



**TO THE TOP**  
**FY2019**  
**RESULTS**  
**ANNOUNCEMENT**

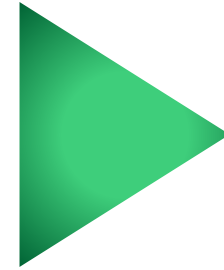
# CONTENT

<b>01</b>	VPBank Snapshot	Page 03 - 12
<b>02</b>	Review of FY2019 Results	Page 13 - 33
	• Consolidated	Page 13 - 19
	• Bank Separate	Page 20 - 30
	• FE Credit	Page 31 - 33
<b>03</b>	Business Plan	Page 34 - 40
<b>04</b>	Investment Recaps	Page 41 - 43

To the TOP 

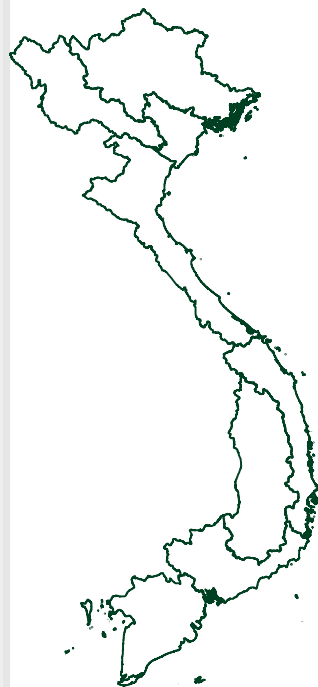
FY2019 Results Announcement

# VPBANK SNAPSHOT





# OPERATING ENVIRONMENT



## VIETNAM

**GDP: 7.02%**

- Exceeded the Congress's full year target
- Second consecutive year exceeded 7%

**CPI: 2.79%**

Lowest growth within past 3 years

**Growth of export volume: 8.1%**

Hitting USD 263.5 bil

**FDI disbursement volume: USD 38 bil**

7.2% Y-o-Y growth

## BANKING SECTOR

**Credit growth: 13%**

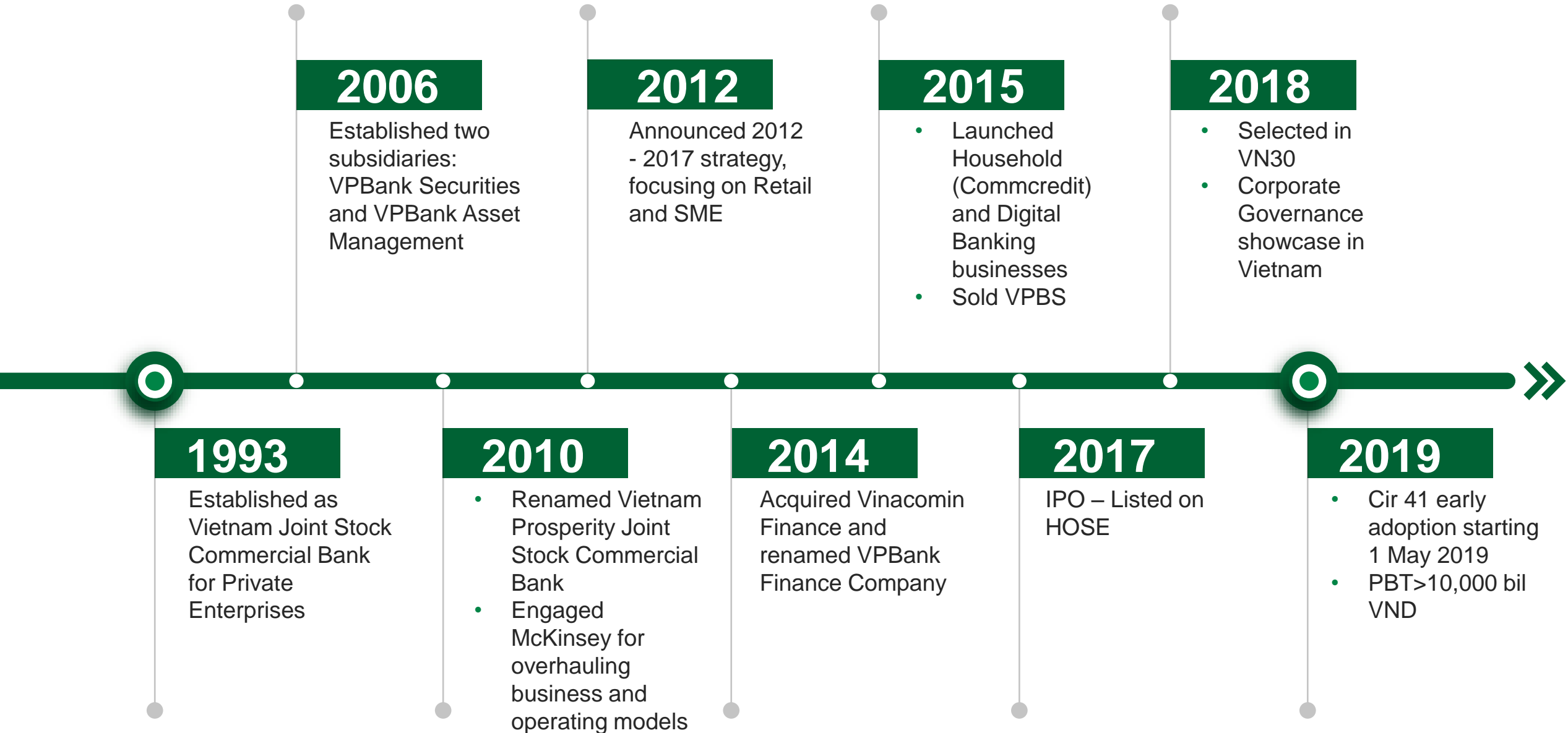
Lowest growth rate since 2014

### SBV's policies:

- Credit growth is strictly monitored in accordance with macro conditions, lending focus on priority and low risk sectors
- A number of tightening policies were issued for more prudent ratios

**On balance sheet bad debt ratio: 1.89%**

# DEVELOPMENT HISTORY



# VPBANK AT A GLANCE

As at 31.12.2019

FY2019 in review

Total Assets

**377,214**

Bil VND

Active Customers

**6.3**

Million

TOI

**36,356**

Bil VND

PBT

**10,334**

Bil VND

Total Issued Share

**2,530**

Million

Market Cap.\*

**48,755**

Bil VND

FY2019 in review

- Full coverage of all banking segments
- Highly centralized and specialized organization model
- Basel II (Circular 41): SBV approval for early adoption starting 01 May 2019. Pillar 3 disclosure starting 30 Sep 2019

# FY2019 RECAP

Business bearing fruit. Growth momentum retrieved & reinforced.



## STRATEGIC PRIORITIES

Balance Sheet and Efficiency Indicators are set at **higher pace** than industry average

**Enhance** sales productivity and quality of salesforce to **boost** lending & deposits growth

**Improve and upgrade** enablement infrastructure with **4 goals**: centralization, automation, digitalization and simplification



## EXECUTIONS IN PLACE

- Strategic segments **review** & business model **fine tuned**
- Selective customers with **more disciplined credit policies**
- Funding **diversification**
- Balance sheet **optimization**
- **Lean** organization structure
- **Optimize** processes, **reduce** overlaps & inefficiencies



## SCORECARDS

- Credit growth: **17.6%**
- Deposit growth: **23.7%**
- PBT growth: **109%**, **joining VND 10,000 mil profit club**
- NPL: **2.95%**
- VAMC: **clear**
- Issuance of USD **300 mil** international bond
- CIR: **33.9%**

# ACCOMPLISHMENTS IN 2019...



## BRANDING

### TOP 500

The world's most valuable banks with the value of USD 354 million

### BEST CONSUMER FINANCE CO.

For Consumer Experience Asia 2019 by Global Banking & Finance

Issued international bonds

### USD 300 MILLION

First ever USD Issuance by a non-state-owned Vietnamese Bank



## BUSINESS PERFORMANCE

### > VND 10.000 BILLION

Exceeded the full year target at 109%, increased 20.3% yoy

### #1 TOI

Among all private joint-stock commercial banks

### NPL ratio < 3%

And redeemed all VAMC bonds



## OPERATION EXCELLENCE

### CIR 34%

of productivity thanks to BeFit

### DIGITAL TRANSFORMATION ROADMAP

Creating a financial services ecosystem through technological platforms and alliance partnerships for both Parent Bank and FE Credit



## CORPORATE CULTURE

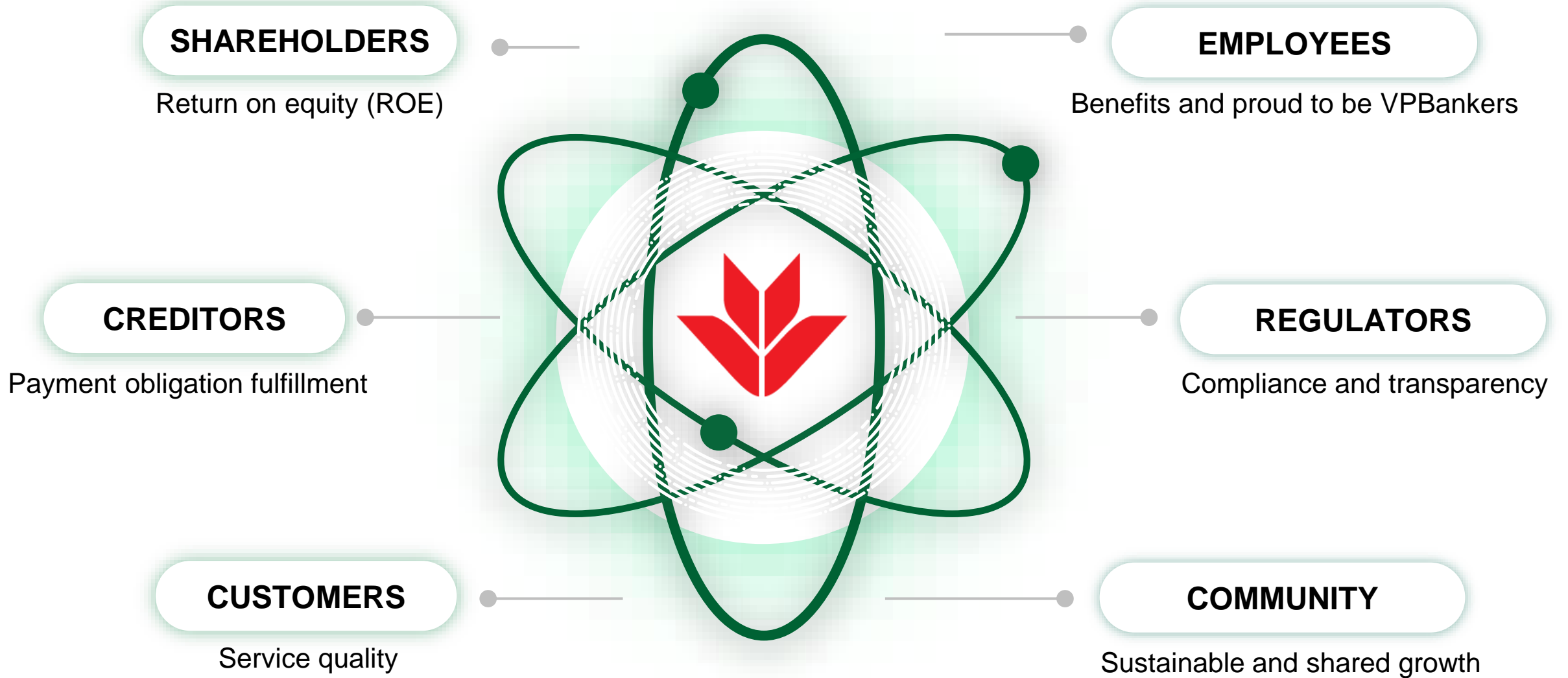
### RUN AND SHARE Program

### BE FIT

Widely disseminated as a corporate culture



# ... ARE GROWTH DRIVERS TO ENHANCE VALUES FOR PARTNERS



# VPBANK

## 3 PILLAR STRATEGIC SEGMENTS

### Consumer Finance (FE Credit) \*

- ✓ Largest consumer finance company in Vietnam
- ✓ Key products: cash loans & sales finance (two-wheeler & consumer durables loans) and credit card
- ✓ Robotic Process Automation

### Retail Banking

- ✓ Focus on lending and deposit products and services for retail customers
- ✓ Key loan products: home loan, auto loan, consumption loan, business loan, UPL, credit card
- ✓ Promote Affluent Banking & Digital channels
- ✓ **Integrated CommCredit to Retail Banking starting 2020**

### SME Banking

- ✓ Target micro companies and SMEs through a network of SME centers
- ✓ Offer a full suite of banking products

### Digital Banking Services

- ✓ Launched digital banking as a separate business segment in 2015 to digitize existing banking process and services
- ✓ Offers standard banking products through e-banking system accessible from the web and mobile apps
- ✓ Partnerships with FinTech companies

### VP Direct

- ✓ Started in March 2017 and went live in September 2018
- ✓ Aim at becoming a digital bank operated to international standards
- ✓ Support for FE Credit ecosystem

### Commercial Banking (CMB)

- ✓ Serve VPBank's corporate customers with annual revenues ranging from VND400bil to VND1,600bil
- ✓ Customers include private and local enterprises as well as medium-scale State-owned enterprises

