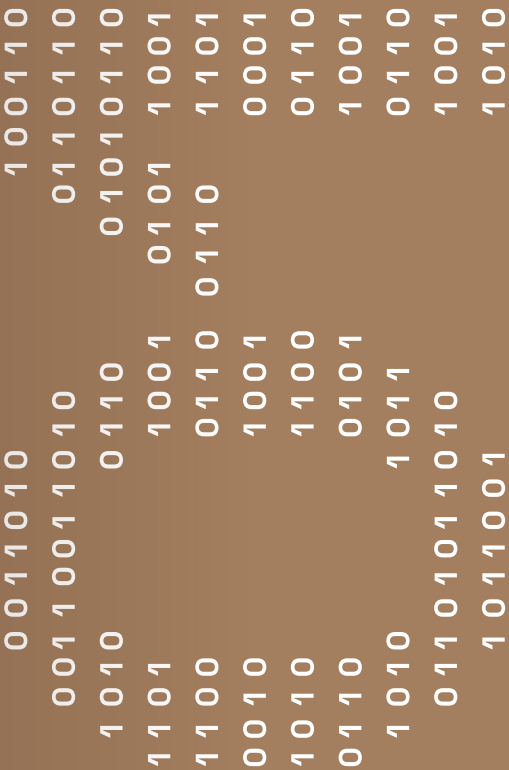


# VIETCOMBANK PROFILE

Capability to  
build Vision

|  |    |
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Moving to 2024, both global and domestic landscapes are anticipated to continue evolving in complex and unpredictable ways, presenting a mix of favorable conditions and challenges. Guided by the operational principles of **"Transformation, Efficiency, Sustainability"** and a directive management philosophy of **"Responsibility – Determination – Creativity,"** Vietcombank remains focus on six strategic breakthroughs and three pivotal areas in restructuring its business operations. The bank is committed to achieving outstanding performance in order to foster Vietcombank's sustainable, secure, and efficient development, thereby gradually enhancing its regional and global standing.

Member of BOD in charge of the BOD  
**Do Viet Hung**



## MESSAGES FROM CHAIRMAN OF THE BOARD OF DIRECTORS AND CEO

**>1.84 QUADRILLION VND**

**TOTAL ASSETS**

**~41,244 BILLION VND**

**PROFIT BEFORE TAX UP BY  
~10% COMPARED TO 2022**

In 2023, the global economy experienced a downturn attributable to stringent monetary policies implemented on a global scale. The protracted geopolitical tensions between Russia and Ukraine showed no signs of abating, exacerbated by Russia's decision not to extend the Black Sea grain transit agreement beyond July 17, 2023, significantly impacting global grain supplies. The sudden escalation of the Israel-Hamas conflict posed potential risks of escalation and drew the involvement of multiple stakeholders, threatening vital maritime arteries such as the Suez Canal, the Red Sea, and the Gulf of Aden. These developments posed substantial challenges to global supply chains which were already weakened by the lingering effects of the Covid-19 pandemic.

As a small-scale economy with high openness and limited risk resilience, Vietnam inevitably faces adverse external influences alongside domestic economic vulnerabilities. GDP growth has fallen behind set targets, while both imports and exports have declined. The real estate and bond markets have

shown sluggish recovery, contributing to reduced capital absorption by businesses and an overall economic downturn, non-performing loans in the banking system have exhibited an upward trend.

In the face of these prevailing challenges, Vietcombank continues to assert its steadfast leadership in the banking sector with a focus on operational excellence and efficiency. As of December 31, 2023, the bank's total assets exceeded 1.84 quadrillion VND, while its outstanding credit reached approximately 1.28 quadrillion VND, reflecting a 10.8% increase compared to the previous year-end. Achieving a new milestone, pre-tax profit amounted to approximately 41.244 trillion VND, marking a 10% increase over 2022. Vietcombank has effectively managed non-performing loans at 0.99%, the lowest among major credit institutions, with a provision coverage ratio for on-balance-sheet non-performing loans reaching approximately 227%, placing it at the forefront of the market.



With unwavering determination and diligence, bolstered by the fortitude and intellect of nearly 23,500 employees throughout our system, and enriched by a deep-seated cultural ethos of “Integrity – Standards – Innovation – Sustainability – Humanity” cultivated over more than 60 years, Vietcombank is poised to continue ascent to new heights, deserving the trust, support, and partnership of millions of valued customers, tens of thousands of shareholders, and numerous domestic and international partners.

Chief Executive Officer  
**Nguyen Thanh Tung**



## MESSAGES FROM CHAIRMAN OF THE BOARD OF DIRECTORS AND CEO

### CONTRIBUTIONS TO THE STATE BUDGET TOTALED ABOUT

**11.600** VND  
BILLION

### AS A MAJOR CONTRIBUTOR TO THE STATE BUDGET

## TOP 100

### LISTED BANKS BY MARKET CAPITALIZATION

Vietcombank remains one of the foremost contributors to the state budget, surpassing 11.6 trillion VND. It has received award for the 8th consecutive year as the bank with the best working environment in Vietnam and has been recognized for the 4th consecutive year as an exemplary employer. Positioned prominently as the largest listed company in Vietnam, Vietcombank is also distinguished among the top 100 banks globally by market capitalization, totaling approximately 19 billion USD.

Especially noteworthy in 2023, Vietcombank was privileged to be conferred awarded the esteemed title of Hero of Labor by the Party and State, marking its 60th anniversary (April 1, 1963 – April 1, 2023). This prestigious accolade recognizes Vietcombank’s steadfast contributions to the cause of nation’sal development construction and defense efforts spanning over six decades.

Moving to 2024, both global and domestic landscapes are anticipated to continue evolving in complex and unpredictable ways, presenting a mix of favorable conditions and challenges. Guided by the operational principles of “Transformation, Efficiency, Sustainability” and a directive management philosophy of “Responsibility – Determination

– Creativity,” Vietcombank remains focus on six strategic breakthroughs and three pivotal areas in restructuring its business operations. The bank is committed to achieving outstanding performance in order to foster Vietcombank’s sustainable, secure, and efficient development, thereby gradually enhancing its regional and global standing. Particularly in 2024 and upcoming years, Vietcombank will prioritize resource allocation and steadfastly execute its transformational action plan to fortify robust digital capabilities and platforms for transformation progress. This strategic endeavor aims to methodically transition its business model, delivering unparalleled digital experiences to its clientele.

With unwavering determination and diligence, bolstered by the fortitude and intellect of nearly 23,500 employees throughout our system, and enriched by a deep-seated cultural ethos of “Integrity – Standards – Innovation – Sustainability – Humanity” cultivated over more than 60 years, Vietcombank is poised to continue ascent to new heights, deserving the trust, support, and partnership of millions of valued customers, tens of thousands of shareholders, and numerous domestic and international partners.

**Vietcombank, Together for the future**



# GENERAL INFORMATION



## BUSINESS NAME

Name in Vietnamese:  
**NGÂN HÀNG THƯƠNG MẠI CỔ PHẦN NGOẠI  
THƯƠNG VIỆT NAM.**

Name in English:  
**JOINT STOCK COMMERCIAL BANK FOR FOREIGN  
TRADE OF VIET NAM.**

Business name:  
**VIETCOMBANK**

Abbreviation name:  
**VIETCOMBANK**

License of Establishment and Operation No. 138/GP-NHNN  
issued by State Bank of Vietnam, dated May 23<sup>rd</sup>, 2008 as  
amended and supplemented from time to time.

## CERTIFICATE OF BUSINESS REGISTRATION

Tax code:  
**0100112437**

Certificate of Business Registration No. 0103024468 issued  
by Ha Noi Department of Planning and Investment dated  
June 2<sup>nd</sup>, 2008 (first registration) 17<sup>th</sup> Amendment issued on  
January 02<sup>nd</sup>, 2024.

## CHARTER CAPITAL (OWNER’S EQUITY): VND 55,890,912,620,000

In words: Fifty-five thousand, eight hundred and ninety billion,  
nine hundred and twelve million, six hundred and twenty  
thousand dong.

## STOCK CODE: VCB

Par value:  
**VND 10,000**

Number of shares:  
**5589091262**

Address:  
**No. 198 Tran Quang Khai Str., Ly Thai To Ward, Hoan  
Kiem Dist., Ha Noi, Vietnam**

Telephone:  
**84 – 24 – 3934 3137**

Fax:  
**84 – 24 – 3826 9067**

Website:  
**www.vietcombank.com.vn**



# VIETCOMBANK PROFILE

The JSC Bank for Foreign Trade of Vietnam, formerly known as Bank for Foreign trade of Vietnam, was established on April 01st, 1963 from the Foreign Exchange Bureau (of the State Bank of Vietnam).

