



VISION, MISSION CORE VALUES



Vision

To become one of the leading joint stock commercial banks in Vietnam, focusing on retail banking.



Mission

To provide Financial Solutions which are Effective, Fast and satisfactory to customers' demand.



Core Values

- Result Orientation
- Accountability
- Value – Added Creativity
- High touch
- Servant mindset customer service

GENERAL INFORMATION

OVERVIEW

Business name:

AN BINH COMMERCIAL JOINT STOCK BANK

Abbreviation:

ABBANK

Business registration: No.: **0301412222**,
amended for twenty-five time on the 22nd July 2019 by Department of Planning
and Investment in Ho Chi Minh City



Charter capital

VND 5,713,113,550,000

Address: 1st, 2nd, 3rd Floor, Geleximco Building,
No. 36 Hoang Cau Street, O Cho Dua Ward, Dong Da District, Hanoi

Telephone: (84-24) 37 612 888

Website: www.abbank.vn

Stock code: ABB



KEY MILESTONES

1993

An Binh Commercial Joint Stock Bank (ABBANK) was established under License No. 535/GP-UB issued by the People's Committee of Ho Chi Minh City dated 13 May 1993.



2004

Established as a rural bank, ABBANK made great strides to be upgraded into an urban bank.

ABBANK increased its charter capital from VND 5 billion in 2002 to VND 70.04 billion in 2004.

2005

Participation of Strategic Shareholder Vietnam Electricity (EVN), Major Shareholders Hanoi General Export Import Corporation (now Geleximco Group - Joint Stock Company).

ABBANK increased its charter capital to VND 165 billion.



2006

ABBANK increased its charter capital to VND 1,131 billion.

2007

ABBANK increased its charter capital to VND 2,300 billion.

Total assets exceeded USD 1 billion (over VND 16,000 billion under the 2007 exchange rate).



2008

The Core Banking software was successfully implemented and put into operation for entire system.

Malayan Banking Berhad (Maybank) was officially become ABBANK's Foreign Strategic Shareholder with shareholding of 15%.

ABBANK increased its charter capital to VND 2,705 billion.

2009

ABBANK's charter capital was increased to VND 2,850 billion in July 2009 and achieved VND 3,482 billion at the end of 2009.

Maybank's shareholding was increased to 20% from 15% at the end of 2009.



2010

ABBANK successfully issued the convertible bonds with par value of VND 600 billion to International Finance Corporation (IFC) and Maybank. Maybank continued to maintain 20% of shareholding at ABBANK.

ABBANK increased its charter capital to VND 3,831 billion.

This was the first year to launch the "Tet An Binh" Festival which becomes an outstanding annual activity for charity of ABBANK.

2011

ABBANK increased its charter capital to VND 4,200 billion.



2012

ABBANK network covered over 140 transaction points at 29 provinces/cities nationwide.

2013

On the 26th April 2013, ABBANK increased its charter capital to VND 4,800 billion. IFC officially became ABBANK's major shareholder, holding 10% of charter capital. Maybank maintained 20% of shareholding and continued to hold the role of ABBANK's strategic shareholder.

On the 28th May 2013, 20th Anniversary Ceremony of ABBANK (13/05/1993 – 13/05/2013) was held in Hanoi.



2014

Vision, Missions, Objectives and Strategic Initiatives in the period of 2014 - 2018 were announced by ABBANK.

In December 2014, ABBANK was one of four first Banks of Vietnam to launch the Cross Border Fund Transfer (CBFT) Service.

2015

On the 15th October 2015, ABBANK was ranked by Moody's among the highest ratings of Vietnam Commercial Joint Stock Bank Network for the first time, against 03 critical indicators: Baseline Credit Assessment (B3), Local and Foreign Currency Deposit Ratings (B2) and Issuer Credit Ratings (B2). ABBANK prospects were evaluated stable.

ABBANK is the first bank in Vietnam to provide EVN bill payment service in the ATM / POS system for VISA cardholders.



2016

ABBANK increased its charter capital to VND 5,319 billion.

In May 2016, ABBANK honorably won the Fastest Growing Retail Bank Vietnam 2016 rated by Global Banking & Finance Review.

ABBANK credit ratings were upgraded by Moody's. ABBANK was remained on the list of the Commercial Joint Stock Bank Group who were having the highest credit ratings.

The network was expanded from 146 transaction points to 159 transaction points in 33 provinces/cities.



2017



The second consecutive year ABBANK received the prize Fastest Growing Retail Bank Vietnam 2017 rated by Global Banking & Finance Review. Rated prospects were upgraded by Moody's and ABBANK was continued to be named in TOP 5 Private Commercial Joint Stock Banks who were ranked highest credit ratings in Vietnam.

ABBANK network covered over 165 transaction points at 34 provinces/cities nationwide.

It was the first time to receive the prize Best SME Product Vietnam 2017 awarded by International Finance Magazine (IFM).

2018

ABBANK celebrated its 25th Anniversary (13/05/1993 – 13/05/2018).

The Project on "Improvement of ABBANK organization and operation performance" was successfully deployed.

ABBANK was continued to be ranked by receive Moody's positive ratings and its indicators were upgraded: Baseline Credit Assessment (BCA) was upgraded from b2 to b1; Counterparty Risk Ratings (CRR) was upgraded to Ba3; Local and Foreign Currency Deposit Ratings was upgraded to B1 – the positive ratings in the Vietnamese Banking System. ABBANK prospects were also evaluated stable.

The Best SME Product Vietnam 2018 Prize for the second consecutive year was awarded by the International Finance Magazine (IFM).

ABBANK honorably won the Fastest Growing Retail Bank Vietnam 2018 for the third consecutive year rated by the Global Banking & Finance Review.

ABBANK Family Day as a community festival was launched and organized for the first year.



2019

ABBANK increased its charter capital to VND 5,713 billion.

On the 28th May 2019, ABBANK was one of the 7 banks who leads successfully convert a Domestic Magnetic Card into a Domestic Smart Card according to VCCS standard of the State Bank of Vietnam.

Tet An Binh Charity Program was held for the 10th consecutive year bringing The ABBANK Family Day Music Festival also brought the good impression to the community.

Successfully deployed Risk-Weighted Assets (RWA) - Basel II.

2020

Announced the 2021- 2025 Strategic Objectives.

The 11th Tet An Binh Charity Program with topic "Liter of Light 2020" was successfully held.

ABBANK was honored to be recognized as the Best Companies to Work for 2020 rated by HR Asia.

Big projects on IT and Risk Management at Basel II standards were successfully launched in accordance with the Circular No. 13/2018/TT-NHNN and the Circular No. 41/2016/TT-NHNN of the State Bank of Vietnam (SBV).

Bank shares were concentratedly traded on UPCoM with the stock code of ABB.



2020 MAJOR EVENTS

In 2020, the shares of ABBANK officially concentratedly traded on UPCoM in accordance with the requirements of the Prime Minister and the State Bank of Vietnam. In addition, ABBANK officially launched the ICAAP project, directing to comply with the requirement of Circular 13/2018/TT-NHNN of the State Bank of Vietnam.

JANUARY



In January 2020, the “Tet An Binh Charity Program - Liter of Light 2020” was held by ABBANK in combination with the Liter of Light Vietnam Project. Solar energy lighting system worth nearly VND 400 million was offered to 5 poor hamlets who lack of electricity in Dak O commune, Bu Gia Map District, Binh Phuoc Province.