### Corporate and Investment Banking (CIB)

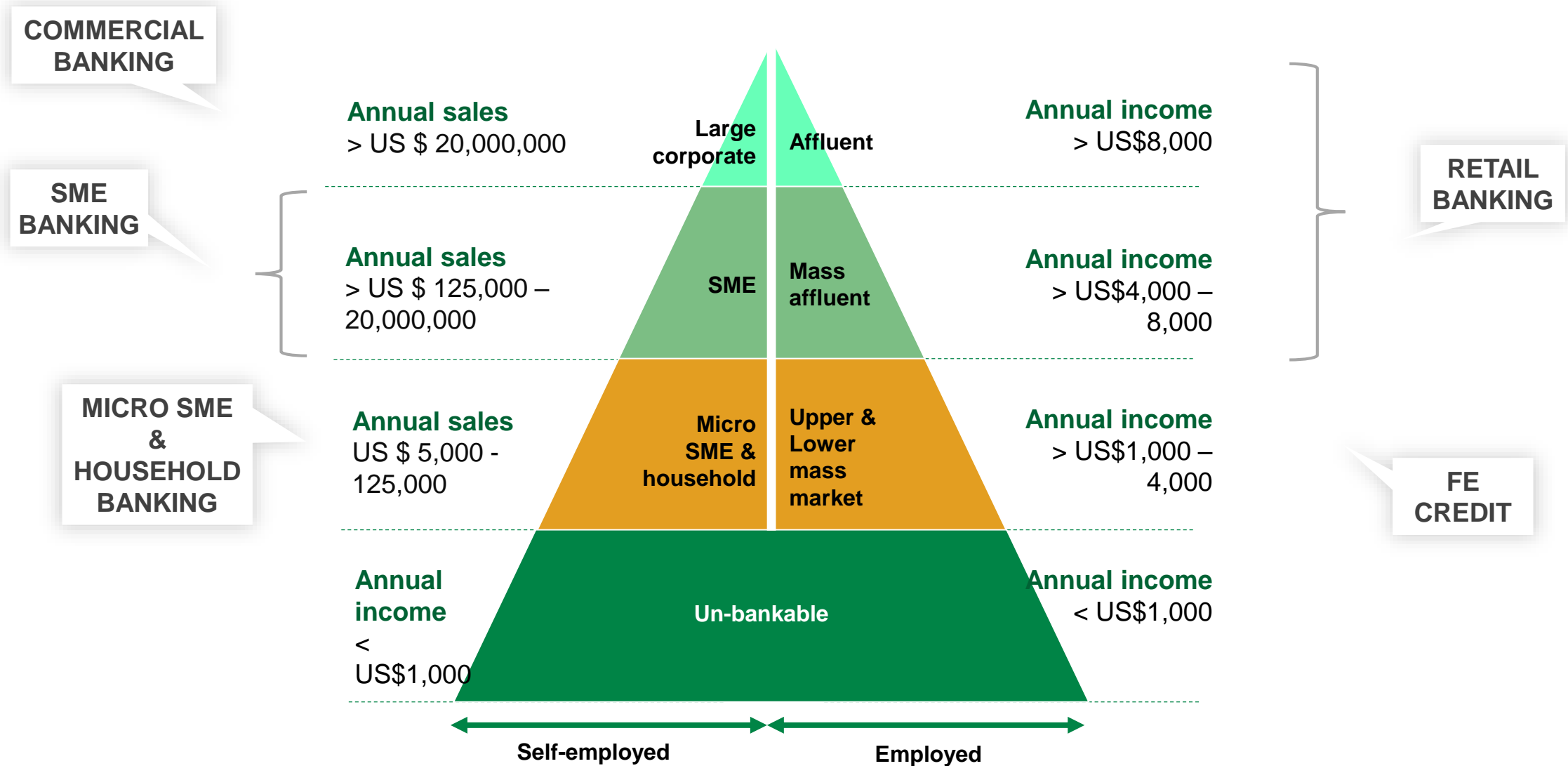
- ✓ Target enterprises with annual revenues above VND1,600 billion
- ✓ Focus on expanding corporate deposits and selectively growing its loan portfolio

### Financial Markets / FI & Transaction Banking

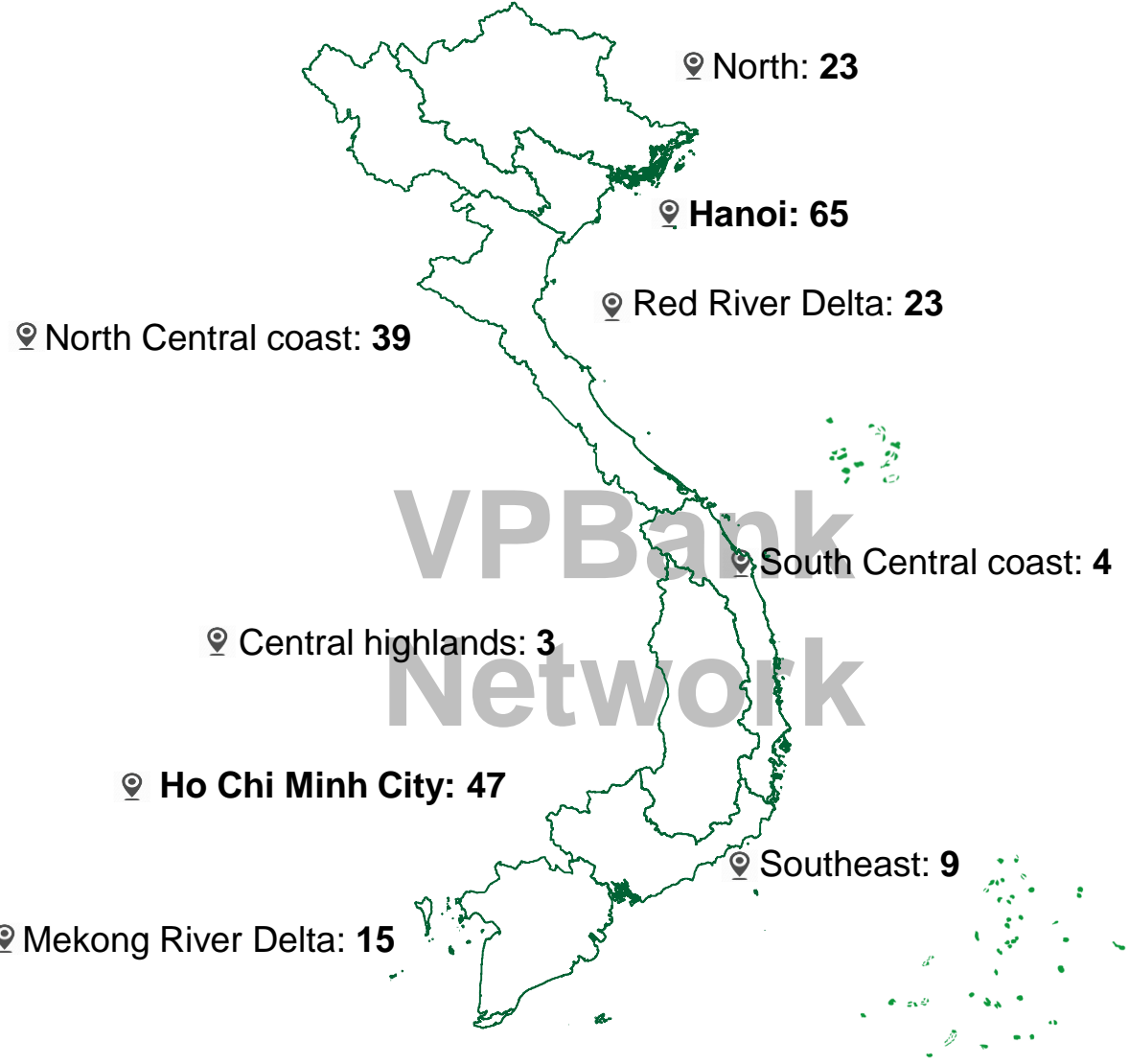
- ✓ VPBank's capital markets division performs FX, money market and bond market transactions
- ✓ Handle primarily transaction banking services for domestic and international financial institutions

# CUSTOMER SEGMENTS

The only bank in the country to serve all customer segments



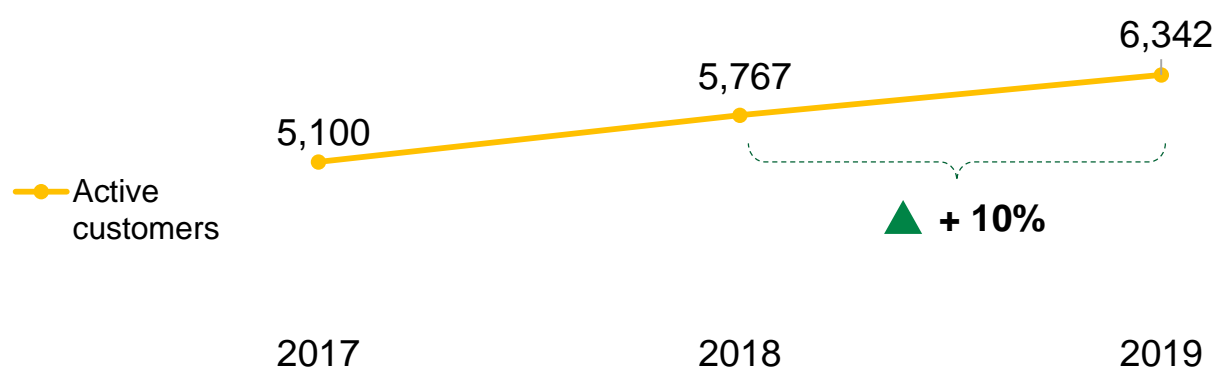
# KEY FOOTPRINT METRICS



Transaction points	31.12.2019	31.12.2018
Retail branches	228	222
SME centers and hubs	87	83
Corporate banking branches	4	4
FE Credit	>12,000 POS >34,000 POC	>12,000 POS >34,000 POC
ATM/CDM	449/186	480/154

## Active customers & Number of cards issued\* (Thousands)

	2017	2018	2019
Total number of cards issued *	1,832	3,787	5,436

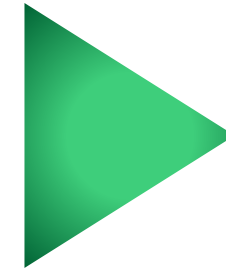


\*Including credit & debit cards

To the TOP 

FY2019 Results Announcement

# REVIEW OF FY2019 RESULTS



**CONSOLIDATED**

BANK SEPARATE

FE CREDIT



*Earnings beat the full year target, joining VND 10,000+ bil profit club*



## Strong credit growth outpaces sector average

- VPBank's credit growth was at 17.6% compared with 13% sector average



## Asset Quality improvement are on track with VAMC bond balance completely cleared

- NPL ratio in accordance with Circular 02 reduced from 3.21% as at 31 Dec 2018 to 2.95% at 31 Dec 2019
- With zero VAMC bond balance at 31 Dec 2019, NPL adding back VAMC significantly decreased from 4.46% last year to 2.95%
- Settlement of VAMC bond support asset quality improvement for parent bank. NPL and NPL adding back VAMC significantly reduced from 2.41% to 2.18% and 4.01% to 2.18% respectively

Balance Sheet	31.12.2019	31.12.2018	Completion rate	%YTD
Credit to customers	271,407	230,790	102%	17.6%
Total assets	377,214	323,291	101%	16.7%
Deposits from customers (including valuable papers)	271,549	219,509	108%	23.7%
NPL Cir 02	2.95%	3.21%		
CAR Cir 41 (Basel II)	11.1%	11.2%		

Unit: bil VND

Source: Unaudited Consolidated FS at 31.12.2019

*Earnings beat the full year target, joining VND 10,000+ bil profit club*

## #1 TOI amongst private commercial banks; driven by sustainable growth of NII and NFI



- TOI achieved 36,356 bil VND, grew 17.1% Y-o-Y or 20.3% on core businesses
- NII was up 23.4% Y-o-Y thanks to decent credit growth
- NFI grew 84.2% Y-o-Y, driven by stellar growth of bancassurance, credit card and trade finance

## PBT completed 109% of full year target, joining VND 10,000+ bil profit club



- 2019 PBT achieved VND 10,334 bil, grew by 12.3% Y-o-Y or 23.9% on core business, reflected positive momentum in earnings capability
- ROA and ROE continue to be among leading banks, at 2.4% and 21.5% respectively

### TOI



Completion rate  
**110%**

### PBT



Completion rate  
**109%**

**NIM**  
**9.7%**

**CIR**  
**33.9%**

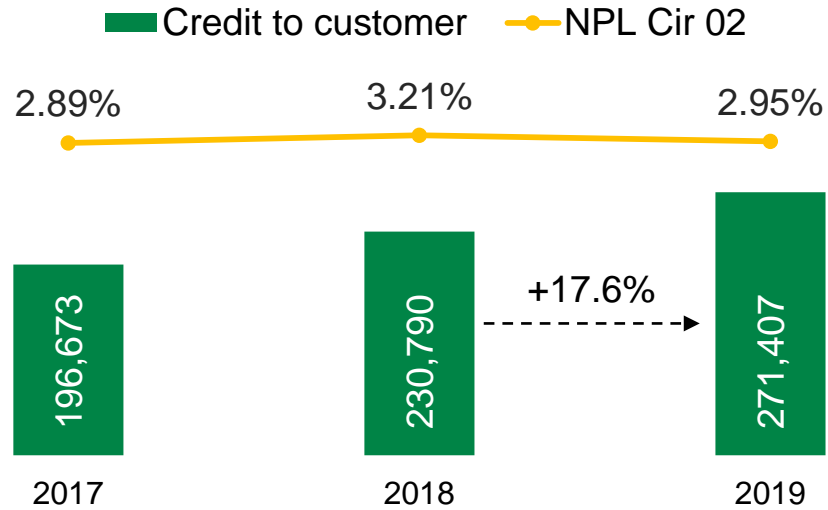
**ROE**  
**21.5%**

**ROA**  
**2.4%**

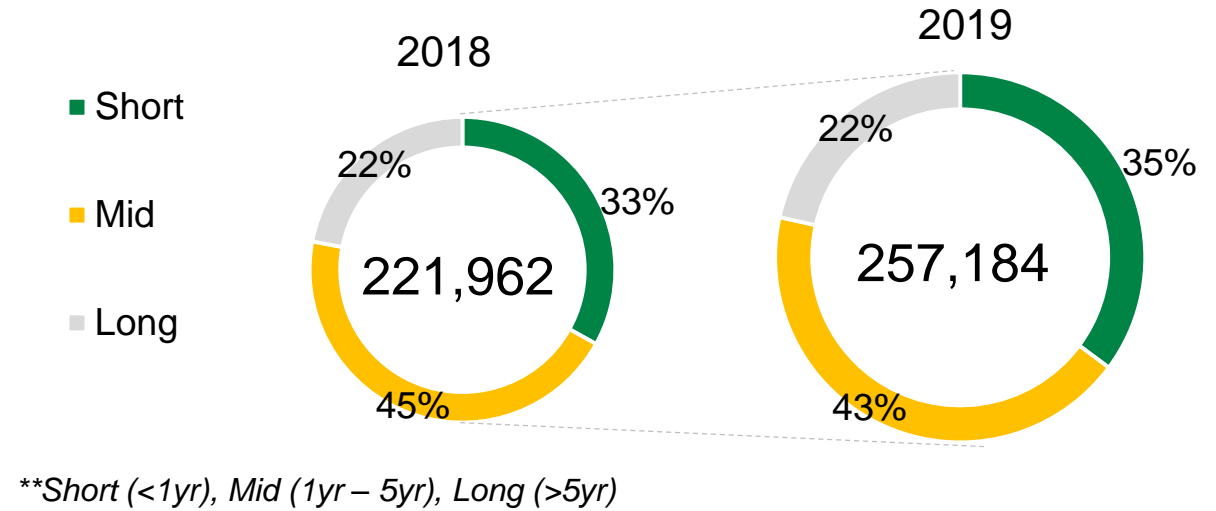
# CREDIT PORTFOLIO (\*)

