



# 2018

**ANNUAL REPORT**



OF UNDERSTANDING  
MILLIONS OF HEARTS

# ANNUAL REPORT 2018

Always pioneering in the digitalization of banking services and taking the customer understanding as the operating platform, TPBank has still been always maintaining the goal of becoming the leading digital bank in Vietnam.

TPBank's digital banking services and products are more and more diversified and friendly, aiming at building a top-quality banking service and non-stop service style.

TPBank's Board of Directors, Board of Management and employees always keep in mind to make TPBank become an efficient and strong bank to bring sustainable values to shareholders, customers and investors.



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# MESSAGE FROM THE CHAIRMAN

Dear Sir/Madam,

In 2018, the world economy was unpredictable but the domestic economy prospered and the business environment was improved. Thanks to early accurate and drastic judgments to implement effective business solutions, TPBank has experienced a memorable year with many brilliant milestones in its history.

At the beginning of the 2018 - 2023 plan, we have completed many important work items, successfully listed 555 million TPB shares on HOSE, developed a strong customer network of 2.3 million customers, completed the process system, applied many new technology platforms, continued to affirm the position of No. 1 Digital bank and received by the market.

The enduring efforts of the whole bank have been rewarded with business indicators exceeding the set plan by the General Meeting of Shareholders. It is the first time that we have achieved pre-tax profit of VND 2,258 billion, total assets of VND 136,000 billion. The traditional branch and automatic banking network was all expanded and greatly enhanced its 24/7 service capability.

Recognizing the internal strength and transparent business activities of TPBank, many reputable organizations have given TPBank awards and rankings. TPBank has been recently increased its ranking from B2 to B1 by Moody's and was conferred "the best quality service bank" by GBM Financial Magazine. On the occasion of the 10 th anniversary of its establishment, TPBank was awarded Third Class Labor Medal by the communist Party and the State. This success recognized the contribution of all TPBank employees and the support of shareholders. I hereby would like to send my sincere thanks to you.

In 2019, with a new position and a new mindset, TPBank sets a more ambitious goal of increasing total assets from 136,000 billion dong to 152,000 billion dong, steadily maintaining 2.5 million customers, profit growth rate of 41.7%, strictly controlling asset quality and controlling bad debt at a low level compared to the whole banking system, improving bank management capacity according to international standards, meeting the capital safety ratio conditions according to Basel II standards.

We believe that, together with the close guidance and direction of the Board of Directors represented by EXCO, the Board of Management and the support of staff and shareholders, TPBank will reap great success and fulfill the goals and tasks set in 2019 and reach the peak of the bank in the bright future.

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Chairman, Board of Directors  
**Do Minh Phu**



# OVERVIEW

Tien Phong Commercial Joint Stock Bank (TPBank) was established on May 5, 2008. With the desire to become a financial institution that is transparent, efficient, sustainable, bringing the best benefits to shareholders and customers, TPBank has inherited strength from strategic shareholders including DOJI Gold & Gems Group, FPT Group, Vietnam National Reinsurance Corporation (Vinare), SBI Ven Holding Pte. Ltd (Singapore), IFC International Finance Company (under World Bank) and PYN Elite Fund.

Over 10 years of continuous efforts, with a solid foundation and a right strategy, TPBank has made a breakthrough development with extremely impressive business results. By the end of 2018, compared to 2012 before the restructuring, TPBank had more than 2.2 million organizational and individual customers, an increase of 40 times; total assets reached over VND 136,000 billion, an increase of 10 times; owner's equity reached VND 10,500 billion, an increase of more than 7 times. In 2018, TPBank's pre-tax profit reached VND 2,258 billion, doubling the same period in 2017 and 4 times higher than that in 2015.

With the goal of becoming the leading Digital Bank, TPBank has created many breakthrough products such as LiveBank - 24/7 automatic banking model, Savy – Versatile saving application, QuickPay - payment by QR code, e-banking, etc. TPBank has successfully applied T'Aio virtual assistant with AI artificial intelligence and Machine Learning technology, voice and fingerprint-based customer recognition system, etc. All such unique product has helped TPBank become the first bank with a diversified and outstanding digital banking ecosystem in Vietnam.

In 2018, TPBank successfully listed 555 million shares on Ho Chi Minh Stock Exchange, marking a major turning point in its stable and sustainable operation process. TPBank also received much attention from foreign investors. Many prestigious domestic and international organizations have also highly appreciated TPBank with prestigious awards.

With the brand slogan of a deeper understanding, TPBank desires to take the "Customer understanding" as the basis to build the top banking service quality style. Understanding is to share and accompany customers, create the best and most suitable products and services and bring the highest added value to customers, which is also the guideline for the sustainable development at which TPBank aims.

**Mr Do Minh Phu**  
Chairman of Board of Directors

Mr. Do Minh Phu was appointed as the Chairman of Tien Phong Commercial Joint Stock Bank (TPBank) for the 2018-2023 term. For the Association, he also acts as Vice President of Vietnam Gold Trading Association; Vice President of Vietnam - US Business Forum; Ambassador of International Gem Association in Vietnam; Member of Executive Board of Vietnam Chamber of Commerce and Industry - VCCI. For businesses, he is Chairman of the Founding Council, Chairman of the Investment Council - DOJ Gold & Gems Group Joint Stock Company (DOJI JSC).

With outstanding achievements and contributions to the economy and society, Mr. Do Minh Phu was presented the Medals and Certificates of Merit by the Senior Leaders of the State and Prime Minister such as: Third-class Labor Medal (2014 and 2012); Certificate of Merit for many outstanding achievements in implementing the scheme of "Restructuring the credit institutions in the 2011 - 2015 period" (2013) from the Prime Minister; Certificate of Merit "for many outstanding achievements in the contribution to the cause of building Socialism and National Defense" (2011) from the Prime Minister; Certificate of Merit "for contributions to Vietnam's Banking Operations" (2014 - 2015) from the Governor of the State Bank of Vietnam; Certificate of Merit for "Excellent achievements in contributing to the construction and development of Vietnam Industry and Trade sector in 2011" (2011) from Minister of Industry and Trade, the title of "Excellent Trade and Service Enterprise in Vietnam in 2013" (2014); Medal "For the development of Vietnam Industry and Trade" (2013) from the Minister of Industry and Trade.

Mr. Do Minh Phu is a Bachelor graduated from Department of Radio and Electronics, Hanoi University of Science and Technology.





**Mr Le Quang Tien**  
Vice Chairman of Board of Directors

Mr. Le Quang Tien was appointed as Vice Chairman of TPBank's Board of Directors for the 2018 - 2023 term. He is one of the founding shareholders and the first Chairman of Board of Directors of TPBank. Currently, he is also a member of FPT Founding Council.

In 2013, Mr. Tien was honored to receive the Certificate of Merit for his outstanding achievements in implementing the scheme of "Restructuring the credit institutions in the 2011 - 2015 period" from the Governor of the State Bank of Vietnam.

Certificate of Merit from the Governor of the State Bank of Vietnam for "Outstanding contributions to banking activities in Vietnam" (in 2014 - 2015)

He graduated from the Department of Physics, Kishinev State University and the Advanced Business Administration Department, Amos Tuck University (USA).

## BOARD OF DIRECTORS



**Mr Do Anh Tu**  
Vice Chairman of the Board of Directors

Mr. Do Anh Tu was appointed as Vice Chairman of TPBank's Board of Directors for the 2018-2023 term. Currently, he is also the General Director of Diana Joint Stock Company under Unicharm Group, Japan.

As a leading expert in the field of brand management and marketing, Mr. Tu has made important contributions to building and enhancing the position of bank brand.

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In 2013, Mr. Tu was honored to receive the Certificate of Merit for his outstanding achievements in implementing the scheme of "Restructuring the credit institutions in the 2011 - 2015 period" from the Governor of the State Bank of Vietnam.

Certificate of Merit from the Governor of the State Bank of Vietnam for "Outstanding contributions to banking activities in Vietnam" (in 2014 - 2015)

Mr. Tu successfully defended his Doctoral dissertation at Prague Technical University, Czech Republic.



**Ms Nguyen Thu Ha**  
Member of Board of Directors

Ms. Nguyen Thu Ha was appointed as a member of the Board of Directors of TPBank for the 2018-2023 term.

Previously, Ms. Nguyen Thu Ha previously held important positions such as Deputy General Director of Vietcombank, Chairman of Vietcombank Securities Limited Company (VCBS), Chairman of Bank Card Association of Vietnam under Vietnam Banking Association.

Ms. Nguyen Thu Ha is a Master of Business Administration - Georgetown University, Washington DC, USA.

## BOARD MEMBERS

**Ms Do Thi Nhung**  
Independent Member of Board of Directors

Ms. Do Thi Nhung was appointed as an independent member of the Board of Directors for the 2018-2023 term.

Ms. Do Thi Nhung used to be Deputy General - Monetary Policy Department - State Bank of Vietnam.

Ms. Do Thi Nhung is a Bachelor of Economics at Banking Academy of Vietnam.





**Mr Shuzo Shikata**  
Vice Chairman of Board of Directors

Mr. Shuzo Shikata was appointed as Vice Chairman of TPBank's Board of Directors for the 2018-2023 term. He currently is the Head of the Foreign Financial Business Development of SBI Holding, Inc., and the Member of Board of Directors of FPT Fund Management Joint Stock Company.

With advanced and modern management experience at foreign banks, Mr. Shuzo Shikata and SBI Holdings, Inc., are currently actively supporting TPBank in developing and implementing the bank development strategy. Mr. Shuzo Shikata is a Bachelor graduated from Department of Economics, Ritsumeikan University, Japan.

**Mr Pham Cong Tu**  
Member of Board of Directors

Mr. Pham Cong Tu became a member of TPBank's Board of Directors since its establishment. He was appointed as a member of the Board of Directors for the 2018-2023 term.

Mr. Tu is a senior expert in finance and insurance. Currently, he is the General Director of Vietnam National Reinsurance Corporation.

Mr. Tu is a Master of Business Administration, Business Academy, the Kingdom of Belgium and a Bachelor of Finance - Accounting, Hanoi University of Finance and Accountancy.



**Mr Eichiro So**  
Member of Board of Directors

Mr. Eichiro So was appointed as a Member of the Board of Directors for the 2018-2023 term.

Mr. Eichiro So is currently the Representative Director of SBI Thai Online Securities Co., Ltd.

Mr. Eichiro So was graduated with a Master's degree in Business from Hitotsubashi University.





**Mr Thai Duy Nghia**  
Full-time Member of Supervisory Board



**Ms Nguyen Thi Bao**  
Head of Supervisory Board



**Ms Nguyen Thi Thu Nguyet**  
Part-time Member of Supervisory Board

# BOARD OF SUPERVISORS

**Ms Nguyen Thi Bao**  
Head of Supervisory Board

Ms. Nguyen Thi Bao was appointed as a full-time member of the Supervisory Board for the 2018-2023 term. Ms. Nguyen Thi Bao has been TPBank's Senior Advisor since April 2012. Previously, she held many important positions such as Deputy Director of Transaction Centre of Vietcombank, Head of Securities and Investment Appraisal Department of Vietcombank. Ms. Nguyen Thi Bao is a Master of Business Administration, Free University of Brussels, Kingdom of Belgium, in Hanoi.

**Mr Thai Duy Nghia**  
Full-time Member of Supervisory Board

Mr. Thai Duy Nghia was appointed as a Member of the Supervisory Board for the 2018-2023 term. Mr. Thai Duy Nghia has joined TPBank since June 2008 and has held many positions such as Head of Internal Control and Quality Management Department, Head of Direct Control Department, Deputy Head of Internal Auditing Department. Currently, he is a full-time member of the Supervisory Board- TPBank. Mr. Thai Duy Nghia graduated from the Faculty of Finance - Credit, Banking Academy of Vietnam.

**Ms Nguyen Thi Thu Nguyet**  
Part-time Member of Supervisory Board

Ms. Nguyen Thi Thu Nguyet was appointed as a part-time member of Supervisory Board for the 2018-2023 term. Ms. Nguyen Thi Thu Nguyet is currently General Director - FPT Fund Management Joint Stock Company. Ms. Nguyen Thi Thu Nguyet is a Master of International Law - Vietnam National University, Hanoi



**Mr Nguyen Hung**  
Chief Executive Officer (CEO)



**Ms Truong Thi Hoang Lan**  
Deputy CEO – Director of Investment  
and Large Corporate Customer Division



**Mr Pham Dong Anh**  
Deputy CEO - Operation Manager

# BOARD OF MANAGEMENT

## **Mr Nguyen Hung** Chief Executive Officer (CEO)

Mr. Nguyen Hung has been appointed as Chief Executive Officer of Tien Phong Commercial Joint Stock Bank since July 2012 and was re-appointed in September 2017. Mr. Nguyen Hung has 30 years of experience in the banking and finance sector, including more than 20 years of senior management.

Graduated from the Banking Academy of Vietnam and being Master of Business Administration in Electronic Commerce, North Central University, USA, Mr. Nguyen Hung held many key management positions such as: CEO of VPBank from April 2009 to June 2012, held many management positions at Vietnam Technological and Commercial Joint Stock Bank (Techcombank) during the 2000 -2009 period.

With important contributions in making TPBank a healthy bank with modern technology and leading effective operations nowadays, Mr. Nguyen Hung has been awarded two certificates of merit for his excellent achievements in the position of CEO of TPBank by the Governor of the State Bank of Vietnam.

## **Ms Truong Thi Hoang Lan** Deputy CEO – Director of Investment and Large Corporate Customer Division

Ms. Truong Thi Hoang Lan has joined TPBank since February 2011. Ms. Hoang Lan has more than 17 years of experience in finance and banking. Through many senior management positions at TPBank, she has been appointed as Director of Investment and Depository Bank Division since May 2015. In December 2016, she was appointed as Director of Investment and Large Corporate Customer Division. On December 28, 2018, she was appointed as Deputy CEO cum Director of Investment and Large Corporate Customer Division.

In September 2014, Ms. Truong Thi Hoang Lan was honored to receive the Certificate of Merit “For her outstanding achievements in completing the Banking mission in the 2012-2013 period” from the Governor of the State Bank of Vietnam.

Hoang Lan is an excellent bachelor in Management Science of Thang Long University.

## **Mr Pham Dong Anh** Deputy CEO - Operation Manager

Mr. Pham Dong Anh joined TPBank in 2007 from the beginning of the bank's establishment.

In 2010, Mr. Dong Anh was appointed as Senior Director in charge of Operations. In April 2011, he was appointed as Deputy CEO and Head of Operations Division, Human Resource and Network Development Division.

Mr. Dong Anh has been Deputy CEO and Head of Operations Division since August 2012.

In September 2014, Mr. Pham Dong Anh was honored to receive the Certificate of Merit “for his outstanding achievements in completing the Banking mission in the 2012 – 2013 period” from the Governor of the State Bank of Vietnam.

# BOARD OF MANAGEMENT



**Mr Nguyen Hong Quan**

Deputy CEO – Director of Risk Management Division

Mr. Nguyen Hong Quan has been appointed as Deputy CEO and Director of Risk Management Division of TPBank since February 1, 2012. Before joining TPBank, Mr. Quan had more than 15 years of experience in the banking and finance sector and held important positions in commercial banks and investment banks. He used to be the Director of Risk Management, Deputy Director of Compliance and Internal Control, Citibank Vietnam; Acting General Director of An Binh Securities Company.

Mr. Quan is a Master of Business Administration (EMBA) at the Asian Institute of Technology (AIT). Before that, he graduated from International Trade Faculty, Hanoi Foreign Trade University and was an Economics Engineer, Faculty of Transportation Economics, Hanoi University of Transport and Communications.

**Mr Dinh Van Chien**

Deputy CEO – Director of Retail Banking Division

Mr. Dinh Van Chien has been appointed as Director of Retail Banking Division since December 4, 2013. He was appointed as Deputy CEO in charge of Retail Banking Division since April 2016.

Before joining TPBank, Mr. Chien had more than 18 years of experience in finance and banking and marketing, held various positions at domestic and international organizations such as Deputy Director of Card Center, Director of Visa/Master Card Project, Vietcombank; Marketing Manager at Johnson & Johnson Vietnam; Senior Manager at OCBC Bank (Singapore), Global Personal Financial Advisory Services; Director of Product Development Center of Retail Banking Division at VPBank since 2011.

Mr. Chien is a Bachelor of Foreign Trade University; Master in Banking and Finance at Notre Dame University, Indiana, USA under the Fulbright scholarship program.





**Mr Le Hong Nam**  
Deputy CEO - Head of Credit Division



**Mr Nguyen Viet Anh**  
Deputy CEO - Head of Capital  
Resources & Financial  
Market Department



**Mr Khuc Van Hoa**  
Deputy CEO - Head of  
Corporate Banking Division

**Mr Le Hong Nam**  
Deputy CEO - Head of Credit Division

Mr. Le Hong Nam has joined TPBank since January 2009 and acted as the Director of Ho Chi Minh City branch. In March 2012, he was appointed as Deputy CEO - in charge of the Southern region; then Deputy CEO cum Head of Credit Division. Graduated with a Master's degree in Economics, Mr. Nam has more than 20 years of experience in the field of Finance - Banking and held Senior Management positions at domestic and foreign credit institutions such as Head of Credit & Investment Department of the Main Operation Center - ShinhanVina Bank; Director of Ho Chi Minh City Branch - Global Petroleum Commercial Joint Stock Bank; Deputy CEO - Mekong Development Joint Stock Commercial Bank. In 2016, Mr. Le Hong Nam was honored to receive the Certificate of Merit "for his excellent achievements in completing the Banking mission in the 2014 - 2015 period" from the Governor of the State Bank of Vietnam.

**Mr Nguyen Viet Anh**  
Deputy CEO - Head of Capital Resources & Financial Market Department

Mr. Nguyen Viet Anh has been appointed as Deputy CEO, Director of Capital Resources & Financial Market Department since March 2011.

Mr. Viet Anh is a Master of Business Administration, Washington State University, USA. Before that, he graduated from Vietnam National University, Hanoi and the Institute of International Relations.

Before joining TPBank, Mr. Viet Anh had more than 10 years of working experience at Techcombank and held important positions such as Acting Director of Capital Management and Financial Market Transaction Division; General Director of Techcom Capital; Director of Center for Foreign Exchange and Derivatives; Director of the Center for Commodity Trading and Trading Floor Management; Head of Monetary Management and Trading and Foreign Exchange Department.

**Mr Khuc Van Hoa**  
Deputy CEO - Head of Corporate Banking Division

Mr. Khuc Van Hoa has been appointed as Deputy CEO cum Chief Credit Officer since September 15, 2012. In April 2013, Mr. Hoa was appointed as Deputy CEO cum Head of Sales and Distribution Channel Division. He has been the Deputy CEO cum Head of Corporate Banking Division since June 2015.

Mr. Hoa is a Master of Business Administration at the French - Vietnamese Center for Management Education (CFVG). Before joining TPBank, he held many important management positions at Techcombank and Military Bank (MB) such as Deputy Director of Risk Management Division, Director of SME Credit Center, Regional Director of Techcombank, Deputy Director of Large Corporate Customer Division of MB.

# BOARD OF MANAGEMENT



**Mr Nguyen Huu Thanh**  
Director of Legal and Debt Handling Division

Mr. Nguyen Huu Thanh joined TPBank in May 2011 and has been appointed as the Director of Direction since June 16, 2014.

Mr. Thanh has 20 years of experience in Banking legislation. Before joining TPBank, Mr. Thanh worked at the State Bank of Vietnam, then held Deputy Head of Legal and Compliance Control Department at Techcombank.

Mr. Thanh is a Master of Law, Institute of State and Law, Vietnam; Master of Public Policy, Tsukuba University, Japan.



**Mr Bui Quang Cuong**  
Director of Information Technology Division

Mr. Bui Quang Cuong has joined TPBank since the beginning of the bank's establishment - May 2007.

Mr. Cuong used to hold important positions such as Director of IT Center, acted as Director of TPBank's Card and Electronic Banking Center. Currently, he acts as Director of Information Technology (IT).

In September 2014, Mr. Bui Quang Cuong was honored to receive the Certificate of Merit "for his outstanding achievements in completing the Banking mission in the 2012-2013 period" from the Governor of the State Bank of Vietnam.

Mr. Cuong had over 22 years of experience in banking and IT. Before joining TPBank, he used to hold positions such as Director of Software Center, 3C Company; Head of Informatics Department, VID Public Bank.

Mr. Cuong is a Bachelor of Science, Hanoi General University.



**Mr Nguyen Xuan Thanh**

Director of Human Resource Management Division

Mr. Nguyen Xuan Thanh has joined TPBank since June 2014 and acted as the Director of Human Resource Management Division.