For 5 consecutive years, ABBANK continued holding the role as **Great Leaf** to accompany with the “Pair of Loving Leaves” program launched by VTVDigital - VTV.

FEBRUARY



On the 24th February 2020, **Data Governance System** was officially completed to help ABBANK to actively and flexibly govern, exploit and secure data; satisfy the requirements and conventions of the State Management Authorities, Basel II and the world’s modern governance standards.

MARCH



On the 6th March 2020, the **Internal Capital Adequacy Assessment Process “ICAAP”** Project was officially launched by ABBANK to develop and assure the 2021 - 2025 medium term business plan in conformity with risk appetite and the Bank’s capital plan in both normal and adverse conditions; to well prepare for compliance with the Circular No. 13/2018/TT-NHNN of SBV on ICAAP, valid since the 1st January 2021.

MAY



On the 8th May 2020, **ABBANK Visa Travel** international credit card product was introduced with message “Travel everywhere, refund beyond expectation”. In addition, to utilities of a credit card, ABBANK Visa Travel was also integrated with a series of attractive incentives and direct refund policy up to 5% of customers’ local and international air ticket and hotel bookings.

On the 13th May 2020, **27th Anniversary Ceremony of ABBANK** (13th May 1993 – 13th May 2013) was held by ABBANK.



On the 14th May 2020, ABBANK was awarded with **ISO/IEC 27001: 2013 Standard Information Safety Management System** - the unique international standard used for assessment and requirements on Information Safety Management System awarded by British Standard Institute (BSI). This certification was a critical factor to affirm ABBANK commitments on information security for customers, partners and stakeholders.



In May 2020, ABBANK’s **New Head Office in Hanoi** was inaugurated with modern, dynamic and customer-friendly design, characterized by open working environment, abundant green trees and multi-functional areas for staffs and employees.

JULY



On the 13th July 2020, ABBANK was honored to be recognized as the **Best Companies to Work for 2020** - rated by HR Asia.



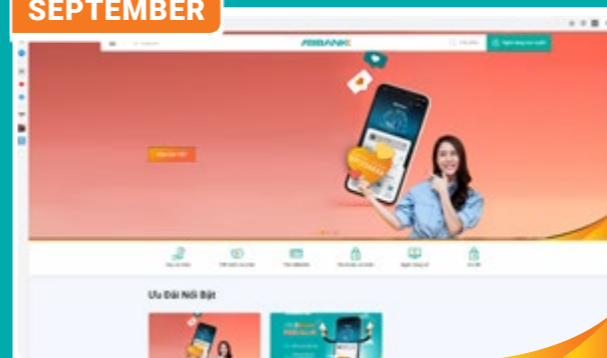
On the 28th July 2020, the Board of Directors promulgated the Resolution on the approved **5 Strategic Objectives for the 2021 - 2025** period.

AUGUST



On the 28th August 2020, the renovated mobile banking application "**AB Ditizer - Bank for Digital Citizens**" was launched with more young, modern and customer-friendly interface. A series of perfect utilities in digital life were offered to users by the application such as QR Pay, air ticket/movies ticket/train ticket/billing booking, VnShop, etc. AB Ditizer's security was also enhanced by 3S-OTP authentication system: Smart - Secure - Smooth. Particularly, AB Ditizer users were also integrated to issue with international e-payment card named AB Ditizer Visa Debit Card. Users may easily make online payment at any time and ensure absolute safety with 3D-Secure Technology.

SEPTEMBER



In September 2020, ABBANK's **new website version was successfully updated at www.abbank.vn** which was characterized by user-friendliness and oriented as a prospective retail channel.

OCTOBER



On the 5th October 2020, **ABBANK Visa Cashback** card was introduced with competitive refund policy up to 5% of trading sales. It was applied for various online shopping payment regardless of onshore or offshore section such as: culinary, fashion, technology, education, health care, insurance premium payment, etc.

NOVEMBER



On the 20th November 2020, the **functional entertainment area** was handed over by ABBANK to The Pediatric Orthopedic Surgery Department and Department of Craniofacial and Plastic Surgery under the Vietnam's National Hospital of Children, Hanoi. The entertainment area was built to offer child patients at Vietnam's National Hospital of Children a joyful entertainment space in combination with treatment support for the patients.

DECEMBER



In 2020 ABBANK continued to apply of the **new brand name recognition system (CI)** at space of transaction points, offering better experiences to the customers. As of 31 December 2020, 72/165 transaction points were upgraded under the new CI, facilitating ABBANK's customer attraction and memory.

BUSINESS FIELDS AND MARKET AREA

COMMERCIAL BANK-BASED OPERATIONS ARE INITIATED BY ABBANK IN ACCORDANCE WITH THE REGULATIONS OF THE LAWS AND SBV, INCLUDING:



Receiving call deposits, term deposits, saving deposits and others;



Loan-based facilities; loan, discount, rediscount of transferable instruments and other valuable papers; Bank guarantee; credit card issuance; domestic factoring;



Opening current account for customers;



Offering the domestic payment services: Providing payment facilities; performing check payment services, payment orders, collections, encashment order, collection orders, letters of credit, bank cards, collection and payment services;



Opening accounts at SBV and other credit institutions and foreign bank branches;



Organizing internal payment, participating in the national inter-banking payment system;



Cash management, banking and financial consultancy services; services of management, asset preservation, safe boxes leasing;



Corporate finance consultancy; M&A, merging and investment consultancy services;



Participating in bidding, buying and selling Treasury Bills, transferable instruments, Government bonds, SBV bills and other valuable instruments in the monetary market;



Buying and selling Government bonds and corporate bonds;



Currency brokerage services;



Issuance of certificates of deposit, promissory notes, bills and bonds to mobilize capital in accordance with the Law on Credit Institutions, Law on Securities, Government regulations and SBV guidelines;



Loans from SBV in the form of refinancing as prescribed in the SBV's regulations and guidelines;



Borrowing, lending, deposits from credit institutions, foreign bank branches, domestic and foreign financial institutions in accordance with the laws and SBV guidelines;



Capital contribution and share purchase in accordance with the laws and SBV guidelines;



Mandate, trustee, acting as an agent in the field of banking operations, insurance business, asset management in accordance with the laws and SBV's guidelines;



Trading and providing foreign exchange services in the domestic market and the international market within the scope specified by SBV;



Securities depository;



Electronic wallet;



Investing in Government future bond contracts;



Debt purchase.

BUSINESS FIELDS AND MARKET AREA (continued)



Regarding business location, at the end of 2020, ABBANK network system is extended up to 165 transaction points (35 branches and 130 transaction offices) in 34 provinces and cities, nationwide.

