



ANNUAL REPORT  
SEABANK

2017

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# CONTENTS

## **5 BRINGING VITALITY**

### **6 Introduction**

### **8 Strategic Partners, subsidiaries, affiliates, members**

9 Strategic Partners

13 Subsidiaries, affiliates, members

### **14 Message from the Chairwoman**

## **16 LINKING PROSPERITY**

### **18 B.O.M'S report**

### **19 Report of the CEO**

### **20 Financial Indicators 2013 - 2017**

### **22 Outstanding awards 2017**

### **28 Sustainable growth**

29 Comprehensive solutions

34 Sustainable partnerships

38 Linking value chains & ecosystems

### **40 Dependable management**

41 Risk management and Basel II

Compliance control

42 Leading technology - excellent service

### **44 Effective operations**

45 Centralised operations

46 Domestic and international payments

47 Card operations

Transaction outlets

48 Human resources and training

52 Sustainable development & building corporate culture

### **55 Community service**

### **58 Auditor's Report 2017**

## **64 CREATING THE FUTURE**

### **66 Business strategy 2018**

### **67 Business plan 2018**

### **68 Outlets & correspondent bank network**

69 Transaction outlets

72 Correspondent bank network









Bringing  
Vitality



# INTRODUCTION

<b>Vietnamese name:</b>	Ngân hàng Thương mại Cổ phần Đông Nam Á
<b>English name:</b>	Southeast Asia Commercial Joint Stock Bank
<b>Abbreviation:</b>	SeABank
<b>Head office:</b>	25 Tran Hung Dao, Hoan Kiem, Hanoi, Vietnam
<b>Phone:</b>	(+84 24) 3944 8688
<b>Fax:</b>	(+84 24) 3944 8689
<b>Website:</b>	<a href="http://www.seabank.com.vn">www.seabank.com.vn</a>
<b>Email:</b>	<a href="mailto:contact@seabank.com.vn">contact@seabank.com.vn</a>
<b>Hotline:</b>	1900 555 587





### STRATEGIC VISION

#### Vision

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To become a leading and preferred retail bank, providing a range of financial products and services to maximise benefits for customers and shareholders, ensure sustainable development, and contribute positively to the overall development of the economy and society.

#### Mission

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To become a multi-functional, modern, and outstanding banking-financial group in product quality and brand prestige.

#### Development strategy

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To build and develop SeABank to become a leading and preferred retail bank with a customer-centered strategy. In particular, focusing on individual customers while at the same time promoting the segments of small, medium and large enterprises, as well as designing a range of products and services to meet the needs and financial capacities of every customer segment.

#### Operational motto

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Comprehensive, safe, effective and sustainable development, contributing to the prosperity of the national economy and society.



# **STRATEGIC PARTNERS SUBSIDIARIES, AFFILIATES, MEMBERS**



### STRATEGIC PARTNERS



#### SOCIÉTÉ GÉNÉRALE

As one of the world's 20 largest financial institutions, with a network of 7,000 branches in 76 countries and a diverse, modern product and service portfolio, Société Générale Group serves 32 million customers globally.



#### MOBIFONE CORPORATION

MobiFone is one of the 3 largest telecom providers in Vietnam, with a 40% market share, nearly 50 million subscribers, 30,000 2G stations, and 20,000 3G stations. The company partners with over 400 mobile phone service providers in over 100 countries and territories to provide roaming services to customers. MobiFone is the first and only telecom provider to be voted preferred brand in Vietnam for 6 consecutive years.



#### PETROVIETNAM GAS JOINT STOCK CORPORATION (PV GAS)

PetroVietnam Gas JSC (PV GAS), a member of Vietnam National Oil and Gas Group (PVN), plays a key role in Vietnam's gas industry as the sole provider of dry gas and number one manufacturer and trader of LPG in Vietnam. PV GAS is ranked in the top 50 most valuable companies in Southeast Asia by Nikkei Asia Review, and the FORBES Global 2000's list of the world's biggest public companies. PV GAS is a familiar and trusted quality brand, and a strategic energy supplier for nearly all power, fertilizer, steel, transportation, food, commerce and civil operators.