Previously, Mr. Thanh had more than 14 years of experience in Human Resource Management at Techcombank and held key positions at VPBank such as Human Resource Director, Training Director. Most recently, Mr. Thanh acted as Human Resource Director at Ho Chi Minh City Development Joint Stock Commercial Bank (HDBank).

Mr. Thanh is a Bachelor of Labor Economics, National Economics University.

**Mr Nguyen Lam Hoang**  
Direct Sales Director

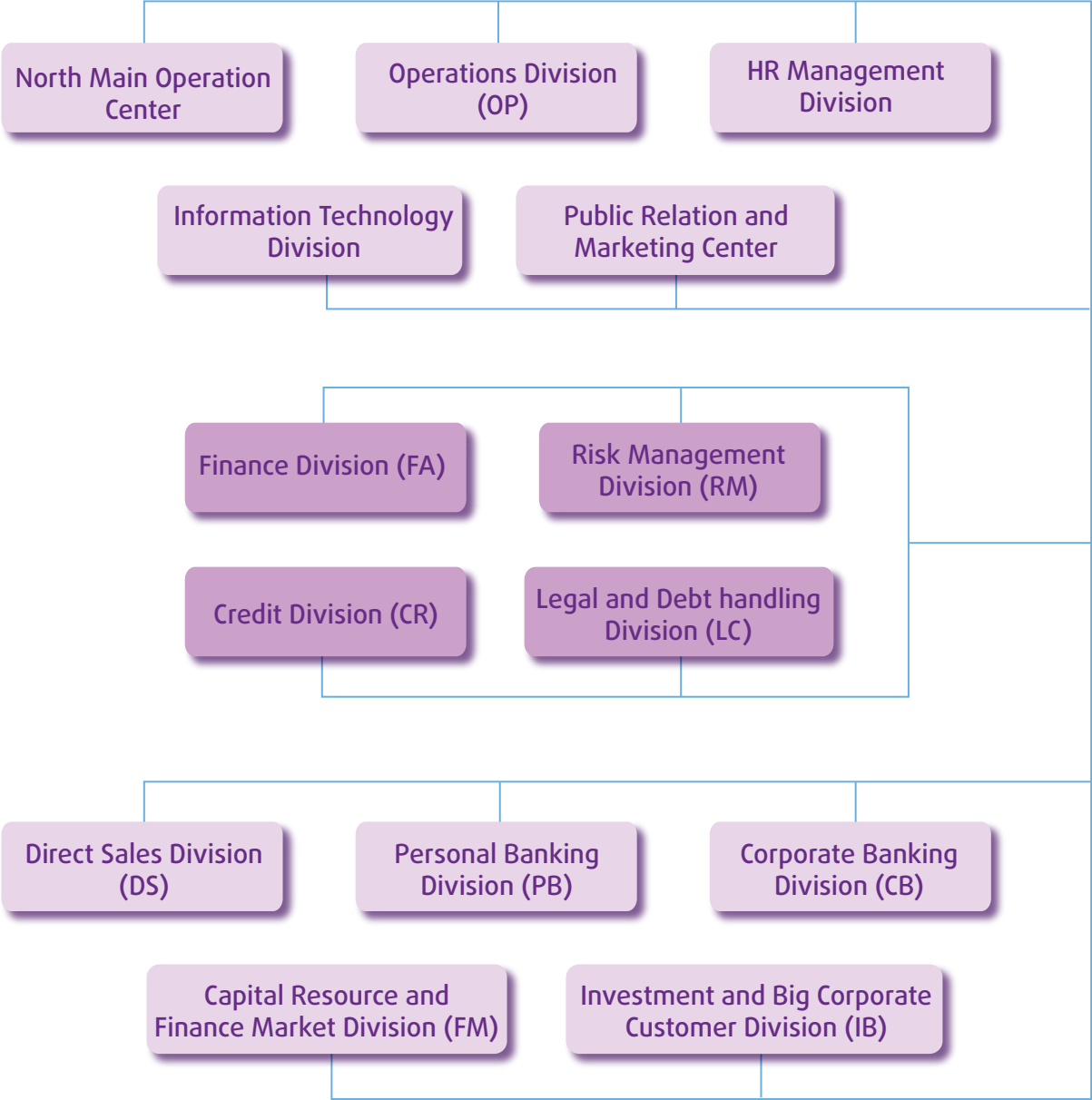
Mr. Nguyen Lam Hoang has been appointed as Director of Direct Sales Division since December 4, 2013.

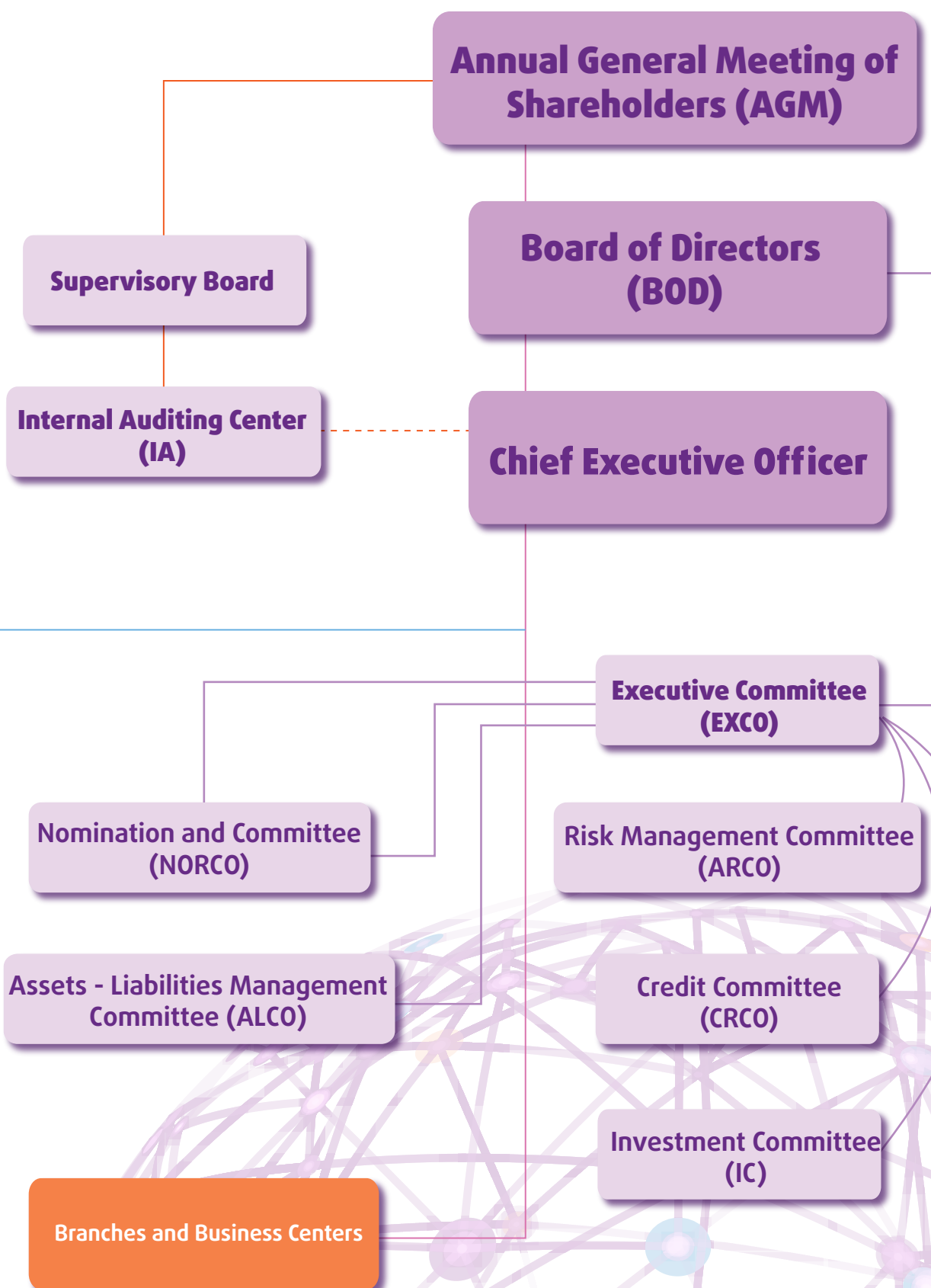
Previously, he had many years of experience in the banking and finance sector and held many important management positions at Techcombank such as Head of General Planning Department; Northern Retail Manager of Personal Finance and Customer Service Division; Head of Northern SSP Project and Deputy Director of SSE Center, S&D Division; Director of Sales Center, S & D Division.

Mr. Hoang is a Master of Business Administration, the French – Vietnamese Center for Management Education (CFVG).



# ORGANIZATION STRUCTURE









2018  
**CORPORATE  
GOVERNANCE**

# 2018 CORPORATE GOVERNANCE REPORT OF THE BOARD OF DIRECTORS

## I. RESULT OF OPERATIONAL MANAGEMENT ACTIVITIES OF THE BOARD OF DIRECTORS IN 201

In 2018, the 10th anniversary of establishment of TPBank (2008-2018), Board of Directors of TPBank has directed closely and drastically, successfully implemented the role of bank administration with the highest responsibility, bringing great and outstanding successes, create a solid foundation for the bank to develop safely, effectively and sustainably, details as follows:

### 1. MANAGEMENT AND SUPERVISION OF OPERATIONAL ACTIVITIES

Board of Directors implements the management function for all activities of TPBank through the Committees to complete effectively the tasks of Shareholders' General Meeting. The Board of Directors and its responsible members are deeply involved in all activities of the Committees directly under the Board of Directors, always giving the right strategic directions, timely and appropriate strategies, taking advantages of opportunities to promote business, strictly control the quality of operations and proactively solve difficulties and disadvantageous situations to improve business efficiency and ensure the safety of banking operations. Activities of the Committees are maintained periodically (weekly, monthly, quarterly) or unexpectedly according to the nature of the work.

**Assets - Liabilities Management Committee (ALCO):** To perform the functions of building and managing the bank's capital to develop effective business in parallel with risk control including: liquidity risk management, market risk management (exchange rate, interest rate ...); ensuring the structure and balancing the growth rate of the balance sheet in accordance with the bank's business strategy in each period; Accordingly, on the basis of assessing the macroeconomic situation and forecasts, market situation, competitors and operation results in all aspects of the bank from time to time, ALCO decided to the mobilized interest rates, FTP tariff and loan interest rate schedule; approving all types of transaction limits with partners, assigning limits of mobilization and lending to each business block, ensuring that the Bank's general business activities fulfill business targets while ensuring safety index according to the regulations of the State Bank of Vietnam (SBV) and international organizations.

**Credit Committee:** To perform the functions of issuing or modifying credit policies of TPBank, including policies on credit granting, asset management, credit management, credit risk management; control of credit activities and other policies; building TPBank's credit approval system smoothly and closely; approval of credit limitation/ credit granting under the jurisdiction of the Credit Committee; approving and issuing the credit products; building and issuing procedures for approval, credit granting, credit risk control for business units throughout TPBank system. In 2018, Board of Directors directed the careful selection for the list of loans/investment bonds as well as a review of the Bank's existing portfolio to restructure the portfolio with higher profitability but still ensure capital safety and NPL control under the limits of the State Bank of Vietnam and TPBank's Board of Directors.

**Risk Management Committee:** To perform the functions of issuing policies and regulations related to risk management; warning of risks from external fluctuations (changes in policy mechanisms, macroeconomic fluctuations, unstable markets...) and internal factors in TPB activities) and recommendations for effective measures to ensure the bank is always safe, advising the Board of Directors on approving the risk limits for each type of risk and authorization mechanism. Accordingly, in 2018, the Board of Directors directed to implement the supervision and management of credit quality well, credit concentration risks and credit limits to control bad debts; ensuring TPBank's safety indicators to comply with the regulations of the State Bank of Vietnam and partners, especially directing the review and implementation of the work to comply with the regulations of the State Bank of Vietnam in the Circular No.13/2018/TT-NHNN on internal control system of Commercial Bank and the Circular No.41/2016/TT-NHNN regulating the capital adequacy ratio for banks.

**Investment Committee:** Managing and supervising the financial investment activities, the Board of Directors directs to build and organize the implementation of financial investment plans; approving financial investment activities of TPBank; directly issue financial investment decisions according to the decentralization and authorization of financial investment. The Board of Directors directs to regularly review and re-evaluate current portfolios, focusing on high-quality and highly profitable investment portfolios.

**Nomination & remuneration committee:** Implementing the functions of human resources management through building the regimes of salary, remuneration, bonus, recruitment regulations, personnel training, assessment process and other remuneration policies and on behalf of the Board of Directors directly decide the appointment and recruitment of senior personnel in accordance with the new development needs of the Bank. The BOD directs to review, consolidates and perfects the organizational structure of the Divisions and Units in the Bank in the direction of streamlining and efficiency; effectively apply the mechanisms to improve labour productivity; planning of staff to ensure personnel for the entire system; increase the average profit index on labour

In addition to the implementation of banking management through the Committees, the Board of Directors also supervises all activities of the General Director (CEO) and the Executive Board through establishing and maintaining the monthly and quarterly meetings. Besides, the Board of Directors also regularly organizes the meetings with the Board of Directors, with the Directors of Divisions according to each topic.

Accordingly, the Board of Directors and its members have heard the Executive Board reports on the monthly business activities of the whole

bank and detailed reports of each business block as well as the support groups such as information technology, operational processes, risk management, legislation, human resources, ...

The Meetings focused on discussing key issues, greatly impacting on banking operations, making drastic and creative solutions to promote strong business growth, rapid and smooth process, strict risk management, effective compliance system, highly developed resources, improved and improved labour productivity, reasonable cost control to achieve optimal economic efficiency.

Through these meetings, the Board of Directors has directed and instructed and transferred experiences and shared soft skills to key staff of the system, demanding to enhance the responsibility and personal role of each member of the Executive Board, in particular emphasizes the continuous improvement of leadership skills, professional competence and organizational planning capabilities of the members of the Executive Board, Directors of the Divisions, Directors of the Branches ... considers it a core factor to nurture and improve the quality of human resources capable of meeting the medium and long-term development needs of the bank in both scale and profit.

The Board of Directors also asked the Executive Board to strictly implement the Directions of the Government and the State Bank of Vietnam on solutions to regulate monetary policy in order to control the inflation, stabilize the macro economy, re-structure of banking industry, lowering interest rates to support enterprises, especially enterprises in priority industries, cut costs, contribute to social security and sustainable development.

In addition, there are extraordinary meetings, decentralization, taking opinions in written when important issues arise, in order to support the Executive Board in promptly removing difficulties and obstacles in business activities, orientation, change as needed.

## 2. Strategic directions

In 2018, the Board of Directors approved the leading role as the Board of Directors, directed the Bank's strategic work quite professionally, methodically and effectively, making TPBank to obtain the great achievements as follows:

- Building a plan to restructure the Bank for the period 2016-2020 and submit it to the State Bank of Vietnam for approval (June 2018), in which especially paying the attention to solutions for improving financial capacity and credit quality, strong transformation of business model, increasing the proportion of income from non-credit services.
- Directing the listing of TPB shares on HOSE Stock Exchange: On March 22, 2018, TPBank was officially approved by the Ho Chi Minh City Stock Exchange to post up with TPB stock code on HOSE. This is an important milestone for TPBank, expressing the prestige, position and transparency of TPBank in the industry and in the market.
- Increasing the charter capital to increase TPBank's financial capacity: In 2018, TPBank was one of few commercial banks which was approved by the State Bank of Vietnam to increase charter capital 2 times, raising the charter capital from 5,842,105,000,000 VND up to 8,565,892,060,000 VND, in accordance with the schedule as approved by the General Meeting of Shareholders. The equity of TPB is over 10,000 billion VND.
- Continue to strengthen the senior management apparatus: On April 20, 2018, the General Meeting of Shareholders for the term of 2018 - 2023 adopted a new Board of Directors for the term of 2018-2023, still with an 8-member structure, in which, there is 01 independent member with much experience to further enhance the quality for the high-level personnel apparatus of the Bank. The Board of Directors has arranged, assigned to members of the Board of Directors, ensured the promotion of the roles, responsibilities and expertise of all members, especially the responsible members in the Committees directly under the Board of Directors in order to directly improve the efficiency of banking management.
- Developing the Banking ecosystem: seeking and acquiring financial companies, operating in consumer finance, implementing the strategy of developing banking activities to consumer finance sector.
- Continue to consolidate the organizational structure and operation of the Bank in order to promptly meet the new regulations and new guidelines of the State Bank of Vietnam: Directing the review, amendment and supplementation of some regulations on the structure, organization and functions and duties of the Committees, Councils, relevant units and internal documents system in accordance with the Law on amending and supplementing the Law on Credit Institutions, the law on corporate management as applied for public companies, the Circular No.13/2018/TT-NHNN dated 18/5/2018 made by the State Bank of Vietnam on regulating the internal control system of Commercial banks and the risk management standard according to Basel II:
  - Review and submit to the General Meeting of Shareholders to approve the amendment and supplement of TPBank Charter, Regulation on organization and operation of the Supervisory Board, Regulation on organization and operation of the Board of Directors
  - Review and amend, supplement the organizational structure and functions of the Committees and Councils in the direction of the Committees to advise and assist the Board of Directors and the Councils to advise and assist General Director; concurrently ensure the principle that all members of the Board of Directors do not consider and approve risky decisions under the functions and duties of the General Director.
  - Establish the Bank Control Center directly under the Executive Board (operating from January 1, 2019) on the basis of separating the functions and duties of Internal Control from the Banking Audit under the Supervisory Board to ensure the independence of the Bank Audit under the Supervisory Board and compliance department to perform the Inspection Supervision task of the Executive Board.

- Issuing new Risk Management Policies and Risk Management Regulation for key risks (Credit Risk, Market Risk, Operational Risk, Liquidity Risk, Concentrated Risk, Risk interest rate risk on the book).
- Promptly complete the works to early implement regulations on capital adequacy ratio in accordance with regulations of the State Bank of Vietnam in the Circular No.41/2016/TT-NHNN dated 30/12/2016.
- Directing to review the implementation of TPBank strategy for 2016-2020, building and organizing the implementation of TPBank Development Strategy for the period of 2018-2022 and the vision to 2030: Thereby determining the key objectives and development orientations of the Bank in the coming time.
- The Board of Directors always pays attention to network development, directs the Executive Board to expand the branch and Transaction office system, increasing brand identity with customers, paying special attention to developing 24-hour LiveBank sites with the model "Bank without sleep" can serve 24/7, developing QuickPay payment facilities using QRCode, developing new Ebank platform, Savy ... TPBank has opened 100 VTM and will increase the presence of 100 VTM in in 2019. In 2018, TPBank was approved by the State Bank of Vietnam to establish 5 branches and 6 transaction offices and TPBank completed the opening of new branches and 2 transaction offices.

### 3. Relationships with investors

The listing of stocks on the stock market poses a request to the Board of Directors to pay more attention to relationships with investors, bringing a picture of a professional, efficient and transparent bank to the investor community. Accordingly, TPBank has:

- Comply with regulations on information disclosure, ensuring timely information disclosure to the state management agencies.
- All related parties have the right to access TPBank's information in a public and transparent manner through the website of the Bank and Ho Chi Minh City Stock Exchange and the State Securities Commission.
- Investment funds and the domestic and foreign securities companies are always interested in and learn about TPBank through means such as email, phone, or contacting at the Bank's office.
- As for small shareholders, the investor relations department is also very active in answering information and supporting stock depository procedures.
- In 2018, the payment of dividends by shares and bonus shares after a long restructuring period has strengthened the belief as well as secured the rights of shareholders.

## II. ACHIEVED RESULTS IN 2018

- TPBank is continuously ranked and highly appreciated by international organizations. On October 30, 2018, a credit rating firm - Moody's - announced its official announcement of raising TPBank's BCA credit rating from B2 to B1, the highest ranking for Vietnamese banks. BCA is a rating that reflects the internal strength of a financial institution and is considered the most important indicator of Moody's rating indicators. In addition, TPBank is ranked in the Top 100 strongest retail banks in Asia Pacific; TPBank received many prestigious awards from IFC and ADB in the field of trade finance; Receive 3 prestigious international awards for digital banking; Received the fastest growing SME bank award in Vietnam, voted by Global Banking Magazine and Finance Review ...
- At the 10th anniversary of its establishment, TPBank was honored to receive the State Third-class Labour Medal and the Certificate of Merit from the People's Committee of Hanoi City for its outstanding achievements and positive contributions to the industry, through it continues to affirm its goal of becoming a transparent, efficient and sustainable financial institution, bringing the best benefits to shareholders and customers.