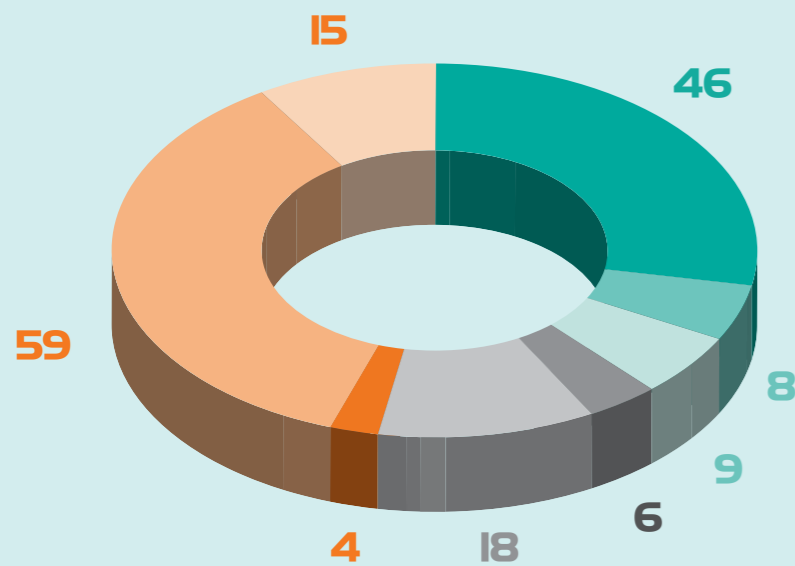


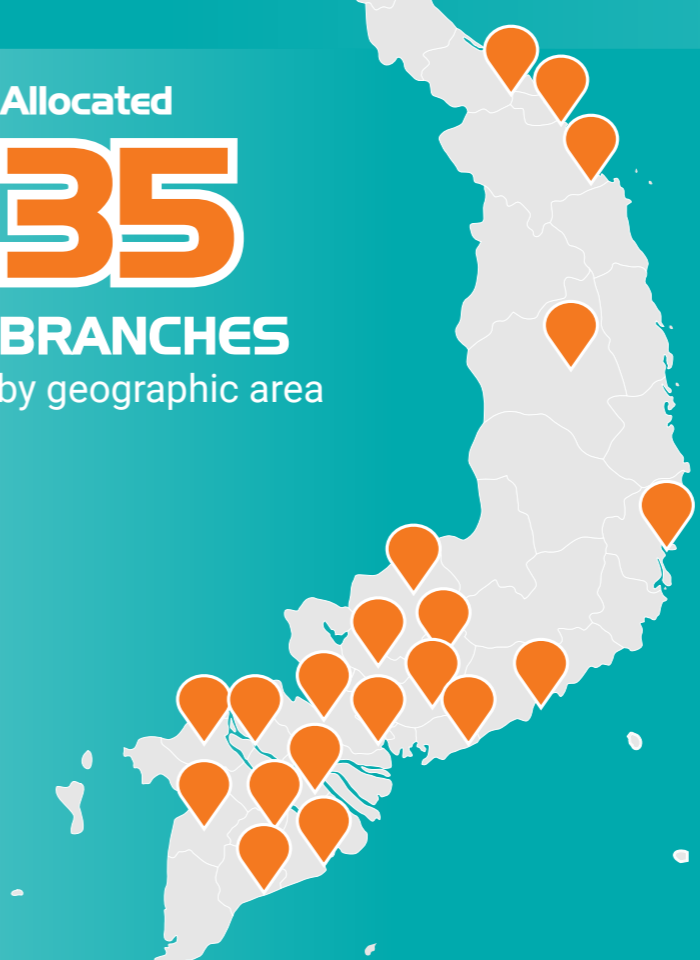
CHART OF 165 TRANSACTION POINTS

- Red River Delta
- Northwest
- Northeast
- North Central
- South Central
- Central Highland
- Southeast
- Mekong River Delta



Red River Delta (06)	Ha Noi, Vinh Phuc, Bac Ninh, Hai Phong, Hung Yen, Thai Binh
Northwest (02)	Son La, Dien Bien
Northeast (03)	Thai Nguyen, Lang Son, Quang Ninh
North Central (03)	Nghe An, Thanh Hoa, Hue
South Central (04)	Da Nang, Khanh Hoa, Quang Nam, Binh Thuan
Central Highland (01)	Gia Lai
Southeast (07)	Ba Ria - Vung Tau, Binh Duong, Binh Phuoc, Ho Chi Minh, Dong Nai, Tay Ninh, Sai Gon
Mekong River Delta (09)	Long An, Tien Giang, Vinh Long, Dong Thap, An Giang, Kien Giang, Can Tho, Soc Trang, Bac Lieu

Allocated 35 BRANCHES by geographic area



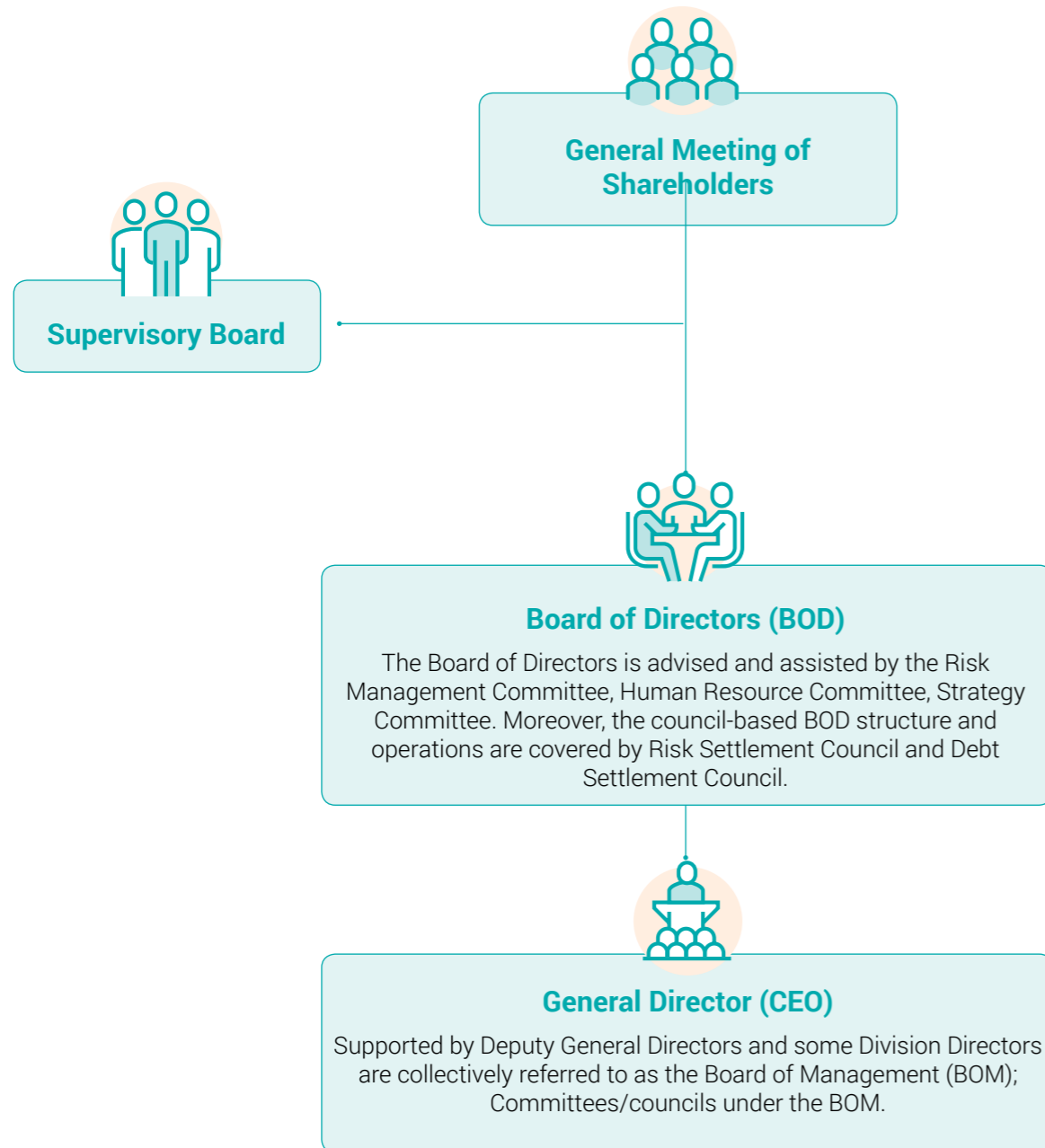
2020 was recorded with ABBANK's ceaseless efforts on enhancing its physical facilities at transaction points to successfully improve customer service quality. Especially, ABBANK has successfully fine tuning the CI system (Corporate Identity) and adapting on ABBANK's transaction points.

