

CHANGE TO BREAK THROUGH

ANNUAL REPORT
2019



CHANGE TO BREAK THROUGH



VietABank has set out this “Change to break through” journey with fundamental renovation in both business mindset and strategies. Each and every member of the team always demonstrates the commitment and unification for VietABank to soar up high and far, bringing the hope of a prosperous future.

TABLE OF CONTENTS

01. MESSAGE FROM CEO

Page 06 - 07

02. OVERVIEW

Overview of VietABank
Establishment and development
Governance model
Mission, vision and core values

Page 08 - 23

03. BUSINESS PERFORMANCE 2019

Highlighted figures
Business Performance Report 2019
Prizes & Awards
Development strategy
Business model

Page 24 - 37

04. DEVELOPMENT ORIENTATION 2020

Organization and system development
Business operations
Targets & plans

Page 38 - 43

05. FINANCIAL STATEMENTS

Report of Board of Directors
Consolidated balance sheet
Consolidated income statement

Page 44 - 53

06. BRANCHES/ TRANSACTION OFFICES

Page 54 - 59

01 MESSAGE FROM CEO

Dear valued shareholders and customers,

In 2019, despite the adverse impact of a number of international political and social events, Vietnam's economy continue the streak of positive performance results. GDP growth rate is 7.2%; export-import turnover reaches USD 500 billion. In banking and finance sector, credit growth reached the set target of 13%, and the credit portfolio has transformed to encourage production and business; areas with high contingent risks are closely controlled. The exchange rate is stable, FDI inflows increase rigorously, foreign exchange reserves reach USD 79 billion. Other macro indicators also perform positively.

In line with the market development as well as the instruction and regulation by Government of Vietnam (GoV) and State Bank of Vietnam (SBV), VietABank's business performance in 2019 maintains its sustainable pace of growth, both in terms of scale and quality. All the financial targets set on total assets, capital mobilization, lending and profit are achieved as planned. The network is expanded with 7 more branches/transaction offices.

Given these achievements, VietABank has been honored by several renown national and international organizations and recognized via multiple awards, including:

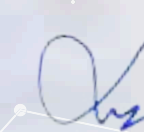
- Improved ranking in Vietnam's 500 Largest Companies 2019 (VNR500)
- Best Bank for Sustainable Development Vietnam 2019
- Best Savings Bank Vietnam 2019
- Vietnam's Top 10 Trusted Businesses
- Sao Khue Award

In 2020, Vietnam's and global economy will be adversely affected by the COVID-19 pandemic and its consequence will last for several years to come. This situation, however, reveals opportunities for VietABank to change and break through. VietABank has formulated the scenarios to proactively address the challenges and stay abreast of the opportunities to ensure the implementation of the business plan, completion of the set strategic objectives as approved by SBV.

With the support of valued shareholders and customers, the determination and collective commitment of the whole team, I believe VietABank will continue its sustainable growth, safe and efficient operation to create the highest value to the bank's customers, shareholders and contribute to the socio-economic development of the country.

Sincerely,

CEO



NGUYEN VAN HAO

02

OVERVIEW

OVERVIEW OF VIETABANK



Trading name:

Registered name in Vietnamese: Ngân hàng thương mại cổ phần Việt Á
Registered name in English: Vietnam Asia Commercial Joint Stock Bank
Trading name: VietABank
Abbreviations: VietABank



Certificate of Business Registration No. 0302963695

Registered for the first time on: June 19, 2003
Registered for the 26th amendment on: July 26, 2019



Charter capital:

VND 3,500 billion
In words: Three thousand five hundred billion Vietnam dong



Address:

Head Office: 34A-34B Han Thuyen Street,
Pham Dinh Ho Ward, Hai Ba Trung District, Hanoi Vietnam
Tel: (024) - 39 333 636
Fax: (024) - 39 336 426
Website: www.vietabank.com.vn



Business line:

Finance, Banking, Securities



Throughout 16 years of doing business, VietABank has always strived to be among the most prestigious and productive 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.

ESTABLISHMENT AND DEVELOPMENT

2004

VietABank increased its charter capital to VND 190.4 billion and launched several new services, such as Phone Banking; inter-branch deposit and withdrawal, gold transfer, etc. Also in this year, Hoi An Branch and Hanoi Branch were opened.

2008

VietABank increased its charter capital to VND 1,360 billion, opened the Gold Trading Center and several agencies accepting gold trading orders in Da Nang, Can Tho and Hanoi.

On its 5th anniversary, VietABank was honored with several awards and prizes 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 information agency.

2013

After 10 years of operation, VietABank set to new direction of "Innovation - Growth", and this is also the year when VietABank performed restructuring and introduced new branding to the public.

After 10 years, VietABank had expanded its business to many provinces: Bac Lieu, An Giang, Binh Duong, the central area of Vietnam, and being awarded with several national and international awards in banking sector, such as: Vietnam's Top Brands, Golden Globe, Outstanding Enterprise, International Payment Excellency, etc.

2019

2019 continued to witness steady and sustainable growth both in scale and substance: 7 new branches/transaction offices are launched and growing steadily; obtain the SBV's approval for increasing charter capital to VND 5,005 billion to enhance investment in technology, financial capacity and scale expansion.

VietABank has been honored with several national and international awards, such as: Improved ranking in Vietnam's Top 500 largest enterprises, Best Bank for Sustainable Development Vietnam 2019, Best Savings Bank Vietnam 2019.

2003

VietABank was established based on the merger of the two established financial institutions, namely Sai Gon Financial Joint Stock Company and Da Nang Rural Joint Stock Commercial Bank. At the time, the bank's charter capital increased from VND 71 billion to VND 115 billion.

In the same year, VietABank launched Head Office at 119 – 121 Nguyen Cong Tru, Ho Chi Minh City and Branches in Da Nang and Cho Lon.

2006

Invested in upgrading the information technology system, launching SmartBank system wide. Launched the gold trading on account operation and increased charter capital to VND 500.33 billion.

With its prominent strength in the area of finance, investment and trading of gold, VietABank was titled 'the gold bank of every household'.

2011

During 2009-2011, VietABank increased its charter capital to VND 3,098 billion.

The bank was honored with several prizes and awards, such as: Vietnam's Excellent Brand, Vietnam's Most Favorite Brand, and others.

2014

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

In 2014, VietABank was honored with several renown awards: Vietnam's Sustainable Enterprise for trustworthiness indicator, Vietnam's Most Favorite Brand, Vietnam's Top Brand, Best Performance Enterprise 2014, Renown Brand in the Pacific-Asia Economic Integration, etc.

GOVERNANCE MODEL

“ VietABank's Management Board has set out the objective to be among the most prestigious and productive bank in Vietnam, and this will be a continuous development progress for the 2018-2023 period. In line with this orientation, VietABank has formulate an implementation strategy based on pillars and 3 fundamental platforms.



Governance structure

General Meeting of Shareholders is at the highest position in the system. This is highest decision-making body of VietABank, operating by means of annual or extraordinary meetings, and consultation via written ballots. The General Meeting of Shareholders shall vote to elect the Board of Directors (BOD) and Supervisory Board (SB). BOD is responsible for supervising and making key decisions on VietABank's operation in order to achieve the strategic objectives and bring about the sustainable values to shareholders and customers. The BOD is assisted by subordinate committees.

SB is the entity representing the General Meeting of Shareholders in supervising all activities of the bank between two general meetings.

Executive team

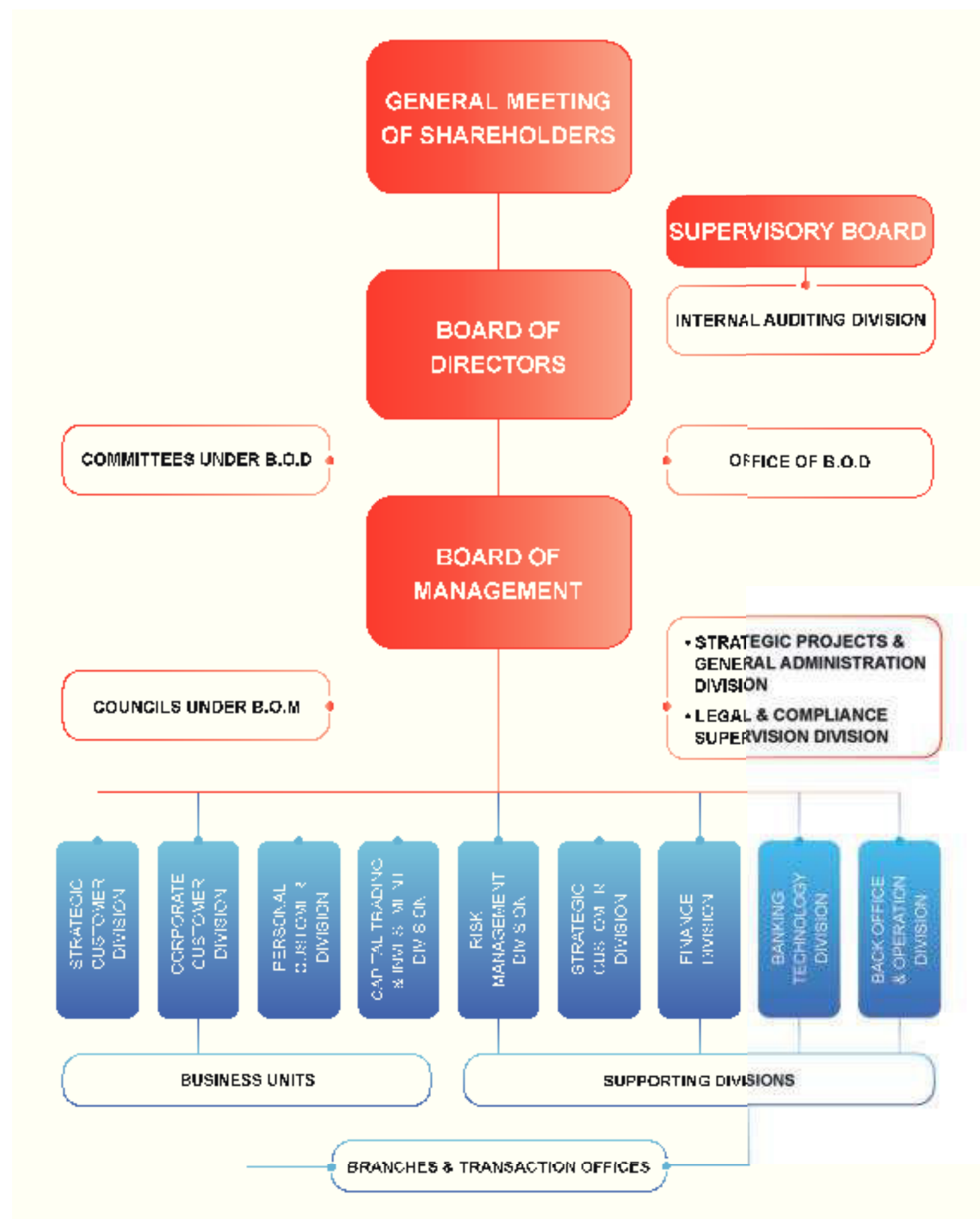
At the top of the executive team is the Chief Executive Officer, in charge of day-by-day operation of VietABank with 4 business divisions and 12 supporting committees/divisions/boards. The structure of business divisions also allows VietABank to ensure the best service quality for each of the customer segment with its associated risk appetite, thereby enhancing the management and business efficiency.

