Alongside focusing on Large Enterprises & FDI, Eximbank also prioritized small and medium enterprises (SMEs), which require faster and more flexible capital access. In 2024, Eximbank introduced the EFAST product, enabling SMEs to borrow VND 3-15 billion at preferential rates starting from 5.25% per year, with credit limits approved in just 8 hours, allowing businesses to swiftly secure funds for operations.

The bank also offered medium- and long-term loan packages with fixed interest rates starting from 6.49% per year, helping businesses maintain long-term financial stability.

For businesses affected by natural disasters, specifically Typhoon Yagi in September 2024, Eximbank introduced special support policies:

- Short-term loans: Additional 1% interest rate reduction in the first month.
- Medium- and long-term loans: Interest waived for the first 2 months, followed by a fixed rate of 7.49% per year for the next 10 months.
- Total SME credit outstanding in 2024 reached VND 44,434 billion, an increase of VND 1,099 billion compared to 2023.

### CAPITAL FUNDING



Total deposits mobilized from corporate customers (KHDN) reached VND 54,301 billion, accounting for 32% of the system-wide total mobilization, with FDI enterprises and large enterprises contributing 64% (VND 34,924 billion).

Eximbank introduced various products and incentive programs to attract funds from corporate customers:

- Online Deposits: Attractive interest rates for businesses depositing funds online.
- Combo 5-in-1: A comprehensive service package including payment accounts, electronic banking, cards, and tax payments.
- Reactive Account: Fee waivers for account fees, premium account number fees, and domestic and international transfer fees.
- Virtual Account Service: Helps businesses manage cash flows efficiently by categorizing and recording transactions under designated accounts.

Eximbank adjusted tiered interest rates for payment deposits, enabling the bank to save on interest costs while increasing the deposit scale from small corporate customers.

### MONEY TRANSFER SERVICES



- Domestic money transfer services continued strong growth: Transaction volume increased by 23% compared to 2023, and transfer revenue rose by 26%.
- Eximbank expanded connections with 53 banks to offer the 24/7 fast money transfer service, with a transaction limit of up to VND 500 million per transfer.

Digital banking money transfers saw breakthrough growth:

- Transaction volume increased by 56%.
- Revenue surged by 147%.
- Added New Payment Utilities:
- QR code transfers.
- Phone number-based transfers.
- Account nicknames replacing traditional account numbers.
- Eximbank implemented fee waiver and reduction programs to encourage businesses to use cashless payment services.

## BUSINESS PERFORMANCE



### GUARANTEE SERVICES

- ➔ Eximbank adopted electronic guarantees via SWIFT MT 760 instead of paper-based ones for customers who are agents of the International Air Transport Association (IATA), speeding up document processing.
- ➔ Introduced online guarantees through Eximbank Ebiz.
- ➔ Waived online bid guarantee fees for small and medium enterprises (SMEs).
- ➔ Reduced contract performance and warranty guarantee fees by 40% for online transactions.
- ➔ Introduced the BFAST product – a “zero-cost” guarantee issued within 2 hours.



### INTERNATIONAL PAYMENTS & TRADE FINANCE

- ➔ International payments and trade finance revenues reached USD 3.07 billion, a 36% increase.
- ➔ Supported exports in the rubber and agricultural sectors with preferential pricing policies.
- ➔ The E-One & I-One programs reduced interest rates by 1.5% to 3.4% for import-export businesses.
- ➔ Launched the EFEE package, reducing international transfer fees by 90%.
- ➔ Offered a USD 1 per transaction discount for new customers.
- ➔ Waived fees for tracing, canceling, or adjusting transfer orders.

### DIGITAL BANKING

- ➔ Upgraded digital signature services, online deposit confirmation, and automated 24/7 fast money transfers.

# BUSINESS PERFORMANCE

## FOREIGN EXCHANGE ACTIVITIES

The year 2024 marked a period of significant challenges as global economic growth slowed due to high interest rates, geopolitical tensions, and unstable supply chains. Additionally, the strengthening of the international USD following President Donald Trump and the Republican Party's decisive victory in the U.S. presidential election at the end of 2024 exerted further pressure on Vietnam's domestic foreign exchange market, contributing to a sharp reversal in VND interest rate levels.

Amid continuous fluctuations in global financial markets and domestic and international foreign exchange markets, **Eximbank's foreign exchange business truly navigated a year of "riding the waves and breaking the wind," achieving numerous positive outcomes.** Through relentless efforts, Eximbank continuously improved and diversified its products, introduced solutions to enhance business efficiency, mitigated risks for Vietnam's import-export enterprises, and upgraded technology to meet all customer needs.

Additionally, Eximbank's foreign exchange business maintained its role as a market maker in Vietnam's foreign exchange market, proudly receiving two significant awards: **"Bank with the Largest Foreign Exchange Transaction Volume in Vietnam 2023 - Most Volume Traded"** and **"Most Active Bank in Vietnam's Foreign Exchange Market 2023 - Most Active Bank"** (awarded by LSEG).

These results testify to the market sensitivity and relentless efforts of Eximbank's leadership and staff in foreign exchange operations - a traditional strength of Eximbank.

### Gold business activities

In 2024, gold prices reached record highs, drawing significant customer interest. Gold business activities continued to be deployed as an effective supplementary product to meet the needs of individual customers.

At the same time, Eximbank strictly adhered to regulations from the Government, the State Bank of Vietnam, and regulatory authorities, ensuring gold business operations were transparent, safe, and sustainable.

### Financial investment activities

Aiming to maximize capital efficiency while ensuring system liquidity safety, Eximbank's financial investment activities in 2024 saw significant growth. The bond investment portfolio increased to VND 23,800 billion, with the Government Bond investment portfolio reaching VND 14,164 billion.



Book value of the financial investment portfolio as at 31/12/2024:

Unit: VND Billion

	31/12/2023	31/12/2024	+/-
1. Bonds	4,664	23,800	410%
1.1. Government bonds	2,564	14,164	452%
1.2. Credit institution bonds	2,100	9,636	359%
2. Certificates of deposits	2,200	6,100	177%
3. Capital contribution and share purchase	512	512	-

In 2024, Eximbank also intensified the issuance of valuable papers to the market to boost capital for business operations. The year marked Eximbank's first successful issuance of private bonds and successful issuance of valuable papers to foreign financial institution partners with a fixed 5-year term. The outstanding balance of valuable papers issued reached VND 10,880 billion, the highest ever recorded.



# FINANCIAL INVESTMENT

## Relationship with domestic and international financial institutions

Eximbank's transactional and cooperative relationships with domestic and international financial institutions continued to be strengthened through expanded transaction limits, increased transaction volumes, and proactive engagement with new partners to create a trading environment that boosts currency and trade finance activities.

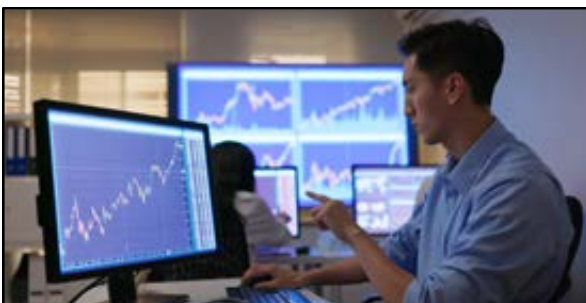
In 2024, Eximbank's reputation and brand were reinforced and elevated in both domestic and international markets. The Asian Development Bank (ADB) increasing its trade finance limit from USD 75 million to USD 115 million in 2024 not only affirmed Eximbank's credibility in the international financial market but also opened opportunities for Eximbank to further support Vietnamese enterprises in trade finance and international payments. Notably, in Q4 2024, Eximbank successfully raised nearly VND 1,600 billion in international capital by issuing Tier 1 bonds privately with a 5-year term to leading global financial institutions, further confirming investor confidence in Eximbank's transparency, financial strength, governance capabilities, and long-term development strategy.



Eximbank's correspondent banking relationship continued to be well-maintained and managed, while proactively engaging new partners to explore business opportunities and provide robust support to Eximbank's customers. Eximbank currently maintains correspondent relationships with approximately 600 banks and foreign bank branches across 68 countries and territories worldwide, further strengthening its international operations to solidify and elevate its position and brand.

In 2024, leading global banks such as JP Morgan, Bank of New York Mellon, Wells Fargo, and Citibank continued to award Eximbank with accolades for outstanding international payment quality.

On July 23, 2024, S&P Global announced an updated long-term counterparty credit rating for Eximbank, maintained at B+, with a short-term rating of B and a stable outlook. This rating reflects Eximbank's credit worthiness and favorable business performance.



## Capital business activities

Despite a volatile business environment in recent years posing challenges to overall operational efficiency and interbank business in particular, Eximbank's flexible and adaptive strategy to currency market changes ensured that capital business activities remained pivotal in maintaining liquidity and optimizing profits, with continuous innovation and improvement in capital management and operations.



## Eximbank's Financial Activities



# ORGANIZATION AND HUMAN RESOURCES



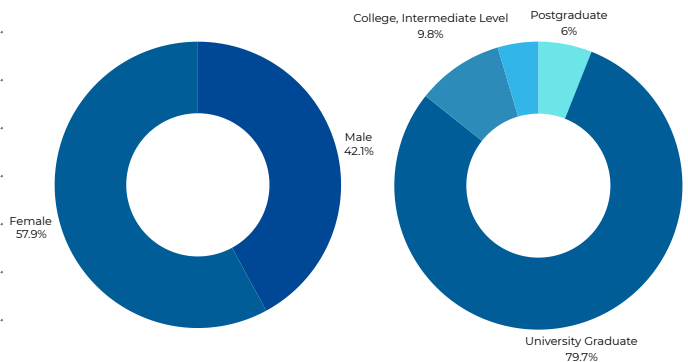
At Eximbank, people are always placed at the center of the development strategy, serving as the decisive factor in the bank's success and enhancing its competitive strength. With a vision to become one of Vietnam's leading commercial banks driven by professionalism and integrity, Eximbank is committed to building a professional working environment where every individual has opportunities for development and advancement

## TOTAL EMPLOYEES

Total employees of Eximbank as at 31/12/2024 were 6,366, an increase of 202 people (equivalent to 3,2%) compared to the end of 2023. . Among which, female employees accounted for 57.92%; those with undergraduate degree and higher accounted for 85.69%; those having been working at the Bank for more than 5 years accounted for 45.68%; and managerial officers from Deputy Director of departments or higher titles took up 13.51%.

### Eximbank Workforce at 31/12/2024:

No.	Employee Classification	Number of Employees	Percentage (%)
<b>I. By Gender</b>			
1	Male	2,679	42.08%
2	Female	3,687	57.92%
<b>II. By Qualification</b>			
1	Postgraduate	383	6.02%
2	University Graduate	5,072	79.67%
3	College, Intermediate Level	621	9.75%
4	General Labor	290	4.56%



## The Board of Management :

In 2024, the Board of Management of Eximbank consisted of 7 members and their respective shareholding as at 31/12/2024 is as follows :

### The number of shareholding of the Board of Management

No.	Name	Title	Number of shares owned	Ratio (%)
1	Nguyen Hoang Hai	Acting CEO		
2	Dao Hong Chau	Deputy CEO	14.955	0,0008%
3	Le Thi Mai Loan (*)	Deputy CEO	19.196.737	1.03%
4	Nguyen Ho Hoang Vu	Deputy CEO & CFO	43.069	0,0023%
5	Nguyen Huong Minh	Deputy CEO		
6	Pham Dang Khoa (**)	Deputy CEO		
7	La Quang Trung	Chief Accountant		

(\*) Ms. Lê Thị Mai Loan ceased to be Deputy CEO effective January 10, 2025.

(\*\*) Mr. Phạm Đăng Khoa ceased to be Deputy CEO effective January 10, 2025.

# HUMAN RESOURCE DEVELOPMENT



## TALENT ACQUISITION AND RETENTION POLICY:

To attract and retain talent, Eximbank continuously refines its compensation policies, fosters a positive work culture, and encourages innovation and dedication. Key activities in 2024 included:

- Key Talent Acquisition Strategy: Focused on recruiting highly skilled personnel in finance and banking, technology, digital transformation, and risk management.

- Building a Sustainable Work Environment: Promoted work-life balance and established support policies for employees' physical and mental health.
- Employee Engagement Program: Organized internal cultural activities to enhance the work experience and strengthen connectivity among organization members.

## EXIMBANK'S HUMAN RESOURCE DEVELOPMENT POLICY:

Recognizing the critical role of internal human resources in long-term development, Eximbank implemented policies in 2024 to enhance employee capabilities, maximize human potential, and provide a foundation for the bank's growth:

- Successor Leadership Development Program: Trained and nurtured future managers through the "Potential Managers Program" and "Specialist Tier Program," offering employees opportunities for in-depth and sustainable career development.

- Organizational Model Optimization: Streamlined the organizational structure to enhance governance efficiency; standardized job titles, descriptions, and career development regulations to provide employees with clear career paths.

- Enhancing Performance Evaluation and Rewards: Continuously improved the KPI system, paired with a transparent, fair reward mechanism to encourage outstanding employee performance.

## COMPENSATION AND WELFARE:

Eximbank is committed to establishing a competitive salary, compensation, and benefits policy to motivate employee retention and career growth:

- Flexible Salary Mechanism: Tailored to job roles and performance, with a special contribution-based pay policy for business and business-support staff.

- Comprehensive Benefits Policy: Offered superior benefits such as comprehensive health insurance, financial support for employees in need, and exclusive loan discount policies for officers and employees.

- Employee Welfare Program: Included periodic health check-ups, resort vacations, holiday and Tet gifts, and retirement support policies,...

## RECRUITMENT:

In 2024, Eximbank continued to innovate its recruitment process to attract high-quality personnel while enhancing the candidate experience:

- Streamlined Recruitment Process: Implemented a reference check system (ref check), optimized labor contract signing and system access procedures, improving recruitment efficiency and employee experience.

- Increased Recruitment of Experienced Personnel: The proportion of experienced hires rose to 76.3%, up 31.1% from 2023.

- Diversified Recruitment Channels: Expanded the recruitment network through technology platforms, university partnerships, and a talent internship program to identify and train young personnel.

## TRAINING ACTIVITIES – ENHANCING WORKFORCE CAPABILITIES:

Training and workforce development are top priorities at Eximbank, ensuring every individual in the organization has opportunities for training, updating knowledge, and acquiring new skills in their field to enhance capabilities and meet job requirements, specifically:

- Expanded Training Scale: Total training hours in 2024 reached 192,165 hours, averaging 32.27 hours per person.
- Technology in Training: Invested in an LMS & E-learning system to enhance the learning experience and personalize development paths for each employee.
- Internal Trainer Development: Focused on building a team of in-house trainers across regions, ensuring training aligns with practical business needs and operational requirements.
- Enhanced Onboarding and Compliance Training: Periodically conducted courses on conduct rules, professional ethics, security, and anti-money laundering to ensure employees understand operational standards and improve customer service quality.

With a comprehensive human resource development strategy, Eximbank continuously invests in policies to attract, train, and retain talent, aiming to build a robust, professional workforce ready to adapt to market changes and contribute to the organization's sustainable growth.



# PROJECT INVESTMENT 2024



PROJECT	EFFECTS	EXECUTION DATE
<b>Implemented AI Technology for the Customer Service Call Center (Contact Center)</b>	<p>Applied AI technology to the Contact Center, providing 24/7 support with instant responses to customer requests such as balance inquiries and product advice. Customers receive timely assistance anytime, anywhere, optimizing experience and convenience.</p>	<p>April 2024</p>
<b>Expanded Loan Origination and Process Management (LOS/BPM)</b>	<p>Optimized credit approval processes and updated forms and new products to accelerate application processing, enhance work efficiency, automate, and improve effectiveness to meet operational needs while saving customers time and effort, delivering a fast and convenient application experience.</p>	<p>May 2024</p>
<b>Expanded Customer Relationship Management (CRM/ESale+)</b>	<p>Integrated KPI policy management, internal newsletters, and a catalog of new bank products and services to build a super app supporting sales staff, enhancing internal user experience, optimizing sales processes, enabling customer outreach with tailored services and products, and improving performance and customer satisfaction.</p>	<p>May 2024</p>
<b>Upgraded Management Reporting and Data Warehouse (MIS/Datawarehouse)</b>	<p>Integrated data from IT systems for centralized collection and management, generating management reports to support strategic decisions quickly and accurately. Simultaneously, automated updates for operational and detailed reports (e.g., summary reports, individual and corporate customer reports, debt analysis) to save time and optimize resources.</p>	<p>May 2024</p>
<b>Expanded Eximbank Electronic Office System (E-Office)</b>	<p>Integrated breakthrough features such as internal communication, mobile library, automated directory, 365 work calendar, and two-factor authentication via Microsoft 365 to enhance internal connectivity and information security. Additionally, applied security and data loss prevention solutions (e.g., watermarking all electronic documents, restricting downloads, disabling screenshots) to protect information, optimize workflows, and improve IT governance efficiency.</p>	<p>April 2024</p>
<b>Implemented Security Operations Center (SOC)</b>	<p>Implemented the SOC to enhance capabilities in detecting, preventing, and responding to increasingly complex cybersecurity threats. Operating 24/7, the SOC continuously monitors network activities, promptly identifies threats, and provides rapid solutions to minimize the impact of cyberattacks.</p>	<p>May 2024</p>
<b>Chip-Based Citizen Identification Authentication</b>	<p>Applied biometric data collection technology for secure and rapid online transaction authentication. By integrating electronic chips into citizen ID cards, the identity verification process became accurate, reducing fraud risks and enhancing security. Additionally, chip-based ID authentication via the National Data Center ensures precise and continuously updated customer information.</p>	<p>June 2024</p>
<b>Implemented Voice Recognition Technology (Voice Biometrics) for the Customer Service Call Center (Contact Center)</b>	<p>Applied voice recognition technology (Voice Biometrics) to the customer service call center for fast and secure identity authentication, improving accuracy and reducing risks in information provision, especially critical amid increasingly sophisticated fraud schemes.</p>	<p>July 2024</p>
<b>Implemented Data Loss Prevention (DLP)</b>	<p>Applied the DLP solution to strengthen information security systems, control access, and detect abnormal behaviors, minimizing data breach risks. It also ensured secure remote access, enhancing flexibility while maintaining effective internal data control.</p>	<p>July 2024</p>



# PROJECT INVESTMENT 2024



PROJECT	EFFECTS	EXECUTION DATE
<b>Implemented Enterprise Content Management System (ECM)</b>	Applied the ECM system for synchronized document storage and management, including electronic document archiving, document management, and integration with other electronic text systems to facilitate information search and access.	October 2024
<b>Assessed Compliance with Decree 13/2023/NĐ-CP on Personal Data Protection</b>	Complied with Decree 13/2023/NĐ-CP on personal data protection to fully meet its requirements, enhancing personal data management efficiency and safeguarding the privacy rights of customers, employees, and partners.	October 2024
<b>Maintained PCI DSS Certification Reassessment</b>	Adhered to PCI DSS standards to ensure compliance with information security requirements for international card operations, protecting card data and reinforcing customer trust in Eximbank. This solution maintained secure, continuous card system operations and minimized breach and data leak risks	November 2024
<b>Implemented Gen AI from Microsoft Copilot 365</b>	Applied Copilot to daily tasks to reduce processing time, boost productivity, and optimize information handling. Copilot assisted in drafting reports, summarizing texts, and retrieving data quickly and accurately, while ensuring information security and effectively protecting bank data.	November 2024
<b>Implemented SWIFT GPI</b>	Eximbank joined SWIFT GPI, marking a leap in global payment technology, enabling the bank to adopt new trends, accelerate transaction processing, and provide transparency in transaction times and fees.	November 2024
<b>Contactless Payments (Garmin Pay, Samsung Pay) E-Wallet</b>	Contactless payments via E-Wallet (Garmin Pay, Samsung Pay) offered a seamless, convenient, and highly secure experience, providing customers with speed, flexibility, and time and effort savings.	November 2024
<b>Expanded Cross-Border QR Payments (Thai QR)</b>	Facilitated easy payments in Thailand via QR codes, offering cashless cross-border payments and expanding convenience for customers traveling or conducting international business.	November 2024
<b>Launched Visa Direct International Transfer Service</b>	Applied the Visa Direct international money transfer service, expanding Eximbank's global transaction channels with real-time transfers via Visa's worldwide network. This solution delivered fast, secure, and convenient transactions, redefining cross-border payments, promoting financial innovation, and contributing to Vietnam's digital economy development..	December 2024
<b>Debt Collection Solution</b>	Implemented a debt collection solution to manage debts from inception to recovery, minimizing non-performing loans and shortening processing times. The system automatically categorized debts, segmented customers, assigned tasks to recovery staff, and monitored and controlled outcomes, standardizing the process.	December 2024

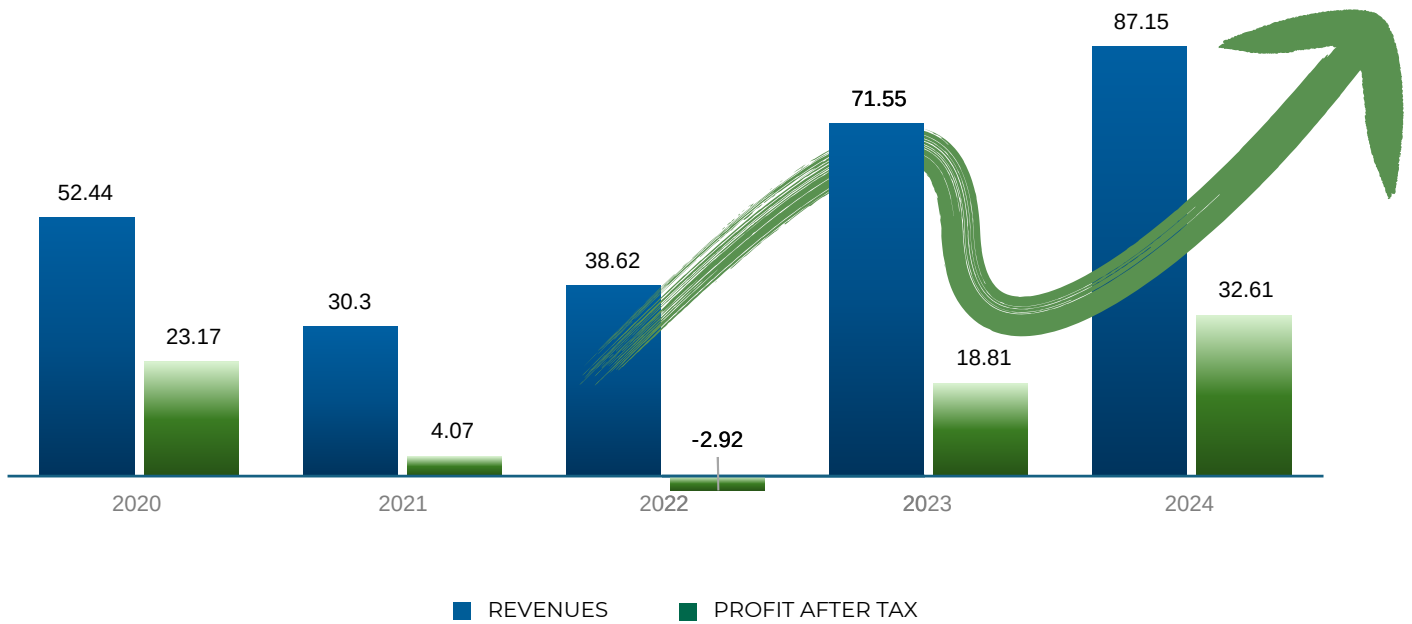
# SUBSIDIARY

## Business performance of Eximbank AMC during 2020-2024:

Unit : VND Billion

No.		2020	2021	2022	2023	2024
1	Revenues	52,44	30,30	38,62	71,55	87,15
2	Profit after tax	23,17	4,07	(2,92)	18,81	32,61

## Movements of revenues - profit after tax of Eximbank AMC :



# FINANCIAL CONDITIONS

Unit : VND Billion, %

## Capital:

No.	TARGETS	2022	2023	2024	% COMPARED TO 2023
1	TOTAL ASSETS	185,056	201,417	239,768	19.0%
2	OWNER'S EQUITY	20,480	22,445	25,099	11.8%
3	CHARTER CAPITAL	12,355	17,470	18,688	7.0%
4	CAPITAL ADEQUACY RATIO (CAR)	14.64%	13.43%	12.41%	-1.0%

## Some main business performance targets:

No.	Item	2022	2023	2024		
				Value	+/- compared to 2023	% +/- compared to 2023
1	LOANS OUTSTANDING (DISBURSEMENT)	261,994	278,833	364,650	85,817	30.0%
2	LOANS COLLECTED	246,163	268,889	321,155	52,266	19.0%
3	CLOSING BALANCE (EXCLUDING CORPORATE BONDS)	130,506	140,449	165,955	25,506	18.0%
4	TOTAL OPERATING INCOME	7,233	6,555	8,558	2,003	30.5%
5	PROFIT BEFORE TAX	3,710	2,720	4,188	1,468	54.0%
6	TAXES AND PAYABLES	-763	-555	-862	-307	55.3%
7	PROFIT AFTER TAX	2,946	2,165	3,327	1,162	53.6%
8	ROA	1.68%	1.12%	1.51%	0.39%	
9	ROE	15.40%	10.09%	13.99%	3.91%	
10	NPL RATIO	1.80%	2.71%	2.53%	-0.18%	

## Solvency:

No.	Item	SBV Regulations	2022	2023	2024	% compared to 2023
1	SOLVENCY RATIO IN THE NEXT 30 DAYS					
1,1	VND	≥ 50%	265.84%	(**)	68.78%	-
1,2	FOREIGN CURRENCIES	≥ 10%	140.27%	93.04%	464.32%	371.29%
2	LIQUIDITY RESERVE RATIO	≥ 10%	20.87%	16.82%	14.52%	-2.30%
3	LOANS TO DEPOSITS RATIO (LDR)	≤ 85%	81.40%	80.75%	79.77%	-0.98%
4	RATIO OF SHORT-TERM FUNDING FOR MEDIUM AND LONG-TERM LOANS	≤ 30% (*)	18.72%	14.44%	24.22%	9.78%

Note: (\*) the maximum ratio of short-term funding for medium and long-term loans required by SBV:

- 01/01/2020 to 30/9/2021: 40%
- 01/10/2021 to 30/9/2022: 37%
- 01/10/2022 to 30/9/2023: 34%
- From 01/10/2023: 30%

(\*\*): The Liquidity Coverage Ratio is calculated as high-quality liquid assets divided by net cash outflows over the next 30 days, where net cash outflows = cash outflows – cash inflows. The State Bank of Vietnam only mandates the 30-day KNCT ratio in cases of positive net cash outflows (i.e., cash outflows > cash inflows). When the bank has negative net cash outflows, i.e., cash outflows < cash inflows, this indicates the bank has sufficient financial capacity to meet due obligations and does not require high-quality liquid assets to support liquidity. In such cases, the The State Bank of Vietnam does not require the bank to calculate this ratio.

# SHAREHOLDING STRUCTURE, CHANGES IN SHAREHOLDERS' EQUITY

## Shares :

As at 31/12/2024, the number of shares:	1,868,810,607
Number of stocks freely transferrable:	1,868,488,514
Number of treasury stocks:	6,090,000
Number of shares restricted from transfer under Eximbank's regulations and other relevant regulations until the customer ulfills their debt repayment obligations to Eximbank:	322,093



## Shareholding structure :

Type	Number of shareholders	Number of shares	% to charter capital
Domestic individual shareholders	20,172	1,187,354,330	63.54
Domestic institutional shareholders	196	635,275,334	33.99
<b>Total (1)</b>	<b>20,368</b>	<b>1,822,629,664</b>	<b>97.53</b>
Foreign individual shareholders	175	518,626	0.03
Foreign institutional shareholders	39	45,662,317	2.44
<b>Total (2)</b>	<b>214</b>	<b>46,180,943</b>	<b>2.47</b>
<b>Sum (1) + (2)</b>	<b>20,582</b>	<b>1,868,810,607</b>	<b>100.00</b>

## Details of major shareholders:

### Shareholders owning 5% stake and more:

Name of individual shareholder:	 No individual shareholder owns 5% or more of the bank's total shares.
Name of institutional shareholder owning 5% or more of the bank's total shares:	

No.	Individual shareholders	Address	Nationality	Business Registration Number	Representative of Capital Contribution at Eximbank	Percentage of Common Share Ownership (%)	Percentage of Preferred Dividend Share Ownership (%)
1	GELEX GROUP JOINT STOCK COMPANY	No.52, Le Dai Hanh Street, Le Dai Hanh Ward, Hai Ba Trung District, Ha Noi City, Viet Nam	Vietnam	0100100512	None	10.00	0

## CHANGES IN SHAREHOLDERS' EQUITY

### Changes in the year :

As at 31/12/2023: Charter capital as of December 31, 2023: VND 17,469,561,480,000

As at 31/12/2024: Charter capital as of December 31, 2024: VND 18,688,106,070,000

EIB has listed all shares issued to pay the 2023 dividend to shareholders (per Notice No. 1795/TB-SGDHCM dated October 11, 2024, from the Ho Chi Minh City Stock Exchange).

### Treasury Share Transactions:

- Results of treasury share sales in 2024 per the Eximbank 2023 Annual General Meeting of Shareholders Resolution dated April 14, 2023: No treasury shares were sold due to unfavorable market conditions.
- The bank continues to pursue the sale of all treasury shares per the Eximbank 2023 Annual General Meeting of Shareholders Resolution dated April 14, 2023.



# 03.

## EVALUATION OF THE EXECUTIVE BOARD

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- 2024 Performance
- Operation in the Year
- 2025 Business Plan

EXIMBANK

## 2024 PERFORMANCE

In 2024, the business environment continued to face numerous challenges. Global economic growth showed signs of recovery, but the pace remained slow, with worldwide inflation decreasing yet still exceeding the targets of many countries. International interest rates stayed high, though pressure eased due to the U.S. Federal Reserve (Fed) lowering rates. The global foreign exchange market experienced significant volatility. These developments directly and indirectly influenced Vietnam's monetary policy and exchange rates. However, the domestic economy exhibited improved growth and recovery, particularly in the banking sector. Factors such as trends in the real estate and corporate bond markets, along with public concerns over high gold prices, also affected banking operations. This posed challenges for Eximbank, requiring flexible management to achieve set objectives. Key operational results are as follows:

### 2024 PERFORMANCE:

Unit: VND Billion

No.	Item	2023	2024 plan	31/12/2024	Compared to begin. year		% achieved plan 2024
					+/-	% +/-	
1	Total assets	201,417	223,500	239,768	38,351	19.0%	107%
2	Deposits, end-of-period	158,329	175,000	178,312	19,983	12.6%	102%
3	Credit exposure	140,524	161,000	168,230	27,706	19.7%	104%
4	On-balance NPL ratio	2.71%	1.80%	2.53%	-0.18%		
5	Profit before tax	2,720	5,180	4,188	1,468	54.0%	81%



# ACHIEVEMENTS IN 2024

## Business Operations:

Managed the capital structure and utilization to promote efficient growth while ensuring liquidity safety in banking operations. Business performance grew strongly, exceeding planned targets. Specifically: Total assets achieved 107% of the annual plan; capital mobilization reached 102% of the annual plan; credit outstanding completed 104% of the annual plan, with credit growth at Eximbank by the end of 2024 rising 19.7% from the start of the year (equivalent to VND 27,706 billion), the highest growth rate in 5 years, meeting the SBV's doubled credit expansion allowance; service activities such as international payments, insurance, cards, and remittances all grew compared to 2023; CASA funding increased, with an average growth of 24.8% over the 2023 average.

Directed credit growth in line with the SBV's policies and directives to supply credit to the economy and assist customers in overcoming difficulties. Eximbank introduced programs and products tailored to each customer segment, sales incentive policies, and enhanced cross-selling efforts.

Strictly controlled credit quality, from credit appraisal and approval to monitoring customer fund usage, ensuring timely recovery of principal and interest, promptly identifying struggling customers for appropriate handling measures to safeguard the bank's capital, with credit quality consistently maintained below 3%.

## Technology and Digitalization:

Alongside business development goals, Eximbank significantly invested in IT applications, pursuing comprehensive digital transformation as a core strategy to drive innovation in operations, enhance customer reach, and boost business efficiency, specifically:

- **Digital Transformation and Digital Banking Development:** Developed a digital ecosystem with platforms like Eximbank EDigi for individual customers and Eximbank EBiz for corporate customers, enabling anytime, anywhere transactions with high security standards. Introduced modern payment methods such as Apple Pay, Google Pay, Samsung Pay, and Garmin Pay to meet diverse customer needs, reducing cash usage and promoting a digital economy.
- **Technology Application in Governance and Operations:** Following the deployment of customer relationship management platforms, loan management and process digitalization systems, management information systems, and the paperless E-Office system, Eximbank continued in 2024–2025 to upgrade the "mobile office" model, develop multi-platform mobile apps, and enhance systems for direct sales management, post-sales support, debt collection, and more. Expanded digital transformation platforms with advanced technologies like artificial intelligence (AI), robotic process automation (RPA), and Voice Biometrics to improve security, enhance customer experience, simplify processes, reduce fraud risks, minimize errors, and boost operational efficiency, modernizing the bank's image, creating a flexible work environment, optimizing performance, reducing costs, and establishing a sustainable competitive edge in the market

**PRE-TAX PROFIT** **4,188** Billion VND  
↑ **54%** vs. 2023

**Effective capital management resulted in a pre-tax profit of VND 4,188 billion, a 54% increase from 2023, marking the highest level in the bank's 35-year history.**

Notably, in 2024, Eximbank received SBV approval to increase its charter capital to VND 18,688 billion. This significant step strengthened the bank's financial capacity, expanded operational scale, and enhanced its ability to meet international capital safety standards.

Eximbank effectively controlled safety ratios per SBV regulations, with the short-term capital used for medium- and long-term lending ratio consistently maintained at 24%–25%, below the SBV's maximum limit of 30%; the loan-to-deposit ratio (LDR) stayed around 82%–84%, below the SBV's 85% cap; and the capital adequacy ratio (CAR) fluctuated around 12%–13%, exceeding the SBV's minimum requirement of 8%.

- **Expanded Collaboration and Digital Ecosystem Development:** Completed SWIFT-GPI implementation to enhance processing speed and transparency in international transactions. Broadened strategic partnerships with major entities like Viettel to maximize benefits, drive innovation, and promote sustainable growth. Partnered with iHouzz to explore digital technology opportunities in real estate, particularly applying Fintech to efficient, safe, and accessible real estate investment solutions.
- **Strengthened Security and Risk Prevention Solutions:** Protected IT systems, ensured data safety, and maintained customer trust by safeguarding customer data, system integrity, and minimizing security risks in electronic payment environments. Implemented personal data protection measures per Decree 13/2023/NĐ-CP, including data encryption, audits, and solutions to address network security incidents.



# ACHIEVEMENTS IN 2024

## ORGANIZATION AND HUMAN RESOURCES:

In 2024, the bank flexibly adjusted its personnel structure, refined and introduced numerous policies to attract talent, and motivated officers and employees, specifically:

- Enhanced performance-based compensation policies to boost business and retain skilled personnel, ensuring Eximbank's salary policies were promptly updated to align with market standards, and adjusted benefits appropriately for officers and employees (CBNV) to increase sales motivation at business units and improve efficiency in operational support units.
- Implemented a transformation of the business operations model across the system; strongly pursued programs to standardize and develop personnel capabilities.



## Reputation and Brand:

Eximbank's reputation and brand were strengthened and elevated in domestic and international markets. Eximbank successfully raised international capital by issuing Tier 1 bonds to leading global financial institutions, while domestic and foreign credit institutions also increased credit limits for Eximbank.

Continued to be recognized by domestic and international organizations through awards: (1) The "Mobile Banking - Eximbank EBiz" app received the 2024 Sao Khuê Award from the Vietnam Software and IT Services Association (VINASA); (2) The 2024 Outstanding Technology and Digital Transformation Product Award from Investment Newspaper and the Vietnam Financial Advisors Community; (3) Top 10 Outstanding Digital Technology Enterprises in Vietnam 2024 from VINASA; (4) 2024 Vietnam Strong Brand Award and 2024 Asia Outstanding Enterprise Award; (5) Outstanding International Payment Quality Award.

Invested in and constructed modern facilities and technical infrastructure with spacious, luxurious transaction offices, unified in Eximbank's visual identity and branding. Relocated transaction offices to more convenient locations and combined high-quality infrastructure investments to create a modern transaction space meeting professional service standards for customers. In 2024, 7 transaction points were relocated, and 12 were renovated.



# SUBSIDIARY OPERATIONS

Eximbank Debt and Asset Management One Member Limited Liability Company (abbreviated as Eximbank AMC), a subsidiary of Vietnam Export Import Commercial Joint Stock Bank, had a contributed capital of VND 300 billion as of December 31, 2024.

Total revenue reached **VND 87 billion, a 21% increase** from 2023, with pre-tax profit at **VND 40.8 billion, up 76%** from 2023.

Results of Debt Recovery Operations Entrusted by Eximbank:

- + Total principal debt recovered reached **VND 827 billion (108%** of the plan).
- + Total interest collected reached **VND 295 billion (113%** of the plan).

# CORE BUSINESS ACTIVITIES

## Managed the capital structure and utilization efficiently, ensuring liquidity safety in banking operations amid the complex economic environment:

Structured capital mobilization from primary market (market 1), secondary market (market 2), and trade finance rationally to reduce capital costs and optimize business efficiency. Gradually adjusted deposit interest rates downward and aligned primary market capital contributions with credit growth, given the economy's weak capital absorption capacity.

## Scaled up business, controlled costs, and ensured safety in banking operations:



1

2

3

4

5

### Capital Structure

Structuring funding sources to reduce costs

### Issuance of Valuable Papers

Issuing certificates of deposit to diversify funding sources

### Regulatory Compliance

Maintaining safety ratios to meet regulatory requirements

### Credit Quality Control

Monitoring and managing the loan portfolio

### Adjustment of funding costs

Adjusting lending interest rates according to market conditions

#### Capital Mobilization:

Proactively structured mobilized capital at reasonable costs under conditions of poor economic capital absorption to enhance balance sheet efficiency.

#### Successfully issued

valuable papers (Certificates of Deposit) in the secondary market (market 2) after years of inactivity in this operation, contributing to diversified capital mobilization and restructuring stable, available capital over 12 months.

#### Effectively controlled

capital costs, enabling adjustments to lending interest rates in line with market conditions and SBV directives.

#### Strictly controlled

credit quality.

#### Effectively managed

safety ratios in operations per SBV regulations, despite the complex economic environment impacting banking activities.

# IT OPERATIONS

The year 2024 marked a significant milestone in Eximbank's digital transformation journey, with the bank relentlessly investing heavily in information technology to enhance competitive strength, optimize operational processes, and deliver superior customer experiences.

Amid significant shifts in customer demands and regulatory requirements in the finance and banking sector, Eximbank proactively deployed a series of advanced technological solutions and pursued comprehensive digital transformation as a core strategy to drive innovation in business operations and enhance customer accessibility. Key IT achievements included:



## Investment in Advanced Technologies:

### Application of AI and Generative AI:

Eximbank implemented Copilot Gen AI from the Microsoft 365 ecosystem to boost employee productivity. Integrated AI and voice recognition (Voice Biometrics) into the customer service call center, smart call center, and Voicebot virtual assistant, enabling faster and more efficient support.