With a strategic objective to become one of the local leading Commercial Joint Stock Banks in Vietnam, focusing on retail banking in parallel with strengthening development and exploitation of available business unit networks, ABBANK network was continued to expand to key areas, especially provinces and cities in the Northwestern areas, recognized with good growth rate and high appreciation on business and investment environment.

ORGANIZATIONAL STRUCTURE

GOVERNANCE MODEL

According to the Charter of An Binh Commercial Joint Stock Bank (ABBANK). ABBANK is characterized by management organization structure under Joint Stock Company Model, concretely:



ORGANIZATIONAL STRUCTURE (continued)

GENERAL MEETING OF SHAREHOLDERS

- The General Meeting of Shareholders comprising of all shareholders who are entitled to vote is assigned with the highest decision-making of ABBANK. The General Meeting of Shareholders has important rights and obligations such as: Approve the Bank's development orientation; Approve the Bank's Charter; Elect, remove and dismiss members of BOD and Supervisory Board; Ratify the annual financial statements and profit distribution plan upon completion of tax obligations and other financial obligations; Decide investment and sales of assets with value of 20% or more against the charter capital; Decide separation, division, merger, incorporation, legal form transformation, dissolution or bankruptcy, etc.
- Approve the decisions under its authority by voting at the meeting or written consultation form in accordance with the regulations of the laws and the Bank's Charter.
- The Decision of the General Meeting of Shareholders approved at the meeting as voted by shareholders representing for over 51% of total voting shares of participants, unless 65% is required when decisions are approved such as: Change in charter capital; amendment to the Charter; Investment and sales of assets worth 20% of chartered capital or more; Bank reorganization and termination. The decisions of the General Meeting of Shareholders are approved by shareholder consultation by written circulation and ratified when consent is obtained from shareholders representing at least 71% of total voting shares.

Details:

- Annual General Meeting of Shareholders within 4 months since the end of the financial year. However, due to compliance with the Government's social distancing regulations for Covid-19 prevention and control, the 2020 Annual General Meeting of Shareholders was held on the 12th June 2020 in Hanoi.
- Shareholders were entitled to attend the meeting in accordance with Clause 6, Article 32 of the Bank's Charter.
- The shareholders entitled to join the meeting were notified via mail, website and nationwide newspapers in accordance with the regulations on meeting organization procedures.
- The procedure on announcing the meeting agenda to Shareholders and how Shareholders can access the meeting-related documents were specified in the Bank's Charter and disclosed on ABBANK website at www.abbank.vn.
- The Annual General Meeting of Shareholders agenda, votes, voting results, meeting minutes were released on the Bank's website at: www.abbank.vn. Moreover, the meeting-related materials were also attached to the meeting agenda (or provided to the entitled participants).



BOARD OF DIRECTORS (BOD)

Roles of BOD: BOD is the governance body, having sole rights to act on behalf of ABBANK to decide and fulfill the Bank's rights and obligations, unless issues under the authority of the General Meeting of Shareholders.

Composition of the BOD: ABBANK BOD in term of 2018 - 2022 was elected on the 25th April 2018 by the General Meeting of Shareholders and additionally elected on the 12th June 2020. Currently, BOD comprises of 07 members. All BOD members are non-executive, including 02 independent members.

BOD list

Full name and title	Executive	Non-executive	Independent	BOD Members since	Remark
Chairman: Mr. Dao Manh Khang		x		27/5/2011	
Vice Chairman: Mr. Vu Van Tien		x		10/6/2003	
Member: Mrs. Iris Fang		x		28/4/2016	
Member: Mr. Soon Su Long		x		25/4/2018	
Member: Mr. Luu Van Sau		x	x	25/4/2018	
Member: Mr. Nguyen Danh Luong		x	x	25/4/2018	
Member: Mr. Jason Lim Tsu Yang		x		12/6/2020	

Non-executive member of BOD (hereinafter referred to as non-executive member) refers to a BOD member not Director (General Director), Deputy Director (Deputy General Director), Chief Accountant and other executive officers under the Charter (according to Article 2 of the Decree No. 71/2017/NĐ-CP of the Government dated 6 June 2017 on corporate governance of public companies).

ORGANIZATIONAL STRUCTURE (continued)

BOARD OF DIRECTORS (2018 - 2022 TERM)



Mr. **DAO MANH KHANG**

Year of birth 1969

- Chairman
- Chairman of Strategy Committee
- Member of Risk Management Committee
- Member of Human Resource Committee
- Chairman of Debt Settlement Council
- Doctorate Degree in Economics - University of Commerce

Mr. Dao Manh Khang has 27 years of experience in Finance and Banking, and 15 years working at ABBANK's BOD and Supervisory Board.



Mr. **VU VAN TIEN**

Year of birth 1959

- Vice-Chairman
- Chairman of Human Resource Committee
- Member of Strategy Committee
- Bachelor's Degree in Economics - National Economics University

Mr. Vu Van Tien is one of the most successful and prestigious entrepreneurs in Vietnam. He has been honored with many awards by the Government and the State of Vietnam for his great contribution to Vietnam's economic development such as the Second-class Labor Medal, Third-class Labor Medal; Medal of "Devotion for the Young Generation"; Certificate of Merit from the Prime Minister of Vietnam; Certificate of Merit from the People's Committee of Hanoi; Red Star Award; 2015 Brilliant Citizen Award. He has continuously participated in the management of ABBANK at the highest positions in the Board of Directors since 2003.

BOARD OF DIRECTORS (2018 - 2022 TERM)



Mrs. **IRIS FANG**
Year of birth 1952

- Member of BOD
- Member of Strategy Committee
- MBA at Georgia University, USA

Mrs. Iris Fang has 44 years of experience working for international financial institutions in the United States and Asia: American Express, Bank of America, Chase Bank, Standard Chartered Bank; and was Vietnam Holding Limited's member of BOD. In addition, to being a trainer at Banking Academy of Vietnam and a visiting lecturer at RMIT University Vietnam, she is also a consultant for projects of IFC and SECO. She has been elected as a ABBANK's Member of BOD since 2016.

Mr. **LUU VAN SAU**
Year of birth 1955

- Independent Member of BOD
- Member of Strategy Committee
- Master of Finance and Banking - National Economics University, Hanoi

Mr. Luu Van Sau is a senior expert of 5/6 grade in economic management, with a wide range of qualifications and 36 years of intensive experience in the fields of credit, foreign exchange, economic analysis, research and economic management. He has held some key positions such as Deputy Director of Economic Research Department under the State Bank of Vietnam, Deputy Director acting as Director of General Economic Department under Government Office. He has been awarded many Medals and Certificates of Merit by the State and the Government, such as 01 Third-Class Labour Medal in 2010; 02 Second-Class Labour Medals in 2015; Certificates of Merit from the Prime Minister in 2002, 2003, 2006, 2010; Certificate of Merit from the President in 2012; Certificate of Merit from the Minister of Finance in 2010; Certificate of Merit from the Minister of Defense in 2011; Badge for Dedication to the Banking Industry.