The four business divisions are:

- Strategic Customer Division
- Corporate Customer Division
- Personal Customer Division
- Treasury Division

There are 12 supporting committees/divisions/boards to ensure a continuous, stable and safe operation of the business Divisions to accomplish the common annual targets of the bank.

ORGANIZATION CHART OF VIETABANK



BOARD OF DIRECTORS (BOD)



Mr. PHUONG HUU VIET

CHAIRMAN

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

Mr. PHAN VAN TOI

VICE CHAIRMAN

Bachelor of Foreign Trade and Economics
Mr. Toi has been serving as the B.O.D member of VietABank since 2012. etc.



Mr PHUONG XUAN THUY

VICE CHAIRMAN

Master in Business Administration
Mr. Thuy possesses more than 20 years of working experience in finance-banking and export-import.

BOARD OF DIRECTORS (BOD)



Mr. NGUYEN VAN HAO

B.O.D MEMBER - CHIEF EXECUTIVE OFFICER

Master in Economics. Mr. Hao possesses more than 20 years of working experience in finance-banking, holding several important management positions at national and international organizations. Mr. Hao has been twice honored by the Ministry of Industry and Trade for his outstanding professional achievements.

Mr. TRAN TIEN DUNG

B.O.D MEMBER - DEPUTY CHIEF EXECUTIVE OFFICER

Bachelor of Commercial Law. Mr. Dung has been serving as the B.O.D member of VietABank since 2012. Mr. Dung has more than 20 years' experience in finance, holds many important positions.



Ms. NGUYEN THI LAN HUONG

INDEPENDENT MEMBER

Master in Foreign Economics. Ms. Huong has more than 30 years of working experience in finance-banking.

SUPERVISORY BOARD (SB)



Ms. NGUYEN KIM PHUONG

CHAIRPERSON OF SB

Bachelor of Economics. Ms. Phuong has more than 30 years of experience working in banking.

Mr. HOANG VU TUNG

MEMBER OF SB

Bachelor of Economics. Mr. Tung has over 20 years of experience working in finance-banking.



Ms. NGUYEN THI HOAN

MEMBER OF SB

BSc. in Accounting. Ms. Hoan has been joining VietA-Bank since 2013.



EXECUTIVE BOARD

**Mr. NGUYEN VAN HAO****B.O.D MEMBER - CHIEF EXECUTIVE OFFICER**

Master in Economics. Mr. Hao possesses more than 20 years of working experience in finance-banking, holding several management positions at national and international organizations. Mr. Hao has been twice honored by the Ministry of Industry and Trade for his outstanding professional achievements.

Ms. TRAN TIEN DUNG**B.O.D MEMBER - DEPUTY CHIEF EXECUTIVE OFFICER**

Bachelor of Commercial Law. Mr. Dung has been serving as the B.O.D member of VietABank since 2012. Mr. Dung has more than 20 years' experience in finance, holds many important positions.

**Mr. PHAM LINH****DEPUTY CHIEF EXECUTIVE OFFICER**

PhD in Economics. Mr. Linh has more than 20 years of experience working in finance-banking. He used to hold several important positions in credit institutions.

EXECUTIVE BOARD

**Mr. VU DUC HUNG****DEPUTY CHIEF EXECUTIVE OFFICER**

Master in International Business Administration. Mr. Hung has more than 17 years of experience working in Human resource management for multi-sectoral enterprises and finance-banking. He used to hold several important managerial positions of banks.

Ms. LE MINH HUAN**DEPUTY CHIEF EXECUTIVE OFFICER**

BSc. in Engineering. Mr. Hung has more than 20 years of experience working in IT and finance-banking. He used to hold several important positions, including: HCMC Center for Software Technology, Ho Chi Minh Development Joint Stock Commercial Bank (HDBank). In 2016, Mr. Huan become a member of the Council for Payment and Technology of SBV, chaired by SBV Governor.



MISSION, VISION, CORE VALUES



MISSION

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 shareholders

To increase the investment value rooted from a sustainable development.

For community

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

VISION

TO BECOME THE BANK WITH HIGHEST PRESTIGE AND PRODUCTIVITY.

CORE VALUES



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.



RESPONSIBILITY

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



LOYALTY

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

03

BUSINESS PERFORMANCE 2019

CHANGE TO BREAK THROUGH
THE JOURNEY TOWARDS DETERMINED OBJECTIVES

HIGHLIGHTED FIGURES



TOTAL ASSETS

VND 76,447 BILLION

As at December 31, 2019, VietABank's total assets is VND 76,447 billion, increasing by VND 5,156 billion (equivalent to 7%) as compared to 2018 and meeting 101% of the target for 2019.



TOTAL DEPOSIT

VND 70,094 BILLION
increasing by 7% as compared to 2018

In order to effectively maintain the LDR ratio, VietABank has proactively regulate to increase average size of customer deposit properly in each period of the year.



EARNINGS BEFORE TAX (EBT)

VND 276 BILLION
increasing by 83% as compared to 2018

Return on investment continues being improved, EBT attains VND 276 billion, increasing by 83% as compared to 2018 and meeting 98% of the target for 2019.



SERVICE QUALITY IMPROVEMENT

CSAT score attains 97%

Putting customers at the center of service, in 2019, VietABank focuses on boosting service quality to a higher level. The overall score is 80%, Customer Effort Score is 100%, which implies an easy customer access to VietABank services and products.



OWNER'S EQUITY

VND 4,442 billion
charter capital: VND 3,500 billion

The 2019 owners' equity is VND 4,442 billion, increasing by 5% as compared to that in 2018, of which, the charter capital is VND 3,500 billion and expected to increase to VND 5,000 in 2020, when VietABank complete its charter capital increase. The purpose of this increase in charter capital is to meet the Basel II standards, enhance investment in information technology, improve financial capacity and expand business scale.



CREDIT QUALITY

NPL ratio is 1.18%

Credit outstanding balance increases by 11% as compared to 2018 and is concentrated in key business sectors. NPL ratio is 1.18%, significantly declining as compared to 2018.



DISTRIBUTION CHANNEL EXPANSION

Opened 07
new branches/transaction offices

Approved by SBV, in 2019, 07 new branches/transaction offices of VietABank are launched and growing steadily, increasing the total number of transaction offices nationwide to 97, accomplishing 100% of the target for 2019.



PRIZES AND AWARDS

05 | 02
NATIONAL | INTERNATIONAL
PRIZES AND AWARDS

VietABank's achievements in 2019 have been recognized by several national and international prizes and awards, such as Improved ranking in VNR500 – Top 500 largest enterprises, Vietnam's Excellent Brand for 6 consecutive years, Best Bank for Sustainable Development Vietnam for 3 consecutive years, Best Savings Bank Vietnam.

BUSINESS PERFORMANCE REPORT 2019

Given the turbulent context of the financial market, in both positive and negative senses, VietABank has finished the year 2019 with impressive figures: Total assets reach VND 76,447 billion, earnings before tax is VND 276 billion, increasing by 7% and 83%, respectively, as compared to those in 2018. Other financial indicators are all higher than 2018 and exceed the targets set for 2019. This achievement can be attributed to the growth in all business segments, which in turn is the result of a persistent pursuit of the customer-centric strategy.

Unit: VND billion, %

Criteria	2018	2019	+/- 2018	% 2018	Plan 2019	% Plan 2019
Total assets	71,291	76,447	5,156	7%	75,652	101%
Deposit from corporates and individuals	43,049	48,678	5,629	13%	49,364	99%
Total loans	38,516	42,915	4,399	11%	42,960	100%
Earnings before tax	151	276	125	83%	281	98%
Charter capital	3,500	3,500	-	0%	5,000	70%
NPL ratio	1.37%	1.18%	-0.19%	-14%	<2%	Meet the target

Total assets reach VND 76,447 billion, increasing by VND 5,156 billion (equivalent to 7%), meeting 101% of the target for 2019.

- Credit mobilization from corporate and individual customers reaches VND 48,678 billion, increasing by VND 5,629 billion as compared to 2018.
- Total loans (including corporate bonds) reaches VND 42,915 billion, increasing by VND 4,399 billion as compared to 2018 (equivalent to 11%), meeting 100% of the target for 2019.
- NPL ratio as of December 31, 2019 is 1.18%, down by 0.2% as compared to 2018. In 2019, VietABank focuses on NPL resolution via employing diverse measures.