## III. OPERATION ORIENTATION IN 2019

### For the operational management and strategic direction

The Board of Directors continues to play a comprehensive and thorough leadership role, supervising and urging Committees under the Board of Directors and directing the Executive Board to conduct analysis, evaluation and forecast changes in the domestic and foreign markets relating to the banking operations; orientations and policies of the Government and the State Bank of Vietnam affecting the business environment, competition situation in order to take the initiative and timely orient and organize the implementation of the operational objectives in 2019 as proposed by the General Meeting of Shareholders and the Board of Directors with the highest determination to successfully complete the business plan in 2019.

Specifically focus on the following key tasks:

- Review the business strategies for the period 2018-2022 and vision 2030. Direct the Executive Board to build an action plan to implement the Strategies as adopted by the Board of Directors, General Meeting of Shareholders. TPBank became the leading bank in Digital Banking and Top 10 multi-functional banks in terms of performance in the period of 2018 - 2022.
- Implementing the Restructuring Scheme associated with handling bad debts in the period 2016-2020 as approved by the State Bank of Vietnam through synchronous and comprehensive solutions to improve financial capacity, operational capacity and management capacity of the bank.
- Strengthening to control the credit quality associated with credit structure and bad debt control; monitor credit growth safely and effectively based on selecting the appropriate customers and low risk industries, supervising and handling bad debt recovery.
- Promote multi-service business, increase the proportion of non-interest income in total incomes; Focus on developing the banking products for transactions, LC, guarantees, trade finance products and foreign exchange products, international payment, insurance and banking services to increase non-credit income (service fees).
- Focus on developing new customers in all RB, CB and IB blocks; maintain and increase the number of customers using multiple (active) and loyal transactions. Continue to expand relations with the domestic and foreign financial institutions, strengthen business cooperation with partners and international organizations.
- Continuing to invest in developing the infrastructure of information technology and digital banking, enhancing security and security. Consistent with the orientation to become the leading bank in development and technology application, directing to focus on deploying the construction of key products on the most modern technology foundation in the financial system of TPBank, bringing the best experience to customers.
- Promote the marketing activities to support business development and build TPBank brand to become the top favorite modern bank in the minds of customers.
- Continue to improve the management capacity, operation and transparency in operations; Review and revise the documents "Banking Administration" according to the new provisions of law and TPBank; Continue to improve the culture of risk management and culture of compliance in the whole bank system. Supervising the Executive Board to strengthen the control of special compliance for regulations/processes at the branch level.
- Strengthen the risk monitoring system, risk management under Basel 2, compliance with the Circular 41/2016 and the Circular 13/2018 of the State Bank of Vietnam, ensuring safety indicators in accordance with the State Bank of Vietnam's regulations and international practices.
- Monitor and manage the budget management in an economized and efficient way.
- Developing a financial ecosystem in addition to commercial banking activities.
- Continue to review and edit the personnel policies to suit with TPBank's operation scale to keep talents and recruit the qualified personnel. Strengthening the training to standardize the titles, planning and development of management staff, improvement of professional capacity and leadership capacity to ensure the quality of human resources for sustainable long-term development of TPBank.
- Continue to expand the branch network and transaction offices as well as the LiveBank VTM system to meet the needs of business development and services for customer.
- Expanding and upgrading facilities to match the size and position of the bank.
- Constantly building TPBank's cultural identity, strengthening 5 core values of TPBank people, building a professional, friendly, solidarity and close working environment.

# 2018 REPORT BOARD OF SUPERVISOR

In 2018, TPBank's organizational and operational scale continued to be developed. The Supervisory Board actively carried out the duties as prescribed, contributing to the whole system of TPBank to complete the business plan and related contents approved by the General Meeting of Shareholders.

## I. MAIN ACTIVITIES OF THE SUPERVISORY BOARD

1. Supervise the BOD and BOM in complying with the provisions of law and the Charter on governance and administration of the Bank; contribute ideas to develop business strategies, risk management orientation and the implementation of resolutions and policies of the Government and the State Bank of Vietnam; give opinions at the meeting of the BOM, the Supervisory Union and the meeting between EXCO and managers.
2. In order to implement the Law amending and supplementing a number of articles of the Law on Credit Institutions and Circular No. 13/2018/TT-NHNN regulating the internal control system, the Supervisory Board has issued a new regulation on the organization and operation of the Supervisory Board; Regulations on the organization and operation of Internal Audit Center (Internal Audit). Internal control system has been set up and operated with three-lines of defense model. The coordination mechanism with the BOD, CEO and specialized units has also been established. Internal Audit has been strengthened and put into operation.
3. Instruct the Internal Audit Center to make and implement the audit plan:
  - Participate in auditing and reviewing audit minutes and reports. Regularly assess and guide Internal Audit to improve the quality of auditing.
  - Review financial statements and review the implementation of safety ratios and risk limits in the banking operations.
  - Complete the on-site audit plan and perform unexpected tasks under the instruction of EXCO, the Supervisory Board and the CEO. Carry out the off-site surveillance regularly and continuously with updated monitoring indicators.
  - Urge to remedy after inspections, audit and coordinate with supervisory units in assessing, grading compliance and sanctions counseling to handle violations.
  - Maintain a periodic newsletter of compliance alerts with administration and control notes.
  - Provide information and reports at the request of state management agencies.
4. Direct the development of the Internal Audit Plan for 2019 on the basis of risk according to the functions and tasks of the third independent protection line for the Internal Control System with key tasks.
5. Update the List of founding shareholders, major shareholders, capital contributing members and related persons of members of the BOD, Supervisory Board, CEO of TPBank.
6. The Supervisory Board maintains 03 members, including 02 full-time members, meeting the required structure. In 2018, the Supervisory Board held 04 regular meetings and regularly exchanged and approved contents of assigned functions and tasks. The members of the Supervisory Board have actively implemented and successfully completed the assigned tasks.

## II- SUPERVISION RESULTS OF BANKING OPERATIONS

### 1. FINANCIAL SUPERVISION AND APPRAISAL OF FINANCIAL STATEMENTS

The Supervisory Board has carried out regular financial supervision and financial statement appraisal. The financial statements were prepared by the BOM and received the unqualified opinion of Ernst & Young, giving a true and fair view, in all material aspects, of the financial position of TPBank at the closing date and of the results of its operations and its cash flows for the year then ended.

### 2. GOVERNANCE AND ADMINISTRATION EVALUATION

- The BOD has timely oriented with important changes in operational governance and administration, ensuring the implementation of the tasks approved by the General Meeting of Shareholders and in accordance with the policies and regulations of state management agencies as well as financial and monetary market developments.
- The BOD and the CEO have issued new documents related to risk governance and monitoring and the internal control system and EXCO has drastically directed the BOM to implement in order to ensure full compliance with Circular No. 13/2018/TT-NHNN.
- The banking restructuring plan for the 2016 - 2020 period has also been directed and supervised by EXCO so that the BOD might achieve results; thereby, improving the asset quality control, especially credit quality, reducing bad debts, strengthening measures to recover overdue debts and bad debts. TPBank has increased its capital and improved the quality of its own capital, well controlled credit growth associated with credit structure, transformed business models from credit activity dependence to multi-service business

models and improved the governance capability and transparency in operations.

- 2018 was evaluated as an effective year in which TPBank has completed and exceeded the business plan targets approved by the General Meeting of Shareholders. Operating safety indicators always complied with the regulations of the State Bank of Vietnam.
- TPBank's network continued to expand and develop. Human resources were quite stable with increasingly improved quality
- Information technology infrastructure continued to be upgraded to meet the requirements of rapid growth. The Digital Banking project was successfully implemented on the basis of applying successful solutions and experiences of leading companies in the world.
- TPBank's risk management activities continued to be strengthened. Basic contents related to improving risk management capability under Basel II, Circular No. 41/2016TT-NHNN and Circular No. 13/2018/TT-NHNN with components such as market risk management, liquidity risk management, interest rate risk management in banking book, financial institution risk management, partner risks and credit risks, etc. were met. The quality of early warning of credit risks was enhanced through reviewing policies, products, credit limits, credit criteria and internal credit ratings.
- Communication programs, brand integration, promotion of banking images, products and services continued to bring positive results. Competitiveness and bank position were improved.
- EXCO has directed the development of TPBank Strategy for the 2018-2022 period and vision to 2030 on a comprehensive level with comprehensive solutions and directed the BOM to make specific action plans.
- In 2018, TPBank continued to be upgraded to B1 by Moody's, notably the Bank's internal strength index BCA.

International financial and ranking organizations have honored and awarded TPBank in the field of Retail; Digital Banking and the Ministry of Finance has awarded certificates of merit to TPBank for good implementation of tax policies and laws.

### 3. EVALUATION OF THE INTERNAL CONTROL SYSTEM

- Control environment:
  - The organizational model of the Bank was established and fully operated with 3 independent protection lines;
  - The system of internal policies and regulations was fully and timely issued to meet the requirements of business management and administration and risk management.
- Risk management system and control points:
  - Risk management apparatus was set up synchronously. The Risk Management Committee has consulted the BOD to manage the Bank's risks from strategies, policies to monitoring mechanism in the implementation;
  - The operation of Credit Risk Management division, Market Risk Management division and Operational Risk Management division was strengthened and improved, contributing to identifying, measuring, controlling and handling risks;
  - The mechanism of limit and decentralization was regularly evaluated and adjusted;
  - Control points in the business process were established and regularly reviewed for validity and prevention of fraud risks;
  - The financial, operational and compliance information system was strengthened to meet the requirements of management and administration. IT system was further supervised, reasonably protected and applied independent back-up mechanisms, ensuring the regular and continuous business operation.

### 4. COORDINATION MECHANISM OF THE SUPERVISORY BOARD WITH THE BOD AND BOM

- The BOD, BOM, and Supervisory Board have actively coordinated in monitoring, inspection and control activities to ensure that the Supervisory Board would implement and complete the tasks according to the laws, the Charter and regulations on the organization and operation of the Supervisory Board;
- There was a mechanism to provide clear and transparent information;
- The recommendations of the Supervisory Board were fully and basically acknowledged by the BOD and BOM to appropriately adjust.

## III. KEY TASKS OF THE SUPERVISORY BOARD IN 2019

1. Supervise the compliance with the provisions of law, the Charter and Resolutions of the General Meeting of Shareholders in the management and administration of the Bank.
2. Instruct the Internal Audit Center to build and implement the strategic development roadmap of the Internal Audit on the basis of TPBank development strategy.
3. Orient the internal auditing activities according to the key tasks and direct the Internal Audit Center to complete the audit plan for 2019.
4. Regularly appraise financial statements and supervise the Bank's financial position, the legality in the activities of members of the BOD, the BOM and the coordination between the Supervisory Board and the BOD, CEO and Shareholders.
5. Audit the implementation and reporting of the conduct of the Bank Restructuring Plan at the request of the SBV.
6. Implement the Internal Audit process for independent testing and assessment of the compliance and suitability of internal mechanisms, policies, regulations on senior management monitoring, internal control, risk management and internal evaluation on the sufficient capital level of the BOD, CEO, related individuals and departments as stipulated in Circular No. 13/2018TT-NHNN. Assess the implementation of capital adequacy ratio according to Circular No. 41/2016/TT-NHNN.
7. Strengthen the coordination mechanism of the Supervisory Board with related units and regularly advise the BOD and BOM in improving the control environment, enhancing the effectiveness of governance, risk management and compliance (GRC) in order to bring benefits and enhance the position and competitive advantages for the Bank.
8. Coordinate recruitment, improve training on risk-based audit techniques and apply new technology and auditing tools to improve the quality and efficiency of Internal Audit.





# 2018 **ACTIVITY REPORT**



01

On the occasion of 10-year anniversary of establishment, TPBank received the Third-class Labor Medal from the Party and the State

"TPBank's 10-year journey is the journey to conquer millions of customers' hearts with outstanding products, dedicated services, ceaseless creativity and above all, insight to accompany and share"- Mr. Do Minh Phu, Chairman of Board of Directors



02

555 million shares were successfully listed on the stock exchange

On April 19, 2018, Ho Chi Minh City Stock Exchange announced and made the listing decision on welcoming the first trading day of 555 million TPB shares of TPBank.



03

TPBank increased its charter capital to over VND 8,566 billion, owner's equity to over VND 10,000 billion

In October 2018, the State Bank of Vietnam approved in writing the increase of TPBank's charter capital from over VND 6,718 billion to over VND 8,566 billion. Previously, in August 2018, the State Bank of Vietnam decided to approve TPBank's capital increase from VND 5,842 billion to VND 6,718 billion through the private issuance of 87.6 million shares in June 2018.



ADB

ASIAN DEVELOPMENT BANK

07

TPBank received many prestigious awards from IFC and ADB in the field of trade financing

In May 2018, International Finance Corporation (IFC) awarded the title of "the best issuing bank in the field of Trade Financing for smart climate change adaptation projects in East Asia - Pacific Region" to TPBank. In September 2018, Asian Development Bank (ADB) honored TPBank as a bank with excellent trade financing for SMEs.



08

Digital banking has achieved many outstanding achievements

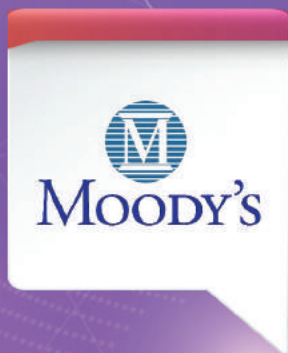
In January 2018, the Asian Banker magazine awarded TPBank 3 prestigious international awards in the banking sector: Best Internet Banking Initiative of the Year; Best CRM project in Vietnam; Best Customer Care and Management System in Vietnam; Best ATM and Kiosk Project in Vietnam; The best automated bank in Vietnam is the first bank to successfully deploy a voice-based customer recognition system with many other attractive new features such as fingerprint-based withdrawal and QR code, etc.



09

TPBank received the award of the fastest growing SME bank in Vietnam as voted by Global Banking and Finance Review

In December 2018, Global Banking and Finance Review awarded the title of "the fastest growing SME Bank" in Vietnam to TPBank. The Review's representative said that this award was given to TPBank based on the following criteria: the growth of SME customers in the year, the number of products and financial services for SME customers and the growth rate of revenue from this customer segment.



04

TPBank has continuously been upgraded to B1 by Moody's, notably its internal strength index (BCA).

On October 30, 2018, the credit rating agency -Moody's made an official announcement of raising TPBank's BCA credit rating from B2 to B1, which shows its internal strength has improved markedly.



05

TPBank was ranked as one of the Top 100 strongest retail banks in Asia Pacific

The Asian Banker magazine ranked TPBank as one of the Top 100 strongest retail banks in Asia Pacific in 2017 thanks to the high appreciation of sustainability, sales capacity as well as transparency in business value and brand value.



06

Ministry of Finance awarded certificates of merit to TPBank for compliance with tax policies and laws. TPBank was one of 8 banks honored to receive the certificate of merit from the Ministry of Finance in the emulation movement for "Well implementing tax policies and laws in 2017". This is the second consecutive year that TPBank has received this award.



10

Pre-tax profit reached VND 2,258 billion, exceeding the set target

At the end of 2018, TPBank's gross pre-tax profit reached VND 2,258 billion, nearly doubled compared to the same period of 2017. TPBank's total assets reached VND 136,179 billion, charter capital reached VND 8,566 billion, market outstanding loans reached VND 84,329 billion, total capital mobilization reached VND 181,592 billion. Especially, bad debt was only 0.78%.

# TOPTEN HIGHLIGHTS of 2018



## I. OVERVIEW OF THE ECONOMY AND BANKING INDUSTRY IN 2018

### 1. GENERAL ECONOMIC CONTEXT

The world economy context in 2018 grew slowly and had potentially unpredictable factors. Global trade increased more slowly than expected, global inflation tended to rise drastically. In Vietnam, in addition to the advantages from positive results in 2017, its economy also faced complicated weather conditions, affecting food and foodstuff price, inflation control targets; making low disbursement of public investment.

The gross domestic product (GDP) for the whole year of 2018 increased by 7.08%, the highest growth since 2008, confirming the timeliness and efficiency of the solutions issued and directed by the Government drastically and efforts of all levels, branches and localities. The average consumer price index (CPI) in 2018 increased by 3.54% compared to that of 2017. With this growth, the Government's target of controlling inflation and keeping the average CPI in 2018 below 4% reached.

### 2. BANKING ACTIVITIES IN 2018

By the end of 2018, the total means of payment increased by 12.5% compared to the end of 2017. The interest rate was stable in the context of higher international market interest rate. Accordingly, the State Bank of Vietnam adjusted the interest rates in line with macroeconomic and monetary developments, focusing on regulating liquidity and meeting liquidity requirements of credit institutions. The interest rate of credit institutions in 2018 was basically stable with the short term loan interest rate of about 6-9%/year, medium and long-term loan interest rate of 9-11%/year. The growth was adjusted in line with the macro balancing, meeting the capital demand of the economy, concentrating credit on production, business and credit; of which risk areas were strictly controlled. Credit increased by 14% compared to 2017.

The foreign currency market was stable, the SBV continued to buy foreign currency to supplement the State foreign exchange reserve, contributing to controlling inflation. Thanks to that, the market was stable and liquidity was guaranteed. Bad debt handled an important step. As of the end of December 2018, the whole system of credit institutions handled VND 149,220 billion dong of bad debt, the internal non-performing loan ratio of credit institutions was 1.89%, lower than that at the end of 2016 (2.46%) and the end of 2017 (1.99%).

Payment, which was also one of the leading industries actively applying the achievements of Technology Revolution (CMCN) 4.0, improved quality, increased utilities, promoted non-cash payment (NCP).

For TPBank, the 2018 was assessed as an effective year with pre-tax profit of VND 2,258 billion, exceeding the plan assigned by the General Meeting of Shareholders, nearly doubling that in the same period in 2017. The total mobilized capital of TPBank as of December 31, 2018 reached VND 118,591 billion, an increase of nearly 4% compared to the end of 2017. Its credit activities increased nearly 18.3% compared to the end of 2017 with the total outstanding loans of nearly VND 84,330 billion. TPBank's credit quality continued to be strictly controlled. In particular, NPL ratio was 1.1%, much lower than that prescribed by SBV. Operational safety indicators always complied with SBV's regulations and requirements of partners.

## II. BUSINESS RESULTS AND BUSINESS INDICATORS IN 2018

### 1. OPERATION HIGHLIGHTS OF TPBANK

In 2018, TPBank recorded the top 10 outstanding results:

**On the occasion of 10-year anniversary of establishment, TPBank received the Third-class Labor Medal from the Party and the State**

TPBank made a breakthrough with impressive results during the past 10 years. At the 10th anniversary, TPBank was honored to receive the Third-Party Labor Medal from the communist Party and the State.

### **Pre-tax profit reached VND 2,258 billion, exceeding the set target**

TPBank had an effective year with excellent business results and almost all targets exceeding the plan of the General Meeting of Shareholders. At the end of 2018, TPBank's gross pre-tax profit reached VND 2,258 billion, nearly doubled over the same period in 2017. TPBank's total assets reached VND 136,179 billion, charter capital reached VND 8,566 billion, market outstanding loans 1 reached VND 84,329 billion, total mobilized capital reached VND 118,591 billion. Credit quality was strictly controlled, non-performing loan ratio was still well controlled at 1.1%.

### **555 million shares were officially listed on Ho Chi Minh City Stock exchange**

On April 19, 2018, 555 million TPB shares were officially listed on the stock exchange at a starting price of VND 32,000/share, equivalent to the market capitalization value of nearly VND 17,760 billion or about US\$ 800 million.

### **TPBank's charter capital increased to over VND 8,566 billion, owner's equity over VND 10,000 billion**

In April 2018, the State Bank of Vietnam decided to approve TPBank's capital increase from VND 5,842 billion to VND 6,718 billion through the private issuance of 87.6 million shares. In October 2018, the SBV continued to approve TPBank's charter capital increase in writing from over VND 6,718 billion to more than VND 8,566 billion by paying dividends in shares and bonus shares from retained earnings and capital surplus.

### **TPBank and IFC signed a long-term syndicated loan contract of US\$ 100 million**

IFC appreciated the solid and healthy progress of TPBank as well as its contributions to the general development of the Vietnamese business community, especially small and medium enterprises. Along with this investment, IFC will also consult TPBank in the areas of banking management, risk management and development capacity. Besides, IFC has also increased TPBank's global trade financing limit to US\$ 60 million.

### **TPBank has continuously been upgraded to B1 by Moody's, notably its internal strength index (BCA)**

In 2018, in just 4 months, TPBank was upgraded 3 times by Moody's with many important evaluation criteria.

On October 30, 2018, the credit rating agency- Moody's made an official announcement of raising TPBank's BCA credit rating from B2 to B1.

Previously, Moody's also raised TPBank's deposit and domestic bank deposit and long-term deposit ranking from B2 to B1 with stable prospects. Along with this assessment, Moody's also rated TPBank's long-term debt issuer and partner risk rating at B1.