### Robotic Process Automation (RPA):

Eximbank applied robotic process automation (RPA) technology to nearly 20 critical operational processes, including automated debt collection, ATM accounting, transfer order verification, reconciliation, tracing, complaint handling, and payroll. Notably, combining RPA, AI, and optical character recognition (OCR) in payroll operations fully transformed manual processes into automated ones, minimizing errors and accelerating processing speeds.



### Cloud Computing Application:

Eximbank intensified research and deployment of cloud computing solutions, gradually migrating key applications like digital banking and the electronic office system for document management and storage to the cloud, enhancing flexibility, reducing operating costs, and shortening the time to launch new services.

### Development of Core Platform Systems:

Eximbank invested in upgrading core platform systems to establish a robust foundation for digital transformation, including:

- (i) Upgraded the management reporting and data warehouse system (MIS/Datawarehouse);
- (ii) Expanded the loan origination and process management system (LOS/BPM) to optimize credit approval processes;
- (iii) Expanded the customer relationship management system (CRM/ESale+) into a super app supporting the sales team in managing KPIs;
- (iv) Collected customer biometric data for online transaction authentication and verified chip-based citizen identification cards with the National Population Data Center;
- (v) Implemented the enterprise content management system (ECM) to support synchronized document storage and management, facilitating information search and access;
- (vi) Expanded the electronic office system (E-Office) with new features to help officers and employees access communication information, internal libraries, and manage work schedules;
- (vii) Implemented a debt collection solution to establish an early warning system for problematic loans, track employee debt recovery results for KPI recording, and streamline processing for more effective debt recovery strategies.

# IT OPERATIONS

## Expanding the Digital Banking Ecosystem

### Digital Platforms:

Eximbank refined its digital banking ecosystem with key applications such as Eximbank EDigi (for individual customers), Eximbank EBiz (for corporate customers), Online Foreign Exchange Trading, Online Gold Trading, and Teller App (supporting counter transactions).

These platforms were continuously upgraded to ensure a user-friendly interface, high security, and diverse utilities, enabling customers to transact flexibly anytime, anywhere.

### Collaboration to build a Digital Financial Ecosystem:

(i) By joining SWIFT GPI, Eximbank enhanced transaction speed, information transparency, and cost savings.

(ii) Expanded strategic partnerships to leverage technology, develop digital products and services, broaden the utility ecosystem, and stay ahead of global digital transformation trends.

(iii) Partnered with Fintech companies to create innovative financial solutions, effectively serving customers and the community.

### Cashless Payments:

Eximbank promoted the cashless payment trend through:

- (i) Collaboration with e-wallets such as MoMo, ZaloPay, and VNPay;
- (ii) Implementation of contactless payments with Garmin Pay and Samsung Pay;
- (iii) Expansion of cross-border QR payments, collaborating with NAPAS to deploy services in Thailand;
- (iv) Development of international money transfers via Visa Direct in collaboration with VISA;
- (v) Expansion of bilateral connections and integration with the State Treasury.



## IT OPERATIONS



### Strengthening Infrastructure and Ensuring Information System Security

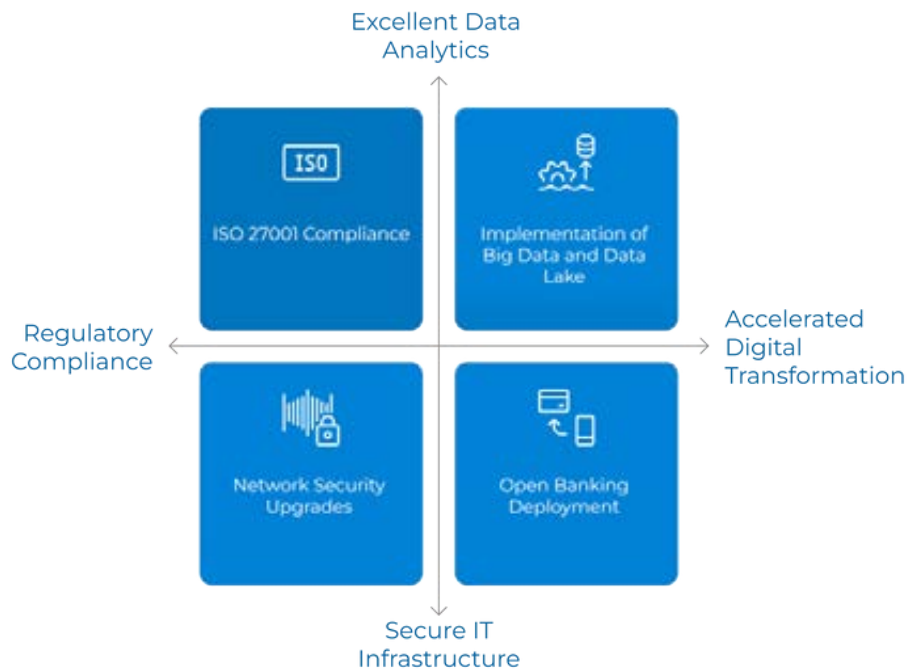
Eximbank implemented synchronized solutions to protect IT systems, ensure data safety, and maintain customer trust. Currently, Eximbank has deployed several risk prevention measures, including:

- Implemented multi-factor authentication (MFA) based on Microsoft standards for critical IT systems;
- Deployed a data loss prevention (DLP) solution and mobile device management (MDM) to protect data and tightly control mobile device usage;
- Operated a Security Operations Center (SOC) integrated with Security Information and Event Management (SIEM) and Security Orchestration, Automation, and Response (SOAR) solutions to enhance prevention and response capabilities against cyberattacks, strengthening protection from cyber threats and ensuring the bank's information security;
- Deployed a comprehensive security system with advanced solutions such as firewalls, web application firewalls (WAF), software-defined wide area networks (SDWAN), endpoint detection and response (EDR), extended detection and response (XDR), intrusion prevention systems (IPS), advanced persistent threat (APT) protection, and distributed denial-of-service (DDOS) attack prevention;
- Implemented and applied personal data protection measures to comply with Decree 13/2023/NĐ-CP regulations;
- Implemented and maintained compliance with the Payment Card Industry Data Security Standard (PCI DSS) to protect customer card data.



# IT OPERATIONS

2025 will be a pivotal year in Eximbank's digital transformation journey, with a strategy focused on **four (04) key pillars**, including:



## Promoting comprehensive digital transformation:

Strengthened comprehensive digital transformation to enhance Eximbank's competitiveness through key projects such as:

- (i) Successfully implementing a new Core Card system;
- (ii) Deploying a new digital banking platform with Omni Channel and Open Banking;
- (iii) Continuing to expand existing digitalization projects such as LOS/BPM, E-Office, E-Invoice, ECM, RPA, and AI - Gen AI applications.

## Building Eximbank into a Leading Bank in Data Utilization and Analysis:

Applied a "Data-driven" approach to analyze, predict, and make strategic decisions based on data, using analytical, statistical, and machine learning models to ensure accuracy and efficiency.

- (i) Eximbank continued to leverage, strengthen, and expand the management information system and data warehouse (MIS/Datawarehouse) to provide comprehensive, timely information to leadership at all levels;
- (ii) Expanded the customer relationship management project (CRM/ESale+) to improve customer care efficiency, increase retention rates, and boost revenue;
- (iii) Applied Big Data technology and implemented a Data Lake/Data Lakehouse to enhance data utilization and analysis efficiency, supporting decision-making, data analysis, and transaction processing on a single platform;
- (iv) Deployed a project to build a unified customer data platform (CDP), improving support for marketing and sales efforts.

## Establishing a Robust and Secure IT Infrastructure:

(i) Transitioned IT system infrastructure to a cloud computing platform while continuing to upgrade and reinforce IT systems to ensure stability, efficiency, flexibility, and security;

(ii) Applied cloud computing technology from leading global providers such as Amazon Web Services (AWS), Microsoft Azure (Azure), and Oracle Cloud;

(iii) Invested in cybersecurity technology solutions such as data loss prevention (DLP), network access control (NAC), database firewalls, and database encryption (Database Security) to enhance network security monitoring, enable rapid responses to security issues, and ensure information safety per regulations.

## Compliance with Domestic and International Regulations & Standards:

(i) Eximbank fully complied with current circulars and updated to new regulations such as Circular 15/2024/TT-NHNN, Circular 17/2024/TT-NHNN, Circular 18/2024/TT-NHNN, Circular 50/2024/TT-NHNN, Circular 64/2024/TT-NHNN,....;

(ii) Maintaining International Standards: Eximbank continued to uphold the PCI DSS standard to protect card data, while applying the ISO 27001:2022 standard for information security management and the ITIL framework for IT service management to ensure operational efficiency and transparency.

## HUMAN RESOURCE MANAGEMENT AND PRODUCTIVITY ENHANCEMENT



Restructured personnel at Head Office and business units for efficiency; strengthened the sales team, adjusted underperforming business units; established training standards, conducted exams, and provided synchronized operational knowledge training per standards; trained potential personnel for business unit management; trained on compliance awareness and customer service mindset. Gradually improved compensation policies prioritizing business performance, implemented a salary increase/decrease mechanism based on the business unit model; surveyed engagement indices for sales and transaction staff, and implemented solutions to monitor payroll cost progress.

## NETWORK EXPANSION



In 2024, Eximbank relocated 7 business units to new locations and renovated 12 transaction offices.

As of December 31, 2024, Eximbank's network comprised 215 banking units across 26 provinces/cities nationwide.

## FINANCE AND ACCOUNTING OPERATIONS



Finance and accounting management at the bank was conducted comprehensively and rigorously, ensuring stability and efficiency in banking operations. Cost, capital, accounting, risk, legal compliance, debt, and internal reporting systems were managed professionally.

Close monitoring and management, along with cost optimization, enabled the bank to utilize capital efficiently. Simultaneously, capital management through coordination and financial strategy development ensured sufficient liquidity for banking activities.

Enhanced IT application in accounting operations, with daily processes highly rated for transparency and accuracy. Periodic financial reports provided detailed and comprehensive insights into the bank's financial status and operations. Financial risk management was positively assessed, particularly the adoption of risk mitigation measures to protect assets and profits. The bank emphasized strict compliance with legal and banking industry standards. Debt management and internal reporting systems were established and maintained in an organized, professional manner.

## TRAINING OPERATIONS



Training operations were conducted in line with the bank's policies and regulations, focusing on diversification and encouraging enhanced capabilities for teams and individuals to excel across all areas. Eximbank annually organized courses to improve professional expertise and develop skills for officers and employees, while facilitating participation in domestic and international training programs. Additionally, Eximbank continuously supported and provided opportunities for employees to attend training and workshops to boost awareness and work skills.

## TALENT SOURCING AND KEY PERSONNEL DEVELOPMENT



Eximbank focused on strengthening high-quality human resources, improving compensation and enhancing benefits to ensure the workforce drives efficient business performance. Eximbank maintained policies to seek and attract talent while promoting a professional, dynamic work environment and a healthy corporate culture.

## INVESTOR RELATIONS



Investor Relations (IR) is a critical aspect, serving as a bridge to deliver accurate and comprehensive information reflecting the enterprise's value. At Eximbank, protecting the rights of investors (ROI) and shareholders is a top priority, aiming to maintain full and transparent disclosure to help investors and shareholders gain deeper insights into Eximbank's operations and accurately assess its value. Additionally, quarterly reports updating Eximbank's business activities and information (IR Newsletter) were periodically provided to shareholders and investors, promoting the bank's image and development potential to the broader public.

In 2024, Eximbank actively and transparently disclosed information per Circular 96/2020/TT-BTC regulations, while continuously updating and complying with SBV and state regulatory requirements. The 2024 Annual General Meeting of Shareholders was successfully held by Eximbank, meeting current regulations to enable shareholders to promptly access information on the bank's business performance. At the 2024 Annual General Meeting, based on presented reports and proposals, shareholders voted on key issues related to Eximbank's operations, directly questioned, and offered suggestions to the bank's leadership. Post-meeting, documents unanimously approved were fully finalized and uploaded to the Investor Relations portal, ensuring all shareholders, including those absent, could access critical meeting content.

To safeguard shareholder rights, particularly given the large and diverse shareholder base, Eximbank placed special emphasis on shareholder management. In 2024, shareholder relations were proactively managed by supporting and addressing inquiries and requests from shareholders and investors, especially individual ones, through interactive channels like phone and email. Shareholder information updates were handled swiftly and per regulations, meeting shareholder expectations and fostering trust among shareholders and potential investors in EIB.

Eximbank diversified information channels for investors and shareholders, including:

- Disclosure Portal: website of Eximbank, HOSE and SSC (State Securities Commission).
- Quarterly newsletters and email updates to shareholders.
- Periodic reports such as Financial Statements and Annual Reports.

## COMMUNICATION AND MARKETING OPERATIONS



Communication operations at Eximbank were conducted professionally and comprehensively. Transparent information disclosure, a focus on building a positive image and brand, and dynamic online interaction capabilities enabled Eximbank to communicate effectively with customers and the community.

Eximbank also emphasized managing information crises and rumors, preparing professional contingency plans for emergencies. Enhanced internal communication and organized events and conferences to foster interaction were strengths of the communication strategy.

# 2025 BUSINESS PLAN

## 1. Business Environment

In 2025, the global economy is expected to show improved prospects, though geopolitical uncertainties persist, with unpredictable developments such as the ongoing Russia-Ukraine military conflict and other global conflicts continuing to weigh on economic activities. The IMF forecasts global GDP growth at 3.2% and inflation at 4.3% for 2025.

2025 holds immense significance, marked by national milestones and an era of national ascent. The domestic economy faces intertwined **challenges, opportunities, and advantages. With stability as a foundation for growth and growth as a basis for stability, efforts are focused on successfully achieving “accelerated, breakthrough” economic development goals, laying the groundwork for double-digit growth in the 2021–2030 period.** The Prime Minister has set goals to boost 2025 economic growth, targeting a national GDP growth rate above 8%; local GRDP growth of at least 8-10%; CPI at 4.5%; export growth of 10%-12%; import growth of 11.6%-13.8%; accelerated public investment disbursement from early 2025, especially for key national projects and programs, leveraging public investment to drive private investment and enhance public-private partnerships; promoting production and ensuring sufficient supply; comprehensively advancing national digital transformation; and prioritizing investment attraction in new, high-tech sectors and boosting domestic consumption as key 2025 objectives.

The SBV's 2025 monetary policy orientation focuses on controlling inflation, stabilizing currency value, ensuring major economic balances, and securing capital for the economy; managing stable interest rates aligned with the economy's general rates, directing commercial banks to further reduce rates by cutting costs and leveraging technology; targeting a 16% credit growth limit; managing exchange rates stably and flexibly to maintain a stable foreign exchange market; and applying technology to lower costs, thereby reducing interest rates to support businesses.

## 2. 2025 Business Plan

### 2.1. Key Business Targets

Unit: VND Billion, %

No.	Item	2024	2025 Plan		
			Value	+/- compared to 2024	% +/- compared to 2024
1	Total assets	239,768	265,500	25,732	10.7%
2	Deposits (*)	178,312	206,000	27,688	15.5%
3	Credit exposure	168,230	195,500	27,270	16.2%
4	Non-Performing Loan Ratio	2.53%	1.99%	-0.54%	
5	Pre-tax profit	4,188	5,188	1,000	23.8%

(\*) includes funds from economic entities and individuals, and issued valuable papers.



## SOLUTIONS TO IMPLEMENT THE 2025 BUSINESS PLAN

To achieve the planned targets outlined above, Eximbank will focus on implementing the following key solutions:

### Business Development :

- Expand operational scale and enhance efficiency, guided by sustainability, safety, and effectiveness;
- Improve the bank's Net Interest Margin (NIM) by strengthening retail banking and SME segments, and developing the ecosystem of large corporate and FDI customers.
- Increase low-cost non-term capital (CASA) by enhancing technology platforms, adding utilities, and improving customer experience; continue solutions to connect with major customers; accelerate payment service integrations; and offer credit product programs with cash flow commitments.
- Diversify capital sources through term deposit programs and products, closely tracking market trends and seizing opportunities to increase medium- and long-term capital for sustainably funding. Enhance Eximbank's brand domestically and internationally to raise deposit limits from partners, expand bond issuance partners, and gradually boost syndicated loan attraction.
- Focus on credit growth alongside robust sales team development. Diversify the credit portfolio for retail, SME, and large corporate customers, developing loan products tailored to target customer groups and specific segments.
- Ensure operational safety, tightly control new non-performing loans and risks from restructured debts; establish a centralized debt resolution model, continuing to position debt resolution as a key business pillar for 2025.
- Strengthen a compliance culture, the role of control points, and early warning systems; enhance awareness and responsibility among all staff system-wide. Increase the use of tools and technology in control points and processes to improve compliance enforcement efficiency. Develop a credit portfolio and risk appetite per Circular 13 and SBV risk coefficients, aligned with the bank's 2025 business orientation.



### Focus on Comprehensive Digital Transformation and Digital Banking:

Continue advancing digital transformation to deliver modern digital financial products to customers; focus on developing digital banking platforms, promoting cashless payments, and building a comprehensive digital banking ecosystem. Invest in advanced technologies like AI, automation, data analytics, and cashless payment solutions to optimize processes and enhance customer experience. Strengthen deployment of modern payment services. Expand collaboration with Viettel to implement modern financial services and integrate payment solutions.

Enhance centralized digital technology platforms to improve customer experience, significantly boost productivity and work efficiency. Invest in infrastructure platforms, security, automation enhancements, and system improvements.

### Organization and Human Resources:

Implement a robust organizational restructuring at the Head Office to optimize efficiency and increase operational productivity across the system. Enhance personnel utilization efficiency, aligning staff with their capabilities throughout the system.

Establish a performance- and productivity-based salary policy with no upper limit for high-contributing staff, boosting motivation to improve work outcomes for officers and employees.

Develop training programs aligned with practical needs to effectively enhance staff capabilities, building personnel skills per training standards.

Foster a positive organizational and human culture. Develop a culture of rapid adaptation and continuous updates.

Strengthen marketing and brand communication by standardizing branding across the system in line with strategy; enhance product marketing and promotion through digital and electronic channels. Develop focused, distinctive, and non-monotonous Eximbank image campaigns to boost brand recognition and elevate Eximbank's brand image in the community, attracting more customers.

# FINANCE AND ACCOUNTING OPERATIONS



The 2025 plan for finance and accounting management at Eximbank includes the following objectives and strategies:



## Cost Management

- Implement strict and effective cost-saving measures.
- Adjust internal processes to minimize losses and optimize operating costs.
- Negotiate and dialogue with partners to secure the best terms and pricing.



## Capital Management

- Maintain and enhance financial strategies to meet the bank's borrowing and investment needs. The bank successfully established an internal credit rating system to improve risk assessment and management, setting interbank market transaction limits to address borrowing and investment requirements.
- Research and deploy new solutions to optimize capital and liquidity: The bank restructured deposit terms to reduce costs, creating room to lower lending rates to support the economy per SBV directives. The bank also diversified capital mobilization from the domestic interbank market, trade finance loans, and valuable paper issuance to optimize capital while maintaining stable liquidity per SBV regulations.



## Accounting and Reporting

- Optimize daily accounting processes to enhance transparency and accuracy in the balance sheet.
- Expand and update the financial reporting system to provide detailed and comprehensible information.



## Financial Risk Management

- Strengthen financial risk assessment and management, particularly regarding market volatility, interest rates, and non-performing loans.
- Implement risk mitigation measures to protect the bank's assets and profits.



## Legal and Standard Compliance

- Maintain a robust system to ensure full compliance with legal regulations and banking industry standards.
- Continuously update and adjust financial policies in response to changes in laws and standards.



## Debt Management

- Enhance customer debt management to ensure swift and effective recovery.
- Organize training for staff on non-performing loan handling measures to minimize impacts on the financial situation.



## Internal Reporting System

- Improve and expand the internal reporting system to monitor capital and cash flows.
- Conduct periodic meetings to inform leadership and make strategic decisions based on timely data.



## Negotiation and External Relations

- Strengthen negotiations with financial partners and banks to ensure strong relationships and favorable borrowing terms.
- Participate in industry events and conferences to reinforce relationships and conduct negotiations.

## INVESTOR RELATIONS

Maintain comprehensive and accurate information disclosure, particularly through regular updates on Eximbank's website per regulations, while fostering a positive impression of the bank's value and operations among investors and shareholders.

Conduct information disclosure per regulations, ensuring transparency and providing accurate, reliable information to investors and shareholders.

Actively participate in seminars and training programs by the State Securities Commission, Stock Exchanges, and Vietnam Securities Depository to improve bank governance and gain deeper insights into market requirements.

Managing image, reputation, and brand is a priority, particularly with regulators, partners, and investors. Maintain a positive brand within the investor community and uphold market standing.

Engage shareholders and customers in active participation in social welfare and corporate social responsibility initiatives to contribute to the community while enhancing Eximbank's standing and brand.

## Optimizing Human Resource Management at Eximbank



### Digitalizing Management

Implementing digital systems to enhance workflow processes.

### Human Resource Quality

Improving recruitment strategies and employee development.

### Organizational Structure

Refining roles and policies to optimize performance.

## HUMAN RESOURCES OPERATIONS

In 2025, focus on optimizing governance, enhancing personnel quality, and ensuring comprehensive work efficiency at Eximbank.

### Digitalizing Corporate Governance

- Enhance the application of advanced management systems (iHRPs, E-Hiring, E-Office) to improve governance efficiency and meet international integration requirements.

### Personnel Management Quality

- Strengthen recruitment strategies to attract high-quality human resources.
- Develop diverse training programs for officers and employees, focusing on both professional knowledge and soft skills.
- Foster a positive corporate culture and encourage personal development.

### Strengthening the Personnel Organizational Structure

- Optimize the organization by arranging personnel based on capabilities and expertise.
- Establish Reasonable Policies and Mechanisms.
- Review and update policies and mechanisms to ensure fair income and enhance work productivity.

# EXIMBANK



# COMMUNICATION AND MARKETING OPERATIONS



## Image and Branding

Build and maintain a positive image and brand for the bank. Enhance awareness among customers and the community.



## Information and Events

Communicate the bank's strategies, achievements, and events. Promote to strengthen the bank's image and engage with the community.



## Internal Communications

Maintain and develop internal communication channels to provide information to officers and employees. Organize meetings, sports events, and internal activities to foster interaction and cohesion. Manage and enhance online communication channels such as the website, Facebook, and email to create touchpoints with customers and the community.



## Crisis Management

Prepare plans to address emergencies and manage communication crises. Handle misinformation and rumors quickly and effectively to protect the bank's reputation.



## Advertising and Marketing

Implement advertising and marketing strategies to boost brand awareness and attract new customers. Monitor and evaluate the performance of advertising campaigns to adjust subsequent strategies.



## Community Activities

Organize charitable and social activities to connect with the community and enhance social responsibility.



# 04.

## REPORT OF THE BOARD OF DIRECTORS AND CORPORATE GOVERNANCE

### ASSESSMENT OF THE BOARD OF DIRECTORS ON THE BANK'S ACTIVITIES

- Assessment on the Bank's operational aspects
- Assessment of business results in 2024
- Plans and key directions in 2025

### CORPORATE GOVERNANCE

- Activities of the Board of Directors in 2024
- Activities of the Board of Supervisors in 2024
- Transactions, remunerations and benefits of the Board of Directors, Board of Management and Board of Supervisors



EXIMBANK



The operational management in 2024 was assessed by the Board of Directors as prudent, disciplined, and aligned with the bank's long-term strategic goals.

1. **Compliance with Laws and Internal Regulations:** Eximbank maintained strict compliance with legal regulations, State Bank of Vietnam guidelines, and internal policies. Regular reviews, updates of legal documents, and enhancements to internal processes and regulations were conducted, contributing to risk control and improved operational efficiency.

2. **Business Performance:** Although profit before tax reached 81% of the plan (VND 4,188 billion against a target of VND 5,180 billion), this result was highly regarded amidst high interest rate pressures and rising risk management costs. The Board of Directors noted that, with flexibility and strong determination, Eximbank overcame numerous challenges and achieved notable successes, laying a solid foundation for sustainable development in 2025.

3. **Risk Management and Internal Control:** The risk management framework was further strengthened, aligning with international standards. The Board of Directors highly commended the implementation of monitoring and inspection measures, ensuring the bank's operations remained compliant and transparent.

4. **Digital Transformation and Technology Application:** The Board of Directors acknowledged significant progress in digital transformation, particularly investments in technological infrastructure, improvements in products and services, and enhancements to customer experience.

5. **Corporate Governance and Sustainable Development:** The governance model continued to be refined in line with best practices, ensuring transparency and efficiency. Environmental, social, and governance (ESG) factors were gradually integrated into banking operations, establishing a foundation for sustainable development.

6. **Human Resources and Corporate Culture:** The Board of Directors highly appreciated efforts to build a professional workforce capable of meeting development needs and adapting to change. The corporate culture continued to be preserved and promoted, fostering unity and innovative creativity.

## ASSESSMENT OF THE MANAGEMENT'S ACTIVITIES

The oversight activities of the Board of Directors over the CEO and Executive Management were conducted in strict compliance with the Law on Credit Institutions, other relevant laws, and Eximbank's regulations. Within the Board of Directors's authority, oversight was carried out based on:

- (i) Provisions in Eximbank's Charter;
- (ii) Eximbank's Internal Governance Regulation and the Regulation on the Organization and Operation of the Board of Directors;
- (iii) Relevant regulations concerning authority, risk management, business objectives, credit quality, restructuring efforts, brand recognition, and policies for officers and employees.

In 2024, the Board of Directors's oversight activities were implemented comprehensively, closely, and effectively through various methods, specifically:

- Oversight through regular/thematic meetings between the Board of Directors/Board members and Executive Management to evaluate the bank's business performance, analyze economic conditions and market risk developments, and thereby decide on timely, practical policies and directives aligned with Eximbank's operations
- Oversight through reviewing and addressing conclusions and findings from reports by the Supervisory Board and Internal Audit Department, providing the Board of Directors/Board members with prompt, accurate information to monitor the Executive Management and specialized units in implementing tasks per Board of Directors directives, ensuring Eximbank's safe and sustainable development.



- Oversight through periodic reports and ad hoc reports/proposals from the Management to the Board of Directors/Board members, enabling timely handling of tasks, documents, and issues arising from business activities within the Board's authority and functions.
- Oversight through the implementation of General Meeting of Shareholders resolutions and Board-issued resolutions/decisions, ensuring compliance with timelines and outcomes. In 2024, the CEO/Executive Management reported on the execution of General Meeting resolutions and Board resolutions/decisions promptly per Eximbank's internal regulations.
- Oversight of activities within the Board's review and decision-making authority, with the Executive Management submitting progress and outcome reports on Board directives via the Board's Office—the advisory unit assisting the Board in organizing and executing its oversight activities. Based on this, the Board issued timely decisions for the CEO/Executive Management to implement.



## KEY PLANS AND ORIENTATIONS OF THE BOD FOR 2025

The year 2025 is projected to remain volatile for both the global and domestic economies. Factors such as interest rates, exchange rates, and risks from international financial markets will continue to pose significant challenges to the banking sector.

- **Interest Rates and Exchange Rates:** Global interest rates are expected to remain high, while exchange rates may experience significant fluctuations due to the impact of monetary policies in major economies like the US, EU, and China. This requires Eximbank to adopt flexible and effective strategies for managing interest rate and exchange rate risks.

- **Financial Market Risks:** Political volatility, geopolitical conflicts, and instability in the global energy market could negatively impact international financial markets, indirectly affecting Eximbank's operations.

- **Domestic Economic Conditions:** Although Vietnam's economy is expected to continue recovering and growing steadily, export-import and industrial production sectors will still face challenges from international markets. Simultaneously, the real estate and corporate bond markets require close monitoring to mitigate risks.

However, with a stable macroeconomic foundation, advantages in attracting foreign investment, and particularly the start of the nation's "Era of Rising to Develop Prosperity, Civilization, and Wealth," Eximbank will continue to seize opportunities for sustainable development. The gradual recovery of the global and domestic economies, coupled with trends in digital transformation and technological development, will open new pathways for the banking sector. Eximbank will continue to capitalize on these opportunities to strengthen its competitive position while ensuring stability and safety in business operations. Continuing to closely follow the goals and tasks outlined in the business development strategy to 2025 and vision to 2030, the entire Eximbank system will remain united, proactive, creative, and strive diligently to achieve the 2025 Business Plan.

Accordingly, the Board of Directors has identified key priorities to ensure sustainable development, enhance competitiveness, and optimize the bank's operational efficiency in 2025, as follows:

- **Direct and Control Plan Implementation:** Closely oversee the Executive Management's execution of operational plans to ensure the completion of key business and strategic targets approved by the General Meeting of Shareholders

- **Upgrade Governance to International Standards:**

- Continue updating and applying international best practices in corporate governance, risk management, and internal control to enhance transparency and efficiency in bank governance.
- Refine the governance model toward professionalism, strengthening the responsibilities and authority of committees under the HĐQT.

- **Accelerate Technology Application and Digital Transformation:**

- Expedite information technology projects, integrating them into digital banking products and services to enhance customer experience.
- Focus on digitizing operational processes, reducing costs, and optimizing work efficiency.
- Develop digital platforms to reach and expand the customer base while strengthening information security.

- **Cost Management and Operational Efficiency Optimization:** Implement stringent cost management measures, cutting unnecessary expenses while maintaining service quality. Enhance capital utilization efficiency, optimize profits, and improve key financial indicators.

- **Enhance Human Resource Quality and Corporate Culture:** Implement comprehensive solutions to improve human resource quality; restructure leadership resources, innovate, and refine salary mechanisms and policies to motivate employees; and modernize transaction conduct.

- **Strengthen Oversight and Specialized Governance:**

- Enhance the effectiveness of committees and councils under the HĐQT in advising and overseeing critical areas such as credit, investment, treasury operations, risk management, human resources, and information technology.
- Implement rigorous risk control measures to ensure safe banking operations.

- **Ensure governance and management are transparent, clear, compliant with legal regulations, and oriented toward the collective interests of the community and society.**

# CORPORATE GOVERNANCE

## ACTIVITIES OF THE BOARD OF DIRECTORS IN 2024

### a) Members and Structure of the Board of Directors

No.	Full name	Position	No. of shares personally held	Shareholding ratio
1	Nguyen Canh Anh	Chairman	0	0.00%
2	Do Ha Phuong	Vice Chairwoman	0	0.00%
3	Tran Tan Loc	Vice Chairman	0	0.00%
4	Pham Quang Dung	Board Member	0	0.00%
5	Tran Anh Thang	Independent Board Member	0	0.00%

### b) The committee / council / board under the Board

#### Risk Handling Council:

No.	Member	Title at the committee / council / board under the Board
1	Tran Anh Thang – Independent Board member	Chairman
2	Do Ha Phuong – Vice Chairwoman	Member
3	Pham Quang Dung – Board Member	Member
4	Tran Tan Loc – Vice Chairman	Member
5	CEO/Acting CEO	Member

#### Risk Management Committee:

No.	Member	Title at the committee / council / board under the Board
1	Tran Anh Thang – Independent Board member	Chairman
2	Do Ha Phuong – Vice Chairwoman	Member
3	Pham Quang Dung – Board Member	Member
4	Tran Tan Loc – Vice Chairman	Member

#### Central Debt Trading Council:

No.	Member	Title at the committee / council / board under the Board
1	Tran Anh Thang – Independent Board member	Chairman
2	Pham Quang Dung – Board Member	Member
3	Tran Tan Loc – Vice Chairman	Member
4	CEO/Acting CEO	Member

#### Strategy and Restructuring Committee:

No.	Member	Title at the committee / council / board under the Board
1	Do Ha Phuong – Vice Chairwoman	Chairman
2	Tran Tan Loc – Vice Chairman	Member
3	CEO/Acting CEO	Member

#### Steering Committee for Prevention of Corruption, Misconducts and Crimes

No.	Member	Title at the committee / council / board under the Board
1	Nguyen Canh Anh – Chairman of the Board	Chairman
2	Tran Tan Loc – Vice Chairman	Member
3	Doan Ho Lan – Member of Board of supervisors	Member
4	CEO/Acting CEO	Member

#### IT System Investment Council:

No.	Member	Title at the committee / council / board under the Board
1	Tran Anh Thang – Independent Board member	Chairman
2	Do Ha Phuong – Vice Chairwoman	Member
3	Tran Tan Loc – Vice Chairman	Member
4	Pham Quang Dung – Board Member	Member
5	CEO/Acting CEO	Member

## ACTIVITIES OF THE BOARD OF DIRECTORS IN 2024

### Emulation and Rewards Council:

No.	Member	Title at the committee / council / board under the Board
1	Nguyen Canh Anh – Chairman of the Board	Chairman
2	Tran Anh Thang – Independent Board member	Member
3	CEO/Acting CEO	Member
4	Chairman of the Trade Union	Member

### Human Resources Committee:

No.	Member	Title at the committee / council / board under the Board
1	Nguyen Canh Anh – Chairman of the Board	Chairman
2	Tran Anh Thang – Independent Board member	Member
3	Do Ha Phuong – Vice Chairwoman	Member
4	CEO/Acting CEO	Member

### c) Activities of the board of directions:

In 2024, the Board of Directors held a total of 14 meetings and conducted 242 written opinion polls to decide on matters, tasks, and functions within the Board's responsibilities, as well as certain specific topics, detailed as follows:

#### Meetings of Board of Directors

No.	Member	Number of meetings attended	Meeting attendance rate	Reason for not attending the meeting	Note
1	Nguyen Canh Anh	14/14	100%		
2	Luong Thi Cam Tu	10/10	100%		Ms. Luong Thi Cam Tu ceased to be a Board member of the VII Term (2020–2025) as of November 28, 2024, and thus participated in 10 meetings only.
3	Tran Tan Loc	14/14	100%		
4	Do Ha Phuong	14/14	100%		
5	Le Thi Mai Loan	04/04	100%		Ms. Le Thi Mai Loan ceased to be a Board member of the VII Term (2020–2025) as of April 26, 2024, and thus participated in 4 meetings only.
6	Nguyen Ho Nam	06/06	100%		Mr. Nguyen Ho Nam was elected as a Board member of the VII Term (2020–2025) on April 26, 2024, and ceased to be a Board member as of November 28, 2024, thus participating in 6 meetings only.
7	Pham Quang Dung	14/14	100%		
8	Tran Anh Thang	14/14	100%		

## ACTIVITIES OF THE BOARD OF DIRECTORS IN 2024

### Written opinion collection of the Board of Directors

No.	Member	No. of written polls participated	Ratio	Reasons for not participating	Note
1	Mr. Nguyen Canh Anh	241/242	99.59%		
2	Ms. Luong Thi Cam Tu	201/205	98.05%		Ms. Luong Thi Cam Tu ceased to be a Board member of the VII Term (2020–2025) as of November 28, 2024, and thus participated in 205 polls only.
3	Mr. Tran Tan Loc	240/242	99.17%		
4	Ms. Do Ha Phuong	237/242	97.93%		
5	Ms. Le Thi Mai Loan	70/71	98.59%		Ms. Le Thi Mai Loan ceased to be a Board member of the VII Term (2020–2025) as of April 26, 2024, and thus participated in 71 polls only.
6	Mr. Nguyen Ho Nam	125/134	93.28%		Mr. Nguyen Ho Nam was elected as a Board member of the VII Term (2020–2025) on April 26, 2024, and ceased to be a Board member as of November 28, 2024, thus participating in 134 polls only.
7	Mr. Tran Anh Thang	240/242	99.17%		
8	Mr. Pham Quang Dung	241/242	99.59%		

### Resolutions/Decisions of the Board of Directors in 2024 (as per attached appendix):

In its role of directing, strategizing, and overseeing the bank's operations, the Eximbank Board of Directors has tirelessly worked to ensure the system's efficient and sustainable operation. Adhering to principles of democratic centralism and collective leadership, the Board of Directors regularly held meetings and sought members' opinions to reach consensus on critical decisions across various aspects of the bank's activities. These strategic directions enabled the Executive Management to effectively implement business tasks, meet practical requirements, and achieve set objectives.

Fulfilling its duties and responsibilities as stipulated by law and Eximbank's Charter, the Board of Directors fully executed its functions, providing timely and effective support for the bank's operations. In 2024, the Board of Directors issued numerous significant documents and decisions on policies and governance, including:

- **Related to the Organization of the General Meeting of Shareholders:**

- Successfully organized the Annual General Meeting of Shareholders on April 26, 2024, and the Extraordinary General Meeting of Shareholders on November 28, 2024, to approve matters under the General Meeting of Shareholders's authority, including issuing shares to pay the 2023 dividend in shares and cash to shareholders, dismissing/electing additional Board of Directors and Supervisory Board members in compliance with legal regulations and the bank's Charter;
- Issued the Regulation on Organizing Online the General Meeting of Shareholders and Electronic Voting and Balloting.

- **Adjustments to Organizational Structure and Personnel Matters:**

To optimize operations and enhance governance efficiency, the Board of Directors directed significant organizational changes, including relocating the head office, reorganizing the branch and transaction office network, and recruiting and appointing key personnel to meet practical needs. Additionally, the Board of Directors approved the establishment of specialized units such as the Internal Political Security Committee and the Crisis Communication Steering Committee to fulfill assigned functions and tasks. Concurrently, the bank restructured certain business divisions to better meet customer needs and market development trends.

- **Issuance and Adjustment of Regulations Related to Business Operations:**

Over the past year, the Board of Directors focused on reviewing, refining, and issuing numerous regulations related to risk management, credit, finance, and operational safety. Key regulations approved include: the Reputation Risk Management Regulation, the Regulation on Handling Operational Violations, the Internal Credit Regulation, the Lending Operations Regulation, the Regulation on Trading Valuable Papers, and provisions on unsecured credit issuance. Furthermore, the Board of Directors approved significant financial policies, including establishing principles for managing transaction limit thresholds with partners and developing an internal capital adequacy assessment mechanism (ICAAP).

## ACTIVITIES OF THE BOARD OF DIRECTORS IN 2024

Additionally, the Board of Directors (BoD) approved the plan for private bond issuance in 2024 to ensure stable operational capital and enhance the bank's financial capacity. Policies on asset management, debt handling, and capital safety were also updated to align with the economic context and requirements of regulatory authorities.

### Regarding Governance Reporting and Information Disclosure:

Semi-annually in the first six months and at year-end, the Board of Directors prepared detailed reports and disclosed information on corporate governance. These reports were publicly published in the Banking Governance section on Eximbank's website at: <https://eximbank.com.vn/nha-dau-tu>, ensuring full compliance with securities law disclosure regulations.

Beyond performing general functions and duties, members of the Board of Directors were assigned to participate in councils and committees under the Board of Directors to provide guidance, oversight, and advice on matters within their authority. Through monthly/quarterly meetings and regular discussions, specialized committees actively contributed to advising the BoD on decisions in specific areas, thereby enhancing the bank's operational efficiency.

With extensive experience and deep understanding of their assigned fields, members of the Board of Directors tirelessly worked, proactively providing in-depth evaluations and analyses of specialized issues. This not only fostered a transparent, efficient working environment but also significantly contributed to Eximbank's sustainable development amid a volatile market.