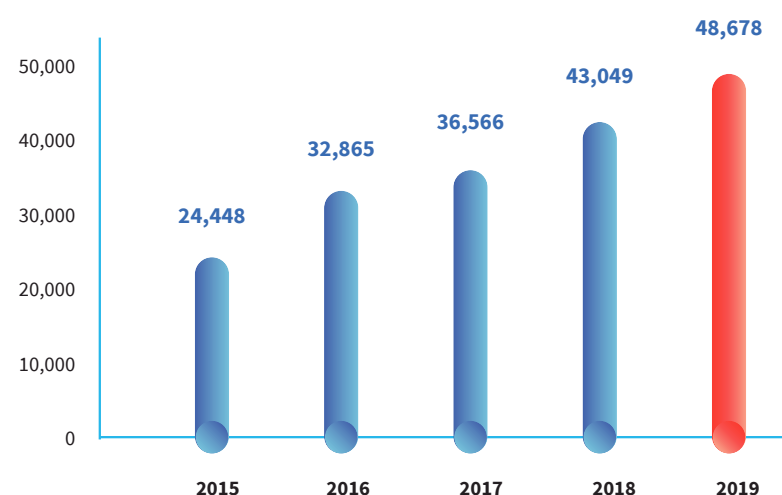
DEPOSIT MOBILIZATION FROM CORPORATES AND INDIVIDUALS CONTINUES GROWING STEADILY

VietABank aims towards diversification of sources of deposit mobilization by providing deposit products with appealing, flexible interest rates and terms in order to ensure funds availability and sound liquidity.

As of December 31, 2019, total deposit mobilization reaches VND 70,094 billion, increasing by VND 4,331 billion or 7% as compared to 2018.

Deposit mobilization from corporates and individuals (Market 1) reaches VND 48,678 billion, of which: Deposit from corporate customers is VND 3,797 billion (8% of Market 1 deposit) and from individuals is VND 44,881 billion (92% of total Market 1 deposit).

Deposits from corporates and individuals
Unit: VND billion

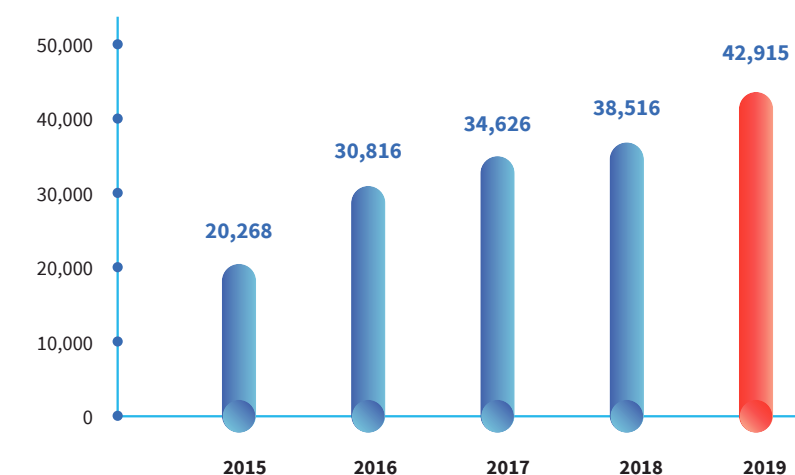


CREDIT PORTFOLIO CONTINUES GROWING AND SHIFTS TOWARDS 10 FOCUSED BUSINESS SECTORS

The increase of credit supplied by VietABank has been implemented in compliance with SBV's regulations to ensure a safe and sustainable growth. This is also a compulsory internal requirement of VietABank in particular and joint stock commercial bank system in general. Total loans (including corporate bond) reaches VND 42,915 billion. The credit operations are performed in line with the set orientation of transforming credit portfolio to diverge risk. The lending structure is dominated by VND lending, amounting to VND 42,546 billion (99.8% of outstanding credit balance); the remainder of VND 78 billion is gold and foreign currency lending (0.2%).

Total loans (incl. corporate bonds)

Unit: VND billion



CAPITAL TRADING AND INVESTMENT CONTINUES GROWING AS DETERMINED STRATEGY

Deposit on interbank market trading scale shows good results, able to maximize the use unsecured loan limit applied to VietABank, satisfy the requirement on liquidity safety and regulate the use of sources of capital effectively.

- Interbank mobilization reaches VND 21,417 billion; Interbank Market lending/deposit reaches VND 11,627 billion, securing an efficient liquidity for the bank's operation.

- Government bond and credit institution bond investment reaches VND 10,144 billion, increasing by VND 1,763 billion as compared to 2018

EARNINGS BEFORE TAX INCREASES 83% AS COMPARED TO 2018

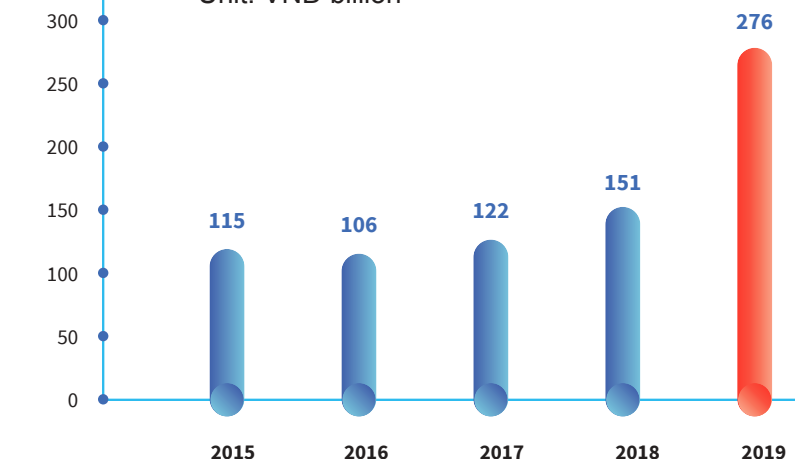
EBT 2019 has increased strongly with highest quality in the recent 3 years, reaching VND 276 billion, increasing by VND 125 billion as compared to 2018. This increase in profits are explained by several reasons:

- The strong expansion of business scale in 2019 contributes to the increase in profit.

- The success in resolving of NPL, overdue debts, debts sold to VAMC helps improve profit figure.

EBT

Unit: VND billion



DEVELOPMENT STRATEGY

The driver for VietABank's long-term strategy started from the early days of establishment. VietABank always prioritizes the developing and applying of technology to serve personal and corporate financial life. In 2014, just 1 year since establishment, VietABank launched the MobileBanking service. In 2006, the SmartBank system was introduced. All branches and transaction offices are connected in one network to maximize the service provision to best meet customers' demand everywhere rather than just at some specific transaction offices.

Similar to other banks, during the 2008-2013 period, VietABank had to face various challenges due to the turbulent domestic economic situation. The bank has promptly switched the focus to ultimately address the remaining issues in this period, change its development orientation to better fit the context of the following years.

In 2018-2023 period, VietABank determines to put customers at the center of every activity. This righteous orientation, together with non-stop effort by the whole staff over the last 2 years has enable VietABank to turn its determination into action and achieve several outstanding success.

Putting customers at the center - this can be the slogan of several businesses, yet the difference lies in VietABank's definition of 'customers'. VietABank does not consider customers as individual entities but visualizing customers in the whole context of the ecosystem and value chain, from production to end users, The bank provide solutions to customers to meet their demands but not providing what the bank has. This has become a standard mindset in doing business that each and every staff of VietABank must explore "what customers really need" before thinking about the products or services to advise.

Over the last 2 years, VietABank has not introduced too many new products, but rather focusing on identifying the 10 key areas of business to focus on, which are: water and environmental treatment; Healthcare and medical equipment; Export-import - logistics; Financial investment; Real estate - housing, tourism, industrial zone;. In addition, VietABank develops its financial services intensively, exploiting and cross-selling products, which is linked closely to the development of digital banking to concentrate investment into human and products to most effectively serve the right customer segments, to ensure the accomplishment of set annual targets and plans.

Consistently following the customer-centric strategy, during 2018-2019, VietABank has been developing sustainably with outstanding achievements: Continually accomplish the planned earnings before tax: EBT 2019 increased by 83% as compared to 2018; NPL ratio is curbed at 1.18%, etc. VietABank is step-by-step proving its capacity to realize the objective of becoming the bank with highest prestige and productivity.



BUSINESS MODEL



With the vision to become the bank with highest prestige and productivity, VietABank has developed a strategy for the 2018-2023 period with a comprehensive business model comprising of six components revolving around customer at the center to develop a completed and integrated capacity.



1. Customer-centric strategy

Putting customers at the center of our business model, VietABank always strive to diversify its products and services to meet the practical demands and increase value for customers. Doing transaction with VietABank, customers are assured to be provided with utmost dedicated service, security and confidentiality. The bank has invested time and effort to collect comprehensive customer data from touch point, analyzed data to thoroughly understand customers' needs, and based on that to develop and finalize the products that most satisfy customers' value and needs.

VietABank continuously builds the capacity for our staff, improves service quality and customer care solutions to ensure excellent and reliable experience for our customers



2. Product and service development mechanism

At VietABank, we are willing to share a proportionate profit with customers at each given point of time to ensure a win-win situation, aiming for a lifelong sustainable relationship.

For individual customers, in parallel with short-term product and service campaigns, in 2019 VietABank has offered several free benefits and refund options that have become most prominent features of several products. For example, the 0-dong (zero-fee) program for transactions on Internet Banking: zero fee applied for utilities bill payment, internal bank transfer, "lucky" account number of customer's choice, etc. that saves fees and charges for customers when performing basic financial transactions in daily life.

Given the context of restricted credit growth, the Corporate Banking Division has transformed rigorously to maximize the utilization of capital and human resources; restructure the credit portfolio from mid- to long-term lending to short-term lending to provide working capital for the appropriate proposals from the 10 priority business sectors of the bank. This approach helps diverge credit risk, creating a solid foundation for VietABank's development. At the same time, Corporate Banking Division also focuses on developing non-credit services and deposit products, promote the solutions supporting businesses to participate in trade and investment promotion forums, connect more than 800,000 member businesses and 400 member organizations of the Businesspeople Associations in the country.



