



# TURN OPPORTUNITIES INTO SUCCESS

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Annual Report

# 2021

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# 01

## MESSAGE FROM THE CHIEF EXECUTIVE OFFICER



## MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

### Dear Valued Shareholders, Customers and Partners,

In 2021, the Covid-19 pandemic posed unprecedented challenges and enormous difficulties for the entire economy. The fourth outbreak from April 2021 seriously affected all aspects of the socio-economic life as well as product and business activities following its spread to most provinces and cities.

In that context, VietABank has determined that it is necessary to implement dual goals: We need to ensure operational safety, ensure business continuity, fulfill the set targets and plans, while siding with customers, partners and the community to overcome the fiercest challenges.

At the end of fiscal year 2021, VietABank's total assets reached VND 101,033 billion, representing 104% of the plan; the total deposits from financial institutions and retail customers reached VND 69,573 billion, reaching 105% of the plan.

Notably, our consolidated pre-tax profit reached VND 840 billion, up 106% compared to 2020.

In July 2021, 445 million shares of VietABank were officially traded on UPCOM with the ticker VAB. The successful listing of shares is a premise for VietABank's strong growth in the next period, meets the expectations of shareholders, and becomes a reliable choice of domestic and foreign investors.

In 2021, VietABank actively offered interest rate and service fee discounts for businesses and individuals. The key offers included: "Strengthen business - Beat Covid" with an interest rate of only 8.5% per annum; "Lending interest rate discount/USD-denominated document negotiation" with an interest rate of only 3.3% per year. 100% discount of money transfer fee via the domestic inter-bank electronic payment system for retail customers and 50% discount of money transfer fee for inter-bank electronic payment for corporate customers.

As the outbreak of the Covid-19, VietABank pioneered in implementing social responsibility through joint activities with the government, the medical sector and the people fight against Covid-19: Donations of VND 3.5 billion to the Covid-19 vaccine fund; VND 200 million to the Covid fund of the Central Lung Hospital; VND 178 million to the "Breath of Saigon" program; Supporting the poor to overcome the difficulties of Covid - 19.

Economic experts say Covid-19 is like a "reagent" to test the health of each actor in the economy and how quickly the response to the crisis is, thereby inspecting the effectiveness of operating models and strategies. For VietABank, the year 2021 also marked the Bank's many important changes in quality in the past 5 years: Successful implementation of a digital transformation solution, focusing on customer experience in the process of creating modern products and services with multiple use cases by launching the EzMobile application with many advanced features and experiences, successful deployment of the online account opening service using modern authentication technology (eKYC).

Thanks to our outstanding achievements in business activities, VietABank has been honored by many prestigious domestic and international organizations with multiple awards: Moody's ranks the Bank at B2 with a stable outlook; Best Corporate Bank Vietnam; Best Savings Bank Vietnam; Best Bank for Sustainable Development Vietnam; Promotion within the Top 500 largest enterprises in Vietnam in 2021; a Vietnam's Excellent Brands.

Building on these achievements, in the 2022 - 2025 period, VietABank will continue toward the goal ahead. Maintain safe operation and sustainable growth, continue to accelerate the digital transformation process, fulfill and exceed annual plan targets. With the determination and tireless efforts of the leadership team and employees, VietABank enters 2022 with enormous strengths and full of confidence that we will continue to conquer new heights.

Yours faithfully,

Acting CEO



Nguyen Van Trong





# 02

## ABOUT US

1. OVERVIEW OF VIETABANK
2. VISION, MISSION  
& CORE VALUES
3. LEADERSHIP
4. ORGANIZATIONAL STRUCTURE
5. DEVELOPMENT HISTORY



# OVERVIEW OF VIETABANK

## TRADE NAME

- **Registered name in Vietnamese:** Ngân hàng thương mại cổ phần Việt Á
- **Name in English:** Vietnam Asia Commercial Joint Stock Bank
- **Trade name:** VietABank
- **Abbreviation:** VietABank
- **Certificate of Business Registration No.:** 0302963695
- **Date of first registration:** June 19, 2003
- **Date of 31<sup>st</sup> amendment:** March 15, 2022

## CHARTER CAPITAL

- **Charter capital as of December 31, 2021:** VND 4,449,635,637,000
- **In words:** Four thousand four hundred and forty-nine billion, Six hundred and thirty-five million, Six hundred and Thirty seven thousand Vietnamese Dongs
- **Charter capital as of March 08, 2022:** VND 5,399,600,430,000
- **In words:** Five thousand three hundred and ninety-nine billion, six hundred million, four hundred and thirty thousand Vietnamese Dongs

*(On March 8, 2022, VietABank obtained the approval of the State Bank of Vietnam to amend the charter capital on the License for Establishment and Operation of the Bank in accordance with Decision No. 314/GĐ - NHNN)*

## ADDRESS

- **Head Office:** 4th and 5th floors, Samsora Premier Building, No. 105 Chu Van An, Yet Kieu Ward, Ha Dong District, Hanoi City, Vietnam
- **Tel:** (024) - 39 333 636 / **Fax:** (024) - 39 333 636
- **Website:** [www.vietabank.com.vn](http://www.vietabank.com.vn)

## BUSINESS LINES

- Finance, Banking

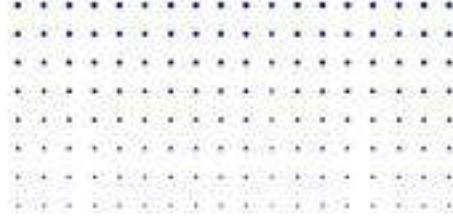
## NUMBER OF EMPLOYEES

- Total number of managers and staff as of December 31, 2021 of the Bank and its subsidiaries: 1,485 people





## VISION, MISSION & CORE VALUES



Throughout 18 years of doing business, VietABank has always strived to be among the most prestigious and efficient bank in Vietnam. Our mission is to "bring the real value to customers, stable growth for shareholders, create an equal, happy and prosperous workplace for every employee and contribute to the development of a civilized, prosperous society".

In order to realize that vision and mission, VietABank must constantly renovate and complete itself with clear development orientation and with prudent, stable moves.





## VISION



To become the bank with highest prestige and productivity.



## MISSION



### For shareholders

To increase the investment value rooted from a sustainable development.

### For customers

To continuously strive to diversify services and products, satisfy customers' demands and create the highest benefit for customers, provide each and every service with dedication, safety and confidentiality.

### For employees

To create a happy and prosperous working environment together.

### For community

To proactively participate to the community activities, contribute to the development of a civilized and prosperous society.



### Integrity

VietABank's staff are people of integrity, we live by moral norms of the society and of VietABank in a strict and consistent manner.



### Passion

VietABank's staff are aspired and passionate in pursuing the ultimate goal. That is the motivation for us to commit and fully utilize our strengths and advantages to dedicate to our work that we chose to do at VietABank.

## CORE VALUES



VietABank's staff always demonstrate positive attitude, creative thinking for breakthrough that result in the accomplishment of highest professional achievement.

VietABank's staff fully understand and always act for the vision, mission and goals of VietABank.



### Responsibility



### Loyalty



## BOARD OF DIRECTORS



**Mr. PHUONG THANH LONG**  
Chairman

Master in Finance  
Mr. Long has almost 15 years of working experience with major financial institutions and banks.



**Mr. PHAN VAN TOI**  
Vice Chairman

He is a Bachelor in Foreign Trade and Economics  
He has been serving in the Board since 2012.



**Mr. NGUYEN HONG HAI**  
Independent member of the Board of Directors

Bachelor in Transport Economics  
He has over 30 years of working experience in finance and accounting.

## BOARD OF DIRECTORS



**Mr. PHUONG HUU VIET**  
Member of the Board of Directors

PhD in Economics  
Mr. Viet holds the position of Chairman of VietABank BOD since 2011. He possesses more than 30 years of experience in management and economic areas.



**Mr. TRAN TIEN DUNG**  
Member of the Board of Directors

Bachelor of Commercial Law  
He has been serving in the Board since 2018. He possesses more than 20 years of working experience in finance-banking and has held various senior positions.



**Mr. NGUYEN VAN TRONG**  
Member of the Board of Directors

Mr. Nguyen Van Trong has many years of experience in the field of finance and accounting. He held many senior management positions at large organizations and corporations in Vietnam.



## SUPERVISORY BOARD



Ms. **NGUYEN KIM PHUONG**

Head of the Supervisory

Bachelor in Economics  
Ms. Phuong has 30 years of experience in the finance and banking sector.



Mr. **HOANG VU TUNG**

Member of the Supervisory Board

Bachelor in Economics  
He has nearly 20 years of experience working in the finance and banking sector.



Ms. **NGUYEN THI HOAN**

Member of the Supervisory Board

Bachelor in Accounting  
She has joined the Supervisory Board of VietABank since 2013 with many years of experience in the financial sector.

## BOARD OF MANAGEMENT



Mr. **NGUYEN VAN TRONG**

Acting CEO

Master in Business Administration  
Mr. Nguyen Van Trong has many years of experience in the field of finance and accounting. He held many senior management positions at large organizations and corporations in Vietnam.



Mr. **CU ANH TUAN**

Deputy CEO

Master in Finance  
He has over 23 years of experience working in international financial institutions and banks.



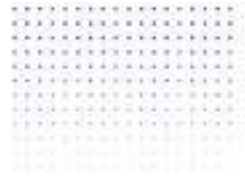
Mr. **TRAN TIEN DUNG**

Deputy CEO

Bachelor of Commercial Law  
He has over 20 years of experience in the financial sector and has held multiple important positions.



## BOARD OF MANAGEMENT (CONT.)




**Mr. PHAM LINH**  
Deputy CEO

PhD. in Economics  
Mr. Linh has nearly 20 years of experience in banking and finance. He previously held many senior management positions at various credit institutions.

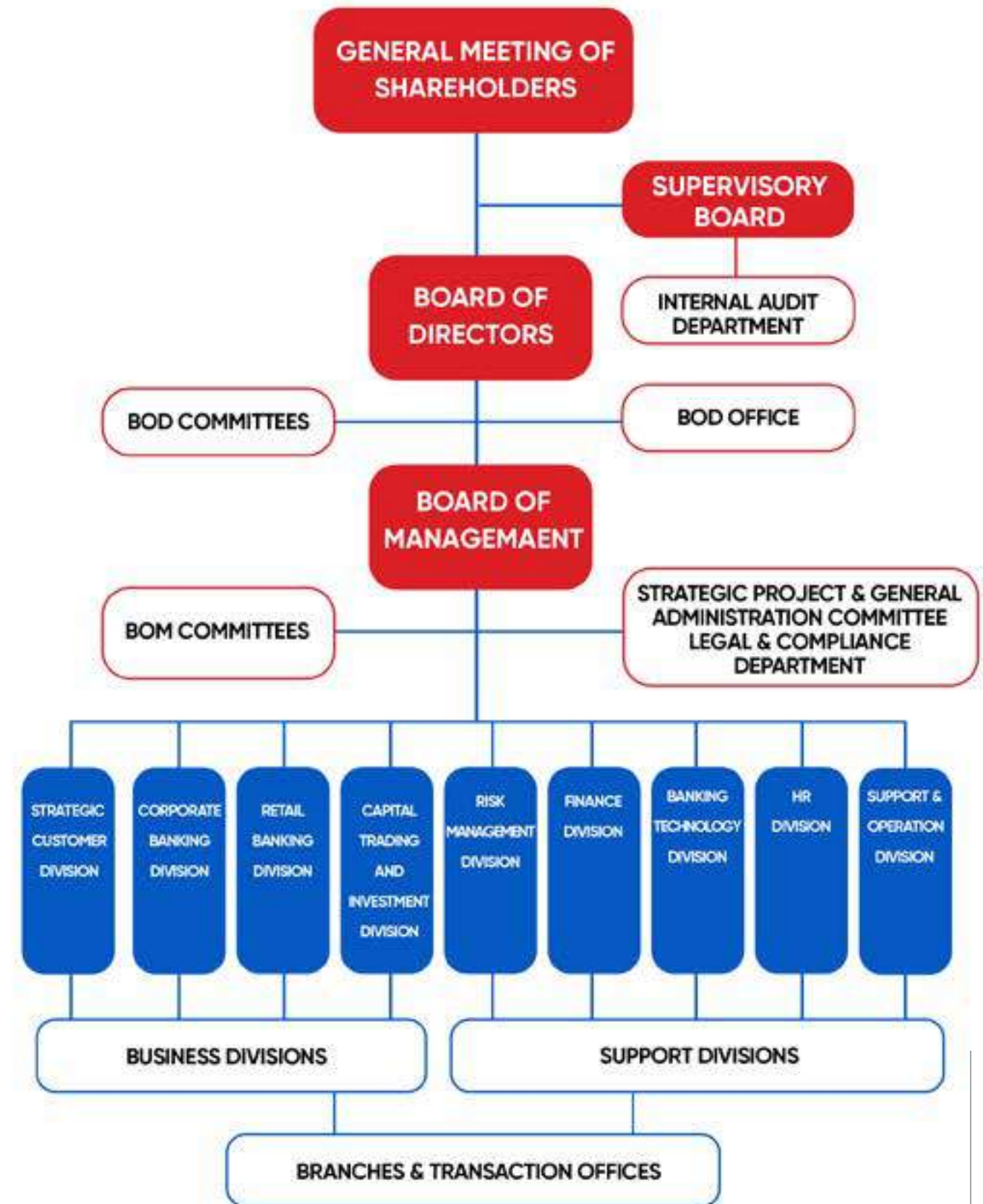


**Mr. LE MINH HUAN**  
Deputy CEO

Bachelor in Technology.  
He has more than 20 years of experience in the fields of information technology and finance & banking. He previously held several important positions at different financial institutions.