As the first state-owned commercial bank selected by the government to pilot privatization, Vietcombank officially commenced operations as a joint-stock commercial bank on June 2, 2008, following the successful execution of its privatization plan through an initial public offering of shares. On June 30, 2009, Vietcombank's shares (stock code: VCB) were officially listed on the Ho Chi Minh City Stock Exchange.

Throughout our over 60-year journey of establishment and growth, Vietcombank has made pivotal contributions to the stability and development of the national economy, excelling as a prominent foreign-oriented bank, efficiently serving domestic economic development while exerting significant influence on both the regional and global financial communities.

Originating as a specialized bank catering to the needs of the national external foreign economic activities, Vietcombank has transitioned into a multi-function institution operating across diverse sectors, offering comprehensive top financial services in international trade, in traditional banking operation such as capital management, fund mobilization, credit provision, and project financing, etc. as well as modern banking services including foreign exchange transactions, derivative products, card services, and electronic banking, etc.

Owning a modern technical infrastructure and with the successfully transformed Core Banking system at the beginning of 2020, Vietcombank has numerous advantages in leveraging advanced technology to automate banking services and develop electronic banking products based on cutting-edge platforms. The digital transaction space, alongside multifunctional digital banking services such as VCB Digibank, VCB - iB@nking, VCB CashUp, and VCB DigiBiz, continues to attract a wide range of individual and corporate customers due to their convenience, speed, security, and efficiency. These offerings promote a shift towards cashless payment habits among a diverse customer base.

With a history spanning over half a century in the market, Vietcombank has established itself as one of Vietnam's largest commercial banks. Presently, Vietcombank operates a network encompassing more than 600 branches, transaction offices, representative offices and member units both domestically and internationally, including: 1 Head Office in Hanoi; 130 branches; 517 transaction offices; 4 domestic subsidiaries (Financial Leasing Company, Securities Company,

Remittance Company, Vietcombank 198 Tower Company); 3 international subsidiaries (Vinafico Hongkong Company, Vietcombank Remittance Company in the United States, Vietcombank subsidiary in Laos); 1 Representative Office in Ho Chi Minh City; 1 Representative Office in Singapore; 1 Representative Office in the United States; 3 public service units (Training and Development Center, Cash Processing Center in Hanoi, Cash Processing Center in Ho Chi Minh City); and 3 joint ventures and affiliates. Vietcombank employs nearly 23,500 personnel.

Furthermore, Vietcombank has established an Autobank system featuring over 2,500 ATMs and a network of more than 60,000 card payment acceptance units nationwide. The bank's operations are additionally supported by a global network of 1,163 correspondent banks across 93 countries and territories worldwide.

With its extensive operational experience and a competent team adept at navigating the complexities of the modern business environment and characterized by high levels of integration, Vietcombank consistently remains the preferred choice for leading corporations, large enterprises, and a diverse clientele of individual customers.

Vietcombank has systematically affirmed and strengthened its role as a pioneering institution, continuously innovating and leading in all aspects of operations with utmost efficiency and top-tier operational quality within Vietnam's banking sector. Presently, Vietcombank's total assets have exceeded 1.8 quadrillion Vietnamese dong, with pre-tax profits surpassing \$1.5 billion USD. With a market capitalization of approximately \$20 billion USD, Vietcombank ranks among the world's 100 largest listed banks by market capitalization according to Reuters. Vietcombank has consistently earned the esteemed title of "Best Bank in Vietnam" from reputable global organizations over several years. It holds the highest credit ratings from S&P, Fitch Ratings, and Moody's, the most prestigious international

credit rating agencies, among commercial banks in Vietnam. Domestically, Vietcombank proudly stands as the sole bank to achieve the "National Brand" recognition for eight consecutive years. It is also recognized as the "Largest Taxpayer Bank in Vietnam" and the "Bank with the Best Working Environment in Vietnam."

On the occasion of the 60th anniversary of establishment (01/04/1963 - 01/04/2023), Vietcombank had the honor of being awarded the title "Hero of Labor" by the Party and State.

Through intellectual acumen and steadfast dedication, successive generations of Vietcombank's officials have steadfastly endeavored to foster the sustained development of Vietcombank. Looking ahead to 2030, we target to uphold Vietcombank's standing as Vietnam's foremost bank, to ascend among the world's top 200 largest financial institutions and to feature prominently among the globe's 700 largest publicly listed enterprises, making substantial contributions to Vietnam's sustainable development.



# HISTORY OF ESTABLISHMENT AND DEVELOPMENT

Over the past 60 years, Vietcombank has made substantial contributions to the national reunification effort and the establishment of socialism in the North; participated in overcoming challenges during the subsidy era, and has been a pioneering bank during the periods of reform, integration, and development.

In particular, the last 10 years have marked a remarkable transformation and significant breakthrough for Vietcombank, characterized by impressive growth in scale, quality, and business efficiency. This period has seen Vietcombank achieve unprecedented heights and successive successesachievements, opening up great opportunities for the next phase of development and contributing to the overall prosperity of Vietnam.

1955

Established Foreign Exchange Bureau under National Bank of Vietnam – predecessor of Vietcombank

1963


On April 1<sup>st</sup>, 1963 Officially put into operation (According to Decree No 115/CP dated October 30<sup>th</sup> 1962 of the Government)

1965

From April 1965 to April 1975, directly involved in operating the monetary route (code-named B29), receiving and “processing” foreign currency, bringing it back to manage and support the revolution in the South.

1975

From April 1975 to 1987, took over the old banking system, inheriting Vietnam’s membership rights in international financial organizations, participated in handling national debts, combating embargoes, and successfully assumed the role as the sole bank with monopoly rights in three key areas: foreign exchange, import-export credit, and international transaction settlements



1987

Being the sole commercial bank authorized to issue Vietnamese Dong-denominated foreign currency bonds, played a crucial role in implementing synchronized management for the use and expenditure of foreign currencies.

2000

From 2000 – 2005, pioneered building and successfully implemented Banking Restructuring and Modernization Project.

2008

On June 2<sup>nd</sup>, 2008, officially converted into a joint-stock commercial bank after pioneering its initial public offering (IPO) and successfully issuing shares to the public in 2007.

2009

On June 30<sup>th</sup>, 2009, Vietcombank’s shares (stock code: VCB) were officially listed and traded on the Ho Chi Minh City Stock Exchange (HOSE)

2011

On September 30, 2011, Vietcombank signed a strategic shareholder agreement with Mizuho Corporate Bank, a part of the Mizuho Financial Group from Japan.

2013

On March 31<sup>st</sup> 2013, Vietcombank launched a new brand identity system and slogan “Together for the future”





# HISTORY OF ESTABLISHMENT AND DEVELOPMENT

2016

On December 1<sup>st</sup>, 2016, Vietcombank issued its development strategy until 2020. In the same year, Vietcombank regained the number one position in terms of profit.

2018

On October 19<sup>th</sup>, 2018, Vietcombank inaugurated its operations in Laos.  
  
On November 28<sup>th</sup>, 2018, Vietcombank became the first bank officially approved by the State Bank of Vietnam with Decision No. 2315/QĐ-NHNN to apply Basel II under Circular 41 from January 1<sup>st</sup>, 2019, one year ahead of the prescribed deadline.

2019

On November 1<sup>st</sup>, 2019, Vietcombank inaugurated its representative office in the United States.  
  
It became the first Vietnamese bank to achieve a profit milestone of 1 billion USD.  
  
On November 12<sup>th</sup>, 2019, Vietcombank signed a distribution agreement with FWD Insurance Company, the largest in terms of life insurance at the time of signing.

- ORIENTATIONS TO 2030
- Maintain the position as the No. 1 bank in Vietnam.
  - Become one of 200 largest banking and financial corporations in the world.
  - One of 700 global largest public companies.
  - Contribute to the sustainable development of Vietnam.