### d) Activities of the Independent Board Member and Operations of Councils/Committees/Boards Under the Board of Directors

Mr. Trần Anh Thắng, an Independent Board Member, fulfilled duties as stipulated by law and Eximbank's Charter. Additionally, he performed functions and tasks as prescribed, serving as: Chairman of the Risk Management Committee; Chairman of the Risk Handling Council; Chairman of the Central Debt Trading Council; Chairman of the IT System Investment Council; Member of the Human Resources Committee; and Member of the Competition and Rewards Council.

As of December 31, 2024, Eximbank had 08 councils, committees, and boards under the Board of Directors. The specific activities of these councils, committees, and boards in 2024 are as follows:

#### I) Risk Handling Council:

The Risk Handling Council: (i) Approved system-wide summary reports on the results of recovering debts that used provisions for risk handling; (ii) Approved debt classification, provision allocation, and use of provisions for risk handling across the system for debts utilizing provisions; (iii) Approved measures to recover debts that used provisions for risk handling system-wide. In 2024, the Risk Handling Council held 1 meeting and conducted 16 written opinion polls, approving 17 matters related to debt classification, risk provisioning, and handling non-performing loans.

#### II) Central Debt Trading Council:

The Central Debt Trading Council reviewed and decided on the purchase and sale of debts across the Eximbank system, in compliance with Eximbank's internal regulations and legal provisions. In 2024, the Central Debt Trading Council conducted 1 written opinion poll and approved 1 matter within its authority.

#### III) Strategy and Restructuring Committee:

In 2024, the Strategy and Restructuring Committee held 4 meetings to discuss and approve 8 matters to advise the Board of Directors, related to senior personnel, establishing subcommittees under the Strategy and Restructuring Committee, and assigning members to these subcommittees.

#### IV) The Risk Management Committee:

The Risk Management Committee: (i) Advised the Board of Directors on issuing internal regulations within its authority related to risk management in banking operations, per legal regulations and Eximbank's Charter; (ii) Analyzed and issued warnings about the bank's safety level against potential risks, identifying short- and long-term mitigation measures; (iii) Reviewed and assessed the appropriateness and effectiveness of the bank's current risk management processes and policies, providing recommendations to the Board of Directors on needed changes to processes, policies, and operational strategies; (iv) Advised the BoD on approving investments, contracts, related transactions, risk management policies, and overseeing the implementation of risk prevention measures within the scope of functions and duties assigned by the Board of Directors. In 2024, the The Risk Management Committee held 7 meetings and conducted 6 written opinion polls to discuss and approve 24 matters within the authority delegated by the BoD.

#### V) Human Resources Committee:

The Human Resources Committee: (i) Advised the Board of Directors on the size and structure of the BoD and executive management suitable for the bank's operational scale and development strategy; (ii) Advised the BoD on handling personnel issues arising during the election, appointment, dismissal, and removal of Board of Directors members, Supervisory Board members, and bank executives, in compliance with legal regulations and Eximbank's Charter; (iii) Advised the BoD on issuing internal regulations within the BoD's authority regarding salary regimes, remuneration, bonuses, personnel selection policies, training, and other incentive policies for executives, officers, and employees of Eximbank; (iv) Performed other tasks assigned by the BoD.

In 2024, the Human Resources Committee held 11 meetings to discuss 70 personnel-related matters, of which 64 were approved. Additionally, the Committee conducted written opinion polls on 63 matters, all of which were approved.

## ACTIVITIES OF THE BOARD OF DIRECTORS IN 2024

### VI) Steering Committee for Anti-Corruption, Negativity, and Crime Prevention:

In 2024, the Steering Committee for Anti-Corruption, Negativity, and Crime Prevention reviewed and approved 7 reports on anti-corruption, negativity, and crime prevention efforts, in compliance with legal regulations and guidelines from the State Bank of Vietnam and the Banking Inspection and Supervision Agency.

### VII) IT System Investment Council:

In 2024, the IT System Investment Council held 4 meetings to discuss and approve 15 matters within its authority.

### VIII) Competition and Rewards Council:

The Competition and Rewards Council advised the Board of Directors on matters related to banking sector competition and rewards, following guidelines from the State Bank of Vietnam and Eximbank's regulations. This included criteria for competition and reward recipients; responsibilities for organizing competition campaigns; standards for titles such as Advanced Worker, Advanced Labor Collective, Outstanding Labor Collective, the State Bank of Vietnam Competition Flag; and reward forms like Certificates of Merit from the State Bank of Vietnam Governor, Letters of Commendation, and the "For the Cause of Vietnam Banking" Medal; as well as other related issues that arose.

### e) Corporate Governance Programs in the Year:

In 2024, the Board of Directors, Supervisory Board, and Executive Management at Eximbank regularly participated in training courses, conferences, and seminars organized by domestic and international entities and strategic partners, conducted both in-person and online. These aimed to exchange knowledge and share experiences on bank governance, implement projects to enhance operational and management capacity in line with international best practices, risk management, digital transformation, and fostering a diverse, creative corporate culture, thereby identifying solutions and directions for business activities to achieve planned objectives.

#### Some programs attended by Eximbank's leadership in 2024:

No.	Program/Conference/Training Course Name	Date
1	2024 Annual Training for Supervisory Board - Internal Audit	February 2024
2	Business Unit Director Professional Training	March 2024
3	International Standards Internal Auditor Practitioner Certificate - IAP - Sessions 1, 2	May 2024
4	SECO/Switzerland Bank Management Training Program 2024–2025 - Module 1	June 2024
5	Law on Credit Institutions 2024	June 2024
6	International Standards Internal Auditor Practitioner Certificate - IAP - Sessions 3, 4	July 2024
7	Project on Transition and Preparation of Financial Statements per IFRS	July 2024
8	SECO/Switzerland Bank Management Training Program 2024–2025 - Module 2	July 2024
9	SECO/Switzerland Bank Management Training Program 2024–2025 - Module 3	August 2024
10	SECO/Switzerland Bank Management Training Program 2024–2025 - Module 4	September 2024
11	SECO/Switzerland Bank Management Training Program 2024–2025 - Module 5	October 2024
12	SECO/Switzerland Bank Management Training Program 2024–2025 - Module 6	November 2024

In the coming period, Eximbank will continue to organize and arrange for members of the Board of Directors, Board of Supervisors, and Board of Management to register for additional bank governance courses organized by the State Securities Commission and globally reputable training institutions.



# ACTIVITIES OF THE BOARD OF SUPERVISORS IN 2024

## Members and Structure of the Board of Supervisors:

### List of members and their respective shareholding ratio:

No.	Full name	Title	Shares personally held (%)	No. of shares personally held as at 31/12/2024	Name of the entity that the person represents (if any)	No. of shares held by the entity as at 31/12/2024	Shares held by the entity (%)
1	Pham Thi Mai Phuong	Member (executive)	0.00	0	-	-	-
2	Doan Ho Lan	Member (non-executive)	0.00	0	-	-	-
3	Ngo Tony (*)	Former Chief Supervisors (executive) – Discharged on November 28, 2024	0.00		-	-	-

#### Note:

(\*) Mr. Ngo Tony ceased to be a member of the Board of Supervisors of the VII term (2020–2025) as per the Resolution of the Extraordinary General Meeting of Shareholders Resolution on November 28, 2024.

## Information of members of the Board of Supervisors:

### Phạm Thị Mai Phương - Member

Ms. Phạm Thị Mai Phương was born in 1982 in Nha Trang. She graduated with a Bachelor's degree in Accounting, a Bachelor's degree in Foreign Economics, and holds certificates in Chief Accountant Training, Business Director, and Financial Director. She previously worked as a general accountant at Pacific Seafood Import-Export Company; general accounting specialist, Corebanking specialist, Customer Service Center Director, Bến Thành Branch Director, staff member in the General Director's Office, and Customer Service Center Director – Special Envoy of the Board of Directors at Nam Á Commercial Joint Stock Bank.

She was elected by the General Meeting of Shareholders as a member of Eximbank Board of Supervisors of the VI term (2015–2020) and VII term (2020–2025).

### Doãn Hồ Lan – Member

Ms. Doãn Hồ Lan was born in 1981 in Hanoi. She graduated with a Bachelor's degree in Economics and holds an Executive Master of Business Administration (EMBA) from the National Economics University.

She has held various positions at state-owned enterprises, credit institutions, securities companies, and debt management firms of credit institutions; she has also served in senior management roles at fund management companies and listed enterprises in the Vietnamese market.

She was elected by the General Meeting of Shareholders as a member of Eximbank Board of Supervisors of the VII term (2020–2025).

## Activities of the Board of Supervisors:

In 2024, the Board of Supervisors held a total of 103 meetings, including 13 in-person discussions and 90 written opinion polls (excluding meetings with the Board of Directors, Management, councils/committees/boards under the BoD, and the CEO), to guide and direct internal audit activities and decide on matters within the BoS's functions and duties.

## OVERSIGHT ACTIVITIES OF THE BOARD OF SUPERVISORS

The Supervisory Board carried out its duties and authority as stipulated in Eximbank's Charter and the Regulation on the Organization and Operation of the Supervisory Board. The BKS oversaw the Board of Directors and Executive Management in implementing the 2024 business directions and objectives approved by the General Meeting of Shareholders, continuously monitoring compliance with legal regulations, the bank's Charter in governance and management, and the execution of the General Meeting of Shareholders resolutions through the following specific activities:

- The Board of Supervisors members fully participated in regular or ad hoc meetings of the BoD, Executive Management, councils/committees under the Board of Directors, and the CEO. Through these meetings, internal management reports, Executive Management policies, and audit/review results from the Internal Audit Department, The BoS provided numerous recommendations/warnings to the Board of Directors and CEO to ensure Eximbank's operations complied with legal regulations and the Charter.
- Oversaw the accuracy of financial performance results by assigning personnel to verify semi-annual and annual financial statements (including those audited by an independent audit firm).
- Monitored financial indicators, safety limits, and ratios through remote oversight, as well as Eximbank's business performance via independent the Internal Audit Department reports conducted monthly, quarterly, semi-annually, and annually.
- Oversaw debt restructuring, interest/fee waivers or reductions, and maintaining debt classifications.
- Monitored compliance with internal regulations on expenditures, capital mobilization, capital use, credit quality, and related matters.
- Oversaw the compilation of lists of major shareholders, shareholders owning 1% or more of charter capital, and related persons of BoD members, BoS members, the CEO, and shareholders with 1% or more charter capital; maintained and updated this list upon changes, while monitoring the disclosure of information regarding these changes.
- Oversaw the implementation of corrective actions for recommendations in the conclusions of the Banking Inspection and Supervision Agency, BoS, and the Internal Audit Department; monitored the organization of Eximbank's General Meeting of Shareholders; and oversaw the development and execution of the operational restructuring plan linked to handling non-performing loans at Eximbank through 2025;...
- Participated in the bank's Steering Committee for Anti-Corruption, Negativity, and Crime Prevention.
- Oversaw anti-money laundering efforts.
- Oversaw compliance with specific requirements of the State Bank of Vietnam (NHNN) as applicable over time.
- Oversaw the approval and execution of contracts and transactions between Eximbank and related parties.
- Oversaw the implementation of ĐHĐCĐ and HĐQT resolutions, including the charter capital increase to pay dividends in shares to shareholders.

### Regarding Coordination between the BoS, BoD, and Executive Management

The coordination between the BoS, BoD, and Executive Management consistently adhered to principles of legal compliance, Eximbank's Charter, and the bank's collective interests, specifically:

- All regular meetings of the BoD, councils/committees under the BoD, Executive Management, and councils under the CEO included participation from BoS representatives/Internal Audit Department leadership.
- The BoS was provided with complete information, data, and reports by the BoD and Executive Management as requested to fulfill its duties.
- Through the results of annual audit inspections, the BoS provided opinions, recommendations, and proposals to the BoD and Executive Management on measures to strengthen control, mitigate risks, and ensure compliance with legal regulations, the Charter, and internal policies. The BoS/Internal Audit Department recommendations were strictly implemented by relevant units as directed by the BoD and CEO, including correcting violations, learning from mistakes, and avoiding recurrence of errors noted by Internal Audit Department.

### Internal Audit Activities and Other Operations of the Board Of Supervisors :

The BoS guided, directed, and oversaw the implementation of internal audit activities per the plan, emphasizing oversight of operational safety indicators, risk management, and evaluation of the effectiveness of Eximbank's internal control system.

As of December 31, 2024: The Internal Audit Department completed 7 audit missions from the 2023 Internal Audit Plan and executed 40/40 audit missions per the 2024 Internal Audit Plan (comprising 22 missions at the Head Office and 18 at branches/transaction offices), of which 27/40 were completed, 5/40 were finalizing report issuance procedures, and 8/40 were ongoing. Through the completed 2024 audits, the Internal Audit Department recorded 712 findings, including 41 very high-risk findings, 426 high-risk findings, 243 medium-risk findings, and 2 low-risk findings, issuing 2,293 recommendations for audited units to correct/amend/supplement errors to mitigate operational risks.

Beyond on-site audits, the Internal Audit Department monitored critical bank activities through 18 criteria and risks at business units through 48 criteria, with quarterly reports submitted to the BKS. The results of oversight, internal audits, and Internal Audit Department/BoS proposals and recommendations were sent to all levels of bank leadership.

The BoS also performed senior oversight of the Internal Audit Department by monitoring audit missions, thereby controlling audit quality, assessing compliance with professional ethical standards, and evaluating Internal Audit Department's achievements and limitations to draw timely lessons from each audit mission.

The BoS prioritized and regularly implemented improvements to audit processes, the application of information technology to auditing, and enhancing the Internal Audit Department team's capacity.

BoS reports submitted to the General Meeting of Shareholders and the annual IAD plan were prepared with input from the BoD and CEO.

The BoS closely collaborated with the BoD and CEO to successfully organize the 2024 Annual General Meeting of Shareholders (April 26, 2024) and the Extraordinary General Meeting of Shareholders (November 28, 2024)

The BoS closely collaborated with the BoD and CEO to address and correct recommendations from the State Bank of Vietnam Inspectorate.

Overall, the coordination between the BoS, BoD, Executive Management, and other Eximbank managers in 2024 was seamless, compliant with legal regulations, Eximbank's Charter, and internal policies.

# TRANSACTIONS, REMUNERATION, AND BENEFITS OF THE BOARD OF DIRECTORS, BOARD OF MANAGEMENT, AND BOARD OF SUPERVISORS

## Compensation, Bonuses, Remuneration, and Benefits:

### Transactions, Remuneration, and Benefits of the Board of Directors, Boar of Management and Board of Supervisor

Salaries, Bonuses, Remuneration, and Benefits:

- According to Article 7 of the 2024 Annual General Meeting of Shareholders Resolution dated April 26, 2024, the fixed remuneration for the Supervisory Board (BKS) in 2024 is 0.25% of the 2024 consolidated pre-tax profit but not less than VND 10 billion.
- At the end of the 2024 financial year, the remunerations paid to the Board of Supervisors were VND 10 billion, allocated to each member based on their time and work contributions to the Supervisory Board (BKS).
- Apart from remunerations, the Board of Supervisors received no salaries, bonuses, or other benefits.

Above are activities of the Board of Supervisors and internal audit as requested by PR & Marketing Center with connection to the preparation of the 2024 Annual Report.

## Transactions with Related Parties

The following key transactions with related parties arose during the financial year, including:

	2024 VND million	2023 VND million
<b>Major shareholders and their related parties (*)</b>		
- Interest expenses on deposits	269	1,142
- Interest income from loans	-	866
<b>Members of the Board of Management, Board of Supervisors, Board of Directors and their related parties</b>		
<b>Expenses</b>		
- Interest expenses on deposits	4,483	6,231
- Expenses from payment services	183	135
<b>Income</b>		
- Interest income from credit cards	56	217
- Fee income from payment services	49	35
<b>Salary and remuneration (**)</b>	<b>49,370</b>	<b>60,848</b>
- Board of Management and Chief Accountant	17,869	21,381
- Board of Directors	22,501	30,467
- Board of Supervisors	9,000	9,000

(\*) Gelex Group Joint Stock Company became a major shareholder from August 12, 2024. Sumitomo Mitsui Banking Corporation was a major shareholder until January 13, 2023.

(\*\*) Details of salaries and bonuses for the Board of Management and Chief Accountant:

Name	Position	2024 VND million	2023 VND million
Nguyen Hoang Hai	Acting CEO (re-appointed on 3 October 2024)	4,592	1,453
Nguyen Huong Minh	Deputy CEO	3,652	4,165
Dao Hong Chau	Deputy CEO	3,517	3,849
Nguyen Ho Hoang Vu	Deputy CEO and Chief Financial Officer	2,700	3,400
Le Thi Mai Loan	Deputy CEO (until 10 January 2025)	1,663	-
Pham Dang Khoa	Deputy CEO (from 11 October 2024 to 10 January 2025)	428	-
La Quang Trung	Chief Accountant (re-appointed on 4 May 2024)	1,317	1,385
Tran Tan Loc	CEO (until 2 October 2023)	-	4,872
Dinh Thi Thu Thao	Deputy CEO (until 8 May 2023)	-	2,257
<b>Total</b>		<b>17,869</b>	<b>21,381</b>

# TRANSACTIONS, REMUNERATION, AND BENEFITS OF THE BOARD OF DIRECTORS, BOARD OF MANAGEMENT, AND BOARD OF SUPERVISORS

(\*\*) Details of remuneration of the Board of Directors:

Name	Position	2024	2023
		VND million	VND million
Nguyen Canh Anh	Chairman (from 26 April 2024) Member (until 26 April 2024)	3,307	1,113
Do Ha Phuong	Vice Chairwoman (from 26 April 2024) Chairwoman (until 26 April 2024)	3,409	5,580
Tran Tan Loc	Vice Chairman (from 25 January 2024) Member (until 25 January 2024)	3,307	995
Tran Anh Thang	Independent member	3,307	4,351
Pham Quang Dung	Member	3,307	4,351
Luong Thi Cam Tu	Vice Chairwoman (from 26 April 2024 to 28 November 2024) Member (until 26 April 2024)	2,932	5,830
Nguyen Ho Nam	Vice Chairman (from 26 April 2024) to 28 November 2024)	1,911	-
Le Thi Mai Loan	Member (until 26 April 2024)	1,021	4,351
Nguyen Hieu	Member (until 14 April 2023)	-	1,415
Nguyen Thanh Hung	Member (until 14 April 2023)	-	1,415
Dao Phong Truc Dai	Member (until 14 February 2023)	-	533
Le Hong Anh	Member (until 14 February 2023)	-	533
		<b>22,501</b>	<b>30,467</b>

## Year end balances with related parties:

	31.12.2024	31.12.2023
	VND million	VND million
<b>Major shareholders and their related parties</b>		
Deposits at the Bank	6	-
<b>Members of the Board of Directors, Board of Supervisors, Board of Management and their related parties</b>		
Deposits from customers	51,288	65,590
<b>Other assets</b>		
- Interest receivables from credit cards	5	1
<b>Other liabilities</b>		
- Interest payables from deposits	919	1,649
Credit cards	2,123	1,519

# TRANSACTIONS, REMUNERATION, AND BENEFITS OF THE BOARD OF DIRECTORS, BOARD OF MANAGEMENT, AND BOARD OF SUPERVISORS

## Stock Transactions of Insider Shareholders:

No.	Full name	Related person of internal person	Shares held at the opening of the period		Shares held at the closing of the period		Reason for increase/decrease (buy, sell, convert, bonus)
			No. of shares	Ratio	No. of shares	Ratio	
1	Tran Thi Thanh Nha	Wife of Ngo Tony - Chief Supervisor	123,298	0.006%	0	0.0%	Share Sale

## Contracts or Transactions with Internal Shareholders:

STT	Name of Organization/Individual	Relationship with the Company	ID Document Number, Date of Issue, Place of Issue	Registered Office Address / Contact Address	Time of Transaction with the Company	Số Nghị Quyết/Decision Number of the General Meeting of Shareholders/Board of Directors	Content, Quantity, and Total Value of Transaction
1	Pham Dang Khoa	Deputy CEO of Eximbank	ID No. 079083001733, issued on 29/07/2022 by the Department of Administrative Management and Social Order Police	28 Road, No.32, An Khanh Ward, Thu Duc City, Ho Chi Minh City	November 2024	Board Resolution No. 361/2024/EIB/NQ-BOD dated 04/11/2024	- Credit card limit transaction - Limit: VND 400 million - Term: 36 months (Details on quantity and total transaction value are confidential in accordance with the information confidentiality agreement)

\*\*\* Note: Based on the Resolution/Decision of the General Meeting of Shareholders or Board of Directors approving credit card limit contracts for individuals specified in Clause 1, Article 134 of the Law on Credit Institutions 2024.

## Implementation of Corporate Governance Regulations: Compliant with regulations



# 05.

## SUSTAINABLE DEVELOPMENT

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- Message of the management on Sustainable Development
- Sustainable development strategy
- Social & environmental activities
- Report on responsibilities toward local communities
- Compliance with the law on environmental protection
- Report on green capital market

EXIMBANK

# MESSAGE OF THE MANAGEMENT ON SUSTAINABLE DEVELOPMENT



## Sustainability Goals

- Over 35 years of operation, Eximbank has not only been a business focused on growth and profit but has also prioritized responsibility toward the environment, society, and employees as an indispensable core. We believe that sustainable development is not merely a goal but a philosophy that must be realized. We are committed to promoting sustainable development by adopting green solutions, utilizing renewable energy, and fostering favorable working conditions for employees, delivering benefits to shareholders and customers while contributing to community development.
- Our reports and assessments on Eximbank's impact on stakeholders in key operational areas, along with our commitment to the community, society, and related parties, demonstrate our responsibility and dedication. We thoroughly review every aspect of our business operations to ensure we are working toward a sustainable future.



Eximbank not only maximizes resources and new opportunities but also places special emphasis on implementing the United Nations Sustainable Development Goals (SDGs). We recognize that this not only benefits the bank but also contributes to the development of the community and society.

Eximbank is committed to developing a Sustainable Development Goals (SDGs) report to transparently showcase our operations and clearly demonstrate our efforts in creating value for the bank, shareholders, community, and environment. Additionally, Eximbank adheres to and implements the principles and guidelines of the Global Reporting Initiative (GRI) to ensure sustainability reporting is conducted transparently and reliably.



# SUSTAINABLE DEVELOPMENT STRATEGY

## MISSION AND SUSTAINABLE DEVELOPMENT GOALS:

### Mission:

Eximbank delivers the best benefits to customers, shareholders, and employees, contributes to the community, and minimizes environmental harm.

### Goals:

Focus on and prioritize loans to green projects, particularly those related to renewable energy. Aim to establish an environmental-social risk management framework and green credit management to facilitate support for projects promoting sustainable development for the community and nation.



#### Benefits for Customers, Shareholders, and Employees

Prioritizing the interests of key stakeholders



#### Community Contribution

Actively participating in and supporting community development



#### Mitigation of Environmental Impacts

Reducing negative impacts on the environment



#### Green Project Financing

Focusing on sustainable project investments



#### Risk Governance Framework

Establishing risk management measures



# SUSTAINABLE DEVELOPMENT GOVERNANCE



## Purpose and Objectives

Eximbank builds and refines its governance structure to become increasingly robust and aligned with international standards. This includes establishing a corporate governance framework focused on sustainable development, encompassing the Charter, regulations, policies, and internal legal documents to create a professional, consistent, transparent, and effective governance system. Consequently, Eximbank not only upholds its highest governance principle of ensuring shareholder benefits but also balances sustainable development goals while demonstrating responsibility toward society and the environment.

At Eximbank, the Board of Directors holds the highest responsibility for the bank's sustainable development strategy. The Executive Management is tasked with developing and implementing goals and plans, while ensuring sustainability issues are understood and uniformly executed across the bank, from business units and departments to every Eximbank employee and its subsidiaries.

One practical action toward sustainable governance that Eximbank implemented in 2023 was the completion and effective utilization of the "Environmental and Social System at Eximbank" policy, with support from the Asian Development Bank (ADB). This policy aims to manage reputational risk and support the bank's goal of financing sustainable development projects. Key components of the policy include:

**Purpose:** Control risks and promote sustainable development for projects financed by Eximbank (EIB) to enhance the bank's credibility when borrowing from foreign credit institutions.



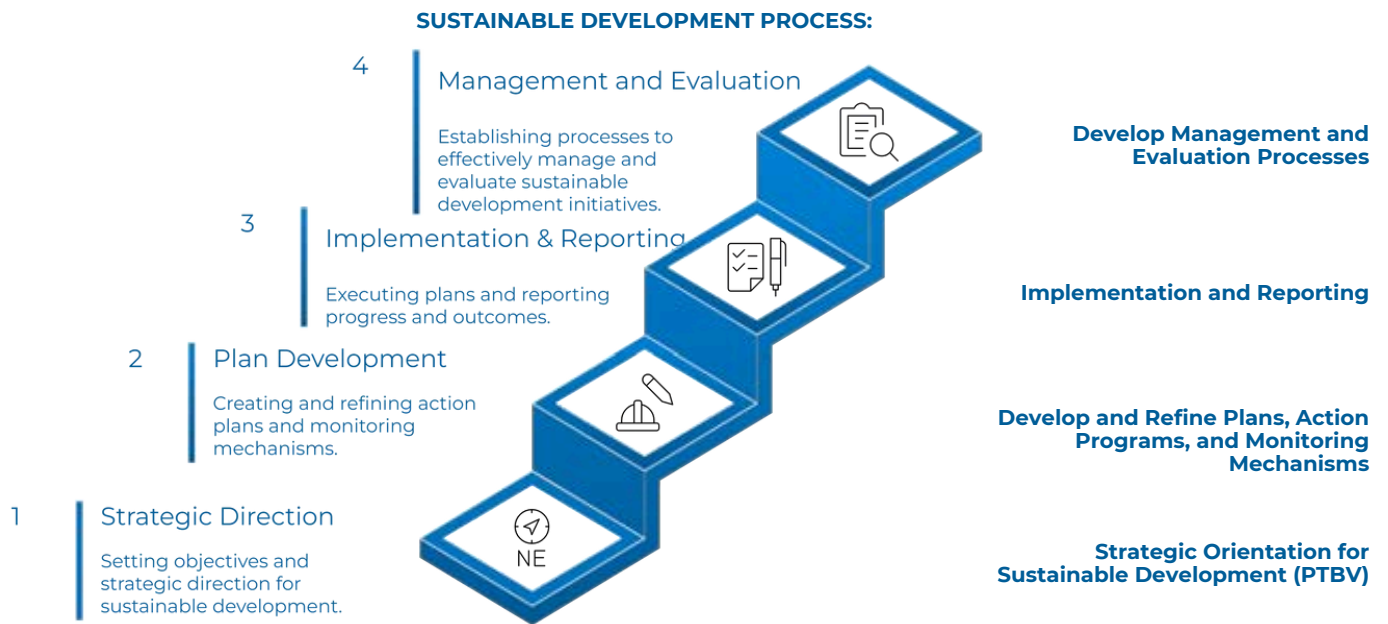
Reason for Policy Development: For borrowers, business operations funded by trade finance directly impact the environment and community through the use and supply of materials and resources. These negative environmental and social impacts can translate into credit risks by affecting the borrower's ability to repay debts or fulfill contractual obligations. Thus, Eximbank established the Environmental and Social Management System (ESMS) to prevent and/or mitigate (E&S) risks associated with the bank's trade finance products, including (but not limited to): working capital loans, issuance of guarantee commitments, and issuance of letters of credit.

**Objectives:** Assist relevant bank staff in identifying risks related to the following activities:

- Identify environmental and social (E&S) risks associated with borrowers, customers, product/goods suppliers, and end-users;
- Identify and assess potential financial consequences related to (E&S) risks;
- Mitigate the financial risk burden associated with identified (E&S) risks;
- Minimize the likelihood of adverse MT&XH impacts (e.g., pollution or accidents) related to goods;
- Protect Eximbank and its financing partners from credit risks linked to borrowers/customers and/or end-users with a poor (E&S) risk management history;
- Protect Eximbank and its financing partners from reputational risks associated with providing trade finance products linked to borrowers, goods suppliers, producers, and/or end-users with a poor (E&S) risk management history.

**Beyond ADB support in developing and implementing the environmental-social (E&S) policy, Eximbank also regularly receives assistance from international correspondent banks such as Citibank, JP Morgan, Wells Fargo, and Standard Chartered Bank. Accordingly, Eximbank sends staff to seminars organized by these correspondent banks and participates in conferences held by foreign development institutions, the State Bank of Vietnam (E&S), and other sectors to enhance capacity and knowledge in sustainable development, green growth, and social responsibility. Eximbank's Risk Management Division also frequently conducts training sessions to update knowledge and raise awareness among officers and employees (E&S) about sustainable development.**

# SUSTAINABLE DEVELOPMENT PROCESS



# ACTIVITIES TOWARD ENVIRONMENTAL AND SOCIAL RESPONSIBILITY

## Policies Related to Employees

AVERAGE INCOME IN 2024 **23,6** Million / person / month VND

### Workforce: number of employees and average salary

Labor relations are established and aimed at achieving harmony and stability; social welfare issues, particularly ensuring a stable life for Eximbank employees, are prioritized. Therefore, developing salary, bonus, welfare, and insurance policies for officers and employees (CBNV) is always appropriate and ensures better fulfillment of the employees' growing development needs.

As of December 31, 2024, Eximbank's workforce totaled 6,366 employees. The average income in 2024 was VND 23.6 million per person per month (calculated based on EIB's workforce, excluding Eximbank AMC).

### Salary, Bonus, and Employee Benefits Policy

Employees working at Eximbank enjoy the following salary, bonus, and benefits regime:

- Salaries are paid based on the roles and responsibilities of each position, individual competence, and performance results of individuals and departments (KPIs).
- Competence is recognized for promotions, appointments, and performance-based bonus evaluations.
- The company has established a reward system: 13th-month salary bonus, performance-based bonuses, and rewards based on contributions to the bank's business results. Linking salaries to position and performance motivates employees and enhances productivity. Additionally, the company provides bonuses for holidays and festivals (e.g., Lunar New Year, Gregorian New Year, April 30, May 1).
- Employees receive paid leave for holidays and festivals such as Lunar New Year, Gregorian New Year, Hùng Kings' Commemoration Day, National Day, International Labor Day, and special events like weddings or family funerals. Additionally, employees with 12 or more months of service receive 12 annual leave days per company policy, with an extra day added for every 5 years of continuous service.
- Employees receive insurance benefits per Vietnamese state regulations, ensuring rights during retirement, illness, maternity, and annual general health checkups. Beyond state-mandated insurance, the company also provides additional health and accident insurance for employees.
- Employees receive welfare benefits: sightseeing trips, vacations, allowances for illness (personal or family), weddings/funerals, natural disasters, epidemics, etc. Eximbank offers preferential interest rate loans to officers and employees (CBNV), supporting home repairs, vehicle purchases, and household conveniences,...

### Salary, Bonus, and Employee Benefits Policy

#### Healthcare

- Social Insurance
- Health Insurance
- Additional Health Insurance
- 24/24 Accident Insurance
- Periodic Health Checkups
- Unemployment Insurance

#### Allowances and Rewards

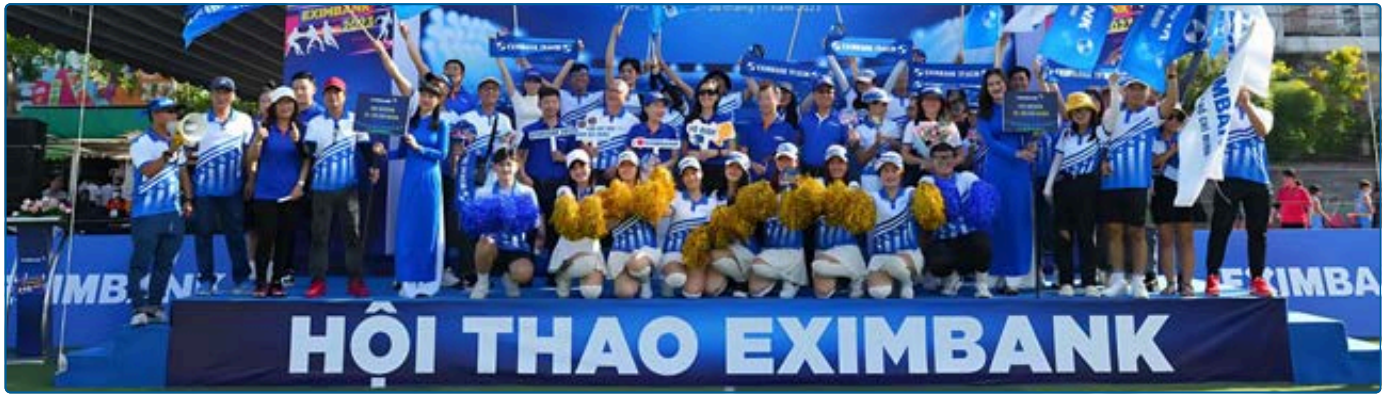
- Lunch Allowance
- Travel Allowance
- Housing Allowance
- Phone Allowance
- Performance-Based Bonus

#### Policies for Female Employees

- Programs for International Women's Day (March 8) and Vietnamese Women's Day (October 20)
- Maternity Leave/Support Policy



# EMPLOYEE BENEFITS THROUGH THE TRADE UNION



## The Eximbank Trade Union, with its core mission of caring for the material and spiritual well-being of Eximbank trade union members:

The Eximbank Trade Union's activity program is designed to align with emulation campaigns celebrating major holidays and Eximbank's founding day, actively promoting a tradition of solidarity, dynamism, and creativity in union activities. In 2023, the Eximbank Trade Union effectively cared for the well-being of officers and employees, ensuring employee rights, fostering an enthusiastic atmosphere, and enhancing responsibility among staff.

## The Eximbank Trade Union implemented numerous effective activities across the system:

Currently, the Eximbank Trade Union comprises 50 directly affiliated member unions, with 6,153 union members. Eximbank Trade Union activities ensure quality and quantity, with diverse implementation methods, promptly meeting union members' needs. Some material welfare activities for union members on major holidays include: International Women's Day (March 8), Vietnam Family Day (June 28), Vietnamese Women's Day (October 20), featuring flower arranging and cooking competitions, and practical daily-life gifts. Alongside material welfare, the Eximbank Trade Union enhances spiritual welfare and unity through system-wide sports events, including badminton, table tennis, tennis, and tug-of-war tournaments. Notably, during Lunar New Year, the union launched a Tet support program with VND 600,000 per union member.



## Protection of Union Members' Legitimate Rights and Interests:

The Eximbank Trade Union applies policies to comprehensively care for employees' material and spiritual needs, with Eximbank officers and employees (CBNV) consistently supported by union officials at all levels. It implements and monitors the collective labor agreement, ensuring compliance with labor policies and organizing workplace dialogues.

## Development of Union Members and Enhancement of Union Activity Quality:

100% of Eximbank officers and employees (CBNV) with formal labor contracts participate in the trade union. Union officials undergo training in union-specific courses, culture, arts, and organizational skills to enhance the quality of key personnel.

## Eximbank Trade Union activities are consistently supported by the Party Committee, Board of Directors, and Executive Management:

Member union chairpersons are leaders from the Head Office to branches, and with a seamless internal computer network, union activities like information dissemination, advocacy, and campaign launches are highly facilitated. The workforce, mostly educated and professionally trained, operates in an integrated, progressive environment, motivating employees to pursue learning and enhance their skills and expertise. Union officials gain updated knowledge from practical activities, study materials, and professional training.



# REPORT ON RESPONSIBILITIES TOWARDS LOCAL COMMUNITIES



Linking business development with social responsibility has been Eximbank's guiding principle for over three decades since its founding. Eximbank takes great pride and joy in having our successes tied to societal progress, creating value for the community. In 2024, Eximbank allocated a budget of over VND 38,121,560,303 for social welfare and community activities.

## Eximbank contributed VND 15 billion to the "Joining Hands to Eliminate Temporary and Dilapidated Houses" program launched by the Government and the Central Committee of the Vietnam Fatherland Front (MTTQ).

The program aims to eliminate over 153,000 temporary and dilapidated houses nationwide by 2025, helping poor and near-poor households secure stable, safe, and sustainable housing, especially in remote and rural areas. Accordingly, Bạc Liêu Province received VND 10 billion, and Nhà Bè District, Ho Chi Minh City, received VND 5 billion.

Beyond financial contributions, Eximbank hopes this support will bring tangible improvements to people's lives. A house is not just a shelter but a foundation for stability and development for each family. We hope Eximbank's contributions will serve as a starting point for households to confidently rise, improve their lives, and settle securely.



## Eximbank joins the banking sector in supporting people affected by Typhoon No. 3.

Accordingly, Eximbank contributed VND 2 billion to help people affected by Typhoon No. 3 overcome difficulties and stabilize their lives.

Beyond financial aid, Eximbank's team of officers and employees in Hanoi is currently urgently preparing food, medicine, and essential supplies to travel to Thái Nguyên and Yên Bái to assist residents. These two provinces were severely impacted by Typhoon No. 3. Each carefully prepared aid package includes essential items to help flood-affected people overcome this challenging period.

Though small, these aid packages carry significant spiritual meaning, offering encouragement from the Eximbank collective to northern compatriots in times of hardship. Eximbank hopes to spread this spirit further within the community, enabling flood-affected residents to receive more support to quickly rebuild their lives.



# REPORT ON RESPONSIBILITIES TOWARDS LOCAL COMMUNITIES



## Eximbank Visits and Donates Gifts to Three Centers Receiving Children from Mái ấm Hoa Hồng

Vietnam Export Import Commercial Joint Stock Bank (Eximbank), in collaboration with Thanh Niên newspaper, organized a visit and gift-giving event at three public social welfare centers in Ho Chi Minh City. These facilities are currently receiving and caring for over 80 children from Mái ấm Hoa Hồng—a site linked to a recent incident that sparked public outrage.

Upholding the tradition of mutual help, love sharing, and spreading positive community values, representatives from Eximbank's Executive Management (Ban Tổng Giám đốc) and employees visited three child welfare centers: Gò Vấp Child Nurturing and Protection Center (Gò Vấp District), Thủ Đức Youth Village, and Tam Bình Child Protection Center (Thủ Đức City). They offered support and gifts to these facilities currently caring for children received from Mái ấm Hoa Hồng.

Accordingly, Eximbank donated VND 200 million to each center to support the care and upbringing of the children, helping them initially stabilize their lives.

This visit and gift-giving by Eximbank is part of a series of community activities celebrating the bank's 35th anniversary. It is a meaningful initiative, spreading the spirit of mutual help, affirming Eximbank's role in community activities, particularly in protecting and caring for children—the future generation of the nation.



## Eximbank Organizes 2024 Community Blood Donation Day

With the message "Connecting the community, spreading love," the humanitarian blood donation day organized by the Eximbank Youth Union (Đoàn Thanh Niên) was enthusiastically supported by officers and employees across four regions: Hanoi, Ho Chi Minh City, the Southeast Region, and the Central Region.

Alongside business operations, community-oriented activities have become a strong cultural tradition maintained and promoted at Eximbank over the years, supported by the leadership (Ban lãnh đạo) and a wide range of bank employees. The bank aims to spread humanistic values further within the social community through this program.