### **TPBank was ranked as one of the Top 100 strongest retail banks in Asia Pacific**

The Asian Banker magazine ranked TPBank as one of the Top 100 strongest retail banks in Asia Pacific thanks to the high appreciation of sustainability, sales capacity as well as transparency in business value and brand value.

### **Ministry of Finance awarded certificates of merit to TPBank for compliance with tax policies and laws**

TPBank was one of 8 banks honored to receive the certificate of merit from the Ministry of Finance in the emulation movement for "Well implementing tax policies and laws in 2017". This is the second consecutive year that TPBank has received this award.

### **TPBank received many prestigious awards from IFC and ADB in the field of trade financing**

In May 2018, International Finance Corporation (IFC) awarded the title of "the best issuing bank in the field of Trade Financing for smart climate change adaptation projects in East Asia - Pacific Region" to TPBank.

In September 2018, Asian Development Bank (ADB) honored TPBank as a bank with excellent trade financing for SMEs.

### **TPBank received awards from prestigious domestic and foreign organizations**

Digital banking has achieved many outstanding achievements, received 3 prestigious international awards from the Asian Banker magazine: Best Internet Banking Initiative of the Year; Best CRM project in Vietnam; Best ATM and Kiosk Project in Vietnam - The best automated bank in Vietnam. In addition, in 2018, TPBank was the first bank to successfully deploy a voice-based recognition system with many other attractive new features such as fingerprint-based cash withdrawal, QR code, etc.

In December 2018, TPBank received "the fastest growing SME bank in Vietnam" award voted by Global Banking and Finance Review.

## 2. MAIN FINANCIAL INDICATORS IN 2018

**Table 1: Some main financial indicators**

*Unit: Billion dong*

No.	Indicators	2018	2017	2018 plan	+/- compared to the end of 2017	Completion percentage of 2018 plan
1	<b>Total assets</b>	<b>136,179</b>	<b>124,119</b>	<b>133,000</b>	<b>12,060</b>	<b>102.39%</b>
2	<b>Charter capital</b>	<b>8,566</b>	<b>5,842</b>	<b>8,533</b>	<b>2,724</b>	<b>100.39%</b>
3	<b>Total mobilized capital, include</b>	<b>118,591</b>	<b>114,669</b>	<b>115,114</b>	<b>3,922</b>	<b>103.02%</b>
3.1	Customer deposits	84,853	73,780	84,796	11,074	100.07%
3.2	Deposits & borrowings from other credit institutions	33,491	38,261	27,690	(4,770)	120.95%
3.3	Trust fund	247	2,628	2,628	(2,381)	9.41%
4	<b>Outstanding loans and bonds issued by economic organizations</b>	<b>84,329</b>	<b>71,296</b>	<b>84,364</b>	<b>13,033</b>	<b>99.96%</b>
4.1	Loans to customers	78,458	64,007	73,430	14,451	106.85%
4.2	Investment in bonds issued by economic organizations	5,871	7,289	10,934	(1,418)	53.69%
5	<b>Non-performing loan ratio (*)</b>	<b>1.1%</b>	<b>1.08%</b>	<b>&lt;2%</b>	<b>0.02%</b>	
6	<b>Pre-tax profit</b>	<b>2,258</b>	<b>1,206</b>	<b>2,200</b>	<b>1,052</b>	<b>102.64%</b>
7	<b>CAR</b>	<b>10.24%</b>	<b>&gt;9%</b>	<b>&gt;9%</b>	<b>-</b>	<b>-</b>
8	<b>ROE</b>	<b>20.874%</b>	<b>15.6%</b>	<b>20.3%</b>	<b>5.2%</b>	

Total assets of TPBank as of December 31, 2018 reached VND 136,200 billion, an increase of nearly 10% compared to the end of 2017. Total mobilized capital reached nearly VND 118,600 billion, of which capital structure and capital use also had quality changes when market mobilization 1 reached VND 84,853 billion, an increase of 15% compared to the end of 2017 (equivalent to VND 11,074 billion), making the borrowing and market mobilization ratio 2 decrease to 28 % from 33% as of December 31, 2018.

Credit activities of TPbank continued to grow well while ensuring credit growth allowed by SBV with total outstanding loans of nearly VND 84,329 billion. Credit quality of TPBank was strictly controlled with the non-performing loans of over 1.1%, much lower than average of the whole industry.

TPBank's total net operating income in 2018 reached VND 5,627 billion, of which net interest income was VND 4,378 billion, accounting for 77.8%; Non-interest net income reached VND 1,249 billion, accounting for 22.2%. Profit before provision for credit risk reached VND 2,780 billion. In 2018, the bank set aside VND 522.3 billion in risk provision, of which provision for customer loans was VND 300.4 billion (general provision of VND 105.6 billion, specific provision of VND 194.8 billion) and provision for VAMC bonds of VND 221.9 billion.

Pre-tax profit, after establishing all provisions, reached VND 2,258 billion, an increase of VND 1,052 billion, equivalent to an increase of 87% compared to that in 2017, at the same time, exceeding the 2018 plan with completion percentage of 102.6%.

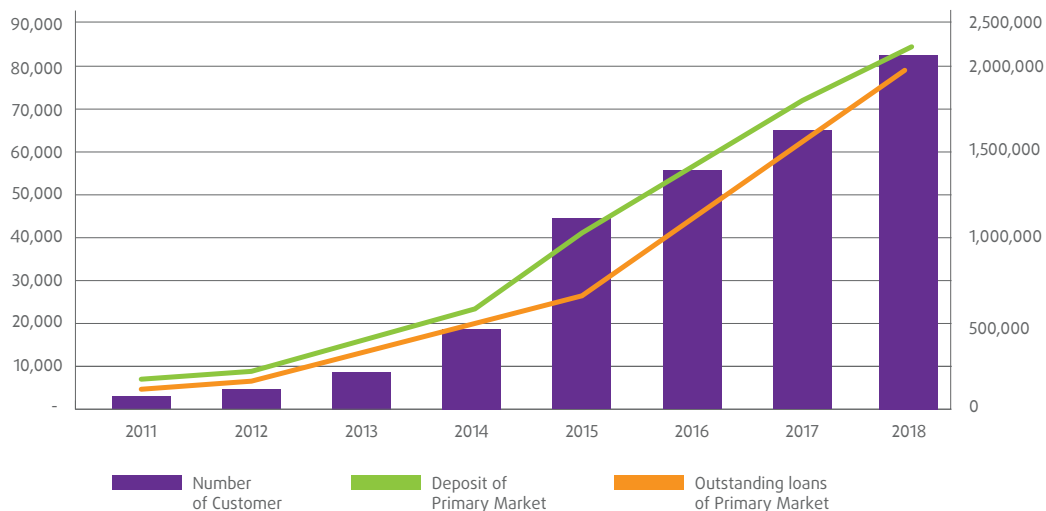


Figure 1: Mobilization trend, outstanding loan TT1 and number of customers over the years

Total assets as of December 31, 2018 reached VND 136,200 billion, increased by VND 12,060 billion compared to December 31, 2017, in which market mobilized capital 1 increased by VND 11,074 billion, equivalent to 15% of market loans 1 (excluding government bonds), increased by VND 14,452 billion, equivalent to 22.6%. Customer network continued to be expanded, increasing more than 54,000 customers (32.2%) compared to 2017, reaching 2,264,952 customers. This was an important foundation for TPBank to continue developing in the future.

### 3. RESULTS OF SPECIFIC OPERATIONS

#### 3.1 Capital mobilization

Market capital mobilization 1 as of December 31, 2018 reached VND 84,853 billion, an increase of 15% compared to 2017; in which, demand deposits of customers reached VND 14,552 billion, accounting for 17.15% of market capital mobilization 1. Capital mobilization in foreign currency reached VND 9,302 billion, an increase of VND 1,458 billion (18.6%) compared to the end of last year, accounting for 11% of market capital mobilization 1. Especially, in 2018, TPBank maintained an effective mobilization orientation and built TPBank as a safe bank with deposit interest rates at the medium level of the market.

TPBank introduced more new products to meet the growing needs of customers. Mobilization growth was in line with the orientation and TPBank's capital needs. Mobilized products have focused on diversifying the list of savings products to meet both TPBank's macro needs and the needs of customers.

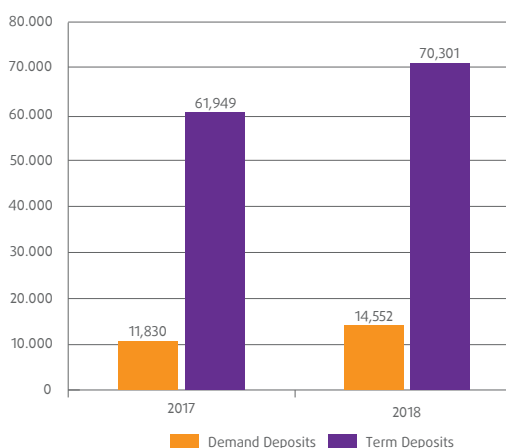


Figure 2: Capital mobilization structure by term

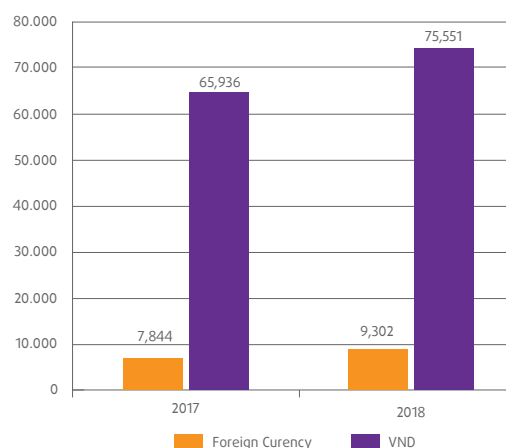


Figure 3: Capital mobilization structure by currency

3.2 Capital use

3.2.1 Credit

TPBank’s credit policy closely attached to credit activities in line with its strategic orientation, which helped to improve the credit granting and asset appraisal process in TPBank in the past effectively.

Market credit balance 1 by the end of 2018 reached VND 84,329 billion, of which customer loans reached VND 78,458 billion and corporate bonds reached VND 5,871 billion.

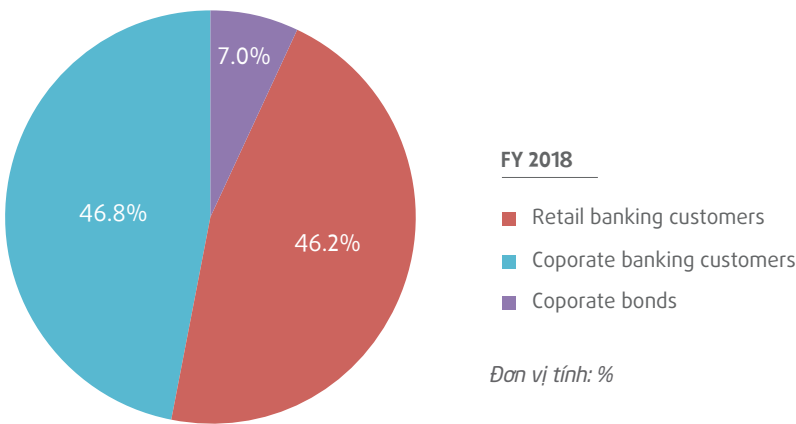


Figure 4: Lending operation

For the individual customers, in addition to continuing to develop key lending sectors, business divisions captured opportunities in the market to increase outstanding loans right from the beginning of 2018 to increase profits and market share for TPBank. Individual customer loans increased by 51% compared to 2017, showing the efforts and capabilities of the sales team, and the effectiveness of loan products to meet the diverse needs of customers. Lending margin increased by 0.3% due to active price adjustments which contributed significantly to net revenue growth from loan interest, increasing NII for the Bank.

For the corporate customers, outstanding loans increased slightly by 3% compared to 2017. Some products have been successfully implemented such as: car loan for corporate customers, fast loans, etc. attracting more and more new customers, increasing disbursed sales; the package financing for construction industry has created favorable conditions for businesses to access and provide credit for businesses in this industry. The corporate customer segment in 2018 marked new products such unsecured loans for corporate customers, which were competitive products that met customer needs.

In addition, the corporate customer segment also promoted non-interest income activities, focused on building and improving a lot of products, including some key products such as Guarantee and Commitment of Financial Arrangements, LC/LC UPAS, etc. which were evaluated as good competition in the market.

Efforts in dealing with non-performing loans and good credit growth helped credit quality continue to be improved. TPBank’s non-performing loan ratio was only 0.82% and if any, including bad debts due to reclassification by the highest debt group of customers at other banks at only 1.1% as of December 31, 2018, much lower than the industry’s average.

3.2.2 Investment and foreign currency and gold trading

TPBank’s portfolio continued to be managed on the basis of ensuring profitability, liquidity and compliance with the SBV’s regulations.

As of December 31, 2018, total investment in Government bonds and bonds issued by other credit institutions reached VND 19,257 to ensure TPBank’s liquidity as well as diversify its portfolio structure.

In 2018, the Government bond market, after dropping sharply at the beginning of the year, entered into a period of medium-term interest rate increase. TPBank took advantage of short-term opportunities to sell a large amount of bonds to the market before the growth wave started. In addition to Government bonds, TPBank also made constant efforts to find other valuable papers that brought about high profitability on the basis of effective risk management. The Government bond business in 2018 was still considered as a profitable channel and successfully completed the proposed business plan. TPBank continued to be recognized as a Government debt instrument market maker out of 12 eligible banks in 2019 by the Ministry of Finance.

Foreign exchange activities for corporate customers and personal services developed, customer network was expanded and sales increased drastically. In 2018, this business field brought about profits of over 81.3 billion dong to TPbank..

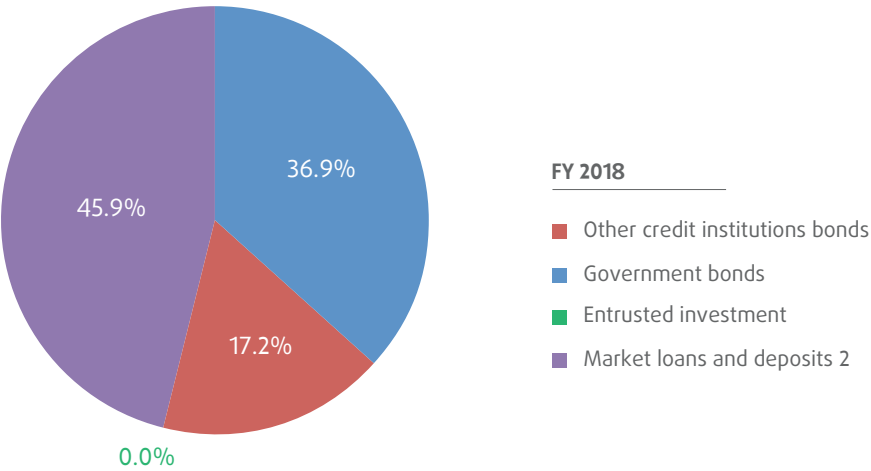


Figure 5: Investment structure in 2018

3.2.3 Financial institution activities (FI)

For partnership - limit: In 2018, FI expanded many limits and partnership with domestic and foreign financial institutions (Financial Institutions), bringing significant profits and ensuring liquidity for TPBank.

For trade financing activities with partner banks: Actively deploying trade financing products with partner banks, especially L/C UPAS products, which has contributed to an increase in service fees and non-interest income for TPBank. On that basis, TPBank was awarded “The Best SME deal” from ADB. This was also a development step of TPBank in trade financing when TPBank first acted as a Confirming bank (Confirming bank).

In 2018, TPBank was raised its ranking 3 times by Moody’s with many important evaluation criteria. TPBank’s BCA credit rating was raised from B2 to B1.

3.3 Risk management

In 2018, TPBank’s risk management system was boosted, non-performing loan ratio was maintained according to plan and much lower than the SBV’s permissive level. There were no operational losses and potential risks. Operation safety indicators were maintained and improved positively.

Some basic contents related to improvement of operational risk management capacity have been implemented, namely: well performing tasks to comply with Basel II, Circular No. 41/2016/TT-NHNN and Circular No. 13/2018/TT-NHNN with components: market risk management, liquidity risk management, interest rate risk management in books, financial institution credit risk management, counterparty risk and credit risk with loans of which collaterals were stocks; Strengthening the quality of early warning of credit risks through periodic review of credit records; warning and supporting business units in making solutions to timely handle and reduce risks for TPBank.

TPBank always strictly complied with the regulations on capital adequacy ratio of the State Bank of Vietnam and commitments with foreign partners, specifically as required by Circular No. 36/2014/TT-NHNN dated November 20, 2014 about “the Regulations on limits and safety ratios in the operations of credit institutions and foreign bank branches”, the minimum capital adequacy ratio was always maintained at over 9%, the ratio of total assets for immediate payment to total liabilities immediately payable maintained at over 10% (According to the SBV’s regulation, not less than 10%), the next 30-day payment ratio of each currency was always maintained at above 50% for VND; over 10% of foreign currencies converted to VND in accordance with the SBV’s regulations. The ratio of short-term capital to medium and long-term loans was always maintained at less than 45% (According to the SBV’s regulation, not more than 45% at the end of 2018). As of December 31, 2018, this ratio of TPBank was 33%. As of December 31, 2018, liquidity reserve ratio at 15.82%; the next 30-day payment ration for VND at 173.88%;

## 3.4 Operations of Divisions and Supporting units

### 3.4.1 Personnel affairs and Training

The total number of employees of the whole system as of December 31, 2018 was 4,985 people, an increase of nearly 3% compared to the end of 2017, mainly due to the establishment of new branches at some key locations.

TPBank developed a mechanism to promote productivity for supporting units, help to control human resources and improve average productivity by more than 50% compared to 2017 in these units, thereby saving costs significantly; continued to review and adjust the staffing at the business units to ensure that personnel arrangement was line with the actual operation requirements.

In 2018, 598 training courses were conducted for 14,284 employees, increasing 8.53% compared to 2017 (551 courses). Especially, in 2018, TPbank developed programs and held E-learning courses to shorten the training time and increase the number of learners.

### 3.4.2 Information Technology (IT)

In 2018, the IT Division focused on supporting business development through new product projects, continued to upgrade infrastructure to meet rapid growth; successfully implemented the Digital Banking project on the basis of applying solutions and successful experiences of leading companies in the world, specifically

- Planning to expand the infrastructure system, especially the storage system to meet business requirements. Successfully deploying the project of upgrading infrastructure, activating the card system, re-planning the standards of connecting software systems.
- Continuing improvement and operational automation to increase productivity for units and enhancing system monitoring. Using supporting tools to automate the import of data from FCC to LOS, a number of stages for operations such as post-control, payment, reconciliation and review, etc. Using automatic warning tools in monitoring system and some operations in operation.
- Continuing implementing the Enterprise Survive Bus - ESB project (phase 2) to transfer the entire application integration to ESB. Completing the ESB transformation plan in 2018; whereby most important interfaces have been included in the ESB by internal resources.
- Deploying API project in order to integrate external applications according to new technology trends.
- Successfully implementing the Datawarehouse Project (Phase 2) and putting it into official operation; in addition to exploitation of more than 100 reports, standardizing all existing data sources to achieve the initial goals.
- Deploying the websites using new technology to meet the requirements of security and high-load capacity.
- Managing NAC intranet access and focusing on Internet to control equipment attached to the system, automatically isolating and preventing the system access through strange devices, devices with infected malicious code.
- Improving internal service quality through the application of ITIL and ISO 20000. TPBank focused on reducing the error rate with eBank, card services as a top priority.
- Implementing many other projects to support the development of new products and connect with many partners.

### 3.4.3 Product and customer development

In 2018, TPbank continued to implement various programs and products and services for different customer segments:

#### *Personal customers*

More and more banks participate and make investment in individual customer segment. The competition in the market increases and product differences are not much; therefore, competitiveness mainly depends on price and service. TPbank promoted the development of products to improve the net income from fees instead of focusing on credit growth in the previous years. Digital products were developed and expanded, namely: QuickPay, Savy and service products on LiveBank. Digital banking development activities originated from applications, products and services from upgrading eBank v9. Savings products via Savy app, QuickPay and T'Aio were introduced. The LiveBank network was expand and had more functions and services. TPBank has nearly 100 Livebank points nationwide so far.

In addition, TPBank also focused on products that met the needs of financial protection (life and non-life insurance products) and investment needs (bond, fund certificates, settlement transfer). At the same time, it also expanded its product portfolio to increase accessibility and develop new potential customers.

### ***Corporate customer***

Keeping close to customers' needs, TPBank has issued a series of basic, core and competitive products.