3. Risk management

In furthering the customer-centric approach, VietABank has formulated a risk management system that aims to protect customers. We believe when our customer is secured, then the bank is secured

› Liquidity risk management

In order to prevent and handle the issues associated to liquidity risk, VietABank has formulated a comprehensive and prudent system of regulations and internal procedures on liquidity risk management that adapt to common regulations of banking sector and comply with those on insolvency as well as credit ratio to ensure a safe operation for VietABank in particular. Simulation of different liquidity scenarios have been developed and liquidity stress testing in case of surplus/inadequate liquidity has been conducted by VietABank on regular basis in order to anticipate the potential cases when the bank faces liquidity risk and prepare contingent responsive measures.

› Market risk management

QInterest rate risk management: To promptly response and handle interest rate risk, VietABank has researched and formulated an interest rate risk management model for the bank's operation, complying to relevant regulations of SBV, and gradually approach the international conventions, such as Basel Convention on banking supervision.

Exchange rate risk management: VietABank has developed and issued regulations on exchange rate risk policy, transaction limit, risk measuring and controlling tools, strictly compliant to SBV's and Vietnam's legal regulations.

› Operational risk management

Operational risk (OR) is a type of risk that can happen in all operating activities of a bank and it is difficult to measure. OR occurs due to insufficient or defective internal procedures, due to human factors, system errors or failures, or external factors.

In the effort to integrate to and approach the internationally-standardized risk management model (particularly Basel II) and at the same time comply to SBV's regulations in Circular 41 and 13, VietABank has been step-by-step establishing the organizational and risk management structure of a three-layer model; actively formulate management procedures and regulations at our bank. VietABank has enhanced its supervision to ensure operation safety using conventional OR management tools such as distance monitoring and on-site monitoring; RCSA, KRI, LDC, etc. In addition, VietABank is upgrading several software supporting the collection and processing of OR data.

Besides, VietABank always pays attention to the management and operation of IT system, especially the 24/7 security, supervision and control following a system of procedures and regulations that are regularly reviewed and updated. The scenario simulation and contingent solutions in case of incident are also performed on periodic basis.

› Credit risk management

Being fully aware of the importance of credit risk management (CRR) and its impact to the bank's objective to ensure safety, efficiency, sustainability, the management of CRR is always paid attention to and controlled over consistently from Board of Management, Board of Directors down to business divisions.

CRR management is performed on the principles of independence and centralization. As such, VietABank decentralizes and assigns authority to divisions and the reporting is integrated at Head Office. In order to support the credit proposing, appraising and approving throughout the system, VietABank has formulated an internal credit rating system, This enables credit approval via LOM system to enhance efficiency and quality of document processing, increase transparency and system security to better serve the purpose of managing risk during the supervising independent reimbursement and approving credit approval, contributing to the compliance to Basel II as regulated by SBV.



4. Marketing

Customers' interest is at the heart of VietABank's business and that principle navigates all activities of the bank. VietABank's branding slogan "Companion with ambition", VietABank strive to demonstrate our actual work: providing trustworthy financial services on 24/7 basis to millions of personal customers and thousands of corporate customers to support their sustainable development and for a better life. This principle always applies to the work of each and every staff member, who are endeavoring to contribute to the common success of VietABank to make the breakthrough.

With the vision to become the bank with highest prestige and productivity, VietABank is demonstrating its exclusiveness and its role in shaping the finance and banking activities for customers, always accompanying customers throughout their journeys.



5. Investment in technology

The efficiency in risk mitigation is largely supported by the technology platform. Originated from the merging of two organizations, which are Sai Gon Financial Joint Stock Company and Da Nang Rural Joint Stock Commercial Bank, VietABank has always been focusing on investing in technology to enhance its capacity to serve customers. Thanks to this orientation, the whole business activity of the operation system is run smoothly even during holidays and peak seasons of transaction doing.

In 2020, VietABank will accomplish its Basel II compliance, increasing bank's governance system safety and sustainability; continue the investment in upgrading Core Banking system, applying 4.0 technologies to deploy digital transformation in banking operation; adopt technologies and data to enhance customer experience, computerization and automation of operation procedures to increase management capacity, as well as productivity of VietABank.

In 2020, the Internet-based digital banking services will be promoted, including: Card services, payment, shopping, money transfer, personal and corporate finance management, etc. on Mobile Banking and Internet Banking. Applying technologies and big data to the 24/7 customer service, the receiving info and interacting with customers will be partly automated by robots.

Investing in technology to enhance cyber risk management capacity to ensure a continuous operation of the IT system and confidential security for the bank and customers.



6. Personnel & Operation

Along this "Change to break through" journey, besides the changing of strategic mindset, upgrading technology, the human factor is the other focus in VietABank's development policies. With the objective to create an equal, happy and prosperous working environment, VietABank has comprehensively developed and operated the human resource management tools to enhance promote experience and engagement.

VietABank's employer branding has covered extensively via a recruitment ecosystem and various modern interactive channels, enhancing the employee experience and attracting, nurturing the aspired and competent pool of candidates. The human resource management platforms and policies are continually reinforced and completed, actively and timely providing human resource solutions to accompany all divisions in the system. In addition, the deployment of the 70-20-10 training model with the adoption of Active Learning approach and standardization of training materials brings about more trainee experience. The training pyramid is developed for each position in the bank, together with career path and promotion and remuneration pathway, which are linked to the work performance appraisal system to help boost employee productivity. Financial and non-financial incentives, 3P Compensation system, productivity-based payroll are studied and applied to promote competitiveness, attract and retain quality personnel, and at the same time develop a human resource management system that effectively serves the planning and management of the human resource.

In the coming phases of the 2018-2023 period, in line with the set human resource strategies, VietABank is step-by-step realizing the objective to acclaim the prestige of VietABank people working with high productivity, earning best income in a happy working environment.



AWARDS AND PRIZES

Throughout 16 years of development, VietABank is highly proud when the continuous effort of the bank does not only gain the trust of millions of customers and partners, but is also recognized and honored by several renown institutions, both national and international through several prizes and awards, such as:



**BEST BANK FOR SUSTAINABLE
DEVELOPMENT VIETNAM
FOR 3 CONSECUTIVE YEARS**



**BEST SAVINGS BANK VIETNAM
FOR 3 CONSECUTIVE YEARS**



**VIETNAM TOP 10
TRUSTED BUSINESSES**



**VIETNAM'S EXCELLENT BRAND
FOR 6 CONSECUTIVE YEARS**



**TOP 100 TRUSTED AND USED
PRODUCTS AND SERVICES**



**UPGRADED RANKING IN VNR 500
- TOP 500 LARGEST ENTERPRISES**



SAO KHUE AWARD

04 BUSINESS ORIENTATION 2020



ORGANIZATION & SYSTEM MANAGEMENT

“On the ground of 4 pillars (Customer - Network - Service quality - Partnership) and 3 fundamental platforms (Personnel & culture, Digitalization, Risk management), VietABank proceeds with its business orientation set for 2020 to create a comprehensive change in all areas of operation.

FINANCIAL ACCOUNTING

Enhance the capacity of management information system and economical, efficient cost management is the key to realize the strategic objectives of VietABank.

NETWORK DEVELOPMENT

Facilitate the opening of new branches/transaction offices in line with SBV's approval; Develop a complete, consistent standard system for the network expansion.

OPERATIONS

Enhance at-the-counter service quality, improve liquidity system efficiency, promote the operation risk management. Deploy solutions to complete operational model, including organizational structure, human resources and automated procedures.

COMMUNICATION & BRANDING

Reinforce the quality of communication and branding of VietABank; Control risks associated to communication and branding. At the same time, enhance the brand promotion and management system-wide.

TECHNOLOGY - SYSTEM MANAGEMENT

Invest in upgrading core system aiming at four objectives: Better customer experience, easy, convenient interaction; Productivity improvement, automation of procedures, cross-selling and product value increase; Integrated data processing with less time and risk for transaction processing; Fully self-reliant in providing services on digital banking platform.

HUMAN RESOURCE MANAGEMENT

Human resource management (HRM) is a core activity in 2020 for VietABank to realize its objective to become the bank with highest prestige and productivity, and income for staff. Comprehensively developing and applying HRM tools, including human resource development policy and the information management platform is the first priority. In parallel with the increase the coverage of VietABank branding as an employer in the banking sector and labor market, VietABank continues its integrated training solutions to boost sales mindset, capacity and productivity, KPI system, 3P payroll system, etc.

BUSINESS OPERATIONS

- Expand business scale on the ground of ensuring efficiency, asset security and operation risk management.
- Continue the development of the resonated value chain focusing on 10 key business sectors, including: Water and waste treatment; Health care and medical equipment; Export-import - logistics; Financial investment; Housing real estate, tourism, industrial zone.
- Develop banking services intensively, promote the exploitation and cross-selling of products in line with developing digital banking.
- Concentrate resources on the NPL resolution; complete the resolution of debts sold to VAMC in 2020.
- Comply to the regulations on operation safety prescribed by the SBV (Circular 13, Circular 41, deploy Basel II).



BUSINESS TARGETS

At the Year End Gala 2019 and heading towards the 2020, VietABank’s business units have demonstrated their strong determination and commitment to achieve 110-120% and even more of the set targets. With the great effort and commitment of the units, we believe that the whole VietABank system will accomplish and exceed the targets set for 2020, which are:

- Total assets reach VND 85,079 billion, increasing by 11% as compared to 2019.
- Deposit mobilization from economic entities and individuals reaches VND 56,975 billion, increasing by 17% as compared to 2019.
- Total credit supply reaches VND 46,563 billion, increasing by 8.5% as compared to 2019.
- Charter capital increased to VND 5,005 billion, increasing by 43% as compared to 2019.
- Maintain and reduce the NPL ratio at below 2%.