Strong credit growth was led by increasing focus on core business segments

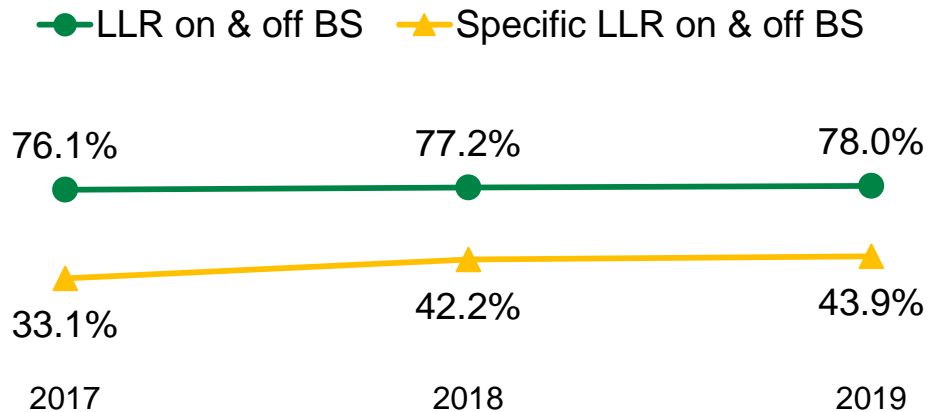
## Credit growth, NPL (Bil VND, %)



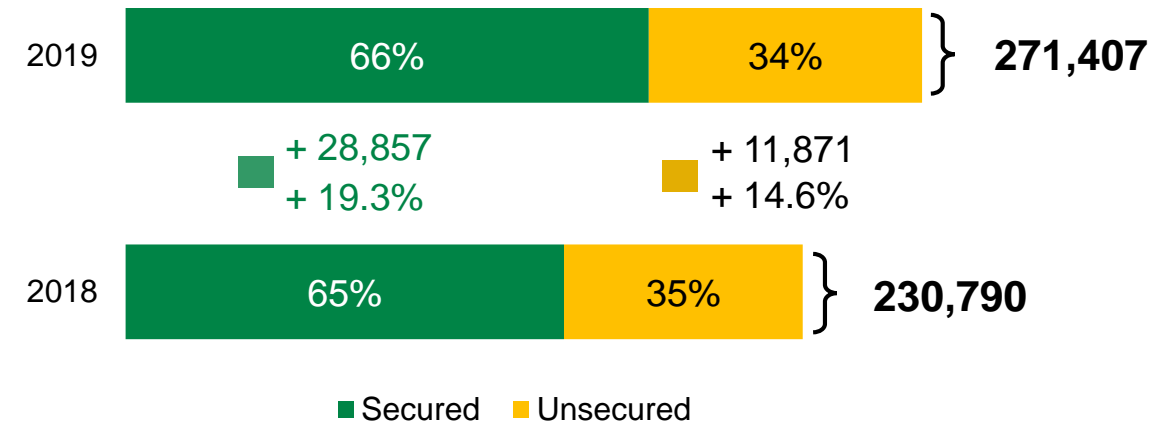
## Loans to customer by tenor\*\* (%)



## LLR & Specific LLR on & off BS (%)



## Credit by type (Bil VND, %)



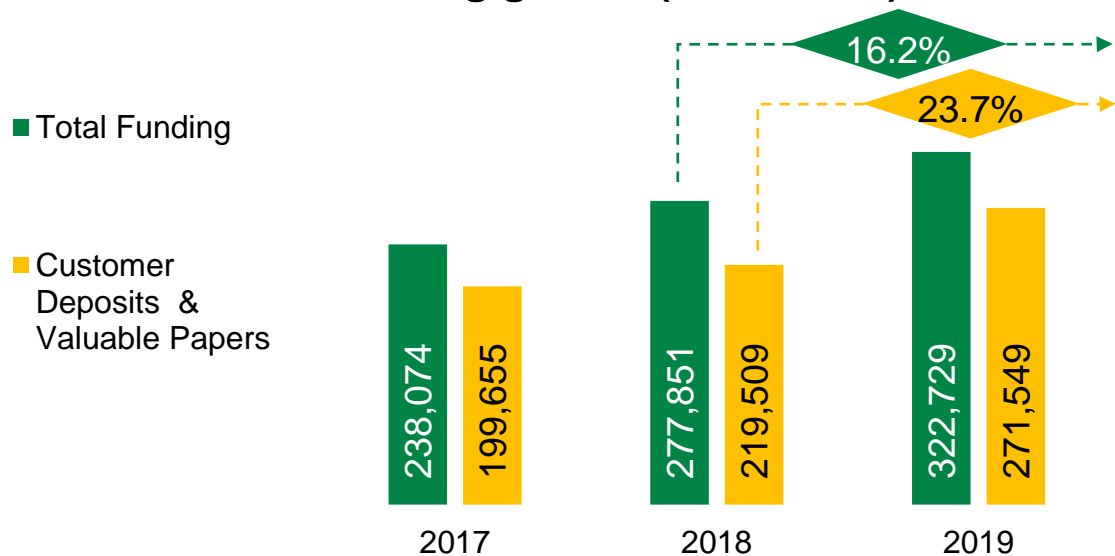
Source: Unaudited Consolidated FS at 31.12.2019

\* Including Corporate bonds

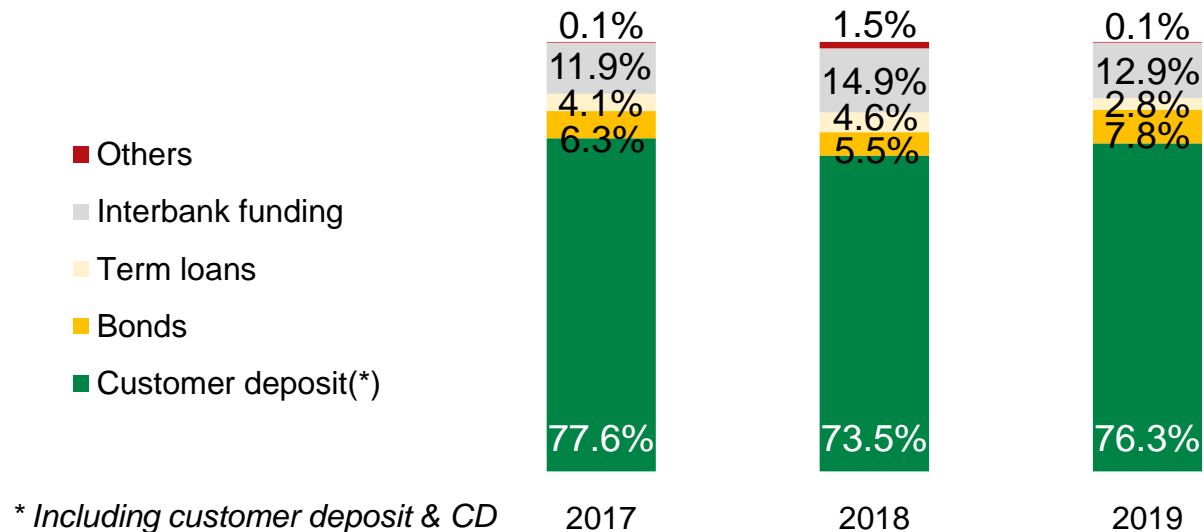
# FUNDING & CAPITAL

VPBank enjoys a diversified funding base across various funding instruments. Capital position remains strong to prepare for future growth opportunities and regulatory requirements

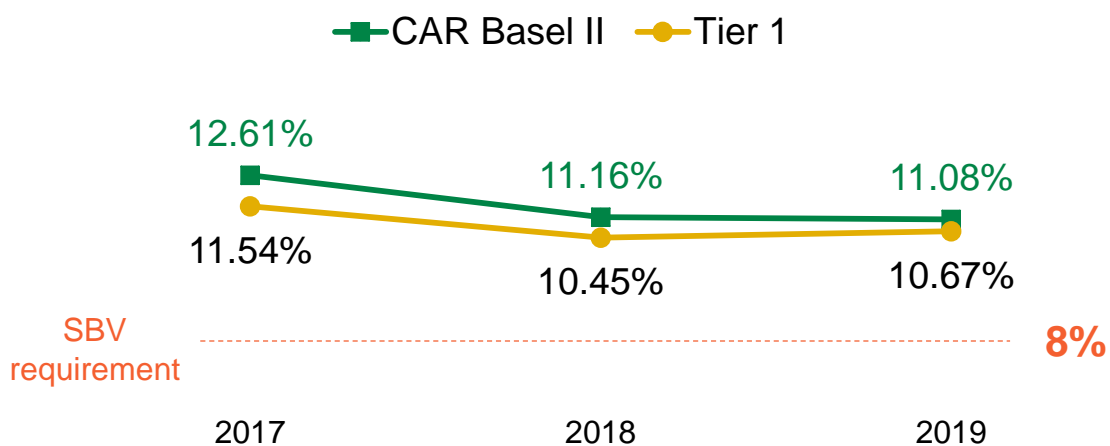
### Funding growth (Bil VND, %)



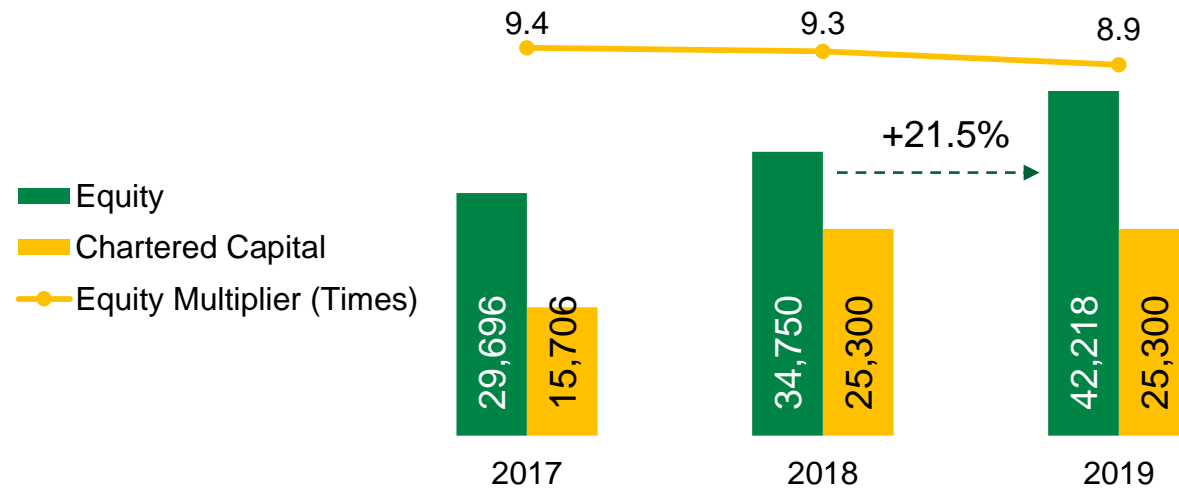
### Funding by type (%)



### Capital Adequacy Ratios under Cir 41 (Basel II, %)



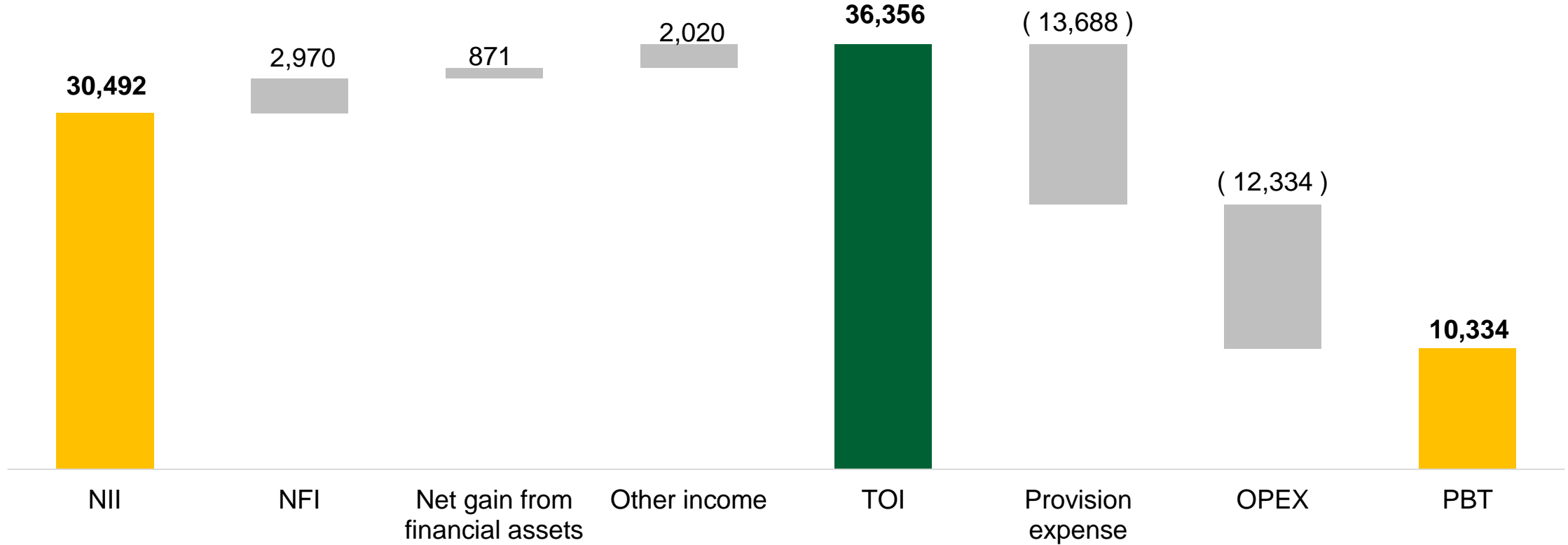
### Equity and Chartered Capital (Bil VND, times, %)