## ORGANIZATION STRUCTURE





## SUBSIDIARIES & AFFILIATES

As of December 31, 2021, the Bank has 01 subsidiary

### Debt Management and Asset Exploitation Single-shareholder Limited Company - Viet A Commercial Joint Stock Bank (AMC)

**Capital contribution of the Company:** VND 500,000,000,000 (Five hundred billion dong).

**Head Office Address:** 2nd floor, 119-121 Nguyen Cong Tru, Nguyen Thai Binh Ward, District 1, Ho Chi Minh

**Business lines (AMC):** Debt and Asset Management Company

**VietABank's ownership ratio (%):** 100%

**AFFILIATES:** VietABank does not have any affiliate

## INFORMATION ABOUT SHAREHOLDER VIETABANK SHARE VIETABANK

**Stock ticker: VAB**

**Trading on Upcom** – Hanoi Stock Exchange Center

**Financial year:** December 31, 2020 – December 31, 2021

**Independent auditing firm in 2021:** AASC Auditing Firm Company Limited

**Shareholder structure as at:** As at 12/31/2021.

As at	2021/31/12			2020/31/12		
	Indicator	Total	Ordinary share capital	Preference share capital	Total	Ordinary share capital
State invested capital	387,307	387,307	-	387,307	387,307	-
Capital contribution by other shareholders	4,062,329	4,062,329	-	4,062,329	4,062,329	-
Share premium	99	99	-	99	99	-
Other capital	13	13	-	13	13	-
Total	4,449,748	4,449,748	-	4,449,748	4,449,748	-

Foreign ownership cap: 0.5%

## SHARE

As at	2021/31/12	2020/31/12
Number of shares registered for issuance	444,963,567	444,963,567
Number of shares offered to the public	444,963,567	444,963,567
- Ordinary shares	444,963,567	444,963,567
Number of outstanding shares	444,963,567	444,963,567
- Ordinary shares	444,963,567	444,963,567
Face value of shares outstanding: VND 10,000 per share.		

Number of freely traded shares: 418,611,091 shares;

Number of restricted shares: 26,352,476 shares

## OWNERSHIP RATIO OF VOTING SHARES BY THE MEMBERS OF THE BOARD OF MANAGEMENT

NO.	Full name	Gender	Title	Number of voting shares held	Ownership ratio
1	Mr. Nguyen Van Trong	Male	Acting CEO	0	0
2	Mr. Tran Tien Dung	Male	Deputy CEO	4,526,379	1,01
3	Mr. Cu Anh Tuan	Male	Deputy CEO	0	0
4	Mr. Le Minh Huan	Male	Deputy CEO	0	0
5	Mr. Pham Linh	Male	Deputy CEO	0	0
6	Mr. Nguyen Thanh Cong	Male	Chief Accountant	0	0

## REMUNERATION AND OTHER BENEFITS OF THE BOARD OF DIRECTORS, BOARD OF MANAGEMENT, AND SUPERVISORY BOARD

Remuneration of the Board of Directors, Supervisory Board and Chief Executive Officer shall comply with VietABank's salary regulations, and the Resolution approved by the Annual General Meeting of Shareholders in 2021.



## DEVELOPMENT HISTORY

VietABank increased charter capital to VND 190.4 billion VND and launched many new services: Phone banking; Inter-branch deposit/withdrawal; Gold transfer, etc. and launched Hoi An and Hanoi branches

VietABank increased charter capital to VND 1,360 billion, opened a Gold Trading Center and several order-taking agencies in Da Nang, Can Tho, and Hanoi.

On our 5th anniversary, VietABank was honored with several awards from renown organizations, including: Trusted Securities Brand, Vietnam's Top Joint Stock Company, awarded by Credit Information Center of State Bank of Vietnam and D&B international credit bureau.

On August 18, 2014, the State Bank of Vietnam issued a decision approving the relocation of VietABank's head office from Ho Chi Minh City to Ha Noi.

In 2014, VietABank was honored with several prestigious awards: Achieved the trustworthiness indicator for Vietnam's Sustainable Enterprise, Vietnam's Most Favorite Brand, Vietnam's Top Brand, Best Performing Enterprise 2014, Renown Famous Brand in Asia – Pacific economic integration, etc.

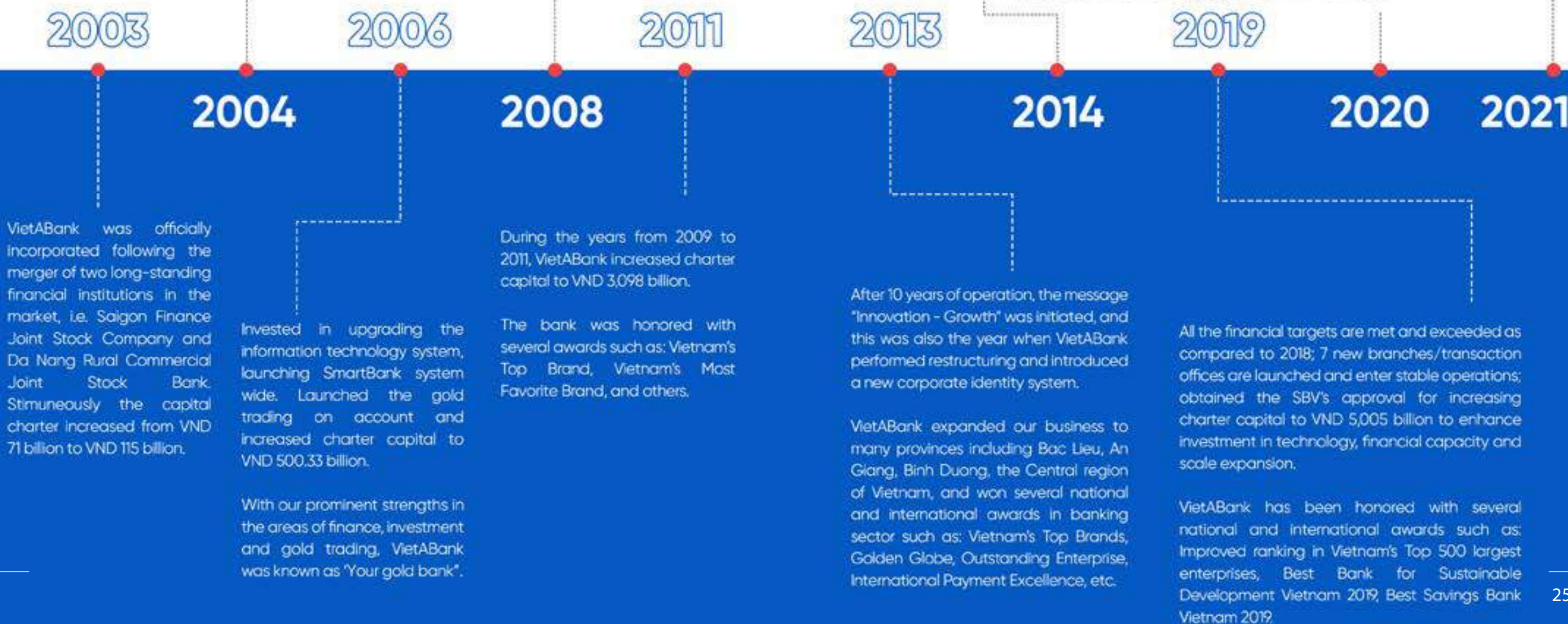
Won the State Bank's approval to increase charter capital to VND 5,400 billion. VAB shares were officially traded on UPCOM.

In June 2021, the Bank's headquarters was moved to Samsora Ha Dong building - Hanoi.

In 2021 VietABank is rated at B2 with Stable outlook by Moody's.

In 2020, VietABank achieved many positive results: Fulfilled the pillars of BASEL II, launched VISA and VCCS cards, opened new offices of 5 transaction points in Quang Nam, Quang Ngai, Ho Chi Minh City, and Hanoi

VietABank has been honored with several national and international awards such as: Vietnam's Top 500 largest enterprises, Best Bank for Sustainable Development Vietnam 2020, Best Savings Bank Vietnam 2020, Best Mobile Banking Application Vietnam 2020.







# 03

## HIGHLIGHTS IN 2021



## BUSINESS PERFORMANCE

In 2021, VietABank's business recorded multiple positive achievements: The total assets reach VND 101,033 billion, increasing by 16.8% compared to 2020 and fulfilling 104% of the 2021 plan. Profit before tax was VND 840 billion, up 106% compared to 2020, fulfilling 128% of the plan for 2021; deposits from economic organizations and retail customers reached VND 69,573 billion, up 14.8% against 2020, reaching 105% of the plan; Loans to customers were VND 54,459 billion, up 12.6% compared to 2020. The NPL ratio was 3%, within the permissible limit allowed by the State Bank of Vietnam.



### DEPOSIT FROM CORPORATES AND INDIVIDUALS

As of December 31, 2021, the total deposit from corporates and individuals reached VND 69,573 billion, up 14.8% (equivalent to VND 8,944 billion) compared to 2020, reaching 105% of the plan. Deposit reached VND 67,691 billion, increasing by 14.2% compared to 2020. The issuance of valuable papers reached VND 1,882 billion, increasing by 38.6% compared to 2020.



## CREDIT OPERATIONS

In the 2019-2022 period, VietABank will have focus on growth in the group of 10 key industries, boosting disbursement to customers with good credit ratings and collaterals. As a result, the credit extension business has always ensured sustainable growth.

In 2021, the total loans reached VND 54,520 billion, up 12.7%, fulfilling the credit growth quota granted by the State Bank in 2021.



### CAPITAL TRADING AND INVESTMENT

The scale of Market 2 (Interbank market) transactions achieved good results, fully utilizing the unsecured limit granted to VietABank by other banks. Meet the liquidity requirements and regulate the effective use of funding for the Bank.

-The bond investment portfolio reached VND 8,773 billion.

### PROFIT BEFORE TAX

The Bank's profit before tax in 2021 was VND 840 billion, increasing by 106% and fulfilling 128% of the 2021 plan. The increase in profits can be attributed to multiple reasons:

- More extensive scale of business scale in 2021.
- Lower deposit interest rates helped VietABank reduce costs.
- Good debt collection results contributed to increased profits





# HIGHLIGHTS OF 2021

## 445 million VAB shares started trading on UPCOM

Reference price on the first day (July 20, 2021): VND 13,500 per share. The listing of shares on UPCOM is a premise for VietABank's strong growth in the next period, meeting the expectations of shareholders and becoming a reliable choice of domestic and foreign investors.

## Compliance with ICAAP under Circular 13

With the capital adequacy ratio foundation already meeting the requirements of Circular 41, VietABank implemented the ICAAP project to assess the capital adequacy and ensure the capital adequacy ratio at an appropriate level under normal operating conditions as well as in the event of unfavorable market movements. Viet A Bank's compliance with ICAAP under Circular 13 and our completion of Basel II standards demonstrates VietABank's efforts to build and develop a strong modern risk management system, following international practices.

## Implement a consulting project for fund transfer pricing

On September 28, 2021, VietABank and Ernst & Young kicked off the project "Consulting on developing methodology and supporting the implementation of the Fund Transfer pricing system". This is one of the key projects that VietABank invests in and deploys in the 2021-2022 period. The new FTP policy system helps VietABank improve the balance sheet management efficiency as well as meet our overall goals (profit management, balance sheet management, management of liquidity management, interest risk and business orientation).

## EzMobile application

Launched on April 3, 2021, EzMobile is a completely new mobile banking version with outstanding service and utility ecosystem:

- Multi features: transfer, savings, payment, etc. with only one smart device
- New technology - Optimal security
- Update balance fluctuations, promotions and other information immediately
- Modern, youthful, user-friendly interface

## Opened an online account backed by eKYC

On November 29, 2021, VietABank officially launched the Online Account Opening Service on VietABank EzMobile app, applying eKYC. From now on, customers do not need to visit a physical VietABank counter; instead, they only need to take one photo of their identity document and one face close-up photo. The system validates information accordingly and opens a bank account for them in real time.

## Bancassurance partnership with MAP Life

On September 15, 2021, VietABank and Mirae Asset Prévoir Life Insurance Company Limited (MAP Life) held a kick-off ceremony of the insurance business partnership program across the VietABank system.

## Won prestigious national and international awards

Thanks to our outstanding achievements in business activities, VietABank was honored with prestigious awards by domestic and foreign organizations:

- Moody's B2 rating for stable outlook
- Best Corporate Bank Vietnam 2021
- Best Savings Bank Vietnam 2021
- Best Bank for Sustainable Development Vietnam 2021
- Top 500 largest enterprises in Vietnam 2020
- Vietnam's Excellent Brands 2021
- Vietnam's Leading Brand

## Pioneered in social activities

- Donated VND 3.5 billion to the Vietnam Fund for Vaccination Prevention of Covid-19
- Donated VND 200 million to the Covid Prevention Fund of the Central Lung Hospital
- Support VND 178 million to the "Breath of Saigon" program
- Supported the poor to overcome difficulties during the Covid-19 pandemic
- Fee waiver for all money transfer transactions on Internet Banking, Mobile Banking and at the counter to the account of the Vietnam Fund for Vaccination Prevention of Covid-19
- Waiver and discount of inter-bank money transfer fees for all retail and corporate customers





MOODY'S ASSIGNED

 VIETABANK

RATING

**B2**

STABLE OUTLOOK



## RETAIL BANKING

To meet increasingly diverse needs of customers in a potential market, retail customers remain the targeted segment for VietABank. Driven by the mission of "Companion with Ambition", the Retail Banking Division has made relentless efforts to gain customer insights, thereby promoting innovation and intrinsic value to constantly adapt and transform to suit megatrends. Decisive and strong transformation in the business strategy and operation management of the Retail Banking Division have brought VietABank a year of many achievements in 2021 with decent business growth.