Unit: VND billion, %

Criteria	2019	Planed 2020	+/- 2019	2019%
Total assets	76,447	85,079	8,632	11%
Deposit mobilization from corporates & individuals	48,678	56,975	8,297	17%
Outstanding credit balance	42,915	46,563	3,648	8.5%
Earnings before tax	276	405	129	47%
Charter capital	3,500	5,005	1,505	43%
NPL ratio	1.18%	<2%		

05

FINANCIAL STATEMENTS 2019

REPORT OF THE BOARD OF GENERAL DIRECTORS

For the fiscal year ended December 31, 2019

BUSINESS HIGHLIGHTS

Establishment:

Vietnam - Asia Commercial Joint Stock Bank (herein referred to as the "Bank") is established and registered in the Socialist Republic of Vietnam.

The State Bank of Vietnam ("SBV") issued Banking License No. 55/GP-NHNN on May 31, 2019 for establishment and operation of Vietnam - Asia Commercial Joint Stock Bank. This license replaced Banking License No. 12/NH-GP dated May 09, 2003 and Decision No. 440/QD/NHNN dated May 09, 2003 issued by SBV. The Bank has been operating for 99 years from May 9, 2003.

The Bank's principal activities:

- Receiving demand deposits, term deposits, savings deposits and other types of deposits.
- Providing credit in the following forms:
 - + Loan;
 - + Cho vay
 - + Discount, rediscount negotiable instruments and other valuable papers;
 - + Bank guarantee;
 - + Credit card issuance;
 - + Domestic factoring.
- Opening payment accounts for customers
- Providing domestic payment services:
 - + Supply of payment facilities;
 - + Providing check payment services, payment orders, payment orders, collection orders, collection orders, letters of credit, bank cards, collection and payment services.
- Open an account"
 - + Opening an account at the State Bank of Vietnam;
 - + Opening accounts at other credit institutions and branches of foreign banks.
- Organize internal payment, join the national inter-bank payment system
- Cash management, banking and financial advisory services; services of managing, preserving assets, leasing safety cabinets and deposit boxes."
- Consulting on corporate finance, merger and acquisition, investment.
- Participate in bidding, buying and selling Treasury bills, negotiable instruments, Government bonds, State Bank bills and other valuable papers on the money market.
- Buying and selling government bonds, corporate bonds.
- Monetary brokerage service.
- Issuing deposit certificates, promissory notes, treasury bills and bonds to raise capital in accordance with the Law on Credit Institutions, the Law on Securities, the Government's regulations and the guidance of the State Bank of Vietnam."
- Borrowing capital from the State Bank in the form of refinancing in accordance with the Law on the State Bank of Vietnam and the guidance of the State Bank of Vietnam."
- Borrow, lend, deposit and receive deposits of credit institutions, foreign bank branches, domestic and foreign financial institutions in accordance with the laws and guidelines of the State Bank of Vietnam.
- Contributing capital, buying shares in accordance with the law and the guidance of the State Bank of Vietnam.
- Entrusting, accepting trustees and acting as agents in banking-related activities, insurance business and asset management according to the provisions of law and the guidance of the State Bank of Vietnam.
- Trading and providing foreign exchange services on the domestic market and on the international market within the scope prescribed by the State Bank of Vietnam."
- Trading in buying and selling gold bars.
- Buying debt.
- Investing in government bond futures contracts."
- Electronic wallet.

Short name: VIETABANK

Head office: No.34A-34B, Han Thuyen Street, Pham Dinh Ho Ward, Hai Ba Trung District, Ha Noi City, Vietnam.

CONSOLIDATED FINANCIAL POSITION AND RESULTS OF OPERATION

The Bank's consolidated financial position and results of operation of the year are presented in the attached consolidated financial statements.

BOARD OF MANAGEMENT, BOARD OF SUPERVISORS, BOARD OF GENERAL DIRECTORS AND CHIEF ACCOUNTANT

Members of the Board of Management, Board of Supervisors, Board of General Directors and Chief Accountant holding office in the year and to the reporting date include:

BOARD OF MANAGEMENT:

SR.NO	FULL NAME	POSITION
1	Mr. PHUONG HUU VIET	Chairman
2	Mr. PHAN VAN TOI	Vice Chairman
3	Mr. PHUONG XUAN THUY	Vice Chairman
4	Mr. NGUYEN VAN HAO	Member
5	Mr. TRAN TIEN DUNG	Member
6	Ms. NGUYEN THI LAN HUONG	Member

BOARD OF SUPERVISORS

SR.NO	FULL NAME	POSITION
1	Ms. NGUYEN KIM PHUONG	Chief Supervisor
2	Ms. NGUYEN THI HOAN	Member
3	Mr. HOANG VU TUNG	Member

BOARD OF GENERAL DIRECTORS AND CHIEF ACCOUNTANT

SR.NO	FULL NAME	POSITION
1	Mr. NGUYEN VAN HAO	General Director
2	Mr. PHAM LINH	Deputy General Director
3	Mr. TRAN TIEN DUNG	Deputy General Director
4	Mr. VU DUC HUNG	Deputy General Director(appointed on October 17, 2019)
5	Mr. LE MINH HUAN	Deputy General Director(appointed on December 02, 2019)
6	Mr. LA QUANG TRUNG	Chief Accountant

Legal representatives of the Bank

Legal representative of the Bank in the year and to the reporting date is Mr. PHUONG HUU VIET.

AUDITOR

Auditing and Informatic Services Company Limited (AISC) has been appointed as an independent auditor for the fiscal year ended December 31, 2019.

STATEMENT OF THE RESPONSIBILITY OF THE BOARD OF GENERAL DIRECTORS

The Board of General Directors of the Bank is responsible for the preparation of the consolidated financial statements which give a true and fair view of the financial position of the Bank as of December 31, 2019 as well as its results of operation and cash flows for the year then ended. In order to prepare these consolidated financial statements, the Board of General Directors has considered and complied with the following matters:

- Selected appropriate accounting policies and applied them consistently;
- Made judgments and estimates that are reasonable and prudent;
- The consolidated financial statements of the Bank are prepared on a going concern basis unless it is inappropriate to presume that the Bank will continue in business.

The Board of General Directors is responsible for ensuring that proper accounting records are kept, which disclose, with reasonable accuracy at any time, the consolidated financial position of the Bank and that the consolidated financial statements are prepared in compliance with the accounting policies stated in the Notes to the Consolidated Financial Statements. The Board of General Directors is also responsible for safeguarding the assets of the Bank and thus taking reasonable steps for the prevention and detection of fraud and other irregularities.

APPROVAL OF THE FINANCIAL STATEMENTS

In the Board of General Director's opinion, the consolidated financial statements consisting of Consolidated Balance Sheet as at December 31, 2019, Consolidated Income Statement, Consolidated Cash Flow Statement and Notes to the Consolidated Financial Statements enclosed with this report give a true and fair view of the financial position of the Bank as well as its operating results and cash flows for the fiscal year ended December 31, 2019.

The consolidated financial statements are prepared in compliance with Vietnamese Accounting Standards and the Vietnamese Accounting System for Credit Institutions stipulated by the State Bank of Vietnam.

Hà Nội City, March 30, 2020

For and on behalf of the Board of General Directors



NGUYEN VAN HAO
General Director



A0619260-HN/AISC-DN6

CÔNG TY TNHH KIỂM TOÁN VÀ DỊCH VỤ TIN HỌC TP.HCM
Auditing And Informatic Services Company Limited
Head Office: 389 A Dien Bien Phu Str., Ward 4, Dist.3, Ho Chi Minh City
Tel: (84.28) 3832 9129 (10 Lines) Fax: (84.28) 3834 2957
Email: info@aisc.com.vn Website: www.aisc.com.vn

INDEPENDENT AUDITOR'S REPORT

To: **INDEPENDENT AUDITOR'S REPORT**

**THE SHAREHOLDERS, BOARD OF MANAGEMENT AND BOARD OF GENERAL DIRECTORS
VIETNAM - ASIA COMMERCIAL JOINT STOCK BANK**

We have audited the consolidated financial statements of VIETNAM - ASIA COMMERCIAL JOINT STOCK BANK ("the Bank") consisting of Consolidated Balance Sheet as at December 31, 2019, Consolidated Income Statement, Consolidated Cash Flows Statement for the year then ended and Notes to the Consolidated Financial Statements as set out on Page 05 to Page 55, which were prepared on March 30, 2020.

Responsibility of the Board of General Directors

The Board of General Directors is responsible for the preparation and fair presentation of the consolidated financial statements in accordance with Vietnamese Accounting Standards, Accounting System for Credit Institutions stipulated by the State Bank of Vietnam and prevailing regulations applicable to the preparation and presentation of the consolidated financial statements and also for the internal control that the Board of General Directors considers necessary for the preparation and fair presentation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

Responsibility of the Auditor

Our responsibility is to express an opinion on the consolidated financial statements based on our audit. We conducted our audit in accordance with Vietnamese Auditing Standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance 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 the auditor's judgment, including the assessment of the risks of material misstatement of the consolidated financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Bank's preparation and fair presentation of the consolidated financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Bank's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Board of General Directors as well as evaluating the overall presentation of the consolidated financial statements.

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

Auditor's opinion

In our opinion, the consolidated financial statements give a true and fair view, in all material respects, of the consolidated financial position of VIETNAM - ASIA COMMERCIAL JOINT STOCK BANK as at December 31, 2019 as well as the consolidated results of its operation and its cash Z financial statements are ZZred in compliance with the prevailing Vietnamese Accounting Standards, Vietnamese Accounting System for Credit Institutions stipulated by the State Bank of Vietnam and other statutory requirements relevant to the preparation and presentation of the consolidated financial statements.