## Eximbank Partners with the Ho Chi Minh City International Music Festival - HOZO 2024

Eximbank continues to affirm its pioneering role in supporting domestic cultural and entertainment events of international stature, returning as a partner of HOZO 2024.

Eximbank serves as the exclusive banking partner for payments and transactions at all food and international shopping stalls at HOZO 2024, partnering with the event to promote cultural values, connect the community, and showcase Vietnam's image to international friends.

For HOZO, Eximbank's partnership contributes to the event's success and strengthens its position. For Eximbank, this is an opportunity to demonstrate social responsibility, support arts and culture, and enrich the community's spiritual life.

# REPORT ON RESPONSIBILITIES TOWARDS LOCAL COMMUNITIES

## Eximbank Awards Scholarships to Students of Ho Chi Minh City University of Banking (HUB) and University of Social Sciences and Humanities (USSH)

At the opening ceremony for the new academic year (2024–2025) at Ho Chi Minh City University of Banking (HUB), Eximbank participated and awarded scholarships worth VND 50 million to outstanding students. This is not only a traditional community activity of Eximbank but also a key part of the value chain the bank pursues, aiming toward the future of the younger generation and the nation's education system.

At the freshman welcome festival of the University of Social Sciences and Humanities (USSH) in Ho Chi Minh City, Eximbank awarded 10 scholarships totaling VND 50 million to outstanding students. This is not only practical financial support at the start of the academic year but also reflects Eximbank's long-term commitment to accompanying the younger generation, encouraging them to confidently pursue their dreams and excel in their educational journey.

Eximbank sponsored the University of Economics Ho Chi Minh City (UEH) with the "Eximbank Talent Development Scholarship" worth VND 300 million.

The "Eximbank Talent Development Scholarship" is a meaningful activity within the series of programs commemorating Eximbank's 35th anniversary. This scholarship package for UEH students is part of a comprehensive cooperation agreement between Eximbank and UEH to enhance training, supply high-quality human resources, and support students through the "Nurturing Talent" scholarship category.



Eximbank not only supports students through scholarships but also expands training cooperation, enhances professional skills, and provides long-term internship opportunities. Through this connection, Eximbank aims to contribute to the development of the younger generation, offering students practical work environment exposure to boost their confidence and career readiness.



### Eximbank Hosts 2024 Golf Tournament: connecting, grateful, and breaking through together

On January 6, 2024, Eximbank successfully held the first Eximbank Golf Tournament 2024 at Tân Sơn Nhất Golf Course, Gò Vấp District, Ho Chi Minh City.

On October 12, 2024, the "Eximbank Golf Tournament 2024 – 2nd Edition" officially took place at Heron Lake Golf Course & Resort, Vĩnh Phúc Province.

This special sports event is part of a series of activities celebrating Eximbank's 35th anniversary (January 17, 1990 – January 17, 2025), a significant milestone in the bank's development journey and affirmation of its position.

The event was not only an opportunity for golfers to meet and socialize in a relaxed, vibrant atmosphere but also a moment for Eximbank to express heartfelt gratitude to partners and customers who have accompanied the bank over the past 35 years.

# REPORT ON RESPONSIBILITIES TOWARDS LOCAL COMMUNITIES



## Eximbank Signs Comprehensive Cooperation Agreement with Banking Academy

Eximbank officially signed a cooperation agreement with the Banking Academy (HVNH), initiating a strategic partnership phase from 2024 to 2029. This event marks a significant step in the cooperative relationship between Eximbank and HVNH, strengthening ties between the enterprise and academia while supporting the development of high-quality human resources in the finance and banking sector.

Eximbank has always valued a strategic vision in investing in people and social knowledge. This cooperation with the Banking Academy is not only a crucial step in enhancing the quality of human resources for the finance and banking sector but also a solid foundation for realizing Eximbank's vision of "Returning to a leading position in Vietnam's commercial banking system in the future."



## Eximbank Organizes the Ho Chi Minh City Night Run Eximbank 2024

The Ho Chi Minh City Night Run is a race organized under the direction of the Ho Chi Minh City People's Committee (UBND TPHCM), coordinated by UNIQUE Investment-Trade-Service Co., Ltd. and the Ho Chi Minh City Athletics Federation, and hosted by the HCMC Department of Culture and Sports. The event commemorates the 134th anniversary of President Ho Chi Minh's birth (May 19, 1890 – May 19, 2024).

The Ho Chi Minh City Night Run Eximbank 2024 not only brought together prominent figures in the running community but also attracted nearly 5,000 athletes (VĐV) from within and outside Vietnam, competing in three distances: 5km, 10km, and 21km.

Additionally, the event aimed to encourage the social community to regularly exercise and compete in sports, enhancing health and quality of life, while promoting the vibrant nighttime image of HCMC and its wonderful beauty to tourists and foreign nationals working and living in Vietnam.



## Eximbank and Viettel Sign Comprehensive Cooperation Agreement for 2024 - 2028

On May 10, 2024, at Viettel Group's headquarters, Vietnam Export Import Commercial Joint Stock Bank (Eximbank) and the Military Industry-Telecommunications Group (Viettel) held the "Comprehensive Cooperation Agreement Signing Ceremony." This event marks a significant step in the strategic partnership between the two parties, opening future prospects and affirming Eximbank's strong digital transformation efforts in its breakthrough phase, heading toward the 35-year milestone of establishment and development.

The comprehensive cooperation agreement for 2024–2028 confirms the desire for a strong, effective partnership to maximize each party's strengths and potential, promote comprehensive and sustainable development, and contribute new value to the community and society.

# ENVIRONMENTAL IMPACT REPORT

## Environmental Responsibility Management at EXIMBANK

With the goal of sustainable development, Eximbank not only pursues efficient business operations and profit growth but also aims to deliver greater benefits by linking the company's development with the nation's socio-economic progress. The bank sets objectives to contribute to improving the social environment, promoting sustainable growth, effectively implementing social welfare initiatives, fulfilling community obligations, advancing green projects, protecting the environment, and developing social housing and infrastructure toward sustainable development goals.

THE BANK STRICTLY COMPLIES WITH CURRENT LEGAL REGULATIONS  
ENSURING CONTROL OF ENVIRONMENTAL WASTE.

In 2023, the management of wastewater and generated waste was closely monitored, with Eximbank consistently implementing multiple measures to control waste and wastewater from offices, branches, transaction offices (PGD), and projects. Investing in technological innovation and efficient resource and energy use to gain a competitive edge and contribute to environmental protection is an inevitable development path, fulfilling the goals of green and sustainable development.

In 2023, Eximbank consistently complied with and did not violate environmental laws and regulations, resulting in a total fine amount of ZERO for non-compliance with environmental laws and regulations.

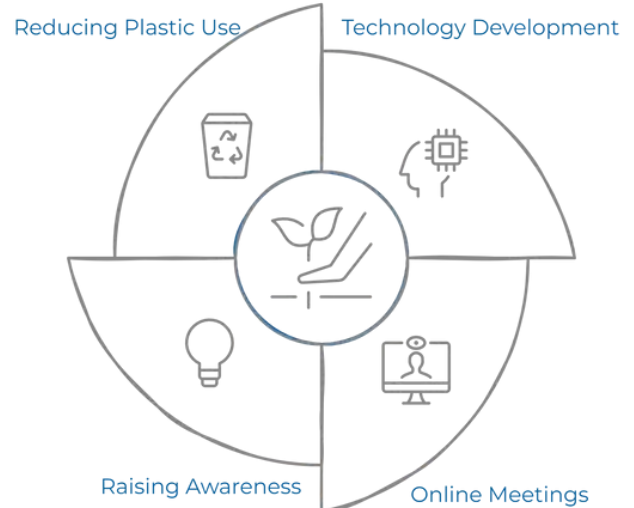
Compliance with environmental laws reflects Eximbank's fundamental responsibility for its environmental impacts. Eximbank consistently ensures the highest level of compliance. At Eximbank, the Executive Management (Ban điều hành) is responsible for implementing and addressing environmental issues.

### Management of Material Resources and Energy Consumption

As a service provider in the finance and banking sector, Eximbank's primary materials for business operations are printing paper, ink, stationery, etc. The total annual material usage cost increases with the scale of the bank's operations. However, thanks to effective conservation measures, the per-employee material cost is consistently kept low.

Some measures proposed by the bank for managing and conserving materials include:

- Develop technological products and services to minimize paper-based processes.
- Conduct online meetings with digital document management technology, reducing document printing and enhancing online work efficiency.
- Promote awareness among bank officers and employees (CBNV) about conserving printing paper and stationery.
- Raise awareness and foster a culture of avoiding plastic use, such as using personal ceramic cups.



# ENVIRONMENTAL IMPACT REPORT



## Electricity Consumption Management

The energy used for Eximbank's business operations primarily consists of electricity for lighting, powering computers, air conditioning, and fuel for the bank's service vehicles. Amid the negative impacts of climate change affecting not only the present but also future generations, Eximbank has consistently prioritized monitoring energy and natural resource use, thereby contributing to reducing greenhouse gas emissions intensity and environmental impacts.

At Eximbank, we continually raise awareness among officers and employees (CBNV) about conserving electricity, turning off unused electrical devices. Lighting equipment at the bank is selected for energy efficiency, and air conditioners are chosen to minimize environmental emissions.

In 2023, all Eximbank officers and employees (CBNV) actively participated in World Hour activities, such as:

- Turning off all unused and non-essential electrical devices in office buildings from 5:00 PM to 6:00 PM.
- Using only phone flashlights for illumination during movement.
- Avoiding elevator use for travel under three floors.

## Water Consumption Management

Eximbank primarily uses water for the daily activities of all officers and employees (CBNV) and office buildings, including drinking, sanitation, floor cleaning, and tool maintenance, with costs included in office and building rental expenses. Domestic wastewater is collected and processed centrally per building regulations.

Drinking water costs for officers, employees (CBNV), and guests are covered by Eximbank with a strong emphasis on conservation, such as pouring just enough water, using small water containers in internal meetings, and gradually replacing plastic bottles with reusable glass ones. For external meetings and guest receptions, the bank provides small-capacity water bottles to avoid waste.



Number of fines for non-compliance with environmental laws and regulations:

**NONE**

Total fine amount for non-compliance with environmental laws and regulations:

**NONE**

# REPORT ON GREEN CAPITAL MARKET

**Eximbank consistently ensures safety and sustainability when financing projects. Projects must meet stringent international and domestic standards for environmental protection, energy conservation, and resource efficiency.**

Recognizing the banking system's role as an intermediary impacting the environment through customer activities, Eximbank has greened its investment capital by directing financial resources toward green sectors such as high-tech enterprises, renewable energy projects, supporting industries, rural agriculture, small and medium hydropower projects, biomass, wastewater treatment, and waste management. This aims to gradually increase the proportion of green credit within the credit investment portfolio, encouraging borrowers to shift projects and loan purposes toward environmentally friendly initiatives.

Eximbank consistently ensures safety and sustainability when financing projects. Projects must meet stringent international and domestic standards for environmental protection, energy conservation, and resource efficiency. Therefore, when evaluating projects, we rely on environmental and social risk assessment tools issued by reputable environmental organizations. Accordingly, in credit decisions, Eximbank (EIB) typically includes in loan contracts: the customer's responsibilities and commitments to improve environmental and social risk management, an action plan and timeline to mitigate risks before or after loan disbursement, and the bank's actions to limit environmental and social liabilities arising from these transactions.

We believe that enhancing environmental risk management in lending activities will motivate enterprises to improve production efficiency in a cleaner direction. This, in turn, raises customer awareness of finance and banking services, environmental protection issues, social welfare, and sustainable development. It will help businesses and rural households expand their operations, promote the development of agriculture, renewable energy, and energy efficiency sectors in Vietnam, while connecting enterprises along the value chain from production and processing to consumption and export, creating more job opportunities for workers.



# 06.

## CONSOLIDATED FINANCIAL STATEMENTS

- The Bank's Information
- Statement of the Board of Management
- Independent Auditor's Report
- Consolidated Statement of Financial Position
- Consolidated Income Statement
- Consolidated Cash Flow Statement
- Notes to the Consolidated Financial Statements

EXIMBANK

# THE BANK'S INFORMATION

## Establishment and operation licence

No. 0011/NH-GP issued by the State Bank of Vietnam ("SBV") on 6 April 1992 and amendment, supplement Decisions for a period of 99 years from the date of the licence.

## Enterprise registration certificate

No. 0301179079 was initially issued by the Department of Planning and Investment of Ho Chi Minh City on 23 July 1992 with the latest 32nd amendment dated 10 May 2024.

## Board of Directors

Mr. Nguyen Canh Anh	Chairman (from 26 April 2024) Member (until 26 April 2024)
Ms. Do Ha Phuong	Vice Chairwoman (from 26 April 2024) Chairwoman (until 26 April 2024)
Mr. Tran Tan Loc	Vice Chairman (from 25 January 2024) Member (until 25 January 2024)
Mr. Tran Anh Thang	Independent member
Mr. Pham Quang Dung	Member
Ms. Le Thi Mai Loan	Member (until 26 April 2024)
Ms. Luong Thi Cam Tu	Vice Chairwoman (from 26 April 2024 to 28 November 2024) Member (until 26 April 2024)
Mr. Nguyen Ho Nam	Vice Chairman (from 26 April 2024 to 28 November 2024)

## Board of Supervisors

Ms. Doan Ho Lan	Head of Board of Supervisors (from 5 March 2025) Member (until 5 March 2025)
Mr. Ngo Tony	Head of Board of Supervisors (until 28 November 2024)
Ms. Pham Thi Mai Phuong	Member
Mr. Lam Nguyen Thien Nhon	Member (from 26 February 2025)
Mr. Nguyen Tri Trung	Member (from 26 February 2025)
Ms. Tran Thi Minh Ly	Member (from 26 February 2025)

## THE BANK'S INFORMATION (CONTINUED)

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### Board of Management

Mr. Nguyen Hoang Hai	Acting General Director (re-appointed on 3 October 2024)
Mr. Dao Hong Chau	Deputy General Director
Mr. Nguyen Ho Hoang Vu	Deputy General Director cum Chief Financial Officer
Mr. Nguyen Huong Minh	Deputy General Director
Ms. Le Thi Mai Loan	Deputy General Director (until 10 January 2025)
Mr. Pham Dang Khoa	Deputy General Director (from 11 October 2024 to 10 January 2025)
Mr. La Quang Trung	Chief Accountant (re-appointed on 4 May 2024)

### Legal representative

Mr. Nguyen Canh Anh	Chairman (from 10 May 2024)
Ms. Do Ha Phuong	Chairwoman (until 10 May 2024)

### Registered Head Office

8th Floor, Office No. L8-01-11+16 Vincom Center Building, No. 72 Le Thanh Ton Street, Ben Nghe Ward, District 1 Ho Chi Minh City, Vietnam

### Auditor

PwC (Vietnam) Limited

# STATEMENT OF THE BOARD OF MANAGEMENT

## Statement of Responsibility of the Board of Management of the Bank in respect of the consolidated financial statements

The Board of Management of Vietnam Export Import Commercial Joint Stock Bank ("the Bank") is responsible for preparing consolidated financial statements which give a true and fair view of the consolidated financial position of the Bank and its subsidiary as at 31 December 2024, the results of its consolidated financial performance and its consolidated cash flows for the year then ended. In preparing the consolidated financial statements, the Board of Management is required to:

- select suitable accounting policies and then apply them consistently;
- make judgments and estimates that are reasonable and prudent; and
- prepare the consolidated financial statements on a going concern basis unless it is inappropriate to presume that the Bank and its subsidiary will continue in business.

The Board of Management of the Bank is responsible for ensuring that proper accounting records are kept which disclose, with reasonable accuracy at any time, the consolidated financial position of the Bank and its subsidiary and enable consolidated financial statements to be prepared which comply with the basis of accounting as set out in Note 2 to the consolidated financial statements. The Board of Management is also responsible for safeguarding the assets of the Bank and its subsidiary and hence for taking reasonable steps for the prevention and detection of fraud or error.

The Legal Representative has authorised the Acting General Director of the Bank to approve and sign the consolidated financial statements for the year ended 31 December 2024 according to Authorisation Letter No. 01/2024/UQ-EIB dated 8 August 2024.

## Approval of the consolidated financial statements

We hereby, approve the accompanying consolidated financial statements as set out on pages 104 to 163. The consolidated financial statements which give a true and fair view of the consolidated financial position of the Bank and its subsidiary as at 31 December 2024, the results of its consolidated financial performance and its consolidated cash flows for the year then ended, in accordance with Vietnamese Accounting Standards, Vietnamese Accounting System and regulations on the preparation and presentation of the consolidated financial statements applicable to credit institutions operating in Vietnam.

On behalf of the Board of Management



Nguyễn Hoàng Hai  
Acting General Director  
Authorised signatory

Ho Chi Minh City, Vietnam  
28 March 2025

# INDEPENDENT AUDITOR'S REPORT

We have audited the accompanying consolidated financial statements of Vietnam Export Import Commercial Joint Stock Bank ("the Bank") and its subsidiary which were prepared on 31 December 2024 and approved by the Board of Management of the Bank on 28 March 2025. The consolidated financial statements comprise the consolidated statement of financial position as at 31 December 2024, the consolidated income statement, the consolidated cash flow statement for the year then ended, and explanatory notes to the consolidated financial statements including significant accounting policies, as set out on pages 104 to 163.

## The Board of Management's Responsibility

The Board of Management of the Bank is responsible for the preparation and the true and fair presentation of the consolidated financial statements of the Bank and its subsidiary in accordance with Vietnamese Accounting Standards, Vietnamese Accounting System and regulations on the preparation and presentation of consolidated financial statements applicable to credit institutions operating in Vietnam, and for such internal control which the Board of Management determines is necessary to enable the preparation and presentation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

## Auditor's Responsibility

Our responsibility is to express an opinion on the consolidated financial statements based on our audit. We conducted our audit in accordance with Vietnamese Standards on Auditing. Those standards require that we comply with ethical standards and requirements and plan and perform the audit in order to obtain reasonable assurance as to whether the consolidated financial statements of the Bank and its subsidiary are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the consolidated financial statements. The procedures selected depend on the auditor's judgment, including an assessment of the risks of material misstatement of the consolidated financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Bank's preparation and true and fair presentation of the consolidated financial statements 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 Bank and its subsidiary's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Board of Management, as well as evaluating the overall presentation of the consolidated financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

## Auditor's Opinion

In our opinion, the consolidated financial statements present fairly, in all material respects, the consolidated financial position of the Bank and its subsidiary as at 31 December 2024, the results of its consolidated financial performance and its consolidated cash flows for the year then ended, in accordance with Vietnamese Accounting Standards, Vietnamese Accounting System and regulations on the preparation and presentation of consolidated financial statements applicable to credit institutions operating in Vietnam.

## Other Matter

The independent auditor's report is prepared in Vietnamese and English. Should there be any conflict between the Vietnamese and English versions, the Vietnamese version shall take precedence.

For and on behalf of PwC (Vietnam) Limited



Nguyen Hoang Nam  
Audit Practising Licence No:  
0849-2023-006-1  
Authorised signatory



Mai Tran Bao Anh  
Audit Practising Licence No:  
4166-2022-006-1

Report reference number: HCM16503  
Ho Chi Minh City, 28 March 2025

	Note	31.12.2024	31.12.2023
		VND million	VND million
<b>ASSETS</b>			
<b>Cash on hand, gold, silver, precious metals</b>	3	<b>2,095,973</b>	<b>2,257,426</b>
<b>Balances with SBV</b>	4	<b>4,335,534</b>	<b>4,058,527</b>
<b>Placements with other credit institutions</b>		<b>29,829,638</b>	<b>43,026,893</b>
Placements with other credit institutions	5	29,829,638	43,026,893
<b>Trading securities</b>	6	<b>3,031,363</b>	-
Trading securities		3,031,363	-
<b>Derivatives financial instruments and other financial assets</b>	7	<b>291,886</b>	-
<b>Loans to customers</b>	8	<b>163,385,744</b>	<b>138,913,150</b>
Loans to customers		165,154,897	140,448,924
Provisions for losses on loans to customers		(1,769,153)	(1,535,774)
<b>Debts purchasing activities</b>	9	<b>794,000</b>	-
Purchased debts		800,000	-
Provision for losses on purchased debts		(6,000)	-
<b>Investment securities</b>		<b>29,119,180</b>	<b>6,983,290</b>
Available-for-sale investment securities	10.1	13,506,598	3,712,868
Held-to-maturity investment securities	10.2	15,849,762	3,438,770
Provisions for losses on investment securities	10.6	(237,180)	(168,348)
<b>Fixed assets</b>		<b>3,775,847</b>	<b>3,681,740</b>
Tangible fixed assets	11.1	1,109,154	1,109,933
<i>Historical cost</i>		<i>2,573,008</i>	<i>2,509,785</i>
<i>Accumulated depreciation</i>		<i>(1,463,854)</i>	<i>(1,399,852)</i>
Intangible fixed assets	11.2	2,666,693	2,571,807
<i>Historical cost</i>		<i>3,069,898</i>	<i>2,921,773</i>
<i>Accumulated amortisation</i>		<i>(403,205)</i>	<i>(349,966)</i>
<b>Other assets</b>		<b>3,108,829</b>	<b>2,495,809</b>
Other receivables	12.1	1,364,559	1,318,563
Interests and fees receivables	12.2	1,540,576	805,637
Deferred tax assets	18	20,727	20,549
Other assets	12.3	648,947	817,031
Provisions for losses on other assets	12.5	(465,980)	(465,971)
<b>TOTAL ASSETS</b>		<b>239,767,994</b>	<b>201,416,835</b>

The notes on pages 104 to 163 are an integral part of these consolidated financial statements.

# CONSOLIDATED STATEMENT OF FINANCIAL POSITION (CONTINUED)

Form B02/TCTD-HN

	Note	31.12.2024	31.12.2023
		VND million	VND million
<b>LIABILITIES AND EQUITY</b>			
<b>Borrowings from the Government, SBV</b>	<b>13</b>	<b>2,079,510</b>	<b>19,870</b>
Deposits and borrowings from the Government, SBV		2,079,510	19,870
<b>Placements and borrowings from other credit institutions</b>		<b>29,670,330</b>	<b>16,363,869</b>
Placements from other credit institutions	14.1	22,067,863	16,363,869
Borrowings from other credit institutions	14.2	7,602,467	-
<b>Deposits from customers</b>	<b>15</b>	<b>167,447,644</b>	<b>156,329,168</b>
<b>Derivatives financial instruments and other financial liabilities</b>	<b>7</b>	<b>-</b>	<b>230,822</b>
<b>Valuable papers in issue</b>	<b>16</b>	<b>10,864,503</b>	<b>2,000,000</b>
<b>Other liabilities</b>		<b>4,606,601</b>	<b>4,028,107</b>
Interests and fees payables	17.1	2,119,353	2,552,457
Other liabilities	17.2	2,487,248	1,475,650
<b>TOTAL LIABILITIES</b>		<b>214,668,588</b>	<b>178,971,836</b>
<b>Equity</b>	<b>19</b>	<b>25,099,406</b>	<b>22,444,999</b>
Capital		18,781,551	17,563,006
<i>Charter capital</i>		<i>18,688,106</i>	<i>17,469,561</i>
<i>Investment and construction capital</i>		<i>15,396</i>	<i>15,396</i>
<i>Shares premium</i>		<i>156,322</i>	<i>156,322</i>
<i>Treasury shares</i>		<i>(78,273)</i>	<i>(78,273)</i>
Reserves		3,562,209	2,896,986
Retained earnings		2,755,646	1,985,007
<b>TOTAL EQUITY</b>		<b>25,099,406</b>	<b>22,444,999</b>
<b>TOTAL LIABILITIES AND EQUITY</b>		<b>239,767,994</b>	<b>201,416,835</b>

The notes on pages 104 to 163 are an integral part of these consolidated financial statements.

# CONSOLIDATED STATEMENT OF FINANCIAL POSITION (CONTINUED)

## CONSOLIDATED OFF-BALANCE SHEET ITEMS

Form B02/TCTD-HN

	Note	31.12.2024	31.12.2023
		VND million	VND million
Foreign exchange transactions commitments	34.1	102,756,003	103,163,887
- <i>Buying foreign currency commitments</i>		3,679,596	7,010,818
- <i>Selling foreign currency commitments</i>		3,919,378	8,004,778
- <i>Swap commitments</i>		95,157,029	88,148,291
Letters of credit (LC) commitments	34.1	2,252,224	1,226,057
Other guarantees	34.1	3,234,191	2,819,202
Other commitments	34.1	3,981,783	1,655,576
Interests and fees receivables not yet collected	34.2	3,417,157	3,529,436
Bad debts written-off	34.3	11,147,623	12,647,688
Other assets and documents	34.4	362,093	358,413

The notes on pages 104 to 163 are an integral part of these consolidated financial statements.

  
 Trương Hoàng Tín  
 Preparer

  
 La Quang Trung  
 Chief Accountant


  
 Nguyễn Hoàng Hải  
 Acting General Director  
 Authorised signatory  
 28 March 2025

# CONSOLIDATED INCOME STATEMENT

Form B03/TCTD-HN

	Note	Year ended 31 December	
		2024	2023
		VND million	VND million
Interest and similar income	20	13,234,075	14,699,192
Interest and similar expenses	21	(7,310,550)	(10,102,088)
<b>Net interest income</b>		<b>5,923,525</b>	<b>4,597,104</b>
Fee and commission income	22	2,165,867	1,393,614
Fee and commission expenses	23	(1,085,567)	(879,314)
<b>Net fee and commission income</b>		<b>1,080,300</b>	<b>514,300</b>
<b>Net gain from trading in foreign currencies</b>	24	<b>673,796</b>	<b>485,920</b>
<b>Net (loss)/gain from trading of investment securities</b>	25	<b>(68,479)</b>	<b>121,282</b>
Other income		1,079,063	930,556
Other expenses		(131,955)	(95,477)
<b>Net other income</b>	26	<b>947,108</b>	<b>835,079</b>
<b>Income from investments in other entities</b>		<b>1,385</b>	<b>1,148</b>
<b>Operating expenses</b>	27	<b>(3,400,146)</b>	<b>(3,140,808)</b>
<b>Operating profit before provisions for credit losses</b>		<b>5,157,489</b>	<b>3,414,025</b>
<b>Provisions for credit losses</b>	28	<b>(969,072)</b>	<b>(694,399)</b>
<b>Profit before tax</b>		<b>4,188,417</b>	<b>2,719,626</b>
Corporate income tax ("CIT") - current		(861,791)	(554,528)
CIT - deferred		178	1
<b>CIT</b>	29	<b>(861,613)</b>	<b>(554,527)</b>
<b>Net profit after tax</b>		<b>3,326,804</b>	<b>2,165,099</b>
<b>Basic earnings per share (VND/share)</b>	19.2	<b>1,786</b>	<b>1,082</b>

The notes on pages 104 to 163 are an integral part of these consolidated financial statements.

  
 Trương Hoàng Tín  
 Preparer

  
 La Quang Trung  
 Chief Accountant

  
 Nguyễn Hoàng Hải  
 Acting General Director  
 Authorised signatory  
 28 March 2025



# CONSOLIDATED CASH FLOW STATEMENT

## (Direct method)

Form B04/TCTD-HN

		Year ended 31 December	
		2024	2023
	Note	VND million	VND million
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Interest and similar income received		12,911,207	14,882,415
Interest and similar expenses paid		(7,731,193)	(9,957,447)
Net fee and commission income received		680,300	514,300
Net amount received from trading activities (foreign currencies, golds and securities)		649,959	543,415
Other income/(expenses)		346,806	(21,703)
Recoveries of written-off loans	26	834,202	854,461
Payments to employees and for administrative expenses		(3,147,755)	(3,237,111)
CIT paid during the year	32	(690,214)	(488,166)
<b>NET CASH INFLOWS FROM OPERATING ACTIVITIES BEFORE CHANGES IN OPERATING ASSETS AND LIABILITIES</b>		<b>3,853,312</b>	<b>3,090,164</b>
<b>Changes in operating assets</b>			
(Increase)/decrease in securities trading		(24,200,443)	2,067,087
(Increase)/decrease in derivatives financial instruments and other financial assets		(291,886)	120,182
Increase in loans to customers and debt purchasing		(25,505,973)	(9,943,310)
Utilisation of provision	8.8	(729,693)	(468,071)
(Increase)/decrease in other operating assets		(122,779)	2,023
<b>Changes in operating liabilities</b>			
Increase/(decrease) in borrowings from the Government and SBV		2,059,640	(4,391)
Increase in placements and borrowings from other credit institutions		13,306,461	4,470,843
Increase in deposits from customers		11,118,476	7,714,597
Increase in valuable papers in issue		8,864,503	2,000,000
(Decrease)/increase in derivatives financial instruments and other financial liabilities		(230,822)	230,822
Increase/(decrease) in other operating liabilities		649,231	(54,040)
Payments from reserves of credit institutions		(137)	-
<b>NET CASH (OUTFLOWS)/INFLOWS FROM OPERATING ACTIVITIES</b>		<b>(11,230,110)</b>	<b>9,225,906</b>

The notes on pages 104 to 163 are an integral part of these consolidated financial statements.

# CONSOLIDATED CASH FLOW STATEMENT (CONTINUED)

Form B04/TCTD-HN

## (Direct method)

		Year ended 31 December	
		2024	2023
	Note	VND million	VND million
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Purchases of fixed assets and other long-term assets		(300,268)	(660,423)
Proceeds from disposals of fixed assets		5,194	19,009
Dividends and shared profits received from long-term investments		1,385	1,148
<b>NET CASH OUTFLOWS FROM INVESTING ACTIVITIES</b>		<b>(293,689)</b>	<b>(640,266)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Dividends paid to shareholders	19.1	(522,260)	-
<b>NET CASH OUTFLOWS FROM FINANCING ACTIVITIES</b>		<b>(522,260)</b>	<b>-</b>
<b>NET CASH (OUTFLOWS)/INFLOWS DURING THE YEAR</b>		<b>(12,046,059)</b>	<b>8,585,640</b>
<b>CASH AND CASH EQUIVALENTS AT THE BEGINNING OF THE YEAR</b>	<b>30</b>	<b>49,342,846</b>	<b>40,757,206</b>
<b>CASH AND CASH EQUIVALENTS AT THE END OF THE YEAR</b>	<b>30</b>	<b>37,296,787</b>	<b>49,342,846</b>

The notes on pages 104 to 163 are an integral part of these consolidated financial statements.

  
 Trương Hoàng Tín  
 Preparer

  
 La Quang Trung  
 Chief Accountant

  
 Nguyễn Hoàng Hải  
 Acting General Director  
 Authorised signatory  
 28 March 2025



**1. GENERAL INFORMATION**

Vietnam Export Import Commercial Joint Stock Bank (“the Bank”) is a commercial joint stock bank registered in the SR Vietnam pursuant to the initial Establishment and operation licence No. 0011/NH-GP issued by SBV on 6 April 1992 for a period of 99 years from the date of issuance. As at 31 December 2024, the Bank's charter capital is VND18,688,106,070,000 according to Decision No. 2570/QĐ-NHNN.

The Bank is listed on Ho Chi Minh City Stock Exchange with stock trading code EIB.

The Bank obtained the Business Registration Certificate No. 0301179079 dated 23 July 1992 which was issued by the Department of Planning and Investment of Ho Chi Minh City and commenced its operation from 17 January 1990. The latest 32nd amendment of Enterprise Registration Certificate dated on 10 May 2024 was issued by the Department of Planning and Investment of Ho Chi Minh City.

The principal activities of the Bank are to mobilise and receive short, medium and long-term funds from organisations and individuals; to grant short, medium and long-term loans to organisations and individuals based on the nature and capabilities of the Bank's capital resources; to trade foreign currencies; to provide international trade finance services; to discount commercial notes, bonds and other valuable papers; to provide settlement services and to provide other banking services in accordance with SBV's approval.

As at 31 December 2024, Gelex Group Joint Stock Company is a major shareholder due to holding 186,924,306 shares equivalent to 10.00% of charter capital of the Bank.

The Bank's Head Office is located at the 8th Floor, Office No. L8-01-11+16 Vincom Center Building, No. 72 Le Thanh Ton, Ben Nghe Ward, District 1, Ho Chi Minh City. As at 31 December 2024, the Bank had 1 Head Office, 1 representative office in Ha Noi, 48 branches, 167 transaction offices (as at 31 December 2023: the Bank had 1 Head Office, 1 representative office in Ha Noi, 48 branches, 167 transaction offices) in provinces and cities across Vietnam.

The Bank's latest charter came into effective from 3 March 2025.

As at 31 December 2024, the Bank and its subsidiary had 6,437 employees (as at 31 December 2023: 6,234 employees).

As at 31 December 2024 and as at 31 December 2023, the Bank had 1 subsidiary.  
Details are as follows:

Subsidiary	Operation licence	Nature of business	Percentage of equity owned and voting rights	
			31.12.2024	31.12.2023
Eximbank Asset Management Company	0310280974	Debt management and asset exploitation	100%	100%

## 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

### 2.1 Basis of preparation of consolidated financial statements

The consolidated financial statements have been prepared in accordance with Vietnamese Accounting Standards, the Vietnamese Accounting System and regulations on the preparation and presentation of consolidated financial statements applicable to credit institutions operating in Vietnam. The consolidated financial statements have been prepared under the historical cost convention.

The accompanying consolidated financial statements are not intended to present the consolidated financial position, consolidated results of operations and consolidated cash flows in accordance with accounting principles and practices generally accepted in countries and jurisdictions other than Viet Nam. The accounting principles and practices utilised in Vietnam may differ from those generally accepted in countries and jurisdictions other than Vietnam.

The consolidated financial statements in Vietnamese are the official statutory consolidated financial statements of the Bank and its subsidiary. The consolidated financial statements in English have been translated from the Vietnamese version.

### 2.2 Fiscal year

The Bank and its subsidiary's fiscal year is from 1 January to 31 December.

### 2.3 Currency

The Bank and its subsidiary's accounting currency is Vietnamese Dong ("VND" or "Dong"). The consolidated financial statements are prepared in Vietnamese Dong and presented rounded to the nearest million ("VND million"). The Bank and its subsidiary determine its accounting currency in accordance with Vietnamese Accounting Standards, Vietnamese Accounting System and relevant current regulations applicable to credit institutions operating in Vietnam.

All transactions of the Bank and its subsidiary are recorded in original currencies. Transactions arising in foreign currencies are translated at exchange rates prevailing at the transaction dates. Monetary assets and liabilities denominated in foreign currencies at month end are translated at the exchange rate prevailing at the month-end date. Foreign exchange differences arising from these translations are recognised in the foreign exchange differences item in the consolidated statement of financial position at month end and transferred to consolidated income statement at year end.

### 2.4 Basis of consolidation

Subsidiary is the entity over which the Bank has the power to govern the financial and operating policies in order to gain future benefits from its activities generally accompanying a shareholding of more than one half of the voting rights. The existence and effect of potential voting rights that are currently exercisable or convertible are considered when assessing whether the Bank controls another entity. Subsidiary is fully consolidated from the date on which control is transferred to the Bank. It is de-consolidated from the date that control ceases.

Inter-company transactions, balances and unrealised gains and losses on transactions between the Bank and its subsidiary are eliminated.

The financial statements of the subsidiary are prepared for the same fiscal year and are applied accounting policies consistent with those adopted by the Bank.

### 2.5 Cash and cash equivalents

For the purpose of the consolidated cash flow statement, cash and cash equivalents comprise cash on hand, gold, balances with SBV, demand and term deposits at other credit institutions which have original terms within 3 months or less, and securities which have collection periods or original maturities within 3 months or less from purchase dates.

### 2.6 Placements with and loans to other credit institutions

Deposits with other credit institutions include demand deposits, deposits with original terms within 3 months or less at local credit institutions, foreign bank branches and deposits at foreign credit institutions, and are recognised at the amount of principal outstanding.

Loans to other credit institutions are loans with original terms of less than 1 year to other credit institutions.

Term deposits and loans to other credit institutions are stated at the amount of principal outstanding less specific provisions.

Before 1 July 2024, debt classification and credit risk provisioning for deposits and loans to other credit institutions were made in accordance with Circular No. 11/2021/TT-NHNN issued by SBV on 30 July 2021 regulating asset classification, provisioning levels, risk provisioning methods and the use of provisions to handle risks in the operations of credit institutions and foreign bank branches ("Circular 11"), being similar to those policies on loans to customers as presented in Note 2.7.

From 1 July 2024, for deposits and loans to other credit institutions, debt classification are made in accordance with Circular No. 31/2024/TT-NHNN issued by SBV on 30 June 2024 regulating the classification of assets in the operations of commercial banks, non-bank credit institutions, and foreign bank branches ("Circular 31") and provisioning shall be implemented in accordance with Decree No. 86/2024/NĐ-CP issued by the Government on 11 July 2024 regulating the level of provisioning, the method of provisioning for risk, the use of provisioning to handle risks in the operations of credit institutions, foreign bank branches, and cases where credit institutions allocate interest receivables to be withdrawn ("Decree 86"); similar to the policy applied to loans to customers as presented in Note 2.7.

Pursuant to Decree 86, the Bank does not make general provisions for the following items:

- (a) Deposits at credit institutions and foreign bank branches;
- (b) Loans, purchases of valuable papers with credit term between credit institutions and foreign bank branches in Vietnam;
- (c) Purchases of certificates of deposit, bonds issued domestically by other credit institutions and foreign bank branches;
- (d) Repurchases of Government bonds on securities market;
- (e) Other debts arising from activities between credit institutions and foreign bank branches in Vietnam as prescribed in Clause 2 Article 3 of Decree 86

## 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

### 2.7 Loans to customers and debt purchasing activities

Form B05/TCTD-HN

#### 2.7.1 Accounting for loans to customers

##### *Measurement and recognition of loans to customers*

Short-term loans are those with repayment terms within 1 year from disbursement date; medium-term loans are those with repayment terms over 1 to 5 years from disbursement date and long-term loans are those with repayment terms of more than 5 years from disbursement date.

Loans to customers are stated at the amount of principal outstanding less provisions for credit losses.

According to the Law on Credit Institutions No. 32/2024/QH15 issued by the National Assembly on 18 January 2024 and Circular 21/2024/TT-NHNN issued by SBV on 28 June 2024 regulating letters of credit ("L/C") operations and other business activities relating to L/C, L/C operations is defined as a form of credit granting through the issuance, confirmation, payment negotiation and repayment of L/C. This change is applied prospectively from 1 July 2024.

##### *Classification of loans to customers*

Before 1 July 2024, loans classification and provisions for credit losses were made in accordance with Circular 11.

From 1 July 2024, debt classification, including customer loans, debts arising from the issuance of L/C, payment negotiation of L/C, and repayment of L/C (collectively referred to as "debts"), were made in accordance with Circular 31; and provisioning for credit risks were made in accordance with Decree 86.

According to Circular 31, loans to customers are classified into five debt groups based on the repayment status and quantitative factors as follows:

#### **Group 1: Current loans**

- (i) Current loans assessed as fully and timely recoverable, both principals and interests; or
- (ii) Loans overdue less than 10 days and assessed as fully recoverable, both overdue principals and interests, and fully and timely recoverable, both remaining principals and interests; or
- (iii) Loans classified into group 1 as meeting criteria to be classified into groups with lower level of risk.