Source: Unaudited Consolidated FS at 31.12.2019

# Operating Performance: #1 TOI among private JSC banks

- ❖ Double digit profit growth reflecting momentum to beat full year target with upside NIM and stellar NFI growth
- ❖ Effort made in curtailing expenses management & operation excellence



	NII	NFI	Net gain from financial assets	Other income	TOI	Provision expense	OPEX	PBT
<b>%Y-o-Y</b>	<b>+23.4%</b>	<b>+84.2%</b>	<b>+873%</b>	<b>-56.9%</b>	<b>+17.0%</b>	<b>+21.6%</b>	<b>+16.0%</b>	<b>+12.3%</b>
<b>%Y-o-Y normalized*</b>				<b>-47.2%</b>	<b>+20.3%</b>			<b>+23.9%</b>



# FY2019 PROFITABILITY METRICS

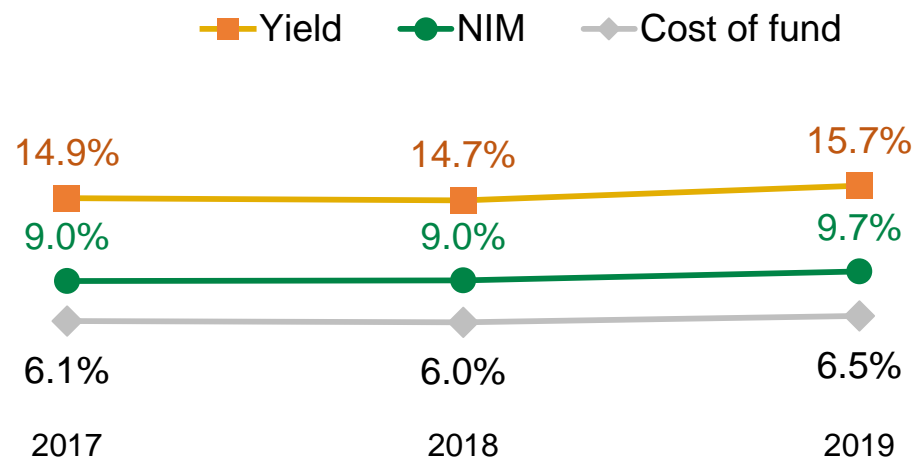
Thanks to strong growth in returns, profitability metrics have been improved

## ROA, ROE (%)

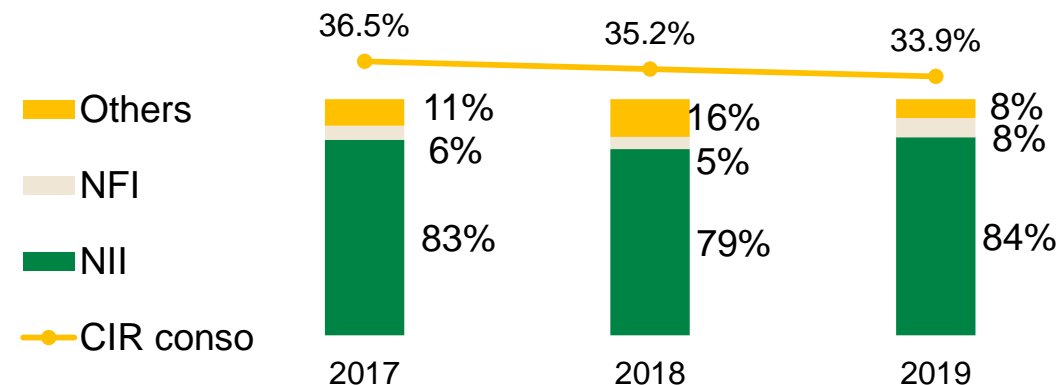
	FY2018	FY2019
ROA Normalized*	2.2%	2.4%
ROA	2.4%	2.4%
ROE Normalized*	20.7%	21.5%
ROE	22.8%	21.5%

\* Excluding one – off income in 2018

## Yield, COF, NIM (%)

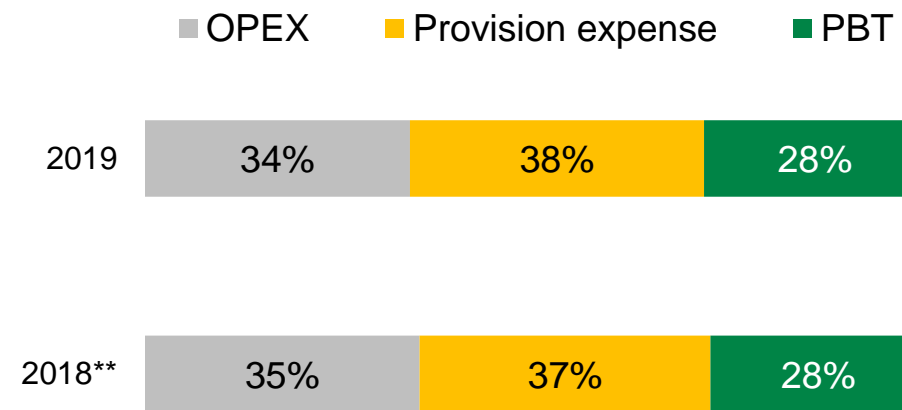


## TOI components and CIR\* (%)



\* CIR excluding one – off income in 2018

## OPEX, Provision expense & PBT over TOI (%)



\*\*TOI Excluding one – off income in 2018

# To the TOP

FY2019 Results Announcement

# REVIEW OF FY2019 RESULTS



CONSOLIDATED

**BANK SEPARATE**

FE CREDIT

# FY2019 – FINANCIAL HIGHLIGHTS

*Parent bank indicates encouraging improvements in core business and asset quality.*

		31.12.2019	31.12.2018	%YTD	
Balance Sheet (Bil VND)	Credit to customer	210,916	177,520	18.8%	<ul style="list-style-type: none"> <li>Resilient credit growth outperforms market average at core business</li> <li>Asset quality environment remains benign</li> </ul>
	<i>NPL Cir 02</i>	2.18%	2.41%		
	<i>NPL add back VAMC</i>	2.18%	4.01%		
	Deposit & valuable paper issued	238,404	192,402	23.9%	<ul style="list-style-type: none"> <li>Deposits growth is in line with credit growth. Internal LDR at 88.5%</li> </ul>
		FY2019*	FY2018*	Y-o-Y	
Profitability (Bil VND)	TOI	17,529	14,061	24.7%	<ul style="list-style-type: none"> <li>Impressive core profit growth driven by healthy NII &amp; strong NFI</li> </ul>
	OPEX	6,645	6,106	8.8%	<ul style="list-style-type: none"> <li>Assertive cost optimization</li> </ul>
	Provision Expenses	5,049	3,732	35.3%	<ul style="list-style-type: none"> <li>Provision expenses increase due to the effort to clear VAMC</li> </ul>
	PBT	5,835	4,223	38.2%	<ul style="list-style-type: none"> <li>PBT contributed 56% to consolidated entity. Efficiency metrics remain amongst top banks in the market</li> </ul>
	CIR**	37.9%	43.4%		
	ROE*	18.9%	15.4%		

Source: Unaudited Single FS at 31.12.2019

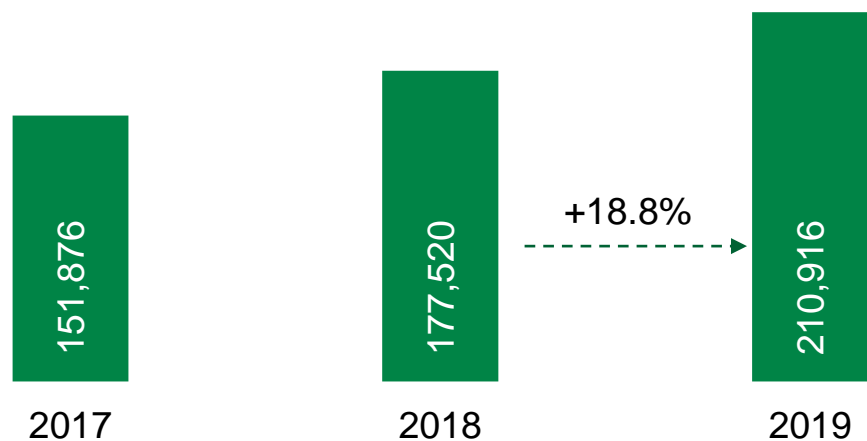
\*Exclude income from subsidiaries + one-off income

\*\*CIR exclude income from subsidiaries + one-off income

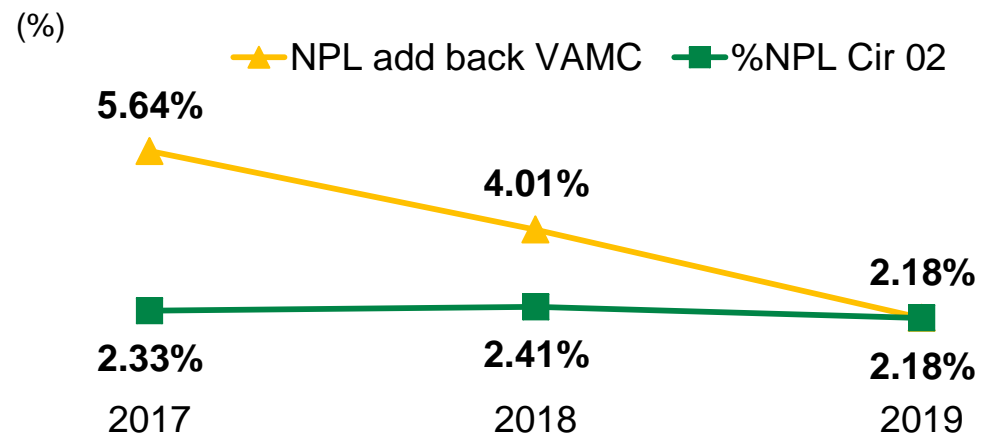
# CREDIT PORTFOLIO (\*)

Strong credit growth was led by core business segments. Settlement of VAMC bond supports asset quality improvement.

## Credit growth (% , Bil VND)



## NPL Cir 02, NPL adding back VAMC (%)

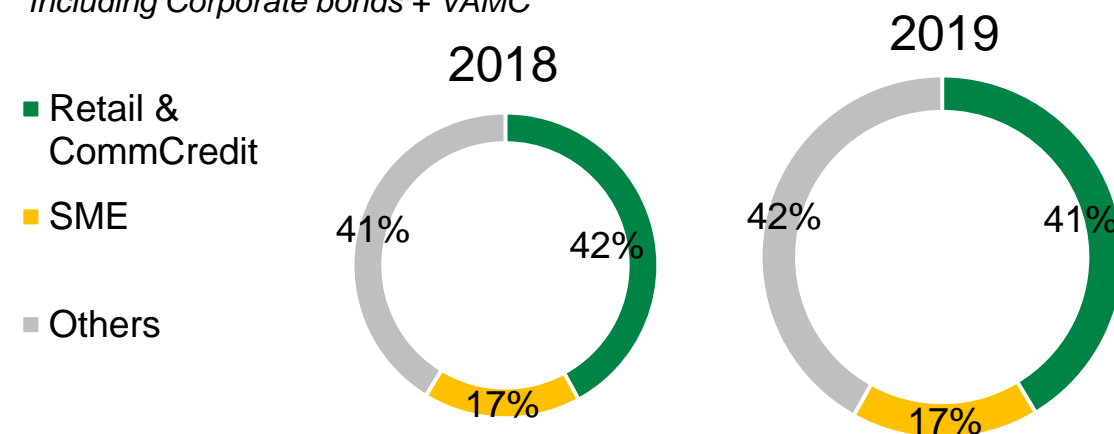


\* Including Corporate bonds

## Credit portfolio by segments\*\*

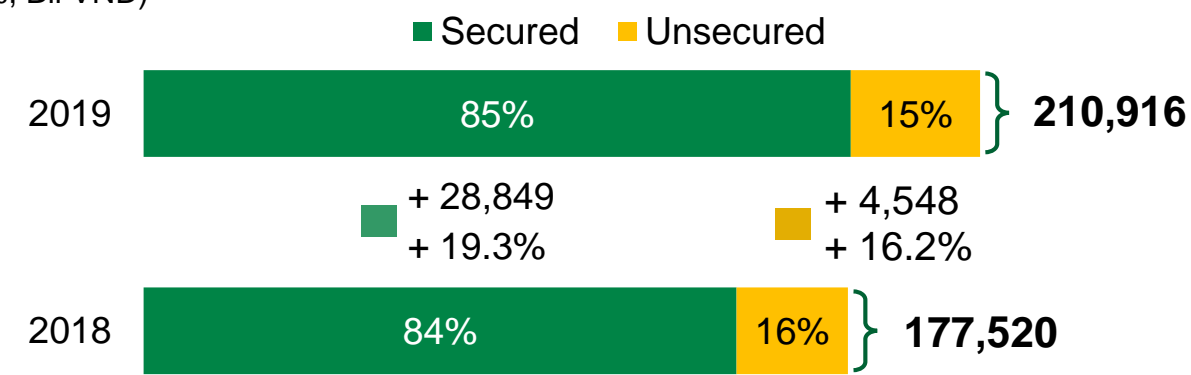
(% , Bil VND)