Ho Chi Minh City, March 30, 2020

**PP. GENERAL DIRECTOR
DEPUTY GENERAL DIRECTOR**

Dương Thị Phương Anh
Certificate of Audit Practice Registration
No.0321-2018-005-1
Issued by the Ministry of Finance

AUDITOR

Ta Van Gioi
Certificate of Audit Practice Registration
No.3497-2016-005-1
Issued by the Ministry of Finance

CONSOLIDATED BALANCE SHEET

As at December 31, 2019

Form: B02/TCTD - HN
Unit: VND

ITEMS	DEC. 31, 2019	JAN. 01, 2019
A. ASSETS		
I. Cash on hand, gold and gemstones	266,475,949,276	318,618,212,910
II. Balances with the State Bank of Vietnam	2,941,222,700,590	440,947,678,293
III. Deposits with and loans to other credit institutions	11,627,382,764,646	15,267,644,813,949
1. Deposits with other credit institutions	11,627,382,764,646	15,267,644,813,949
2. Loans to other credit institutions	-	-
3. Provisions for losses	-	-
IV. Held-for-trading securities	-	-
1. Held-for-trading securities	-	-
2. Provisions for losses of held-for-trading securities	-	-
V. Derivative financial instruments and other financial assets	49,127,120,000	883,750,000
VI. Loans to customers	42,158,036,315,716	37,522,475,137,691
1. Loans to customers	42,623,753,622,624	37,916,118,452,171
2. Provisions for credit losses of loans to customers	(465,717,306,908)	(393,643,314,480)
VII. Debts purchasing activities	1,518,946,560	1,518,946,560
1. Debts purchasing	1,518,946,560	1,518,946,560
2. Provisions for losses of debts purchasing activities	-	-
VIII. Investment securities	13,442,438,356,158	12,095,661,282,116
1. Available-for-sale securities	10,218,379,052,113	8,455,196,627,744
2. Held-to-maturity securities	4,062,797,278,819	4,287,647,188,025
3. Provisions for impairment of investment securities	(838,737,974,774)	(647,182,533,653)
IX. Long-term investments	313,373,630,000	313,373,630,000
1. Investments in subsidiaries	-	-
2. Investments in joint-ventures	-	-
3. Investments in associates	-	-
4. Investments in equity of other entities	313,373,630,000	313,373,630,000
5. Provision for decline in the value of long-term investments	-	-
X. Fixed assets	196,517,738,805	195,390,392,874
1. Tangible fixed assets	80,444,595,262	80,794,186,991

ITEMS	DEC. 31, 2019	JAN. 01, 2019
a. Cost	309,541,716,472	292,199,054,004
b. Accumulated depreciation	(229,097,121,210)	(211,404,867,013)
2. Finance lease assets	-	-
a. Cost	-	-
b. Accumulated depreciation	-	-
3. Intangible fixed assets	116,073,143,543	114,596,205,883
a. Cost	216,317,193,940	212,717,049,940
b. Accumulated amortisation	(100,244,050,397)	(98,120,844,057)
XI. Investment Properties	3,034,540,000	-
a. Cost	3,034,540,000	-
b. Accumulated depreciation	-	-
XII. Other assets	5,447,635,577,054	5,134,801,875,476
1. Receivables	1,198,378,832,013	1,453,910,813,032
2. Accrued interest and fees receivable	3,111,601,728,533	2,454,018,413,535
3. Deferred income tax assets	-	-
4. Other assets	1,187,355,016,508.00	1,228,412,648,909
- In which: Goodwill	-	-
5. Provisions for impairment of other balance sheet assets	(49,700,000,000)	(1,540,000,000)
TOTAL ASSETS	76,446,763,638,805	71,291,315,719,869
B. LIABILITIES AND EQUITY		
I. Borrowings from the Government and the State Bank of Vietnam	-	10,171,722,067
II. Deposits and borrowings from other credit institutions	21,416,475,700,130	22,714,461,659,651
1. Deposits from other credit institutions	12,748,638,300,157	16,100,806,728,273
2. Borrowings from other credit institutions	8,667,837,399,973	6,613,654,931,378
III. Deposits from customers	47,428,710,471,366	41,367,098,156,574
IV. Derivative financial instruments and other financial liabilities	-	-
V. Grants, trusted funds and borrowings at risk of the credit institution	6,546,256,000	14,258,508,000
VI. Valuable papers issued	1,249,345,128,315	1,682,143,421,968
VII. Other liabilities	1,903,419,629,782	1,268,313,342,289
1. Accrued interest and fees payable	1,373,901,578,799	1,010,318,361,845
2. Deferred income tax liabilities	-	-
3. Other liabilities	529,518,050,983	257,994,980,444
4. Provisions for other risk (Provisions for contingent liabilities)	-	-

ITEMS	DEC. 31, 2019	JAN. 01, 2019
TOTAL LIABILITIES	72,004,497,185,593	67,056,446,810,549
VIII. Capital and reserves	4,442,266,453,212	4,234,868,909,320
1. Contributed capital	3,500,102,540,351	3,500,102,540,351
a. Charter capital	3,499,990,470,000	3,499,990,470,000
b. Investment reserve for basic construction, purchases of fixed assets	-	-
c. Share premium	98,600,000	98,600,000
d. Treasury shares	-	-
e. Preferred shares	-	-
f. Other capital	13,470,351	13,470,351
2. Reserves	227,052,071,266	195,942,439,682
3. Foreign exchange differences	-	-
4. Difference upon assets revaluation	-	-
"5. Undistributed earnings/Accumulated losses	715,111,841,595	538,823,929,287
TOTAL LIABILITIES AND OWNERS' EQUITY	76,446,763,638,805	71,291,315,719,869
OFF-BALANCE SHEET ITEMS		
1. Credit guarantees	-	-
2. Commitments on foreign exchange	11,921,835,076,420	2,713,815,000,000
2.1 Commitments on purchase of foreign currencies	231,730,000,000	162,365,000,000
2.2 Commitments on sale of foreign currencies	-	-
2.3 Cross currency swap contracts	11,690,105,076,420	2,551,450,000,000
2.4 Cross currency futures contracts	-	-
3. Undisputed loan commitment	-	-
4. Letters of credit	158,276,346,490	29,437,822,914
5. Other guarantees	548,756,050,446	550,276,757,476
6. Other commitments	-	-

Ha Noi City, March 30, 2020

Prepared by

Chief accountant

General director



NGUYEN HUU CUONG



LA QUANG TRUNG



NGUYEN VAN HAO

CONSOLIDATED INCOME STATEMENT

For the fiscal year ended December 31, 2019

Form: B03/TCTD - HN

Unit: VND

ITEMS	YEAR 2019	YEAR 2018
1. Interest and similar income	4,918,276,257,643	4,244,311,073,392
2. Interest and similar expenses	3,899,112,159,152	3,134,387,962,456
I. Net interest income	1,019,164,098,491	1,109,923,110,936
3. Income from services	22,992,606,611	15,379,982,197
4. Expenses on services	36,136,649,589	22,858,834,639
II. Net gain/(loss) from services	(13,144,042,978)	(7,478,852,442)
III. Net gain/(loss) from trading foreign currencies	9,619,206,443	(978,600,810)
IV. Net gain/(loss) from trading securities	2,280,537,636	2,856,913,757
V. Net gain/(loss) from investment securities	1,819,467,837	1,650,194,010
5. Other operating income	229,944,657,669	73,991,388,358
6. Other operating expenses	7,764,518,553	2,079,768,665
VI. Net gain/(loss) from other activities	222,180,139,116	71,911,619,693
VII. Income from investments in other entities	1,165,328,500	1,412,328,500
VIII. Operating expenses	601,331,722,462	564,180,912,736
IX. Net profit from operating activities before credit provision expenses	641,753,012,583	615,115,800,908
X.1 Provision expenses for credit losses	365,935,334,805	464,588,074,298
XI. Profit before tax	275,817,677,778	150,527,726,610
7. Current corporate income tax expense	68,420,133,886	32,112,076,561
8. Deferred corporate income tax expense	-	-
XII. Total income tax expense	68,420,133,886	32,112,076,561
XIII. Profit after tax	207,397,543,892	118,415,650,049
XIV. Minority interests	-	-
XV. Earnings per share	593	338

