



Our focus on meeting people's needs
and the power of digitisation are helping change
the face of Vietnamese banking.

Digitalising and automating

74 Investment in technology

75 Digital banking

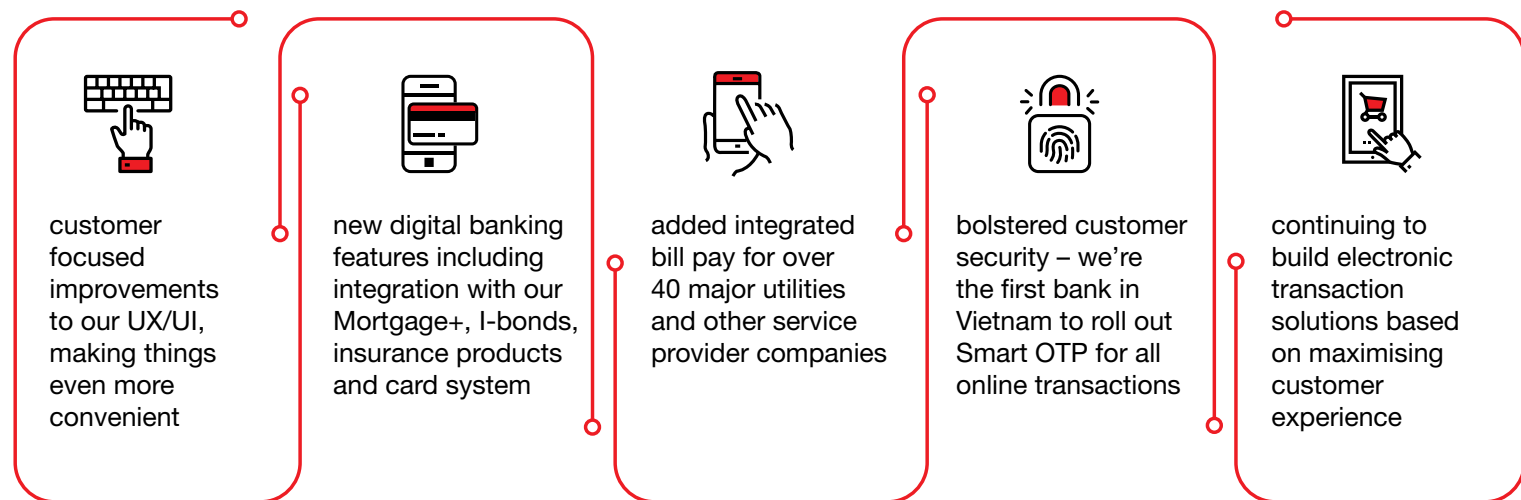


➤ Digital banking

Digital banking is shaping Vietnam's emerging cashless economy. Techcombank's suite of digital banking products and cutting-edge innovation put us firmly at the forefront of this progress. We're proud to be leading the way with our best practice global technology – simultaneously saving customers time and increasing their security. During 2019, millions of our digital savvy customers continued to welcome the comfort and convenience of our online banking solutions. We also signed up over 1 million new customers, growing our e-banking transaction value by 191% YoY. Currently, 85% of customer activity is purely digital and this will only expand.

Pace setting developments in 2019 included an integrated digital product suite with personal financial services accounts, payments, bill pay, insurance and wealth management functions.

Highlights were:



Our new features and capabilities for banking, investing and financial management improved customers' lives throughout the year. For example, our mobile banking app now integrates with all utility providers, so paying a bill is as easy as tapping a phone. Our investments in more scalable, resilient, high-availability infrastructure and architecture, continue to deliver the best-in-class service levels expected of a leading 24/7 bank. Our Techcomers have also digitalised a mortgage process, M+, slashing processing time from two days to nearly one.

The future for digital banking at Techcombank is bright. We have plans to make our popular digital platforms even better and to continue innovating with technology products and services for big life events like buying a home, investing and insurance. We'll continue to invest in and develop agile technology that exceeds customer expectations. And of course, the more digital customers we have the lower our costs – savings we happily pass on to customers. This makes us even more competitive and brings joy to everyone who trusts us with their financial future.

➤ Investment in technology

Techcombank provided Vietnam's first core banking system and we were first to market with online and mobile banking. For 26 years we've maintained our lead in the digitalisation of Vietnam's banking services and products, and 2019 was ripe with achievements.

Our ongoing Bank-wide transformation rests on committed and consistent investment in technology to streamline operations and improve services. In 2019, customer needs continued to shape priorities, as we sought to ease their borrowing journey by further digitalising card services and modernising key workflows.

Our market leading digital platforms give customers the freedom to bank 24/7, from wherever they choose, and our big investment in resilient and accessible infrastructure and architecture ensures the platforms' stability. We added many exciting new features and capabilities to both our retail and commercial digital platforms, so customers could do more banking and investing, and improve their financial management.

Importantly, 2019 saw us significantly strengthen cyber security. In a world of daily cyber threats, customers need to know they can trust Techcombank with their finances and that their privacy is respected and protected. We again allocated significant amounts to recruiting the best people, cyber security technology, and training. It's how we ensure that every customer's data and transactions are safeguarded, with international-standard security methods and protocols.

Our ongoing focus on customer needs rewarded us with more than 1 million new customers. We saw a 151% surge in use for our convenient and effective digital platforms (including ATMs, mobile banking, internet banking), and our serviced transaction value rose by 143% YoY. With customers flocking to digital, we now service 10 times more of them online than in bricks-and-mortar branches. Changing banking preferences has created a virtuous circle – keeping costs low and efficiencies high.