### BUSINESS GROWTH SOLUTIONS IN 2021

- Sign exclusive bancassurance deal for MAP Life Insurance with Mirae Asset Prévoir Life Insurance Company Limited & officially launched the product bankwide.
- As of September 10, 2021, new performance-based salary and KPI policies have been adopted to drive life insurance sales during the last months of 2021. Accordingly, any staff member of VietABank can engage in the sales of life insurance products and earn performance-based salary.
- Partner with VPS Securities Joint Stock Company to promote sales activities in Q3 & Q4 of 2021. Specifically, VietABank advises and facilitates VPS's access to a group of customers who wish to open securities accounts and trade at VPS, combined with a reward policy for sales staff with good performance.
- Create online sales contests at many business units on platforms like Facebook, Zalo, etc.
- Deploy the sales push program "The Confronter" on a monthly basis to promote unique and effective retail business development approach from top performing business units bankwide.
- Deploy a system to capture and monitor leads besides a software to automatically calculate KPIs for bancassurance officers.
- Develop different promotion programs during peak seasons to attract customers: "VietA Visa Card – Cashback Treat" program encourages customers to obtain a VietABank Visa card and start spending.



## CORPORATE BANKING

In 2021, VietABank continued to focus on exploiting the core customer groups and customers in the ecosystem involving the key industries: Real Estate & Construction, Water - environmental treatment, Pharmaceutical - Medical - Medical equipment - Hospital, Import-Export - Logistic. At the same time, the Bank developed and implemented a reasonable deposit mobilization policy from time to time and launched digital banking services such as: Term deposit, integration of QR codes on documents to customers.

Also in 2021, 11 major domestic and international financial institutions conducted transactions with and granted credit limits to VietABank with a total trade finance amount of over VND 3,000 billion. Many trade finance activities and new services were launched including International guarantee, UPAS, domestic L/C, etc. that fully met the needs of customers.

### PREFERENTIAL INTEREST POLICY, IN SUPPORT OF CORPORATE CUSTOMERS

In order to assist corporate customers to overcome difficulties due to the impacts of Covid-19, VietABank has implemented many loan programs with preferential interest rates and service fee discounts such as:

- "Strengthen business - Beat Covid" with an interest rate of only 8.5% per annum and a total limit of VND 500 billion for businesses operating in the following fields: Health, water, environmental resources, import and export, mining, energy, and education.
- "Lending interest rate discount / USD-denominated document negotiation" with an interest rate of only 3.3% per annum.
- 50% discount on money transfer fees for domestic inter-bank electronic payments at counters and Internet Banking channels for institutional customers.

## TREASURY AND FOREX

In 2021, VietABank always ensured compliance with liquidity ratios, maintaining a large proportion of highly liquid and low-risk assets including government bonds. This enabled the Bank to ensure stable liquidity and properly comply with the regulations of the State Bank.







The year 2021 marks the impressive breakthrough of VietABank Digital Bank with the motto "customer centricity", focusing on customer experience in the process of creating modern products and services with multiple use cases. Looking back on our development in 2021, VietABank prides ourselves on having made a breakthrough in the process of digital transformation.

### THE EZMOBILE APP WITH MANY PREMIUM FEATURES AND EXPERIENCES

As part of our comprehensive development strategy, VietABank quickly caught up with the market and joined the 4.0 playground with the new EzMobile digital banking application, launched on April 3, 2021.

Besides the youthful and eye-catching interface, the structure of features of the new version is based on the study of user habits to offer convenience and optimized time for customers.

With EzMobile, customers can quickly perform financial transactions such as: account management, 24/7 money transfer, online savings. In particular, VietABank offers advanced features for payment, shopping and management: Purchase of air tickets, train tickets, cars, movie tickets, hotel reservations. This simplifies shopping, making it convenient, time-saving and effortless with just a few touches.



### DIVERSE, OUTSTANDING UTILITIES, HIGH SECURITY AND SAFETY

The new version of EzMobile is also updated with the latest technologies such as: Soft OTP, OTT messages, QR Pay, FaceID and TouchID. Authentication via Soft OTP code creates a safe protection layer, providing better assurance for customers. In addition, the delivery of OTT notifications right on the application helps customers control information about balance changes, transaction details or necessary notifications about their accounts.

In addition to login with username and password, EzMobile integrates facial recognition (Face ID) and fingerprint sensor (Touch ID), improving safety and security, avoiding risks to devices in the event of compromise password.



## DIGITAL BANK (CONT.)



### ONLINE ACCOUNT OPENING SERVICE USING EKYC.

On November 29, 2021, VietABank officially launched an online account opening service with eKYC. This solution simplifies procedures, documentation, and creates frictionless process for customers in opening an account without physically visiting a bank branch.

The eKYC solution enables the Bank to overcome all geographical and time barriers in performing full eKYC based on biometrics without face-to-face meetings like the current process.

Integrating state-of-the-art technologies such as Optical Character Recognition (OCR), Face Matching technology, Liveness Detective, Fraud Detection, E-Signature, among others, VietABank's eKYC provides customers with a comprehensive, fast and secure identification process.





## RISK MANAGEMENT

Risk management (RM) has long become one of the core functions of bank governance. For many years, VietABank has always attached importance to RM with the goal of balancing profit and risk, ensuring safe and effective business growth, contributing to building and maintaining the sustainable stability of the Vietnamese banking system.

### COMPLETED THE ICAAP COMPLIANCE PROJECT IMPLEMENTATION

Following the success of project to comply with the Capital Adequacy Ratio according to Circular 41/2016/TT-NHNN, VietABank continued to sign a cooperation agreement with KPMG Tax and Consulting Co., Ltd. to successfully implement the project for compliance with the Internal Capital Adequacy Assessment Process (ICAAP) in accordance with Circular 13/2018/TT-NHNN in the first half of 2021.

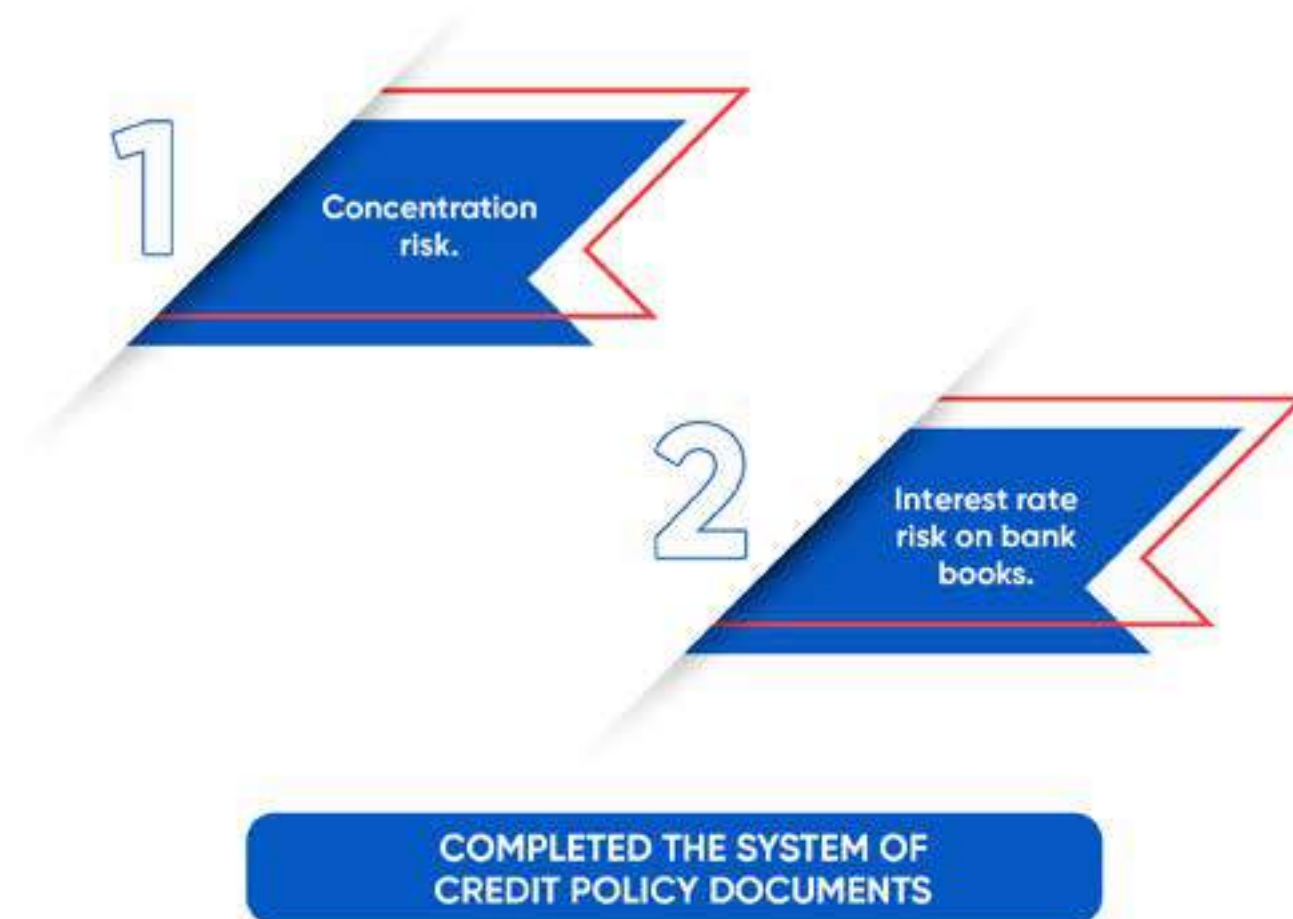
With the capital adequacy ratio foundation already meeting the requirements of Circular 41, VietABank implemented the ICAAP project to assess the capital adequacy and ensure the capital adequacy ratio at an appropriate level under normal operating conditions as well as in the event of unfavorable market movements. On this basis, the Bank will adjust its risk appetite and develop a business plan for the next 3-5 years on the basis of rational allocation of capital to current business activities in a safe but still highly profitable manner.

The compliance with ICAAP under Circular 13 towards the completion of Basel II standards demonstrates VietABank's efforts to build and develop a modern and strong risk management system in line with the orientation of the State Bank and close to international practices.

Accordingly, the internal document system was also completed to implement ICAAP. This included the development of new documents such as



At the same time, with the application of methodologies to measure additional types of material risks (in addition to credit risk, operational risk and market risk calculated in accordance with Circular 41).



VietABank aims to build a complete system of internal regulations, especially the system of credit policies to ensure that risks will be properly identified, measured, monitored and controlled in credit activities. In 2021, VietABank reviewed, researched and finetuned the system of credit policy documents to promptly meet the renewal requirements of the State management agencies as well as the actual developments of the economy, which was full of difficult fluctuations due to the impact of Covid-19 both at home and abroad.

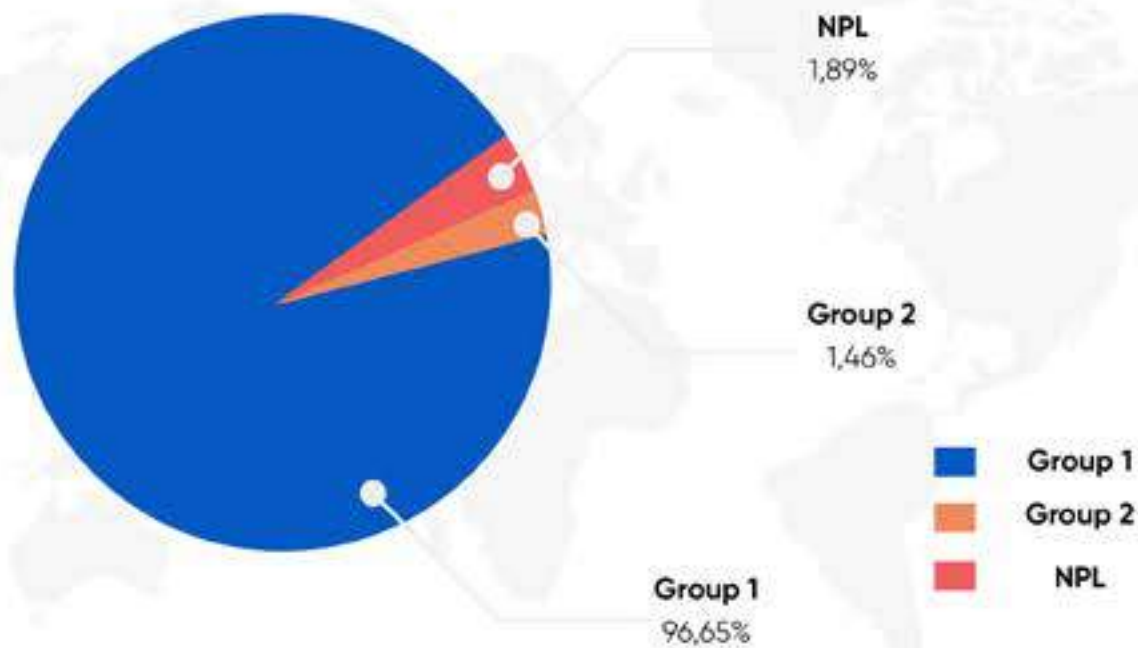
In addition to the conformity and compliance with the provisions of law, the new system of credit policy documents has increased emphasis on the steps of checking and monitoring credit right during credit extension and after credit extension in order to promptly detect signs of risks; ensure independence and objectivity in risk assessment between credit proposal/initiation, credit appraisal and credit approval functions; ensure conformity with the socio-economic development situation, credit growth orientation and internal operating practices of VietABank from time to time.