Prepared by

Chief accountant

Ha Noi City, March 30, 2020

General director



NGUYEN HUU CUONG



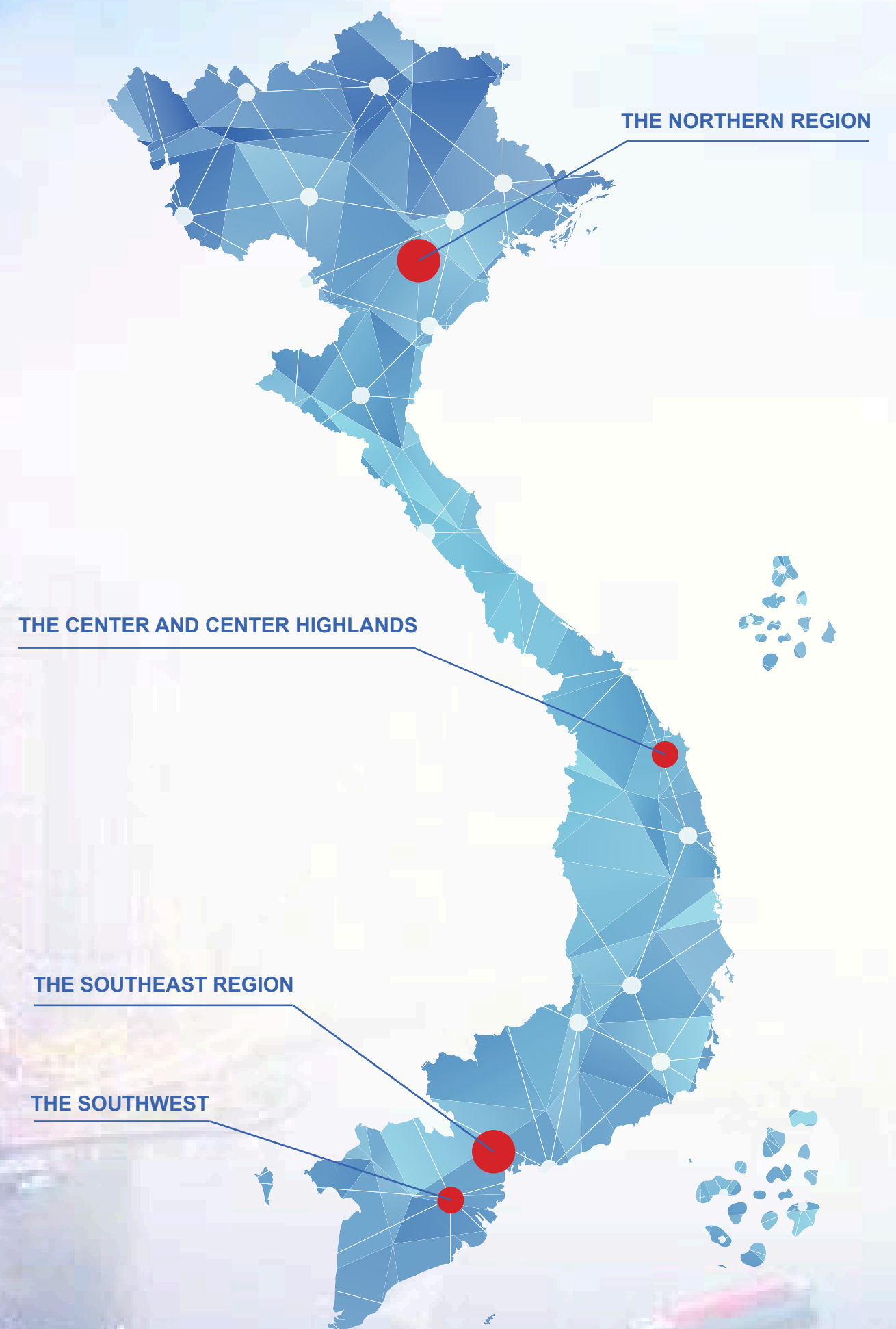
LA QUANG TRUNG



NGUYEN VAN HAO

06

BRANCHES/ TRANSACTION OFFICES



Branches, Transaction offices	Address	TELF	AX
► The Northern region	and Hanoi		
Head Quarter	34 Han Thuyen, Pham Dinh Ho Ward, Hai Ba Trung Dist., Hanoi	(024) 39 333 636	(024) 3933 6426
Center for Large Corporate Customers in the North	34 Han Thuyen, Pham Dinh Ho Ward, Hai Ba Trung Dist., Hanoi	(024) 39 333 636	
VietABank Hanoi	34 Han Thuyen, Pham Dinh Ho Ward, Hai Ba Trung Dist., Hanoi	(024) 39 333 636	(024) 39 33 64 34
VietABank Dong Do	Level 1 Building 18T1, Trung Hoa - Nhan Chinh Urban Area, Nhan Chinh Ward, Thanh Xuan Dist., Hanoi	(024) 3773 0829	(024) 3933 6434
VietABank Trang An	Level 1 & Level 2, 264 Le Trong Tan Str., Khuong Mai Ward, Thanh Xuan Dist., Hanoi	(024) 3722 5246	
VietABank Phan Dinh Phung	41 Phan Dinh Phung Str., Quan Thanh Ward, Ba Dinh Dist., Hanoi	(024) 3734 3015	(024) 3734 3020
VietABank Van Xuan	390 Truong Dinh Str., Tuong Mai Ward, Hoang Mai Dist., Hanoi	(024) 3636 8349	(024) 3311 7677
VietABank Long Bien	199 Nguyen Van Cu Str., Ngoc Lam Ward, Long Bien Dist., Hanoi	(024) 39 696 696	
VietABank Ha Dong	18BT5, Van Quan Urban Area, Yen Phuc Str., Phuc La Ward, Ha Dong Dist., Hanoi	(024) 3311 7676	(024) 3311 7674
VietABank Tay Hanoi	Level 1 Building CT2 (Residential Building HP Landmark Tower), An Hung Urban Area, La Khe Ward, Ha Dong Dist., Hanoi	(024) 62 914 015	
VietABank Tay Ho	No. 611 Hoang Hoa Tham, Vinh Phuc Ward, Ba Dinh Dist., Hanoi	(024) 321 71 316	
VietABank Trung Tam	135 Yen Lang, Thinh Quang Ward, Dong Da Dist., Hanoi	(024) 32 171 466	
VietABank Cau Giay	Levels 1,2,3,4 Lot B1- DN12, Nghia Do - Dich Vong Urban Area, Quan Hoa Ward, Cau Giay Dist., Hanoi	(024) 7300 7333	
VietABank Thang Long	N01 - T3 Diplomatic Complex, Xuan Dinh Commune, Bac Tu Liem Dist., Hanoi	(024) 3201 6864	
VietABank Hoang Mai	No. 18 Tam Trinh, Hai Ba Trung Dist., Hanoi	(024) 3223 9888	
VietABank Ha Dong (Branch)	18BT5, Van Quan Urban Area, Yen Phuc Str., Phuc La Ward, Ha Dong Dist., Hanoi	(024) 6663 5720	
VietABank Bac Ninh	Lot CC03-B7 (Land lot no. 7), Cat Tuong Public residential and service area, Ly Thai To Rd., Bac Ninh City, Bac Ninh	(0222) 386 11 999	(024) 13 868 610
VietABank Quang Ninh	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	(0203) 382 6658
VietABank Hai Phong	Level 1, Building No. 2B Hoang Dieu, May To Ward, Ngo Quyen Dist., Hai Phong	(0225) 355 1080	(0225) 3551 090
VietABank Le Chan	No. 380 To Hieu, Le Chan Dist., Hai Phong	(0225) 355 1090	
► THE CENTER AND CENTER HIGHLANDS			
VietABank Da Nang	33 Hung Vuong, Hai Chau I Ward, Hai Chau Dist., Da Nang	(0236) 384 93 93	(0236) 3823 369
VietABank TT Thuong Nghiep	191 Hoang Dieu Str., Nam Duong Ward, Hai Chau Dist., Da Nang	(0236) 3823 685	(0236) 3823 685
VietABank Son Tra	1046 Ngo Quyen Str., An Hai Tay Ward, Son Tra Dist., Da Nang	(0236) 224 1473	(0236) 3913 055
VietABank An Hai	132 Dien Bien Phu, Chinh Gian Ward, Thanh Khe Dist., Da Nang	(0236) 221 7780	(0236) 3640 202

Branches, Transaction offices	Address	TEL	FAX
VietABank Trung Nu Vuong	580 Trung Nu Vuong Str., Hoa Thuan Tay Ward, Hai Chau Dist., Da Nang (new number 116 Nguyen Huu Tho)	(0236) 3633 624	(0236) 3633 625
VietABank Tran Cao Van	878 Tran Cao Van, Thanh Khe Dong Ward, Thanh Khe Dist., Da Nang	(0236) 3661 922	(0236) 3661 924
VietABank Thanh Khe	64 Ham Nghi, Thac Gian Ward, Thanh Khe Dist., Da Nang	(0236) 3664 222	(0236) 33561 456
VietABank Hai Chau	Ground floor No. 05 Dong Da, Thach Thang Ward, Hai Chau Dist., Da Nang	(0236) 3898 033	(0236) 3 898 034
VietABank VietABank Hoi An	567A Hai Ba Trung Str., Cam Pho Ward, Hoi An city, Quang Nam	(0235) 3910 800	(0235) 3910 801
VietABank Dien Ban	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, QN)	(0235) 3767 222	(0235) 3 767 224
VietABank Thang Binh	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	(0235) 3 675 876
VietABank Tam Ky	116 Phan Chu Trinh, An My Ward, Tam Ky Dist., Quang Nam	(0235) 3814 888	(0235) 3 814 418
VietABank Phan Chu Trinh	02 Phan Chu Trinh, Minh An Ward, Hoi An City, Quang Nam	(0235) 3917 555	(0235) 3 917 918
VietABank Duy Xuyen	Solidarity group 3, Block Long Xuyen 2, (new number 06 Hung Vuong), Nam Phuoc Town, Duy Xuyen Dist., Quang Nam	(0235) 3 777 010	(0235) 3 777 050
VietABank Quang Ngai	27 Phan Dinh Phung Str., Tran Hung Dao Ward, Quang Ngai City, Quang Ngai	(0255) 3 712 544	(0255) 3 712 546
VietABank Binh Son	359 Pham Van Dong, Residential group No. 3, Chau O Town, Binh Son Dist., Quang Ngai	(0255) 3 512 501	(0255) 3 512 500
VietABank Duc Pho	618 Nguyen Nghiem, Duc Pho Town, Duc Pho Dist., Quang Ngai	(0255) 3 976 868	(0255) 3 976 768
VietABank Thach Tru	Residential zone 15, National Highway 1A, Thach Tru Tay Commune, Duc Lan Village, Mo Duc Dist., Quang Ngai (new number Thach Tru Town, Duc Lan Village, Mo Duc Dist., Quang Ngai)	(0255) 3 761 555	(0255) 3 761 333
VietABank Le Trung Dinh	191 Le Trung Dinh, Nghia Chánh Ward, Quang Ngai City, Quang Ngai	(0255) 3 715 125	(0255) 3 718 979
VietABank Son Tinh	460 Nguyen Van Linh, Truong Quang Trong Ward, Quang Ngai City, Quang Ngai	(0255) 3 841 777	(0255) 3 841 111
VietABank Quy Nhon	268 Le Hong Phong, Tran Hung Dao Ward, Quy Nhon City, Binh Dinh	(0256) 3 815 858	(0256) 3 815 959
VietABank An Nhon	No. 187 Tran Phu Str., Binh Dinh Ward, An Nhon Town, Binh Dinh	(0286) 6833 814	
VietABank Buon Ma Thuot	35 Quang Trung, Thong Nhat Ward, Buon Me Thuot City, Dak Lak	(0262) 3 999 399	(0262) 3 999 299
VietABank Phan Thiet	No. 02 Le Hong Phong, Binh Hung Ward, Phan Thiet City, Binh Thuan (Lobby B, Ground floor, Building Vien Thong Binh Thuan)	(0252) 3 831 166	(0252) 3 831 179
VietABank Bac Phan Thiet	No. 226 Ton Duc Thang, Block 7, Phu Thuy Ward, Phan Thiet city, Binh Thuan		(0252) 382 00 44 (0252) 382 00 88
► THE SOUTHEAST REGION			
VietABank Ho Chi Minh City	Nam Ky Khoi Nghia, Dist. 1, Ho Chi Minh City	(028) 292 497 208	(028) 39 143 359
Center for Large Corporate Customers in the South	119-121 Nguyen Cong Tru, Nguyen Thai Binh Ward, Dist. 1, Ho Chi Minh City	(028) 38 292 497	
VietABank Thu Thiem	79 Song Hanh, An Phu Ward, Dist. 2, Ho Chi Minh City	(028) 66 833 814	
VietABank Khanh Hoi	143 Khanh Hoi, Ward 3, Dist. 4, Ho Chi Minh City	(028) 39 450 376	(028) 39 450 342