Mr. **NGUYEN DANH LUONG**
Year of birth 1957

- Independent Member of BOD
- Chairman of Risk Management Committee
- Member of Strategy Committee
- Doctorate Degree in Economics, with a Major in Finance and Banking, Banking Academy

Mr. Nguyen Danh Luong has 33 years of experience in the fields of accounting, finance, and business administration. He has held key positions at Vietcombank such as Deputy Director of Transaction Office, Director of Transaction Office, Vietcombank's Deputy General Director and member of BOD.

Mr. **SOON SU LONG**
Year of birth 1968

- Member of BOD
- Member of Strategy Committee
- Bachelor's Degree in Accounting and Finance, London School of Economics and Political Science
- Member of the Institute of Chartered Accountants in England and Wales

He has been working in Vietnam since 2012 as a CEO of Maybank Vietnam and has been elected as a ABBANK's Member of BOD since 2018.

Mr. **JASON LIM TSU YANG**
Year of birth 1983

- Member of BOD
- Member of Strategy Committee
- Bachelor of Science (Hons) Degree in Business Mathematics & Statistics, London School of Economics and Political Science

He joined Maybank in 2013 and is currently holding the position of Head, Group Strategy & Business Development, Maybank Group. He is elected to ABBANK Board of Directors since June 2020.

ORGANIZATIONAL STRUCTURE (continued)

BOARD OF DIRECTORS' ACTIVITIES

Due to the complicated development of Covid-19 pandemics with foreign BOD members of 3/7 members, 02 onsite meeting sessions were held by ABBANK BOD. According to the issued Regulations on approving BOD decisions, the BOD exchanged viewpoints and voted via email to approve a series of internal policies and regulations.

Meeting participation situations of BOD Members were described as follows

Full name and title	Participated meetings	Absent meetings	Qualified meetings
Chairman: Mr. Dao Manh Khang	2	0	2
Vice-Chairman: Mr. Vu Van Tien	2	0	2
Member: Mrs. Iris Fang	2	0	2
Member: Mr. Luu Van Sau	2	0	2
Member: Mr. Nguyen Danh Luong	2	0	2
Member: Mr. Soon Su Long	2	0	2
Member: Mr. Jason Lim Tsu Yang	1	0	1

Written voting situation of BOD members

Full name and title	Number of documents to be consulted	No voting	Voting involvement
Chairman: Mr. Dao Manh Khang	112	0	112
Vice-Chairman: Mr. Vu Van Tien	112	0	112
Member: Mrs. Iris Fang	114	25	89
Member: Mr. Luu Van Sau	114	0	114
Member: Mr. Nguyen Danh Luong	114	0	114
Member: Mr. Soon Su Long	114	29	85
Member: Mr. Jason Lim Tsu Yang	63	11	52

BOARD OF DIRECTORS' ASSESSMENT

Assessment and self-assessment are complied with the Regulation on Organization Structure and Operation of ABBANK BOD and legal regulations.

SUB-COMMITTEES UNDER BOD

Strategy Committee (SC)

is established to advise and assist the BOD in developing, monitoring and supervising the fulfillment of ABBANK's development strategy.

Risk Management Committee (RMC)

is established to help BOD to exercise its rights and obligations in deciding the risk management policies and monitoring fulfillment of the Bank's risk controls (except for issues under the authority of the General Meeting of Shareholders).

Human Resource Committee (HRC)

is established to help BOD to exercise its rights and obligations in deciding the Bank's governance policies and human resources structure (except for issues under the authority of the General Meeting of Shareholders).

Risk Settlement Council

is established with main functions, i.e., advise and decide the fulfillment of credit risk provision policy in accordance with the regulations of the Laws and ABBANK.

Debt Settlement Council

is established with main functions, i.e., advise and assist BOD in fulfilling debt settlement.



ORGANIZATIONAL STRUCTURE (continued)

SUPERVISORY BOARD



Mrs. **NGUYEN THI HANH TAM**

Year of birth 1972

- Chief Supervisor
- Bachelor's Degree in Finance and Credit
- Bachelor's Degree in Accounting
- Master of Business Administration
- Chief Accountant Certificate

Mrs. Nguyen Thi Hanh Tam has 28 years of experience in accounting, auditing in banking and finance sector. She has held the position of Financial Accounting Manager, Vietcombank Leasing; Head of Finance and Accounting Department - Bao Viet Commercial Joint Stock Bank. She has been the Chief Supervisor since 2010 to current time.



Mrs. **PHAM THI HANG**

Year of birth 1971

- Full-time member of Supervisory Board
- Bachelor's Degree in Finance and Credit
- Bachelor's Degree in Law
- Master of Banking and Finance

Mrs. Pham Thi Hang has 24 years of experience in field of inspection and supervision of the State Bank, internal audit of banks and finance companies. She has joined ABBANK Supervisory Board since 2016.



Mrs. **NGUYEN THI THANH THAI**

Year of birth 1963

- Part-time member of Supervisory Board
- Bachelor's Degree in Finance and Credit

Mrs. Nguyen Thi Thanh Thai has 35 years of experience in the field of Finance and Banking, and has held key positions in business areas, credit appraisal and business unit management at Vietnam Bank for Agriculture and Rural Development (Agribank). She was elected to the ABBANK's Supervisory Board for the 2018 - 2022 term on the 25th April, 2018.

ORGANIZATIONAL STRUCTURE (continued)

BOARD OF MANAGEMENT



Mr. LE HAI
Year of birth 1976

- General Director
- Doctorate Degree in Finance and Monetary Circulation

Mr. Le Hai is well-known for his high expertise and 23 years of experience in Finance and Banking, hold senior management positions at Military Commercial Joint Stock Bank.

He undertook the title of Deputy General Director, covering the missions and authorities of ABBANK General Director from the 1st April 2020 to the 29th September 2020. On the 30th September 2020, Mr. Le Hai held the position ABBANK General Director, gradually making ABBANK fulfill the 2020 sales objectives assigned by the General Meeting of Shareholders.



Mr. NGUYEN MANH QUAN
Year of birth 1973

- Deputy General Director
- Bachelor's Degree in Finance and Accounting
- Bachelor's Degree in Foreign Language
- Master of Business Administration

Mr. Nguyen Manh Quan has more than 26 years of experience in the banking industry, he had taken key positions at VID Public Bank, CitiBank, HSBC, SeAbank, HDBank, and MDBank. He has been assigned to be the Deputy General Director of ABBANK since June 2015. He was assigned to the mission and authorities of ABBANK General Director from the 12th January 2018 to the 4th May 2018.



Mrs. PHAM THI HIEN
Year of birth 1973

- Deputy General Director
- Bachelor's Degree in Credit
- Master of Finance and Banking Economics

Mrs. Pham Thi Hien has 27 years of experience in the Vietnam Finance and Banking sector, including Vietcombank, HSBC Vietnam. She was appointed to hold the position of ABBANK Deputy General Director since the 10th March 2011 and appointed to hold the Deputy General Director cum Director of Risk Management Division since the 7th April 2018.

ORGANIZATIONAL STRUCTURE (continued)

BOARD OF MANAGEMENT



Mrs. **NGUYEN THI HUONG**
Year of birth 1973

- Deputy General Director
- Bachelor's Degree in Commercial Business
- Master of Development Economics

Mrs. Nguyen Thi Huong has more than 26 years of experience in Finance and Banking, including 13 years of working at SBV and 13 years of working at ABBANK, holding the title ABBANK Deputy General Director since January 2016.