2020

On January 27<sup>th</sup>, 2020, Vietcombank successfully launched its Core Banking system

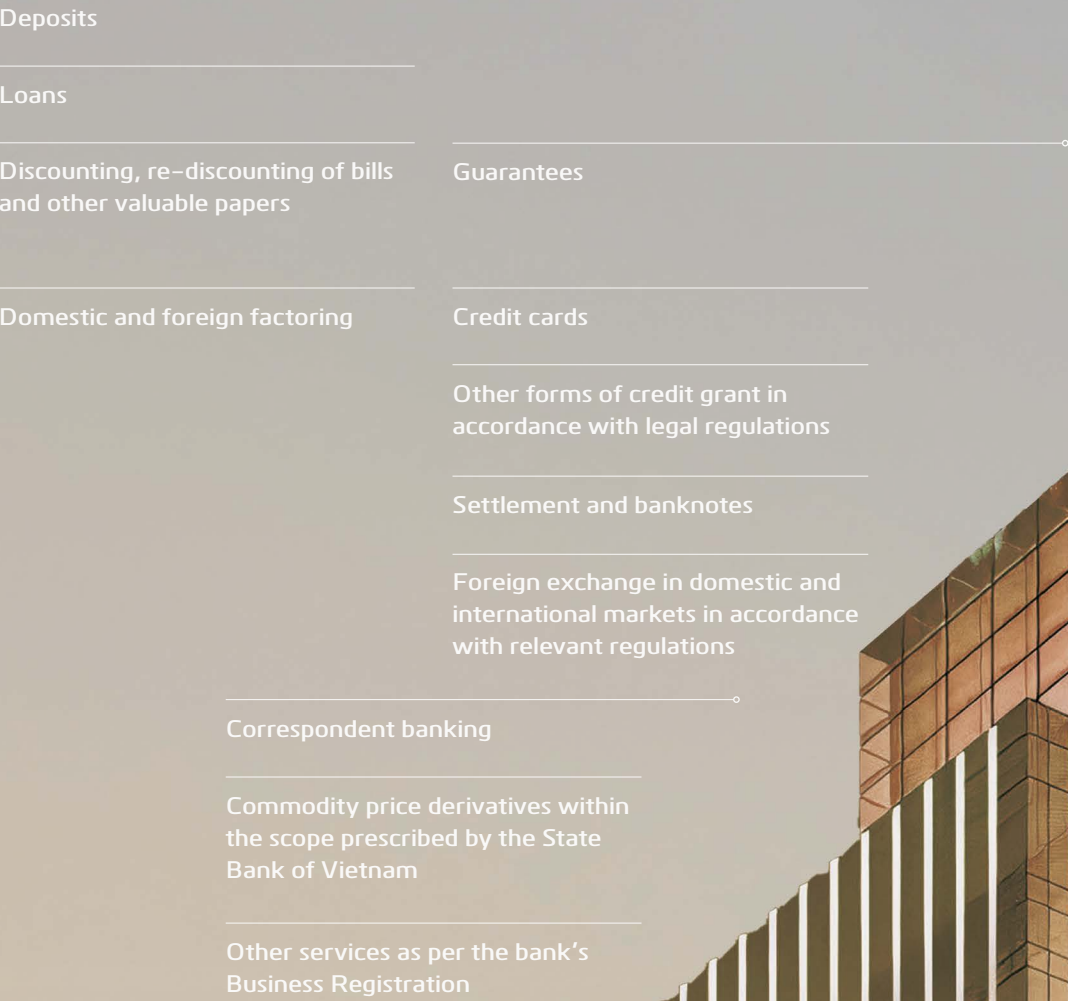
2020 UP TO NOW

Since 2020, steadfastly overcoming the Covid-19 pandemic, Vietcombank has solidified its position as the number one bank in Vietnam across multiple fronts and in the list of 100 largest listed banks globally by market capitalization according to Reuters.

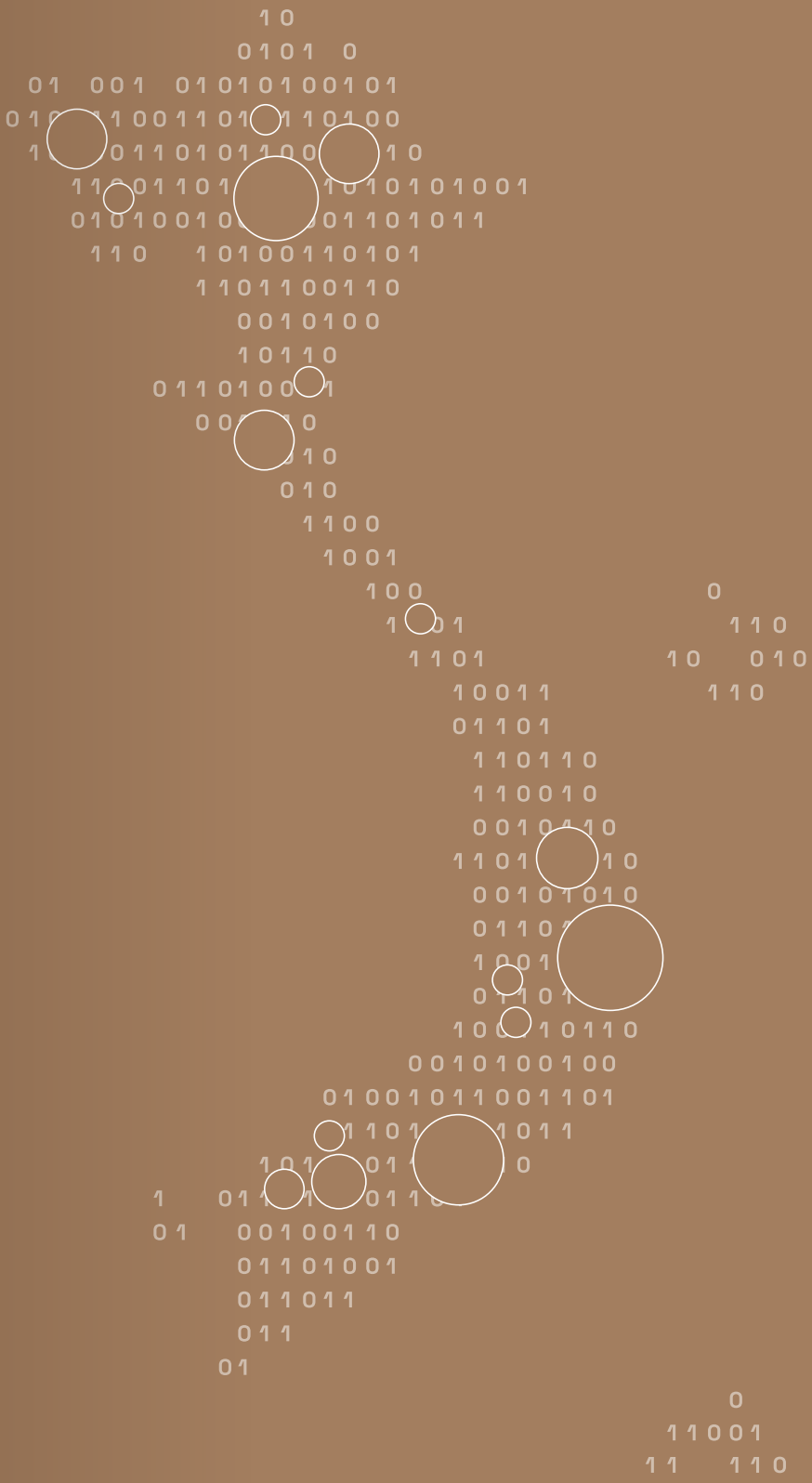


# SERVICES AND BRANCH NETWORK COVERAGE

## SERVICES AND BUSINESS SECTOR



## BRANCH NETWORK COVERAGE



As at December 31<sup>st</sup>, 2023,  
Vietcombank has

517 TRANSACTION OFFICES

126 BRANCHES

58/63 PROVINCES AND CITIES

1.163 CORRESPONDENT BANKS

- 16 branches in Hanoi (12.7%)
- 19 branches in the Red River Delta Region (15.1%)
- 10 branches in Northern Midland and Mountainous Region (7.9%)
- 17 branches in Northern and Central Regions (13.5%)
- 14 branches in the Southern-Central and Highland Regions (11.1%)
- 18 branches in Ho Chi Minh City (14.3%)
- 17 branches in the Western-Southern Region (13.5%)
- 15 branches in Eastern-Southern Region (11.9%)

As at December 31<sup>st</sup>, 2023, Vietcombank maintains correspondent relationships of 1,163 correspondent banks in 93 countries and territories worldwide.