## RISK MANAGEMENT (CONT.)

### STRICTLY COMPLY WITH CREDIT EXTENSION LIMITS AND CREDIT RISK MANAGEMENT MEASURES

In 2021, VietABank operated under the following orientations: Ensure liquidity for the whole bank, make required reserves and ensure safety indexes at the maximal levels as prescribed by the State Bank, and seize opportunities to trade in government bonds and capital products (interbank borrowing/deposit, interest rate trading...) to increase the Bank's profit



In the context of the complicated developments of Covid-19, the economy faced many difficulties, most of the income sources of customers were affected, potentially leading to difficulties in debt repayment obligations. A high level of NPLs may have long-lasting consequences in the next few years. In order to be ready to cope with this difficult situation, from the first months of 2021 up to now, VietABank has organized and implemented many different measures/solutions to grasp customers' business situation, assess the extent of damage incurred by customers and promptly issue decisions to help remove difficulties for customers as well as ensure the safety of the Bank's business during the pandemic.

### FOCUS ON OPERATIONAL RISK MANAGEMENT

**1 Regular Monitoring Tool:** Regular monitoring, one of the main tasks in operational risk management (Operational Risk Management), which is a set of measures and toolkits established to carry out the continuous monitoring of activities/tasks designated to be subject to regular monitoring. The establishment of new regular monitoring toolkits helps head office units to strengthen monitoring layers and improve control efficiency, thus detect and promptly prevent potential risks.

**2 Self-assessment tool for operational risk control** (Risk Control Self-Assessment - RCSA) helps to identify existing and potential risks, assess the level of risk and implement appropriate actions to manage risks. The new RCSA implementation model with dedicated risk management coordinators at the Risk Management Division and part-time risk management staff in functional units at the head office and business units has been officially implemented from the third quarter of 2021 according to well defined content and standard methodology in line with the SBV's regulations and international practices.

**3 Loss data collection tool:** Loss data collection is centrally managed on operational risk management software to quickly handle remedial work and limit losses. Deploying a loss data collection tool helps to analyze the causes, levels of impact, issues that can lead to risks, provide solutions on regulatory processes, control points, action plans to avoid repeated losses in the future, enhance operational risk perception and calculate and allocate operational risk capital.

**4 Business Process Mapping (BPM) tool** is designed to identify the operational risks of each business process and the overall operational risks. The implementation of a business process mapping tool helps to identify risks in each process step, evaluate current check points, identify residual risks and recommend additional check points to minimize potential risks.



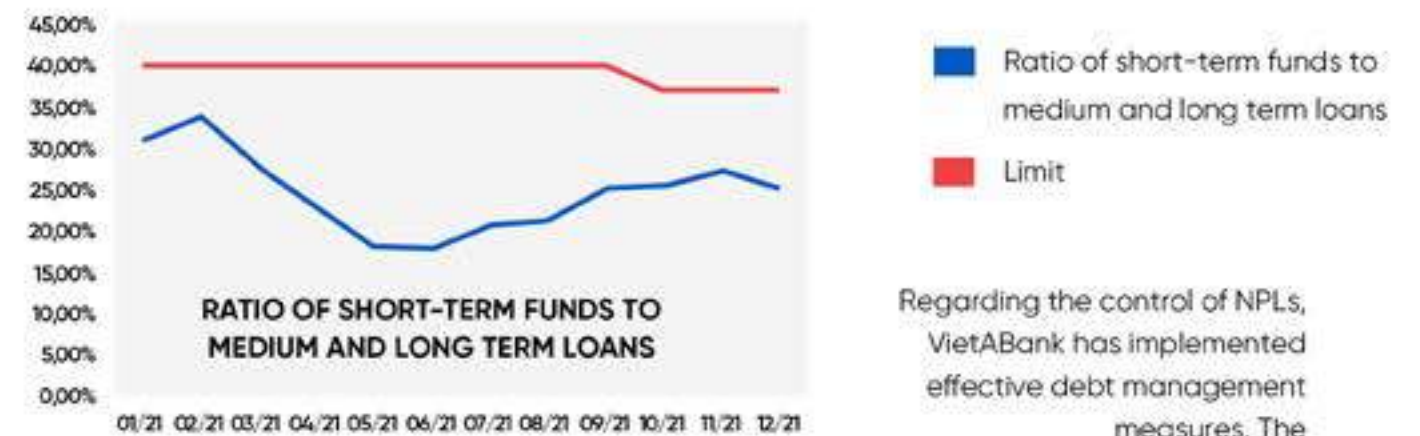
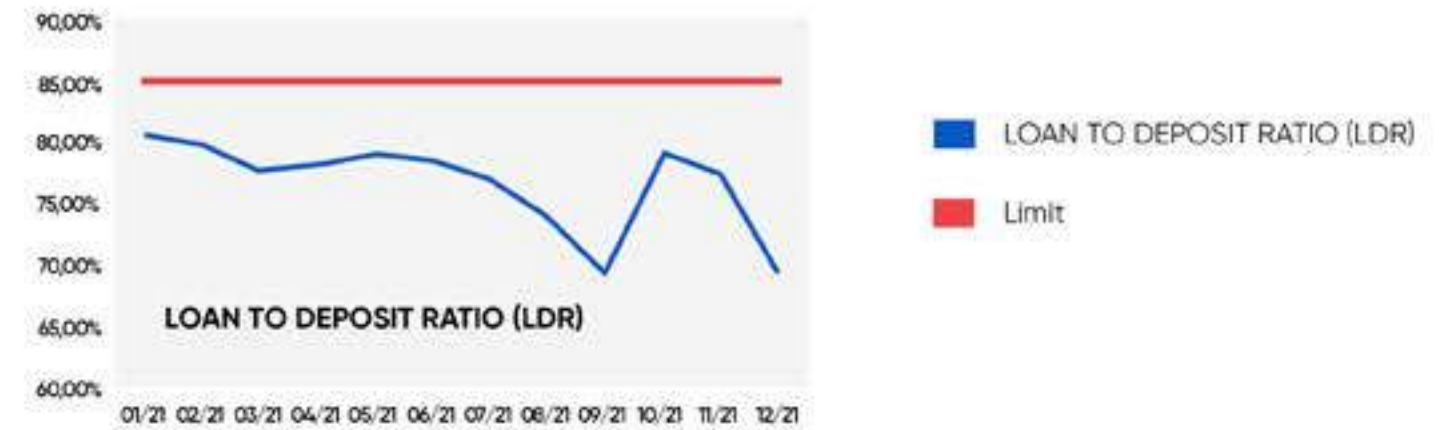
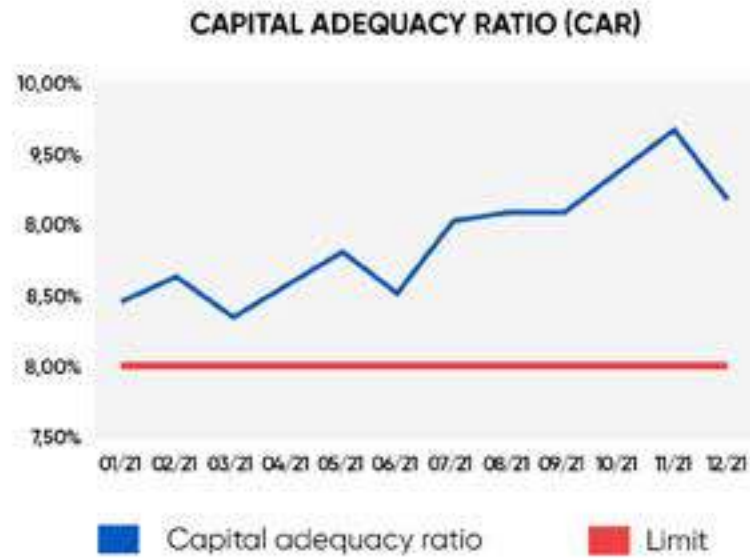
# RISK MANAGEMENT (CONT.)

**STRICTLY COMPLY WITH CREDIT EXTENSION LIMITS AND CREDIT RISK MANAGEMENT MEASURES**

VietABank always attaches importance to controlling operational safety indicators in compliance with the regulations of the State Bank and at the same time ensuring consistency with our goal of effective and sustainable business development.

VietABank has been gradually adjusting the structure of risk assets in the direction of minimizing lending activities in high-risk areas, developing credit for good customers in sectors and industries such as import and export, medical services, electricity and water distribution, and the retail segment. VietABank's capital adequacy ratio has thus improved and tended to increase.

In addition, the Bank also promotes the improvement, upgrading and diversification of digital banking services, encouraging customers to transact online in order to achieve the goal of sustainable deposit growth, balance funding sources and use capital effectively, ensuring safety and liquidity. VietABank's liquidity ratios have always been stable and complied with the limits set by the State Bank of Vietnam.



Regarding the control of NPLs, VietABank has implemented effective debt management measures. The appraisal/re-appraisal functions strengthen the assessment of customers' debt repayment ability in order to limit the occurrence of overdue debts. Debt collection plans are set up for each type of customer. VietABank's NPL ratio has always remained below 3% and shows a decreasing trend.





In 2021, upholding the customer centricity philosophy, VietABank focused on improving service quality and to win customers' hearts through upgrading facilities and standardizing the team of tellers to improve the customer experience.

**IMPROVE THE OFFICE LAYOUT AND STANDARDIZE THE TELLER TEAM**

VietABank's customer surveys showed that the Bank's facilities had been continuously improved. In order to better serve customers, VietABank restructured its network of branches and transaction offices, focusing on quality instead of quantity. In addition, the Bank also attached importance to transaction and working space of business units in a modern and customer-friendly direction.

Not only did we improve the transaction space, VietABank constantly standardized the team of tellers, enhanced the brand image and improved the attitude and professional style of employees to bring customers the best banking experience.

- As perceived by customers, VietABank tellers are highly dynamic, dedicated, professional, technically capable and competent in transaction processing.
- Service quality contests were launched to support business activities.

- VietABank employees were motivated to express "Confidence - Dedication - Proactivity", contributing to enhancing the image of "VietABank - Companion with Ambition" in the minds of customers.
- The Bank successfully aroused excitement in daily work and service quality improvement efforts at business units

To accomplish these goals, a series of action programs in the "Journey to conquer the hearts of customers" campaign were implemented in 2021 for employees: The "Spring of Viet A" Photo contest, the "Professional VietABank" situation handling contest, the "Proud of VietABank" Video Clip creation contest, VietABank - Service Idols, "Versatile Warrior" award, and so on.

VietABank's efforts to improve service quality have yielded positive results, contributing to enhancing VietABank's competitiveness in the market. In 2021, the Bank's CSAT reached 97.1%, an increase of 0.5% compared to 2020. The service quality score of the whole bank was 98.3%, an increase of 4.9% compared to 2020. The Customer Effort Score (CES) reached 100%, showing customers' easy access to VietABank's products and services.



## HUMAN RESOURCE MANAGEMENT

2021 continued to be a year full of difficulties and challenges for the local business community due to the negative effects of Covid-19. Facing these challenges, never has the problem of enterprise restructuring, in which the focus is on human resource management, is considered a prerequisite for businesses to remain in business and develop sustainably like nowadays.

In 2021, VietABank implemented human resource management towards: Promoting successors, applying technology in human resource work, adjusting the commission policy, stabilizing human resources, building corporate culture, enhancing training for employees. All these activities reaped encouraging results.

## PROMOTE SUCCESSION PLANNING

Succession planning was an important activity of the HR Division in 2021. This is the process of identifying and developing internal talents to inherit important positions and play the key role in VietABank's operations. Accordingly, from March 30, 2021 to April 27, 2021, VietABank successfully implemented the Succession Program (NextGen 2021): 75 employees achieved the status of successors in the key positions including: Branch Deputy Directors; Heads of Transaction Offices; Head of Department of Retail Banking/Corporate Banking/Teller and Cash Management; Supervisor; Head Office Managers.

The evaluation process is based on the following methods: Professional competency test/IQ/EQ. Presentation to improve performance, Interview for professional competency assessment.



### THE PROGRAM BROUGHT PRACTICAL BENEFITS TO CANDIDATES

-  Priority is given to appointment to the next position
-  Successors could participate in the existing training programs of the successor position
-  The same compensation as that applicable successor applied: VietABank Care health insurance, Periodic health check, staff loans
-  Monthly allowance



## HUMAN RESOURCE MANAGEMENT (CONT.)

### APPLICATION OF TECHNOLOGY IN HR WORK

Thanks to the focus on investment in technology, VietABank can easily deploy software and applications in human resource work. In 2021, VietABank has successfully developed and applied the following software: Official recruitment software (1st quarter of 2021), online leave registration and attendance tracking software (HR-Portal) – Go-live (1st quarter of 2021); "Learning Hub" Software (3rd quarter of 2021).



In particular, the "Learning Hub" software has become a new breakthrough in VietABank's training activities. This software has met the current urgent requirements of VietABank in the organization and management of training activities with outstanding features:

-  Upload courses and learn online
-  Upload weekly/monthly/yearly training plan and schedule
-  Manage the registration process and results of employees' participation in centralized training courses
-  Manage trainee information (personal information, training tower, training road map, training process, career path, trainee expenses, gifts, etc.)
-  Manage the training reference materials storage system through the following features: library (paper books, ebooks, audio books, videos, internal documents) and common documents of employees
-  Manage the multi-dimensional interactions of individual employees and teams through the following features: Opinion pools, forums, suggestions, situation handling, etc.
-  Management and implementation of examinations, post-training performance evaluation according to Kirkpatrick's 4-level evaluation model.

With the Learning Hub software, all employees can easily register for centralized courses, online courses at anytime, anywhere on personal computers, tablets, and mobile phones. At the same time, employees can look up personal information, information about training activities, and all relevant training reference information. They can also exchange information, perform multi-dimensional interaction between individuals and teams as well as between the Head office units and business units throughout the system.

For the Human Resource Management Division, Learning Hub helps to manage training data of the whole system and enables the extraction of reports for training-related results to serve the management's evaluation and decision-making. At the same time, the senior management can view reports on training organization performance in each region/area or in each period of time.