Mr. **DO LAM DIEN**
Year of birth 1973

- Deputy General Director
- Bachelor's Degree in Finance and Credit
- Bachelor's Degree in English
- Master of Finance and Economics

Mr. Dien has more than 25 years of experience in banking and finance. He has held key positions at banks such as Techcombank, Vietcombank, ACB, MSB, SHB. From the 08th August 2017, he was appointed Deputy General Director of ABBANK.



Mr. **LAI TAT HA**
Year of birth 1978

- Deputy General Director
- Master of Finance

Mr. Ha has more than 15 years of experience in banking. He has held key positions at banks such as SeABank, Techcombank. He joined ABBANK on the 04th July 2019 and he was appointed Deputy General Director of ABBANK from the 08th October 2019.



Mr. **LE MANH HUNG**
Year of birth 1979

- Member of BOM
- Bachelor's Degree in Economics - Major in Business Administration

Mr. Le Manh Hung has more than 19 years of experience in banking and finance. On the 09th August 2017, he was appointed as Member of BOM cum Director of ABBANK Corporate Customer Division.

ORGANIZATIONAL STRUCTURE (continued)

BOARD OF MANAGEMENT



Mr. **TRAN VIET THANG**

Year of birth 1967

- Member of BOM
- Master of Microelectronics

Mr. Thang has over 29 years of experience in Information Technology and extensive experience in undertaking managerial positions. From the 2nd March 2018, Mr. Thang was employed and appointed as Member of BOM cum Director of ABBANK Banking Technology Division.

Mr. **NGUYEN HONG QUANG**

Year of birth 1977

- Member of BOM
- Bachelor's Degree in Business Administration

Mr. Quang has 22 years of experience in banking and finance, including 19 years of working at ABBANK. He was appointed as Member of BOM cum Director of ABBANK SME Customer Division from the 20th April 2019.

LIST OF BOARD OF MANAGEMENT, CHIEF ACCOUNTANT AND SHAREHOLDING AT ABBANK (AS OF 31/12/2020)

NGUYEN THI HUONG

- Deputy General Director
- 24,336 shares, accounting for 0.00%

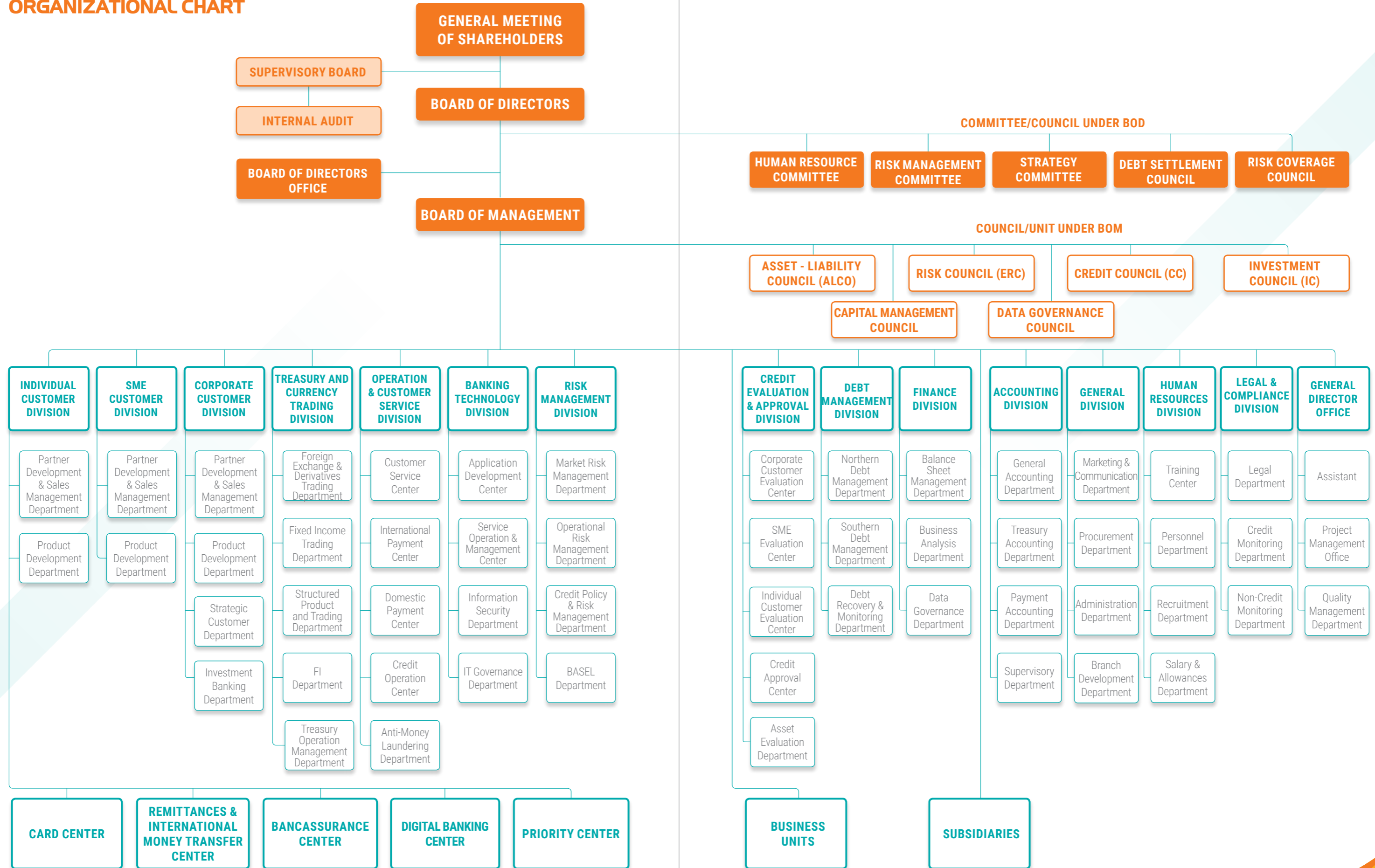
BUI QUOC VIET

- Chief Accountant
- 40,268 shares, accounting for 0.01%

COMMITTEE UNDER THE BOM

- Asset - Liability Committee (ALCO): Formed to assist the Board of Directors in the management of liquidity and market risks. ALCO takes the major charge of development, implementation and review of regulations, strategies and policies... ALCO takes the major charge of development, implementation and review of regulations, strategies and policies related to the management of balance sheet, capital and liquidity risk management of the Bank.
- Executive Risk Committee (ERC): Appointed to monitor the risk level, examine all risk issues, except for market risks and liquidity risk; Submitted to RMC to handle and make a decision on issues beyond ERC authority.
- Investment Committee (IC): Formed to improve the professionalism and diligence in investment; Enhance effective supervision and quality of investment projects; To ensure the supervision policy, risk management in investment operations.
- Credit Committee (CC): Formed to ensure credit quality throughout the ABBANK system safely and efficiently.
- Data Governance Committee (DGC): Formed to guide and closely supervise, play the utmost importance to the data management in ABBANK system.
- Capital Management Committee (CMC): Formed to supervise internal assessment activities on the adequacy of capital at ABBANK following the regulations of the SBV and the internal regulations of ABBANK.