# 10 NOTABLE EVENTS OF VIETCOMBANK IN 2023

## 01

**Celebrated the 60<sup>th</sup> anniversary of its founding, honored to receive the noble title “Hero of Labor”**



Mr. Pham Minh Chinh – Member of the Politburo, Prime Minister of the Socialist Republic of Vietnam (4<sup>th</sup> from right) awarded the Certificate of Merit and the Labor Hero title flag to Vietcombank leaders

In March 2023, commemorating its 60<sup>th</sup> anniversary (01/04/1963 – 01/04/2023), Vietcombank was bestowed awarded with the prestigious title of Hero of Labor in acknowledgment of its exceptional achievements. This accolade underscores the profound recognition and high esteem accorded by the Party and State to Vietcombank for its enduring dedication and significant contributions to the nation’s construction and defense over the span of six decades.

A series of meaningful and unique activities for celebrating Vietcombank’s 60th anniversary and receiving the title of Labor Hero were deployed throughout the system to enhance internal engagement and customer, public engagement, including: Run race “Ten Thousand Hearts – One Faith”, the 60-year Vietcombank Contest: “Spread pride – desire to contribute”,

Vietcombank Priority Gallery Concert “Masterpiece of Time”, Sports festival “Connecting power – Breakthrough to success”, the humanitarian blood donation activity “Giving roses, giving love”, Launching the “Strong Future” Fund for poor and talented students, etc.

Especially, the celebration and reception of the title Hero of Labor received deep attention from the leaders of the Party, Government, and National Assembly, local departments, agencies and numerous domestic and foreign customers and partners. It is a great honor and encouragement for the Vietcombank system to confidently conquer new heights to serve the country, its people and customers.

## 02

**Pioneering in reducing interest rates, actively contributing to economic recovery and development**



Since the beginning of 2023, Vietcombank implemented a series of policies to promote economic recovery and development under the direction of the Government and the State Bank with synchronous solutions: 10 reductions in deposit interest rates; policies to reduce lending interest rates in line with Government and the State Bank directives; proactive reduction of lending rates for existing and new loans to facilitate affordable access to capital for business recovery. Throughout the year, Vietcombank has implemented three policies reducing lending rates by up to 0.5% (applicable from 01/01/2023 to 31/12/2023); launched loan programs with low interest rates; made efforts to save operating costs as a basis to reduce loan interest rates and

waive/reduce fees for customers; Issued specialized products to meet customer needs; Actively reviewed and analyzed existing regulations/processes/products, thereby proposing improvements and streamlining loan forms, simplifying foreign exchange management procedures, etc.

In 2023, the total number of customers receiving reduced interest rates was nearly 290,000 customers with loan balance of over VND 1 quadrillion, the total amount of reduced interest for customers reached ~ VND 5,800 billion.

## 03

**Being biggest tax paying bank to the state budget, honored as a typical tax payer in 2020–2022 period and No. 1 bank in terms of quality and operational performance**



With robust financial strength and outstanding business efficiency, Vietcombank has consistently been a listed enterprise and the bank making the largest contribution to the state budget.

In addition to these contributions, Vietcombank consistently complies with tax regulations and has been honored by the General Department of Taxation as the sole coordinating unit for collecting taxes on e-commerce business activities of foreign suppliers. It is also one of the first two commercial banks to successfully integrate electronic tax filing through the eTax Mobile application.

In 2023, Vietcombank was honored to be selected and recognized as the exemplary tax-paying bank for the period 2020–2022.

## 04

**For the fourth consecutive time, Vietcombank has been honored as an “Outstanding Enterprise for Workers,” and voted as the bank with the best working environment in Vietnam and for the eighth consecutive time.**



harmonious, stable, and progressive relationships, aiming towards sustainable development goals.

In 2023, Vietcombank continued to be honored and named as a “Outstanding Enterprise for Workers” for the fourth consecutive time awarded by Vietnam General Confederation of Labor, Ministry of Labor – War Invalids and Social Affairs, Vietnam Chamber of Commerce and Industry (VCCI) and the Labor Newspaper.

With the guidelines of placing workers at the center, Vietcombank has consistently prioritized ensuring a humane and effective working environment where employees can maximize their abilities, strengths, and enthusiasm. The bank has continually focused on enhancing the material and spiritual well-being of its employees, ensuring and continuously increasing their legitimate rights and benefits. Vietcombank strives to foster



# 10 NOTABLE EVENTS OF VIETCOMBANK IN 2023

## 05

As the most valuable brand in Vietnam, Vietcombank solidifies its position as the largest listed enterprise in Vietnam, ranking 93<sup>rd</sup> among the world's largest listed banks by market capitalization (~20 billion USD).



In 2023, Vietcombank continued to maintain a high position in the rankings of prestigious international organizations such as: being the most valuable bank in Vietnam assessed by Brand Finance; Best Bank in Vietnam voted by Alpha SEA; "Market leader" and "Best service" in Vietnam through Asia Money's financial survey, Best

digital transformation bank and bank with the best investment relationship evaluated by International Finance, etc. Domestically, Vietcombank was honored as the leader in Top 10 prestigious commercial banks in Vietnam in 2023 and included in the Top 10 strong brands in Vietnam for 9 consecutive times. Vietcombank was included in the "List of 50 best listed companies" ranked by Forbes Vietnam... won other awards and honors from ministries/industries and domestic and international organizations/units.

With a market capitalization exceeding 20 billion USD, Vietcombank maintains its presence in the Top 100 largest listed banks globally, ranking 93<sup>rd</sup> as of the end of 2023.

development index in Vietnam as a recognition of Vietcombank's continuous efforts in its commitments to contribute to the Government of Vietnam implementing the sustainable development strategy, emphasizing transparency, responsibility, and creating shared value for the community.

Vietcombank's strategic development roadmap through 2025 and its vision for 2030 prominently prioritizes sustainable development, aiming to establish Vietcombank as a foremost leader in ESG. Its inclusion among the top 20 companies with the highest sustainability index in the stock market for 2023 represents an initial milestone in actualizing this long-term developmental trajectory.



On July 17<sup>th</sup> 2023, Ho Chi Minh City Stock Exchange (HOSE) announced the list of component stocks of the VNSI index (Vietnam Sustainability Index) effective from August 7<sup>th</sup> 2023. Accordingly, Vietcombank was evaluated by the Ho Chi Minh City Stock Exchange as one of the 20 enterprises with the best sustainable

## 07

Refining its strategic development plan up to 2025 with a vision for 2030 to extend its influence regionally and globally, pioneering digital transformation with a steadfast commitment to placing customers at the forefront.



In 2023, Vietcombank embarked and successfully concluded a project on the review and completion of development strategy up to 2025 with a vision toward 2030. This project holds paramount significance, enabling Vietcombank to delineate a robust long-term development trajectory, articulate comprehensive plans, and implement strategic directions comprehensively. The strategy delineates 6 primary objectives and 17 secondary objectives, guiding 10 operational sectors through 36 ambitious initiatives aimed at seizing opportunities, asserting leadership, and achieving global ambitions: to become the largest financial conglomerate in Vietnam, ranked among the top 200 global financial corporations, and be counted among the 700 largest listed companies globally, thereby making substantial contributions to Vietnam's sustainable development.

## 08

Refining executive managers and the organizational structure



Mrs. Nguyen Thi Hong – Member of the Party Central Committee, Secretary of the Party Committee, Governor of the State Bank presented the Decision and gave flowers to congratulate Comrade Mr. Pham Quang Dung

Mrs. Nguyen Thi Hong – Member of the Party Central Committee, Secretary of the Party Committee, Governor of the State Bank presented the Decision and gave flowers to congratulate Comrade Mr. Pham Quang Dung

In 2023, Vietcombank's senior human resources apparatus has undergone important changes and additions, which

were decisive in improving the quality of management and operation, bringing high efficiency to Vietcombank in many operational aspects. In January 2023: comrade Mr. Nguyen Thanh Tung was elected as a BOD Member and appointed as CEO; In April 2023, the Board of Directors and Supervisory Board of VCB for 2023 – 2028 term were elected by the General Meeting of Shareholders; In August 2023, Comrade Mr. Le Hoang Tung and Comrade Mr. Ho Van Tuan were appointed as Deputy CEOs; In November 2023, Comrade Mrs. Nguyen Thi Kim Oanh was additionally elected to the Board of Directors for 2023–2028 term; In December 2023, Comrade Mrs. La Thi Hong Minh was appointed to the position of Chief Accountant of VCB. In addition, Vietcombank also consolidated its division directors such as IT & Digital transformation director, Transformation Director, Legal & Compliance director, and Retail director.