\*\* Including Corporate bonds + VAMC



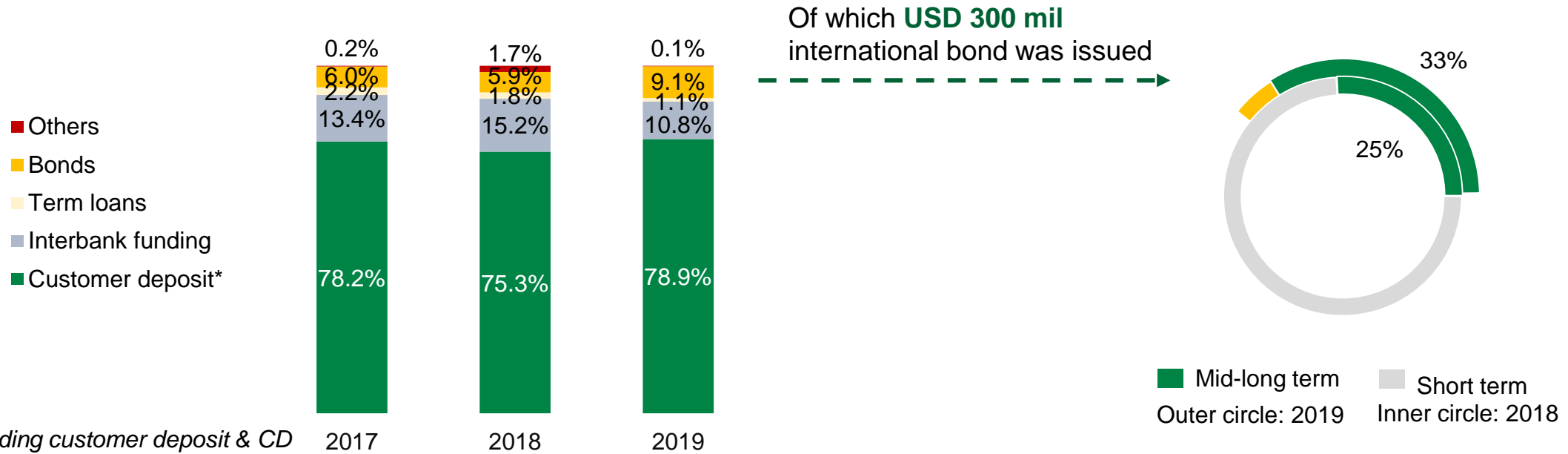
## Credit portfolio by type

(% , Bil VND)



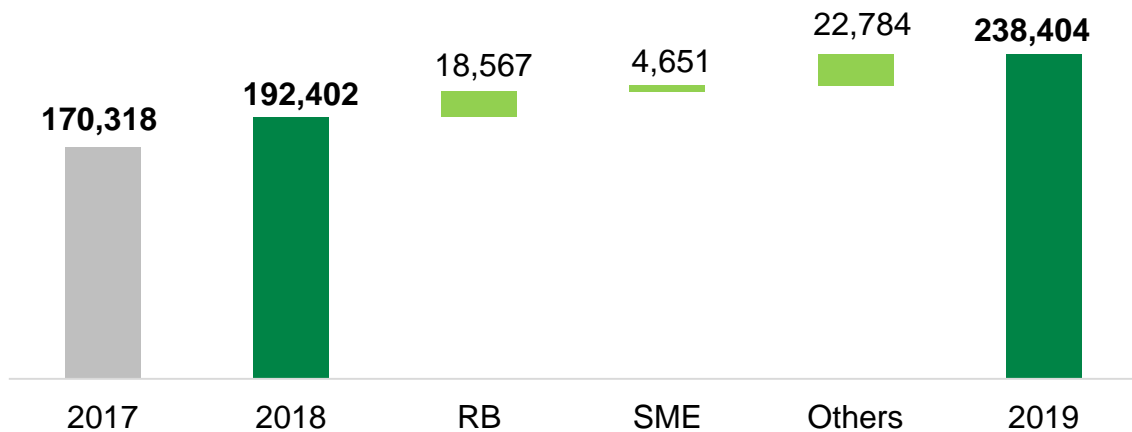
# FUNDING

Funding diversification set out the foundation for Balance Sheet optimization.



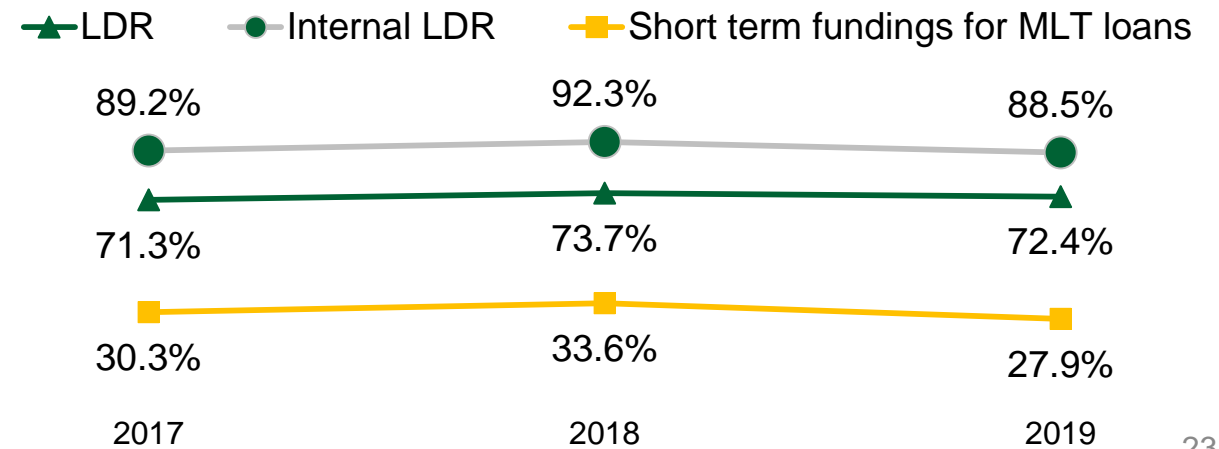
\* Including customer deposit & CD

## Growth of deposits\*\* (Bil VND)



\*\* Including customer deposit & valuable papers

## LDR & ST funding for MLT loans (SBV requirement)



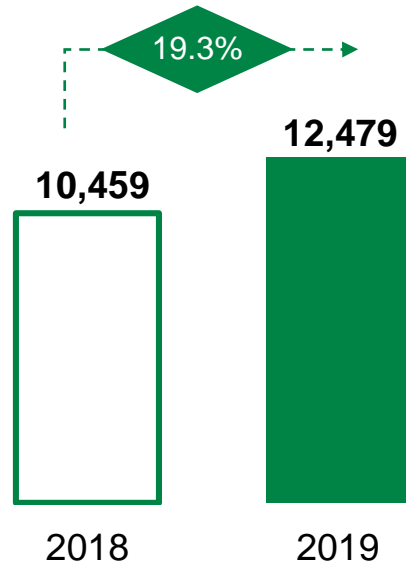


# NII increased at a faster rate than credit growth because of loan yields well-tracked

Healthier TOI component trending to a lower risk sources of revenue. NII was up 19.3% y-o-y thanks to decent credit growth and increasing trend of asset yield.

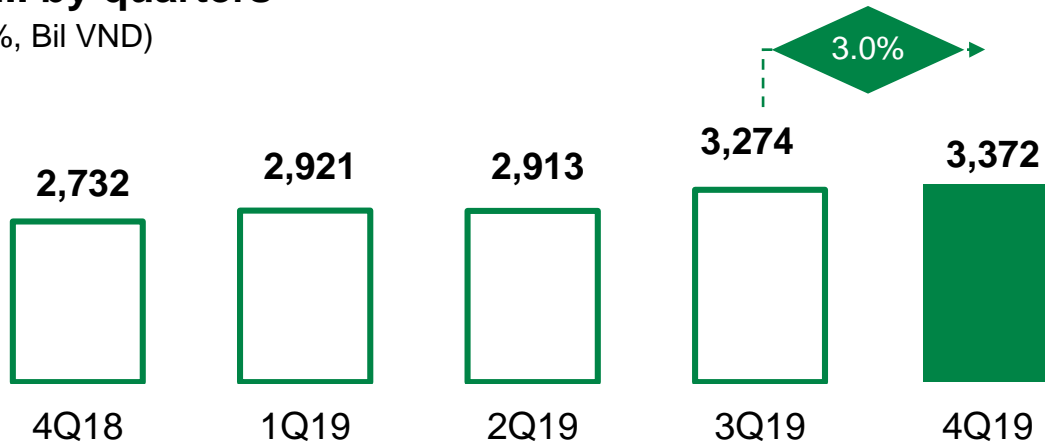
## FY2019 NII

(%, Bil VND)



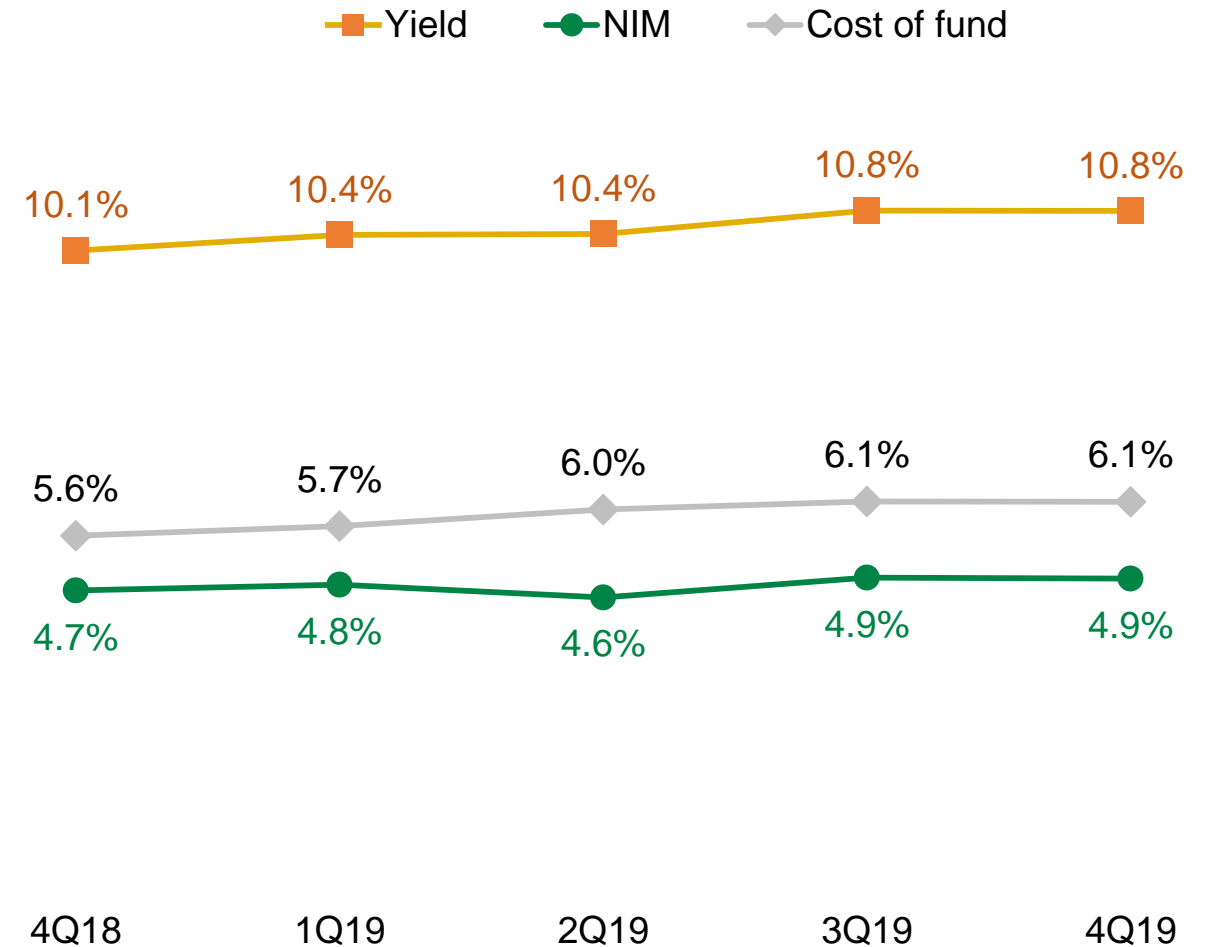
## NII by quarters

(%, Bil VND)



## Yield, COF, NIM annualized

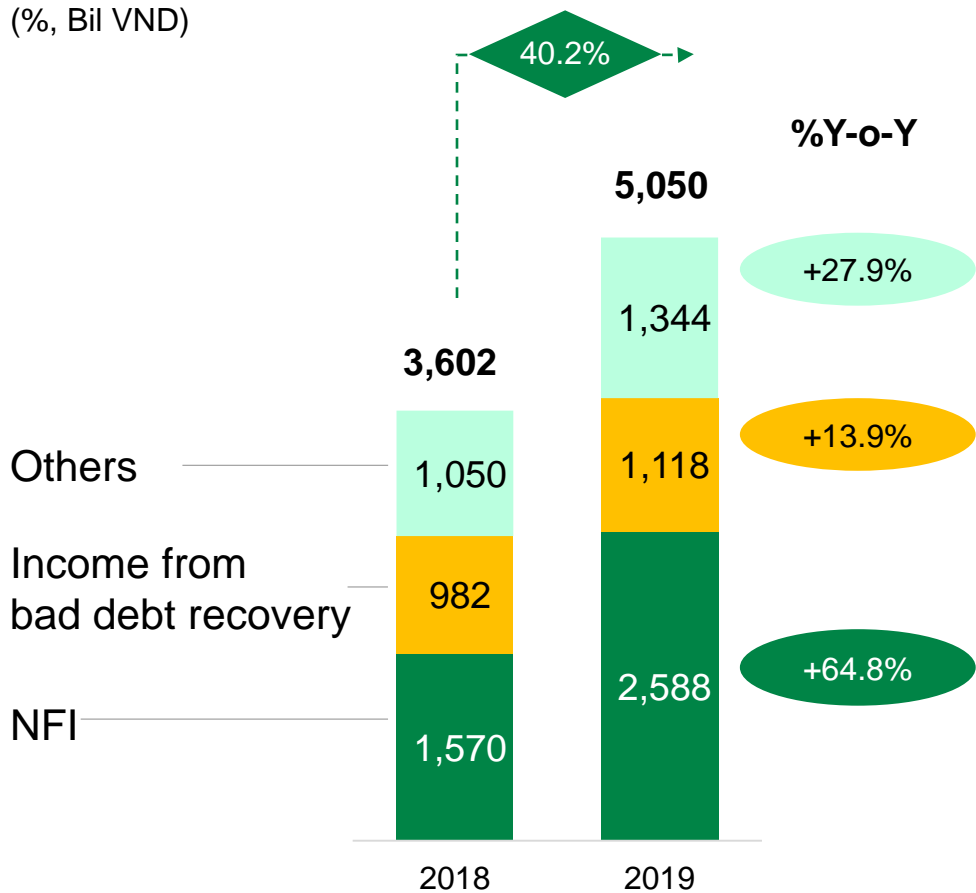
(%)