#### **Group 2: Special-mentioned loans**

- (i) Loans overdue up to 90 days, except those specified in point (ii) of Current loans and those classified into a group with higher level of risk as prescribed by regulations; or
- (ii) Loans are rescheduled for the first time and repaid on schedule, except those meeting criteria to be classified into a group with lower level of risk and those classified into a group with higher level of risk as prescribed by regulations; or
- (iii) Loans classified into group 2 as meeting criteria to be classified into a group with lower level of risk or loans classified into a group with higher level of risk as prescribed by regulations.

#### **Group 3: Sub-standard loans**

- (i) Loans overdue between 91 days and 180 days, except those classified into a group with higher level of risk as prescribed by regulations; or
- (ii) Loans are extended for the first time and repaid on schedule, except those meeting criteria to be classified into a group with lower level of risk or loans classified into a group with higher level of risk as prescribed by regulations; or
- (iii) Loans are exempted or reduced interests because customers are not able to pay the interests according to credit contracts, except those classified into a group with higher level; or
- (iv) Loans falling in one of these following cases that have not yet been collected within less than 30 days from the issuance date of debt collection decision:
  - Loans violating regulations specified in clauses 1, 3, 4, 5, 6 of Article 134 of Law on Credit Institutions No. 32/2024/QH15 (from 1 July 2024) or according to clauses 1, 3, 4, 5, 6 of Article 126 of Law on Credit Institutions No. 47/2010/QH12 (before 1 July 2024); or
  - Loans violating regulations specified in clauses 1, 2, 3, 4 of Article 135 of Law on credit institutions No. 32/2024/QH15 (from 1 July 2024) or according to clauses 1, 2, 3, 4 of Article 127 of Law on credit institutions No. 47/2010/QH12 (before 1 July 2024); or
  - Loans violating regulations specified in clauses 1, 2, 5, 9 of Article 136 of Law on credit institutions No. 32/2024/QH15 (from 1 July 2024) or according to clauses 1, 2, 5 of Article 128 of Law on credit institutions No. 47/2010/QH12 (before 1 July 2024).
- (v) Loans in the collection process under inspection conclusions; or by
- (vi) Loans collected under premature debt collection decisions by the Bank due to customers' breach of agreements without being collected within less than 30 days from the issuance date of debt collection decision; or
- (vii) Loans are classified into group 3 as meeting criteria to be classified into a group with lower level of risk or loans classified into a group with higher level of risk as prescribed; or
- (viii) Loans must be classified into group 3 according to requirements of SBV due to risk level of the loan based on the results of inspection, supervision, and relevant credit information.

## 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

### Group 4: Doubtful loans

- (i) Loans overdue between 181 days to 360 days, except those classified into a group with higher level of risk as prescribed by regulations; or
- (ii) Loans are restructured for the first time and overdue less than 90 days according to the first restructured payment term, except those classified into a group with higher level of risk as prescribed by regulations; or
- (iii) Loans are restructured for the second time and undue, except those meeting criteria to be classified into a group with lower level of risk or classified into a group with higher level of risk as prescribed by regulations; or
- (iv) Loans are specified in point (iv) of Sub-standard loans remain uncollected for a period of 30 to 60 days from the issuance date of debt collection decision; or
- (v) Loans in the collection process under inspection conclusions but being overdue up to 60 days according to inspection conclusions; or
- (vi) Loans recovered under premature debt collection decisions of the Bank due to customers violating the agreement which remain uncollected for a period of 30 to 60 days from the issuance date of debt collection decisions; or
- (vii) Loans that are classified into group 4 as meeting criteria to be classified into a group with lower level of risk or classified into a group with higher level of risk as prescribed by regulations; or
- (viii) Loans that are classified into group 4 according to requirements of SBV due to risk level of the loan based on the results of inspection, supervision, and relevant credit information.

### Group 5: Loss loans

- (i) Loans overdue more than 360 days; or
- (ii) Loans are restructured for the first time and overdue from 91 days according to the first restructured terms of repayments; or
- (iii) Loans are restructured for the second time and overdue according to the second restructured terms of repayments; or
- (iv) Loans are restructured for the third time or more, except those meeting criteria to be classified into a group with lower level of risk; or
- (v) Loans specified in point (iv) of Sub-standard loans which remain uncollected for more than 60 days from the issuance date of collection decision; or
- (vi) Loans in the collection process under inspection conclusions but being overdue for more than 60 days according to inspection conclusions; or
- (vii) Loans recovered under premature debt collection decisions of the Bank due to customers violating the agreement which remain uncollected for more than 60 days from the issuance date of debt collection decision; or
- (viii) Loans to other credit institutions announced under special control status, or to foreign bank's branches of which capital and assets are blockaded; or
- (ix) Loans that are classified into group 5 as meeting criteria to be classified into a group with higher level of risk as prescribed by regulations; or
- (x) Loans that are classified into group 5 according to requirements of SBV due to risk level of the loan based on the results of inspection, supervision, and relevant credit information.

*Loans shall be classified in a group with lower level of risk (including Group 1) in these following cases:*

#### Overdue loans

- Customers fully paid overdue principal and interest (including interest on overdue principals) and principals, interest of following payment schedules (if any) for at least 3 (three) months in respect of medium and long-term loans and 1 (one) month in respect of short-term loans since the date overdue principals and interest are fully repaid; and
- The Bank has sufficient basis of information and documents to assess and conclude that customers are capable of fully repaying principals and interest in a timely manner.

#### Restructured loans

- Customers fully paid principal and interest under restructuring (if any), for at least 3 (three) months in respect of medium and long-term loans and 1 (one) month in respect of short-term loans, since the date principal and interest under restructuring are fully paid; or from the commence date of full repayment of such principal and interest in cases where the repayment schedules for principal and interest are congruent;
- The Bank has sufficient basis of information and documents to assess and conclude that customers are capable of fully repaying principals and interest in a timely manner.

*Loans shall be classified in a group with higher level of risk in these following cases:*

- Norms on profitability, solvency, ratio of debts to capital, cash flows leading to capability of customers to repay debts deteriorating continuously for 3 consecutive times of assessment or loan classification; or
- Customers fail to supply fully, timely and truly financial information at the request of the Bank to assess debt repayment capability of customers; or
- Loans are classified in Group 2, Group 3, Group 4 for 1 (one) year or longer but not qualified to classify in a group with lower level of risk; or
- Loans whose credit extension is administratively sanctioned

Non-performing loans are loans classified into Group 3, 4 and 5.

The Bank is required to use the results of loan classification as provided by the Credit Information Center of the SBV ("CIC") to classify its loans into a group with higher level of risk between the group assessed by the Bank and the group provided by the CIC.

When a customer owes more than one loan to the Bank, and has any loan classified into a group with higher level of risk, the Bank classifies the remaining loans of such customer into the loan group with highest level of risk.

When the Bank participates in a syndicated loan, the Bank reclassifies all loans (including the outstanding syndicated loan) of the customer into the group with the highest level of risk as determined by the lenders.

## 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

### Classification of payments for off-balance sheet commitments

Payments under off-balance sheet commitments are amounts that the Bank settled on behalf of customers when customers who are guaranteed by the Bank are not able to settle the amount when it falls due.

According to Circular 31, off-balance sheet commitments are classified as follows:

Group 3: Sub-standard - If overdue for less than 30 days.

Group 4: Doubtful - If overdue from 30 days and less than 90 days;

Group 5: Loss - If overdue for 90 days or more

If the payment under off-balance sheet commitment is classified in a group with lower level of risk than a group in which the off-balance sheet commitment is classified, the Bank must reclassify the payment into the same group of the off-balance sheet commitment.

### Provisions for losses on loans to customers:

Provisions for losses on loans to customers include specific provisions and general provisions.

#### Specific provisions

Specific provisions for losses on loans to customers are calculated using set rates applied to each loan group as follows:

	<b>Provisions rate</b>
Group 1 - Current loans	0%
Group 2 - Special-mentioned loans	5%
Group 3 - Sub-standard loans	20%
Group 4 - Doubtful loans	50%
Group 5 - Loss loans	100%

Specific provisions are calculated based on customer's loan balances at the end of financial year less the discounted value of collateral assets. According to Decree 86, the maximum discount rate for each type of secured asset is determined as follows:

<b>Types of collateral assets</b>	<b>Maximum discounted ratio</b>
(a) Deposits, certificates of deposits ("CD") in VND at the Bank	100%
(b) Government bonds, gold billets in accordance with laws and regulations on gold trading activities; deposits, CDs in foreign currencies at the Bank	95%
(c) Municipal bonds, Government-guaranteed bonds; transferable instruments, bonds issued by the Bank; deposits, CDs, issued by other credit institutions, foreign branches: <ul style="list-style-type: none"> <li>• With a remaining term of less than 1 year</li> <li>• With a remaining term of from 1 year to 5 years</li> <li>• With a remaining term of over 5 years</li> </ul>	95% 85% 80%
(d) Securities issued by other credit institutions and listed on Stock Exchanges	70%
(d) Securities issued by enterprises (except credit institutions) and listed on Stock Exchanges	65%
(e) Unlisted securities, valuable papers, except for types of securities specified in (c) of this Clause, issued by listed credit institutions;	50%
Unlisted securities, valuable papers, except for types of securities specified in (c) of this Clause, issued by unlisted credit institutions;	30%
(g) Unlisted securities, valuable papers issued by listed enterprises;	30%
Unlisted securities, valuable papers issued by unlisted enterprises	10%
(h) Real estates	50%
(i) Others	30%

## 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

Form B05/TCTD-HN

Collateral assets are movable properties, real estates and collaterals other than gold billets, Government bonds listed on Stock Exchanges, securities issued by enterprises or other credit institutions with a value above VND50 billion for loans to customers who are related parties of the Bank and other entities as prescribed in Article 135 of the Law on Credit Institutions 2024 and collateral assets with a value for deduction above VND200 billion must be valued by external valuers. For other cases, collateral assets are valued according to the Bank's internal regulations and procedures.

Any secured asset that does not fully satisfy the conditions specified in Article 4, Clause 4, Clause 5 of Decree 86 (before 1 July 2024: apply Article 12, Clause 3 of Circular 11) shall have its value considered as zero.

### General provisions

According to Decree 86, the amount of general provision required at the end of the financial year is determined by 0.75% of the total outstanding balance of debts classified from group 1 to group 4 at the end of the financial year, except for balances as stated in Note 2.6.

### *Written-off bad debts*

Bad debts could be written-off using provisions in the following cases:

- Customer is an organisation, which is dissolved, goes bankrupt as prescribed by laws or an individual who dies or is missing; or
- Debts which are classified in Group 5.

For at least 5 (five) years, after using provisions against credit risks and after all measures for debt recovery of the Bank's Credit Committee have been implemented but debts are still irrevocable, the Bank shall be entitled to release the unsettled debts from the off-balance sheet in accordance with the approval of the Bank's Credit Committee.

### **2.7.2 Loan restructuring, exemption or reduction of interest, fees and retention of loan group to assist customers affected by the Covid-19 pandemic**

From 17 May 2021, loan restructuring, exemption or reduction of interest, fees and retention of loan group to assist customers affected by the Covid-19 pandemic were carried out in accordance with Circular 03/2021/TT-NHNN ("Circular 03/2021") effective from 17 May 2021 and Circular 14/2021/TT-NHNN ("Circular 14/2021") effective from 7 September 2021.

As at 31 December 2023, the Bank made 100% of additional specific provisions required to be made for customers whose outstanding loan balances were restructured in accordance with Circular 03/2021.

### **2.7.3 Restructuring loan repayment terms and retention of loan group to assist customers facing difficulties in doing business and customers facing difficulties in repaying their consumer loans**

From 24 April 2023, restructuring loan repayment terms, including the principal and/or interest, to assist customers facing difficulties in doing business and customers facing difficulties in repaying their consumer loans is carried out in accordance with Circular 02/2023/TT-NHNN ("Circular 02/2023") and Circular 06/2024/TT-NHNN ("Circular 06/2024") issued by the SBV on 23 April 2023 and 18 June 2024 respectively, upon the customers' requests and the Bank's financial capabilities.

The Bank restructures repayment terms of outstanding principals and/or interest of loans to customers satisfying all of these following conditions:

- Being a loan with principal arisen before 24 April 2023 from lending and finance leases;
- The obligation of principal repayment and/or interest repayment arises during the period from 24 April 2023 to 31 December 2024;
- The loan to be rescheduled is undue or has been overdue up to 10 days from the due date of payment schedule according to contract or agreement;
- The Bank determines that customers are unable to repay principal and/or interest on schedule under loan agreement due to decreasing revenue or income compared to revenue or income as specified in the repayment of principal and/or interest plan under contract or agreement;
- Customers apply for loan restructuring and the Bank determines that customers are able to fully repay principal and/or pay interest under the restructured schedules;
- Loan violates laws and regulations shall not be restructured by the Bank;
- The restructured term (including loan extension) is decided in conformity with the degree of difficulty of each customer and is not permitted to exceed 12 months from the original maturity date of the respective rescheduled amount;
- Loan restructuring under Circular 02/2023 and Circular 06/2024 is carried out from 24 April 2023 to 31 December 2024.

### *Details of loan classification and loan group retention:*

The Bank retains loan group for the loan whose principal and/or interest are restructured ("restructured loan") at the latest classification before the loan was restructured.

- For restructured loans that are undue during the restructured period, the Bank does not apply to adjust, reclassify into a group with higher level of risk as prescribed in Circular 31 (from 1 July 2024) and Circular 11 (before 1 July 2024);
- For restructured loans that are overdue during the restructured period and the Bank does not continue to apply loan restructuring as prescribed in Circular 02/2023 and Circular 06/2024, the Bank shall classify those restructured loans in accordance with Circular 31 (from 1 July 2024) and Circular 11 (before 1 July 2024).

For the interest receivables on loans that are being restructured according to Circular 02/2023 and Circular 06/2024, the Bank does not record income (accrued interest) and recognises them as off-statement of financial position to for following up and urge collection. Interest income is recorded in the consolidated income statement upon receipts.

## 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

Form B05/TCTD-HN

### 2.7.4 Provisions for losses on loans to customers whose principals and/or interests are restructured in accordance with Circular 02/2023 and Circular 06/2024

From 24 April 2023, the Bank makes provisions for losses on loans to customers whose loans are restructured as prescribed by Circular 02/2023 and Circular 06/2024 as follows:

Additional specific provisions shall be determined as follows:

*Additional specific provisions = A – B*

Whereas:

- A: Specific provisions made for all outstanding loans of customers according to loan classifications regulated by Circular 31 (prior to 1 July 2024: according to Circular 11).
- B: Specific provisions made for all outstanding loans of customers according to loan classifications regulated by Circular 02/2023 and Circular 06/2024.

If the aforementioned additional specific provision is positive, the Bank makes additional specific provisions for credit losses as follows:

- By 31.12.2023: At least 50% of additional specific provisions;
- By 31.12.2024: 100% of additional specific provisions.

The Bank makes general provisioning for the entire outstanding balance of customers based on the loan classification results determined according to Circular 31 (prior to 1 July 2024: according to Circular 11).

### 2.7.5 Accounting for debt purchasing activities

#### *Recognition of purchased debts*

Purchased debts are stated at costs of purchases less provisions for credit risks.

Purchased debts are initially recorded at the purchasing amounts stated in the contracts. If the interest received from the purchased debts includes interest earned before the purchase, the Bank is required to allocate the interest received from the purchased debts based on the following principles: (i) deduct from the purchased value the amount of interest earned before the purchase. (ii) recognise the interest earned for the period after the purchase.

#### *Classification and provision for credit risk of purchased debts*

The Bank classifies and makes provisions for purchased debts in a manner similar to that for loans to customers as stated in Note 2.7.1.

The Bank classifies the purchased debts into a group of risk, which is not lower than the group of risk that the debts were latest classified before the purchase and continues to classify the purchased amounts as debt balances at the Bank.

### 2.8 Off-balance sheet commitments

Off-balance sheet commitments comprise guarantees, settlement acceptances and irrevocable credit commitments and other commitments arising credit risk.

From 1 July 2024, the classifications of off-balance sheet commitments are made in accordance with Circular 31 as follows:

Group 1: Undue commitments, as assessed by the Bank, which could be fully settled when due.

Group 2: Undue commitments, as assessed by the Bank, which could not be fully settled when they fall due.

A commitment is classified into Group 3 or a group of higher risk: Commitments meet any of the specified conditions and remains uncollected for a period less than 30 days from the issuance date of the Bank's collection decision:

- Commitments violating the provisions in Clauses 1, 3, 4, 5, 6, Article 134 of the Law on Credit Institutions No. 32/2024/QH15 (before 1 July 2024: applied according to Clauses 1, 3, 4, 5, 6 Article 126 of the Law on Credit Institutions No. 47/2010/QH12 and according to Circular 11); or
- Commitments violating the provisions in Clauses 1, 2, 3, 4, Article 135 of the Law on Credit Institutions No. 32/2024/QH15 (before 1 July 2024: applied according to Clauses 1, 2, 3, 4, Article 127 Law on Credit Institutions No. 47/2010/QH12 and according to Circular 11); or
- Commitments that violate the provisions of Clauses 1, 2, 5, 9, Article 136 of the Law on Credit Institutions No. 32/2024/QH15 (before 1 July 2024: applied according to Clauses 1, 2, 5, Article 128 of the Law on Credit Institutions No. 47/2010/QH12 and according to Circular 11).

#### *Provision for off-balance sheet commitments*

According to Decree 86 (from 11 July 2024) and Circular 11 (before 1 July 2024), the classification of off-balance sheet commitments is conducted solely for risk management, credit quality supervision. Therefore, provision is not made for off-balance sheet commitments.

## 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

Form B05/TCTD-HN

### 2.9 Investments in securities

The Bank classified investments in securities into categories in accordance with Letter 2601/NHNN-TCKT dated 14 April 2009 issued by SBV: (i) trading securities, (ii) available-for-sale investment securities and (iii) held-to-maturity investment securities. The Bank is required to classify their securities at the purchase date.

#### 2.9.1 Trading securities

##### *Classification and recognition*

Trading securities include debt securities or equity securities which are held for trading and are acquired primarily for the purpose of selling in short-term, not exceeding one year to earn short-term profits.

Trading securities are recognised at the time the Bank becomes a party to the purchase contracts of these trading securities, details are as follows:

- Listed securities are recorded at the time of orders matching;
- Unlisted securities are recognised at the time when official ownership is established in accordance with regulations.

##### *Measurement*

Trading securities which are certificates of deposit or unlisted bonds are recognised at costs less provisions for credit losses. The classification of debts and provisioning for these securities are similar to those for "Loans to customers" as presented in Note 2.7. According to Decree 86 (from 11 July 2024) and Circular 11 (before 1 July 2024), the Bank does not make general provisions for certificates of deposits and bonds issued by domestic credit institutions.

Other trading securities are initially recognised at their carrying value less provisions for diminution in value. Provisions for diminution in value are made when the market value of these trading securities is lower than their book value.

- For listed equity securities: the market price of equity securities is the closing price on the most recent trading day up to the end of the fiscal year.
- For listed debt securities, registered for trading: the market price of debt securities is the most recent trading price at the Stock Exchange within 10 days up to the end of the fiscal year.

The Bank does not make provisions for Government bonds, municipal bonds and Government-guaranteed bonds.

The difference between the provision made at the end of the current financial year and the provision made at the end of the previous financial year is recognised in the consolidated income statement during the year. Provisions for trading securities as mentioned above are reverted when the recoverable amount of trading securities increases after the provisions are made as results of objective events. A reversal of provisions, if any, is made only to the extent original costs of trading securities.

Gains or losses from sales of trading securities are recognised as "Net gain from trading of trading securities" in the consolidated income statement. Cost is determined by the specific identification method.

Interests received from trading securities during holding periods are recognised in the consolidated income statement upon receipts.

##### *Derecognition*

Trading securities are derecognised when the rights to receive cash flows from these securities are terminated or the Bank transfers substantially all the risks and rewards from ownerships of these securities.

## 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

Form B05/TCTD-HN

### 2.9.2 Available-for-sale investment securities

#### *Classification and recognition*

Available-for-sale investment securities include debt and equity securities, which are intended to be held for investing purposes and may be sold at any time if deemed advantageous.

Available-for-sale investment securities are recognised when the Bank becomes a party to the purchase contracts of these securities

#### *Measurement*

Available-for-sale investment securities which are certificates of deposit or unlisted bonds are recorded at costs less provisions for credit losses.

Other available-for-sale investment securities are stated at their carrying value less provisions for diminution in value. Provisions for diminution in value of available-for-sale investment securities is made when the carrying value is higher than the market price.

The provision for credit losses and provisions for diminution in value of available-for-sale investment securities are made similar to the principles applied to trading securities as presented in Note 2.9.1.

Available-for-sale debt securities are recognised at par value at purchased date. Accrued interest receivables before purchased date (for debt securities with interest payments in arrears) or deferred interest awaiting for allocation (for debt securities with interest payments in advance) is recognised in a separate account. Discount/premium, which is the negative/positive difference between the cost and the amount of par value plus (+) accrued interest receivables before the purchased date (if any) or minus (-) deferred interest awaiting for allocation (if any) is also recognised in a separate account.

In subsequent holding periods, these debt securities are recognised at par value, and the discount/premium (if any) are amortised to the consolidated income statement on a straight-line basis over the remaining terms of these debt securities.

Cumulative interest before purchased date is recognised as a decrease in the accrued interest receivables account upon receipt. Accrued interest incurred after purchased date is recognised as income of the Bank based on an accrual basis. Interest received in advance is amortised into interest income from investment securities based on a straight-line basis over the terms of investment securities.

Gains or losses from sales of available-for-sale investment securities are recognised as "Net gain from trading of investment securities" in the consolidated income statement". Cost is determined by the specific identification method.

#### *Derecognition*

Available-for-sale investment securities are derecognised when the rights to receive cash flows from these securities are terminated or the Bank transfers substantially all the risks and rewards of ownerships of these securities.

### 2.9.3 Held-to-maturity investment securities

Held-to-maturity investment securities are debt securities that the Bank purchases with investing purpose to earn interests and the Bank has capabilities and intentions to hold these investment securities until maturities, including special bonds issued by Debt and Asset Trading Corporation ("DATC").

According to Official Letter No. 2601/NHNN-TCKT dated 14 April 2009, the Bank is allowed to reclassify maximum onetime after purchasing for held-to-maturity investment securities

Held-to-maturity debt investment securities (including DATC bonds) are recognised and measured similarly as available-for-sale debt investment securities as presented in Note 2.9.2.

### 2.10 Sales and repurchase agreements

Securities sold with a commitment to repurchase at a specified future date are still recognised in the consolidated financial statements. The proceeds received under this agreement are recognised as a borrowing in the consolidated financial statements and the difference between the sale price and the purchase price is amortised on a straight-line basis using the contractual interest rate to the consolidated income statement over the life of the agreement.

## 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

Form B05/TCTD-HN

### 2.11 Fixed assets

#### Tangible and intangible fixed assets

Fixed assets are stated at historical cost less accumulated depreciation or amortisation. Historical cost includes expenditure that is directly attributable to the acquisition of the fixed assets and bringing them to their suitable conditions for their intended use. Expenditure which is incurred subsequently and has resulted in an increase in the future economic benefits expected obtained from the use of fixed assets, can be capitalised as an additional historical cost. Otherwise, such expenditure is charged to the consolidated income statement when incurred during the year.

#### Depreciation and amortisation

Fixed assets are depreciated and amortised using the straight-line basis so as to write off the depreciable amounts over their estimated useful lives. The estimated useful lives of each asset class are as follows:

Buildings, structures	5 - 50 years
Machinery	5 - 10 years
Motor vehicles	3 - 10 years
Office equipment	3 - 10 years
Other tangible fixed assets	5 - 10 years
Software	5 - 10 years

Land use rights comprise land use rights granted by the State for which land use fees are collected, land use rights acquired through a legitimate transfer, and prepaid land use rights obtained under land rental contracts effective before the effective date of Land Laws 2003 (which is 1 July 2004), and land use right certificates are granted. Indefinite land use rights are stated at costs and not amortised.

#### Disposals

Gains or losses on disposals are determined by comparing net disposal proceeds with carrying amount of fixed assets and are recognised as income or expenses in the consolidated income statement.

#### Construction in progress

Construction in progress represents the cost of assets in the course of installation or construction for business, rental or administrative purposes; or for purposes not yet determined, which are recognised at cost and are comprised of such necessary costs to construct, repair and maintain, upgrade, renew or equip the projects with technologies as construction costs; costs of tools and equipment; project management expenditure and construction consulting costs. Depreciation of these assets, on the same basis as other fixed assets, commences when they are ready for their intended uses.

### 2.12 Other receivables

Receivables, other than receivables from credit activities of the Bank and its subsidiary, are recognised at costs. Subsequently, other receivables are recognised at costs less provisions for doubtful debts.

Provisions for doubtful debts are made for each outstanding amount based on overdue days in payment according to the initial payment commitment or based on the estimated loss that may arise. Provision expense is recognised as "Operating expenses" in the consolidated income statement during the year.

### 2.13 Prepaid expenses

Prepaid expenses represent prepayments for services; or tools that do not meet the recognition criteria for fixed assets for a period or a business cycle from the date of prepayment. Prepaid expenses are recorded at historical cost and allocated on a straight-line basis over their estimated useful lives.

### 2.14 Deposits and borrowings from other credit institutions, deposits from customers and valuable papers in issue

Deposits and borrowings from other credit institutions, deposits from customers and valuable papers in issue are recorded at their principal balances at the end of financial year. At the time of initial recognition, the issuance costs of valuable papers in issue are recorded as a reduction in the principal balance of valuable papers in issue. Subsequently, the Bank allocates these costs to the item "Interest and similar expenses" on a straight-line basis over the term of valuable papers in issue.

### 2.15 Bonus and welfare fund

The bonus and welfare fund are appropriated from the Bank's profit after tax after approval by the General Meeting of Shareholders and is presented as a liability on the consolidated statement of financial position. The Bank utilised the fund in accordance with purposes as specified in Decree No. 93/2017/NĐ-CP ("Decree 93") issued by the Vietnam Government on 7 August 2017.

### 2.16 Derivatives

Derivatives are recognised in the consolidated statement of financial position at contract value on the contract date and subsequently are revalued daily thereafter. Realised gains or losses are recognised in the consolidated income statement. Unrealised gains or losses are recognised in the foreign exchange differences item in the consolidated statement of financial position and are transferred to the consolidated income statement at year end.

## 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

Form B05/TCTD-HN

### 2.17 Operating leases

Leases where a significant portion of the risks and rewards of ownerships are retained by the lessor are classified as operating leases. Payments made under operating leases are charged to the consolidated income statement on a straight-line basis over the terms of the leases.

### 2.18 Provisions

Provisions are recognised when the Bank and its subsidiary have a present legal or constructive obligation as a result of past events, it is probable that an outflow of resources will be required to settle the obligation and the amount has been reliably estimated. Provisions are not recognised for future operating losses.

Provisions are measured at the level of the expenditures expected to be required to settle the obligation. If the time value of money is material, provisions will be measured at the present value using a pre-tax rate that reflects current market assessments of the time value of money and the risks specific to the obligation. The increase in the provisions due to passage of time is recognised as a financial expense. Changes in the provision balances during the year are recognised as an increase or decrease in operating expenses.

### 2.19 Owners' capital

Owners' capital is recorded according to the actual amounts contributed by shareholders at par value of shares.

Share premium is the difference between the par value and the issue price of shares and the difference between the repurchase price and re-issuing price of treasury shares.

Capital expenditure funds represent other capital at the reporting date.

Treasury shares including:

- Treasury shares bought before the effective date of the Law on Securities (1 January 2021) are shares issued by the Bank and bought back by the Bank itself, but these securities are not cancelled yet and may be re-issued in the future in accordance with securities laws and regulations.
- Treasury shares, which are repurchased after the effective date of the Law on Securities (1 January 2021), are cancelled and adjusted to reduce in charter capital.

Retained earnings record the Bank and its subsidiary's results (profits) after CIT at the reporting date.

### 2.20 Statutory reserves

Before 1 July 2024, according to Decree 93 and Law on Credit Institutions No. 47/2010/QH12 issued by the National Assembly on 16 June 2010, effective until 30 June 2024. The Bank was required to make these following appropriation before profits distribution:

	Percentage of annual allocation	Maximum balance
Reserves to supplement charter capital	5% of profit after tax	Charter capital
Financial reserves	10% of profit after tax	Not specified

From 1 July 2024, according to Law on Credit Institutions No. 32/2024/QH15 issued by the National Assembly on 18 January 2024 and Decree 93, the Bank is required to make these following appropriation before profits distribution:

	Percentage of annual allocation	Maximum balance
Reserves to supplement charter capital	10% of profit after tax	Charter capital
Financial reserves	10% of profit after tax	Not specified

The purpose of financial reserves is to offset residual asset losses and damage occurring in the course of business after such losses have been offset with compensations paid by organisations, individuals who caused them, indemnity paid by insurers and utilisation of provision accounted for in expenses, and shall be used for other purposes in accordance with laws

These statutory reserves are not allowed to be distributed and are recognised as part of equity.

#### Reserve funds of subsidiary

According to Circular No. 27/2002/TT-BTC dated 22 March 2002, profits distribution, appropriation of reserves and usage purpose of these reserves are carried out in accordance with the current regulations applicable to the commercial bank which has established the subsidiary

## 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

Form B05/TCTD-HN

### 2.21 Appropriation of profit

The Bank and its subsidiary's dividends are recognised as a liability in the Bank's consolidated financial statements during the year in which the dividends are approved by the General Meeting of Shareholders

Net profit after CIT could be distributed to shareholders after approval at the General Meeting of Shareholders, and after appropriation to other funds in accordance with the Bank and its subsidiary's charter and Vietnamese regulations.

Other reserves including in equity are appropriated from profit after tax. The appropriation from profit after tax and the utilisations of other reserves must be approved by the resolution of the General Meeting of Shareholders. These reserves are not regulated by laws and are allowed to be fully distributed.

### 2.22 Earnings per share

The Bank and its subsidiary present basic and diluted earnings per share (EPS) for its ordinary shares. Basic earnings per share is calculated by taking the net profit distributed to ordinary shareholders of the Bank, after deducting the bonus and welfare fund set aside during the year, divided by the weighted average number of shares of circulations during the year. Diluted earnings per share is determined by adjusting the profit or loss attributable to ordinary shareholders and the average number of ordinary shares outstanding, taking into account the effects of potential ordinary shares.

### 2.23 Income and expenses recognition

#### *Interest income*

Interest income is recognised in the consolidated income statement on an accrual basis, over time, and at effective interest rate for each period when two conditions are simultaneously satisfied: (i) it is probable that the economic benefits associated with the transaction will flow to the Bank; and (ii) the amount of interest income can be measured reliably. Accrued interest income is derecognised and recognised into off-balance sheet items when a loan is not classified as Current loan as described in Note 2.7.1, or is subject to the application of Circular 01/2020, Circular 03/2021, Circular 14/2021 as described in Note 2.7.2, or the application of Circular 02/2023 and Circular 06/2024 as described in Note 2.7.4. Interest income from these loans is recognised in the consolidated income statement upon receipts.

#### *Fee and commission income*

Fee and commission income includes fee received from settlement services, treasury services and other services, which are recognised on an accrual basis in the consolidated income statement, by reference to completion of the specific transaction assessed on the basis of actual service provided as a proportion of total services to be provided. Fee and commission income is only recognised when all four (4) of the following conditions are satisfied:

- The amount of income can be measured reliably;
- It is probable that the economic benefits associated with the transaction will flow to the Bank;
- The percentage of completion of the transaction at the consolidated statement of financial position date can be measured reliably; and
- The costs incurred for the transaction and the costs to complete the transaction can be measured reliably.

#### *Income from investing activities*

Gains or losses from securities trading are determined based on the difference between the selling price and the cost of such securities.

Cash dividends are recognised when the shareholder's right to receive payment is established. Stock dividends and bonus shares received are not recognised as income of the Bank, but only the number of shares is updated.

#### *Other income*

Other income is recognised on an accrual basis, by reference to completion level of services.

#### *Interest expenses*

Interest expenses are recognised in the consolidated income statement on an accrual basis.

#### *Fee and commission expenses*

Fee and commission expenses are recognised in the consolidated income statement when incurred.

## 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

Form B05/TCTD-HN

### 2.24 Current and deferred income tax

Income tax includes all income tax which is based on taxable profits. Income tax expense comprises of current income tax expense and deferred income tax expense.

Current income tax is the amount of income tax payable or recoverable in respect of the current year taxable profit at the current year tax rates. Current and deferred income tax are recognised as an income or an expense and included in the consolidated income statement of the year, except to the extent that the income tax arises from a transaction or event which is recognised, in the same or a different year, directly in equity.

Deferred income tax is provided in full, using the liability method, on temporary differences arising between the tax bases of assets and liabilities and their carrying amounts in the consolidated financial statements. Deferred income tax is not accounted for if it arises from initial recognition of an asset or liability in a transaction other than a business combination that at the time of occurrence affects neither the accounting nor the taxable profit or loss. Deferred income tax is determined at the tax rates that are expected to apply to the year when the asset is realised or the liability is settled, based on tax rates that have been enacted or substantively enacted by the consolidated statement of financial position date.

Deferred income tax assets are recognised to the extent that it is probable that future taxable profit will be available against which the temporary differences can be utilised.

### 2.25 Related parties

Enterprises and individuals that directly, or indirectly through one or more intermediaries, control, or are controlled by, or are under common control with the Bank and its subsidiary, including holding companies, subsidiaries and fellow subsidiaries are related parties of the Bank and its subsidiary. Associates and individuals owning, directly or indirectly, an interest in the voting power of the Bank and its subsidiary that gives them significant influence over the Bank and its subsidiary, key management personnel, including members of the Bank's Board of Directors, Board of Supervisors, Board of Management, and close members of the family of these individuals and companies associated with these individuals also constitute related parties.

In considering its relationships with each related party, the Bank and its subsidiary consider the substance of the relationships, and not merely the legal form.

### 2.26 Segment reporting

A segment is component which can be separated by the Bank and its subsidiary engaged either in providing related products or rendering of services (business segment), or in providing products or rendering of services within a particular economic environment (geographical segment). Each segment is subject to risks and returns that are different from those of other segments. The Board of Management of the Bank and its subsidiary have determined that the business's risk and profitability are primarily influenced by the fact that the Bank and its subsidiary operate in various geographical areas. As a result, the primary segment reporting of the Bank and its subsidiary's is presented in respect of the Bank's geographical segments.

### 2.27 Critical accounting estimates

The preparation of consolidated financial statements in accordance with Vietnamese Accounting Standards, Vietnamese Accounting System and regulations on preparation and presentation of consolidated financial statements applicable to credit institutions operating in Vietnam requires the Board of Management to make estimates and assumptions that affect the reported amounts of assets, liabilities and disclosures of contingent assets and liabilities at the date of the consolidated financial statements and the reported amounts of income and expenses during the financial year. The areas involving significant estimates and assumptions are as follows:

- Loan classifications and provisions for losses on loans to customers (Note 2.7);
- Provisions for losses on other assets (Note 2.12).

Such estimates and assumptions are continually evaluated. They are based on historical experiences and other factors, including expectations of future events that may have a financial impact on the Bank and its subsidiary that are assessed by the Board of Management to be reasonable under the circumstances.

### 2.28 Items which have no balance

Items or balances required by Decision 16/2007/QĐ-NHNN dated 18 April 2007 and Circular 49/2014/TT-NHNN dated 31 December 2014 stipulating the financial reporting mechanism for credit institutions issued by SBV that are not shown in these consolidated financial statements indicate nil balances.

**3. CASH ON HAND, GOLD, SILVER AND PRECIOUS METALS** Form B05/TCTD-HN

	31.12.2024	31.12.2023
	VND million	VND million
Cash on hand in VND	917,181	923,897
Cash on hand in foreign currencies	1,120,673	1,242,991
Monetary golds	58,119	90,538
	<b>2,095,973</b>	<b>2,257,426</b>

**4. BALANCES WITH SBV**

	31.12.2024	31.12.2023
	VND million	VND million
In VND	3,576,990	3,510,984
In foreign currencies	758,544	547,543
	<b>4,335,534</b>	<b>4,058,527</b>

Balances with SBV comprise of compulsory reserves and current accounts.

Under SBV's regulations relating to compulsory reserve, the Bank is permitted to maintain a floating balance within the month for the compulsory reserve requirement ("CRR"). The monthly average balance of the reserve must not be less than CRR rates multiplying with the preceding month's average balances of each type of deposit in scope.