ORGANIZATIONAL CHART



ORGANIZATIONAL STRUCTURE (continued)

SUBSIDIARIES, ASSOCIATES

ABBANK ASSET MANAGEMENT ONE MEMBER COMPANY LIMITED (ABBA)

Relationship with ABBANK: Subsidiary

Address: 2nd Floor, Geleximco Building, No. 36 Hoang Cau Street, O Cho Dua Ward, Dong Da District, Hanoi

Core business:

- Sales of collateral assets;
- Outstanding debt rescheduling;
- Enforcement of collaterals: renovation, repair and rehabilitation for sales, lease, and business operation, etc.
- Trading in outstanding debts of Credit Institutions and debt management and asset operation companies;
- Trading of real estates;
- Hotel business;
- Lease of machineries and equipment;
- Lease of motor vehicles;
- Lease of personal and household appliances;
- Financial support services: Fee and contract-based trust and monitoring services;
- Debt trading arrangement intermediary;
- Goods maintenance and storage field services;
- Lease of plants, other tangible equipment and tools.

Actual contributed charter capital (VND million): 260,000

Ownership percent of ABBANK: 100%



ABBA SECURITY ONE MEMBER COMPANY LIMITED (ABBAS)

Relationship with ABBANK: ABBANK's subsidiaries are indirectly invested via ABBA

Address: 2nd Floor, Geleximco Building, No. 36 Hoang Cau Street, O Cho Dua Ward, Dong Da District, Hanoi

Core business: Personal protection activities - Trading in security services.

Actual contributed charter capital (VND million): 2,000

Ownership percent of ABBANK's: 100%

BUSINESS DIRECTION

Stable and sustainable growth objective, focusing on retail banking including individual customers and SMEs as ABBANK's long-term development orientation.

In order to successfully fulfill this objective, ABBANK focuses on investing into human resources, technology, customer services, development of effective risk controls and high awareness of renovating and improving both quality, services, modern infrastructure, etc. Any operations initiated by ABBANK aim to provide the best products and services to the customers' highest satisfaction, ensuring rights and benefits of the shareholders, customers, society and employees of ABBANK.



IN 2020, ABBANK CONTINUED TO IMPROVE THE BUSINESS PERFORMANCE THROUGH 3 MAIN OBJECTIVES:

1

Specialize and improve the sales capacity and performance of Business Units (BUs).

2

Apply the comprehensive business administration, risk management and quality management in accordance with the practice of the Bank, the authorities' requirements and compliance with the international standards.

3

Exploit and optimize any resources, especially qualified resources from the Bank.

Nearly 25 strategic projects have been launched in the most recent years, covering the fields of business, products and services, technology, operation, risk management, business administration, etc., to successfully grow and transform ABBANK to reach professional, modern and sustainable development with practically good performance.

In 2020, the strategic projects were continued to be comprehensively perfected, newly initiated and connected with technology application projects such as LOS, BI/MIS, ALM, RWA, Data Governance, ICAAP, etc. The Projects put into operation offered positive efficiencies in ABBANK business and help ABBANK to comply with the Basel II requirements of the Government and SBV, the international practices and standards on advanced governance.

Particularly, ABBANK brand was remained to be positioned by The bank that furnishes all – in services and products for families, focusing on customer's service experience by adjusting the new CIs with high applicability, modern and user-friendly features; technology application into products and services aimed to save time and provide added value to the customers.

Concurrently, the investment and tremendous enthusiasm were also reserved for the charity activities on education, human resources. Development of new rural facilities, covering the Northern-Central-Southern provinces, also facilitated the ABBANK brand identifiers and prestige as a modern, friendly and high CSR bank.

RISK MANAGEMENT

Tremendous focus on risk management solutions in the technology era 4.0

In 2020, ABBANK's risk management policies were continued to be perfected. Accordingly, 3 hedging routes' performance was improved and the Bank's material risks were well controlled in any material aspects in accordance with the risk appetite promulgated by BOD.

Some noteworthy achievements on risk management were obtained by ABBANK in the last year:

CREDIT RISK MANAGEMENT

In 2020, ABBANK's internal policies and regulations were reviewed, amended, supplemented and perfected in accordance with SBV's regulations, regulations on internal control system prescribed at the Circular No. 13/2018/TT-NHNN (Regulation on Internal Control System of Commercial Banks and Foreign Bank Branches) and the regulations of the laws and the Bank's credit orientations. The 2020 Risk

Appetite, Credit Development Orientation and Credit Risk Limit were also promulgated to orient ABBANK's 2020 business activities.

The local risk management was continuously improved and perfected with the important projects to be well-matched with the risk management strategies and gradually approach to the international standards. The concentrated credit approval model was also reorganized; Basel II-standard customer rating system and scoring model were renovated; the new scoring model was developed for the SME segment and good preparation for retail banking scoring model development was initiated.

Ongoing control and supervision were applied to the safety indicators and warnings were timely released; credit information and risk reports were fully provided to SBV and major shareholders such as Maybank, IFC, BOD, RMC, BOM..., and warnings were timely released to ensure that ABBANK credit operations were safely and sustainably developed in accordance with SBV's regulations and partners' commitments. It was assumed to classify debts, credit risk provision and follow-up the debt structure under the Circular No. 01/2020/TT-NHNN of SBV to support the customers affected by the Covid-19 pandemic.



OPERATIONAL RISK MANAGEMENT

In 2020, ABBANK's Operational Risk Management was recorded with important improvements in developing risk management tools, perfecting the policy system, enhancing control efficiency and minimizing risks. The examples included development and promulgation of Operational Risk Management Policies, review and development of operating risk appetite and limit in accordance with SBV's regulations. Deployment of RCSA tool under the new method facilitated the Bank to identify and self-assess the material risks, making a significant contribution to ICAAP Project deployment.

Following the 2019 success, the 2020 Business Continuity Plan (BCP) continued to be strengthened the development of scenarios to deal with problems such as Guidelines on Terrorism Response, security threat and operational safety at ABBANK. The actual rehearsal plan was set up at ABBANK in the roadmap of 2021-2022. Through the Covid-19 Script and Response Procedures, the pandemic response was recognized as one of the recent remarkable successes in 2020. ABBANK evaluated the impact and released systematic warnings and recommended the risk mitigation measures (supplement of equipment, face masks, sterilization, trading divergence for customers, etc.). Development and rehearsal of IT Disaster Recovery Plan (DRP) were closely affiliated with BCP Procedure through rehearsal to ensure the continuity of ABBANK data and information safety system.