## HUMAN RESOURCE MANAGEMENT (CONT.)

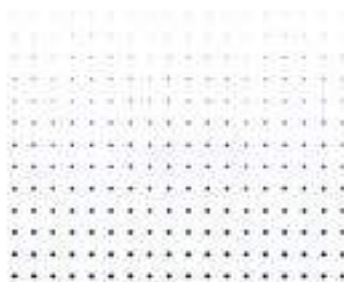
The bank's commission policy is periodically evaluated and adjusted in line with business orientations. The salary structure shifted in a positive direction, increasing the proportion of commission salary in the total salary fund for the whole year.

VietABank focuses on stabilizing the team, ensuring the bank's operations during the complicated period of the Covid-19 epidemic through the timely and flexible implementation of human resource policies. The retention of employees' jobs and income of employees was prioritized while policies for employees undergoing isolation due to Covid were also the best ones.

At the same time, in order to provide material and spiritual support to employees in the hot spots of the Covid-19, VietABank granted VND 1,000,000 per employee for employees with income of less than VND 10 million per month in Ho Chi Minh City and Binh Duong in August 2021. The Bank also offered VND 3,000,000 per person to employees infected with Covid-19 (F0) treated at Hospitals/medical facilities/isolation zones from the fourth outbreak (from May 1, 2021).



### ADJUST THE COMMISSISON POLICY, STABILIZE THE TEAM



### BUILDING CORPORATE CULTURE, INCREASE TRAINING FOR EMPLOYEES

VietABank builds a strategy to attract and retain talent through building corporate culture, recruiting strategies, and promoting employee training. Recruitment was switched to online with priority being placed on resources redundant in the market due to the impacts of pandemic.

VietABank actively builds corporate culture through internal emulation programs such as the "Enhance knowledge - enhance value" program; "VietABank's 18-year journey of development"; "Knowledge and understanding of VietABank". In particular, the "Enhance knowledge - enhance value" program has contributed to promoting the learning and reading culture as well built capacity for VietABank's employees. After more than a month of launching, the Training Center has received 142 articles from employees throughout the system

with multiple topics Such as life and work skills, motivation or inspiration, personal development, leadership development, professional skills related to the financial - banking sector.

The "Enhance knowledge - enhance value" contest was successful, attracting a large number of employees including both staff and managers. The quality of the contest was very high. Not only was the content well organized, but the authors also took care of images and design. Some contestants even demonstrated remarkable creativity in presentation. The success of the contests has affirmed the role and value of books, contributing to arousing the passion for reading, encouraging employees to join hands to promote the reading culture so that traditional reading habits are not undermined in today's technological age.





# 04

## PLAN FOR 2022

1. DIRECTIONS FOR 2022
2. BUSINESS PLAN



## ORIENTATIONS OF THE BOARD OF DIRECTORS 2022

Under the circumstances the covid-19 may be unpredictable with new strains that may continue to appear, the financial industry faces high risks from increasing bad debts that affect the quality of banks' assets, in 2022, VietABank has defined specific steps to ensure the achievement of the set business targets.

- Continue implementing the core business strategy and deploying effective solutions to optimize customer efficiency and quality. Improve the efficiency of capital use, prevent the occurrence of new bad debts, ensure the NPL ratio is below 3% in accordance with the orientations of the State Bank.
- Accelerate the development of digital banking, invest in information technology system, optimize the effectiveness of implementation at the bank in both business and operation activities. Upgrade the core banking system to the latest version.
- Implement the network development plan by opening new branches in potential urban areas, optimize and enhance the quality and efficiency of each outlet according to the performance metric per sizing and per staff sizing in parallel with digital banking strategy for customer growth and development.
- Human resource development: Invest in the quality and quantity of human resources through remuneration policies, attract and retain talents, focus on training to improve the proficiency of governance for managers and professional skills for employees throughout the system.
- Strengthen and promote internal control, supervision and management of asset management and exploitation activities to ensure that the bank complies with business ethics and internal policies and procedures.
- Consolidate and promote cooperation with international financial institutions in order to mobilize international resources to support the Bank's domestic business activities.

## BUSINESS PLAN

Indicator	2021	2022	Changes compared to 2021	Growth rate
Total assets	101.033	111.156	10.123	10%
Tier 1 deposit	69.573	76.555	6.982	10%
Total loans	54.520	62.691	8.171	15%
NPL ratio	1,89%	<3%		
Charter capital	4.450	7.200	2.750	62%
Consolidated profit before tax	840	1.158	318	38%





## RETAIL CUSTOMERS

### ORIENTATIONS FOR 2022

In 2022, with the strategy of building a leading transaction bank, providing customers with outstanding services, while giving priority to technology and human resources, VietABank will develop the retail banking segment in the following directions:

- Further launch programs to promote core products, including online deposit taking, credit extension and promote cross-selling and upselling activities to increase the number of new account openings via EZMobile app, and Visa cards.
- Increase bank's share of revenue from life and non-life bancassurance business through the following solutions:
  - Create a mechanism for insurance sales staff and business unit leaders to be proactive in calculating and quantifying KPIs in order to develop an appropriate business plan.
  - Diversify sales plans, from direct sales to online sales, from wide coverage to optimal focus
  - Build a periodic ranking system to honor and motivate insurance sales officers with excellent, comprehensive or outstanding performance.
- Promote on-the-job sales training for employees, including skills in converting leads, creating markets, selling on online platforms, among others.
- Promote partnership activities, especially with real estate developers to increase lending to retail customers.

## CORPORATE BANKING

In 2022, the world economy is expected to gradually recover with positive forecasts about Vietnam's economic outlook. The banking industry in general and VietABank in particular are poised to seize new opportunities. In addition to optimizing traditional products and services, VietABank has identified directions for the corporate banking segment, focusing on four groups of solutions:

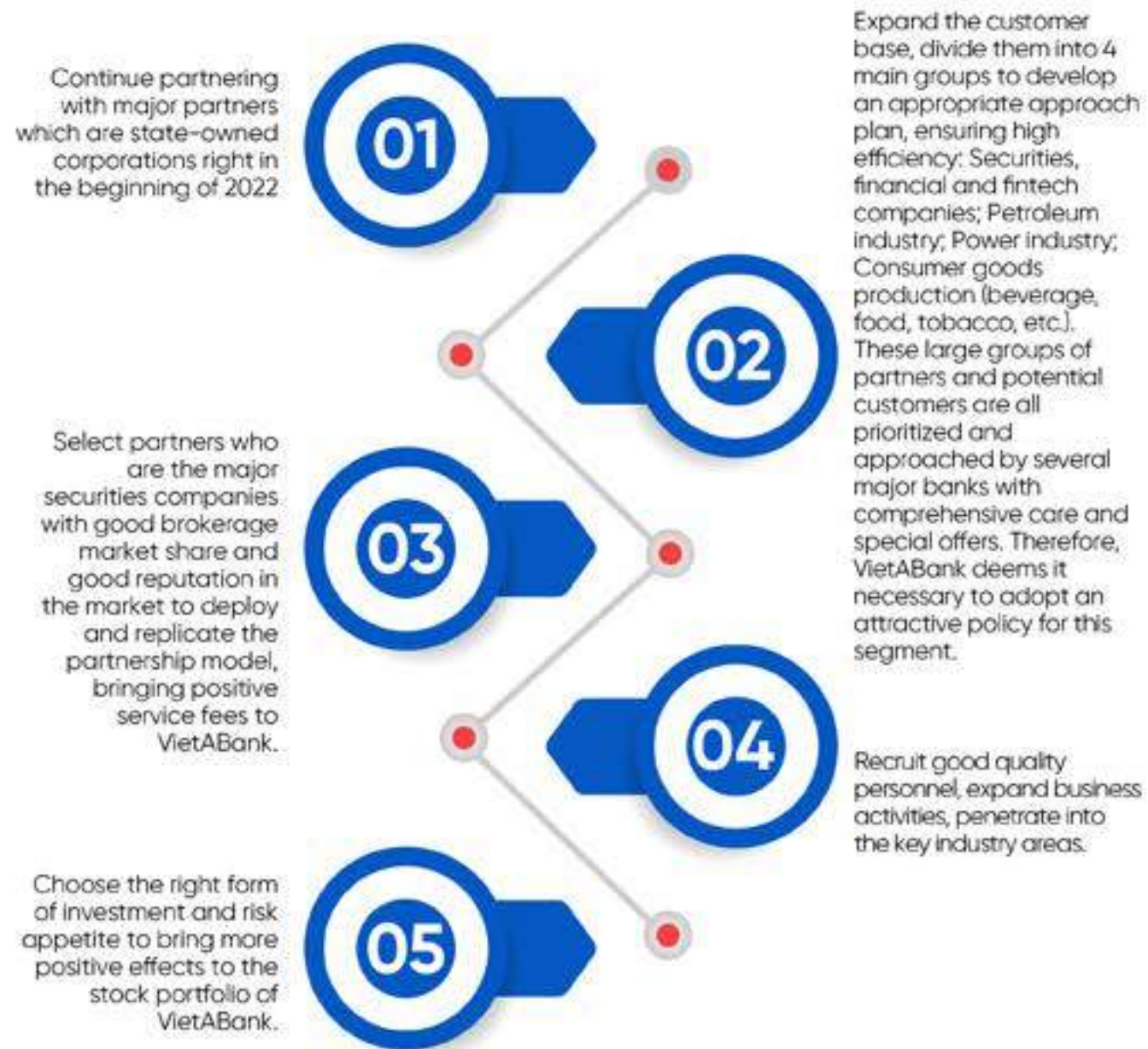




## STRATEGIC CUSTOMER DIVISION

### OPERATING ORIENTATIONS FOR 2022

Orientation throughout the operations of the Strategic Customers Division Maintain and approach customers who are industry leaders, the major state-owned corporations, contributing to enhancing the value and position of VietABank in the market. Out of these orientations, VietABank focuses on implementing solutions.





## TREASURY AND FOREX

### BUSINESS ORIENTATIONS FOR 2022

In 2022, VietABank operated under the following orientations: Ensure liquidity for the whole bank, make required reserves and ensure safety indexes at the maximal levels as prescribed by the State Bank, and seize opportunities to trade in government bonds and capital products to increase the Bank's profit.

#### For gold trading

- Continue to maintain and promote the traditional gold trading channel through 58 bullion points of sale throughout the VietABank system;
- Regularly update, analyze, evaluate and follow the market to conduct gold investment business under good market conditions.

#### For government bonds

- Diversify government bond portfolio to achieve the goals of ensuring liquidity while maximizing returns on investment

#### For investment in certificates of deposit and other commercial papers of credit institutions

- Trading of commercial papers has been targeted by VietABank in recent years. With the increasing scale of investment in debt securities issued by credit institutions, VietABank has been asserting its role as an active member in the market of credit institutions' commercial papers. Commercial papers have also been effectively issued by VietABank to institutional investors, helping the Bank improve our operational soundness indicators as well as mobilize medium and long-term capital at optimal costs.

## TREASURY AND FOREX

#### For relationships with financial institutions

- Perform annual evaluation and reporting (including credit rating and business performance assessment) to grant interbank transaction limits to Financial Institutions;
- Perform additional evaluation and reporting on interbank transaction limits for Financial Institutions in each specific transaction;
- Update information, business situation of VietABank, coordinate with internal departments of VietABank to provide KYC information to domestic and foreign partners;
- Search for potential partners and negotiate different types of interbank transaction limits for cooperation, including Currency transactions, Inter-bank foreign exchange transactions, Trade finance (including unsecured and secured) to meet VietABank's proprietary trading needs and customers' needs;
- This can be done by signing agreements with domestic and foreign partners or raising capital.
- Closely follow fluctuations of domestic and international markets to promote business activities in the money market, capital market, and foreign exchange;
- Innovate in providing financial solutions and services to other businesses;
- Manage liquidity and interest rate risks, while ensuring safety indicators for VietABank.