# 10 NOTABLE EVENTS OF VIETCOMBANK IN 2023

## 09

Vietcombank has been chosen as the financial institution to arrange funding for several national priority projects.



Signing ceremony of medium and long-term credit contract worth VND4,000 billion between PV POWER and Vietcombank

In 2023, leveraging its role as a leading and pivotal bank, Vietcombank has arranged financing for a series of key national and strategic projects, while restructuring financial resources to optimize capital costs for clients.

Provided financial assistance to Long Thanh project, component 3 under “Long Thanh International Airport Project, Phase 1” of ACV worth USD 1.8 billion arranged by Vietcombank and total investment capital of the project of VND 99,000 billion.

- Arranged capital for component projects of the Block B gas power project chain of Vietnam Oil and Gas Group (Petrovietnam) with total investment of nearly \$12 billion.
- Provided financial support to Nhon Trach 3 and 4 Power Plant Projects worth VND 4 trillion arranged by Vietcombank and total investment of nearly VND 30 trillion.

## 10

Be the payment bank for the privately issued corporate bond trading system. Be the first bank to provide Apple Pay to customers. Deploy top-tier Visa Infinite



With a desire to contribute to the development of Vietnamese stock market and promote experience in building and developing payment systems in banks, Vietcombank proactively built a specialized payment banking system (VCB C-Bond) for the private placement segment of the corporate bond market.

Vietcombank’s specialized payment banking system fulfills the demand for immediate settlement, transaction-level transparency, and precise balance monitoring for bond transactions across individual investors. This innovative and exceptional capability enables rapid capital flow and enhances the transparent and efficient management of market information.

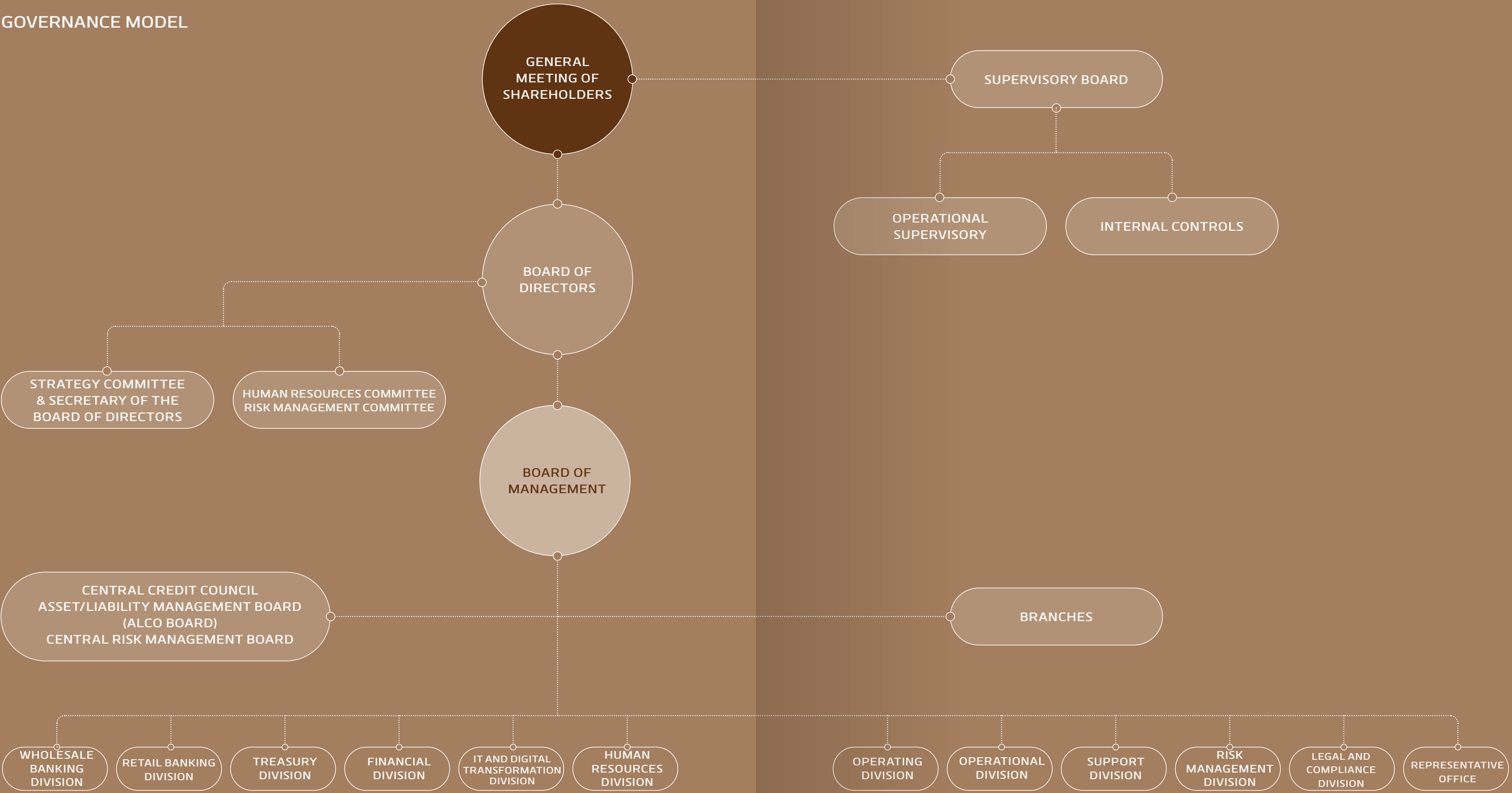
VCB C-Bond also prioritizes host-to-host connectivity via API between Vietcombank and the Vietnam Securities Depository and Clearing Corporation (VSD) as well as other market participants, ensuring that transactions are executed swiftly, securely, and with a high level of confidentiality.

In 2023, Vietcombank achieved significant milestones with the introduction of a series of distinguished products and services, including the launch of Apple Pay in Vietnam, a modern and secure payment method that offers unparalleled convenience through a simple touch on contactless-enabled devices like iPhone and Apple Watch. Notably, the market also welcomed the Vietcombank Visa Infinite card, designed specifically for the Diamond Elite segment within Vietcombank Priority, representing the highest tier of clientele. With an array of exclusive privileges spanning travel, dining, golf, healthcare, and more, the Vietcombank Visa Infinite card delivers unique and memorable experiences for customers and their relatives.



# INFORMATION ABOUT GOVERNANCE MODEL, BUSINESS ORGANIZATION, AND EXECUTIVES TEAM

## GOVERNANCE MODEL





# KEY FINANCIAL RATIOS

| CONTENT   | 2022      | 2023      |
|---|-----------|-----------|
| Key business indicators   |           |           |
| Total assets  | 1,813,815 | 1,839,613 |
| Shareholders' equity  | 135,646   | 165,013   |
| Loans to customers/Total Assets   | 63.1%     | 69.1%     |
| Interest income   | 53,246    | 53,621    |
| Non-interest income   | 14,836    | 14,103    |
| Total operating income  | 68,083    | 67,723    |
| Total operating expense   | -21,251   | -21,915   |
| Net profit of operations before allowances for credit losses                            | 46,832    | 45,809    |
| Allowances for credit losses  | -9,464    | -4,565    |
| Profit before tax   | 37,368    | 41,244    |
| Corporate income tax  | -7,449    | -8,189    |
| Profit after tax  | 29,919    | 33,054    |
| Net profit for the year   | 29,899    | 33,033    |
| Key performance indicators  |           |           |
| Key profitability ratios  |           |           |
| NIM   | 3.39%     | 3.00%     |
| ROAE  | 24.44%    | 21.99%    |
| ROAA  | 1.85%     | 1.81%     |
| Key risk indicators   |           |           |
| Outstanding Credit (including corporate bonds)/Deposits in 1 <sup>st</sup> market Ratio | 91.12%    | 90.46%    |
| Loan to deposit ratio (LDR) in compliance with regulations of State Bank of Vietnam(*)  | 73.9%     | 77.9%     |
| Non-performing loan ratio   | 0.68%     | 0.99%     |
| Capital adequacy ratio CAR  | 9.95%     | 11.39%    |

| (\*) LDR ratio calculated based on separate data as of December 29<sup>th</sup> 2023





# DEVELOPMENT STRATEGY

## VISION AND MISSION TOWARDS 2025

Held the 1<sup>st</sup> position among banks in Vietnam, ranked among the top 100 largest banks in the Asia-Pacific region, listed among the top 300 largest financial institutions globally, and stood as one of the top 1000 largest publicly listed companies worldwide, fostering the sustainable development of Vietnam.