	31.12.2024	31.12.2023
	%	%
<b>CRR rates required on preceding month's average deposit balances:</b>		
For deposits from customers:		
- Demand deposits and deposits with term less than 12 months in VND	3.00	3.00
- Deposits with term of 12 months and above in VND	1.00	1.00
- Demand deposits and deposits with term less than 12 months in foreign currencies	8.00	8.00
- Deposits with term of 12 months and above in foreign currencies	6.00	6.00
For deposits from overseas credit institutions:		
- Deposits in foreign currencies	1.00	1.00

	31.12.2024	31.12.2023
	%	%
<b>Annual interest rates applied for these balances as at:</b>		
Within the compulsory reserve requirement in VND	0.50	0.50
Within the compulsory reserve requirement in foreign currencies	0.00	0.00
Exceed the compulsory reserve requirement in VND	0.00	0.00
Exceed the compulsory reserve requirement in foreign currencies	0.00	0.00

**5. PLACEMENTS WITH OTHER CREDIT INSTITUTION**

Form B05/TCTD-HN

	31.12.2024	31.12.2023
5.1 Placements with other credit institutions:	VND million	VND million
Demand deposits		
- In VND	596,950	830,691
- In foreign currencies	7,184,455	20,415,342
	7,781,405	21,246,033
Term deposits		
- In VND	16,887,770	13,695,200
- In foreign currencies	5,160,463	8,085,660
	22,048,233	21,780,860
Total	29,829,638	43,026,893

	31.12.2024	31.12.2023
5.2 Annual interest rates applied for these outstanding balances as at:	%	%
Demand deposits in VND	0.00 - 0.50	0.00 - 0.10
Demand deposits in foreign currencies	0.00 - 4.26	0.00 - 5.05
Term deposits in VND	3.80 - 5.80	0.70 - 3.50
Term deposits in foreign currencies	4.40 - 4.75	5.05 - 5.40

	31.12.2024	31.12.2023
5.3 Analysis by quality of term deposits with other credit institutions	VND million	VND million
Current (excluding demand deposits)	22,048,233	21,780,860

**6. TRADING SECURITIES**

Form B05/TCTD-HN

	31.12.2024	31.12.2023
	VND million	VND million
<b>6.1 Debt securities:</b>		
Government bonds	1,995,721	-
Bonds issued by other local credit institutions	1,035,642	-
	3,031,363	-

	31.12.2024	31.12.2023
	VND million	VND million
<b>6.2 Analysis of quality of trading securities classified as credit-risk bearing assets:</b>		
Group 1 - Current loans (excluding Government bonds)	1,035,642	-

	31.12.2024	31.12.2023
	VND million	VND million
<b>6.3 Disclosure on listing status of trading securities:</b>		
<b>Debt securities</b>		
Listed	1,995,721	-
Unlisted	1,035,642	-
	3,031,363	-

	31.12.2024	31.12.2023
	%	%
<b>6.4 Annual interest rates of balance number</b>		
Government bonds	2.30 – 3.60	Not applicable
Bonds issued by other local credit institutions	6.50	Not applicable

**7. DERIVATIVES AND OTHER FINANCIAL ASSETS/LIABILITIES**

Form B05/TCTD-HN

	Total contract value (at foreign exchange rate at the contract date)	Total book value (at foreign exchange rate at reporting date)	
		Assets	Liabilities
	VND million	VND million	VND million
<b>As at 31.12.2024</b>			
<b>Foreign currency derivatives</b>			
- Currency forward contracts	13,269,073	-	14,664
- Currency swap contracts	46,334,463	318,435	-
<b>Other derivatives</b>			
- Cross currency swap contracts	1,892,313	-	11,885
	61,495,849	318,435	26,549
Net amount		291,886	
<b>As at 31.12.2023</b>			
<b>Foreign currency derivatives</b>			
- Currency forward contracts	12,512,507	79,493	-
- Currency swap contracts	43,908,286	-	295,178
<b>Other derivatives</b>			
- Cross currency swap contracts	730,932	-	15,137
	57,151,725	79,493	310,315
Net amount			230,822

**8. LOANS TO CUSTOMERS**

Form B05/TCTD-HN

	31.12.2024	31.12.2023
<b>8.1 By type of loans:</b>	VND million	VND million
Loans to local economic organisations and individuals	163,247,486	138,881,721
Overdrafts and credit cards	941,160	944,257
Discounting commercial notes and valuable papers	966,251	621,777
Payments on behalf of customers	-	1,169
	165,154,897	140,448,924

	31.12.2024	31.12.2023
<b>8.2 By type of customers:</b>	VND million	VND million
Household businesses and individuals	89,861,880	81,047,699
Limited liability companies	47,563,043	40,547,545
Joint stock companies	24,424,463	14,038,104
State-owned enterprises	1,956,355	3,557,163
Private enterprises	347,492	429,325
Foreign-invested enterprises	267,399	223,098
Cooperatives and inter-cooperatives	108,424	88,776
Others	625,841	517,214
	165,154,897	140,448,924

	31.12.2024	31.12.2023
<b>8.3 By loan groups:</b>	VND million	VND million
Group 1 - Current	159,302,560	134,883,009
Group 2 - Special mentioned	1,671,528	1,839,055
Group 3 - Sub-standard	450,668	446,225
Group 4 - Doubtful	758,237	1,412,553
Group 5 - Loss	2,971,904	1,868,082
	165,154,897	140,448,924

As at 31 December 2024, included in loans balance were VND1,451,274 million (As at 31 December 2023: VND2,832,523 million) of drawdowns which were subject to the applications of Circular 02/2023 and Circular 06/2024; of which VND699,566 million (As at 31 December 2023: VND1,192,702 million) was restructured repayment terms and retained loan group to assist customers facing difficulties in doing business and customers facing difficulties in repaying their consumer loans in accordance with Circular 02/2023 and Circular 06/2024. As at 31 December 2024, the Bank recognised VND199,923 million of interest income of these drawdowns in off-balance sheet items (as at 31 December 2023: VND105,037 million)

**8. LOANS TO CUSTOMERS (CONTINUED)**

Form B05/TCTD-HN

<b>8.4 By term:</b>	<b>31.12.2024</b>	<b>31.12.2023</b>
	<b>VND million</b>	<b>VND million</b>
Short-term	100,977,722	100,281,143
Medium-term	10,853,250	2,103,507
Long-term	53,323,925	38,064,274
	165,154,897	140,448,924

<b>8.5 By currency:</b>	<b>31.12.2024</b>	<b>31.12.2023</b>
	<b>VND million</b>	<b>VND million</b>
In VND	151,981,254	126,568,061
In foreign currencies	13,173,643	13,880,863
	165,154,897	140,448,924

<b>8.6 By loan purposes</b>	<b>31.12.2024</b>	<b>31.12.2023</b>
	<b>VND million</b>	<b>VND million</b>
Wholesales and retails, repair of cars, motor vehicles, cycles and other vehicles	53,078,314	50,226,337
Housing loans and loans to purchases land use rights for housing of individuals	26,724,805	17,105,295
Activities of households as employers, producing goods and services of households for owned uses	18,658,009	19,397,375
Manufacturing and processing	15,693,598	18,534,986
Constructions	13,126,601	13,223,694
Real estate business	9,333,666	2,538,319
Financial services and insurance	6,445,399	1,913,784
Transportation and warehousing	4,993,717	1,754,909
Agriculture, forestry and aquaculture	4,834,445	5,832,431
Accommodation and food service activities	1,303,278	1,087,397
Electricity, gas, steam and air conditioning manufacturing and distributions	1,271,797	1,340,075
Information and communication	702,627	313,662
Water supply, sewerage, waste management and remediation activities	307,104	277,268
Administrative activities and supporting services	248,776	174,366
Health and social support activities	223,542	217,490
Science and technology activities	221,982	207,983
Education and training	138,784	92,109
Others	7,848,453	6,211,444
	165,154,897	140,448,924

**8. LOANS TO CUSTOMERS (CONTINUED)**

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	31.12.2024	31.12.2023
<b>8.7 Annual interest rates applied for these outstanding balances as at:</b>		
	%	%
Credit cards	33	33
Loans in VND		
- Short-term	0.30 - 15.50	0.30 - 16.00
- Medium-term	3.30 - 15.00	5.00 - 16.50
- Long-term	3.30 - 15.50	5.00 - 17.50
Loans in foreign currencies		
- Short-term	3.40 - 7.00	2.90 - 7.50
- Medium-term	Not applicable	Not applicable
- Long-term	7.03	5.00 - 8.00

	General provisions	Specific provisions (*)	Total
	VND million	VND million	VND million
<b>8.8 Provisions for losses on loans to customers:</b>			
As at 1 January 2023	966,555	342,891	1,309,446
Provisions made during the year (Note 28)	72,801	621,598	694,399
Utilisations of provisions to write-off loans during the year	-	(468,071)	(468,071)
As at 31 December 2023	1,039,356	496,418	1,535,774
Provisions made during the year (Note 28)	173,835	789,237	963,072
Utilisations of provisions to write-off loans during the year	-	(729,693)	(729,693)
As at 31 December 2024	1,213,191	555,962	1,769,153

(\*) As at 31 December 2024, included in the specific provision balance of the Bank was VND139,651 million (as at 31 December 2023: VND72,995 million) additional provisions for loans to customers whose loans were restructured repayment terms and retained loan group to assist customers facing difficulties in doing business and customers facing difficulties in repaying their consumer loans in accordance with Circular 02/2023 and Circular 06/2024.

**9. DEBT PURCHASING ACTIVITIES**

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	31.12.2024	31.12.2023
	VND million	VND million
Debts purchased in VND	800,000	-
General provision on purchased debts	(6,000)	-
	794,000	-
<b>Principal and interest of purchased debts</b>		
Principals purchased in VND	800,000	-

	31.12.2024	31.12.2023
<b>Analysis of quality of debt purchasing activities:</b>	VND million	VND million
Current	800,000	-

**10. INVESTMENT SECURITIES**

	31.12.2024	31.12.2023
<b>10.1 Available-for-sale investment securities:</b>	VND million	VND million
<b>Debt securities</b>		
Bonds issued by other local credit institutions	7,100,029	1,300,000
Certificates of deposit issued by other local credit institutions	3,300,000	2,200,000
Bonds issued by domestic economic organisations	2,200,183	-
Government bonds	693,518	-
	13,293,730	3,500,000
<b>Equity securities</b>		
Equity securities issued by domestic economic organisations	212,868	212,868
	13,506,598	3,712,868
<b>Provisions for available-for-sale investment securities</b>		
General provisions for unlisted bonds issued by domestic economic organisations	(16,501)	-
Provisions for diminution in value of equity securities	(145,679)	(152,785)
	(162,180)	(152,785)
	13,344,418	3,560,083

**10. INVESTMENT SECURITIES (CONTINUED)**

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	31.12.2024	31.12.2023
<b>10.2 Held-to-maturity investment securities:</b>	<b>VND million</b>	<b>VND million</b>
<b>Debt securities</b>		
Government bonds	11,474,762	2,563,770
Bonds issued by other local credit institutions	4,300,000	800,000
Bonds issued by domestic economic organisations	75,000	75,000
- In which: Bonds issued by DATC	75,000	75,000
	15,849,762	3,438,770
<b>Provisions for losses on held-to-maturity investment securities</b>		
General provisions for DATC bonds	-	(563)
Specific provisions for DATC bonds	(75,000)	(15,000)
	(75,000)	(15,563)
	15,774,762	3,423,207

	31.12.2024	31.12.2023
<b>10.3 Analysis of listing status of investment securities:</b>	<b>VND million</b>	<b>VND million</b>
<b>Debt securities</b>		
Listed (*)	12,168,280	2,563,770
Unlisted	16,975,212	4,375,000
	29,143,492	6,938,770
<b>Equity securities</b>		
Unlisted	212,868	212,868
	29,356,360	7,151,638

(\*) As the end of financial year, several Government bonds were being pledged to borrow funds and to be granted for transaction limits with other credit institutions or to conduct discounting and rediscounting transactions (Note 33.2).

**10. INVESTMENT SECURITIES (CONTINUED)**

Form B05/TCTD-HN

	31.12.2024	31.12.2023
<b>10.4 Annual interest rates applied for these outstanding balances as at:</b>	%	%
Certificates of deposits issued by other local credit institutions	4.80 - 5.90	5.20 - 6.80
Bonds issued by other local credit institutions	3.90 - 6.68	6.10 - 7.23
Government bonds	2.10 - 4.80	2.20 - 8.80
Bonds issued by local economic organisations	8.90 - 12.00	8.90

	31.12.2024	31.12.2023
<b>10.5 Analysis by quality of investment securities classified as credit-risk bearing assets:</b>	VND million	VND million
Group 1 - Current (excluding Government bonds)	16,900,212	4,300,000
Group 3 - Sub-standard	-	75,000
Group 5 - Loss	75,000	-
	16,975,212	4,375,000

	General provisions	Specific provisions	Provisions for diminution in value	Total
<b>10.6 Provisions for losses on investment securities:</b>	VND million	VND million	VND million	VND million
As at 1 January 2023	-	-	144,146	144,146
Charge for the year (Note 25)	563	15,000	8,639	24,202
As at 31 December 2023	563	15,000	152,785	168,348
Charge/(reversal) for the year (Note 25)	15,938	60,000	(7,106)	68,832
As at 31 December 2024	16,501	75,000	145,679	237,180

**11. FIXED ASSETS**

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11.1 Tangible fixed assets:	Buildings, structures	Machinery	Motor vehicles	Office equipment	Others (*)	Total
	VND million	VND million	VND million	VND million	VND million	VND million
<b>Historical cost</b>						
As at 1 January 2024	460,411	1,018,835	463,059	41,592	525,888	2,509,785
New purchases	1,548	83,349	-	698	110,175	195,770
Disposals	(4,339)	(12,866)	(40,993)	(1,335)	(73,014)	(132,547)
Reclassifications	-	(120)	-	-	120	-
As at 31 December 2024	457,620	1,089,198	422,066	40,955	563,169	2,573,008
<b>Accumulated depreciation</b>						
As at 1 January 2024	(107,287)	(707,725)	(195,522)	(37,165)	(352,153)	(1,399,852)
Charge for the year	(12,382)	(72,897)	(52,626)	(1,420)	(56,808)	(196,133)
Disposals	4,272	12,853	40,816	1,334	72,856	132,131
Reclassifications	-	120	-	-	(120)	-
As at 31 December 2024	(115,397)	(767,649)	(207,332)	(37,251)	(336,225)	(1,463,854)
<b>Net book value</b>						
As at 1 January 2024	353,124	311,110	267,537	4,427	173,735	1,109,933
As at 31 December 2024	342,223	321,549	214,734	3,704	226,944	1,109,154

As at 31 December 2024, historical cost of tangible fixed assets that were fully depreciated but still in use was VND897,494 million (as at 31 December 2023: VND851,653 million).

(\*) Other tangible fixed assets mainly included of leasehold improvements at branches and transaction offices.

**11. FIXED ASSETS (CONTINUED)**

Form B05/TCTD-HN

	Indefinite land use rights	Software	Total
<b>11.2 Intangible fixed assets:</b>	<b>VND million</b>	<b>VND million</b>	<b>VND million</b>
<b>Historical cost</b>			
As at 1 January 2024	2,349,062	572,711	2,921,773
New purchases	-	149,854	149,854
Disposals	(1,729)	-	(1,729)
As at 31 December 2024	2,347,333	722,565	3,069,898
<b>Accumulated amortisation</b>			
As at 1 January 2024	-	(349,966)	(349,966)
Charge for the year	-	(53,239)	(53,239)
As at 31 December 2024	-	(403,205)	(403,205)
<b>Net book value</b>			
As at 1 January 2024	2,349,062	222,745	2,571,807
As at 31 December 2024	2,347,333	319,360	2,666,693

As at 31 December 2024, historical cost of intangible fixed assets that were fully-amortised but still in use was VND158,927million (as at 31 December 2023: VND146,531 million).

**12. OTHER ASSETS**

	31.12.2024	31.12.2023
<b>12.1 Other receivables:</b>	<b>VND million</b>	<b>VND million</b>
Receivables from individuals relating to major litigation cases (i)	402,380	402,380
Advances for purchasing fixed assets and constructions in progress (ii)	379,143	424,499
Receivables from card settlement activities	199,122	238,976
Deposits for office rentals and other activities	96,824	61,281
Advances for operating activities	95,679	46,263
Others	191,411	145,164
	<b>1,364,559</b>	<b>1,318,563</b>

**12. OTHER ASSETS (CONTINUED)**

(i) Receivables from individuals relating to major litigation cases include:

The litigation arose from the unauthorised withdrawal of customers' savings deposits, which were misappropriated by the former Deputy Director of the Ho Chi Minh City Branch ("Former Deputy Director"). On 23 November 2018, the People's Court of Ho Chi Minh City issued a First Instance judgment requiring the Bank to repay this customer, including principal and accumulated interest amounting to VND245,060 million as of 18 August 2018, and to repay two other relevant customers a total of VND20,298 million. The Bank then filed an appeal on 7 December 2018, contesting the First Instance judgment regarding the Bank's civil liability toward these customers. Additionally, the customer filed an appeal concerning the late payment of interest by the Bank as decided in the First Instance judgment. On 19 April 2019, the People's Court of Ho Chi Minh City issued an Appellate judgment, accordingly, the Court did not accept the Bank's appeal, which sought to hold the customer partially liable for the withdrawn deposits, and simultaneously accepted the customer's appeal, requiring the Bank to repay unsettled interest at the rate applied to normal customers based on the Bank's announced interest rate notices, plus penalty interest on late payments amounting to VND115,409 million. As of the reporting date, the Bank had settled all principal deposits, interest, and penalty interest in accordance with the First Instance and Appellate judgments, with a total of VND380,699 million, and recorded an receivable from the Former Deputy Director, for which full provisions have been made. The civil liability of the Former Deputy Director regarding indemnification to the Bank will be determined when the Former Deputy Director is taken into custody.

The litigation involving six customers pertained to the unauthorised withdrawal of customers' savings deposits at the Do Luong Transaction Office – Vinh Branch of the Bank. According to the First Instance judgment No. 86/2018/HS-ST dated 16 July 2018 and the Appellate judgment No. 648/2019/HS-PT dated 23 October 2019, the Bank was held responsible for settling savings deposits to these six customers involved in this litigation, amounting to VND41,259 million, while the former employee of the Do Luong Transaction Office was required to return this amount to the Bank. As of the reporting date, the Bank recorded an receivable amounting to VND21,681 million from the aforementioned former employee and for which full provisions have been made, corresponding with principal deposits, interest, and penalty interest that the Bank had settled to these six customers (following the collection and distraint of assets from the former employee and other individuals involved in the case).

(ii) Details of advances for purchasing fixed assets and constructions in progress are as follows:

	31.12.2024	31.12.2023
	VND million	VND million
Construction costs	259,428	256,921
Software	74,713	100,143
Real estate purchases	35,679	35,679
Other asset purchases	9,323	31,756
	379,143	424,499

	31.12.2024	31.12.2023
	VND million	VND million
<b>12.2 Interest and fee receivables:</b>		
Interest receivables from credit activities	614,481	618,616
Interest receivables from investment securities	429,311	120,040
Fee receivables from insurance agency services (*)	400,000	-
Interest receivables from deposits	27,743	10,842
Interest receivables from debt purchasing activities	373	-
Other interest and fee receivables	68,668	56,139
	1,540,576	805,637

(\*) The Bank fully collected these receivables in February and March 2025.

**12. OTHER ASSETS (CONTINUED)**

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	31.12.2024	31.12.2023
	VND million	VND million
<b>12.3 Other assets:</b>		
Foreclosed assets awaiting resolutions (i)	475,109	712,399
Prepaid expenses awaiting for allocations	151,254	88,935
Tools, equipment	16,542	13,511
Other assets	6,042	2,186
	648,947	817,031

(i) The balance reflects value of collateral assets received in substitution for the fulfilment of the obligations of the guarantor, which were transferred to the Bank awaiting resolutions. The Bank obtained all necessary documentation proving legal ownerships of these assets.

	31.12.2024	31.12.2023
	VND million	VND million
<b>12.4 Analysis by quality of other assets classified as credit-risk bearing assets:</b>		
Current	1,970,598	1,190,849
Loss	465,980	465,971
	2,436,578	1,656,820

	31.12.2024	31.12.2023
	VND million	VND million
<b>12.5 Provisions for losses on other assets:</b>		
Major litigation cases (Note 12.1(i))	402,380	402,380
Others	63,600	63,591
	465,980	465,971

**13. BORROWINGS FROM THE GOVERNMENT AND SBV**

	31.12.2024	31.12.2023
	VND million	VND million
Sale and repurchase Government bond transactions with SBV	2,064,679	-
Others	14,831	19,870
	2,079,510	19,870

	31.12.2024	31.12.2023
	%	%
<b>Annual interest rates applied for these outstanding balances as at:</b>		
Borrowings from SBV in VND	3.30 - 4.00	3.50

**14. PLACEMENTS AND BORROWINGS FROM OTHER**

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**CREDIT INSTITUTIONS**

	31.12.2024	31.12.2023
	VND million	VND million
<b>14.1 Placements from other credit institutions:</b>		
Demand deposits		
- In VND	146,835	78,732
- In foreign currencies	299	401
	147,134	79,133
Term deposits		
- In VND	16,226,425	12,168,400
- In foreign currencies	5,694,304	4,116,336
	21,920,729	16,284,736
	<b>22,067,863</b>	<b>16,363,869</b>

	31.12.2024	31.12.2023
	VND million	VND million
<b>14.2 Borrowings from other credit institutions:</b>		
In VND	990,465	-
<i>In which:</i>		
- Discounted loans, rediscounts	990,465	-
In foreign currencies	6,612,002	-
	7,602,467	-

	31.12.2024	31.12.2023
	%	%
<b>14.3 Annual interest rates applied for these outstanding balances as at:</b>		
Demand deposits in VND and in foreign currencies	0.00 - 0.10	0.00 - 0.10
Term deposits in VND	3.80 - 5.50	1.00 - 3.50
Term deposits in foreign currencies	4.35 - 4.75	5.00 - 5.35
Borrowings in VND	4.80	Not applicable
Borrowings in foreign currencies	4.90 - 5.89	Not applicable

**15. DEPOSITS FROM CUSTOMERS**

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	31.12.2024	31.12.2023
	VND million	VND million
<b>15.1 By types of deposits:</b>		
Demand deposits		
- In VND	18,619,471	19,149,283
- In foreign currencies	4,080,000	4,398,601
Term deposits		
- In VND	59,271,830	51,365,544
- In foreign currencies	259,138	257,111
Saving deposits		
- In VND	76,796,639	76,722,739
- In foreign currencies	6,400,654	3,319,497
Marginal deposits		
- In VND	1,322,675	485,459
- In foreign currencies	30,067	4,274
Specialised funds deposits		
- In VND	654,731	611,599
- In foreign currencies	12,439	15,061
	167,447,644	156,329,168

	31.12.2024	31.12.2023
	VND million	VND million
<b>15.2 By types of customers, businesses:</b>		
Individuals	113,519,746	100,536,124
Joint stock companies	20,766,088	21,586,260
Limited liability companies	20,762,974	20,478,427
State-owned enterprises	6,814,701	7,325,524
Foreign invested enterprises	4,069,437	5,386,948
Business and administrative units, Communist Party, unions and associations	485,887	300,570
Others	1,028,811	715,315
	167,447,644	156,329,168

**15. DEPOSITS FROM CUSTOMERS (CONTINUED)**

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	31.12.2024	31.12.2023
15.3 Annual interest rates applied for balances as at:	%	%
Demand deposits in VND	0.00 - 0.50	0.00 - 0.50
Demand deposits in foreign currencies	0.00	0.00
Term deposits in VND	0.20 - 9.50	0.20 - 11.70
Term deposits in foreign currencies	0.00 - 0.70	0.00 - 0.70
Savings deposits in VND	0.10 - 11.00	0.20 - 11.70
Savings deposits in foreign currencies	0.00 - 0.70	0.00 - 0.70
Marginal deposits in VND	0.00 - 7.70	0.00 - 7.80
Marginal deposits in foreign currencies	0.00	0.00
Specialised funds deposits in VND	0.05 - 0.50	0.20 - 0.50
Specialised funds deposits in foreign currencies	0.00	0.00

**16. VALUABLE PAPERS IN ISSUE**

	31.12.2024	31.12.2023
	VND million	VND million
Less than 1 year		
- Certificates of deposit in VND	7,200,000	2,000,000
From 1 year to under 5 years		
- Bonds in VND	3,680,000	-
Cost of valuable papers in issue	(15,497)	-
	10,864,503	2,000,000

	31.12.2024	31.12.2023
The annual interest rate applied to balances as at:	%	%
Certificates of deposits less than 1 year in VND	5.00 - 5.70	5.30 - 6.00
Bonds from 1 year to 5 years in VND	5.30 - 6.40	Not applicable

**17. OTHER LIABILITIES**

	31.12.2024	31.12.2023
17.1 Interests and fees payables:	VND million	VND million
Interest payables for deposits	1,900,571	2,497,548
Interest payables for valuable papers in issue	138,362	23,218
Interest payables for borrowings	61,249	59
Interest payables for derivatives forward, swap contracts	19,171	31,632
	2,119,353	2,552,457

**17. OTHER LIABILITIES (CONTINUED)**

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	31.12.2024	31.12.2023
	VND million	VND million
<b>17.2 Other liabilities:</b>		
Bonus and welfare fund (i)	279,654	322,523
Payables to employees	156,521	115,731
External payables		
- Payables awaiting settlements	876,835	269,704
- Tax and other payables to the State (Note 32)	491,406	236,170
- Payables related to card settlement activities	358,519	265,581
- Payables related to L/C activities	193,746	186,742
- Payables related to interest subsidies	29,826	29,826
Unearned revenue	32,312	-
Other liabilities	68,429	49,373
	2,487,248	1,475,650

	2024	2023
	VND million	VND million
<b>(i) Movements in bonus and welfare fund during the year are as follows:</b>		
Beginning of the year	322,523	181,063
Appropriation during the year (Note 19.1)	150,000	200,000
Utilisation during the year	(192,869)	(58,540)
End of the year	279,654	322,523

**18. DEFERRED TAX**

Deferred income tax assets and liabilities are offset when there is a legally enforceable right to offset current income tax assets against current income tax liabilities and when the deferred income taxes relate to the same tax authority.

Details of the deferred tax assets were as follows:

	31.12.2024	31.12.2023
	VND million	VND million
<b>Deferred tax assets</b>		
Deferred income tax assets relating to deductible temporary differences	20,727	20,549

	2024	2023
	VND million	VND million
<b>The gross movements in deferred tax assets, excluding offsetting balances related to the same tax authority, during the year are as follows:</b>		
Beginning of the year	20,549	20,548
Charged to the consolidated income statement	178	1
End of the year	20,727	20,549

## 19. OWNERS' EQUITY

19.1 Movements in owners' equity:	Reserves						Investment and construction capital	Retained earnings	Total	
	Charter capital	Share premium	Treasury shares	Financial reserve	Supplement charter capital reserve	Investment and development reserves				Total reserves
As at 1 January 2023	12,355,229	156,322	(78,273)	1,700,528	871,368	326	2,572,222	15,396	5,459,004	20,479,900
Share dividends (i), (ii)	5,114,332	-	-	-	-	-	-	-	(5,114,332)	-
Profit for the year	-	-	-	-	-	-	-	-	2,165,099	2,165,099
Appropriation to reserves (*)	-	-	-	216,509	108,255	-	324,764	-	(324,764)	-
Appropriation to bonus and welfare fund (Note 17.2) (ii)	-	-	-	-	-	-	-	-	(200,000)	(200,000)
As at 31 December 2023	17,469,561	156,322	(78,273)	1,917,037	979,623	326	2,896,986	15,396	1,985,007	22,444,999
Share dividends (iii)	1,218,545	-	-	-	-	-	-	-	(1,218,545)	-
Dividends paid (iii)	-	-	-	-	-	-	-	-	(522,260)	(522,260)
Profit for the year	-	-	-	-	-	-	-	-	3,326,804	3,326,804
Appropriation to reserves (*)	-	-	-	332,680	332,680	-	665,360	-	(665,360)	-
Appropriation to bonus and welfare fund (Note 17.2) (iii)	-	-	-	-	-	-	-	-	(150,000)	(150,000)
Utilisation during the year	-	-	-	(137)	-	-	(137)	-	-	(137)
As at 31 December 2024	18,688,106	156,322	(78,273)	2,249,580	1,312,303	326	3,562,209	15,396	2,755,646	25,099,406

(i) The Resolution of the General Meeting of Shareholders dated 27 May 2022 and Resolution of Board of Directors No. 342/2022/EIB/NQ-HDQT dated 19 August 2022 approved the plan to increase capital by shares issuance as dividends from profit of the years 2017, 2018, 2019, 2020, 2021 to existing shareholders at a ratio of 100:20 (a shareholder owning 100 shares is entitled to 20 new shares). On 9 September 2022, SBV issued Official Letter No. 6381/NHNN-TTGSNH approving the plan to increase capital by shares dividends. Accordingly, the Bank issued 245,881,955 new shares based on the list of eligible shareholders as of 20 February 2023.

(ii) The Resolution of the General Meeting of Shareholders dated 14 April 2023, Resolution of Board of Directors No. 180/2023/EIB/NQ-HDQT dated 26 May 2023 and Resolution of Board of Directors No. 248/2023/EIB/NQ-HDQT dated 21 July 2023 approved:

- The appropriation of bonus and welfare fund is VND200,000 million, equivalent to approximately 7% of the profit after tax of the year 2022.
- The plan to increase capital by shares issuance as dividends from accumulated profit of previous years (until the end of 2021) and profit of the year 2022 after appropriation to reserves to existing shareholders at a ratio of 100:18 (a shareholder owning 100 shares is entitled to 18 new shares). On 18 August 2023, SBV issued Official Letter No. 6507/NHNN-TTGSNH approving the share dividends. Accordingly, the Bank issued 285,551,289 new shares based on the list of eligible shareholders as of 25 September 2023.

(iii) According to the Resolution of the General Meeting of Shareholders dated 26 April 2024 and the Resolution of the Board of Directors No. 156/2024/EIB/NQ-HDQT dated 30 May 2024 approved:

The appropriation of bonus and welfare fund is VND150,000 million, equivalent to approximately 7% of the profit after tax of the year 2023. The plan to pay cash dividends from accumulated profit up to 2023 after appropriation to reserves, the payment rate is 3% of the par value (01 share to receive VND300). The Bank completed the payment of cash dividends on 4 October 2024 based on the list of eligible shareholders as of 20 September 2024.

The plan to increase capital by shares issuance as dividends from accumulated profit up to 2023 after appropriation to reserves to existing shareholders at a ratio of 100:7 (a shareholder owning 100 shares is entitled to 7 new shares). On 1 July 2024, SBV issued Official Letter No. 5402/NHNN-TTGSNH approving the share dividends. Accordingly, the Bank issued 121,854,459 additional shares based on the list of eligible shareholders as of 20 September 2024.

(\*) The Bank and its subsidiary appropriates reserves in accordance with Vietnamese Law (Note 2.20).

**19. OWNERS' EQUITY (CONTINUED)**

Form B05/TCTD-HN

19.2 Shares	31.12.2024	31.12.2023
	Ordinary shares	Ordinary shares
<b>19.2.1 Number of shares:</b>		
Number of shares registered	1,868,810,607	1,746,956,148
Number of shares issued	1,868,810,607	1,746,956,148
Number of shares repurchased	(6,090,000)	(6,090,000)
Number of existing shares in circulation	1,862,720,607	1,740,866,148
	Number of ordinary shares	Ordinary shares at par value
<b>19.2.2 Movements of charter capital:</b>	Shares	VND million
As at 1 January 2023	1,235,522,904	12,355,229
Share dividends	511,433,244	5,114,332
As at 31 December 2023	1,746,956,148	17,469,561
Share dividends	121,854,459	1,218,545
As at 31 December 2024	1,868,810,607	18,688,106

All ordinary shares have a par value of VND10,000

**19.2.3 Basic earnings per share**

Basic earnings per share is calculated by dividing the net profit attributable to shareholders after deducting the appropriations to bonus and welfare funds by the weighted average number of ordinary shares outstanding during the period, adjusted for bonus shares issued during the period.

	2024	2023
		Recalculated (**)
Net profit attributable to shareholders (VND million)	3,326,804	2,165,099
Adjust to reduce the amount of bonus and welfare fund deductions (VND million) (*)	-	(150,000)
	3,326,804	2,015,099
Weighted average of ordinary shares outstanding at the reporting date (share)	1,862,720,607	1,862,720,607
Basic earnings per share (VND)	1,786	1,082

(\*) As at the date of approval of the consolidated financial statements, the resolution of General Meeting of Shareholders regarding the appropriations to bonus and welfare funds from post-tax profits of the current year was not yet available. Therefore, the net profit amount used for calculation of basic earnings per shares of the current year is not deducted by the amount to be appropriated to bonus and welfare funds.

(\*\*) Basic earnings per share for the financial year ended 31 December 2023 was recalculated as it was impacted by the changes of number of ordinary shares outstanding from share issuance from undistributed profit (Note 19.1), details are as below:

**For the year ended 31 December 2023**

Items	As previously stated	Adjustments	As recalculated
Net profit attributable to shareholders (VND million)	2,165,099	(150,000)	2,015,099
Weighted average of ordinary shares outstanding at the reporting date (share)	1,740,866,148	121,854,459	1,862,720,607
Basic earnings per share (VND)	1,244		1,082

**19.2.4 Diluted earnings per share**

The Bank did not have any ordinary shares potentially diluted during the period and until the reporting date of consolidated financial statements. Therefore, the diluted earnings per share is equal to basic earnings per share.

**20. INTEREST AND SIMILAR INCOME**

Form B05/TCTD-HN

	<b>2024</b>	<b>2023</b>
	<b>VND million</b>	<b>VND million</b>
Interest income from loans	11,402,314	13,383,521
Interest income from deposits	1,085,950	921,100
Interest income from investment securities	689,747	311,571
Income from guarantee services and L/C	50,688	81,086
Interest income from debt purchasing activities	373	-
Other income from credit activities	5,003	1,914
	<b>13,234,075</b>	<b>14,699,192</b>

**21. INTEREST AND SIMILAR EXPENSES**

	<b>2024</b>	<b>2023</b>
	<b>VND million</b>	<b>VND million</b>
Interest expenses on deposits	6,973,403	10,045,815
Interest expenses from valuable papers in issue	218,068	23,218
Interest expenses on borrowings	115,313	23,318
Other expenses on credit activities	3,766	9,737
	<b>7,310,550</b>	<b>10,102,088</b>

**22. FEE AND COMMISSION INCOME**

	<b>2024</b>	<b>2023</b>
	<b>VND million</b>	<b>VND million</b>
Card services	1,026,479	908,762
Insurance agency and other related supports services	754,664	151,201
Settlement and treasury services	261,784	244,415
Other services	122,940	89,236
	<b>2,165,867</b>	<b>1,393,614</b>

**23. FEE AND COMMISSION EXPENSES**

	<b>2024</b>	<b>2023</b>
	<b>VND million</b>	<b>VND million</b>
Card services	897,159	699,850
Post and telecommunication	107,160	102,593
Settlement and treasury services	71,550	70,763
Other services	9,698	6,108
	<b>1,085,567</b>	<b>879,314</b>

**24. NET GAIN FROM TRADING IN FOREIGN CURRENCIES**

Form B05/TCTD-HN

	2024	2023
	VND million	VND million
Income from trading in foreign currencies		
- Income from foreign currency spots trading	7,430,858	7,576,054
- Income from currency derivatives instruments	697,107	1,702,192
- Income from golds trading	53,948	38,332
	8,181,913	9,316,578
Expenses from trading in foreign currencies		
- Expenses from foreign currency spots trading	(6,701,709)	(7,161,703)
- Expenses from currency derivatives instruments	(792,326)	(1,656,107)
- Expenses from golds trading	(14,082)	(12,848)
	(7,508,117)	(8,830,658)
Net gain from trading in foreign currencies	673,796	485,920

**25. NET (LOSS)/GAIN FROM TRADING OF INVESTMENT SECURITIES**

	2024	2023
	VND million	VND million
Gains from trading investment securities	5,402	145,486
Losses from trading investment securities	(5,049)	(2)
Provisions for losses on investment securities (Note 10.6)	(68,832)	(24,202)
Net (loss)/gain from trading of investment securities	(68,479)	121,282

**26. NET OTHER INCOME FROM OTHER ACTIVITIES**

	2024	2023
	VND million	VND million
<b>Income from other activities</b>		
Income from recoveries of written-off loans	834,202	854,461
Income from disposals of fixed assets and foreclosed assets	175,197	19,009
Income from other derivatives instruments	61,981	35,529
Other income	7,683	21,557
	1,079,063	930,556
<b>Expenses from other activities</b>		
Expenses from other derivatives instruments	(76,509)	(50,633)
Other expenses	(55,446)	(44,844)
	(131,955)	(95,477)
Net other income	947,108	835,079

**27. OPERATING EXPENSES**

Form B05/TCTD-HN

	2024	2023
	VND million	VND million
Taxes and other duties payments	37,421	6,016
Staff costs		
- Salaries and allowances	1,520,053	1,426,668
- Salary-related contributions	169,047	156,353
- Other expenses for staff	177,729	148,411
Assets-related expenses		
- Office rental expenses	365,151	295,318
- Depreciation and amortisation	249,372	194,189
- Repair and maintenance expenses	119,279	118,207
- Other expenses on assets	36,005	49,063
Receptionist and guest expenses	154,517	197,336
Insurance expenses for customer deposits	150,047	146,885
Advertising, marketing and promotion expenses	95,373	81,008
Utilities expenses	68,847	60,208
Security services expenses	67,769	65,315
Others	189,536	195,831
	3,400,146	3,140,808

**28. PROVISIONS FOR CREDIT LOSSES**

	2024	2023
	VND million	VND million
General provisions of loans to customers (Note 8.8)	173,835	72,801
Specific provisions of loans to customers (Note 8.8)	789,237	621,598
General provisions of debt purchasing activities (Note 9)	6,000	-
	969,072	694,399

## 29. CIT EXPENSES

Form B05/TCTD-HN

The CIT expenses on the Bank and its subsidiary's profit before tax differs from theoretical amount that would arise using the applicable tax rate of 20% as follows:

	2024	2023
	VND million	VND million
Net accounting profit before tax	4,188,417	2,719,626
Tax calculated at a rate of 20%	837,683	543,925
Adjustments:		
Expenses not deductible for tax purposes	19,648	9,566
Utilisation of tax loss	-	(567)
Others	4,282	1,603
CIT expenses	861,613	554,527
Charged/(credited) to consolidated income statement:		
CIT - current	861,791	554,528
CIT - deferred	(178)	(1)
CIT expenses	861,613	554,527

The CIT expenses for the financial year are based on estimated taxable profits and are subject to review and possible adjustments by the tax authorities.