#### For forex trading activities

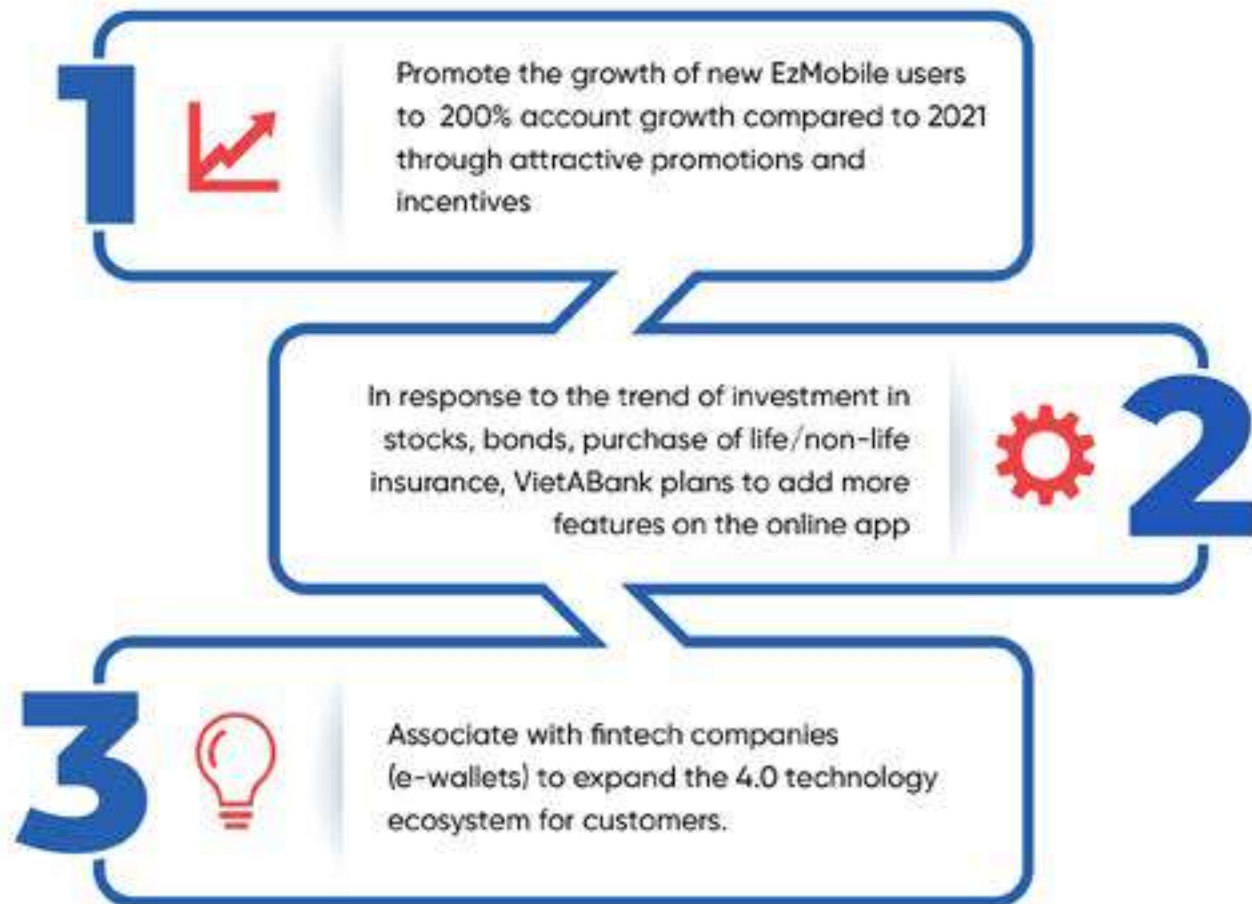
- Meet the needs of foreign currency and gold of business units bankwide; Promote foreign currency trading activities including foreign currency trading, cash foreign currency and selling of foreign exchange products. Continue to promote business activities with the customers operating in the Import-Export, Logistics industry, etc. with trade finance and foreign currency trading.



## DIGITAL BANK

### OPERATING ORIENTATIONS FOR 2022

Based on the survey from the domestic banking market and the needs of customers in the current period, VietABank plans to promote the Digital Banking segment in 2022 in the following key areas:



## RISK MANAGEMENT

In 2022, VietABank's compliance and risk management activities will focus on the following objectives:







## ORIENTATIONS FOR 2022

Entering 2022, VietABank will continue to improve service quality through the following solutions:

### Service quality monitoring:

- Strengthen the supervision of service quality through channels to maintain and improve the compliance of business units in customer service
- Develop additional channels to instantly record customer's feedback in order to promptly handle and improve service quality at business units

### Improve operational quality and service quality in dealing with Customers:

- Propose and actively participate in improvement programs to shorten transaction time and improve productivity of the customer service teams at business units
- Continue to communicate and encourage employees to contribute initiatives to optimize transaction productivity at the counter. At the same time, build a culture of ownership and creativity among all employees.

Continue to implement the "Journey to conquer customers' hearts season 3" with a series of activities throughout 2022. This will be a playground to help employees relieve pressure and increase solidarity at work, creating a happy and friendly working environment to show good attitude when handling transactions, winning lots of sympathy and positive feedback from customers. At the same time, the program is also interwoven with situation handling and professional competitions to help employees at business units and the Head Office to actively think, demonstrate creativity and share how to handle situations that may occur when dealing with customers. The contest includes competitions:

- "Spring dance" from the first quarter of 2022 aims to kick-start a new year with a joyful atmosphere.
- "Proud of VietABank" aims to convey the love of employees to the daily work at VietABank. These events help employees share effective working methods and the pride in being a member of VietABank Great Family.
- "VietABank super minds" with exciting games such as crosswords, look and guess, and so on for employees to actively think and review service quality standards as well as regulations of the Bank
- "Reach for 5-star service" to find individuals/teams with outstanding achievements during the year. This is a valuable award for all employees to always be determined and strive for.



## HUMAN RESOURCE MANAGEMENT



## ORIENTATIONS FOR 2022

In 2022, VietABank will implement 6 orientations on human resource management as follows:

Continue to apply technology to the HR work to improve labor productivity and provide a basis for building performance evaluation policies: KPI software; The document management software for the HR Division, which shall be rolled out bankwide in the future

Refine the KPI and Commission Salary policy system for all direct sales positions (including branches/transaction offices and Head Office)

Improve and implement the succession program

Strengthen activities to build and develop the corporate culture (1 program every quarter)

Ensure the stability of human resources throughout the system with the minimum vacancy filling rate of 95%, and turnover rate <30%

Provide the HR Division's commitment to service quality to business units on the principle of 3T: Trach nhiem (Responsibility) – Thau hieu (Understanding) and Toc do (Speed)





# 05

## CONSOLIDATED FINANCIAL STATEMENTS



## GENERAL INFORMATION

### THE BANK

Vietnam-Asia Commercial Joint Stock Bank (the "Bank") is a joint stock commercial bank established in Socialist Republic of Vietnam. The Bank was established under Decision No. 440/QĐ-NHNN dated 09 May 2003 by the Governor of the State Bank of Vietnam ("SBV") and Banking License No. 12/NH-GP dated 09 May 2003. As at 31 May 2019, SBV issued Banking License No. 55/GP-NHNN to replace Banking License No. 12/NH-GP dated 09 May 2003.

The Bank's Head Office is located on 4th and 5th floor, Samsora Premier Building, No. 105 Chu Van An street, Yet Kieu ward, Ha Dong district, Hanoi.

### BOARD OF DIRECTORS

Members of Board of Directors during the year and at the reporting date are:

sR.No	FULL NAME	POSITION
01	Mr. Phuong Thanh Long	Chairman <i>(Member of Board of Director, appointed Chairman of Board of Director on 08 September 2021)</i>
02	Mr. Phuong Huu Viet	Chairman <i>(Resigned Chairman of Board of Director on 08 September 2021)</i>
03	Mr. Phan Van Toi	Vice Chairman
04	Mr. Phuong Huu Viet	Member
05	Mr. Tran Tien Dung	Member
06	Ms. Phuong Minh Hue	Member <i>(Resigned on 24 April 2021)</i>
07	Mr. Nguyen Hong Hai	Member
08	Mr. Nguyen Van Trong	Member <i>(Appointed on 24 April 2021)</i>

### SUPERVISORY BOARD

Members of Supervisory Board during the year and at the reporting date are:

sR.No	FULL NAME	POSITION
01	Ms. Nguyen Kim Phuong	Chief Supervisor
02	Ms. Nguyen Thi Hoan	Member
03	Mr. Hoang Vu Tung	Member

### BOARD OF MANAGEMENT AND CHIEF ACCOUNTANT

Members of Board of Management and Chief Accountant during the year and at the reporting date are:

sR.No	FULL NAME	POSITION
01	Mr. Nguyen Van Trong	Acting General Director <i>(Appointed on 08 September 2021)</i>
02	Mr. Nguyen Van Trong	Deputy General Director - Managing Director <i>(Resigned on 08 September 2021)</i>
03	Mr. Pham Linh	Deputy General Director
04	Mr. Tran Tien Dung	Deputy General Director
05	Mr. Le Minh Huan	Deputy General Director
06	Mr. Cu Anh Tuan	Deputy General Director
07	Mr. Phuong Thanh Long	Deputy General Director <i>(Resigned on 08 September 2021)</i>
08	Mr. Nguyen Thanh Cong	Chief Accountant <i>(Appointed on 08 September 2021)</i>

### LEGAL REPRESENTATIVE

The legal representative of the Bank during the period from 01 January 2021 to 07 September 2021 was Mr. Phuong Huu Viet, the Former Chairman. Mr. Phuong Thanh Long is appointed Chairman of Board of Director on 08 September 2021 and is the legal representative of the Bank from that time to the reporting date.

Mr. Nguyen Van Trong, Acting General Director, was authorized to approve the accompanying Consolidated Financial Statements of the Bank in accordance with Authorization letter No. 145/2021/UQ-CT.HDQT dated 08 September 2021 of the Chairman of the Board of Directors of Vietnam - Asia Commercial Joint Stock Bank.

### AUDITORS

The auditors of AASC Auditing Firm Company Limited have taken the audit of the Consolidated Financial Statements for the Bank.



## REPORT OF THE BOARD OF MANAGEMENT

The Board of Management of the Bank presents its report and the Bank's Consolidated Financial Statements for the fiscal year ended 31 December 2021.

### Board of Management's responsibility for the Consolidated Financial Statements

The Board of Management is responsible for the Consolidated Financial Statements which give a true and fair view of the consolidated financial position of the Bank, its consolidated operating results and its consolidated cash flows for the year. In preparing the Consolidated Financial Statements, the Board of Management is required to:

- Establish and maintain an internal control system which is determined necessary by the Board of Management and those charged with governance to ensure the preparation and presentation of the Consolidated Financial Statements do not contain any material misstatement caused by errors or frauds;
- Select suitable accounting policies and then apply them consistently;
- Make judgments and estimates that are reasonable and prudent;
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the Consolidated Financial Statements;
- Prepare and present the Consolidated Financial Statements on the basis of compliance with Vietnamese Accounting Standards, Accounting System applicable to credit institutions in Vietnam and the statutory requirements relevant to preparation and presentation of consolidated financial statements;
- Prepare the Consolidated Financial Statements on going concern basis unless it is inappropriate to presume that the Bank will continue in business.

The Board of Management is responsible for ensuring that proper accounting records are kept which disclosed, with reasonable accuracy at any time, the consolidated financial position of the Bank and for ensuring that the accounting records comply with the registered accounting system. It is also responsible for safeguarding the assets of the Bank and hence for taking reasonable steps for the prevention and detection of frauds and other irregularities.

### Approval of the Consolidated Financial Statements

We here by approve the accompanying the Consolidated Financial Statements as set out on pages 6 to 51 which give a true and fair view of the consolidated financial position of the Bank as at 31 December 2021, its consolidated operating results and its consolidated cash flows for the fiscal year then ended, in accordance with Vietnamese Accounting Standards, Accounting System applicable to credit institutions in Vietnam and the statutory requirements relevant to preparation and presentation of consolidated financial statements.

For and on behalf of the Board of Management  
Acting General Director



NGUYEN VAN TRONG





## INDEPENDENT AUDITORS' REPORT

To: **The Shareholders, the Board of Directors and Board of Management  
Vietnam-Asia Commercial Joint Stock Bank**

We have audited the accompanying Consolidated Financial Statements of Vietnam-Asia Commercial Joint Stock Bank prepared on 25 March 2022, as set out on pages 6 to 51 including: Separate Balance Sheet as at 31 December 2021, Consolidated Income Statement, Consolidated Cash Flow Statement for the year then ended and Notes to the Consolidated Financial Statements.

### Board of Management's responsibility

The Board of Management is responsible for the preparation and presentation of these Consolidated Financial Statements that give a true and fair view in accordance with the Vietnamese Accounting Standards, Accounting System applicable to credit institutions in Vietnam and the statutory requirements relevant to preparation and presentation of consolidated financial statements, and for such internal control as management determines necessary to enable the preparation and presentation of the 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 these 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 standards, ethical requirements, plan and perform the audit to obtain reasonable assurance about whether the Consolidated Financial Statements 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 auditor's judgment, including the assessment of the risk 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 fair presentation of the Consolidated Financial Statements in order to design audit procedures that appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Bank's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by Board of Management, as well as evaluating the overall presentation of the Consolidated Financial Statements.

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

### Basis for Qualified Conclusion

In our opinion, the Consolidated Financial Statements of Vietnam-Asia Commercial Joint Stock Bank give a true and fair view, in all material respects, of the consolidated financial position of the Bank as at 31 December 2021, its consolidated operating results and its consolidated cash flows for the year then ended in accordance with the Vietnamese Accounting Standards, Accounting System applicable to credit institutions in Vietnam and the statutory requirements relevant to preparation and presentation of the consolidated financial statements.

### Other Matter

The Consolidated Financial Statements for the year ended 31 December 2020 of the Bank were audited by auditor and Auditing and Informatic Services Company Limited (AISC). Auditor expressed an unqualified opinion on those statements as at 13 April 2021.