For e-banking for businesses (eBank), TPBank constantly improved eBank products to suit customers according to different segments from small and medium to large scale; promoted the connection between its eBank system with the enterprise accounting system to help them implement transactions quickly and conveniently. The features on eBank were also increasingly diversified to help enterprises fully take the initiative in financial management such as international transfer; send transaction documents directly via eBank without having to go to the bank.

### ***3.4.4 Network development***

As of December 31, 2018, the total number of LiveBank nationwide was 100. TPBank's branch network were located all three regions with 75 transaction points. Its operation locations were located in concentrated and densely populated areas with outstanding identification characteristics and effective business operations.

## **4. LIMITATIONS**

In addition to the achieved results, TPBank's activities in 2018 still existed some limitations to be overcome and improved, specifically

### **4.1 Business operations**

- Operating income has been improved, increasing the proportion of fee income but this source has not been diversified, still depended on net interest income, the proportion of non-interest income was not high.
- Transaction network needs to be further expanded to meet the Bank's growth needs in the future.
- Management cost in 2018 was improved but was still high, needing to continue to be improved positively.

### **4.2 Personnel affairs**

- It is necessary to continue to focus on improving the effectiveness, especially work performance of support staff, communication officer
- It is required to improve operating procedures and increase processing speed, limiting risks and errors when operating the system with large personnel scale.



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INNOVATIVE DIGITAL BANK  
IN VIETNAM**

**FOR 4 CONSECUTIVE YEARS**  
2014 | 2015 | 2016 | 2017

GLOBAL FINANCIAL  
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BEST INTERNET BANKING PRODUCT

 **TPBank**  
*A deeper understanding*

BE PROUD TO RECEIVE  
**THE LABOR MEDAL**







# 2019 **BUSINESS** **PLAN**

# 2019 BUSINESS PLAN

TPBank's business results in 2018 were evaluated well. The financial targets met and exceeded the plan and it always complied with the operational safety standards in accordance with the SBV's regulations. According to the strategy until 2020 and the set out roadmap, 2019 is a key year with the goal of sustainable and effective development, striving to become one of the leading banks in Vietnam, TPBank gives priority to focusing on identified key areas such as: Promoting sponsorship of high technology application companies and units; Focusing on supporting industries, especially small and medium enterprises, which is the field that TPBank has outstanding competitive advantages compared to other banks, especially with the goal of becoming the leading Digital Bank in Vietnam.

In addition to implementing the above goals, TPBank continues to strengthen the fundamental factors such as risk management system; management information system, technology infrastructure; improve the organizational structure and human resources to enhance the quality of the whole bank operations towards improving efficiency, service quality and brand identity.

With such orientation and goals, TPBank's Board of Management would like to propose the Business Plan (2019) and action programs and solutions to achieve the proposed plans to further improve management efficiency and overcome the existing limitations.

## 1. BUSINESS GOALS IN 2019

Specific business goals in 2019 are:

Table 2, Business plan until the end of 2019

Unit: VND Billion, %

No.	Indicators	2018	2019 plan	Growth rate
1	<b>Total assets</b>	<b>136,179</b>	<b>158,000</b>	<b>116.02%</b>
2	<b>Charter capital</b>	8,566	10,000,	.116.74%
3	<b>Total mobilized capital</b>	<b>118,591</b>	<b>142,309</b>	<b>120.00%</b>
3.1	Customer deposits	84,853	102,790	121.14%
3.2	Deposits & borrowings from other credit institutions	33,491	39,519	118.00%
3.3	Trust fund	247	-	-
4	<b>Outstanding loans and bonds issued by economic organizations</b>	<b>84,329</b>	<b>101,195</b>	<b>120.00%</b>
4.1	Loans to customers	78,458	95,030	121.12%
4.2	Investment in bonds issued by economic organizations	5,871	6,165	105.00%
5	<b>Non-performing loan ratio (*)</b>	<b>1.10%</b>	<b>&lt;1.5%</b>	
6	<b>Pre-tax profit</b>	<b>2.258</b>	<b>3.200</b>	<b>141.72%</b>
7	<b>CAR</b>	<b>10.24%</b>	<b>&gt;9%</b>	-
8	<b>ROE</b>	<b>20.87%</b>	<b>20.87%</b>	-

Notes:

(1) Planned outstanding loan and business bill investment is VND 96,978 billion, to be approved by SBV.

(2) Pre-tax profit of VND 3,200 billion is the individual unincorporated bank profit. TPBank plans to buy back a finance company, then adjust the data according to the consolidated statements.

(3) The Bank will repurchase all/part of VAMC bonds subject to the number exceeding the pre-tax profit plan to handle at least VND 500 billion bad debts sold to VAMC.

Thus, according to the proposed plan, in 2019, TPBank will reach total assets of more than 158,000 billion dong; Unincorporated pre-tax profit of VND 3,200 billion; NPL ratio is under control and below 1.5%; safety ratio in banking operations is always guaranteed, liquidity is always good.

## 2. ACTION PROGRAMS AND IMPLEMENTATION SOLUTIONS

### 2.1 Business strategy

#### 2.1.1 For personal customers

##### **Market**

- 2019 continues to be a potential year for the personal customer segment market, retail banking operations take place in a favorable environment with many opportunities

##### **Customer**

- Set up specific product sets for each specific customer segment. Promote cross-selling right from the start of customer relations - use of products at TPBank.
- Continue to develop and find breakthrough solutions for account customers. Continue to find potential partners to coordinate and develop the number of new customers faster.

##### **Products and services**

- Prioritize the development of unsecured loans, credit cards and international debit cards; aim at customers with large quantity targets.
- Continue to diversify and perfect policies to encourage Bancassurance product sales, particularly, focusing on Life Insurance.
- Deploy new Digital Bank products to target specific customer groups who have demand for savings, payment, super-micro capital financing, etc.
- Develop new business models through exploiting business channels such as Live Bank, Mobile App and partnerships. Focus on developing sales teams specializing in main products, selling force by Digital sales.

#### 2.1.2 For corporate customers

##### **Market and customer**

- Continue to promote the sectors that have been TPBank's strengths in 2018.
- For high risk sectors, check and control the growth of outstanding loans. Only increase the right target customers selected to limit risk.
- Select projects based on a thorough evaluation of investors and the feasibility of the project.

##### **Product and service**

- Promote unsecured loans in combination with monitoring customer lists to ensure control of overdue debts and bad debts.
- Continuously review, improve products and promote the sale of corporate credit cards.
- Give priority to increase the number of customers and international payment turnover. Priority products are: TTR international transfer, opening and payment of import L/C, UPAS L/C.
- Simplify transactions on ebank, expand partnerships for the goal of increasing the number of customers using ebank.
- Develop products and standardize deposit regulations to attract payment deposits and Escrow deposits.

#### 2.1.3 Capital and management of liquidity capital, gold and foreign currency trading activities

- Continue to balance capital sources and interbank loans, ensure full liquidity and compliance with the regulations of the State Bank of Vietnam (compulsory reserve, liquidity ratio, etc.) on the basis of maximizing mobilized capital and capital use efficiency, ensuring the turnover and business targets of assigned capital.
- Maintain and develop trading relationships with existing institutions and a number of new financial institutions and banks to serve the maintenance and expansion of operations in Market 2.
- Monitor interest rates, CPI and other macro factors to look for investment opportunities.
- Develop a list of Government Bonds, Credit Institution Bonds, and good interest rate deposit certificates to ensure safety of credit risks and liquidity risks

- Participate, contribute positively to market development activities, design market standard criteria such as short-term standard interest curve.
- Actively participate in the foreign exchange market to become one of the top 10 banks operating on the foreign exchange market, effectively participate in the international foreign exchange market with G7 transactions.
- Develop interest rate and exchange rate derivative products to provide financial solutions for corporate customers.

#### **2.1.4 Investment and Depository banks**

- Strengthen research and seek trustable bond issuers with attractive interest rates and ensure market liquidity. At the same time, exploit the demand of bond customers at all banking products and services.
- Develop services for securities companies, Fund Companies, Fund Management.
- Continue to provide services for Enterprise Bond Management: Depository and Payment Agents, Account Management Agents.
- Deploy consolidation of traditional depository services.

#### **2.1.5 Financial institutions (FI)**

- Continue to strengthen and expand deep relations with existing domestic and foreign financial institutions while seeking new potential partners.
- Focus on strengthening trade financing limits from financial institutions for TPBank to meet its growth needs.
- Closely follow TPBank's medium and long-term demand plan and continue to look for good price capital sources from overseas financial institutions.

#### **2.1.6 Risk management and control, Internal auditing**

- With sustainable development orientation, TPBank prioritizes to strengthen general risk management capabilities; review and upgrade the national risk classification model in TPBank's activities, continue to review and update the management framework of market risk, liquidity risk, financial institution risk, and investment risks, collateral risk which is the financial asset of TPBank and at the same time develop book interest rate risk management framework, ensuring compliance with the requirements of the State Bank of Vietnam and Basel II.
- Raise the overall awareness of operational risk prevention in general, fraud risk in particular, reduce losses and business interruptions caused by operational risks.
- Continue to improve the credit risk management system to develop close relationships with customers, strengthen customer care policies in a reasonable and effective way.
- Strengthen compliance inspection and supervision to detect errors early, request timely correction and limit risks for banks. Develop guidelines to identify customers for the money laundering prevention.
- Complete the organizational structure and auditing and compliance control apparatus. Establish inspections at the units, strengthen the thematic audits, well control the compliance with the process and the ethics of the staff, identify and assess the problems that are likely to occur. Strengthen regular monitoring of remote compliance, promote the role of effective remote monitoring on the arising operations of the Bank,
- Complete the review of documents to avoid gaps in the processes and operation regulations at the units. Ensure smooth operation without risk. Maintain and improve the quality of customer service, continue to implement improvements throughout the system.

### **2.2 Personnel policy**

- Improve the quality of the candidates, ensure that employees are recruited appropriately, adequately and promptly in line with TPBank's development requirements (the total number of employees as of December 31, 2019 is expected to increase by 7% compared to 2018).
- Review and adjust the reduction of staffing in the whole industry, boost labor productivity and average profit per capital index. Strictly control the staffing of units, attach conditions to increase in labor productivity of each unit in the Bank.
- Promote planning and development of potential staffs.
- Review TPBank's remuneration system, ensure adjustments on the principle of internal fairness and competition against the market.
- Strengthen standardized training by titles and train potential staffs.

## 2.3 Investment in technology development, bank modernization

With the goal of affirming the name of the leading digital bank in Vietnam, in 2019, TPBank focuses on developing digital banking projects on the basis of applying solutions and successful experiences of leading companies in the world, specifically:

- Deploy the digital banking platform: TPBank implements a digital bank model on the basis of assessment and selection results of partners with solutions that are considered to be the leading in the world nowadays.
- Transform eBank to new technology platform: On the new technology platform, step by step transform eBank system to provide new experience for customers, take advantage of digital platform to exploit features of Digital sale, Digital marketing, etc.
- Develop a centralized database management/reporting system: Based on the results of Data warehouse project, build a flexible management reporting model, increasing the autonomy for users to shorten report handling time and support to make decisions quickly
- Maximize digitalization of business processes, reduce printing documents and document rotation steps.
- Plan the infrastructure system to meet the demand of rapid growth: TPBank continues to upgrade the server system, storage system and security solutions according to business reality.
- Improve the quality of internal services: Based on ISO20000 processes and ITIL, TPBank conducts improvements and optimizes the processes to improve service quality, successful transaction rates, time availability of the system and customer satisfaction.
- Enhance safety and security for deploying information security solutions: Promote prevention of data loss, deploy application anti-attack, monitor advanced persistent attacks.
- Deploy database model development projects according to Basel 2 project.

## 2.4 Operational network development

- In 2019, continue to search for locations to expand its operation network in key areas.
- Expand Live Bank's network with 100 new points.

## 2.5 Cost control and operational efficiency improvement

- Control costs tightly, ensure reasonable and efficient spending and mainly use investment resources to serve the Bank's business goals in 2019 and the following years according to TPBank's development strategies until 2020 that has been approved.
- Manage the operating cost/net income ratio (C/I) of the entire system to ensure that it does not exceed the approved ratio from time to time.
- Continue to review the operation efficiency and labor productivity of units throughout the system. Priority should be given to additional human resources for direct activities, strict control and restriction of indirect labors and unskilled labors.

## 3. CONCLUSION

The above is a brief report of business results in 2018 and 2019 plan of TPBank. With the right and wise orientations from the Board of Directors and the management and executive capacity of the Board of Management, TPBank has achieved certain successes in business operations, marked its name in the domestic and foreign financial markets.

TPBank's Board of Management believes that with the efforts of the Board of Directors and all employees together with the accompanying of shareholders and customers, TPBank will conquer the new business targets in 2019 and the following years, making it become one of the Top 10 leading commercial banks in Vietnam that operate effectively, not only in scale but also in quality and operational efficiency.





# 2018 **FINANCIAL STATEMENTS**

## GENERAL INFORMATION

### THE BANK

Tien Phong Commercial Joint Stock Bank (“the Bank”) is a joint stock commercial bank incorporated and registered in the Socialist Republic of Vietnam. The Bank was established in accordance with Operating License No.123/GP-NHNN issued by the Governor of the State Bank of Vietnam (“the SBV”) on 5 May 2008; which was amended and supplemented in accordance with Decision No. 393/QĐ-NHNN dated 8 March 2019 by the Governor of the SBV with the operating duration of 99 years. The initial Certificate of Business Registration was dated 12 May 2008 and the most recent 24th amendment of Business Registration was dated 13 July 2018.

The Bank’s main activities are to provide banking services including mobilizing and receiving short-term, medium-term, and long-term deposits from organizations and individuals; making short-term, medium-term, and long-term loans and advances to organizations and individuals based on the nature and capability of the Bank’s sources of capital; conducting foreign exchange transactions, providing international trade financial services, discounting of commercial papers, bonds and other valuable papers, gold trading and providing other banking services as approved by the SBV.

#### Location and Operational network

The Bank’s Head Office is located at TP Bank Building, 57 Ly Thuong Kiet Street, Hoan Kiem District, Hanoi, Vietnam.

As at 31 December 2018, the Bank has one (1) Head Office, one (1) representative office in Ho Chi Minh City, thirty-five (35) branches, forty (40) transaction offices located in cities and provinces all over the country, in which four (4) branches and five (5) transaction offices are about to operate in accordance with Operating Licenses issued by the SBV (As at 31 December 2017, the Bank has one (1) Head Office, one (1) representative office in Ho Chi Minh City, thirty (30) branches, thirty-four (34) transaction offices located in cities and provinces all over the country).

### BOARD OF DIRECTORS

Members of the Board of Directors during the year and as at the date of these financial statements are as follows:

Name	Position	Date of appointment/resignation
Mr. Do Minh Phu	Chairman	Appointed for the period from 2018 to 2023 in accordance with Resolution No. 03/2018/NQ-TPB.DHDCD dated 20 April 2018 and Resolution No. 09/2018/NQ-TPB. HDQT dated 20 April 2018
Mr. Le Quang Tien	Vice - Chairman	Appointed for the period from 2018 to 2023 in accordance with Resolution No. 03/2018/NQ-TPB.DHDCD dated 20 April 2018 and Resolution No. 09/2018/NQ-TPB. HDQT dated 20 April 2018
Mr. Do Anh Tu	Vice - Chairman	Appointed for the period from 2018 to 2023 in accordance with Resolution No. 03/2018/NQ-TPB.DHDCD dated 20 April 2018 and Resolution No. 09/2018/NQ-TPB. HDQT dated 20 April 2018
Mr. Shuzo Shikata	Vice - Chairman	Appointed for the period from 2018 to 2023 in accordance with Resolution No. 03/2018/NQ-TPB.DHDCD dated 20 April 2018 and Resolution No. 09/2018/NQ-TPB. HDQT dated 20 April 2018
Ms. Nguyen Thu Ha	Member	Appointed for the period from 2018 to 2023 in accordance with Resolution No. 03/2018/NQ-TPB.DHDCD dated 20 April 2018 and Resolution No. 09/2018/NQ-TPB. HDQT dated 20 April 2018
Mr. Pham Cong Tu	Member	Appointed for the period from 2018 to 2023 in accordance with Resolution No. 03/2018/NQ-TPB.DHDCD dated 20 April 2018 and Resolution No. 09/2018/NQ-TPB. HDQT dated 20 April 2018
Ms. Do Thi Nhung	Independent member	Appointed for the period from 2018 to 2023 in accordance with Resolution No. 03/2018/NQ-TPB.DHDCD dated 20 April 2018 and Resolution No. 09/2018/NQ-TPB. HDQT dated 20 April 2018
Mr. Eiichiro So	Member	Appointed for the period from 2018 to 2023 in accordance with Resolution No. 03/2018/NQ-TPB.DHDCD dated 20 April 2018 and Resolution No. 09/2018/NQ-TPB. HDQT dated 20 April 2018
Mr. Phan Tuan Anh	Member	Appointed for the period from 2013 to 2018 in accordance with Resolution No. 01/2013/NQ-TPB.DHDCD dated 12 April 2013 and Resolution No. 10/2013/NQ-TPB.HDQT dated 12 April 2013. Term expired in accordance with Resolution No. 09/2018/NQ-TPB.HDQT dated 20 April 2018
Mr. Kento Tokimori	Member	Appointed for the period from 2013 to 2018 in accordance with Resolution No. 01/2017/NQ-TPB.DHDCD dated 21 April 2017 Term expired in accordance with Resolution No. 09/2018/NQ-TPB.HDQT dated 20 April 2018

GENERAL INFORMATION (continued)

BOARD OF SUPERVISION

Members of the Board of Supervision during the year and at the date of these financial statements are as follows:

Name	Position	Date of appointment/resignation
Ms. Nguyen Thi Bao	Head of Board of Supervision	Appointed for the period from 2018 to 2023 in accordance with Resolution No. 03/2018/NQ-TPB.DHDCD dated 20 April 2018 and Decision No. 12/2018/QD-TPB.BKS dated 20 April 2018
Mr. Thai Duy Nghia	Specialized member	Appointed for the period from 2018 to 2023 in accordance with Resolution No. 03/2018/NQ-TPB.DHDCD dated 20 April 2018 and Decision No. 12/2018/QD-TPB.BKS dated 20 April 2018
Ms. Nguyen Thi Thu Nguyet	Unspecialized member	Appointed for the period from 2018 to 2023 in accordance with Resolution No. 03/2018/NQ-TPB.DHDCD dated 20 April 2018 and Decision No. 12/2018/QD-TPB.BKS dated 20 April 2018
Mr. Tomohiro Yamaguchi	Member	Appointed for the period from 2018 to 2023 in accordance with Resolution No. 01/2017/NQ-TPB.DHDCD dated 21 April 2017 Term expired in accordance with Resolution No. 03/2018/NQ-TPB.DHDCD dated 20 April 2018

BOARD OF MANAGEMENT AND CHIEF ACCOUNTANT

Members of the Board of Management and Chief Accountant during the year and at the date of these financial statements are as follows:

Name	Position	Date of appointment/resignation
Mr. Nguyen Hung	Chief Executive Officer ("CEO")	Appointed on 4 July 2012 Re-appointed on 3 October 2017
Mr. Pham Dong Anh	Deputy CEO	Appointed on 8 April 2011 Re-appointed on 1 July 2017
Mr. Nguyen Hong Quan	Deputy CEO	Appointed on 1 February 2012 Re-appointed on 1 July 2017
Mr. Nguyen Viet Anh	Deputy CEO	Appointed on 7 March 2011 Re-appointed on 1 July 2017
Mr. Le Hong Nam	Deputy CEO	Appointed on 2 March 2012 Re-appointed on 1 July 2017
Mr. Khuc Van Hoa	Deputy CEO	Appointed on 15 September 2012 Re-appointed on 1 July 2017
Ms. Truong Thi Hoang Lan	Deputy CEO	Appointed on 28 December 2018
Ms. Bui Thi Thanh Huong	Deputy CEO	Appointed on 9 September 2014 Re-appointed on 1 July 2017
Mr. Dinh Van Chien	Deputy CEO	Appointed on 15 April 2016
Ms. Le Cam Tu	Chief Accountant	Appointed on 26 April 2013

LEGAL REPRESENTATIVE

The legal representative of the Bank during the year and as at the date of these financial statements is Mr. Do Minh Phu, the Chairman. .

Mr. Nguyen Hung, the Chief Executive Officer is authorized to sign the financial statements for the year ended 31 December 2018 in accordance with the Authorization Letter No. 111/2012/QD-TPB.HDQT dated 10 August 2012 by Mr. Do Minh Phu.

AUDITORS

The auditors of the Bank are Ernst & Young Vietnam Limited.

## REPORT OF THE BOARD OF MANAGEMENT

The Board of Management of Tien Phong Commercial Joint Stock Bank ("the Bank") is pleased to present this report and the financial statements of the Bank for the year ended 31 December 2018.