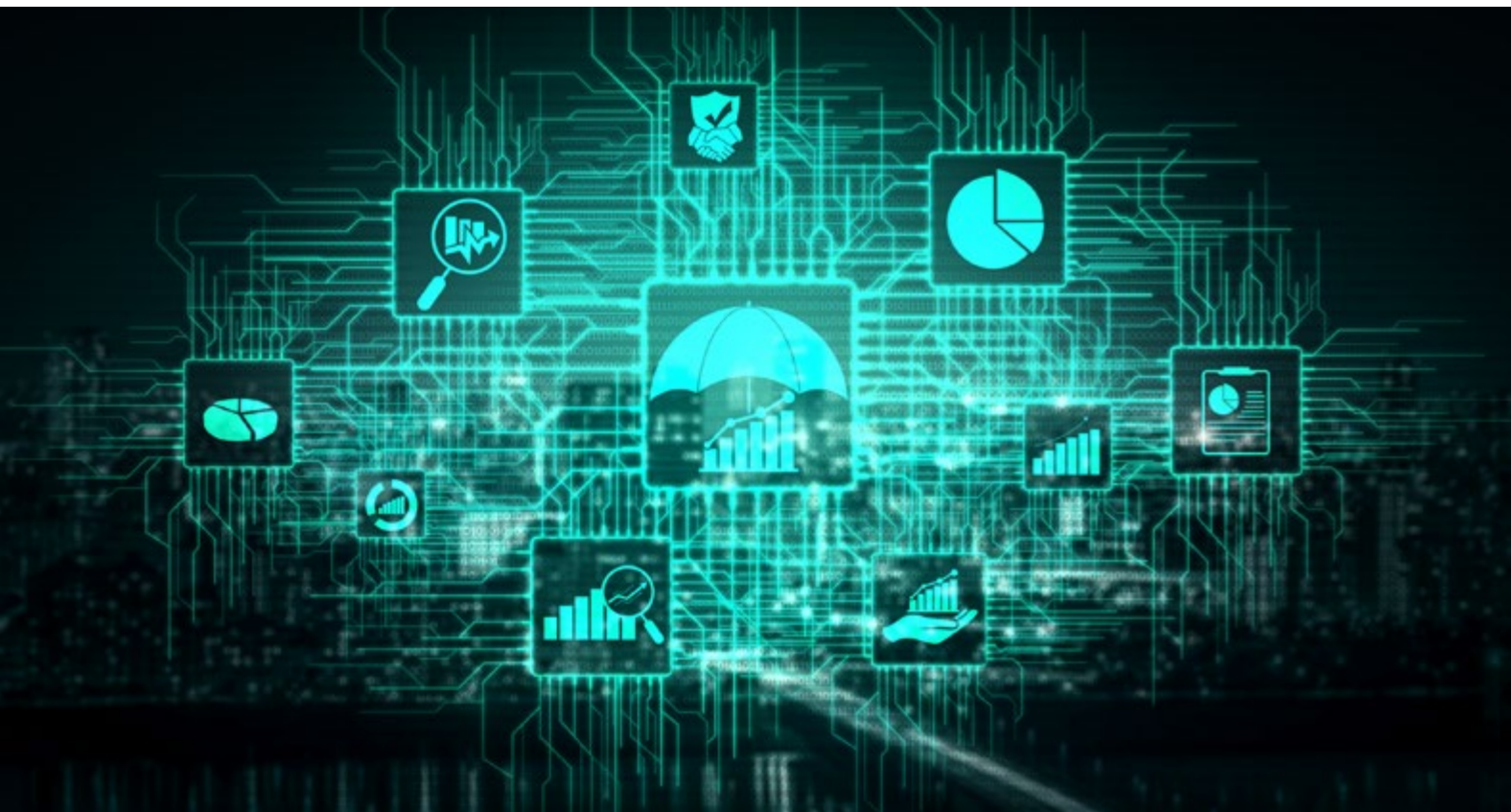
Risk warning communication was enhanced to customers regarding online transactions, warnings of false bank officers to appropriate the customers' assets. This was one of the risk mitigation warning channels for system operation in addition to the hedging routes.



System security review and inspection were also enhanced. Technical facilities were regularly upgraded. The digital banking applications were continuously renovated in terms of interface and quality, ensuring the smoothness of transactions and customer service.



RISK MANAGEMENT (continued)



MARKET RISK MANAGEMENT

RWA system was successfully applied since the 1st January 2019 as advised and software solutions of PwC Vietnam were provided as scheduled in accordance with the Circular No. 41/2016/TT-NHNN (Prescribing prudential ratios operations banks and/or foreign bank branches). ABBANK's capital adequacy ratio was always beyond the ratio required by SBV. On average, it was over 10% in 2020.

In the market risk management operations, the market risk management system was perfected in accordance with the Circular No. 13/2018/TT-NHNN and the Circular No. 41/2016/TT-NHNN through the business ledger and banking ledger separation. Moreover, the sub-ledgers of the banking ledger were also separated to better serve the management.

The procedures on market risk management, policies, regulations and limits related to transactions and market operations were promulgated, perfected and strictly supervised as prescribed by SBV. Market risk status re-assessment was conducted within the day and at the end of the day by ABBANK.

Market risk tolerance value measurement on a business book and efficiency of the list of business books were daily monitored and controlled by using the closing limits and powered by IT system. Tool kits were continuously developed and completed to measure and set up the market risk limit in accordance with the business results from time to time, net open trading limit and stress test. The maximum estimated loss of EOD original currency status (Value At Risk) for key foreign currencies and all held foreign currency portfolios was controlled by the Bank.

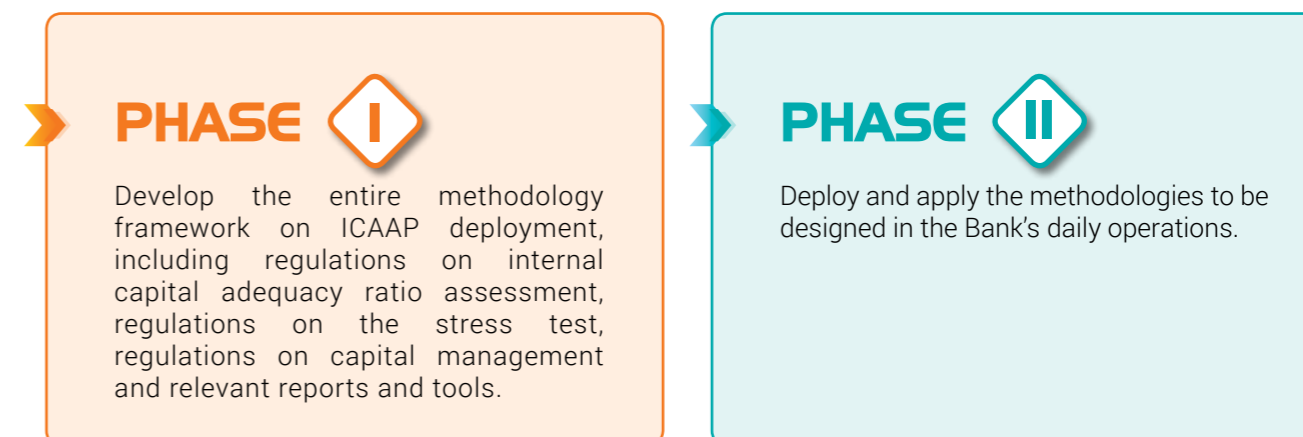
BASEL DEPLOYMENT

Following the 2019 RWA project success, the ICAAP Project was continued to be booted at the end of Q1/2020. This was the second project within the Master Basel Project framework approved by BOD.

The BOD judged that the launch of the ICAAP Project does not only aim to comply with SBV's relevant regulations but also offer the practical benefits to ABBANK's business, concretely:

- Comply with requirements on internal adequate capital ratio assessment specified in Chapter V of the Circular No. 13/2018/TT-NHNN;
- Conduct the risk management capacity building through identification, assessment, measurement and capitalization for all material risks at ABBANK, improve the Risk Appetite;
- Associated between the risk management with the Bank's business plan and capital plan, ensuring capital adequacy ratio and business performance based on risk assessment in all general business scenario and adverse scenario;
- Contribute to improving ABBANK prestige and position in the eyes of investors, independent rating agencies, SBV supervisor by enforcing the modern standards and practices on risk management;
- Facilitate to clarify the performance by measuring risk/benefit for each business division. Hence, improve the Bank's profitability through recommendations and suggestions to the BOM and BOD before deciding on capital allocation, product development and structure, banking product and service pricing were made.

In order to concertize the above objectives, ICAAP project was launched into 2 phases as follows:



At the end of 2020, ABBANK perfected the methodology framework, tools as well as seminars and internal training courses, including ICAAP related high-level seminars for participants as members BOD, BOM.