Branches, Transaction offices	Address	TELF	AX
VietABank District 7	965B Huynh Tan Phat, Phu Thuan Ward, Dist. 7, Ho Chi Minh City	(028) 38 730 650	(028) 38 730 651
VietABank District 9	469A Do Xuan Hop, Block 5, Phuoc Long B Ward, Dist. 9, Ho Chi Minh City	(028) 37 281 294	
VietABank Nam Sai Gon	215 Nguyen Thi Thap, Tan Phu Ward, Dist. 7, Ho Chi Minh City	(028) 37 754 437	(028) 37 750 178
VietABank Cho Lon	93 - 95 - 97 An Duong Vuong, Ward 8, Dist. 5, Ho Chi Minh City	(028) 38 359 899	
VietABank Hoa Binh	331 Tran Phu, Ward 8, Dist. 5, Ho Chi Minh City	(028) 39 231 290	
VietABank Phung Hung	207 Hai Thuong Lan Ong, Ward 13, Dist. 5, Ho Chi Minh	(028) 38 555 571	
VietABank Hong Bang	151 Hau Giang, Ward 5, Dist. 6, Ho Chi Minh City	(028) 39 609 495	
VietABank Phu Lam	234D Nguyen Van Luong, Ward 11, Dist. 6, Ho Chi Minh City	(028) 38 779 014	
VietABank Ly Chieu Hoang	368-370 Tung Thien Vuong, An Lac Ward, Binh Tan Dist., Ho Chi Minh City	(028) 39 802 715	
VietABank Tan Binh	No. 31 (new number 496) Ly Thuong Kiet, Ward 7, Tan Binh Dist., Ho Chi Minh City	(028) 39 712 312	(028) 39 712 313
VietABank Tan Phu	217 Luy Ban Bich, Tan Thanh Ward, Tan Phu Dist., Ho Chi Minh City	(028) 22 400 908	(028)39 617 178
VietABank Truong Chinh	493B Truong Chinh, Ward 14, Tan Binh Dist., Ho Chi Minh City	(028) 62 963 483	(028) 62 963 481
VietABank Tan Son Nhat	103 Tran Quoc Hoan, Ward 14, Tan Binh Dist., Ho Chi Minh City	(028) 39 481 591	(028) 39 481 590
VietABank Go Vap	25 Nguyen Thai Son, Ward 03, Go Vap Dist., Ho Chi Minh City	(028) 39 897 617	(028) 39 897 622
VietABank Lac Long Quan	343K Lac Long Quan, Ward 5, Dist. 11, Ho Chi Minh City	(028) 38 601 993	(028) 38 601 257
VietABank Cho Thiec	102 Pho Co Dieu, Ward 4, Dist. 11, Ho Chi Minh City	(028) 62 891 542	(028) 62 891 544
VietABank Binh Tan	301 Inner Ring Road, Binh Tri Dong B Ward, Binh Tan Dist, Ho Chi Minh City	(028) 37 620 092	(028) 37 620 093
VietABank Ly Thuong Kiet	222-222A Ly Thuong Kiet, Ward 14, Dist. 10, Ho Chi Minh City	(028) 38 685 456	(028) 38 685 457
VietABank District 10	302 Ngo Gia Tu, Ward 4, Dist. 10, Ho Chi Minh City	(028) 38 345 618	(028) 38 345 618
VietABank Sai Gon	229 Nguyen Dinh Chieu, Ward 5, Dist. 3, Ho Chi Minh City	(028) 39 291 063	(028) 39 293 321
VietABank Binh Thanh	196 Xo Viet Nghe Tinh, Ward 21, Binh Thanh Dist., Ho Chi Minh City	(028) 35 214 990	(028) 35 124 987
VietABank Ba Chieu	49B Phan Dang Luu, Ward 7, Phu Nhuan Dist., Ho Chi Minh City	(028) 62588604 (028) 62940837	(028) 6258 8603
VietABank Hoang Viet	27A Hoang Viet, Ward 4, Tan Binh Dist., Ho Chi Minh City	(028) 6292 8695	(028) 3991 2643
VietABank Le Thi Rieng	699 CMT8, Ward 6, Tan Binh Dist., Ho Chi Minh City	(028) 39 778 076	(028) 3 977 8069
VietABank Cu Chi	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) 37 925 162	(028) 37 925 163
VietABank Hoc Mon	84 Ly Thuong Kiet, Hoc Mon Town, Hoc Mon Dist., Ho Chi Minh City	(028) 37 107 690	(028) 37 107 691

Branches, Transaction offices	Address	TELF	AX
VietABank Tan Quy	19 Provincial Road 8, 1A Commune, Tan Thanh Tay Village, Cu Chi Dist., Ho Chi Minh City	(028) 37 355 789	(028) 37 355 788
VietABank Tay Bac Cu Chi	170 Provincial Road 8, Block 2, Cu Chi Town, Cu Chi Dist., Ho Chi Minh City	(028) 37 928 767	(028) 37928 768
VietABank Binh Duong	Ground floor Becamex Binh Duong Commercial Center Building – 230 Binh Duong Highway, Phu Hoa Ward, Thu Dau Mot City, Binh Duong	(0274) 3 872 830	(0274) 3 872 831
VietABank Lai Thieu	103 Bis Nguyen Van Tiet, Lai Thieu Ward, Thuan An Town, Binh Duong	(0274) 3 636 807	(0274) 3 636 808
VietABank Dong Nai	3-5 Dong Khoi, Tam Hoa Ward, Bien Hoa City, Dong Nai	(0251) 3 857 513	(0251) 3 857 518
VietABank Trang Dai	No. 18 Tran Van Xa Str., Block 2, Trang Dai Ward, Bien Hoa City, Dong Nai	(0251) 2860656	(0251) 2860357
VietABank Ho Nai	11/5 Block 1, Tan Bien Ward, Bien Hoa City, Dong Nai	(0251) 3 880 506	(0251) 3 880 509
VietABank Bien Hoa	62/7 Pham Van Thuan, Block 2, Tam Hiep Ward, Bien Hoa City, Dong Nai	(0251) 8 822 722	(0251) 8 822 720
▶ The Southwest region			
VietABank Can Tho	04 Phan Van Tri, An Phu Ward, Ninh Kieu Dist., Can Tho City	(0292) 3 811 196	(0292) 3 734 108
VietABank An Nghiep	141A Tran Hung Dao, An Phu Ward, Ninh Kieu Dist., Can Tho City	(0292) 3 731 940	(0292) 3 731 942
VietABank Binh Thuy	95/1 Cach Mang Thang 8, An Thoi Ward, Binh Thuy Dist., Can Tho City	(0292) 3 889 156	(0292) 3 881 225
VietABank Phu An	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	(0292) 3 917 975
VietABank Ninh Kieu	95 Xo Viet Nghe Tinh, An Cu Ward, Ninh Kieu Dist., Can Tho City	(0292) 3 817 761	(0292) 3 817 764
VietABank Thot Not	568 National Highway 91, Long Thanh A Area, Thot Not Ward, Thot Not Dist., Can Tho City	(0292) 3 611 661	(0292) 3 611 662
VietABank Cai Rang	440 Yen Ha Area, Le Binh Ward, Cai Rang Dist., Can Tho City	(0292) 3 527 299	(0292) 3 527 199
VietABank O Mon	26/3 Rd., Chau Van Liem Ward, O Mon Dist., Can Tho City	(0292) 3 687 467	(0292) 3 687 466
VietABank An Giang	31/1 Tran Hung Dao, My Xuyen Ward, Long Xuyen City, An Giang	(0296) 3 940 345	
VietABank Chau Phu	16 National Highway 91, Cai Dau Town, Chau Phu Dist., An Giang	(0296) 3 684 567	(0296) 3 684 686
VietABank Chau Doc	202 Trung Nu Vuong, Chau Phu B Ward, Chau Doc City, An Giang	(0296) 3 566 588	(0296) 3 566 589
VietABank Tan Chau	33 Nguyen Van Cu, Block Long Thanh A, Long Thanh Ward, Tan Chau Town, An Giang	(0296) 3 596 066	(0296) 3 596 035
VietABank Long Xuyen	1-3 Tran Quoc Toan, My Binh Ward, Long Xuyen City, An Giang	(0296) 3 911 123	(0296) 3 911 234
VietABank Bac Lieu	134F/4, 23/8 Rd., Ward 7, Bac Lieu City, Bac Lieu	(0291) 3 959 171	(0291) 3 957 907
VietABank Hoang Van Thu	99 Hoang Van Thu, Ward 3, Bac Lieu City, Bac Lieu	(0291) 3 969 669	(0291) 3 969 779
VietABank Ho Phong	Hamlet 2, Ho Phong Ward, Gia Rai Town, Bac Lieu	(0291) 384 7779	(0291) 384 7889
VietABank Hoa Binh Bac Lieu	Town commune B, Hoa Binh Town, Hoa Binh Dist., Bac Lieu	(0291) 3 883 363	(0291) 3 883 373



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