## 30. CASH AND CASH EQUIVALENTS

	31.12.2024	31.12.2023
	VND million	VND million
Cash on hand and golds	2,095,973	2,257,426
Balances with SBV	4,335,534	4,058,527
Placements with other credits institutions (including demand and term deposits with original terms of 3 months or less)	29,829,638	43,026,893
Securities with collection period or original maturities of 3 months or less from purchase date	1,035,642	-
	37,296,787	49,342,846

## 31. EMPLOYEES' INCOME

	2024	2023
	VND million	VND million
<b>Total average number of employees (headcounts)</b>	<b>6,303</b>	<b>6,005</b>
<b>Employees' income</b>		
Total salary fund	1,520,053	1,426,668
Bonus	186,404	21,150
Other income	76,706	71,281
Total income	1,783,163	1,519,099
Average salary per month (VND million/employee)	<b>20.1</b>	<b>19.8</b>
Average income per month (VND million/employee)	<b>23.6</b>	<b>21.1</b>

**32. OBLIGATIONS TO THE STATE**

Form B05/TCTD-HN

Items	1.1.2024 VND million	Movements during the year		31.12.2024 VND million
		Payables VND million	Payments VND million	
<b>Payables</b>				
CIT	202,093	861,791	(690,214)	373,670
Value added tax	23,014	298,050	(209,557)	111,507
Personal income tax	11,063	133,353	(138,187)	6,229
Others	-	12,078	(12,078)	-
	236,170	1,305,272	(1,050,036)	491,406
<b>Receivables</b>				
CIT	<b>57</b>	-	-	<b>57</b>

**33. ASSETS, VALUABLE PAPERS HELD AS COLLATERALS AND FOR DISCOUNTING, REDISCOUNTING**

33.1 Assets and valuable papers received as collaterals and for discounting and rediscounting:	31.12.2024	31.12.2023
	VND million	VND million
Real estates	239,614,343	232,854,665
Term deposits and Valuable papers	29,043,170	25,405,910
Machinery and equipment, vehicles and inventories	6,659,570	6,090,875
Gold and precious stone	1,497,983	606,715
Other assets	20,843,422	4,597,135
	<b>297,658,488</b>	<b>269,555,300</b>

33.2 Assets, valuable papers placed as collaterals and for discounting and rediscounting:	31.12.2024	31.12.2023
	VND million	VND million
Government bonds	5,170,805	450,000

**34. COMMITMENTS AND CONTINGENT LIABILITIES****34.1 Commitments:**

Amounts of effective commitments outstanding as at the consolidated statement of financial position date are as follows:

	<b>31.12.2024</b>	<b>31.12.2023</b>
	<b>VND million</b>	<b>VND million</b>
Foreign exchange transactions commitments	102,756,003	103,163,887
- Spot buying foreign currency commitments	3,679,596	7,010,818
- Spot selling foreign currency commitments	3,919,378	8,004,778
- Foreign currency swap commitments	95,157,029	88,148,291
L/C commitments	2,252,224	1,226,057
- At sight L/C	725,793	545,796
- Deferred L/C	1,698,151	776,507
- Less: marginal deposits	(171,720)	(96,246)
Other guarantees	3,234,191	2,819,202
- Payment guarantees	1,252,388	1,151,256
- Contract performance guarantees	535,049	417,236
- Bidding guarantees	170,594	135,337
- Other guarantees	1,482,817	1,325,662
- Less: marginal deposits	(206,657)	(210,289)
Other commitments	3,981,783	1,655,576
- Cross currency swaps commitments	3,796,511	1,477,002
- Others	185,272	178,574
	<b>112,224,201</b>	<b>108,864,722</b>

	<b>31.12.2024</b>	<b>31.12.2023</b>
<b>34.2 Interest and fee receivables not yet collected:</b>	<b>VND million</b>	<b>VND million</b>
Interest receivables from loans not yet collected	3,120,199	3,231,917
Fee receivables not yet collected	296,958	297,519
	<b>3,417,157</b>	<b>3,529,436</b>

	<b>31.12.2024</b>	<b>31.12.2023</b>
<b>34.3 Bad debts written-off:</b>	<b>VND million</b>	<b>VND million</b>
Principal balances of written-off loans being under monitoring	5,888,590	5,907,535
Interest balances of written-off loans being under monitoring	5,259,033	6,740,153
	<b>11,147,623</b>	<b>12,647,688</b>

**34. COMMITMENTS AND CONTINGENT LIABILITIES****(continued)**

<b>34.4 Other assets and documents:</b>	<b>31.12.2024</b>	<b>31.12.2023</b>
	<b>VND million</b>	<b>VND million</b>
Precious metals and stones kept-on-behalf	224,312	216,036
Collateral assets received as substitution for the performance obligations of the guarantors awaiting resolutions	137,781	137,781
Other assets kept-on-behalf	-	4,596
	<b>362,093</b>	<b>358,413</b>

**34.5 Operating leases commitment:**

The future minimum lease payments under non-cancellable operating leases are as follows:

	<b>31.12.2024</b>	<b>31.12.2023</b>
	<b>VND million</b>	<b>VND million</b>
Under 1 year	286,861	238,847
From 1 year to 5 years	760,129	442,399
Over 5 years	124,847	135,415
Total minimum payments	<b>1,171,837</b>	<b>816,661</b>

**34.6 Capital commitments:**

Capital expenditures for purchasing fixed assets contracted for at the reporting date but not recognised in the consolidated financial statements are as follows :

	<b>31.12.2024</b>	<b>31.12.2023</b>
	<b>VND million</b>	<b>VND million</b>
Software	119,858	67,158
Buildings, structures	71,847	57,830
Others	14,113	5,502
	<b>205,818</b>	<b>130,490</b>

### 35. CONCENTRATIONS OF ASSETS, LIABILITIES AND OFF STATEMENT OF FINANCIAL POSITION ITEMS BY GEOGRAPHICAL AREA

Unit: VND million

	Placements with other credit institutions	Derivatives financial instruments (*)	Trading securities	Loans to customers	Debt purchasing activities	Investment securities	Placements and borrowings from other credit institutions	Deposits from customers	Valuable papers in issue	Credit commitments
<b>31.12.2024</b>										
Domestic	22,791,038	61,474,135	3,031,363	165,154,897	800,000	29,356,360	23,058,328	165,811,348	10,864,503	5,864,792
Overseas	7,038,600	21,714	-	-	-	-	6,612,002	1,636,296	-	-
	29,829,638	61,495,849	3,031,363	165,154,897	800,000	29,356,360	29,670,330	167,447,644	10,864,503	5,864,792
<b>31.12.2023</b>										
Domestic	23,149,492	57,102,083	-	140,448,924	-	7,151,638	16,363,869	153,654,186	2,000,000	4,351,794
Overseas	19,877,401	49,642	-	-	-	-	-	2,674,982	-	-
	<b>43,026,893</b>	<b>57,151,725</b>	<b>-</b>	<b>140,448,924</b>	<b>-</b>	<b>7,151,638</b>	<b>16,363,869</b>	<b>156,329,168</b>	<b>2,000,000</b>	<b>4,351,794</b>

(\*) Total contract value at foreign exchange rate at the contract date.

**36. RELATED PARTY DISCLOSURES**

The primary transactions with related parties incurred during the year are as follows:

	2024	2023
	VND million	VND million
<b>36.1 Related party transactions:</b>		
<b>Major shareholders and their related parties (*)</b>		
- Interest expenses on deposits	269	1,142
- Interest income from loans	-	866
<b>Members of the Board of Management, Board of Supervisors, Board of Directors and their related parties</b>		
Expenses		
- Interest expenses on deposits	4,483	6,231
- Expenses from payment services	183	135
Income		
- Interest income from credit cards	56	217
- Fee income from payment services	49	35
Salary and remuneration (**)	49,370	60,848
- Board of Management and Chief Accountant	17,869	21,381
- Board of Directors	22,501	30,467
- Board of Supervisors	9,000	9,000

(\*) Gelex Group Joint Stock Company became major shareholder from 12 August 2024. Sumitomo Mitsui Banking Corporation was the major shareholder until 13 January 2023

(\*\*) Details of salaries, bonuses of the Board of Management and Chief Accountant

Name	Position	2024	2023
		VND million	VND million
Mr. Nguyen Hoang Hai	Acting General Director (re-appointed on 3 October 2024)	4,592	1,453
Mr. Nguyen Huong Minh	Deputy General Director	3,652	4,165
Mr. Dao Hong Chau	Deputy General Director	3,517	3,849
Mr. Nguyen Ho Hoang Vu	Deputy General Director cum Chief Financial Officer	2,700	3,400
Ms. Le Thi Mai Loan	Deputy General Director (until 10 January 2025)	1,663	-
Mr. Pham Dang Khoa	Deputy General Director (from 11 October 2024 to 10 January 2025)	428	-
Mr. La Quang Trung	Chief Accountant (re-appointed on 4 May 2024)	1,317	1,385
Mr. Tran Tan Loc	General Director (until 2 October 2023)	-	4,872
Ms. Dinh Thi Thu Thao	Deputy General Director (until 8 May 2023)	-	2,257
<b>Total</b>		<b>17,869</b>	<b>21,381</b>

**36. RELATED PARTY DISCLOSURES (CONTINUED)**

(\*\*) Details of remuneration of the Board of Directors:

Name	Position	2024	2023
		VND million	VND million
Mr. Nguyen Canh Anh	Chairman (from 26 April 2024) Member (until 26 April 2024)	3,307	1,113
Ms. Do Ha Phuong	Vice Chairwoman (from 26 April 2024) Chairwoman (until 26 April 2024)	3,409	5,580
Mr. Tran Tan Loc	Vice Chairman (from 25 January 2024) Member (until 25 January 2024)	3,307	995
Mr. Tran Anh Thang	Independent member	3,307	4,351
Mr. Pham Quang Dung	Member	3,307	4,351
Ms. Luong Thi Cam Tu	Vice Chairwoman (from 26 April 2024 to 28 November 2024) Member (until 26 April 2024)	2,932	5,830
Mr. Nguyen Ho Nam	Vice Chairman (from 26 April 2024) to 28 November 2024)	1,911	-
Ms. Le Thi Mai Loan	Member (until 26 April 2024)	1,021	4,351
Mr. Nguyen Hieu	Member (until 14 April 2023)	-	1,415
Mr. Nguyen Thanh Hung	Member (until 14 April 2023)	-	1,415
Mr. Dao Phong Truc Dai	Member (until 14 February 2023)	-	533
Ms. Le Hong Anh	Member (until 14 February 2023)	-	533
		<b>22,501</b>	<b>30,467</b>

The items are presented on net basis after deducting personal income tax.

	31.12.2024	31.12.2023
	VND million	VND million
<b>36.2 Year end balances with related parties:</b>		
<b>Major shareholders and their related parties</b>		
Deposits at the Bank	6	-
<b>Members of the Board of Directors, Board of Supervisors, Board of Management and their related parties</b>		
Deposits from customers	51,288	65,590
Other assets		
- <i>Interest receivables from credit cards</i>	5	7
Other liabilities		
- <i>Interest payables from deposits</i>	919	1,649
Credit cards	2,123	1,519

**37.1 Risk management policies relating to financial instruments**

Risk is inherent in the Bank and its subsidiary's activities and is managed through a process of ongoing identification, measurement and monitoring, subject to risk limits and other controls. Risk management process is critical to the Bank's capabilities to generate profits and each individual within the Bank and its subsidiary is accountable for the risk prevention within their responsibilities. The Bank and its subsidiary are exposed to credit risk, liquidity risk and market risk. Besides, the Bank and its subsidiary are also subject to operational risks.

*Risk management structure*

Board of Directors:

- is responsible for monitoring overall risk management process within the Bank and its subsidiary.

Risk Management Committee:

- advises the Board of Directors in promulgation of procedures and policies under their jurisdiction relating to risk management in the Bank and its subsidiary's operation..

- analyses, provides warnings about safety against threats, potential risks that may affect the Bank and its subsidiary's operation and provides preventive measures for these risks in short term and long term.

- reviews and evaluates the appropriateness and effectiveness of current risk management policies and procedures of the Bank and its subsidiary in order to propose recommendations, suggestions to the Board of Directors on requests to change procedures, policies and operational strategies.

Board of Supervisors:

- has responsibilities to control the overall risk management process within the Bank and its subsidiary.

Internal Audit:

- audits the operational processes of the Bank and its subsidiary according to annual internal audit plan, to ensure completeness and compliance.

- communicates audit results with the Board of Directors and reports findings and recommendations to the Board of Supervisors.

*Risk measurement and reporting systems*

Monitoring and controlling risks are primarily performed based on limits established by the Bank and its subsidiary, which is in compliance with SBV's regulations. These limits reflect business strategy and market environment of the Bank as well as the level of risk that the Bank and its subsidiary are willing to accept. Information compiled from business activities is examined and processed in order to analyse, control and early identify risks. Management shall receive comprehensive quarterly risk reports, which are designed to provide all the necessary information to assess and conclude on the Bank's level of risks.

*Concentration risk*

Concentration risk arises when a number of counterparties of the Bank and its subsidiary are engaged in similar business activities, or activities in the same geographic region, or have similar economic features that would affect customers' payment obligations when being due under changes in economic, political or other conditions.

In order to avoid excessive concentration risk, the Bank and its subsidiary's policies and procedures include specific guidelines to diversify portfolios. Identified concentrations of credit risk are controlled and managed accordingly. Selective risk prevention is also used within the Bank and its subsidiary in respect of industries and other related factors.

**37. FINANCIAL RISK MANAGEMENT (CONTINUED)****37.2 Credit risk**

Credit risk is the risk of financial loss due to customer or counterparty of the Bank and its subsidiary being unable or unwilling to fulfill on its payment obligations, in part or as a whole under a contract or agreement with the Bank and its subsidiary. The Bank and its subsidiary's customer or counterparty (including credit institutions and foreign bank branches) has relationship with the Bank and its subsidiary in term of being granted credit (including entrusted loans), receiving deposits.

**37.2.1 Credit risk management and mitigation policies**

The Bank and its subsidiary manage and control credit risk by setting limits on the amount of risk it is willing to accept for individual counterparties and for geographical and industry concentrations, and by monitoring exposures in relation to such limits.

The Bank and its subsidiary have established a credit quality review process to provide early identification of possible changes in the financial position and creditworthiness of counterparties. Counterparty's limit is established by the use of a credit rating system, which assigns each counterparty a risk rating. Risk ratings are subject to regular revision and updates.

**37.2.2 Maximum exposure to credit risk**

The maximum exposure to credit risk is the carrying amounts on the consolidated statement of financial position as well as off-balance sheet financial instruments, without taking into account any collateral assets held or other credit enhancements. For contingent liabilities, the maximum exposure to credit risk is the maximum amount that the Bank and its subsidiary would have to pay if the obligations of the instruments issued are called upon. For off-balance sheet commitments, the maximum credit risk is the entire value of the outstanding commitments. For credit commitments, the maximum exposure to credit risk is the full amount of the undrawn credit facilities granted to customers. The table below shows the maximum exposure to credit risk for the Bank and its subsidiary:

	<b>31.12.2024</b>	<b>31.12.2023</b>
	<b>VND million</b>	<b>VND million</b>
<b>Credit risk exposures relating to assets in the consolidated statement of financial position:</b>		
Placements with other credit institutions	29,829,638	43,026,893
Trading securities (Note 6.2)	1,035,642	-
Derivatives and other financial assets	291,886	-
Loans to customers (Note 8.3)	165,154,897	140,448,924
Debt purchasing (Note 9)	800,000	-
Investment securities (Note 10.5)	16,975,212	4,375,000
Other financial assets (Note 12.4)	2,436,578	1,656,820
	<b>216,523,853</b>	<b>189,507,637</b>
<b>Credit risk exposures relating to off-balance sheet items:</b>		
Financial guarantee contracts	3,440,848	3,029,491
L/C commitments	2,423,944	1,322,303
	5,864,792	4,351,794
	<b>222,388,645</b>	<b>193,859,431</b>

**37.2.3 Collaterals**

The details of collateral assets are presented in Note 33.1.

**37. FINANCIAL RISK MANAGEMENT (CONTINUED)****37.2.4 Credit quality:**

Analysis by credit quality of credit risk bearing assets at the carrying amount as at the reporting date is as follows:

	As at 31.12.2024							Unit: VND million
	Placements with other credit institutions	Trading securities	Derivatives and other financial assets	Loans to customers	Debt purchasing	Investment securities	Other financial assets	Total
Balances neither past due nor impaired	29,829,638	1,035,642	291,886	157,889,922	800,000	16,900,212	1,970,598	208,717,898
Balances past due but not impaired	-	-	-	3,329,127	-	-	-	3,329,127
Balances impaired	-	-	-	3,935,848	-	75,000	465,980	4,476,828
Less: provisions	29,829,638	1,035,642	291,886	165,154,897	800,000	16,975,212	2,436,578	216,523,853
General provisions	-	-	-	(1,213,191)	(6,000)	(16,501)	-	(1,235,692)
Specific provisions	-	-	-	(555,962)	-	(75,000)	-	(630,962)
Other provisions	-	-	-	-	-	-	(465,980)	(465,980)
Net amount	29,829,638	1,035,642	291,886	163,385,744	794,000	16,883,711	1,970,598	214,191,219
	<b>As at 31.12.2023</b>							
	Placements with other credit institutions	Loans to customers	Investment securities	Other financial assets	Total			
Balances neither past due nor impaired	43,026,893	132,444,675	4,300,000	1,190,849	180,962,417			
Balances past due but not impaired	-	2,687,835	-	-	2,687,835			
Balances impaired	-	5,316,414	75,000	465,971	5,857,385			
Less: provisions	43,026,893	140,448,924	4,375,000	1,656,820	189,507,637			
General provisions	-	(1,039,356)	(563)	-	(1,039,919)			
Specific provisions	-	(496,418)	(15,000)	-	(511,418)			
Other provisions	-	-	-	(465,971)	(465,971)			
Net amount	43,026,893	138,913,150	4,359,437	1,190,849	187,490,329			

**37. FINANCIAL RISK MANAGEMENT (CONTINUED)****37.3 Market risk**

Market risk incurs when there are adverse movements of interest rate, exchange rate, gold price, stock price and commodity price in the market causing losses to the Bank and its subsidiary. Market risk includes currency risk, interest rate risk, price risk and commodity risk.

**37.3.1 Currency risk**

Currency risk incurs due to adverse movements of foreign exchange rate, gold price whilst the Bank and its subsidiary maintain an open foreign exchange, gold position. The Board of Management sets limits on the level of exposure by each currency and in total for both overnight and intra-day positions, which are monitored daily. The below table discloses the Bank and its subsidiary's assets and liabilities in book value and by currencies.

Unit: VND million

As at 31 December 2024	VND	USD	EUR	Gold	Others	Total
<b>Assets</b>						
Cash on hand, gold, silver, precious metals	917,181	702,811	76,121	58,119	341,741	2,095,973
Balances with SBV	3,576,990	758,544	-	-	-	4,335,534
Placements with other credit institutions	17,484,720	7,496,236	60,049	-	4,788,633	29,829,638
Trading securities	3,031,363	-	-	-	-	3,031,363
Derivatives and other financial assets	3,877,422	(361,752)	52,949	-	(3,276,733)	291,886
Loans to customers (*)	151,981,254	13,146,662	26,179	802	-	165,154,897
Debt purchasing (*)	800,000	-	-	-	-	800,000
Investment securities (*)	29,356,360	-	-	-	-	29,356,360
Fixed assets	3,775,847	-	-	-	-	3,775,847
Other assets (*)	3,513,187	58,070	(47)	-	3,599	3,574,809
<b>Total assets</b>	<b>218,314,324</b>	<b>21,800,571</b>	<b>215,251</b>	<b>58,921</b>	<b>1,857,240</b>	<b>242,246,307</b>
<b>Liabilities</b>						
Borrowings from the Government and SBV	2,079,510	-	-	-	-	2,079,510
Placements and borrowings from other credit institutions	17,363,725	12,306,557	15	-	33	29,670,330
Deposits from customers	156,665,346	9,824,933	210,141	-	747,224	167,447,644
Valuable papers in issue	10,864,503	-	-	-	-	10,864,503
Other liabilities	3,534,683	397,997	400	-	673,521	4,606,601
Capital and reserves	25,099,406	-	-	-	-	25,099,406
<b>Total liabilities and equity</b>	<b>215,607,173</b>	<b>22,529,487</b>	<b>210,556</b>	<b>-</b>	<b>1,420,778</b>	<b>239,767,994</b>
<b>Foreign exchange gap on balance sheet items</b>	<b>2,707,151</b>	<b>(728,916)</b>	<b>4,695</b>	<b>58,921</b>	<b>436,462</b>	<b>2,478,313</b>
<b>Foreign exchange gap off-balance sheet items</b>	<b>-</b>	<b>195,399</b>	<b>(1,061)</b>	<b>-</b>	<b>(434,120)</b>	<b>(239,782)</b>
<b>Total currency gap</b>	<b>2,707,151</b>	<b>(533,517)</b>	<b>3,634</b>	<b>58,921</b>	<b>2,342</b>	<b>2,238,531</b>

(\*) These items do not include provisions.

**37. FINANCIAL RISK MANAGEMENT (CONTINUED)**

	Unit: VND million					
	VND	USD	EUR	Gold	Others	Total
<b>37.3.1 Currency risk (continued)</b>						
<b>As at 31 December 2023</b>						
<b>Assets</b>						
Cash on hand, gold, silver, precious metals	923,897	881,173	70,739	90,538	291,079	2,257,426
Balances with SBV	3,510,984	547,543	-	-	-	4,058,527
Placements with other credit institutions	14,525,891	16,222,717	41,677	-	12,236,608	43,026,893
Loans to customers (*)	126,568,061	13,805,479	71,098	1,484	2,802	140,448,924
Investment securities (*)	7,151,638	-	-	-	-	7,151,638
Fixed assets	3,681,740	-	-	-	-	3,681,740
Other assets (*)	2,923,901	37,834	233	5	(193)	2,961,780
<b>Total assets</b>	<b>159,286,112</b>	<b>31,494,746</b>	<b>183,747</b>	<b>92,027</b>	<b>12,530,296</b>	<b>203,586,928</b>
<b>Liabilities</b>						
Borrowings from the Government and SBV	19,870	-	-	-	-	19,870
Placements and borrowings from other credit institutions	12,247,132	4,116,669	34	-	34	16,363,869
Deposits from customers	148,334,624	7,161,079	152,506	-	680,959	156,329,168
Derivatives and other financial liabilities	(30,349,780)	19,191,130	27,023	-	11,362,449	230,822
Valuable papers in issue	2,000,000	-	-	-	-	2,000,000
Other liabilities	3,571,201	265,244	2,790	-	188,872	4,028,107
Capital and reserves	22,444,999	-	-	-	-	22,444,999
<b>Total liabilities and equity</b>	<b>158,268,046</b>	<b>30,734,122</b>	<b>182,353</b>	<b>-</b>	<b>12,232,314</b>	<b>201,416,835</b>
<b>Foreign exchange gap on balance sheet items</b>	<b>1,018,066</b>	<b>760,624</b>	<b>1,394</b>	<b>92,027</b>	<b>297,982</b>	<b>2,170,093</b>
<b>Foreign exchange gap off-balance sheet items</b>	<b>-</b>	<b>(672,051)</b>	<b>-</b>	<b>(15,950)</b>	<b>(305,959)</b>	<b>(993,960)</b>
<b>Total currency gap</b>	<b>1,018,066</b>	<b>88,573</b>	<b>1,394</b>	<b>76,077</b>	<b>(7,977)</b>	<b>1,176,133</b>

(\*) These items do not include provisions.

**37. FINANCIAL RISK MANAGEMENT (CONTINUED)****37.3.2 Interest rate risk**

Interest rate risk incurs when there are adverse movements of interest rates in the markets, impacting to values of valuable papers, interest bearing financial instruments, interest rate derivatives in trading book of the Bank and its subsidiary. The Bank and its subsidiary manage interest rate risks by monitoring the level of interest rate mismatch by terms on a monthly basis. The table below summarises the Bank and its subsidiary's exposure to interest rate risk at reporting date. The Bank and its subsidiary's assets and liabilities are categorised by the earlier of contractual repricing or maturity dates.

As at 31 December 2024	Unit: VND million						Total		
	Overdue	Non-interest bearing	Up to 1 month	1 - 3 months	3 - 6 months	6 - 12 months		1 - 5 years	Over 5 years
<b>Assets</b>									
Cash on hand, gold, silver, precious metals	-	2,095,973	-	-	-	-	-	-	2,095,973
Balances with SBV	-	-	4,335,534	-	-	-	-	-	4,335,534
Placements with other credit institutions	-	-	23,901,008	5,928,630	-	-	-	-	29,829,638
Trading securities	-	-	1,035,642	-	-	1,995,721	-	-	3,031,363
Derivatives and other financial assets	-	303,771	(2,272)	(5,252)	(4,361)	-	-	-	291,886
Loans to customers (*)	5,852,337	-	23,207,373	50,244,405	43,039,090	14,709,791	27,934,872	167,029	165,154,897
Debt purchasing (*)	-	-	-	-	-	800,000	-	-	800,000
Investment securities (*)	75,000	212,868	-	610,049	2,590,048	5,700,028	8,053,575	12,114,792	29,356,360
Fixed assets	-	3,775,847	-	-	-	-	-	-	3,775,847
Other assets (*)	465,980	3,108,829	-	-	-	-	-	-	3,574,809
<b>Total assets</b>	<b>6,393,317</b>	<b>9,497,288</b>	<b>52,477,285</b>	<b>56,777,832</b>	<b>45,624,777</b>	<b>23,205,540</b>	<b>35,988,447</b>	<b>12,281,821</b>	<b>242,246,307</b>
<b>Liabilities</b>									
Borrowings from the Government and SBV	-	-	2,064,679	-	14,831	-	-	-	2,079,510
Placements and borrowings from other credit institutions	-	-	17,598,967	8,448,870	3,622,493	-	-	-	29,670,330
Deposits from customers	-	-	60,792,956	37,895,696	46,280,854	12,968,434	9,509,704	-	167,447,644
Valuable papers in issue	-	-	-	-	500,000	6,700,000	3,664,503	-	10,864,503
Other liabilities	-	4,606,601	-	-	-	-	-	-	4,606,601
<b>Total liabilities</b>	<b>-</b>	<b>4,606,601</b>	<b>80,456,602</b>	<b>46,344,566</b>	<b>50,418,178</b>	<b>19,668,434</b>	<b>13,174,207</b>	<b>-</b>	<b>214,668,588</b>
<b>On balance sheet interest sensitivity gap</b>	<b>6,393,317</b>	<b>4,890,687</b>	<b>(27,979,317)</b>	<b>10,433,266</b>	<b>(4,793,401)</b>	<b>3,537,106</b>	<b>22,814,240</b>	<b>12,281,821</b>	<b>27,577,719</b>
<b>Off-balance sheet interest sensitivity gap</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Net interest gap</b>	<b>6,393,317</b>	<b>4,890,687</b>	<b>(27,979,317)</b>	<b>10,433,266</b>	<b>(4,793,401)</b>	<b>3,537,106</b>	<b>22,814,240</b>	<b>12,281,821</b>	<b>27,577,719</b>

(\*) These items do not include provisions.

**37. FINANCIAL RISK MANAGEMENT (CONTINUED)**

37.3.2 Interest rate risk (continued) As at 31 December 2023	Unit: VND million								
	Overdue	Non-interest bearing	Up to 1 month	1 - 3 months	3 - 6 months	6 - 12 months	1 - 5 years	Over 5 years	Total
<b>Assets</b>									
Cash on hand, gold, silver, precious metals	-	2,257,426	-	-	-	-	-	-	2,257,426
Balances with SBV	-	-	4,058,527	-	-	-	-	-	4,058,527
Placements with other credit institutions	-	-	43,026,893	-	-	-	-	-	43,026,893
Loans to customers (*)	5,565,915	-	32,112,768	63,907,740	30,211,929	8,122,918	447,796	79,858	140,448,924
Investment securities (*)	75,000	212,868	-	451,729	1,000,000	2,500,000	800,000	2,112,041	7,151,638
Fixed assets	-	-	-	-	-	-	-	-	3,681,740
Other assets (*)	465,971	2,495,809	-	-	-	-	-	-	2,961,780
<b>Total assets</b>	<b>6,106,886</b>	<b>8,647,843</b>	<b>79,198,188</b>	<b>64,359,469</b>	<b>31,211,929</b>	<b>10,622,918</b>	<b>1,247,796</b>	<b>2,191,899</b>	<b>203,586,928</b>
<b>Liabilities</b>									
Borrowings from the Government and SBV	-	-	-	2,054	17,816	-	-	-	19,870
Placements and borrowings from other credit institutions	-	-	16,363,869	-	-	-	-	-	16,363,869
Deposits from customers	-	-	59,427,661	32,191,918	41,485,845	21,098,917	2,124,827	-	156,329,168
Derivatives and other financial liabilities	-	215,685	-	5,017	10,120	-	-	-	230,822
Valuable papers in issue	-	-	-	-	500,000	1,500,000	-	-	2,000,000
Other liabilities	-	-	4,028,107	-	-	-	-	-	4,028,107
<b>Total liabilities</b>	<b>-</b>	<b>4,243,792</b>	<b>75,791,530</b>	<b>32,198,989</b>	<b>42,013,781</b>	<b>22,598,917</b>	<b>2,124,827</b>	<b>-</b>	<b>178,971,836</b>
<b>On balance sheet interest sensitivity gap</b>	<b>6,106,886</b>	<b>4,404,051</b>	<b>3,406,658</b>	<b>32,160,480</b>	<b>(10,801,852)</b>	<b>(11,975,999)</b>	<b>(877,031)</b>	<b>2,191,899</b>	<b>24,615,092</b>
<b>Off-balance sheet interest sensitivity gap</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Net interest gap</b>	<b>6,106,886</b>	<b>4,404,051</b>	<b>3,406,658</b>	<b>32,160,480</b>	<b>(10,801,852)</b>	<b>(11,975,999)</b>	<b>(877,031)</b>	<b>2,191,899</b>	<b>24,615,092</b>

(\*) These items do not include provisions.

**37.3.3 Price risk**

Apart from assets and liability items that have been disclosed above, the Bank and its subsidiary are not exposed to other market price risks which risk levels account for 5% of net profit or value of assets, liabilities account for 5% of total assets.

**37.4 Liquidity risk**

Liquidity risk is the risk that the Bank and its subsidiary will not be able to fulfill its financial obligations as they fall due or will be able to fulfill its financial obligations as they fall due but at higher costs than the average market costs, as specified in the Bank and its subsidiary's internal regulation.

**Management of liquidity risk**

The purpose of liquidity risk management is to ensure the availability of funds to meet financial obligations.

To minimise liquidity risk, the Bank and its subsidiary mobilise from various sources other than the Bank and its subsidiary's basic capital. At the same time, the Bank and its subsidiary have an asset management policy with flexible liquidity, future cash flow monitoring and daily liquidity. The Bank and its subsidiary also assess the expected cash flow and availability of current collateral in case additional funding is required.

Liquidity risks are mainly mitigated through the Bank and its subsidiary's holding a high proportion of assets as cash and cash equivalents in the form of demand deposits, deposits with the SBV, government-issued or government-guaranteed bonds, deposits and overnight loans to other credit institutions. The risk-weighted ratios are also used to manage the Bank and its subsidiary's liquidity.

The table below analyses the Bank and its subsidiary's financial assets and liabilities by relevant maturity groups based on the remaining period from the consolidated statement of financial position date to the contractual maturity date. The amounts disclosed in the table are the contractual undiscounted cash flows.

**37. FINANCIAL RISK MANAGEMENT (CONTINUED)**

Unit: VND million

	Overdue		Current					Total
	Over 3 months	Up to 3 months	Up to 1 month	1 - 3 months	3 - 12 months	1 - 5 years	Over 5 years	
<b>As at 31 December 2024</b>								
<b>Assets</b>								
Cash on hand, gold, silver, precious metals	-	-	2,095,973	-	-	-	-	2,095,973
Balances with SBV	-	-	4,335,534	-	-	-	-	4,335,534
Placements with other credit institutions	-	-	23,901,008	5,928,630	-	-	-	29,829,638
Trading securities	-	-	1,035,642	-	1,995,721	-	-	3,031,363
Derivatives and other financial assets	-	-	321,922	(26,268)	(3,768)	-	-	291,886
Loans to customers (*)	4,180,809	1,671,528	11,754,718	36,158,730	54,040,439	22,977,556	34,371,117	165,154,897
Debt purchasing (*)	-	-	-	192,000	192,000	416,000	-	800,000
Investment securities (*)	75,000	-	212,868	-	6,100,000	9,253,672	13,714,820	29,356,360
Fixed assets	-	-	19	150	10,847	633,949	3,130,882	3,775,847
Other assets (*)	465,980	-	870,274	664,034	635,046	910,003	29,472	3,574,809
<b>Total assets</b>	<b>4,721,789</b>	<b>1,671,528</b>	<b>44,527,958</b>	<b>42,917,276</b>	<b>62,970,285</b>	<b>34,191,180</b>	<b>51,246,291</b>	<b>242,246,307</b>
<b>Liabilities</b>								
Borrowings from the Government and SBV	-	-	2,064,679	-	14,831	-	-	2,079,510
Placements and borrowings from other credit institutions	-	-	17,598,967	8,448,870	3,622,493	-	-	29,670,330
Deposits from customers	-	-	60,792,956	37,895,696	59,249,288	9,509,704	-	167,447,644
Valuable papers in issue	-	-	-	-	7,200,000	3,664,503	-	10,864,503
Other liabilities	-	-	2,461,404	951,854	936,446	256,897	-	4,606,601
<b>Total liabilities</b>	<b>-</b>	<b>-</b>	<b>82,918,006</b>	<b>47,296,420</b>	<b>71,023,058</b>	<b>13,431,104</b>	<b>-</b>	<b>214,668,588</b>
<b>Net liquidity gap</b>	<b>4,721,789</b>	<b>1,671,528</b>	<b>(38,390,048)</b>	<b>(4,379,144)</b>	<b>(8,052,773)</b>	<b>20,760,076</b>	<b>51,246,291</b>	<b>27,577,719</b>

(\*) These items do not include provisions.

**37. FINANCIAL RISK MANAGEMENT (CONTINUED)**

Unit: VND million

	Overdue		Current					Total
	Over 3 months	Up to 3 months	Up to 1 month	1 - 3 months	3 - 12 months	1 - 5 years	Over 5 years	
<b>As at 31 December 2023</b>								
<b>Assets</b>								
Cash on hand, gold, silver, precious metals	-	-	2,257,426	-	-	-	-	2,257,426
Balances with SBV	-	-	4,058,527	-	-	-	-	4,058,527
Placements with other credit institutions	-	-	43,026,893	-	-	-	-	43,026,893
Loans to customers (*)	3,726,860	1,839,055	10,345,440	34,538,115	55,977,500	13,176,210	20,845,744	140,448,924
Investment securities (*)	75,000	-	212,868	451,729	2,200,000	800,000	3,412,041	7,151,638
Fixed assets	-	-	30	317	9,873	624,893	3,046,627	3,681,740
Other assets (*)	465,971	-	834,846	170,849	303,372	1,160,557	26,185	2,961,780
<b>Total assets</b>	<b>4,267,831</b>	<b>1,839,055</b>	<b>60,736,030</b>	<b>35,161,010</b>	<b>58,490,745</b>	<b>15,761,660</b>	<b>27,330,597</b>	<b>203,586,928</b>
<b>Liabilities</b>								
Borrowings from the Government and SBV	-	-	-	2,054	17,816	-	-	19,870
Placements and borrowings from other credit institutions	-	-	16,363,869	-	-	-	-	16,363,869
Deposits from customers	-	-	59,427,661	32,191,918	62,584,762	2,124,827	-	156,329,168
Derivatives and other financial liabilities	-	-	287,396	(65,350)	8,776	-	-	230,822
Valuable papers in issue	-	-	-	-	2,000,000	-	-	2,000,000
Other liabilities	-	-	1,539,750	1,212,526	1,047,932	227,899	-	4,028,107
<b>Total liabilities</b>	<b>-</b>	<b>-</b>	<b>77,618,676</b>	<b>33,341,148</b>	<b>65,659,286</b>	<b>2,352,726</b>	<b>-</b>	<b>178,971,836</b>
<b>Net liquidity gap</b>	<b>4,267,831</b>	<b>1,839,055</b>	<b>(16,882,646)</b>	<b>1,819,862</b>	<b>(7,168,541)</b>	<b>13,408,934</b>	<b>27,330,597</b>	<b>24,615,092</b>

(\*) These items do not include provisions.

### 38. SEGMENT REPORTING

Geographical segments

The Bank and its subsidiary report segment information by main regions in Vietnam as follows:

Unit: VND million

	Northern region	Central region	Southern region	Eliminations	Total
<b>As at 31 December 2024</b>					
Assets	35,428,798	18,108,426	192,669,173	(6,438,403)	<b>239,767,994</b>
Liabilities	34,817,322	17,852,423	168,437,246	(6,438,403)	<b>214,668,588</b>
<b>For the year ended 31 December 2024</b>					
Profit before tax	611,476	256,003	3,320,938	-	<b>4,188,417</b>
<b>As at 31 December 2023</b>					
Assets	34,236,338	19,086,952	161,191,454	(13,097,909)	<b>201,416,835</b>
Liabilities	33,930,260	18,688,570	139,450,915	(13,097,909)	<b>178,971,836</b>
<b>For the year ended 31 December 2023</b>					
Profit before tax	306,078	398,382	2,015,166	-	<b>2,719,626</b>

### 39. EVENTS AFTER THE CONSOLIDATED STATEMENTS' DATE

There is no matter or circumstance that has arisen after the reporting date that requires adjustment or disclosure in the consolidated financial statements.

The consolidated financial statements were approved by the Board of Management on 28 March 2025.