### AASC Auditing Firm Company Limited



**Phạm Anh Tuấn**

Deputy General Director

Registered Auditor No.: 0777-2018-002-1

Hanoi, 25 March 2022



**Ha Van Xuyen**

Auditor

Registered Auditor No.: 3383-2020-002-1



# CONSOLIDATED BALANCE SHEET

As at 31 December 2021

Items	31/12/2021	31/12/2020
<b>A. ASSETS</b>		
<b>I. Cash on hand, gold, silver and gemstones</b>	<b>398,641,826,345</b>	<b>295,746,112,695</b>
<b>II. Balances with the State Bank of Vietnam</b>	<b>2,341,302,448,289</b>	<b>2,200,651,682,348</b>
<b>III. Balances with and loans to other credit institutions</b>	<b>22,855,032,502,539</b>	<b>15,223,083,833,362</b>
1. Balances with other credit institutions	22,730,032,502,539	15,223,083,833,362
2. Loans to other credit institutions	125,000,000,000	-
3. Provisions for losses	-	-
<b>IV. Trading securities</b>	<b>-</b>	<b>-</b>
1. Trading securities	-	-
2. Provisions for losses of trading securities	-	-
<b>V. Derivatives and other financial assets</b>	<b>4,004,260,508</b>	<b>5,554,449,516</b>
<b>VI. Loans to customers</b>	<b>53,853,929,621,847</b>	<b>47,808,005,549,421</b>
1. Loans to customers	54,458,731,509,641	48,378,542,968,777
2. Provisions for loans to customers	(604,801,887,794)	(570,537,419,356)
<b>VII. Debt purchase</b>	<b>-</b>	<b>-</b>
1. Debt purchase	-	-
2. Provision for debt purchase	-	-
<b>VIII. Investment securities</b>	<b>8,772,591,023,100</b>	<b>12,399,950,665,898</b>
1. Available-for-sale securities	6,825,684,983,579	11,216,122,161,812
2. Held-to-maturity securities	1,961,588,983,059	1,199,999,287,624
3. Provisions for losses of investment securities	(14,682,943,538)	(16,170,783,538)
<b>IX. Long-term investments</b>	<b>113,873,630,000</b>	<b>113,873,630,000</b>
1. Investment in subsidiary	-	-
2. Investments in joint-ventures	-	-
3. Investments in associate	-	-
4. Other long-term investments	113,873,630,000	113,873,630,000
5. Provision for impairment of long-term investments	-	-
<b>X. Fixed assets</b>	<b>212,453,371,543</b>	<b>207,724,906,906</b>
1. Tangible fixed assets	82,067,137,498	72,773,496,212
a. Cost	303,094,286,968	295,165,480,544
b. Accumulated depreciation	(221,027,149,470)	(222,391,984,332)

Items	31/12/2020	01/01/2020
2. Finance lease assets	-	-
a. Cost	-	-
b. Accumulated depreciation	-	-
3. Intangible fixed assets	130,386,234,045	134,951,410,694
a. Cost	240,130,987,753	234,887,713,253
b. Accumulated amortization	(109,744,753,708)	(99,936,302,559)
<b>XI. Investment properties</b>	<b>-</b>	<b>-</b>
a. Cost	-	-
b. Accumulated depreciation	-	-
<b>XII. Other assets</b>	<b>12,481,440,089,519</b>	<b>8,274,759,023,315</b>
1. Receivables	7,489,128,613,194	3,063,802,580,285
2. Accrued interest and fee receivables	3,539,253,333,560	3,453,802,454,335
3. Deferred income tax assets	-	-
4. Other assets	1,779,737,197,726	1,806,636,861,715
- In which: Goodwill	-	-
5. Provisions for losses of other on-balance sheet Assets	(326,679,054,961)	(49,482,873,020)
<b>TOTAL ASSETS</b>	<b>101,033,268,773,690</b>	<b>86,529,349,853,461</b>
<b>B. LIABILITIES AND SHAREHOLDERS' EQUITY</b>		
<b>I. Borrowings from the Government and the State Bank of Vietnam</b>	<b>-</b>	<b>-</b>
<b>II. Deposits and borrowings from other credit institutions</b>	<b>23,197,110,232,269</b>	<b>18,166,993,738,362</b>
1. Deposits from other credit institutions	21,919,258,728,574	13,601,194,237,235
2. Borrowings from other credit institutions	1,277,851,503,695	4,565,799,501,127
<b>III. Deposits from customers</b>	<b>67,690,998,877,873</b>	<b>59,271,859,700,279</b>
<b>IV. Derivatives and other financial liabilities</b>	<b>-</b>	<b>-</b>
<b>V. Grants, trusted funds and borrowings at risk of credit institution</b>	<b>-</b>	<b>-</b>
<b>VI. Valuable papers issued</b>	<b>1,882,027,000,000</b>	<b>1,357,635,398,735</b>
<b>VII. Other liabilities</b>	<b>1,885,315,383,494</b>	<b>2,008,933,360,113</b>
1. Accrued interest and fee payables	1,379,912,056,741	1,602,620,402,642
2. Deferred income tax payables	8,000,000,000	-
3. Other payables and liabilities	497,403,326,753	406,312,957,471
4. Other provisions	-	-
<b>TOTAL LIABILITIES</b>	<b>94,655,451,493,636</b>	<b>80,805,422,197,489</b>
<b>VIII. Shareholders' equity</b>	<b>6,377,817,280,054</b>	<b>5,723,927,655,972</b>
1. Capital	4,449,747,740,351	4,449,747,740,351



Items	31/12/2021	31/12/2020
a. Charter capital	4,449,635,670,000	4,449,635,670,000
b. Construction capital	-	-
c. Share premium	98,600,000	98,600,000
d. Treasury shares	-	-
e. Preference shares	-	-
f. Others	13,470,351	13,470,351
2. Reserves	276,854,471,680	276,854,471,680
3. Exchange rate differences	-	-
4. Asset revaluation reserve	-	-
5. Retained earnings	1,651,215,068,023	997,325,443,941
<b>TOTAL LIABILITIES AND SHAREHOLDERS' EQUITY</b>	<b>101,033,268,773,690</b>	<b>86,529,349,853,461</b>
<b>OFF-CONSOLIDATED BALANCE SHEET ITEMS</b>		
1. Credit guarantees		300,000,000,000
2. Exchange transaction commitments	911,000,000,000	3,162,645,000,000
a. Purchasing transaction	-	-
b. Selling transaction	-	-
c. Swap transaction	911,000,000,000	3,162,645,000,000
d. Future transaction commitments	-	-
3. Other guarantees	-	-
4. Letters of credit	134,494,629,571	382,891,507,294
5. Other guarantees	533,999,710,766	684,886,456,296
6. Other Commitments	-	-

Preparer

CHIEF ACCOUNTANT

ACTING GENERAL DIRECTOR



NGUYEN HUU CUONG



NGUYEN THANH CONG



NGUYEN VAN TRONG

## CONSOLIDATED INCOME STATEMENT

Consolidated Financial Statements for the fiscal year ended 31 December 2021

ITEMS	31/12/2020	31/12/2019
1. Interest and similar income	5,479,827,988,085	5,788,355,560,383
2. Interest and similar expenses	(3,928,520,601,440)	(4,477,575,756,332)
<b>I. Net interest income</b>	<b>1,551,307,386,645</b>	<b>1,310,779,804,051</b>
3. Fee and commission income	72,759,885,798	50,434,749,704
4. Fee and commission expenses	(31,944,976,214)	(33,934,070,409)
<b>II. Net fee and commission income</b>	<b>40,814,909,584</b>	<b>16,500,679,295</b>
<b>III. Net gain from foreign currency trading</b>	<b>10,215,341,395</b>	<b>33,984,368,124</b>
<b>IV. Net gain from trading securities</b>	<b>63,737,986,528</b>	<b>1,277,542,843</b>
<b>V. Net gain from investment securities</b>	<b>55,210,344,525</b>	<b>16,093,101,809</b>
5. Other operating income	256,068,747,085	402,700,018,609
6. Other operating expenses	(6,148,605,475)	(47,429,682,136)
<b>VI. Net other operating income</b>	<b>249,920,141,610</b>	<b>355,270,336,473</b>
<b>VII. Income from capital contribution, equity investments</b>	<b>2,649,145,026</b>	<b>47,822,955,000</b>
<b>VIII. Operating expenses</b>	<b>(661,502,856,039)</b>	<b>(616,682,423,678)</b>
<b>IX. Net profit before provision for credit losses</b>	<b>1,312,352,399,274</b>	<b>1,165,046,363,917</b>
<b>X.1 Provision for credit losses</b>	<b>(472,641,071,655)</b>	<b>(757,570,969,567)</b>
<b>XI. Total profit before tax</b>	<b>839,711,327,619</b>	<b>407,475,394,350</b>
7. Current corporate income tax expenses	(177,821,703,537)	(75,459,391,590)
8. Deferred corporate income tax expenses	(8,000,000,000)	-
<b>XII. Corporate income tax expense</b>	<b>185,821,703,537</b>	<b>75,459,391,590</b>
<b>XIII. Net profit after tax</b>	<b>653,889,624,082</b>	<b>332,016,002,760</b>
<b>XIV. Non-controlling interest</b>	<b>-</b>	<b>-</b>
<b>XV. Basic earnings per share (VND)</b>	<b>1.470</b>	<b>834</b>

Preparer

CHIEF ACCOUNTANT

ACTING GENERAL DIRECTOR



NGUYEN HUU CUONG



NGUYEN THANH CONG



NGUYEN VAN TRONG

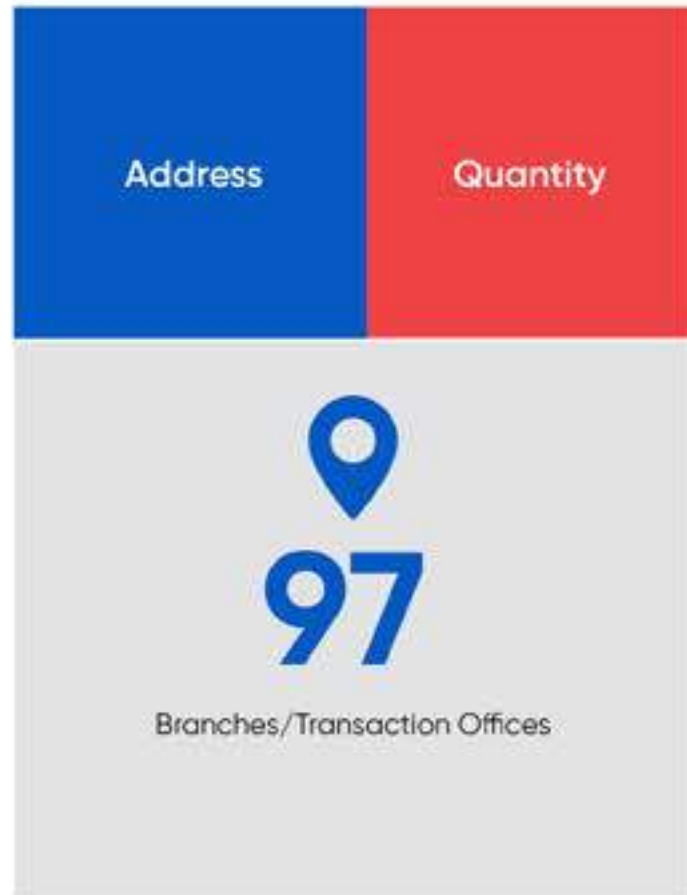






# NETWORK

18 years since establishment, VietABank has been making continuous efforts to expand our business with branches and transaction offices nationwide. As of December 31<sup>st</sup> 2021, VietABank has 97 transaction offices in operation.





SR.No	BRANCH/ TRANSCATION OFFICE	ADDRESS	TEL
<b>The Northern region</b>			
1	Head quarter	105 Chu Van An, Yet Kieu Ward, Hai Ba Trung Dist., Hanoi	(024) 39 333 636
2	Hanoi branch	34 Han Thuyen, Pham Dinh Ho Ward, Hai Ba Trung Dist., Hanoi	(024) 39 333 636
3	Thang Long branch	N01 - T3 Diplomatic Complex, Xuan Dinh Commune, Bac Tu Liem Dist., Hanoi	(024) 3201 6864
4	Hoang Mai branch	No. 18 Tam Trinh, Hai Ba Trung Dist., Hanoi	(024) 3767 0888
5	Ha Dong branch	Level 1, 105 Chu Van An Str., Yet Kieu Ward, Ha Dong Dist., Hanoi	(024) 6663 5720
6	Bac Ninh branch	Lot CC03-B7 (Land lot no. 7), Cat Tuong Public residential and service area, Ly Thai To Rd., Bac Ninh City, Bac Ninh	(0222) 3611 999
7	Quang Ninh branch	No. 158 Le Thanh Tong, Bach Dang Ward, Ha Long City, Quang Ninh (Lots 3-4-5 Levels 1 and 2, Quang Ninh Commercial Center Building)	(0203) 382 6628
8	Hai Phong branch	Level 1, Building No. 2B Hoang Dieu, May To Ward, Ngo Quyen Dist., Hai Phong	(0225) 355 1080
9	Dong Do transaction office	Level 1, Building 18T1, Trung Hoa - Nhan Chinh Urban Area, Nhan Chinh Ward, Thanh Xuan Dist., Hanoi	(024) 3773 0829
10	Trang An transaction office	Level 1 & Level 2, 264 Le Trong Tan Str., Khuong Mai Ward, Thanh Xuan Dist., Hanoi	(024) 3722 5247
11	Phan Dinh Phung transaction office	41 Phan Dinh Phung Str., Quan Thanh Ward, Ba Dinh Dist., Hanoi	(024) 3734 3018
12	Van Xuan transaction office	390 Truong Dinh Str., Tuong Mai Ward, Hoang Mai Dist., Hanoi	(024) 3636 8349
13	Long Bien transaction office	199 Nguyen Van Cu Str., Ngoc Lam Ward, Long Bien Dist., Hanoi	(024) 3969 6696
14	Tay Hanoi transaction office	Level 1 Building CT2, The Pride Tower, An Hung Urban Area, La Khe Ward, Ha Dong Dist., Hanoi	(024) 6291 2024
15	Tay Ho transaction office	No. 611 Hoang Hoa Tham, Vinh Phuc Ward, Ba Dinh Dist., Hanoi	(024) 3222 2316
16	Trung Tam transaction office	135 Yen Lang, Thinh Quang Ward, Dong Da Dist., Hanoi	(024) 3217 1466
17	Cau Giay transaction office	Levels 1,2,3,4 Lot B1- DN12, Nghia Do - Dich Vong Urban Area, Quan Hoa Ward, Cau Giay Dist., Hanoi	(024) 7307 3338
18	Van Quan transaction office	18BT5, Van Quan Urban Area, Yen Phuc Str., Phuc La Ward, Ha Dong Dist., Hanoi	(024) 3311 7676
19	Le Chan transaction office	No. 380 To Hieu, Le Chan Dist., Hai Phong	(0225) 355 1090
<b>THE CENTER AND CENTER HIGHLANDS</b>			
20	Da Nang branch	33 Hung Vuong, Hai Chau I Ward, Hai Chau Dist., Da Nang	(0236) 384 0299
21	Hoi An branch	567A Hai Ba Trung Str., Cam Pho Ward, Hoi An city, Quang Nam	(0235) 391 0800