# Solid Non-NII growth broadly in line with highest NFI among all private JSC banks

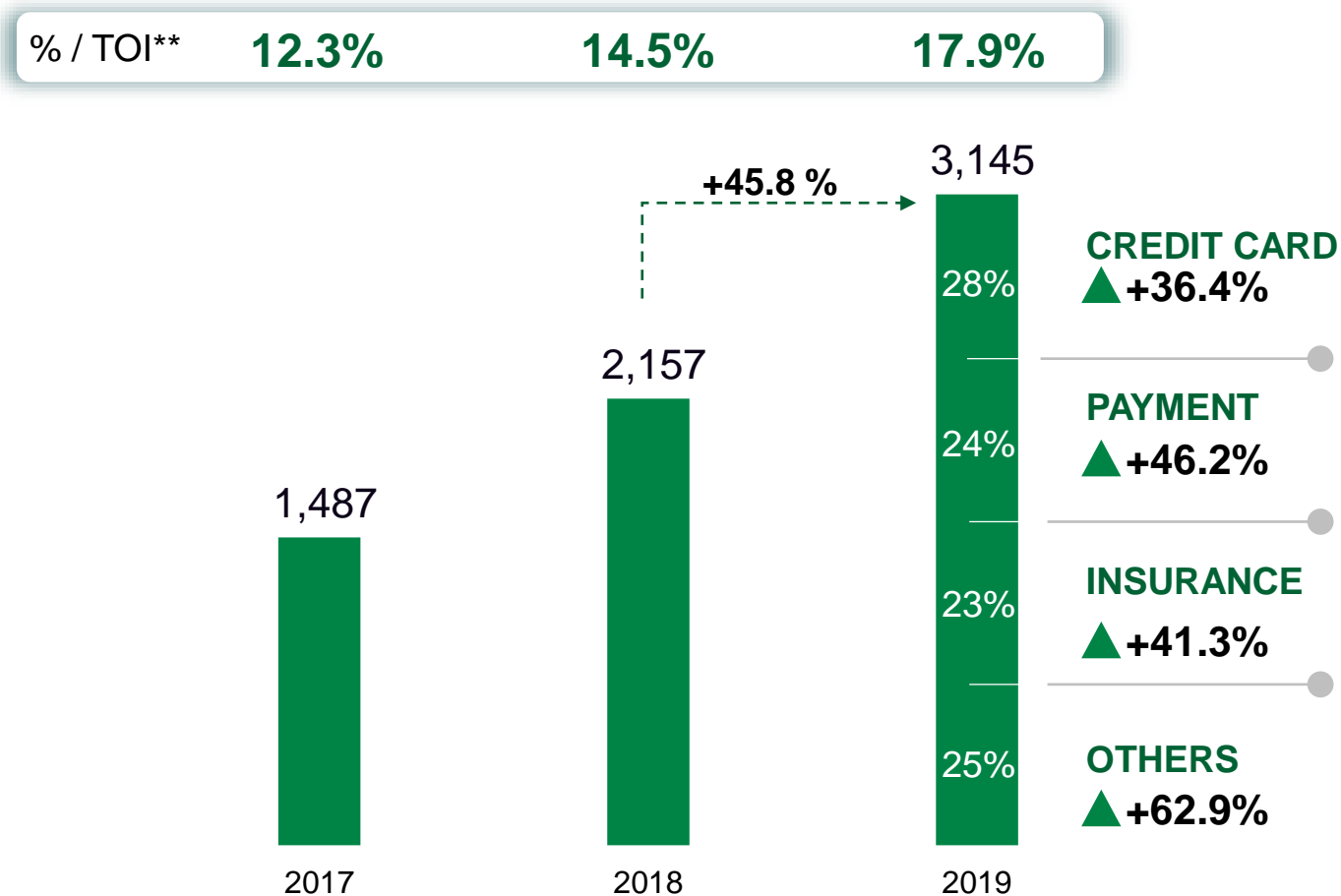
- ❖ NFI continued to be the leading growth factor with 64.8% Y-o-Y among which income from credit card takes account for the biggest contribution. Income from insurance services has continued to increase, in line with the Bank's strategy in expanding this product.
- ❖ Income from bad debt recoveries with 13.9% Y-o-Y growth is attribute to effective collection.

**FY2019 Non – NII\***  
(%, Bil VND)



\* Excluding one-off income & income from subsidiaries  
Source: Unaudited Single FS at 31.12.2019

**Fee income (%)**

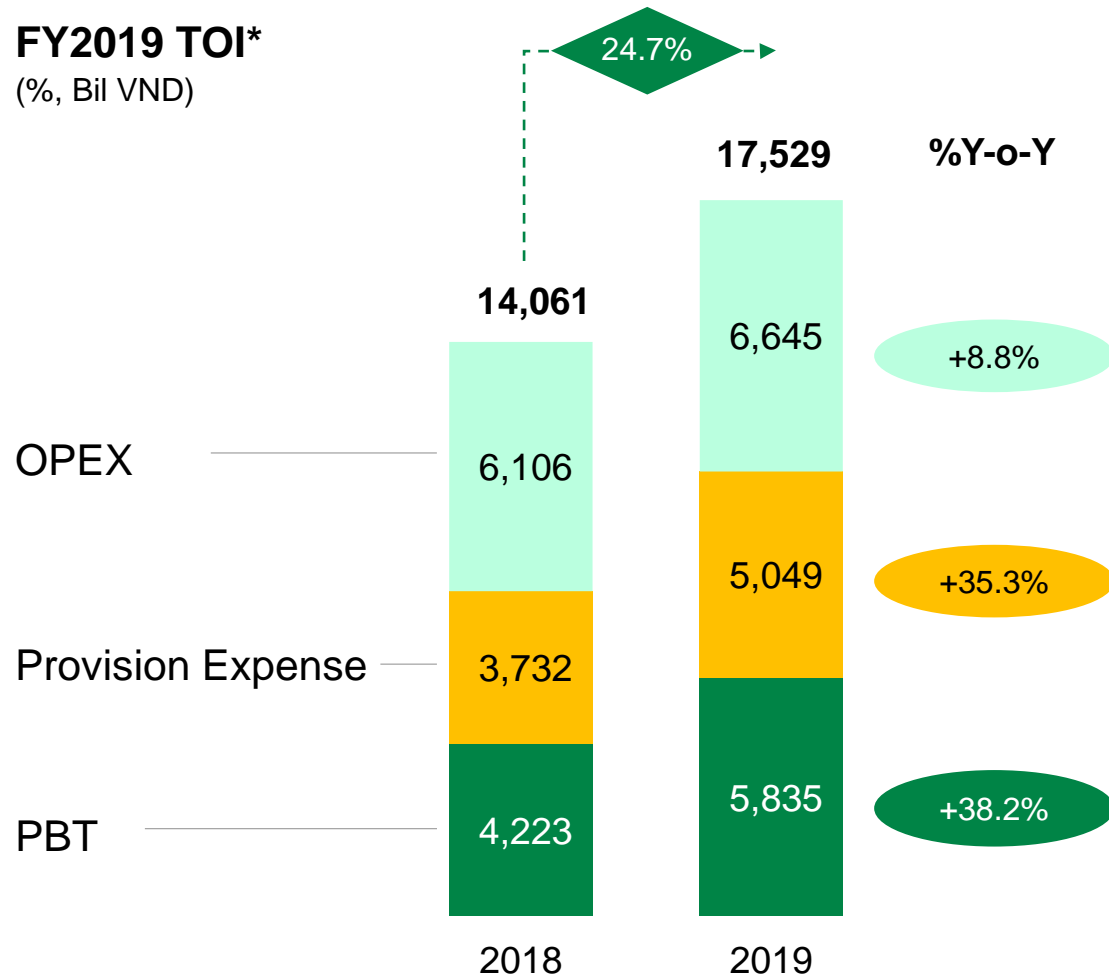


\*\* Excluding income from subsidiaries

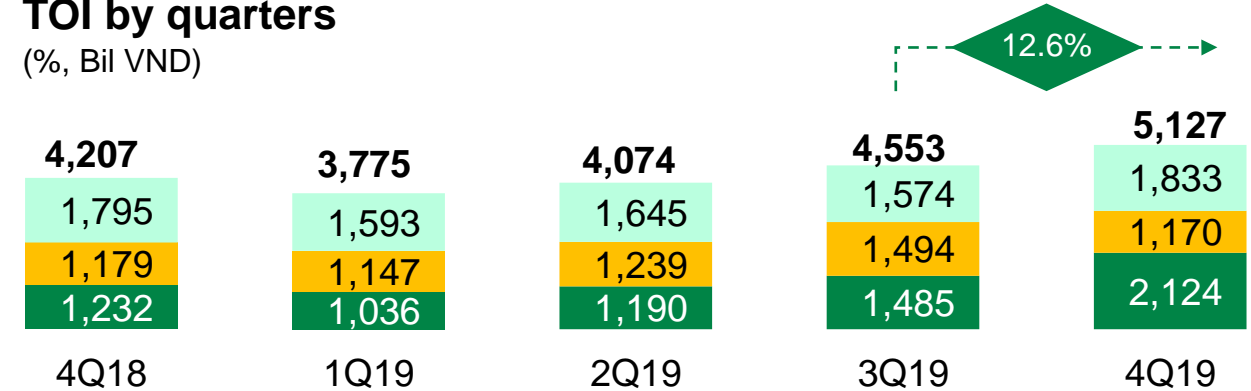
# Earnings surpass full year target, underpinned by cost optimization that beats other private JSC banks with lowest growth

PBT grew 38.2 % Y-o-Y thanks to growth of TOI (24.7% Y-o-Y) prevails over that of OPEX (8.8% Y-o-Y). CIR is well managed.

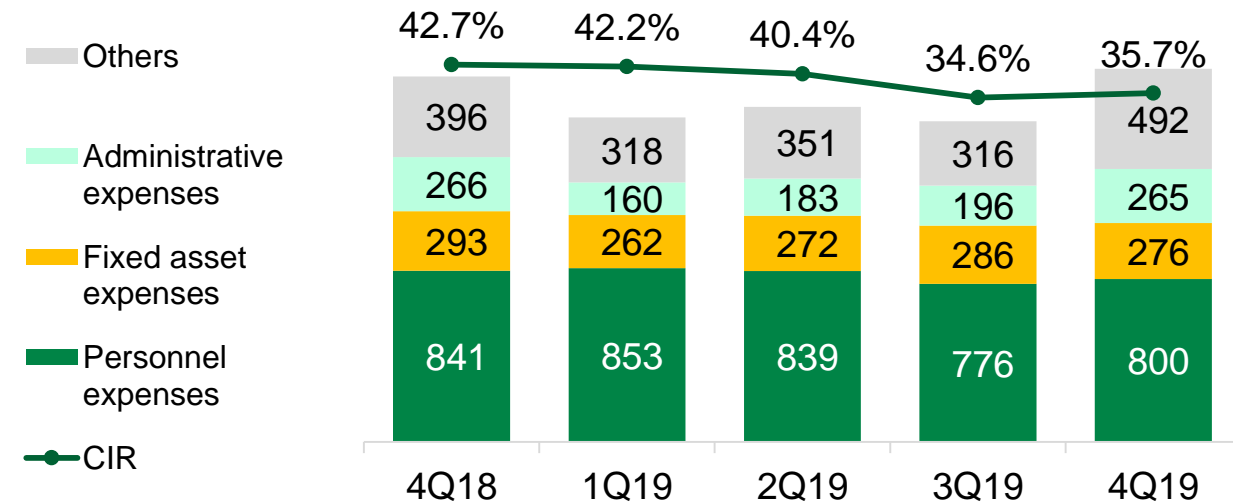
**FY2019 TOI\***  
(%, Bil VND)



**TOI by quarters**  
(%, Bil VND)



**OPEX structure, CIR\*\***  
(%, Bil VND)



\* Excluding one-off income & income from subsidiaries  
Source: Unaudited Single FS at 31.12.2019

\*\*Exclude income from subsidiaries

## Quantitative & Qualitative Transformation



### Achievements

- Top 5 Banca Sales volume
- Good account numbers' program support 146% CASA growth. AF contributed 76% to RB deposits with 56% CASA growth.
- #1 spending volume and newly issued credit card in the market



### Business Model

- Digital onboarding of new acquisition
- Integrate CommCredit + RB for synergies enhancement
- Centralized sales/ Supporting function for standardization
- Productivity increased **30%**. Total of AF Clients surpassing **63,000** with **High-Net-Worth program** launched