### THE BOARD OF MANAGEMENT'S RESPONSIBILITY IN RESPECT OF THE FINANCIAL STATEMENTS

The Board of Management of the Bank is responsible for the financial statements of each financial year which give a true and fair view of the year-end financial position of the Bank and of the results of its operations and its cash flows for the year. In preparing those financial statements, the Board of Management is required to:

- Select suitable accounting policies and then apply them consistently;
- Make judgments and estimates that are reasonable and prudent;
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Bank will continue in business.

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

The Board of Management confirms that it has complied with the above requirements in preparing the accompanying financial statements.

### STATEMENT BY THE BOARD OF MANAGEMENT

The Board of Management does hereby state that, in its opinion, the accompanying financial statements give a true and fair view of the financial position of the Bank as at 31 December 2018, the results of its operations and its cash flows for the year then ended in accordance with Vietnamese Accounting Standards, Vietnamese Accounting System for Credit Institutions and statutory requirements relevant to preparation and presentation of the financial statements.

**For and on behalf of the Board of Management:**



**Mr. Nguyen Hung**  
Chief Executive Officer

Hanoi, Vietnam  
15 March 2019

# INDEPENDENT AUDITORS' REPORT

Reference: 60849753/20319738

**To: The Shareholders of  
Tien Phong Commercial Joint Stock Bank**

We have audited the accompanying financial statements of Tien Phong Commercial Joint Stock Bank ("the Bank") as prepared on 15 March 2019 and set out on pages 52 to 79, which comprises the balance sheet as at 31 December 2018, the income statement and the cash flow statement for the year then ended and the notes thereto.

### *Management's Responsibility*

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Vietnamese Accounting Standards, Vietnamese Accounting System for Credit Institutions, and statutory requirements relevant to preparation and presentation of the financial statements, and for such internal control as Management determines is necessary to enable the preparation and presentation of the financial statements that are free from material misstatement, whether due to fraud or error.

### *Auditors' Responsibility*

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

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

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

### *Auditors' opinion*

In our opinion, the financial statements give a true and fair view, in all material respects, of the financial position of the Bank as at 31 December 2018, and of the results of its operations and its cash flows for the year then ended in accordance with Vietnamese Accounting Standards, Vietnamese Accounting System for Credit Institutions and statutory requirements relevant to preparation and presentation of the financial statements.

### *Other matter*

The financial statements of the Bank for the year ended 31 December 2017 were audited by another audit firm which expressed an unmodified opinion on 15 January 2018.

**Ernst & Young Vietnam Limited**



**Dang Phương Ha**  
Deputy General Director  
Audit Practising Registration  
Certificate No. 2400-2018-004-1

**Tran Mai Thao**  
Auditor  
Audit Practising Registration  
Certificate No. 2466-2018-004-1

*Ha Noi, Viet Nam  
15 March 2019*

## BALANCE SHEET

as at 31 December 2018

	Notes	31 Dec 2018 VND million	31 Dec 2017 VND million
<b>ASSETS</b>			
Cash, gold and gemstones	2	1,332,025	1,176,978
Balances with the State Bank of Vietnam	3	4,692,735	2,364,130
Balances with and credit granting to other credit institutions ("CIs")	4	16,340,793	22,589,779
Balances with other CIs		15,680,793	22,189,779
Credit granting to other CIs		660,000	400,000
Provision for credit losses of balances with and credit granting to other CIs		-	-
Derivatives and other financial assets		-	-
<b>Loans to customers</b>		<b>76,295,237</b>	<b>62,747,997</b>
Loan to customers	5	77,185,148	63,422,643
Provision for credit losses of loans to customers		(889,911)	(674,646)
<b>Debts purchased</b>	<b>6</b>	<b>1,265,452</b>	<b>580,054</b>
Debts purchased		1,273,714	584,605
Provision for credit losses of debts purchased		(8,262)	(4,551)
<b>Investment in securities</b>	<b>7</b>	<b>24,899,523</b>	<b>25,465,002</b>
Available-for-sale securities		24,641,343	24,938,137
Held-to-maturity securities		801,215	994,187
Provision for investment securities		(543,035)	(467,322)
<b>Fixed assets</b>		<b>300,052</b>	<b>250,772</b>
Tangible fixed assets		202,863	174,892
Cost		441,079	355,912
Accumulated depreciation		(238,216)	(181,020)

## BALANCE SHEET (continued)

as at 31 December 2018

	<i>Notes</i>	<i>31 Dec 2018 VND million</i>	<i>31 Dec 2017 VND million</i>
Intangible fixed assets		97,189	75,880
Cost		212,497	162,708
Accumulated amortization		(115,308)	(86,828)
<b>Other assets</b>		<b>11,053,586</b>	<b>8,944,035</b>
Receivables		8,029,724	6,469,536
Interest and fees receivable		1,339,091	1,271,770
Other assets		1,684,771	1,239,829
Provision for impairment of other assets		-	(37,100)
<b>TOTAL ASSETS</b>		<b>136,179,403</b>	<b>124,118,747</b>

# 2018 FINANCIAL STATEMENTS

## BALANCE SHEET (continued)

as at 31 December 2018


	Notes	31 Dec 2018 VND million	31 Dec 2017 VND million
<b>LIABILITIES</b>			
<b>Borrowings from the Government and the State Bank</b>	<b>8</b>	<b>4,752,198</b>	<b>1,082,224</b>
<b>Deposits and borrowings from other credit institutions</b>	<b>9</b>	<b>33,491,419</b>	<b>40,757,187</b>
Deposits from other CIs		18,653,620	27,758,930
Borrowings from other CIs		14,837,799	12,998,257
<b>Customer deposits</b>	<b>10</b>	<b>76,138,062</b>	<b>70,298,586</b>
<b>Derivatives and other financial liabilities</b>		<b>108,589</b>	<b>84,351</b>
<b>Other borrowed and entrusted funds</b>	<b>11</b>	<b>247,228</b>	<b>132,484</b>
<b>Valuable papers issued</b>	<b>12</b>	<b>8,715,178</b>	<b>3,481,154</b>
<b>Other liabilities</b>		<b>2,105,044</b>	<b>1,606,044</b>
Interest and fees payable		1,341,405	1,134,311
Other payables and liabilities		763,639	471,733
<b>TOTAL LIABILITIES</b>		<b>125,557,718</b>	<b>117,442,030</b>
<b>OWNERS' EQUITY</b>			
<b>Capital and reserves</b>		<b>10,621,685</b>	<b>6,676,717</b>
Capital		8,510,485	5,552,176
- Charter capital		8,565,892	5,842,105
- Share premium		76	(234,446)
- Treasury shares		(55,483)	(55,483)
Reserves		305,473	160,932
Undistributed profit		1,805,727	963,609
<b>TOTAL OWNERS' EQUITY</b>	<b>13</b>	<b>10,621,685</b>	<b>6,676,717</b>
<b>TOTAL LIABILITIES AND OWNERS' EQUITY</b>		<b>136,179,403</b>	<b>124,118,747</b>

**BALANCE SHEET (continued)**  
as at 31 December 2018

**OFF BALANCE SHEET ITEMS**


	Notes	31 Dec 2018 VND million	31 Dec 2017 VND million
1. Lending guarantees		59,068	-
2. Foreign exchange commitments		52,094,936	55,350,107
2.1. Foreign exchange commitments - buy		4,213,903	438,336
2.2. Foreign exchange commitments - sell		4,215,408	440,045
2.3. Swap transactions commitments		43,665,625	54,471,726
3. Letters of credit		1,629,153	886,466
4. Other guarantees		10,575,376	7,321,529
5. Other commitments		2,395,066	3,262,748
		<b>66,753,599</b>	<b>66,820,850</b>

**Prepared by:**



**Ms. Ngo Thi Anh Tuyet**  
Deputy Head of General  
Accounting and Accounting Policy  
department  
  
*Ha Noi, Viet Nam*  
*15 March 2019*

**Reviewed by:**



**Ms. Le Cam Tu**  
Chief Accountant

**Approved by:**



**Mr. Nguyen Hung**  
Chief Executive Officer

# INCOME STATEMENT

for the year ended at 31 December 2018

	Notes	31 Dec 2018 VND million	31 Dec 2017 VND million
Interest and similar income	15	9,373,839	7,324,605
Interest and similar expenses	16	(4,996,062)	(4,152,181)
<b>Net interest and similar income</b>		<b>4,377,777</b>	<b>3,172,424</b>
Fees and commission income		864,711	280,878
Fees and commission expenses		(188,526)	(115,815)
<b>Net fees and commission income</b>	<b>17</b>	<b>676,185</b>	<b>165,063</b>
<b>Net gain from trading of foreign currencies</b>	<b>18</b>	<b>81,310</b>	<b>10,248</b>
<b>Net gain from investment securities</b>	<b>19</b>	<b>351,959</b>	<b>222,633</b>
Other operating income		149,270	45,421
Other operating expenses		(9,701)	(6,063)
<b>Net gain from other operating activities</b>	<b>20</b>	<b>139,569</b>	<b>39,358</b>
<b>TOTAL OPERATING INCOME</b>		<b>5,626,800</b>	<b>3,609,726</b>
Personnel expenses		(1,509,599)	(961,525)
Depreciation and amortization expenses		(88,818)	(65,897)
Other operating expenses		(1,248,271)	(914,181)
<b>TOTAL OPERATING EXPENSES</b>	<b>21</b>	<b>(2,846,688)</b>	<b>(1,941,603)</b>
<b>Net operating profit before provision for credit losses</b>		<b>2,780,112</b>	<b>1,668,123</b>

# INCOME STATEMENT (continued)

for the year ended at 31 December 2018

	Notes	31 Dec 2018 VND million	31 Dec 2017 VND million
Provision expense for credit losses		(522,332)	(462,412)
<b>PROFIT BEFORE TAX</b>		2,257,780	1,205,711
Current corporate income tax expense		(452,542)	(242,102)
<b>Total corporate income tax expenses</b>		(452,542)	(242,102)
<b>PROFIT AFTER TAX</b>		1,805,238	963,609
<b>Basic earnings per share (VND)</b>	14	2,911	1,717

Prepared by:

**Ms. Ngo Thi Anh Tuyen**  
Deputy Head of General  
Accounting and Accounting Policy  
department

*Ha Noi, Viet Nam  
15 March 2019*

Reviewed by:

**Ms. Le Cam Tu**  
Chief Accountant

Approved by:



**Mr. Nguyen Hung**  
Chief Executive Officer

## CASH FLOW STATEMENT

for the year ended 31 December 2018

	Notes	31 Dec 2018 VND million	31 Dec 2017 VND million
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Interest and similar income receipts		9,290,018	7,374,063
Interest and similar expense payments		(4,802,055)	(3,837,594)
Fees and commission income receipts		676,185	165,063
Net receipts from trading of foreign currencies, gold and securities		498,102	149,875
Other operating income receipts		109,126	36,012
Recovery from bad debts previously writtenoff		30,974	2,900
Payments of operating and personnel expenses		(2,791,495)	(1,837,127)
Corporate income tax paid during the year		(221,070)	(186,425)
<b>Net cash flows from operating activities before changes in operating assets and liabilities</b>		<b>2,789,785</b>	<b>1,866,767</b>
<b>Changes in operating assets</b>		<b>(13,981,577)</b>	<b>(15,514,261)</b>
Decrease in balances with and credit granting to other credit institutions		540,000	1,969,999
(Increase)/Decrease in securities investment		(41,316)	682,746
Decrease in derivatives and other financial assets		-	29,149
Increase in loans and advances to customers		(14,345,037)	(16,656,015)
Utilization of provision to write-off (loans, securities, long-term investments)		(244,333)	(922,656)
Decrease/(Increase) in other operating assets		109,109	(617,484)
<b>Changes in operating liabilities</b>		<b>6,071,797</b>	<b>15,357,110</b>
Increase/(Decrease) in borrowings from the Government and the SBV		3,669,974	(418,058)
Decrease in deposits and borrowings from other credit institutions		(8,867,974)	(1,525,483)
Increase in customer deposits		5,839,476	15,216,558
Increase in valuable papers issued (except for valuable papers issued to be included in financing activities)		5,247,024	2,918,154
Increase/(Decrease) in other borrowed and entrusted funds		114,744	(1,079,440)
Increase in derivatives and other financial liabilities		24,238	84,351
Increase in other liabilities		44,315	161,028
<b>Net cash flows (used in)/from operating activities</b>		<b>(5,119,995)</b>	<b>1,709,616</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Purchase of fixed assets		(231,538)	(165,949)
Proceeds from disposal of fixed assets		297	462

## CASH FLOW STATEMENT (continued)

for the year ended 31 December 2018

	Notes	31 Dec 2018 VND million	31 Dec 2017 VND million
Payments for disposal of fixed assets		(828)	(16)
<b>Net cash flows used in investing activities</b>		<b>(232,069)</b>	<b>(165,503)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Increase in charter capital and/or issuance of shares		2,190,389	-
Proceeds from the issuance of long-term valuable papers eligible to be included in equity and other long-term loans		-	563,000
Payments for long-term valuable papers eligible to be included in equity and other long-term loans		(13,000)	-
Dividends paid to shareholders		(50,659)	-
Proceeds from selling treasury shares		-	31,647
<b>Net cash flows from financing activities</b>		<b>2,126,730</b>	<b>594,647</b>
<b>Net cash flows during the year</b>		<b>(3,225,334)</b>	<b>2,138,760</b>
Cash and cash equivalents at the beginning of the year		24,430,887	22,292,127
Cash and cash equivalents at the end of the year	22	21,205,553	24,430,887
<b>SIGNIFICANT NON-CASH TRANSACTIONS DURING THE YEAR</b>			
Increase in charter capital from undistributed profits		533,474	-

Prepared by:



**Ms. Ngo Thi Anh Tuyet**  
Deputy Head of General  
Accounting and Accounting Policy  
department

*Ha Noi, Viet Nam*  
15 March 2019

Reviewed by:



**Ms. Le Cam Tu**  
Chief Accountant

Approved by:



**Mr. Nguyen Hung**  
Chief Executive Officer

## NOTES TO THE FINANCIAL STATEMENTS

as at 31 December 2018 and for the year then ended

### 1. GENERAL INFORMATION

Tien Phong Commercial Joint Stock Bank ("the Bank") is a joint-stock commercial bank incorporated and registered in the Socialist Republic of Vietnam.

The Bank was established in accordance with Banking License No.123/GP-NHNN issued by the Governor of the State Bank of Vietnam ("the SBV") on 5 May 2008, which has been amended and supplemented in accordance with Decision No. 393/QĐ-NHNN dated 8 March 2019 by the Governor of the SBV with the operating duration of 99 years. The initial Certificate of Business Registration was dated 12 May 2008 and the most recent 24th amendment of Business Registration was dated 13 July 2018.

The Bank's main activities are to provide banking services including mobilizing and receiving short-term, medium-term and long-term deposits from organizations and individuals; making short-term, medium-term and long-term loans and advances to organizations and individuals based on the nature and capability of the Bank's sources of capital; conducting foreign exchange transactions, international trade financial services, discounting of commercial papers, bonds and other valuable papers, gold trading and providing other banking services as approved by the State Bank of Vietnam.

#### *Charter capital*

As at 31 December 2018, charter capital of the Bank was VND 8,565,892 million (as at 31 December 2017: VND 5,842,105 million).

#### *Location and Operational network*

The Bank's Head Office is located at TPBank Building, 57 Ly Thuong Kiet Street, Hoan Kiem District, Hanoi, Vietnam.

As at 31 December 2018, the Bank has one (1) Head Office, one (1) representative office in Ho Chi Minh City, thirty-five (35) branches, forty (40) transaction offices located in cities and provinces all over the country, in which four (4) branches and five (5) transaction offices are about to operate in accordance with Operating Licenses issued by the SBV (as at 31 December 2017, the Bank has one (1) Head Office, one (1) representative office in Ho Chi Minh City, thirty (30) branches, thirty-four (34) transaction offices located in cities and provinces all over the country)

#### *Employees*

Total number of employees of the Bank as at 31 December 2018 was 4,985 people (as at 31 December 2017: 4,848 people).

### 2. CASH, GOLD AND GEMSTONES

	31 Dec 2018 VND million	31 Dec 2017 VND million
Cash in VND	453,581	412,491
Cash in foreign currencies ("FC")	621,300	499,954
Gold	257,144	264,533
	<b>1,332,025</b>	<b>1,176,978</b>

## NOTES TO THE FINANCIAL STATEMENTS (continued)

as at 31 December 2018 and for the year then ended

### 3. BALANCES WITH THE STATE BANK OF VIETNAM ("THE SBV")

	31 Dec 2018 VND million	31 Dec 2017 VND million
Balances with the SBV		
- In VND	4,243,446	2,039,389
- In FC	449,289	324,741
	<b>4,692,735</b>	<b>2,364,130</b>

### 4. BALANCES WITH AND CREDIT GRANTING TO OTHER CREDIT INSTITUTIONS

	31 Dec 2018 VND million	31 Dec 2017 VND million
Balances with other credit institutions	15,680,793	22,189,779
Credit granting to other credit institutions	660,000	400,000
	<b>16,340,793</b>	<b>22,589,779</b>

#### 4.1 Balances with other credit institutions

	31 Dec 2018 VND million	31 Dec 2017 VND million
<b>Demand deposits with other credit institutions</b>	<b>8,348,565</b>	<b>9,925,204</b>
- In VND	7,196,714	9,358,585
- In foreign currencies	1,151,851	566,619
<b>Term deposits with other credit institutions</b>	<b>7,332,228</b>	<b>12,264,575</b>
- In VND	6,465,500	11,390,000
- In foreign currencies	866,728	874,575
	<b>15,680,793</b>	<b>22,189,779</b>

#### 4.2 Credit granting to other credit institutions

	31 Dec 2018 VND million	31 Dec 2017 VND million
In VND	660,000	400,000

#### 4.3 Analysis of outstanding balances with and credit granting to other credit institutions by quality

	31/12/2018 VND million	31/12/2017 VND million
<b>Current</b>		
- Term deposits at other CIs	7,332,228	12,264,575
- Credit granting to other CIs	660,000	400,000
	<b>7,992,228</b>	<b>12,664,575</b>

## NOTES TO THE FINANCIAL STATEMENTS (continued)

as at 31 December 2018 and for the year then ended

### 5. LOANS TO CUSTOMERS

	31 Dec 2018 VND million	31 Dec 2017 VND million
Loans to local economic entities and individuals	75,298,193	61,269,200
Discounted bills and valuable papers	385,639	847,712
Payments on behalf of customers	2,161	-
Loans financed by entrusted funds	113,632	49,387
Loans to foreign economic entities and individuals	1,385,523	1,250,769
Outstanding debts without collaterals nor debtors	-	5,575
	<b>77,185,148</b>	<b>63,422,643</b>

#### 5.1 Analysis of loans portfolio by quality

	31 Dec 2018 VND million	31 Dec 2017 VND million
Current	74,732,049	61,626,561
Special mention	1,591,765	1,101,526
Substandard	295,942	254,740
Doubtful	242,441	153,408
Loss	322,951	280,833
Outstanding debts without collaterals nor debtors	-	5,575
	<b>77,185,148</b>	<b>63,422,643</b>

#### 5.2 Analysis of loans by original maturity

	31 Dec 2018 VND million	31 Dec 2017 VND million
Short-term loans	17,367,653	18,703,802
Medium-term loans	24,545,522	21,098,417
Long-term loans	35,271,973	23,620,424
	<b>77,185,148</b>	<b>63,422,643</b>

## NOTES TO THE FINANCIAL STATEMENTS (continued)

as at 31 December 2018 and for the year then ended

### 6. DEBTS PURCHASED

	31 Dec 2018 VND million	31 Dec 2017 VND million
Debts purchased in VND	779,234	-
Debts purchased in foreign currencies	494,480	584,605
Provision for credit losses of debts purchased	(8,262)	(4,551)
	<b>1,265,452</b>	<b>580,054</b>

### 7. INVESTMENT IN SECURITIES

Investment in securities as at the end of the year includes:

	31 Dec 2018 VND million	31 Dec 2017 VND million
<b>Available-for-sale securities</b>	<b>24,641,343</b>	<b>24,938,137</b>
Debt securities	24,326,174	24,622,968
Equity securities	315,169	315,169
<b>Held-to-maturity securities</b>	<b>801,215</b>	<b>994,187</b>
VAMC bonds	756,515	949,487
DATC bonds	44,700	44,700
	<b>25,442,558</b>	<b>25,932,324</b>
<b>Provision for securities</b>	<b>(543,035)</b>	<b>(467,322)</b>
Provision for available-for-sale securities	(179,659)	(135,049)
Provision for held-to-maturity securities	(363,376)	(332,273)
- Provision for VAMC	(363,041)	(331,938)
- Provision for DATC	(335)	(335)
	<b>24,899,523</b>	<b>25,465,002</b>