Vietcombank's orientation to 2030 is to firmly consolidate the No. 1 position in Vietnam, ranked among the 200 largest banking and financial groups in the world, one of the 700 largest listed companies globally, making a major contribution to the sustainable development of Vietnam.

## STRATEGIC OBJECTIVES TOWARDS 2025





# SUSTAINABLE DEVELOPMENT GOALS



## SUSTAINABLE DEVELOPMENT GOALS

Vietcombank consistently prioritizes sustainable development and sets the key objective of becoming a leader in environmental, social, and corporate governance (ESG) management. Vietcombank believes with its scale, influence, and comprehensive approach to ESG issues, we will contribute to advance solutions for urgent environmental and social challenges of our time, promoting sustainability, and building a prosperous Vietnam.

On the journey towards sustainable development, Vietcombank has proactively and actively participated in supporting and handling weaker credit institutions, contributing to stabilizing the financial, credit, and

banking sectors and reinforcing public trust. Vietcombank has also been a pioneer in restructuring loans, waiving and reducing interest rates and fees to support customers. The bank places significant emphasis on implementing social security policies, having allocated over 3,300 billion VND since 2012 to support disadvantaged people in remote, deep-sea, border, and island areas; promoting green credit, aiming to become a sustainable development-oriented green bank for the community.

To achieve its sustainable development goals, Vietcombank is focusing on refining a sustainable development roadmap based on five pillars.





# DEVELOPMENT STRATEGY

## ORIENTATION OF BUSINESS OPERATION IN 2024

### Overview

The global economic outlook for 2024 is forecasted to be “softened landing” amidst prevailing risks that dampen growth momentum. Businesses are concerned about expanding their operations due to lingering interest rate risks and continued geopolitical tensions that undermine international trade. Protectionist barriers restricting imports and exports of essential goods and commodities are distorting global trade. Global organizations predict that economic growth rates for major economies will decelerate compared to 2023. However, there is optimism that the global economic landscape in the second half of 2024 may improve due thanks to anticipated increases in consumer demand, investments, and employment, which are expected to serve as key drivers for enhanced economic growth worldwide.

The economic prospects for Vietnam in 2024 appear more optimistic compared to 2023, thanks to the government’s timely management efforts continuing to yield results. Economic growth is targeted at 6% – 6.5%, achievable through pillars such as public investment, FDI sector, key national projects, and increased purchasing power during 2024. The trade balance is expected to rebound. Industrial production and the real estate market are forecasted to recover.

The Government evaluates 2024 as a breakthrough year of significant importance in successfully implementing the 2021-2025 Five-Year Plan. Based on the context of the situation in 2024, the Prime Minister has instructed all levels of government, sectors, and localities to closely adhere to the conclusions and resolutions of the Central Committee, National Assembly, and Government. Specific actions are required to implement the goals and tasks of 2024 under the theme “Discipline, Proactive Timeliness, Accelerated Innovation, Sustainable Efficiency,” with the spirit of “Year of Determination.” The determination is aimed at pursuing the economic and social development goals of 2024 in accordance with the directives of the National Assembly

State Bank of Vietnam has issued Directive No.01/CT-NHNN dated January 15th 2024 on implementation of key tasks of banking sector in 2024 and developed the 2024 Action Program with many goals. As per such Action Program, the State Bank continues to steadfastly manage monetary policy proactively, flexibly, promptly and effectively, and coordinate synchronously, harmoniously and closely with fiscal policy and other macroeconomic policies. Thereby, the bank contributes to promoting economic growth associated with macroeconomic stability, controlling average inflation target of about 4 – 4.5%, stabilizing the currency market, foreign exchange and banking system, setting a credit growth target of 14–15%, orienting flexible interest rate and exchange rate management to control inflation and support economic recovery in the pivotal year of 2021-2025 period.

In 2024, Vietcombank (VCB) is oriented towards closely aligning its business strategies with the key tasks set forth by the Government and the State Bank of Vietnam (NHNN) regarding the implementation of banking sector responsibilities, connecting with the strategic development goals of VCB up to 2025 and its vision for 2030, emphasizing the operational motto of “Transformation, Efficiency, Sustainability,” VCB is committed to a management philosophy of “Responsibility – Determination – Innovation” to successfully execute its business objectives.



### Some key indicators

#### Total assets

INCREASED BY

8%

AND IN LINE WITH THE ASSIGNED CREDIT GROWTH

Non-performing loan ratio according to circular No. 11/2021/TT-NHNN

LESS THAN

1.5%

#### Capital mobilization in 1<sup>st</sup> market

INCREASED BY

8%

AND IN LINE WITH THE ASSIGNED CREDIT GROWTH

#### Profit before tax

WITHIN THE LIMIT ASSIGNED BY THE SBV

#### Credit

LIMIT IN OFFICIAL LETTER NO. 3453/NHNN-TCKT DATED APRIL 24<sup>TH</sup>, 2024 OF THE SBV IN LINE WITH THE MAXIMUM GROWTH OF

15.93%

AND RECOGNIZED ACCORDING TO THE ANNOUNCEMENT OF THE SBV

### Key solutions

To successfully implement the 2024 business plan, the key solutions of Vietcombank include:

1

Continue to strategically shift its business operations to ensure sustainable growth pillars. This includes targeted credit growth aligned with industry directions, prioritizing credit expansion in sectors that enhance Vietcombank’s market position and foster robust development.

4

Continue enhancing the organizational structure and improve the quality of human resources to adapt to the digital transformation model and competitive environment, focus on training and scientific research, especially innovation and technology application.

7

Drastically implement the plan to receive the forced transfer of a weak credit institution.

2

Drastically deploy initiatives, strategic development goals and transformation plans on schedule in line with quality requirements, promote the application of new technologies, modern methods and digital transformation.

5

Organize drastic implementation and complete policy mechanisms to create conditions to support and promote business activities.

8

Spread humanistic values through social security activities, community support, further improve the effectiveness of communication and investor relations to enhance Vietcombank’s reputation and brand image.

3

Develop customer base and products and services to successfully implement 6 strategic breakthroughs.

6

Continue to advocate and improve the quality of risk management, towards enhanced Basel 2 and Basel 3 standards.

# DOMESTIC AWARDS



## VIETCOMBANK – ONE OF THE 20 ENTERPRISES WITH THE BEST SUSTAINABLE DEVELOPMENT INDEX IN THE STOCK MARKET IN 2023

Awarding organization:  
Ho Chi Minh Stock Exchange

On July 17<sup>th</sup> 2023, Ho Chi Minh City Stock Exchange (HOSE) announced the list of component stocks of the VNSI index (Vietnam Sustainability Index) effective from August 7<sup>th</sup> 2023. Accordingly, Vietcombank was evaluated by the Ho Chi Minh City Stock Exchange as one of the 20 stocks with the best sustainable development index in the stock market.

Vietnam Sustainable Development Index (VNSI) was launched by HOSE in collaboration with the German Agency for International Cooperation (GIZ) and the State Securities Commission of Vietnam in July 2017. VNSI is used to evaluate listed companies based on more than 100 criteria according to OECD principles on corporate governance and Global Reporting Initiative (GRI) Standards. VNSI Index reflects sustainable investment trends according to ESG criteria with the following goals: Determine sustainable development standards for listed

companies; Support institutional and individual investors to identify “green” businesses to invest in; Strengthen the sustainable development trend of the entire economy; Identify environmental, social and governance best practices; Supplement a new investment tool, contributing to promoting stock market and economic growth.

Being in the Top 20 of VNSI in 2023 recognizes Vietcombank’s continuous efforts in committing to support the Vietnamese government in implementing sustainable development strategies, emphasizing transparency, responsibility, and creating shared value for the community. The increased total score across evaluation categories for Vietcombank in 2023 demonstrates proactive review and gradual improvement in criteria related to policies, management systems, environmental and social performance indicators, corporate governance, and transparency in information disclosure.



## VIETCOMBANK NAMED AS “TYPICAL ENTERPRISE FOR EMPLOYEES” FOR 4TH CONSECUTIVE YEAR

Awarding organization:  
Vietnam General Confederation of Labor, Ministry of Labor, War Invalids and Social Affairs, Vietnam Chamber of Commerce and Industry

On October 29<sup>th</sup>, 2023 in Hanoi, the Vietnam General Confederation of Labor in collaboration with the Ministry of Labor, War Invalids and Social Affairs and The Vietnam Chamber of Commerce and Industry (VCCI) organized a ceremony to honor typical enterprises for employees in 2023.