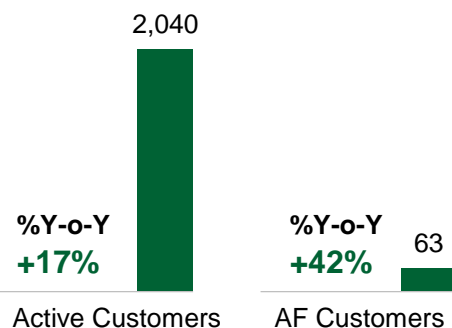


### Customer & Credit Card

AF segment and Credit Card have become key growth engine for VPBank

#### 2019 Customers (thousands)

TOI/Customer ▲15%



#### Number of accumulated issued credit card

**964,000** 43% growth

#### Spending volume

**59,000** bil VND 63% growth



### Financial Results

▶ **Credit**  
 >**82,000** bil VND  
 18% growth

▶ **Deposit**  
 >**133,000** bil VND  
 16% growth

▶ **TOI net provision**  
 34% growth

▶ **PBT**  
 125% growth

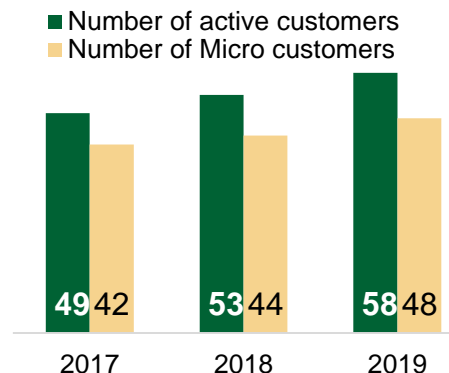
## Key Initiatives

- Sales management tools
- Overall profitability improvement
- Simplified credit underwriting processes

## Financials

	<b>Credit</b>	17% growth	>35,000 bil VND
	<b>Deposit</b>	27% growth	>17,000 bil VND
	<b>PBT</b>	94% growth	

## Customers

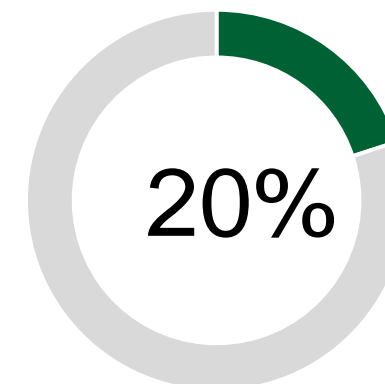


### Micro SME strategy

- The focus since 2016
- Loan NIM: 7.5%

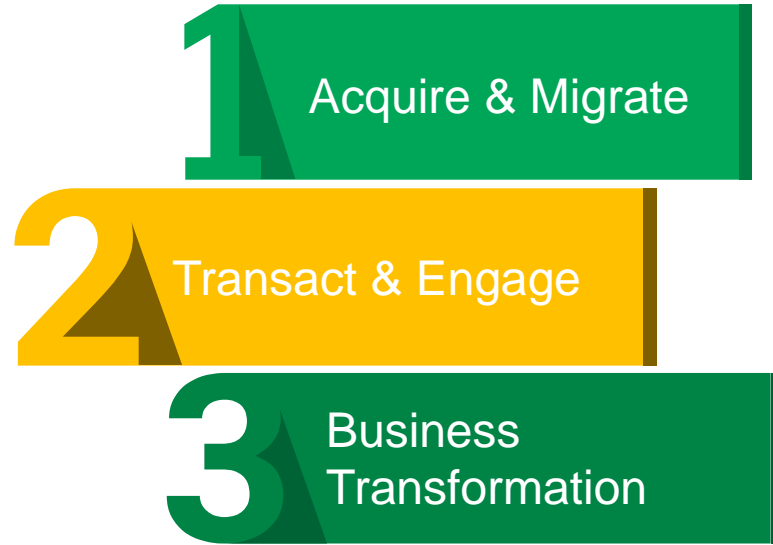


**Micro SME balance contribution to Unsecured portfolio**



# DIGITAL TRANSFORMATION /1

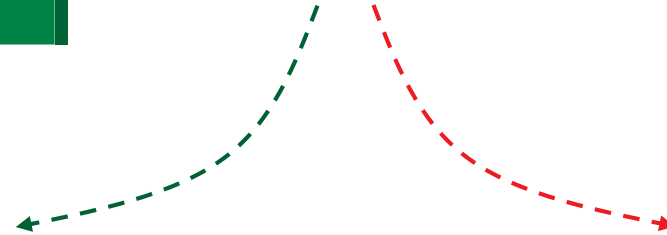
*VPBank's digital transformation aims to deliver a distinctive customer value proposition*



## New Capabilities



**Top-line growth**  
(with new revenue stream)



**Higher productivity**  
**Lower cost base**  
(without impact to customer services)



“ Become one of the top 3 most VALUABLE banks in Vietnam by 2022  
Become the most consumer friendly bank through technology ”

*VPBank's digital transformation aims to deliver a distinctive customer value proposition*

1

## MARKET LEADING CUSTOMER ON-BOARDING ENGINE

- **96%** transactions via non-counter channels (eBanking, ATM/CDM/POS)
- **42%** Credit Card and **33%** UPL contribution to Retail sales via digital channels
- **2.4x** newly issued Credit Card\*

2

## UNRIVALLED OPPORTUNITY FOR HIGH ENGAGEMENT

- **Average of 2 product holdings** per digital customer
- **4.2 million** logins daily (1.4x vs. last year)
- **120%** growth in number of transaction per customer per month

3

## NEW DIGITAL ERA CULTIVATES BUSINESS TRANSFORMATION AND COST SAVING

- **Data-driven Execution** with AI and Big Data
- Solid **OPEX optimization**



To the TOP 

FY2019 Results Announcement

# REVIEW OF FY2019 RESULTS



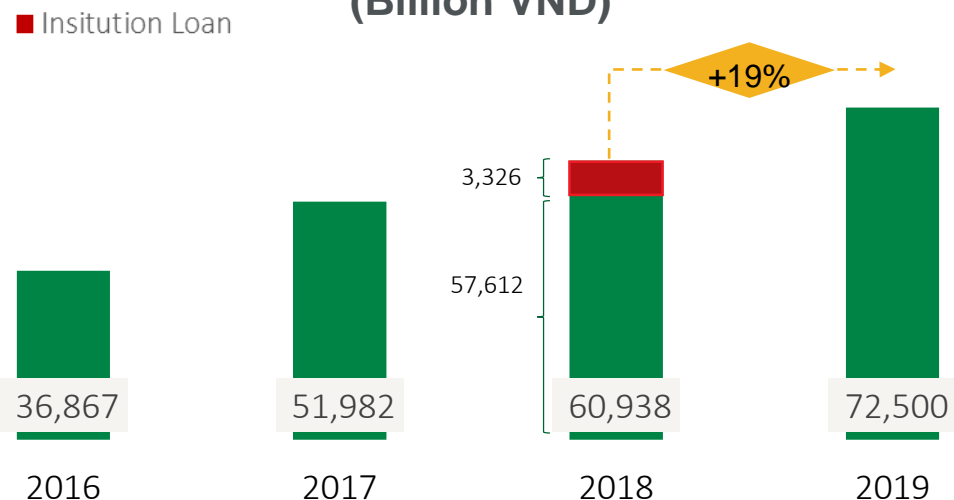
CONSOLIDATED

BANK SEPARATE

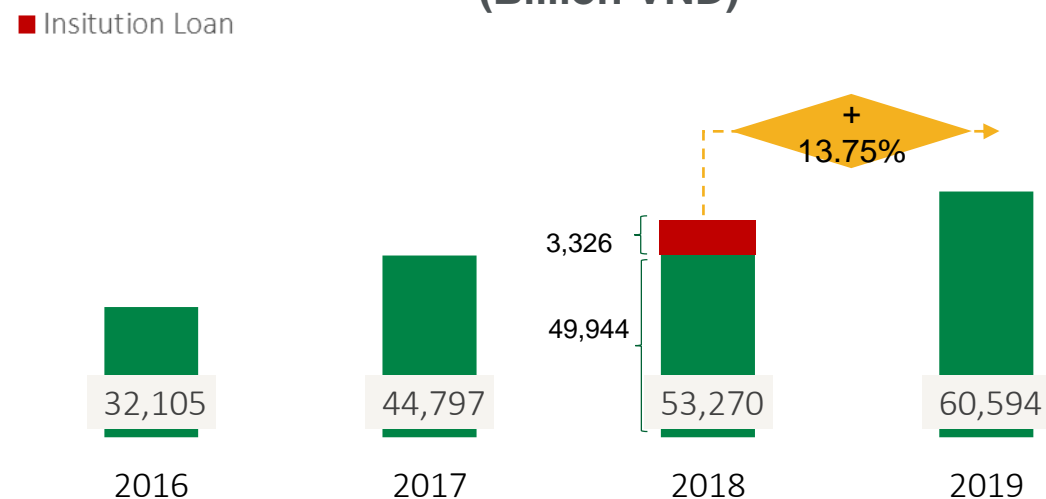
**FE CREDIT**

# BUSINESS PERFORMANCE – FE CREDIT

### Disbursement amount (Billion VND)



### ENR (Billion VND)

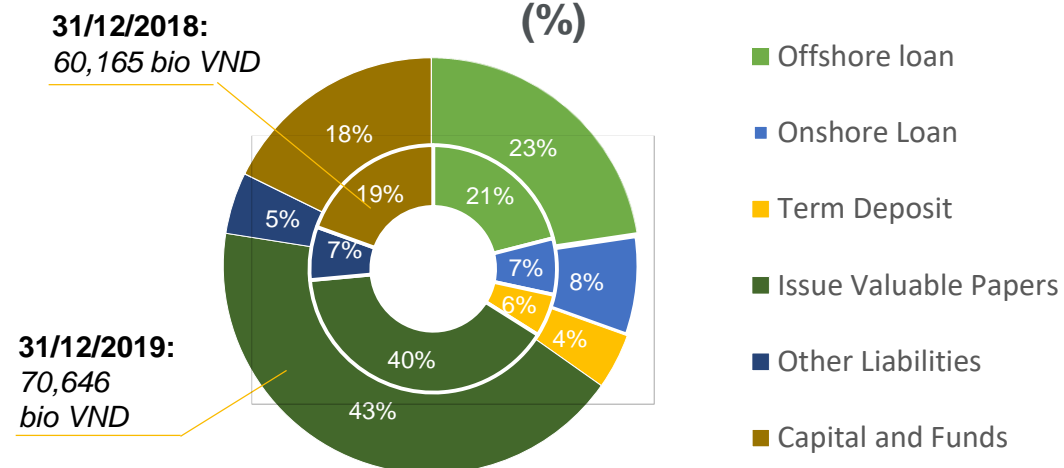


### NPL (%)

	FY.2018	FY.2019
VAS*	6.0%	6.0%
IFRS**	4.5%	4.2%

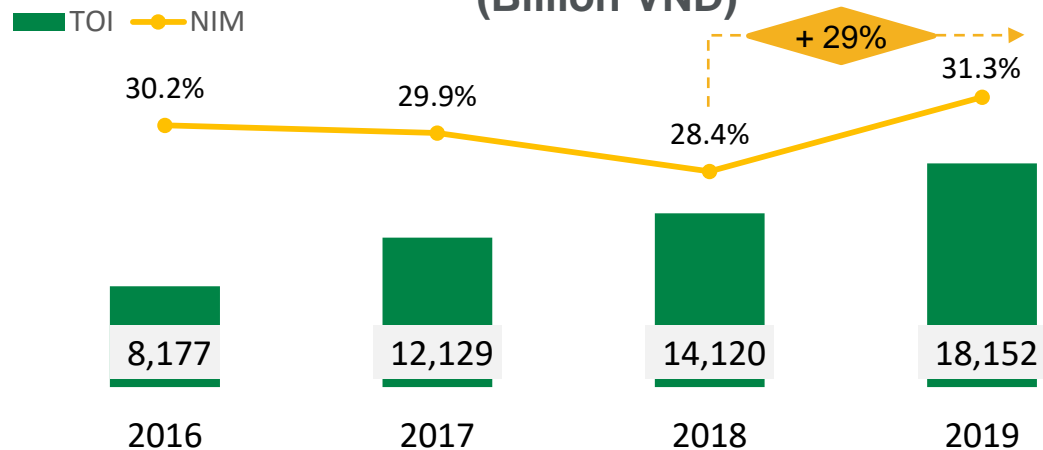
\*NPL (follow VAS): calculate loans had Day Past Due (DPD) over 90 days in FE Credit and consider categorizing debt of customers at other credit institution (CIC)  
 \*\*NPL (follow IFRS): calculate loans had Day Past Due (DPD) over 90 days in FE Credit only.