#### 7.1. Available-for-sale securities

	31 Dec 2018 VND million	31 Dec 2017 VND million
<b>Debt securities</b>	<b>24,326,174</b>	<b>24,622,968</b>
Government bonds	13,120,203	10,984,557
Debt securities issued by other local credit institutions	5,186,615	5,793,942

## NOTES TO THE FINANCIAL STATEMENTS (continued)

as at 31 December 2018 and for the year then ended

	31 Dec 2018 VND million	31 Dec 2017 VND million
Debt securities issued by local economic entities	5,069,356	6,294,469
Certificate of deposits	950,000	1,550,000
<b>Equity securities</b>	<b>315,169</b>	<b>315,169</b>
Equity securities issued by local credit institutions	315,169	315,169
	<b>24,641,343</b>	<b>24,938,137</b>
<b>Provision for available-for-sale securities</b>	<b>(179,659)</b>	<b>(135,049)</b>
General provision	(65,829)	(85,647)
Specific provision	(113,830)	(49,402)

### 7.2 Held-to-maturity securities

#### 7.2.1 VAMC bonds

	31 Dec 2018 VND million	31 Dec 2017 VND million
Par value of VAMC bonds	756,515	949,487
Provision for VAMC bonds	(363,041)	(331,938)
	<b>393,474</b>	<b>617,549</b>

#### 7.2.2 DATC bonds

	31 Dec 2018 VND million	31 Dec 2017 VND million
Par value of DATC bonds	44,700	44,700
Provision for DATC bonds	(335)	(335)
	<b>44,365</b>	<b>44,365</b>

## 8. BORROWINGS FROM THE GOVERNMENT AND THE STATE BANK

	31 Dec 2018 VND million	31 Dec 2017 VND million
<b>Borrowings from the SBV</b>		
- Borrowings under credit profile	954,560	1,082,224
- Discount, rediscount of valuable papers	3,797,638	-
	<b>4,752,198</b>	<b>1,082,224</b>

## NOTES TO THE FINANCIAL STATEMENTS (continued)

as at 31 December 2018 and for the year then ended

### 9. DEPOSITS AND BORROWINGS FROM OTHER CREDIT INSTITUTIONS

	31 Dec 2018 VND million	31 Dec 2017 VND million
<b>Deposits from other credit institutions</b>	<b>18,653,620</b>	<b>27,758,930</b>
Demand deposits	7,091,360	9,015,263
- In VND	7,091,360	9,015,263
Term deposits	11,562,260	18,743,667
- In VND	11,098,500	17,970,004
- In foreign currencies	463,760	773,663
<b>Borrowings from other credit institutions</b>	<b>14,837,799</b>	<b>12,998,257</b>
- In VND	5,096,402	4,448,000
- In foreign currencies	6,256,768	4,674,759
- Discount of valuable papers	3,484,629	3,875,498
	<b>33,491,419</b>	<b>40,757,187</b>

### 10. CUSTOMER DEPOSITS

	31 Dec 2018 VND million	31 Dec 2017 VND million
<b>Demand deposits</b>	<b>13,825,712</b>	<b>11,409,904</b>
Demand deposits in VND	12,517,098	10,549,220
Demand deposits in foreign currencies	1,308,614	860,684
<b>Term deposits</b>	<b>61,575,281</b>	<b>58,468,271</b>
Term deposits in VND	53,665,823	51,559,381
Term deposits in foreign currencies	7,909,458	6,908,890
<b>Deposits for specific purposes</b>	<b>32,720</b>	<b>16,594</b>
Deposits for specific purposes in VND	10,107	22
Deposits for specific purposes in foreign currencies	22,613	16,572
<b>Margin deposits</b>	<b>704,349</b>	<b>403,817</b>
Margin deposits in VND	642,956	346,079
Margin deposits in foreign currencies	61,393	57,738
	<b>76,138,062</b>	<b>70,298,586</b>

## NOTES TO THE FINANCIAL STATEMENTS (continued)

as at 31 December 2018 and for the year then ended

### 11. OTHER BORROWED AND ENTRUSTED FUNDS

	31 Dec 2018 VND million	31 Dec 2017 VND million
Funds received from domestic organizations and individuals in VND	247,228	132,484

### 12. VALUABLE PAPERS ISSUED

	31 Dec 2018 VND million	31 Dec 2017 VND million
In VND		
Par value	8,715,178	3,481,154

Details of the terms of valuable papers issued at the end of the year are as follows:

	Book-entry bonds VND million	Certificates of deposits VND million	Total VND million
Up to 12 months			
- In VND	1,000,000	2,500,000	3,500,000
From 12 months to 5 years			
- In VND	2,300,000	1,314,006	3,614,006
Over 5 years			
- In VND	550,000	1,051,172	1,601,172
<b>Closing balance</b>	<b>3,850,000</b>	<b>4,865,178</b>	<b>8,715,178</b>

## NOTES TO THE FINANCIAL STATEMENTS (continued)

as at 31 December 2018 and for the year then ended

### 13. OWNERS' EQUITY AND RESERVES

Changes in owners' equity of the Bank during 2018 are as below:

	Charter capital VND million	Share premium VND million	Treasury shares VND million	Financial reserve VND million	Capital supplementary reserve VND million	Undistributed profit VND million	Total VND million
<b>Opening balance</b>	<b>5,842,105</b>	<b>(234,446)</b>	<b>(55,483)</b>	<b>113,248</b>	<b>47,684</b>	<b>963,609</b>	<b>6,676,717</b>
Profit increase in the year	-	-	-	-	-	1,805,238	1,805,238
Appropriation to reserves and compensation for share premium (*)	-	234,446	-	96,361	48,180	(378,987)	-
Payment of preference shares from 24 August 2016 to 31 December 2017 (*)	-	-	-	-	-	(33,672)	(33,672)
Bonus for Executive Committee (*)	-	-	-	-	-	(16,987)	(16,987)
Issuance of shares to increase charter capital	876,316	1,314,073	-	-	-	-	2,190,389
Issuance of shares to pay 2017 dividends	533,474	-	-	-	-	(533,474)	-
Payment of bonus shares to increase share capital from owners' equity (**)	1,313,997	(1,313,997)	-	-	-	-	-
<b>Closing balance</b>	<b>8,565,892</b>	<b>76</b>	<b>(55,483)</b>	<b>209,609</b>	<b>95,864</b>	<b>1,805,727</b>	<b>10,621,685</b>

(\*) The appropriation of profit to reserves, payment of preference dividends and bonus for the Executive Committee were made in accordance with the plan for profit distribution in 2017 under Resolution No. 03/2018/NQ-TPB.DHDCD dated 20 April 2018.

(\*\*) The Bank paid bonus shares to increase share capital from Owners' equity under Resolution No. 03/2018/NQ-TPB.DHDCD of the General Meeting of Shareholders dated 20 April 2018 and Resolution No. 18/2018/NQ-TPB.DHDCD of the Board of Directors dated 8 August 2018.

## NOTES TO THE FINANCIAL STATEMENTS (continued)

as at 31 December 2018 and for the year then ended

Details of the Bank's shares are as follows:

	31 Dec 2018 Number of shares	31 Dec 2017 Number of shares
Registered shares	856,589,206	584,210,500
Publicly issued		
- Ordinary shares	856,589,206	555,000,000
- Preference shares (*)	-	29,210,500
Treasury shares		
- Ordinary shares	(6,016,056)	(6,016,056)
- Preference shares	-	-
Number of outstanding shares	850,573,150	578,194,444
- Ordinary shares	850,573,150	548,983,944
- Preference shares	-	29,210,500
Nominal value per share (VND)	10,000 VND	10,000 VND

(\*) The Bank converted 29,210,500 dividend preference shares issued to the International Finance Corporation ("IFC") into ordinary shares on a 1:1 basis (1 dividend preferred share was converted into 1 ordinary share). The conversion price per ordinary share is equal to the par value of each dividend preference share (VND10,000 per share) converted in accordance with Resolution No. 03/2018/NQ-TPB.DHDCD dated 20 April 2018.

## 14.BASIC EARNINGS PER SHARE

Basic earnings per share are calculated by net profit distributed to shareholders of the Bank divided by weighted average number of outstanding ordinary shares in the year. Details of earnings per share of the Bank are as follows:

	2018	2017
<b>Profit after tax (VND million)</b>	<b>1,805,238</b>	<b>938,780</b>
Dividend payable to shareholders owning preference shares (VND million)	(7,414)	(24,829)
<b>Profit after tax attributable to ordinary shares (VND million)</b>	<b>1,797,824</b>	<b>938,780</b>
Number of ordinary shares at the opening of the year (shares)	548,983,944	545,983,944
Effect of ordinary shares issued in the year (shares)	87,631,575	-
Effect of converting dividend preference shares into ordinary shares in the year (shares)	29,210,500	-
Effect of issuing bonus shares and shares from owners' equity (shares)	184,747,131	-
Effect of the number of treasury shares sold during the year	-	3,000,000
Weighted average of the number of ordinary shares after influence (shares)	617,670,494	546,608,602
<b>Basic earnings per share (VND)</b>	<b>2,911</b>	<b>1,717</b>

## NOTES TO THE FINANCIAL STATEMENTS (continued)

as at 31 December 2018 and for the year then ended

### 15.INTEREST AND SIMILAR INCOME

	2018 VND million	2017 VND million
Interest income from deposits	327,830	555,120
Interest income from loans to customers	6,449,812	4,232,256
Interest income from investment securities	2,032,818	2,253,126
Interest income from guarantee services	152,099	98,082
Interest income from debts purchased	70,300	51,176
Other income from credit activities	340,980	134,845
	<b>9,373,839</b>	<b>7,324,605</b>

### 16.INTEREST AND SIMILAR EXPENSES

	2018 VND million	2017 VND million
Interest and similar expenses for deposits	3,987,784	3,417,894
Interest and similar expenses for borrowings	453,756	585,881
Interest expenses for valuable papers issued	351,672	30,086
Expenses for other credit activities	202,850	118,320
	<b>4,996,062</b>	<b>4,152,181</b>

### 17. NET FEES AND COMMISSION INCOME

	2018 VND million	2017 VND million
<b>Fees and commission income</b>	<b>864,711</b>	<b>280,878</b>
Settlement services	268,234	125,677
Treasury services	5,289	3,955
Advisory services	4,830	3,753
Business and insurance services	371,708	25,784
Others	214,650	121,709

NOTES TO THE FINANCIAL STATEMENTS (continued)  
as at 31 December 2018 and for the year then ended

Fees and commission expenses	(188,526)	(115,815)
Post and telecommunication	(26,144)	(18,708)
Settlement services	(131,499)	(83,043)
Treasury services	(18,185)	(4,180)
Trust and agency services	(1,288)	(1,071)
Others	(11,410)	(8,813)
Net fees and commission income	676,185	165,063

18. NET GAIN FROM TRADING OF FOREIGN CURRENCIES

	2018 VND million	2017 VND million
Income from trading of foreign currencies	702,643	550,988
Income from spot trading of foreign currencies and gold	213,573	236,810
Income from trading of foreign currency derivatives	489,070	314,178
Expense for trading of foreign currencies	(621,333)	(540,740)
Expense for spot trading of foreign currencies and gold	(119,569)	(213,674)
Expense for trading of foreign currency derivatives	(501,764)	(327,066)
Net gain from trading of foreign currencies	81,310	10,248

19. NET GAIN FROM INVESTMENT SECURITIES

	2018 VND million	2017 VND million
Income from trading of investment securities	418,482	225,838
Expense for trading of investment securities	(21,913)	(3,479)
Provision (expense)/reversed for diminution in the value of investment securities	(44,610)	274
Net gain from investment securities	351,959	222,633

## NOTES TO THE FINANCIAL STATEMENTS (continued)

as at 31 December 2018 and for the year then ended

### 20. NET GAIN FROM OTHER OPERATING ACTIVITIES

	2018 VND million	2017 VND million
<b>Income from other operating activities</b>	<b>149,270</b>	<b>45,421</b>
Income from recovery of written-off bad debts	30,974	2,900
Income from settlement before maturity of VAMC bonds	113,776	776
Income from disposal of assets	297	462
Other income	4,223	41,283
<b>Expense for other operating activities</b>	<b>(9,701)</b>	<b>(6,063)</b>
Expense for disposal of assets	(828)	(16)
Other expenses	(8,873)	(6,047)
<b>Net gain from other operating activities</b>	<b>139,569</b>	<b>39,358</b>

### 21. TOTAL OPERATING EXPENSES

	2018 VND million	2017 VND million
<b>Taxes and fees</b>	<b>652</b>	<b>470</b>
<b>Personnel expenses</b>	<b>1,509,599</b>	<b>961,525</b>
- Salaries and allowance	1,384,634	864,502
- Uniforms and costumes for labour safety	5,169	6,513
- Additional expenses based on salary	68,642	50,133
- Subsidy	9,848	6,675
- Others	41,306	33,702
<b>Expenses on fixed assets</b>	<b>352,708</b>	<b>284,843</b>
In which:		
- Depreciation and amortization of fixed assets	88,818	65,897
- Maintenance and repair of assets	28,652	25,342
- Procurement of working tools	56,043	50,157
- Expenses on property insurance	3,286	1,725
- Others	175,909	141,722
<b>General and administrative expenses</b>	<b>909,609</b>	<b>624,136</b>
In which:		
- Business per diem	13,503	9,205

## NOTES TO THE FINANCIAL STATEMENTS (continued)

as at 31 December 2018 and for the year then ended

- Expense for trade union activities	8,194	4,745
- Stationeries and gasoline	55,810	39,308
- Electricity, water, hygiene at workplace	36,201	27,603
- Postage and telephone bills	33,409	24,908
- Meetings, reception and festivals	88,394	63,499
- Expenses on publishing of materials, dissemination, advertisement, marketing, sale promotion	378,162	229,874
- Expenses for operational training	2,404	2,105
- Others	293,532	222,889
<b>Insurance expenses on deposits of customers</b>	<b>52,745</b>	<b>42,809</b>
<b>Other provision expenses</b>	<b>21,375</b>	<b>27,820</b>
	<b>2,846,688</b>	<b>1,941,603</b>

## 22. CASH AND CASH EQUIVALENTS

Cash and cash equivalents included in the statement of cash flows comprise the following balances of the balance sheet:

	31 Dec 2018 VND million	31 Dec 2017 VND million
Cash, gold and gemstones	1,332,025	1,176,978
Balances with the State Bank of Vietnam	4,692,735	2,364,130
Demand deposits with other credit institutions	8,348,565	9,925,204
Deposits at other credit institutions with maturity of 90 days or less	6,832,228	10,964,575
	<b>21,205,553</b>	<b>24,430,887</b>

## 23. EMPLOYEES' REMUNERATIONS

	2018 VND million	2017 VND million
<b>I. Total average number of employees (people)</b>	<b>4,880</b>	<b>4,318</b>
<b>II. Employees' remuneration</b>		
1. Total salary fund and bonus	1,401,599	961,525
2. Total income	<b>1,401,599</b>	<b>961,525</b>
3. Average income per month	23.93	18.56

**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
as at 31 December 2018 and for the year then ended

**24.EXCHANGE RATES OF APPLICABLE FOREIGN CURRENCIES AGAINST VIETNAM DONG AT THE YEAR END**

	31 Dec 2018 VND	31 Dec 2017 VND
USD	23,188	22,425
RUB	331	414
GBP	29,357	30,589
JPY	208.08	201.48
HKD	2,993	2,909
AUD	16,346	17,661
SGD	16,939	16,960
CAD	17,019	18,031
EUR	26,633	27,166
XAU	3,651,000	3,657,000
CNY	3,409	3,490
THB	713.55	698.20
CHF	23,336	23,268
KRW	20.61	21.26
NZD	15,582	16,136

Prepared by:



**Ms. Ngo Thi Anh Tuyet**  
Deputy Head of General Accounting and Accounting Policy department  
  
*Ha Noi, Viet Nam  
15 March 2019*

Reviewed by:



**Ms. Le Cam Tu**  
Chief Accountant

Approved by:



**Mr. Nguyen Hung**  
Chief Executive Officer

# BRANCH NETWORK



## HEAD OFFICE

TPBank Building, 57 Ly Thuong Kiet str., Hoan Kiem dist., Hanoi

### AN GIANG

- **TPBank An Giang**  
204 - 204A Building, Tran Hung Dao ward, Long Xuyen

### BINH DUONG

- **TPBank Binh Duong**  
No. 309A - 311 Binh Duong Avenue, Thu Dau Mot city
- **TPBank Di An**  
1 Nguyen An Ninh, Nhi Dong 2 Quarter, Di An Ward, Di An Town, Binh Duong Province

### BAC NINH

- **TPBank Bac Ninh**  
302 Tran Hung Dao, Bac Ninh City, Bac Ninh Province

### CAN THO

- **TPBank Can Tho**  
No. 135 Tran Hung Dao, Ninh Kieu dist., Can Tho city
- **TPBank Bac Can Tho**  
No. 25 Vo Van Tan, Ninh Kieu dist., Can Tho city

### DA NANG

- **TPBank Da Nang**  
No. 155 Nguyen Van Linh, Thanh Khe dist., Da Nang city
- **TPBank Bac Da Nang**  
No. 353 Dien Bien Phu, Thanh Khe dist., Da Nang city
- **TPBank Hai Chau**  
112 Nguyen Huu Tho Street, Hoa Thuan Tay Ward, Hai Chau District, Da Nang City

### DONG NAI

- **TPBank Dong Nai**  
No. 264A, Street 2, Pham Van Thuan str., Bien Hoa city
- **TPBank Bien Hoa**  
97 30/4 road, Thanh Binh Ward, Bien Hoa City, Dong Nai Province

### HA NOI

- **TPBank Hoan Kiem**  
No. 38-40 Hang Da str., Hoan Kiem dist., HN
- **TPBank Nam Ha Noi**  
No. 236 Le Thanh Nghi, Hai Ba Trung dist., HN
- **TPBank Ho Guom**  
No. 26 Hang Muoi, Ly Thai To ward, Hoan Kiem dist., HN
- **TPBank Le Ngoc Han**  
Ruby Plaza, No. 44 Le Ngoc Han, Hai Ba Trung dist., HN
- **TPBank Hai Ba Trung**  
No. 300-302 Tran Khat Chan, Hai Ba Trung dist., HN
- **TPBank Long Bien**  
No. 489 Nguyen Van Cu, Long Bien dist., HN
- **TPBank Ha Noi**  
TDL Building, No. 22 Lang Ha str., Dong Da dist., HN
- **TPBank Ha Thanh**  
1st Floor, B Building, No. 2 Chua Boc str., Dong Da dist., HN
- **TPBank Trung Hoa - Nhan Chinh**  
1st Floor, 24 T1 Building, Trung Hoa - Nhan Chinh New Urban Area, Thanh Xuan dist., HN
- **TPBank Ba Dinh**  
11 Nguyen Bieu str., Ba Dinh dist., HN
- **TPBank Dong Da**  
No. 1-16 Line B, Hoang Cau, Dong Da dist., HN
- **TPBank Dong Do**  
1st Floor, LICOGI 13 Building, Khuat Duy Tien, Thanh Xuan dist., HN
- **TPBank Thang Long**  
129-131 Hoang Quoc Viet, Cau Giay dist., HN
- **TPBank Pham Hung**  
FPT Building, Duy Tan str., Cau Giay dist., HN
- **TPBank My Dinh**  
1st Floor, MDComplex Building, Urban Area My Dinh 1, Nguyen Co Thach str., Nam Tu Liem dist., HN

- **TPBank Linh Dam**  
Villa 10BT1, Urban Area Bac Linh Dam, Nguyen Huu Tho, Hoang Mai dist., HN
- **TPBank Hoang Mai**  
Licogi 19 Building, No. 25 Tan Mai, Hoang Mai dist., HN
- **TPBank Thanh Do**  
No. 7 Tran Phu Building, Van Quan ward, Ha Dong dist., HN
- **TPBank Tay Ha Noi**  
No. 535 Kim Ma, Ngoc Khanh ward, Ba Dinh dist., HN
- **TPBank Thanh Tri**  
No. 407-409 Ngoc Hoi, Van Dien Town, Thanh Tri, HN
- **TPBank Thanh Xuan**  
No.194 Le Trong Tan str., Thanh Xuan dist., HN
- **TPBank Ha Dong**  
38A Phung Hung str., Ha Dong, HN
- **TPBank Chien Thang**  
139E + 139G Chien Thang, Thanh Tri dist., HN
- **TPBank Son Tay**  
314 Chua Thong, Son Loc Ward, Son Tay Town, HN