Through many rounds of scientific election from hundreds of businesses registering for the award, the Selection Council and Steering Committee decided to honor 64 enterprises with outstanding achievements in the “Enterprises for employees” movement. These were typical enterprises representing many enterprises in all

fields, in all regions and localities across the country that constantly strived to overcome difficulties and innovated in production and business activities, maintained and kept stable growth in the difficult economic context after the Covid-19 pandemic, and took good care of the material and spiritual life of employees, harmoniously balanced the employer–employee interests, creating positive value for society.

Vietcombank was honored as a “Typical enterprise for employees” for the 4<sup>th</sup> consecutive year.





# DOMESTIC AWARDS



## THE MOST INNOVATIVE & EFFECTIVE BUSINESS BANK IN VIETNAM

*Awarding organization:*  
**Investment Newspaper  
& Viet Research**

On June 28<sup>th</sup>, 2023, in Hanoi, Investment Newspaper coordinated with Vietnam Business Research Joint Stock Company (Viet Research) to announce and honor "Top 10 Innovative and Effective Businesses in 2023" in key economic sectors (VIE10). Joint Stock Commercial Bank for Foreign Trade of Vietnam (Vietcombank) was voted to lead the Top 10 innovative and effective banks and ranked 2<sup>nd</sup> in the VIE50 list.

Regarding the list of Top 10 innovative and effective banks, the Organizing Committee said that these were banks with stable business performance during the year, had good growth potential in the future and developed promoted and applied achievements, advances and innovations in operations.

The list was selected based on quantitative and qualitative criteria including: evaluating business performance and added values brought by innovation, creativity, and innovation; corporate culture as well as innovation strategies. Some outstanding activities that brought efficiency to banks include strong development of e-banking, comprehensive upgrading of mobile applications allowing customers to make remote transactions conveniently, widely deploying fintech solutions such as contactless payment services and e-wallets, helping to enhance experience and save time, deploying blockchain technology to enhance security and reliability in transactions.



## TYPICAL RETAIL AND DIGITAL TRANSFORMATION BANKS IN 2023

*Awarding organization:*  
**IDG & VNBA**

Within the framework of Vietnam Retail Banking Forum in Ho Chi Minh City on May 26<sup>th</sup>, 2023, Joint Stock Commercial Bank for Foreign Trade of Vietnam (Vietcombank) was honored and awarded 03 significant awards: "The typical retail bank 2023", "The typical digital transformation bank 2023", "The companion bank for small and medium enterprise 2023".

Despite the challenges posed by the Covid-19 pandemic and the broader economic difficulties, the entire Vietcombank system has united in determination to achieve its business goals, fostering innovation, and advancing its digital transformation action plan, investing in digital infrastructure and consistently launched digital technology-driven products and services, including blockchain, artificial intelligence, and machine

learning, aimed at enhancing service quality and customer experience. Since 2020, Vietcombank has been at the forefront leading initiatives to reduce interest rates and supporting both organizational and individual customers affected by the Covid-19 pandemic, assisting customers in recovery and development efforts, contributing to economic development, particularly for small and medium-sized enterprises.

The above valuable awards are a strong motivation for Vietcombank to continuously improve and complete processes, promote digital transformation, and at the same time promote its leading role in the economy through policies to support individual and corporate customers, contributing to the overall development of the country.



# DOMESTIC AWARDS



## LISTED ENTERPRISES WITH THE BEST ANNUAL REPORT ON THE STOCK MARKET

Awarding organization:  
Investment Newspaper,  
HOSE, HNX

On December 15<sup>th</sup>, 2023, in Khanh Hoa province, the 16<sup>th</sup> Vietnam Listed Company Awards took place.

The ceremony was held in conjunction with the 2023 annual listed business conference with the participation of heads of the State Securities Commission – Stock Exchanges – Vietnam Securities Depository and Clearing Corporation, and representatives of nearly 300 listed companies, securities companies, fund management companies, and major financial institutions in the market.

The Vietnam Listed Company Awards was an extension of the Vietnam Annual Report Awards jointly organized by the Ho Chi Minh City Stock Exchange (HOSE) and Hanoi Stock Exchange (HNX), Investment Newspaper and Dragon Capital Vietfund Management with technical support from professional partners

such as IFC, ACCA, leading auditing companies such as Deloitte, EY, KPMG, PwC.

Vietcombank was honored to be voted in the top 10 listed enterprises with the best Annual Reports on the Vietnam stock market in 2023.

The recognition of Vietcombank’s Annual Report being voted among the top 10 best financial reports in 2023 demonstrates the market’s high regard for the bank’s transparency and adherence to international standards and practices. This achievement is critically important in the sustainable development journey of any business, and specifically for Vietcombank with the goal of building strong public trust and minimizing risks for investors and shareholders to the greatest extent possible.



## TYPICAL ENTERPRISES FOR FINANCIAL SERVICES, PRIORITY CUSTOMER SERVICES AND TECHNOLOGY & DIGITAL TRANSFORMATION PRODUCTS

Awarding organization:  
Investment Newspaper & Vietnam  
Wealth Advisors

On August 8th, 2023 in Hanoi, the first Vietnam Wealth Advisor Summit 2023 (Vietnam Wealth Advisor Summit 2023) was organized by Investment Newspaper in collaboration with the Vietnam Wealth Advisors (VWA).

The forum conducted in-depth discussion and analysis sessions to provide panoramic perspectives on the global economy, as well as Vietnam’s macroeconomics, especially the financial and currency markets, and challenges and opportunities, future outlooks, thereby providing solutions to develop markets, supporting not only the financial – banking system, securities companies, and the business community in general, etc. to overcome

challenges, seize opportunities, but also making an important contribution to promoting the country’s economic growth and development.

At the forum, Vietcombank was awarded 03 award categories voted by the VWAS 2023 Professional Council and the Investment Newspaper, including: (i) Typical enterprise for financial services; (ii) Priority customer services and (iii) Technology and digital transformation products.

The above awards are to honor Vietcombank’s contributions to the development of Vietnamese financial services and outstanding banking products and services in the market.





# DOMESTIC AWARDS



## STRONG BRANDS IN BANKING INDUSTRY

Awarding organization:  
Vietnam Economic Magazine

On October 6<sup>th</sup>, 2023 in Hanoi, Vietnam Economic Magazine - VnEconomy - Vietnam Economic Times organized the Vietnam Strong Brand Announcement Ceremony 2022 - 2023. Vietcombank was voted as the strongest brand in the banking industry and ranked 3<sup>rd</sup> in Vietnam's Top 10 strongest brands.

Vietnam strong brand program is the largest annual event of Vietnam Economic Magazine - VnEconomy - Vietnam Economic Times, initiated in 2003 and maintained continuously until now. During 20 years, the program has created and developed a strong Vietnamese business community with thousands of brands in all industries and sectors of the economy.



## BEST WORKPLACE IN VIETNAM 2023

Awarding organization:  
Investment Newspaper  
& Viet Research

On December 8<sup>th</sup>, 2023 in Hanoi, Investment Newspaper coordinated with Vietnam Business Research Joint Stock Company (Viet Research) to announce the Ranking of the Top 500 Leading Employers in Vietnam (VBE500) and Top 10 Best Places to Work in Vietnam in 2023 in key economic sectors (VBW10) and hold a human resource workshop with the topic: "The future of the labor market and new working environment trends". At the event, Vietcombank was honored in the top 10 best places to work in Vietnam 2022 and Top 500 leading employers in Vietnam.

Honored enterprises were those with outstanding achievements in creating

jobs, treating workers, creating a sustainable working environment and with good and stable business performance. This was an event of socio-political significance to raise awareness of the community, businesses and workers about image, reputation as well as the importance of using and developing human resources, building corporate culture and attracting talented human resources through communicating the leading employer brand in Vietnam.

Vietcombank was honored to be ranked first in the Top 10 best places to work in Vietnam (VBW10) and lead the banking industry in the top 500 leading employers in Vietnam (VBE500).



# DOMESTIC AWARDS



## VIETCOMBANK WAS HONORED TO RECEIVE THE REPO MARKET MAKER AWARD FOR HIGHEST TRADING VOLUME IN 2022

Awarding organization:  
Vietnam Bond Market Association – VBMA

On October 4<sup>th</sup>, 2023 in Hanoi, the Vietnam Bond Market Association (VBMA) organized the VBMA Best Bond Award with the participation of commercial banks actively operating in the Vietnam bond market.