### Funding Mix (%)



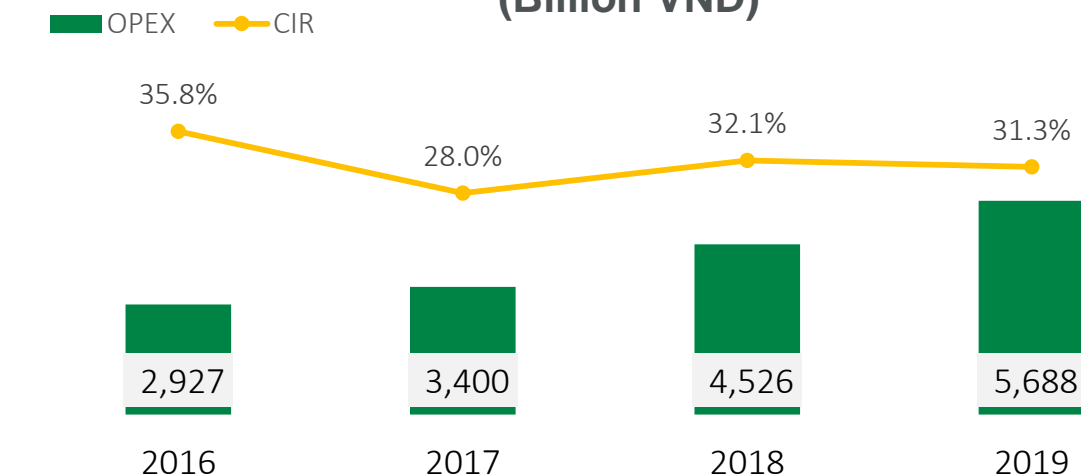
# BUSINESS PERFORMANCE – FE CREDIT

### TOI \* (Billion VND)



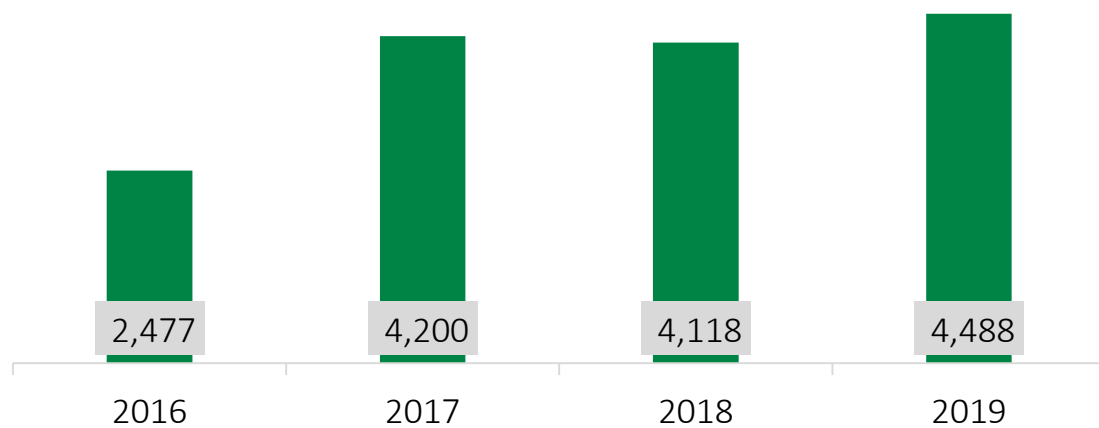
\*Not include other income

### OPEX & CIR\* (Billion VND)

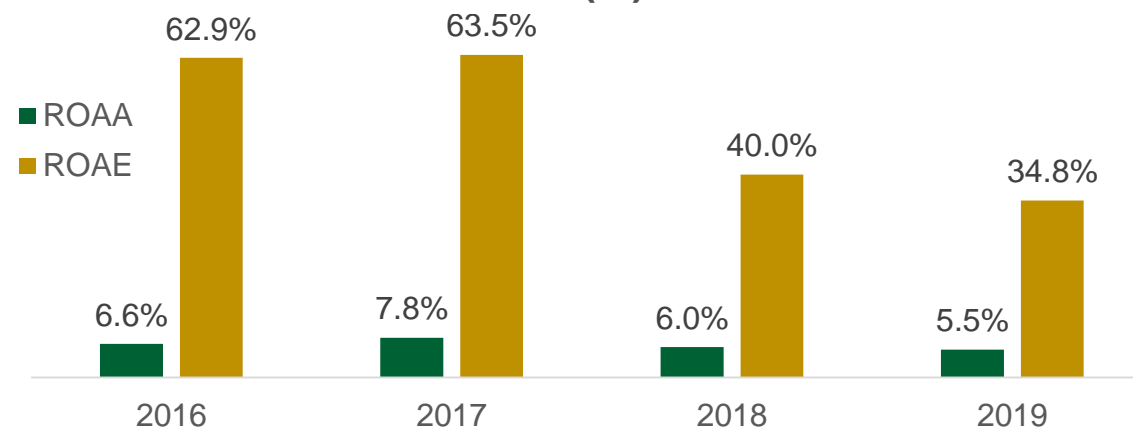


\*Not include other income

### PBT (Billion VND)



### ROAA & ROAE (%)



Return on average equity ("ROAE") is calculated as net income divided by average total owner's equity. (excluded retained earning)

# To the TOP

FY2019 Results Announcement

## BUSINESS PLAN





# TO THE TOP

## BUSINESS PLAN 2020

VPBANK is setting bold aspirations for 2022



---

Become one of **the top 3**  
**most VALUABLE** banks in  
Vietnam by 2022

---



---

Become the **most consumer**  
**friendly** bank through  
technology

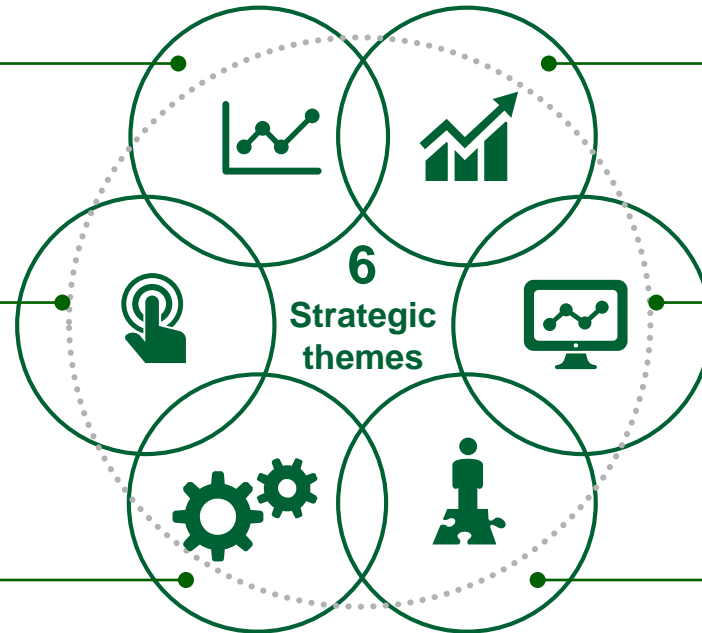
---

# STRATEGIC THEMES TO ACHIEVE 2022 ASPIRATIONS

**Establish program to enhance sales and network productivity** to drive value from **existing franchises** in retail, SME, household and commercial banking

**Conduct end-to-end redesign and digitization of core banking journeys** to substantially improve customer experience and lower costs

**Achieve excellence in risk management and IT** to support the growth of the bank while ensuring credit quality, including through investment in modern risk management tools



**Launch new growth engines** (e.g. transactions banking, mobility and housing ecosystems) and scale up strategic partnerships (e.g. banca) to fuel future growth for VPBank

**Build next generation capabilities in data and analytics** to drive non-linear growth and improve decision making

**Strengthen governance** to build a performance-driven organization that attracts the best banking talent and **defines a VPBank culture** that promotes cross-functional collaboration

# TO THE TOP

## BUSINESS PLAN 2020

Objective: A universal and comprehensively developed bank  
Quality growth continues to be a key focus in 2020 business strategy



### SCALES

**An expected growth of 15%, prioritizing strategic segments**



### EFFICIENCIES

**Expected of profit growth is 25 – 30% with various initiatives on cost optimization and provision savings thanks to the settlement of VAMC's bonds**



# TO THE TOP

## BUSINESS PLAN 2020



### KEY DRIVING FORCES

- Boosting core lending products
- Improving CASA and Transaction Banking to optimize cost of fund
- Diversification of Non-interest income
- Enhancing Open Banking strategy & partnerships



### EFFICIENCY IMPROVEMENT

- Operational optimization and cost control
- Process re-engineering
- Automation & Digitalization
- Quality of data analytics -Farming & Cross-sell
- Risk cost monitoring

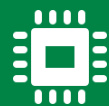
01



## Segmentation

Segmentation strategy focuses on **3 main segments**:  
*Affluent Banking, Mass Affluent and Household Business*

02



## Digitalization

Improvement of customer journeys

03



## Ecosystem & Payment

- Enhancement of ecosystem & open banking platform
- Boost payment via CASA, CDM and cards

04



## Sales exploration

- Sale model enlargement with 360 degree solutions
- Diversification of revenue source

# SME \_ OPPORTUNITIES IN 2020

## 01

### Segmentation

- Significant improvement in the growth and profit contribution from Micro SME as further gains are expected from the initiatives already in place
- Upper SME with preferred industry focus



## 03

### Sales specialization

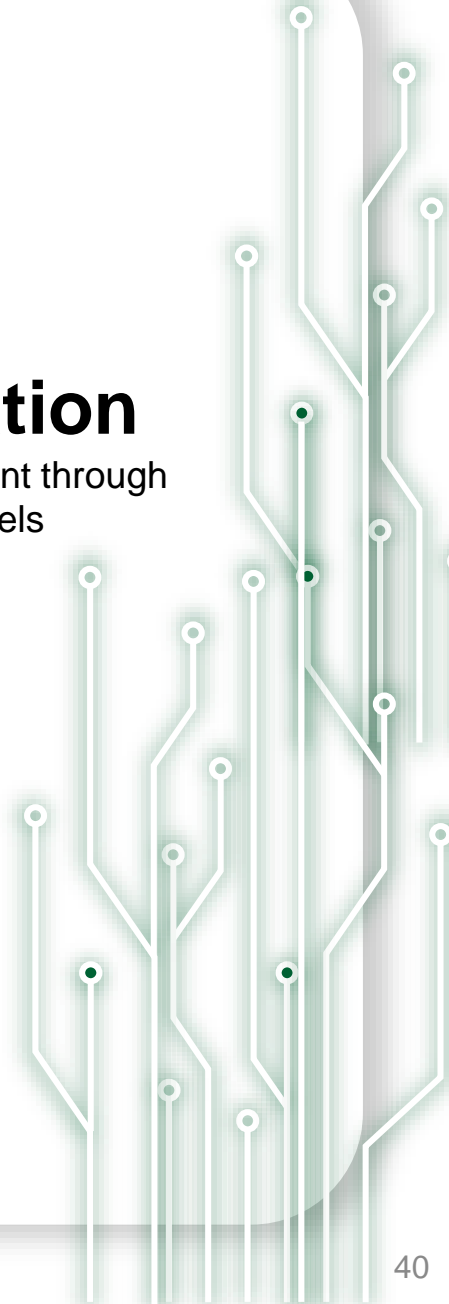
Efficiency improvement through focus on sales channels optimization

## 02

### Digital Solution

Digital solutions to capture new opportunities

- Digital journeys to improve customer engagement
- Merchant acquisition and implementation of new payment services



To the TOP 

FY2019 Results Announcement

# INVESTMENT RECAPS



## WHY VPBANK?

- 
- 1** Vietnam is one of the fastest-growing economies in Southeast Asia with a fast growing banking sector with significant growth potential
  - 2** Strong focus on consumer finance and retail banking, well positioned to benefit from the Vietnam consumer story
  - 3** Access to stable and diverse funding sources has helped VPBank maintain low funding costs
  - 4** Robust growth in profitability, driven by high margin business and strong cost efficiencies
  - 5** Well capitalised and prudently managed asset quality
  - 6** Comprehensive modernised risk management policies



# AWARDS IN 2019



The inaugural bond by VPBank in the international bond market  
The first US dollar bond issuance from Vietnam since 2014

**THE ASSET**



The first Vietnamese private bank on the list of the world's 500 strongest banking brands  
The strongest brand among private banks in Vietnam

**BRAND FINANCE**



Vietnam Enterprise Innovation Award

**ASIA IOT BUSINESS PLATFORM**



Best SME Bank Award

**THE ASIAN BANKER**



Outstanding Digital Banking Award

**INTERNATIONAL DATA GROUP**



The largest credit card transaction in the Vietnamese banking market

**MASTERCARD**



Best Companies to Work in Asia

**HR ASIA**



Top 10 prestigious commercial banks in Vietnam

Vietnam's largest private bank in 2019

Top 10 private joint-stock commercial banks

**VIETNAM REPORT (VNR)**



50 Best Listed Companies in 2019

**FORBES VIETNAM**



TOP 50 Most Effective Companies in Vietnam 2018

**NHIP CAU DAU TU MAGAZINE**

# DEFINITION OF INDICATORS

<b>1. Cost to income ratio (CIR)</b>	OPEX / TOI
<b>2. ROE (Consolidated)</b>	Profit after tax / Average Total Equity
<b>3. ROA (Consolidated)</b>	Profit after tax / Average Total Assets
<b>4. ROE (Bank Standalone)</b>	Profit after tax exclude income from subsidiaries / Average Total Equity exclude investment to subsidiaries
<b>5. ROA (Bank Standalone)</b>	Profit after tax exclude income from subsidiaries / Average Total Assets exclude investment to subsidiaries
<b>6. NPL in accordance with Cir 02</b>	Total amount of non-performing exposure / Total credit exposure per Cir 02
<b>7. Credit Cost</b>	Provision expenses / Average Loans to customers
<b>8. LLR on &amp; off BS</b>	Total provision reserves for credit losses plus provision used for Write-off / (Amount of loans in group 3-5 + Write-off)
<b>9. Specific LLR on &amp; off BS</b>	Specific provision reserves for credit losses plus provision used for Write-off / (Amount of loans in group 2-5 + Write-off))
<b>10. COF</b>	Interest Expenses / Average total funding
<b>11. Internal LDR</b>	Credit to Customers / Customers Deposits and Valuable Papers
<b>12. Yield</b>	Interest Income / Average Earning Assets
<b>13. NIM</b>	Net Interest Income / Average Earning Assets
<b>14. Asset Utilization</b>	TOI / Average Total Assets
<b>15. Equity Multiplier</b>	Total Assets / Total Owners' Equity



# GLOSSARY

<b>AMC</b>	Asset Management Company
<b>CAR</b>	Capital Adequacy Ratio
<b>CASA</b>	Current Account Savings Account
<b>CIR</b>	Cost-to-Income Ratio
<b>ENR</b>	Ending Net Receivables
<b>LLR</b>	Loan Loss Reserve
<b>NFI</b>	Net Fee Income
<b>CD</b>	Certificate of deposits
<b>NIM</b>	Net Interest Margin
<b>NPL</b>	Non-Performing Loan
<b>PL NTB</b>	Personal loans New to Bank

<b>OPEX</b>	Operating expense
<b>ROE</b>	Return on Equity
<b>ROA</b>	Return on Asset
<b>SBV</b>	State Bank of Vietnam
<b>SME</b>	Small and Medium-Sized Enterprises
<b>TOI</b>	Total Operating Income
<b>UPL</b>	Unsecured Personal Loan
<b>ATM</b>	Automated Teller Machine
<b>CDM</b>	Cash Deposit Machine
<b>POS</b>	Point of Sale
<b>POC</b>	Point of Cash

# DISCLAIMER

The material in this presentation is general background information about VPBank's activities current at the date of the presentation. It is information given in summary form and does not purport to be completed. It is not intended to be relied upon as advice to investors or potential investors and does not take into account the investment objectives, financial situation or needs of any particular investor. These should be considered, with or without professional advice when deciding if an investment is appropriate.

For further information, visit [www.vpbank.com.vn](http://www.vpbank.com.vn) or contact

VPBank Investor Relations

Tel: (84) 24 3928 8869 (ext. 54111)

Fax: (84) 24 928 8867

Email: [ir@vpbank.com.vn](mailto:ir@vpbank.com.vn)