### HAI PHONG

- **TPBank Hai Phong**  
No. 8-10 Cau Dat str., Ngo Quyen dist., Hai Phong
- **TPBank To Hieu**  
No. 219 To Hieu str., Le Chan dist., Hai Phong

### KIEN GIANG

- **TPBank Kien Giang**  
154 0 156 0 158 Tran Phu, Vinh Thanh Van Ward, Rach Gia City, Kien Giang Province

### HO CHI MINH

- **TPBank Ho Chi Minh**  
No. 456A Nguyen Thi Minh Khai, Ward 5, District 3, Ho Chi Minh city
- **TPBank Nguyen Oanh**  
No. 112-114 Nguyen Oanh, 7th ward, Go Vap dist., Ho Chi Minh city
- **TPBank Cong Hoa**  
No. 73 Cong Hoa, 4th ward, Tan Binh dist., Ho Chi Minh city
- **TPBank Gia Dinh**  
No. 481-483 Bach Dang, Binh Thanh dist., Ho Chi Minh city
- **TPBank Binh Tay**  
No. 224 Hai Thuong Lan Ong str., Ward 14, District 5, Ho Chi Minh city
- **TPBank Tay Sai Gon**  
No. 290 Lanh Binh Thang str., District 11, Ho Chi Minh city
- **TPBank Tan Binh**  
No. 301 Nguyen Van Troi str., Tan Binh dist., Ho Chi Minh city
- **TPBank Sai Gon**  
No. 164B-166 Le Hong Phong, Ward 3, District 5, Ho Chi Minh city
- **TPBank Phu My Hung**  
No. D204-D205, R19-1 - My Toan 3 str., District 7, Ho Chi Minh city
- **TPBank Ben Thanh**  
No. 180 Nam Ky Khoi Nghia str., Ward 6, District 3, Ho Chi Minh city
- **TPBank Hung Vuong**  
No. 32A Hau Giang, Ward 2, District 6, HCM
- **TPBank Cuu Long**  
No. 445 Ly Thuong Kiet str., Ward 8, Tan Binh dist., Ho Chi Minh city
- **TPBank Binh Thanh**  
No. 81 Xo Viet Nghe Tinh, Ward 17, Binh Thanh dist., Ho Chi Minh city

- **TPBank District 4**  
No. 9-11 Hoang Dieu, Ward 12, District 4, HCM
- **TPBank Hoc Mon**  
No. 1/1-1/2, Nguyen Anh Thu str., Trung My Tay, Trung Chanh, Hoc Mon dist., Ho Chi Minh city
- **TPBank Binh Chanh**  
A22/5 route 50, Binh Hung, Binh Chanh, HCM
- **TPBank Thu Duc**  
190 Dang Van Bi, No 1 Quarter, Binh Tho Ward, Thu Duc District, HCM
- **TPBank District 1**  
75-77 Nguyen Thai Binh, District 1, Ho Chi Minh City
- **TPBank Do Thang**  
93-95 Nguyen Cu Trinh Street, Nguyen Cu Trinh Ward, District 1, Ho Chi Minh City
- **TPBank Phan Dang Luu**  
214 Phan Dang Luu Street, Ward 3, District 5, Ho Chi Minh City

### QUANG NINH

- **TPBank Quang Ninh**  
1st Floor, Ha Long DC Building, No. 08 25/4 str., Ha Long city
- **TPBank Cam Pha**  
749 - 751 Tran Phu, Cam Pha City, Quang Ninh Province

### QUANG NAM

- **TPBank Quang Nam**  
152 Phan Chu Trinh Street, Ward Phuoc Hoa, Tam Ky City

### NAM DINH

- **TPBank Nam Dinh**  
TPBank building, 91 Quang Trung street, Nam Dinh City, Nam Dinh Province

### NGHE AN

- **TPBank Nghe An**  
No. 12, CT1 Quang Trung, Ward Quang Trung, Vinh city
- **TPBank Vinh**  
140 Lenin Avenue, Vinh City, Nghe An Province

### DAK LAK

- **TPBank Dak Lak**  
No. 56 - 58 Y jut, Thong Nhat ward, Buon Ma Thuot city, Dak Lak province

### KHANH HOA

- **TPBank Nha Trang**  
No. 9F Le Thanh Ton, Loc Tho ward, Nha Trang city, Khanh Hoa province

### THANH HOA

- **TPBank Thanh Hoa**  
No. 13,14 Phan Chu Trinh, Dien Bien, Thanh Hoa

### THAI NGUYEN

- **TPBank Thai Nguyen**  
70 Hoang Van Thu Street, Thai Nguyen City

### TIEN GIANG

- **TPBank Tien Giang**  
119 Nam Ky Khoi Nghia Street, Ward 4, My Tho City, Tien Giang Province

# CORRESPONDENT & AGENT **BANKS**



## UNITED STATES

- Wells Fargo Bank, N.A, New York International Branch
- JPMorgan Chase Bank, N.A
- CitiBank, N.A
- Woori America Bank
- Woori Bank, New York
- Bank of New York Mellon, HO
- Industrial & Commercial Bank of China
- Shinhan Bank
- Bank of Tokyo-Mitsubishi UFJ, LTD, NY Branch
- BNP Paribas, New York Branch
- Habib American Bank, HO
- Woori America Bank, Los Angeles
- Wells Fargo Bank, N.A (Philadelphia)
- Wells Fargo Bank, N.A (San Francisco, CA)
- International Finance Corporate
- Toronto Dominion Bank USA NA
- First Bank
- PNC Bank N.A, HO
- Silicon Valley Bank
- Zions First National Bank, HO
- U.S Bank National Association, HO
- Mashreq Bank PSC., New York branch
- Commerzbank AG, New York branch

## ITALY

- UniCredit S.P.A
- Intesa Sanpaolo SPA Head OfOce
- Banca Valsabbina S.C.P.A, HO
- Banca Popolare di Sondrio
- Banca Popolare dell'Emilia Romagna (BPER Banca), HO
- UBI Banca, HO

## SINGAPORE

- Unicredit Bank AG Singapore Branch (HypoVereins-Bank AG Singapore Branch)
- Svenska Handelsbanken, Singapore branch
- United Overseas Bank Ltd. Head OfOce
- Bank of Tokyo-Mitsubishi UFJ, LTD, Singapore Branch
- Skandinaviska Enskilda Banken AB (PUBL). Singapore Branch
- Mizuho Bank, Ltd. Singapore Branch
- CitiBank, N.A. Singapore Branch
- Sumitomo Mitsui Banking Corporation, Singapore Branch
- BNP-Paribas SA (formerly Banque Nationale de Paris)
- RHB Banking Group, Singapore Branch
- Raiffeisen Bank International AG, Singapore branch
- Australia and New Zealand Banking Group Ltd, Singapore branch
- DBS Bank, HO
- KBC Bank, Singapore Branch
- Landesbank Baden-Wuerttemberg, Singapore branch
- Wells Fargo Bank, Singapore branch
- Commerzbank AG, Singapore branch
- Intesa Sanpaolo, Singapore branch

## GERMANY

- Deutsche Bank AG
- BHF-BANK Aktiengesellschaft
- Vietinbank, German Branch
- Landesbank Baden-Wuerttemberg
- Unicredit Bank AG (HypovereinsBank)
- WGZ Bank AG (Westdeutsche Genossenschafts-Zentral Bank), HO
- KBC Bank, Duesseldorf Branch
- Bremer Kreditbank AG, HO
- Mizuho Bank, Duesseldorf branch
- HSH Nordbank AG, HO
- Joh. Berenberg Gossler Und Co. KG, HO
- Commerzbank AG., HO (TFC)
- Commerzbank AG., HO
- Shinhan Bank Europre GMBH

## CHINA

- Wells Fargo Bank, N.A, Shanghai Branch
- Sumitomo Mitsui Banking Corporation China Limited, Shanghai branch
- Bank of Communications, HO
- KBC Bank, Shanghai Branch
- Industrial & Commercial Bank of China, Head OfOce

- China Construction Bank Corporation
- Kookmin Bank (China) Limited
- Sumitomo Mitsui Banking Corporation China Limited, Beijing branch
- Postal Saving Bank of China, HO
- Jiangsu HaianRural Commercial Bank Co., Ltd, HO
- Bank of Jiangsu, HO
- Sumitomo Mitsui Banking Corporation China Limited, Guangzhou branch
- Bank of Guiyang
- Sumitomo Mitsui Banking Corporation China Limited, Tianjin branch
- Sumitomo Mitsui Banking Corporation China Limited, Suzhou branch
- Industrial Bank Co., Ltd
- Chengdu Rural Commercial Bank
- Sumitomo Mitsui Banking Corporation China Limited, Shenzhen branch
- Sumitomo Mitsui Banking Corporation China Limited, Hangzhou branch
- Mizuho Bank Ltd., Shanghai branch
- DBS Bank China Limited
- Commerzbank AG, Shanghai branch
- Huishang Bank Corporation Ltd., HO
- Dongying Bank Co., Ltd.
- Evergrowing Bank, HO
- Yinzhou Bank, HO
- Bank of Liuzhou, HO

## UNITED KINGDOM

- Wells Fargo Bank, N.A., London Branch
- Bank of New York Mellon, London Branch
- Australia and New Zealand Banking Group Ltd
- Citibank N.A
- JPMorgan Chase Bank, N.A (European Headquarters)
- KEB Hana Bank, London branch
- KBC Bank, London Branch
- First City Monument Bank, London branch
- Kookmin Bank International Ltd.
- Mizuho Bank, London branch
- Mashreq Bank PSC., London branch
- Shinhan Bank, London branch

## HONG KONG

- Wells Fargo Bank, N.A., Hongkong Branch
- Skandinaviska Enskilda Banken AB
- Svenska Handelsbanken HongKong Branch
- Unicredit Bank AG HongKong Branch (Hypovereinsbank HongKong)
- Bank of Tokyo-Mitsubishi UFJ, LTD, HongKong Branch
- Erste Bank Der Oesterreichischen Sparkassen AG, Hongkong branch
- KBC Bank, Hongkong Branch
- Sumitomo Mitsui Banking Corporation, Hongkong branch
- DBS Bank Ltd., Hongkong branch
- Shinhan Bank, Hongkong branch
- Commerzbank AG, Hongkong branch

## SPAIN

- Bank of Tokyo-Mitsubishi UFJ, LTD, Madrid Branch
- CaixaBank, S.A
- Kutxabank S.A. in Bilbao, HO
- Banco De Sabadell, HO

## SWEDEN

- Skandinaviska Enskilda Banken
- Svenska Handelsbanken HO

## JAPAN

- Wells Fargo Bank, N.A., Tokyo Bracnh
- Bank of Tokyo-Mitsubishi UFJ, Ltd
- Sumitomo Mitsui Banking Corporation
- Mizuho Bank, Ltd
- Australia and New Zealand Banking Group Ltd
- Resona Bank Ltd.
- China Construction Bank - Japan Branch
- Kookmin Bank, Tokyo branch
- Banco Do Brasil SA, Tokyo branch
- Citibank, Tokyo Branch
- Towa Bank Ltd

- Commerzbank AG, Tokyo branch
- Bank of New York Mellon, Tokyo branch

## KOREA

- Wells Fargo Bank, N.A., Seoul Bracnh
- Woori Bank, Seoul
- KEB Hana Bank, HO
- Industrial & Commercial Bank of China, Seoul Branch
- Busan Bank
- Kookmin Bank
- Suhyup Bank - National Federation of Fisheries Cooperatives
- Sumitomo Mitsui Banking Corporation, Seoul branch
- Shinhan Bank, HO
- Daegu Bank Ltd
- Industrial Bank of Korea HO

## THAILAND

- JBangkok Bank Public Company Limited
- Bank of Tokyo-Mitsubishi UFJ, Ltd, Bangkok Branch
- Siam Commercial Bank
- Sumitomo Mitsui Banking Corporation, Bangkok branch
- RHB Bank Berhad
- Kasikorn Bank Public Company, HO

## PHILIPPINES

- Mizuho Bank, Ltd., Manila Branch
- Australia and New Zealand Banking Group Ltd
- Maybank Philippines Inc.
- Asian Development Bank

## INDONESIA

- Bank of Tokyo-Mitsubishi UFJ, LTD, Jakarta Branch
- Bank Artha Graha Internasional TBK., PT. HO
- PT Bank Mayora, HO
- Bank Central Asia, HO

## MALAYSIA

- Public Bank Bhd
- Mizuho Bank (Malaysia) Berhad
- Sumitomo Mitsui Banking Corporation, Labuan branch
- Maybank, HO
- UOB, Malaysia Branch
- Sumitomo Mitsui Banking Corporation Malaysia Berhad
- RHB Banking Group, HO
- Bank Al Habib Limited, Labuan branch

## FRANCE

- Bayerische Hypo-Und VereinsBank Paris
- BNP-Paribas SA (formerly Banque Nationale de Paris) Head OfOce
- KBC Bank, Paris Branch
- Mizuho Bank, Paris branch

## AUSTRALIA

- Australia and New Zealand Banking Group Ltd
- Mizuho Bank, Ltd. Sydney Branch
- Sumitomo Mitsui Banking Corporation, Sydney branch
- Commonwealth Bank, HO
- National Australia Bank, HO

## INDIA

- Sumitomo Mitsui Banking Corporation, New Delhi branch
- TJSB Sahakari Bank Ltd., HO
- Mashreq Bank PSC., Mumbai branch
- DBS Bank Ltd., Mumbai branch
- Shinhan Bank, Mumbai branch
- ICICI Bank, HO

## TAIWAN

- Wells Fargo Bank, N.A., Taipei Branch
- Mizuho Bank, Ltd., Taipei Branch
- Shanghai Commercial & Savings Banking, Ltd
- Sumitomo Mitsui Banking Corporation, Taipei branch
- DBS Bank Limited, Taipei Branch
- Bank of New York Mellon, Taipei branch

## DENMARK

- Citibank International PLC
- Spar Nord Bank A.S, HO
- Danske Bank, HO

## CZEK REPUBLIC

- Citibank Europe Plc, Organizacni Slozka
- Unicredit Bank Czech Republic and Slovakia, A.S
- Cseka Sportelna Bank HO
- Ceskoslovenska Obchodni Banka A.S

## NORWAY

- Danske Bank, Trondheim branch

## LUXEMBOURG

- Banque Internationale A Luxembourg S.A
- Industrial & Commercial Bank of China (Europe) Luxembourg
- Industrial and Commercial Bank of China, Luxembourg branch

## ISRAEL

- Bank Leumi Le Israel B.M

## BELGIUM

- KBC Bank NV
- Bank of Tokyo-Mitsubishi UFJ, Ltd, Brussels Branch
- BNP Paribas Fortis NA/SV
- CBC Banque
- BelQus bank SA/NV, HO
- Mizuho Bank, Brussels branch

## SLOVENIA

- Hypo Alpe-Adria-Bank D.D.
- UNICREDIT BANKA SLOVENIJA D.D.

## RUSSIA

- Zao CitiBank, Moscow
- Industrial & Commercial Bank of China (Moscow)
- Unicredit Bank AO

## SRI LANKA

- MCB Bank Limited
- Sampath Bank PLC., HO
- Hatton National Bank Plc., HO
- Commercial Bank of Ceylon Ltd, HO

## PAKISTAN

- Habib Metropolitan Bank Ltd
- JS Bank Limited, HO
- Bank Al Habib Limited, HO
- Summit Bank Ltd, HO

## UAЕ

- Industrial & Commercial Bank of China Ltd, Dubai (DIFC) Branch
- Habib Bank AG Zurich, Dubai UAE
- Bank of Tokyo-Mitsubishi UFJ, Ltd, Dubai branch
- Mashreq Bank PSC., HO
- Commerzbank AG, Dubai branch
- Bank of Tokyo-Mitsubishi UFJ, Ltd, Abu Dhabi branch

## UKRAINE

- UkrsotsBank

## BAHRAIN

- Mashreq Bank PSC., Manama branch

## FIJI

- Australia and New Zealand Banking Group Ltd

## AUSTRIA

- Raiffeisen Bank International AG
- Erste Group Bank AG, HO
- Erste Bank Der Oesterreichischen Sparkassen AG, HO
- Mizuho Bank, Vienna branch
- Steiermaerkische Bank und Sparkassen AG., HO

## BOSNIA & HERZEGOVINA

- Unicredit Bank

## CAMBODIA

- Kookmin Bank Cambodia Plc.
- Osk Indochina Bank Limited
- Cambodian Public Bank Plc.

## MYANMAR

- Sumitomo Mitsui Banking Corporation, Yangon branch
- BIDV, Yangon branch
- Myanmar Oriental Bank, HO

## TURKEY

- Turkiye Is Bankasi AS, HO

## NETHERLANDS

- GarantiBank International N.V.
- KBC Bank, Rotterdam Branch
- Mizuho Bank, Amsterdam branch

## LITHUANA

- Siauliu Bankas AB, HO

## EGYPT

- Ahli United Bank, HO
- Piraeus Bank S.A., HO
- Mashreq Bank, Cairo branch

## SWITZERLAND

- Habib Zurich AG, HO
- Commerz Bank AG, Zurich branch
- Zuercher KantonalBank, HO
- Corner Banca S.A., HO

## IRELAND

- Bank of America, N.A, Dublin branch

## GUINEA

- United Bank of Africa, Guinea Branch

## VIETNAM

- Military Commercial Joint Stock Bank
- Joint Stock Commercial Bank for Foreign Trade of Vietnam
- Joint Stock Commercial Bank for Investment & Development of Vietnam
- Vietnam Technological & Commercial Joint Stock Bank
- Petrolimex Group Commercial Joint Stock Bank
- An Binh Commercial Joint Stock Bank
- Vietnam Bank for Agriculture & Rural Development
- Sai Gon - Ha Noi Commerical Joint Stock Bank
- Australia and New Zealand Bank (Vietnam) Limited
- DongA Bank
- Sai Gon Thuong Tin Commercial JS Bank SacomBank)

- Hochiminh City Development Joint Stock Commercial Bank
- Lien Viet Post Joint Stock Commercial Bank
- Orient Commercial Joint Stock Bank
- BaoViet Joint Stock Commercial Bank
- Vietnam Thuong Tin Commercial Joint Stock Bank
- Southeast Asia Commercial Joint Stock Bank
- Vietnam International Commercial Joint Stock Bank
- Saigon Commercial Bank (SCB)
- Vietnam Joint Stock Commercial Bank for Industry & Trade
- Asia Commercial Bank
- Vietnam Public JSC Bank (PVCOMBANK)
- Vietnam Export Import Commercial JSB
- National Citizen Joint Stock Bank
- Viet Capital Commercial JSB
- Vietnam Prosperity JSC Bank
- Vietnam Maritime Commercial Stock Bank
- Nam A Commercial Joint Stocj Bank
- Kien Long Commercial Joint Stock Bank
- Vietnam Asia Commercial Joint Stock Bank
- Saigon Bank for Industry and Trade, HO
- Indovina Bank, HO
- Woori Bank, Hanoi
- Woori Bank, HochiMinh
- Hua Nan Commercial Bank, Ltd, HCMC Branch
- China Construction Bank Corporation, HCM Branch
- United Overseas Bank Ltd. HCMC Branch
- BNP-Paribas SA (formerly Banque Nationale de Paris) Ho Chi Minh city Branch
- CitiBank N.A.
- Industrial & Commercial Bank of China, Hanoi Branch
- Mizuho Bank, Ltd, Hanoi Branch
- Bank of Tokyo Mitsubishi UFG, Hanoi Branch
- Industrial Bank of Korea, Vietnam
- Bank of Tokyo-Mitsubishi UFJ, LTD, HCMC Branch
- Deutsche Bank, HCMC Branch
- VIETNAM RUSSIA JOINT VENTURE BANK
- Hong Leong Bank Vietnam Ltd
- Hana Bank, HCMC Branch
- Maybank, Hanoi Branch
- Bank of China, HCMC branch
- Kookmin Bank, Ho Chi Minh city branch
- Shinhan Bank Vietnam Limited
- Sumitomo Mitsui Banking Corporation, Ho Chi Minh city branch
- Commonwealth Bank, HCMC branch
- Bank Sinopac, Ho Chi Minh city branch
- KEB Hana Bank, HCMC Branch
- Construction Bank

## BANGLADESH

- Uttara Bank, HO
- Prime Bank Limited, HO
- Brac Bank Limited, HO
- Jamuna Bank Limited, HO
- Islami Bank Bangladesh Limited, HO

## BULGARIA

- Unicredit Bulbank AD

## MALTA

- IIG Bank Ltd.

## POLAND

- Bank Ochrony Srodowiska S.A, HO
- WARSZAWA, Poland

## TANZANIA

- CRDB Bank Limited, HO


## UZBEKISTAN

- Ipoteka Bank, HO



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