“The Repo Market Maker award for highest trading volume of the year”, evaluated and voted on by VBMA (Vietnam Bond Market Association), is based on positive contributions towards promoting liquidity in the repo market (repo) and Government Bond (GB) and short-term benchmark rate curve for the Vietnam Government Bond market.

As one of the early members of the short-term benchmark rate agreement based on REPO Government Bond transactions organized by VBMA, Vietcombank has continuously strived to expand relationships with partners, increased trading volume, created

market liquidity and maintained its position and role as a market maker. At the same time, Vietcombank has actively made proposals and recommendations to improve operating mechanisms and created a transparent and effective business environment. Since the effective date of the Market Maker Agreement (MMA) in 2020, the short-term benchmark rate curve for the Vietnam Government Bond market has been successfully built and become an effective tool to determine the transaction interest rate level and is the reference for pricing at the market price of financial products.

With such impressive outcomes, Vietcombank was proud to become the bank honored as the Market Maker with the most Repo transactions in 2022 for the second consecutive year.



## BEST LISTED COMPANIES IN 2023

Awarding organization:  
Forbes Vietnam Magazine

The Joint Stock Commercial Bank for Foreign Trade of Vietnam (Vietcombank) continued to be in the “Top 50 best listed companies” in 2023 announced by Forbes Vietnam magazine on June 5<sup>th</sup>, 2023. This is the 11th time Vietcombank to be honored in this prestigious award.

Forbes Vietnam rankings were based on the consolidated audited financial statements of the companies listed on the Ho Chi Minh Stock exchange (HSX) and Ha Noi Stock Exchange (HNX). The total profit after tax of the 50 companies on the list reached VND 228,096 billion, up by 18% compared to 2022. Total revenue reached VND 1,490,453 billion, up by 24.9%, of which Vietcombank held No. 1 position in profit after tax (VND 29,899 billion).



## MOST PRESTIGIOUS BANK, MOST PRESTIGIOUS AND EFFECTIVE PUBLIC COMPANY IN VIETNAM IN 2023

Awarding organization:  
Vietnam Report Jsc. – VNR

In August 2023, Vietnam Report Jsc (Vietnam Report) in collaboration with The electronic newspaper (VietNamNet) announced the top 10 prestigious companies in the Banking – Insurance – Technology industry in 2023 and Top 50 prestigious and effective public companies in 2023. The Joint Stock Commercial Bank for Foreign Trade of Vietnam (Vietcombank) was honored to be voted the most prestigious bank, the most prestigious and effective public company in Vietnam in 2023.

“Top 10 prestigious companies in the Banking – Insurance – Technology industry” is an annual ranking built based on independent research and evaluation by Vietnam Report and published annually in VietNamNet newspaper. The enterprises honored in this year’s list were all effective, experienced, well-positioned and prestigious representatives who made positive contributions to the overall development of the whole industry in particular and the Vietnamese economy in general in recent years.





# INTERNATIONAL AWARDS



## THE MOST VALUABLE BANK BRAND IN VIETNAM

Awarding organization:  
**Brand Finance**

According to Brand Finance's announcement in 2023, 12 Vietnamese banks were on the list of the top 500 most valuable bank brands in the world. Vietcombank ranked 137<sup>th</sup>, up 25 places compared to the previous year and topped the list of 12 Vietnamese banks.

Vietnam led the ASEAN region in the number of banks in the Top 500, followed by Indonesia and the Philippines (9 banks), Malaysia (8 banks),

Thailand (6 banks) and Singapore (3 banks). Vietnamese banks also led ASEAN in the total number of promoted places, specifically: 12 Vietnamese banks moved up 296 places, followed by Indonesia, up 79 places, Singapore up 20 places, while Thailand fell 25 places, Malaysia fell 56 places, and the Philippines fell 80 places.



## THE BEST WORKPLACE IN BANKING INDUSTRY IN VIETNAM IN 8 CONSECUTIVE YEARS

Awarding organization:  
**Brand Finance**

On November 23<sup>rd</sup>, 2023, Anphabe officially announced the annual list of Top 100 Vietnam Best Places to Work in 2023. Vietcombank was named as the bank with the best workplace in Vietnam for the eight consecutive years.

With the guidelines of taking employees as the center, over the years, Vietcombank has always strived to take care of the lives of officers and employees and has been in the top enterprises with the most attractive working environments for many consecutive years.

The Best Places to Work in Vietnam ranking was based on survey results of objective opinions of 63,878 experienced employees from 18 occupational groups and 9,638 students of 113 universities nationwide. The survey was conducted from April to August. The results were verified by Intage Vietnam, a Market Research company.



## VIETCOMBANK TOPPED THE CUSTOMER SATISFACTION RANKING

Awarding organization:  
**YouGov**

Decision Lab - YouGov's exclusive partner in Vietnam announced the Bank Satisfaction Ranking in Vietnam 2023. Accordingly, Vietcombank topped the ranking with a score of 86.2.

The rankings were built based on the positive satisfaction index of YouGov BrandIndex, a brand health tracking tool that collects daily data from more than 350 brands in Vietnam. This was the result of more than 40,000 consumer surveys over 2 years.

If last year the highest satisfaction score was only 77.3, this year it reached 86.2 thanks to banks' efforts to improve the quality of services and products. This means that 86.2% of Vietcombank customers are satisfied with the bank in term of used services and products.



## THE VIETNAM BANK WITH THE HIGHEST FOREIGN CURRENCY TRADING VOLUME ON FXALL

Awarding organization:  
**London Stock Exchange - UK**

On March 27<sup>th</sup>, 2023 in Hanoi, the 2023 Refinitiv Vietnam FX Awards Ceremony organized by Refinitiv - a member of the London Stock Exchange Group (LSEG) took place. Vietcombank was awarded the title of Best FXall Taker for the Vietnam bank with the highest foreign currency trading volume on FXall in 2022. The award winners was awarded decided based on Refinitiv's statistics on members' transactions on the Refinitiv Interbank Foreign Currency Trading System (Refinitiv FXall). This is the official trading system of the Vietnam foreign exchange market provided by Refinitiv to trade foreign currencies in the international market in the form of automatic price matching.

FX Awards is a long-standing and prestigious award in the Asia - Pacific region of Refinitiv. The award is

organized to promote transparency and affirm the importance of the foreign exchange market in the general economy. This is the third year the award has been held in Vietnam and the awarding is based on clear and transparent criteria.

With prestige and strengths in foreign exchange transactions, Vietcombank is often chosen as a foreign exchange conversion bank for large projects with conversion amount of up to \$ billions per year. Vietcombank is also the only financial institution to perform foreign currency conversion for the largest value transactions in Vietnamese stock history, typically the sales of \$ 5 billion of Sabeco shares and the sales of \$1 billion of Vinhomes shares.



# INTERNATIONAL AWARDS



## LEADING BANK IN TOTAL CARD TRANSACTION VOLUME, AVERAGE CARD TRANSACTION VOLUME AND TOTAL ACTIVATED JCB CARDS

Awarding organization:  
JCB

The Joint Stock Commercial Bank for Foreign Trade of Vietnam (Vietcombank) was honored to receive 3 prestigious awards from JCB International Corporation for member banks in Vietnam.

On July 28<sup>th</sup>, 2023, at 2023 annual conference of JCB Vietnam taking place in Da Nang, Vietcombank was honored by JCB International Corporation in 3 major award categories: Leading bank

in total card transaction volume in 2022; Leading bank in total activated cards in 2022; Leading bank in average card transaction volume in 2022.

These awards reflect the continuous efforts of the bank in investing, innovating, developing, and improving its products and services. They also affirm the trust of a large number of customers in choosing to use Vietcombank's card products.



## VIETCOMBANK WAS HONORED BY VISA IN 12 AWARD CATEGORIES FOR CARD OPERATIONS

Awarding organization:  
VISA

Within the framework of Visa Vietnam Client Conference 2023 held on November 30<sup>th</sup> in Hoi An, Quang Nam province, Visa honored Vietcombank in 12 award categories for card operation.

In 2023, Vietcombank continued to lead not only in awards for individual and corporate customers such as: Leading bank in total card transaction volume, leading bank in total corporate card volume, leading bank in acceptance network coverage, etc. but also in award categories of marketing campaigns and data application.

Within the framework of Visa Vietnam 2023 client conference, Visa honored Vietcombank in 12 awards for card operations. Accordingly, Vietcombank was the bank with the most Visa awards in Vietnam.