  
 Trương Hoàng Tín  
 Preparer

  
 La Quang Trung  
 Chief Accountant

  
 Nguyễn Hoàng Hải  
 Acting General Director  
 Authorised signatory  
 28 March 2025



## APPENDIX - RESOLUTIONS/DECISIONS OF THE BOARD OF DIRECTORS

No.	DOCUMENT No.	DATE ISSUED	DETAILS	APPROVAL RATE
1	01/2024/EIB/NQ-HĐQT	02/01/2024	Adjust the job grade (PC) of managerial staff (CBQL) of Divisions at Eximbank Head Office	100% (7/7)
2	02/2024/EIB/NQ-HĐQT	02/01/2024	Re-evaluate the performance of Eximbank Branch Directors	100% (7/7)
3	04/2024/EIB/NQ-HĐQT	03/01/2024	Terminate the labor contract (HĐLĐ) of Eximbank Branch Directors	100% (7/7)
4	06/2024/EIB/NQ-HĐQT	09/01/2024	Evaluate the bank's 2023 KPI results and distribute bonuses to officers and employees (CBNV) based on individual 2023 KPIs	100% (7/7)
5	08/2024/EIB/NQ-HĐQT	10/01/2024	Transfer and appoint personnel to the position of Acting Branch Director of Eximbank	100% (7/7)
6	09/2024/EIB/NQ-HĐQT	10/01/2024	Adjust the salary of Eximbank Branch Directors	100% (7/7)
7	11/2024/EIB/NQ-HĐQT	15/01/2024	Review the management and operation of POS systems at Eximbank	100% (7/7)
8	12/2024/EIB/NQ-HĐQT	17/01/2024	Assign personnel to executive positions at Eximbank Branches	100% (7/7)
9	13/2024/EIB/NQ-HĐQT	17/01/2024	Approve the cost estimate for issuing uniforms to officers and employees (CBNV) across the Eximbank system in 2024	100% (7/7)
10	14/2024/EIB/NQ-HĐQT	17/01/2024	Accept personnel as proposed by the Strategy and Restructuring Committee	100% (7/7)
11	15/2024/EIB/NQ-HĐQT	19/01/2024	Advance remuneration and operating expenses for 2024 to the Board of Directors (HĐQT) and Supervisory Board (BKS)	100% (7/7)
12	16/2024/EIB/NQ-HĐQT	19/01/2024	Plan for bonus distribution to Eximbank officers and employees	100% (7/7)
12	16/2024/EIB/NQ-HĐQT	19/01/2024	Rank Eximbank AMC	86% (6/7)
12	16/2024/EIB/NQ-HĐQT	19/01/2024	Rank senior personnel of Eximbank AMC	100% (7/7)
13	17/2024/EIB/NQ-HĐQT	19/01/2024	2024 Business Plan	100% (7/7)
13	17/2024/EIB/NQ-HĐQT	19/01/2024	Special Reward Mechanism for 2024	71% (5/7)
14	19/2024/EIB/NQ-HĐQT	23/01/2024	Change the name of Eximbank Nhật Tảo Transaction Office	100% (7/7)
15	20/2024/EIB/NQ-HĐQT	25/01/2024	Gift-giving to the poor nationwide - "Contributing Spring Sunshine 2024" Program for the Giáp Thìn Lunar New Year	100% (7/7)
16	21/2024/EIB/NQ-HĐQT	25/01/2024	Approve adjustments to the consulting contract template for personnel performing consulting work	100% (7/7)
17	22/2024/EIB/NQ-HĐQT	25/01/2024	Elect a Board of Directors (HĐQT) member to the position of Vice Chairman of the HĐQT for Term VII (2020–2025)	100% (7/7)
18	24/2024/EIB/NQ-HĐQT	29/01/2024	Approve the content of the company governance status report	100% (7/7)
19	26/2024/EIB/NQ-HĐQT	30/01/2024	Approve the results of the internal capital adequacy assessment	100% (7/7)
20	27/2024/EIB/NQ-HĐQT	30/01/2024	Consider mitigating sanctions for certain exceptional cases	86% (6/7)
21	28/2024/EIB/NQ-HĐQT	01/02/2024	Amend the Charter of Eximbank AMC	100% (7/7)
22	29/2024/EIB/NQ-HĐQT	01/02/2024	Approve Eximbank AMC's proposal to upgrade units in the Northern Region	100% (7/7)
23	30/2024/EIB/NQ-HĐQT	01/02/2024	Regional Management Model for Business Units	100% (7/7)
24	31/2024/EIB/NQ-HĐQT	01/02/2024	Select a law firm to review certain internal regulations of Eximbank	100% (7/7)
25	32/2024/EIB/NQ-HĐQT	01/02/2024	Conduct procedures for senior personnel matters	100% (7/7)

## APPENDIX - RESOLUTIONS/DECISIONS OF THE BOARD OF DIRECTORS

No.	DOCUMENT No.	DATE ISSUED	DETAILS	APPROVAL RATE
26	33/2024/EIB/NQ-HĐQT	01/02/2024	Approve the nomination plan for personnel proposed for additional election to the Eximbank HĐQT for Term VII (2020–2025)	100% (7/7)
27	34/2024/EIB/NQ-HĐQT	06/02/2024	Reappoint Eximbank Branch Directors	100% (7/7)
28	35/2024/EIB/NQ-HĐQT	06/02/2024	Recruit and appoint Division Directors at Eximbank Head Office	100% (7/7)
29	36/2024/EIB/NQ-HĐQT	06/02/2024	Appoint Division Directors at Eximbank Head Office	100% (7/7)
30	37/2024/EIB/NQ-HĐQT	06/02/2024	Relocate the Eximbank Tây Đô Branch	100% (7/7)
31	38/2024/EIB/NQ-HĐQT	06/02/2024	New Year's lucky money distribution for officers and employees	100% (7/7)
32	44/2024/EIB/NQ-HĐQT	19/02/2024	Approve the organization of the 2024 Annual General Meeting of Shareholders (ĐHĐCĐ)	100% (7/7)
33	45/2024/EIB/NQ-HĐQT	19/02/2024	Approve the establishment of a Committee/Subcommittee to organize Eximbank events	100% (7/7)
34	46/2024/EIB/NQ-HĐQT	22/02/2024	Review regulations related to Eximbank's operating license per the 2024 Law on Credit Institutions	100% (7/7)
35	47/2024/EIB/NQ-HĐQT	26/02/2024	Change the name of Eximbank Quận 7 Branch	100% (7/7)
36	48/2024/EIB/NQ-HĐQT	01/03/2024	Approve the job grade for the position of Eximbank Regional Director	100% (7/7)
37	49/2024/EIB/NQ-HĐQT	01/03/2024	Assign duties to Eximbank Branch Directors	100% (7/7)
38	50/2024/EIB/NQ-HĐQT	01/03/2024	Appoint Eximbank Branch Directors	100% (7/7)
39	51/2024/EIB/NQ-HĐQT	01/03/2024	Recruit and appoint Eximbank Regional Directors	100% (7/7)
40	52/2024/EIB/NQ-HĐQT	01/03/2024	Assign duties to Eximbank Regional Directors	100% (7/7)
41	53/2024/EIB/NQ-HĐQT	01/03/2024	Implement a support policy for deceased employees	86% (6/7)
42	59/2024/EIB/NQ-HĐQT	04/03/2024	Personnel actions for Division Directors at Eximbank Head Office	100% (7/7)
43	62/2024/EIB/NQ-HĐQT	07/03/2024	Senior personnel actions at Eximbank AMC	100% (7/7)
44	63/2024/EIB/NQ-HĐQT	07/03/2024	Issue the Reputation Risk Management Regulation	100% (7/7)
45	64/2024/EIB/NQ-HĐQT	07/03/2024	Approve the draft Regulation on sanctions for operational violations	100% (7/7)
46	66/2024/EIB/NQ-HĐQT	07/03/2024	Approve the draft CEO Notification on applying the credit approval process under the HĐQT's authority	100% (7/7)
47	67/2024/EIB/NQ-HĐQT	07/03/2024	Amend the Charter of Eximbank AMC	100% (7/7)
48	68/2024/EIB/NQ-HĐQT	07/03/2024	Approve the issuance of a replacement Internal Credit Regulation	100% (7/7)
49	71/2024/EIB/NQ-HĐQT	12/03/2024	Credit file processing methods to control non-performing loans and support customers during difficult periods	100% (7/7)
50	72/2024/EIB/NQ-HĐQT	13/03/2024	Issue a replacement Regulation on Collateral (TSBD) Acceptance and Credit Ratios by Collateral Type	100% (7/7)
51	74/2024/EIB/NQ-HĐQT	13/03/2024	Issue a replacement Regulation on Unsecured Credit Issuance	100% (7/7)
52	76/2024/EIB/NQ-HĐQT	13/03/2024	Issue the Regulation on Credit Scoring and Rating for Credit Institutions (TCTD)	100% (7/7)
53	80/2024/EIB/NQ-HĐQT	19/03/2024	Re-sign labor contracts (HDLĐ) with elderly employees and reappoint Eximbank Branch Directors	100% (7/7)
54	81/2024/EIB/NQ-HĐQT	19/03/2024	Reappoint Eximbank Branch Directors	100% (7/7)
55	84/2024/EIB/NQ-HĐQT	20/03/2024	Accept a Senior Expert from the Strategy and Restructuring Committee under the HĐQT	100% (7/7)

## APPENDIX - RESOLUTIONS/DECISIONS OF THE BOARD OF DIRECTORS

No.	DOCUMENT No.	DATE ISSUED	DETAILS	APPROVAL RATE
56	85/2024/EIB/NQ-HĐQT	20/03/2024	Recruit and appoint the Director of Tây Đô Branch	100% (7/7)
57	86/2024/EIB/NQ-HĐQT	21/03/2024	Plan to handle customer debt	71% (5/7)
58	88/2024/EIB/NQ-HĐQT	21/03/2024	Approve the list of proposed senior personnel to be submitted to the State Bank of Vietnam (NHNN)	100% (7/7)
59	90/2024/EIB/NQ-HĐQT	22/03/2024	Change the credit file approval level per Resolution No. 71/2024/EIB/NQ-HĐQT dated March 12, 2024, of the Eximbank HĐQT	71% (5/7)
60	91/2024/EIB/NQ-HĐQT	22/03/2024	Approve the policy to sell loans per legal regulations	100% (7/7)
61	92/2024/EIB/NQ-HĐQT	27/03/2024	Approve policies related to Business Unit (ĐVKD) Director positions and titles under the authority of the HĐQT and Human Resources Committee (UBNS)	100% (7/7)
62	93/2024/EIB/NQ-HĐQT	27/03/2024	Approve the policy to submit documents to the NHNN for approval of the appointment of proposed senior personnel at Eximbank	100% (7/7)
63	94/2024/EIB/NQ-HĐQT	27/03/2024	Extend the lease of a portion of an office building as a transaction headquarters	100% (7/7)
64	95/2024/EIB/NQ-HĐQT	27/03/2024	Approve and authorize the publication of the 2023 Audited Financial Statements	100% (7/7)
65	96/2024/EIB/NQ-HĐQT	28/03/2024	Change the names of Transaction Offices under the Nam Sài Gòn Branch	100% (7/7)
66	97/2024/EIB/NQ-HĐQT	28/03/2024	Lease a new location to relocate the Eximbank Bắc Từ Liêm Transaction Office	100% (7/7)
67	99/2024/EIB/NQ-HĐQT	01/04/2024	Approve the draft Capital Transaction Regulation	100% (7/7)
68	101/2024/EIB/NQ-HĐQT	01/04/2024	Approve the draft Regulation on the Organization and Operation of the Treasury Division	100% (7/7)
69	103/2024/EIB/NQ-HĐQT	03/04/2024	Waive or reduce interest and fees on customer loans at Eximbank Branches	100% (7/7)
70	104/2024/EIB/NQ-HĐQT	03/04/2024	Credit issuance process for loans secured by savings accounts (STK), term deposits (TKTG), or SJC gold bars held at Eximbank, and STK/TKTG at other credit institutions (TCTD), under the authority of Approval Experts Levels A and B	100% (7/7)
71	105/2024/EIB/NQ-HĐQT	04/04/2024	Approve the program and documents for the 2024 Annual General Meeting of Shareholders (ĐHĐCĐ)	100% (7/7)
72	108/2024/EIB/NQ-HĐQT	09/04/2024	Recruit and appoint Acting Branch Directors of Eximbank	100% (7/7)
73	109/2024/EIB/NQ-HĐQT	09/04/2024	Re-sign labor contracts (HĐLĐ) and reappoint Eximbank Branch Directors	100% (7/7)
74	110/2024/EIB/NQ-HĐQT	09/04/2024	Terminate the validity of recruitment resolutions for certain personnel	100% (7/7)
75	111/2024/EIB/NQ-HĐQT	09/04/2024	Re-sign labor contracts (HĐLĐ) and reappoint Eximbank Branch Directors	100% (7/7)
76	112/2024/EIB/NQ-HĐQT	09/04/2024	Re-sign labor contracts (HĐLĐ) and reappoint Eximbank Branch Directors	100% (7/7)
77	113/2024/EIB/NQ-HĐQT	09/04/2024	Adjust the structure of titles and minimum staffing levels of Business Units (ĐVKD)	100% (7/7)
78	117/2024/EIB/NQ-HĐQT	11/04/2024	Plan to handle customer debt at Eximbank Branches	100% (7/7)
79	119/2024/EIB/NQ-HĐQT	16/04/2024	Approve the content and disclose information of the 2023 Annual Report	100% (7/7)
80	120/2024/EIB/NQ-HĐQT	17/04/2024	Approve the list of personnel proposed for senior positions to be submitted to the NHNN for approval	100% (7/7)
81	121/2024/EIB/NQ-HĐQT	17/04/2024	Change the governance and management approach for Eximbank AMC operations	100% (7/7)
82	122/2024/EIB/NQ-HĐQT	17/04/2024	Grant credit limits to customers	100% (7/7)
83	123/2024/EIB/NQ-HĐQT	19/04/2024	Lease a portion of an office building	71% (5/7)
84	124/2024/EIB/NQ-HĐQT	24/04/2024	Re-sign labor contracts and reappoint Eximbank Branch Directors	100% (7/7)
85	125/2024/EIB/NQ-HĐQT	24/04/2024	Appoint Eximbank Branch Directors	100% (7/7)

## APPENDIX - RESOLUTIONS/DECISIONS OF THE BOARD OF DIRECTORS

No.	DOCUMENT No.	DATE ISSUED	DETAILS	APPROVAL RATE
86	128/2024/EIB/NQ-HĐQT	26/04/2024	Dismiss the Chairman of the Board of Directors (HĐQT)	100% (7/7)
87	129/2024/EIB/NQ-HĐQT	26/04/2024	Elect the Chairman of the Board of Directors (HĐQT)	100% (7/7)
88	130/2024/EIB/NQ-HĐQT	26/04/2024	Elect the Vice Chairmen of the Board of Directors (HĐQT)	100% (7/7)
89	131/2024/EIB/NQ-HĐQT	26/04/2024	Conduct procedures at the Department of Planning and Investment per Clause 4, Article 2 of Eximbank's Charter	100% (7/7)
90	135/2024/EIB/NQ-HĐQT	02/05/2024	Grant credit to customers	100% (7/7)
91	136/2024/EIB/NQ-HĐQT	02/05/2024	Appoint Eximbank Branch Directors	100% (7/7)
92	137/2024/EIB/NQ-HĐQT	03/05/2024	Reappoint the Chief Accountant	100% (7/7)
93	143/2024/EIB/NQ-HĐQT	10/05/2024	Issue the Eximbank Charter	100% (7/7)
94	144/2024/EIB/NQ-HĐQT	10/05/2024	Issue the Regulation on Organizing Online General Meetings of Shareholders (ĐHĐCĐ) and Electronic Voting	100% (7/7)
95	145/2024/EIB/NQ-HĐQT	14/05/2024	Adjust the type of securities held by insiders	100% (7/7)
96	147/2024/EIB/NQ-HĐQT	16/05/2024	Assign personnel to councils, committees, and boards under the HĐQT	100% (7/7)
97	148/2024/EIB/NQ-HĐQT	16/05/2024	Credit policy and process for potential customer groups at Eximbank	100% (7/7)
98	149/2024/EIB/NQ-HĐQT	17/05/2024	Conduct procedures to submit to the NHNN per shareholder requests	71% (5/7)
99	151/2024/EIB/NQ-HĐQT	17/05/2024	Grant credit limits to customers	100% (7/7)
100	152/2024/EIB/NQ-HĐQT	17/05/2024	Grant credit to customers	100% (7/7)
101	153/2024/EIB/NQ-HĐQT	17/05/2024	Grant credit limits to customers	100% (7/7)
102	154/2024/EIB/NQ-HĐQT	20/05/2024	Approve the issuance of a loan product for future-formed housing for individual customers (KHCHN)	100% (7/7)
103	155/2024/EIB/NQ-HĐQT	21/05/2024	Issue the Regulation on Buying and Selling Valuable Papers Issued by Credit Institutions (TCTD) and Foreign Bank Branches	86% (6/7)
104	156/2024/EIB/NQ-HĐQT	30/05/2024	Implement the dividend distribution plan and charter capital increase plan for 2024	100% (7/7)
105	157/2024/EIB/NQ-HĐQT	30/05/2024	Approve the draft Regulation on the Organization and Operation of Eximbank Regions	100% (7/7)
106	159/2024/EIB/NQ-HĐQT	30/05/2024	Approve adjustments to the Regulation on the Organization and Operation of Divisions at the Head Office	100% (7/7)
107	161/2024/EIB/NQ-HĐQT	04/06/2024	Approve the restructuring of Divisions at the Head Office	86% (6/7)
108	163/2024/EIB/NQ-HĐQT	04/06/2024	Clear and compensate for land and housing in Thừa Thiên Huế Province	100% (7/7)
109	164/2024/EIB/NQ-HĐQT	05/06/2024	Reappoint Eximbank Branch Directors	100% (7/7)
110	165/2024/EIB/NQ-HĐQT	05/06/2024	Apply appointment term limits to existing personnel	100% (7/7)
111	166/2024/EIB/NQ-HĐQT	05/06/2024	Report on the work performance results of Eximbank Branch Directors	100% (7/7)
112	167/2024/EIB/NQ-HĐQT	05/06/2024	Reappoint the position of Eximbank Branch Directors	100% (7/7)
113	171/2024/EIB/NQ-HĐQT	07/06/2024	Recruit and appoint Acting Branch Directors of Eximbank	100% (7/7)
114	172/2024/EIB/NQ-HĐQT	07/06/2024	Amend, supplement, and approve the issuance of a new Eximbank AMC Charter	100% (7/7)
115	174/2024/EIB/NQ-HĐQT	10/06/2024	Approve the debt handling mechanism proposed by the Acting CEO	100% (7/7)
116	175/2024/EIB/NQ-HĐQT	10/06/2024	Collect VAT retroactively, declare, and pay taxes for letter of credit (L/C) activities per the Deputy Prime Minister's conclusion	100% (7/7)
117	178/2024/EIB/NQ-HĐQT	14/06/2024	Adjust the composition of credit approval personnel	100% (7/7)
118	180/2024/EIB/NQ-HĐQT	14/06/2024	Collect debt and release collateral for customers at Eximbank Branches	57% (4/7)
119	182/2024/EIB/NQ-HĐQT	18/06/2024	Amend information on the new leased location for the Eximbank Thốt Nốt Transaction Office headquarters	100% (7/7)
120	183/2024/EIB/NQ-HĐQT	18/06/2024	Establish the bank-wide key performance indicators for 2024	100% (7/7)

## APPENDIX - RESOLUTIONS/DECISIONS OF THE BOARD OF DIRECTORS

No.	DOCUMENT No.	DATE ISSUED	DETAILS	APPROVAL RATE
121	184/2024/EIB/NQ-HĐQT	18/06/2024	Grant credit to customers at Eximbank Branches	86% (6/7)
122	185/2024/EIB/NQ-HĐQT	20/06/2024	Comprehensive plan to handle overdue credit card debt at Eximbank	86% (6/7)
123	186/2024/EIB/NQ-HĐQT	21/06/2024	Add potential customer groups at Eximbank and implement related products	86% (6/7)
124	187/2024/EIB/NQ-HĐQT	24/06/2024	Adjust the title of Division Directors at Eximbank Head Office	86% (6/7)
125	188/2024/EIB/NQ-HĐQT	25/06/2024	Terminate labor contracts (HĐLĐ) at the request of Eximbank Branch Directors	100% (7/7)
126	189/2024/EIB/NQ-HĐQT	25/06/2024	Assign personnel duties	100% (7/7)
127	190/2024/EIB/NQ-HĐQT	25/06/2024	Appoint Eximbank Branch Directors	100% (7/7)
128	191/2024/EIB/NQ-HĐQT	25/06/2024	Propose personnel for the Controller position at Eximbank AMC	100% (7/7)
129	192/2024/EIB/NQ-HĐQT	25/06/2024	Appoint Eximbank Branch Directors	100% (7/7)
130	199/2024/EIB/NQ-HĐQT	27/06/2024	Adjust the principles for establishing transaction limit thresholds with partners	100% (7/7)
131	200/2024/EIB/NQ-HĐQT	27/06/2024	Adjust the Regulation on Unsecured Credit Issuance and the Regulation on the Organization and Operation of Credit Approval Levels	86% (6/7)
132	203/2024/EIB/NQ-HĐQT	28/06/2024	Grant credit limits to customers	86% (6/7)
133	204/2024/EIB/NQ-HĐQT	01/07/2024	Adjust, delegate, and assign decision-making and approval authority for certain personnel matters at Eximbank	100% (7/7)
134	205/2024/EIB/NQ-HĐQT	01/07/2024	Notify Eximbank shareholders of the application of information provision and disclosure regulations per the 2024 Law on Credit Institutions	100% (7/7)
135	207/2024/EIB/NQ-HĐQT	01/07/2024	Assign personnel to concurrently serve as Assistant to the Vice Chairman of the HĐQT	100% (7/7)
136	208/2024/EIB/NQ-HĐQT	01/07/2024	Handle assets designated for road expansion in Hanoi City	100% (7/7)
137	209/2024/EIB/NQ-HĐQT	02/07/2024	Grant credit to customers	71% (5/7)
138	211/2024/EIB/NQ-HĐQT	04/07/2024	Transfer property in Nghệ An Province	100% (7/7)
139	213/2024/EIB/NQ-HĐQT	10/07/2024	Add methods for selling assets at Eximbank AMC	85% (6/7)
140	214/2024/EIB/NQ-HĐQT	11/07/2024	Terminate labor contracts (HĐLĐ) at the request of Eximbank Branch Directors	100% (7/7)
141	215/2024/EIB/NQ-HĐQT	11/07/2024	Propose the 2024 awards list	100% (7/7)
142	216/2024/EIB/NQ-HĐQT	11/07/2024	Accept unfinished construction projects on land as collateral at Eximbank	85% (6/7)
143	217/2024/EIB/NQ-HĐQT	11/07/2024	Address customer requests for debt repayment and interest waivers	100% (7/7)
144	218/2024/EIB/NQ-HĐQT	15/07/2024	Update, supplement, and finalize the application dossier for NHNN approval of personnel proposed for senior positions at Eximbank	100% (7/7)
145	221/2024/EIB/NQ-HĐQT	15/07/2024	Approve the draft Regulation on the Organization and Operation of Business Units	100% (7/7)
146	224/2024/EIB/NQ-HĐQT	23/07/2024	Approve the company governance status report for the first six months of 2024	100% (7/7)
147	226/2024/EIB/NQ-HĐQT	23/07/2024	Approve the draft Regulation on Competition and Rewards	100% (7/7)
148	228/2024/EIB/NQ-HĐQT	23/07/2024	Extend the lease of Eximbank's office space	100% (7/7)
149	229/2024/EIB/NQ-HĐQT	24/07/2024	Terminate labor contracts (HĐLĐ) at the request of Eximbank Branch Directors	100% (7/7)
150	230/2024/EIB/NQ-HĐQT	24/07/2024	Adjust the Factoring Operations Regulation	100% (7/7)
151	232/2024/EIB/NQ-HĐQT	24/07/2024	Organization and operation of the Risk Handling Council and Debt Trading Council	100% (7/7)
152	234/2024/EIB/NQ-HĐQT	26/07/2024	Change the name of Eximbank 30/4 Transaction Office	100% (7/7)
153	235/2024/EIB/NQ-HĐQT	29/07/2024	Approve the outline and detailed cost estimate for the software maintenance project at Eximbank	100% (7/7)
154	236/2024/EIB/NQ-HĐQT	30/07/2024	Establish the Crisis Communication Steering Committee	100% (7/7)

## APPENDIX - RESOLUTIONS/DECISIONS OF THE BOARD OF DIRECTORS

No.	DOCUMENT No.	DATE ISSUED	DETAILS	APPROVAL RATE
155	238/2024/EIB/NQ-HĐQT	30/07/2024	Approve the Regulation on the Organization and Operation of the Competition and Rewards Council	100% (7/7)
156	240/2024/EIB/NQ-HĐQT	30/07/2024	Regarding assets designated for road expansion in Hanoi City	100% (7/7)
157	244/2024/EIB/NQ-HĐQT	01/08/2024	Senior personnel actions at committees under the HDQT	100% (7/7)
158	245/2024/EIB/NQ-HĐQT	02/08/2024	Approve the plan to sell customer debt	100% (7/7)
159	246/2024/EIB/NQ-HĐQT	02/08/2024	Restructure debt for customers' long-term loans	100% (7/7)
160	247/2024/EIB/NQ-HĐQT	06/08/2024	Change the location of Eximbank Phú Xuân Transaction Office under the Nam Sài Gòn Branch	100% (7/7)
161	250/2024/EIB/NQ-HĐQT	09/08/2024	Approve the draft Internal Credit Regulation and Credit Issuance Operations Regulation	100% (7/7)
162	253/2024/EIB/NQ-HĐQT	09/08/2024	Lease a new location to relocate the Eximbank Ho Chi Minh City headquarters	85% (6/7)
163	254/2024/EIB/NQ-HĐQT	12/08/2024	Plan to implement recommendations from competent authorities	100% (7/7)
164	256/2024/EIB/NQ-HĐQT	12/08/2024	Adjust the Risk Provision Policy Regulation and issue a new Regulation on Asset Classification	100% (7/7)
165	259/2024/EIB/NQ-HĐQT	13/08/2024	Approve and disclose the reviewed mid-term Financial Statements (BCTC) for the six-month period of 2024	100% (7/7)
166	260/2024/EIB/NQ-HĐQT	13/08/2024	Correct the notes on "Changes in Owners' Equity" and "Share Capital Fluctuations" in the 2023 Audited Financial Statements	100% (7/7)
167	261/2024/EIB/NQ-HĐQT	14/08/2024	Terminate the validity of the HDQT Resolution on accepting personnel from the Strategy and Restructuring Committee	100% (7/7)
168	262/2024/EIB/NQ-HĐQT	14/08/2024	Terminate the validity of the HDQT Resolution on accepting personnel from the Strategy and Restructuring Committee	100% (7/7)
169	263/2024/EIB/NQ-HĐQT	14/08/2024	Approve the Internal Capital Adequacy Assessment Process (ICAAP) Regulation	100% (7/7)
170	265/2024/EIB/NQ-HĐQT	14/08/2024	Reappoint the Chief of the HDQT Office Corporate Governance Officer	100% (7/7)
171	267/2024/EIB/NQ-HĐQT	16/08/2024	Approve the investment report for the card project at Eximbank	85% (6/7)
172	268/2024/EIB/NQ-HĐQT	19/08/2024	Approve the draft Regulation on Safety Limits and Ratios in Eximbank's Operations	100% (7/7)
173	270/2024/EIB/NQ-HĐQT	26/08/2024	Reappoint personnel to the position of Eximbank Branch Director	100% (7/7)
174	271/2024/EIB/NQ-HĐQT	26/08/2024	Reappoint and re-sign labor contracts (HĐLĐ) with Eximbank Branch Directors	100% (7/7)
175	272/2024/EIB/NQ-HĐQT	26/08/2024	Reappoint and re-sign labor contracts (HĐLĐ) with Eximbank Branch Directors	100% (7/7)
176	276/2024/EIB/NQ-HĐQT	29/08/2024	Senior personnel actions at Eximbank AMC	71% (5/7)
177	280/2024/EIB/NQ-HĐQT	04/09/2024	Appoint and re-sign labor contracts (HĐLĐ) with the Acting Division Director of Eximbank	71% (5/7)
178	281/2024/EIB/NQ-HĐQT	05/09/2024	Approve the payment of dividends in shares and cash from accumulated undistributed profits up to 2023	100% (7/7)
179	283/2024/EIB/NQ-HĐQT	09/09/2024	Terminate the house lease contract early and relocate Eximbank Bảy Hiền	85% (6/7)
180	285/2024/EIB/NQ-HĐQT	11/09/2024	Approve the Professional Ethical Standards and Code of Conduct Regulations of Eximbank	100% (7/7)
181	287/2024/EIB/NQ-HĐQT	13/09/2024	Lease a portion of a building as an Eximbank transaction headquarters	100% (7/7)
182	288/2024/EIB/NQ-HĐQT	16/09/2024	Approve the draft Regulation on Trading Corporate Bonds	85% (6/7)
183	290/2024/EIB/NQ-HĐQT	17/09/2024	Reappoint and re-sign labor contracts (HĐLĐ) with personnel holding the position of Eximbank Branch Director	100% (7/7)
184	291/2024/EIB/NQ-HĐQT	17/09/2024	Reappoint and re-sign labor contracts (HĐLĐ) with personnel holding the position of Eximbank Branch Director	100% (7/7)

## APPENDIX - RESOLUTIONS/DECISIONS OF THE BOARD OF DIRECTORS

No.	DOCUMENT No.	DATE ISSUED	DETAILS	APPROVAL RATE
185	296/2024/EIB/NQ-HĐQT	23/09/2024	Adjust the Loan-to-Value (LTV) ratio and delegate approval authority for the "Connected - Accompanying" real estate loan product	57% (4/7)
186	297/2024/EIB/NQ-HĐQT	23/09/2024	Upgrade the insurance benefits group for senior leadership at Eximbank	100% (7/7)
187	298/2024/EIB/NQ-HĐQT	25/09/2024	Approve the draft Regulations related to debt handling activities with updated amendments and supplements	100% (7/7)
188	305/2024/EIB/NQ-HĐQT	30/09/2024	Transfer and appoint personnel to the position of Eximbank Branch Director and assign personnel to the position of Deputy Branch Director	100% (7/7)
189	306/2024/EIB/NQ-HĐQT	30/09/2024	Reappoint the Acting CEO of Eximbank	71% (5/7)
190	307/2024/EIB/NQ-HĐQT	30/09/2024	Approve the policy and submit to the General Meeting of Shareholders (ĐHĐCĐ) the change of Eximbank's head office location	71% (5/7)
191	313/2024/EIB/NQ-HĐQT	03/10/2024	Terminate labor contracts (HĐLĐ) at the request of Eximbank Branch Directors	100% (7/7)
192	314/2024/EIB/NQ-HĐQT	03/10/2024	Personnel rotation for the position of Eximbank Branch Director	100% (7/7)
193	317/2024/EIB/NQ-HĐQT	05/10/2024	Support the program to eliminate temporary and dilapidated houses for poor and near-poor households	100% (7/7)
194	318/2024/EIB/NQ-HĐQT	07/10/2024	Register Eximbank's charter capital at the level after issuing shares to pay the 2023 dividend	100% (7/7)
195	319/2024/EIB/NQ-HĐQT	07/10/2024	Organize an Extraordinary General Meeting of Shareholders (ĐHĐCĐ) of Eximbank	71% (5/7)
196	320/2024/EIB/NQ-HĐQT	07/10/2024	Approval process for granting credit for refinancing loans	57% (4/7)
197	322/2024/EIB/NQ-HĐQT	09/10/2024	Approve the content of the report submitted to the NHNN	71% (5/7)
198	325/2024/EIB/NQ-HĐQT	10/10/2024	Recruit and appoint senior leadership of Eximbank	100% (7/7)
199	328/2024/EIB/NQ-HĐQT	10/10/2024	Transfer and appoint personnel to the position of Eximbank Branch Director	100% (7/7)
200	329/2024/EIB/NQ-HĐQT	14/10/2024	Reappoint and re-sign labor contracts with Eximbank Branch Directors	100% (7/7)
201	332/2024/EIB/NQ-HĐQT	14/10/2024	Approve the conclusions of senior management regarding communication issues	100% (7/7)
202	337/2024/EIB/NQ-HĐQT	15/10/2024	Approve the communication handling plan	100% (7/7)
203	338/2024/EIB/NQ-HĐQT	15/10/2024	Communication-related tasks	100% (7/7)
204	339/2024/EIB/NQ-HĐQT	15/10/2024	Certain proposals from senior management in control activities	71% (5/7)
205	341/2024/EIB/NQ-HĐQT	17/10/2024	Approve the Plan for the First Private Bond Issuance in 2024	71% (5/7)
206	342/2024/EIB/NQ-HĐQT	17/10/2024	Use the welfare fund to support the costs of organizing competitions at Eximbank	100% (7/7)
207	343/2024/EIB/NQ-HĐQT	17/10/2024	Reappoint personnel to the position of Eximbank Regional Director	100% (7/7)
208	344/2024/EIB/NQ-HĐQT	17/10/2024	Reappoint personnel to the position of Eximbank Branch Director	100% (7/7)
209	348/2024/EIB/NQ-HĐQT	18/10/2024	Review and approve documents submitted to competent authorities	71% (5/7)
210	350/2024/EIB/NQ-HĐQT	18/10/2024	Adjust the debt classification mechanism	100% (7/7)
211	351/2024/EIB/NQ-HĐQT	21/10/2024	Approve the draft Eximbank Financial Regulation	85% (6/7)
212	353/2024/EIB/NQ-HĐQT	22/10/2024	Support the "Eliminate Temporary and Dilapidated Houses" program in Ho Chi Minh City	100% (7/7)
213	354/2024/EIB/NQ-HĐQT	23/10/2024	Approve Eximbank's draft documents	71% (5/7)
214	356/2024/EIB/NQ-HĐQT	28/10/2024	Adjust the loan-to-collateral ratio for new road transport vehicles (automobiles) and the commission policy for brokering auto credit	85% (6/7)
215	358/2024/EIB/NQ-HĐQT	29/10/2024	Adjust the structure of titles and minimum staffing levels of Business Units	71% (5/7)

## APPENDIX - RESOLUTIONS/DECISIONS OF THE BOARD OF DIRECTORS

No.	DOCUMENT No.	DATE ISSUED	DETAILS	APPROVAL RATE
216	360/2024/EIB/NQ-HĐQT	04/11/2024	Reappoint personnel to the position of Eximbank Business Division Director	100% (7/7)
217	361/2024/EIB/NQ-HĐQT	04/11/2024	Grant credit card limits to customers	100% (7/7)
218	363/2024/EIB/NQ-HĐQT	05/11/2024	Approve the Program and Documents for the Extraordinary General Meeting of Shareholders on November 28, 2024	71% (5/7)
219	365/2024/EIB/NQ-HĐQT	06/11/2024	Approve the Plan for the Second Private Bond Issuance of Eximbank in 2024	57% (4/7)
220	366/2024/EIB/NQ-HĐQT	06/11/2024	Approve the inclusion of shareholder group proposals in the agenda of the Extraordinary ĐHĐCĐ and update/supplement the agenda for the Extraordinary ĐHĐCĐ scheduled for November 28, 2024	71% (5/7)
221	367/2024/EIB/NQ-HĐQT	08/11/2024	Assign the Chairman of the HĐQT - Legal Representative to finalize the dossier requesting the NHNN to amend the charter capital in Eximbank's Operating License	100% (7/7)
222	368/2024/EIB/NQ-HĐQT	08/11/2024	Adjust the salary of Eximbank Branch Directors	100% (7/7)
223	370/2024/EIB/NQ-HĐQT	12/11/2024	Declare and pay VAT for letter of credit (L/C) activities from 2011 to 2019	100% (7/7)
224	371/2024/EIB/NQ-HĐQT	13/11/2024	Approve the content of the official letter responding to senior personnel	57% (4/7)
225	373/2024/EIB/NQ-HĐQT	14/11/2024	Reappoint Mr. Eximbank Branch Director	100% (7/7)
226	374/2024/EIB/NQ-HĐQT	14/11/2024	Approve the content for issuing a refinancing loan product for individual customers	57% (4/7)
227	377/2024/EIB/NQ-HĐQT	20/11/2024	Reappoint Eximbank Regional Directors	100% (7/7)
228	378/2024/EIB/NQ-HĐQT	20/11/2024	Reappoint and re-sign labor contracts (HĐLĐ) with personnel holding the position of Eximbank Branch Director	100% (7/7)
229	379/2024/EIB/NQ-HĐQT	20/11/2024	Extend the appointment term for Eximbank Branch Directors	100% (7/7)
230	380/2024/EIB/NQ-HĐQT	20/11/2024	Extend the appointment term and sign labor contracts (2nd time) for Eximbank Division Directors	100% (7/7)
231	381/2024/EIB/NQ-HĐQT	20/11/2024	Delegate authority to reduce the sale price of foreclosed collateral assets after public listing with no buyers	71% (5/7)
232	382/2024/EIB/NQ-HĐQT	20/11/2024	Adjust the credit ratio by collateral type (TSBĐ) for SME business customers (KHĐN SME)	100% (7/7)
233	387/2024/EIB/NQ-HĐQT	25/11/2024	Approve the addition of shareholder group proposals from the document dated November 19, 2024, to the agenda of the Extraordinary ĐHĐCĐ on November 28, 2024	57% (4/7)
234	388/2024/EIB/NQ-HĐQT	26/11/2024	Update corrected information in the documents for the Extraordinary ĐHĐCĐ on November 28, 2024, per shareholder group proposals dated November 18, 2024	71% (5/7)
235	389/2024/EIB/NQ-HĐQT	26/11/2024	Update and supplement the agenda for the Extraordinary ĐHĐCĐ on November 28, 2024, per the shareholder group petition dated November 15, 2024	57% (4/7)
236	394/2024/EIB/NQ-HĐQT	02/12/2024	Assign personnel to councils, committees, and boards under the HĐQT	100% (5/5)
237	396/2024/EIB/NQ-HĐQT	02/12/2024	Approve additional investment in liquid government bonds to ensure operational safety ratios	100% (5/5)
238	397/2024/EIB/NQ-HĐQT	03/12/2024	Organize an Extraordinary General Meeting of Shareholders (ĐHĐCĐ) of Eximbank	100% (5/5)
239	398/2024/EIB/NQ-HĐQT	03/12/2024	Appoint personnel to the position of Acting Branch Director of Eximbank	100% (5/5)
240	401/2024/EIB/NQ-HĐQT	04/12/2024	Use the financial reserve fund to handle outstanding receivables related to customer transfers at Eximbank Branches	100% (5/5)
241	403/2024/EIB/NQ-HĐQT	05/12/2024	Lease a new location to relocate the Eximbank Binh Dương headquarters	100% (5/5)
242	404/2024/EIB/NQ-HĐQT	05/12/2024	Request the Vietnam Securities Depository (VSDC) to adjust securities type information for shareholders	100% (5/5)
243	405/2024/EIB/NQ-HĐQT	06/12/2024	Establish a Steering Committee to implement the relocation of Eximbank's head office	100% (5/5)

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No.	DOCUMENT No.	DATE ISSUED	DETAILS	APPROVAL RATE
244	406/2024/EIB/NQ-HĐQT	06/12/2024	Approve the identification of key activities and significant risk categories of Eximbank	100% (5/5)
245	409/2024/EIB/NQ-HĐQT	10/12/2024	Transfer and appoint personnel to the position of Eximbank Branch Director	100% (5/5)
246	410/2024/EIB/NQ-HĐQT	10/12/2024	Appoint personnel to the position of Acting Division Director of Eximbank	100% (5/5)
247	411/2024/EIB/NQ-HĐQT	10/12/2024	Report work performance results and terminate labor contracts (HĐLĐ) at the request of personnel	100% (5/5)
248	415/2024/EIB/NQ-HĐQT	10/12/2024	Approve the draft Regulation on the Organization and Operation of the Risk Handling Council	100% (5/5)
249	417/2024/EIB/NQ-HĐQT	10/12/2024	Approve the draft Regulation on Capital Safety Ratios	100% (5/5)
250	419/2024/EIB/NQ-HĐQT	12/12/2024	Terminate the operations of the Debt Handling Department and transfer its functions to Eximbank AMC effective January 1, 2025	100% (5/5)
251	421/2024/EIB/NQ-HĐQT	17/12/2024	Adjust and increase the salary of the Deputy CEO of Eximbank	100% (5/5)
252	424/2024/EIB/NQ-HĐQT	24/12/2024	Appoint personnel to the position of Eximbank Branch Director	100% (5/5)
253	426/2024/EIB/NQ-HĐQT	24/12/2024	Terminate the validity of Resolution No. 493/2020/EIB/NQ-HĐQT dated November 13, 2020, approving the labor contract template	100% (5/5)
254	427/2024/EIB/NQ-HĐQT	25/12/2024	Approve adjustments to the organizational model of the Retail Banking Division	100% (5/5)
255	429/2024/EIB/NQ-HĐQT	26/12/2024	Adjust the Regulation on the Organization and Operation of Credit Approval Levels and the Regulation on Collateral (TSBD) Acceptance and Credit Ratios by Collateral Type	100% (5/5)
256	432/2024/EIB/NQ-HĐQT	26/12/2024	Adjust the approval content for customers' medium-term loans	100% (5/5)
257	433/2024/EIB/NQ-HĐQT	26/12/2024	Re-grant credit limits to customers	100% (5/5)
258	434/2024/EIB/NQ-HĐQT	27/12/2024	Collaborate to implement non-life insurance products	100% (5/5)
259	435/2024/EIB/NQ-HĐQT	27/12/2024	Announce the invitation to the Extraordinary General Meeting of Shareholders on February 26, 2025	100% (5/5)
260	437/2024/EIB/NQ-HĐQT	27/12/2024	Establish the Internal Political Security Committee and approve the draft Regulation on its Organization and Operation	100% (5/5)
261	439/2024/EIB/NQ-HĐQT	30/12/2024	Select an independent audit firm to audit the Financial Statements (BCTC) and provide assurance services for Eximbank's internal control system (KSNB) for the 2025 financial year	100% (5/5)
262	440/2024/EIB/NQ-HĐQT	30/12/2024	Plan to handle customer loans	100% (5/5)
263	441/2024/EIB/NQ-HĐQT	30/12/2024	Review and assess per the requirements of competent authorities	100% (5/5)
264	442/2024/EIB/NQ-HĐQT	30/12/2024	Purchase a portion of eligible customer debt	80% (4/5)
265	443/2024/EIB/NQ-HĐQT	31/12/2024	Transfer property in Cần Thơ City	80% (4/5)

**In total, the Board of Directors (HĐQT) issued 265 resolutions**

**Notes: The bank has fully fulfilled its disclosure obligations (CBTT) per regulations, publishing on the electronic website and information portals of the Ho Chi Minh Stock Exchange (Sở GD Chứng khoán HCM) and the State Securities Commission (UBCKNN)**



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