SR.no	BRANCH/ TRANSCATION OFFICE	ADDRESS	TEL
22	Quang Ngai branch	27 Phan Dinh Phung Str., Tran Hung Dao Ward, Quang Ngai City, Quang Ngai	(0255) 3712 544
23	Quy Nhon branch	268 Le Hong Phong, Tran Hung Dao Ward, Quy Nhon City, Binh Dinh	(0256) 3 815 858
24	Buon Ma Thuot branch	35 Quang Trung, Thong Nhat Ward, Buon Me Thuot City, Dak Lak	(0262) 3999 399
25	Trung tam Thuong Nghiep transaction office	191 Hoang Dieu Str., Nam Duong Ward, Hai Chau Dist., Da Nang	(0236) 3 818 789
26	Son Tra transaction office	1046 Ngo Quyen Str., An Hai Tay Ward, Son Tra Dist., Da Nang	(0236) 22 41 473
27	An Hai transaction office	132 Dien Bien Phu, Chinh Gian Ward, Thanh Khe Dist., Da Nang	(0236) 3 640 190
28	Trung Nu Vuong transaction office	580 Trung Nu Vuong Str., Hoa Thuan Tay Ward, Hai Chau Dist., Da Nang (new number 116 Nguyen Huu Tho)	(0236) 3 633 624
29	Tran Cao Van transaction office	878 Tran Cao Van, Thanh Khe Dong Ward, Thanh Khe Dist., Da Nang	(0236) 3 661 924
30	Thanh Khe transaction office	64 Ham Nghi, Thac Gian Ward, Thanh Khe Dist., Da Nang	(0236) 3 664 222
31	Hai Chau transaction office	Ground floor No. 05 Dong Da, Thach Thang Ward, Hai Chau Dist., Da Nang	(0236) 3 898 033
32	Dien Ban transaction office	No. 69, National Highway 1A, Vinh Dien Town, Dien Ban Dist., Quang Nam (New number No.168 Tran Nhan Tong, Vinh Dien Ward, Dien Ban Town, Quang Nam)	(0235) 3 767 222
33	Thang Binh transaction office	Group 6, Block 2, Ha Lam Town, Thang Binh Dist., Quang Nam (new number 19 Tieu La, Ha Lam Town, Thang Binh Dist., Quang Nam)	(0235) 3675 875
34	Tam Ky transaction office	246 Phan Chu Trinh, An My Ward, Tam Ky Dist., Quang Nam	(0235) 3814 888
35	Nui Thanh transaction office	262 Pham Van Dong, Nui Thanh Town, Nui Thanh Dist., Quang Nam	(0235) 354 5555
36	Duy Xuyen transaction office	Solidarity group 3, Block Long Xuyen 2, (new number 06 Hung Vuong), Nam Phuoc Town, Duy Xuyen Dist., Quang Nam	(0235) 3777 010
37	Binh Son transaction office	359 Pham Van Dong, Residential group No. 3, Chau O Town, Binh Son Dist., Quang Ngai	(0255) 3 51 2201
38	Duc Pho transaction office	No. 493 Nguyen Nghiem, Duc Pho Town, Duc Pho Dist., Quang Ngai	(0255) 397 68 68
39	Thach Tru transaction office	Residential zone 15, National Highway 1A, Thach Tru Tay Commune, Duc Lan Village, Mo Duc Dist., Quang Ngai	(0255) 3 761 555
40	Le Trung Dinh transaction office	191 Le Trung Dinh, Nghia Chanh Ward, Quang Ngai City, Quang Ngai	(0255) 3715 123
41	Son Tinh transaction office	460 Nguyen Van Linh, Truong Quang Trong Ward, Quang Ngai City, Quang Ngai	(0255) 3 841 777
42	An Nhon transaction office	187 Tran Phu Str., Binh Dinh Ward, An Nhon Town, Binh Dinh	(0256) 363 5515
<b>THE SOUTHEAST REGION</b>			
43	Dong Nai branch	3-5 Dong Khoi, Tam Hoa Ward, Bien Hoa City, Dong Nai	(0251) 38 575 13



sr.no	BRANCH/ TRANSCATION OFFICE	ADDRESS	TEL
44	Binh Duong branch	Ground floor Becamex Binh Duong Commercial Center Building – 230 Binh Duong Highway, Phu Hoa Ward, Thu Dau Mot City, Binh Duong	(0274) 3 872830
45	Phan Thiet branch	No. 02 Le Hong Phong, Binh Hung Ward, Phan Thiet City, Binh Thuan (Lobby B, Ground floor, Building Vien Thong Binh Thuan)	(0252) 3831 166
46	Ho Nai transaction office	11/5 Block 1, Tan Bien Ward, Bien Hoa City, Dong Nai	(0251) 3880506
47	Bien Hoa transaction office	62/7 Pham Van Thuan, Block 2, Tam Hiep Ward, Bien Hoa City, Dong Nai	(0251) 8822722
48	Trang Dai transaction office	No. 18 Tran Van Xa Str., Block 2, Trang Dai Ward, Bien Hoa City, Dong Nai	(0251) 2860357
49	Lai Thieu transaction office	103 Bis Nguyen Van Tiet, Lai Thieu Ward, Thuan An Town, Binh Duong	(0274) 3636807
50	Bac Phan Thiet transaction office	No. 226 Ton Duc Thang, Block 7, Phu Thuy Ward, Phan Thiet city, Binh Thuan)	(0252) 3820044 / (0252) 3820088
<b>The Southwest region</b>			
51	Can Tho branch	04 Phan Van Tri, An Phu Ward, Ninh Kieu Dist., Can Tho City	(0292) 3 811196 -109
52	An Giang branch	1296 Tran Hung Dao, My Xuyen Ward, Long Xuyen City, An Giang	(0296) 3 940 345
53	Bac Lieu branch	134F/4, 23/8 Rd., Ward 7, Bac Lieu City, Bac Lieu	(0291) 3 959 171
54	An Nghiep transaction office	141A Tran Hung Dao, An Phu Ward, Ninh Kieu Dist., Can Tho City	(0292) 3 731 940
55	Binh Thuy transaction office	95/1 Cach Mang Thang 8, An Thoi Ward, Binh Thuy Dist., Can Tho City	(0292) 3 889 156
56	Phu An transaction office	No. 21 (G2-3, Phu An Residential Area - Lot 20) South Can Tho River New Urban Area, Phu Thu Ward, Cai Rang Dist., Can Tho City	(0292) 3 917 976
57	Ninh Kieu transaction office	95 Xo Viet Nghe Tinh, An Cu Ward, Ninh Kieu Dist., Can Tho City	(0292) 3 817 761
58	Thot Not transaction office	568 National Highway 91, Long Thanh A Area, Thot Not Ward, Thot Not Dist., Can Tho City	(0292) 3 611 661
59	Cai Rang transaction office	440 Yen Ha Area, Le Binh Ward, Cai Rang Dist., Can Tho City	(0292) 3 527 299
60	O Mon transaction office	No. 220, 26/3 Str., Chau Van Liem Ward, O Mon Dist., Can Tho City	(0292) 3 687 467
61	Chau Phu transaction office	16 National Highway 91, Cai Dau Town, Chau Phu Dist., An Giang	(0296) 3 684 567
62	Chau Doc transaction office	202 Trung Nu Vuong, Chau Phu B Ward, Chau Doc City, An Giang	(0296) 3 566 588
63	Tan Chau transaction office	33 Nguyen Van Cu, Block Long Thanh A, Long Thanh Ward, Tan Chau Town, An Giang	(0296) 3 569 066
64	Long Xuyen transaction office	1-3 Tran Quoc Toan, My Binh Ward, Long Xuyen City, An Giang	(0296) 3 911 123
65	Hoang Van Thu transaction office	33 Ly Thuong Kiet Str., Ward 3, Bac Lieu City, Bac Lieu	(0291) 3 969669

sr.no	BRANCH/ TRANSCATION OFFICE	ADDRESS	TEL
66	Ho Phong transaction office	Hamlet 2, Ho Phong Ward, Gia Rai Town, Bac Lieu	(0291) 3 847 779
67	Hoa Binh transaction office	Town commune B, Hoa Binh Town, Hoa Binh Dist., Bac Lieu	(0291) 3 883 363
<b>The Southern Region</b>			
68	Ho Chi Minh City branch	16-18 Nam Ky Khoi Nghia, Dist. 1, Ho Chi Minh City	(028) 38 292 497
69	Cho Lon branch	93 - 95 - 97 An Duong Vuong, Ward 8, Dist. 5, Ho Chi Minh City	(028) 38359868
70	Tan Binh branch	No. 31 (new number 496) Ly Thuong Kiet, Ward 7, Tan Binh Dist., Ho Chi Minh City	(028) 39 712 312
71	Lac Long Quan branch	343K Lac Long Quan, Ward 5, Dist. 11, Ho Chi Minh	(028) 3860 1993
72	Sai Gon branch	229 Nguyen Dinh Chieu, Ward 5, Dist. 3, Ho Chi Minh City	(028) 39291063
73	Cu Chi branch	Ground floor, Building Road D3 Tay Bac Cu Chi Industrial Zone, Bau Tre 2 Commune, Tan An Hoi Village, Cu Chi Dist., Ho Chi Minh City	(028) 37925162
74	District 7 transaction office	Ground floor, 829 Huynh Tan Phat, Phu Thuan Ward, Dist. 7, Ho Chi Minh city.	(028) 38730650
75	District 9 transaction office	469A Do Xuan Hop, Block 5, Phuoc Long B Ward, Dist. 9, Ho Chi Minh City	(028) 37 281 294
76	Khanh Hoi transaction office	143 Khanh Hoi, Ward 3, Dist. 4, Ho Chi Minh City	(028) 39 450 376
77	Nam Sai Gon transaction office	215 Nguyen Thi Thap, Him Lam residential area, Tan Hung Ward, Dist. 7, Ho Chi Minh City	(028) 6271 7937
78	Thu Thiem transaction office	79 Song Hanh, An Phu Ward, Dist. 2, Ho Chi Minh City	(028) 668 33814
79	Phung Hung transaction office	207 Hai Thuong Lan Ong, Ward 13, Dist. 5, Ho Chi Minh City	(028) 38555571
80	Hong Bang transaction office	151 Hau Giang, Ward 5, Dist. 6, Ho Chi Minh City	(028) 39693548
81	Phu Lam transaction office	234D Nguyen Van Luong, Ward 11, Dist. 6, Ho Chi Minh City	(028) 38779015
82	District 8 transaction office	368-370 Tung Thien Vuong, An Lac Ward, District 8, Ho Chi Minh City	(028) 39802715
83	Hoa Binh transaction office	331 Tran Phu, Ward 8, Dist. 5, Ho Chi Minh City	(028) 39231290
84	Cho Thiec transaction office	102 Pho Co Dieu, Ward 4, Dist. 11, Ho Chi Minh City	(028) 62 891 542
85	Binh Tan transaction office	301 Inner Ring Road, Binh Tri Dong B Ward, Binh Tan Dist, Ho Chi Minh City	(028) 37620092
86	Ly Thuong Kiet transaction office	222-222A Ly Thuong Kiet, Ward 14, Dist. 10, Ho Chi Minh City	(028) 38685456
87	District 10 transaction office	302 Ngo Gia Tu, Ward 4, Dist. 10, Ho Chi Minh City	(028) 38345618



sr.no	BRANCH/ TRANSACTION OFFICE	ADDRESS	TEL
88	Tan Phu transaction office	217 Luy Ban Bich, Tan Thanh Ward, Tan Phu Dist., Ho Chi Minh City	(028) 39617176
89	Truong Chinh transaction office	493B Truong Chinh, Ward 14, Tan Binh Dist., Ho Chi Minh City	(028) 62 963 483
90	Tan Son Nhat transaction office	103 Trần Quốc Hoàn, P. 4, Q. Tân Bình, TP Hồ Chí Minh	(028) 39 481 591
91	Go Vap transaction office	25 Nguyen Thai Son, Ward 03, Go Vap Dist., Ho Chi Minh City	(028) 39 897 617
92	Ba Chieu transaction office	49B Phan Dang Luu, Ward 7, Phu Nhuan Dist., Ho Chi Minh City	(028) 62588604
93	Hoang Viet transaction office	27A Hoang Viet, Ward 4, Tan Binh Dist., Ho Chi Minh City	(028) 62928695
94	Binh Thanh transaction office	196 Xo Viet Nghe Tinh, Ward 21, Binh Thanh Dist., Ho Chi Minh City	(028) 35124990
95	Le Thi Rieng transaction office	699 CMT8, Ward 6, Tan Binh Dist., Ho Chi Minh City	(028) 39778076
96	Hoc Mon transaction office	84 Lý thường Kiệt, TT. Hóc Môn, H. Hóc Môn, TP Hồ Chí Minh	(028) 37107690 / (028) 37107693
97	Tan Quy transaction office	19 Provincial Road 8, 1A Commune, Tan Thanh Tay Village, Cu Chi Dist., Ho Chi Minh City	(028) 37355786 / (028) 37355787
98	Tay Bac Cu Chi transaction office	170 Provincial Road 8, Block 2, Cu Chi Town, Cu Chi Dist., Ho Chi Minh City	(028) 37928767 / (028) 37928769

ANNUAL REPORT 2021

**TURN  
OPPORTUNITIES  
INTO SUCCESS**





## VIETNAM ASIA COMMERCIAL JOINT STOCK

**Address:** 105 Chu Van An Street, Yen Kieu Ward, Ha Dong District, Hanoi Vietnam

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**Website:** [www.vietcombank.com.vn](http://www.vietcombank.com.vn)

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