#### BRG GROUP

BRG Group is a multi-sector corporation operating in investment, banking & finance, real estate, golf, hotels, entertainment and industry & trade, raising the domestic standard of living in a consistent and transparent way. The group has 24 hotels in operation and being developed, including major international brands like Hilton, Four Seasons, Marriott, and InterContinental. At the same time, BRG Group is also the largest developer of golf courses in Vietnam. It owns four golf clubs with 118 world-class holes including Kings Island Golf Resort, Legend Hill Golf Resort (Hanoi), Ruby Tree Golf Resort (Hai Phong), and Da Nang Golf Resort (Da Nang). The group has a total of nearly 16,000 staff nationwide.



Mercedes-Benz

#### MERCEDES-BENZ VIETNAM

Mercedes-Benz is a worldwide automotive leader with a 130-year history. Currently, Mercedes-Benz controls 70% of the domestic luxury car market with sales of 6,028 cars in 2017, a 37% increase over 2016.

## INTRODUCTION - SEABANK

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### SUMITOMO CORPORATION

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Sumitomo Corporation is one of the leading corporations in Japan with diversified business activities including: Providing products and services, import-export, trade, investing in the fields of construction, transportation, infrastructure, energy, chemicals, and mining. Sumitomo Corporation Vietnam is part of a global network set up by Sumitomo Corporation with three offices in Hanoi, Ho Chi Minh City, and Da Nang, focusing on real estate, building & managing industrial parks serving Japanese and Korean businesses in Vietnam, as well as heavy industry products.



### PVI HOLDINGS

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PVI JSC (PVI Holdings), a member of Vietnam Oil and Gas Group (PVN), is the largest industrial insurance company in Vietnam, holding top position in key insurance markets including energy, maritime, property, and technology. PVI Holdings has 3 subsidiaries (PVI Insurance Corporation, PVI Reinsurance Company, and PVI Fund Management Company) and 7 affiliated companies operating nationwide.



### HONDA VIETNAM

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Established in 1996, after 22 years in Vietnam, Honda Vietnam has become a leading manufacturer of motorbikes and automobiles in the country. Honda Vietnam has built and developed a strong brand in the Vietnamese auto industry, having positioned itself with quality products and outstanding customer service.



### BIG C VIETNAM

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Big C Vietnam is the biggest supermarket system in Vietnam with 33 hypermarkets and supermarkets, 10 convenience stores, and over 9,000 employees. Big C brings to Vietnamese consumers modern, cool and comfortable shopping spaces with diversified goods, quality control and reasonable prices, alongside efficient customer service.



### INTIMEX VIETNAM JOINT STOCK CORPORATION

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Intimex Vietnam is a leader in the export of Vietnamese agricultural products, such as coffee, pepper and rubber, as well as the owner of 13 supermarkets nationwide. After 30 years of operation, Intimex Vietnam has established commercial relations with more than 100 countries, and was ranked Top 500 Largest Enterprises in Vietnam 2011.



### VIETNAM POST (VNPOST)

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Vietnam Post was established in 2005 on the basis of implementing the pilot project on forming the Vietnam Posts and Telecommunications Group (VNPT Group) with an operational scale consisting of 67 dependent accounting units, charter capital of 8,122 billion VND, over 42,000 staff and nearly 13,000 service points. Vietnam Post is striving to become the leading provider of postal delivery, finance and retail services in Vietnam, making it the best choice for customers.







### CENTRAL GROUP VIETNAM

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Central Group Vietnam (CGV), a member of Central Group (named second largest group in Thailand by Forbes 2017), operates in a variety of sectors including metalware, electronics, sports, fashion, commercial centers, e-commerce, hypermarkets, supermarkets, and shopping centers. Presently, CGV manages over 179 stores and supermarkets nationwide with more than 15,000 employees, with famous brands such as Big C Supermarket, Nguyen Kim Electronics, and Robins Shopping Mall.



### VIETNAM AIRLINES (VNA)

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Vietnam Airlines is the 10th member of the Global Airline Alliance - SkyTeam. In its over 20 years of operation, VNA has always had steady two-digit growth, and has become a trusted airline in the region. With its modern fleet, wide range of routes, and convenient connections, Vietnam Airlines aims to become a major airline in the Asia-Pacific region in the coming years.



### DIEBOLD (USA)

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A global leader with a more than 150-year history and over 17,000 employees in more than 90 countries, Diebold provides products, solutions and services in the fields of global finance, banking, ATMs, as well as consulting and deployment of software systems and integrated security solutions for smart buildings. In Vietnam, Diebold is the first and only supplier of genuine auto-bank products and services.



### VIETNAM ELECTRICITY (EVN)

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Vietnam Electricity (EVN) is a state-owned entity specialising in the production, transmission, distribution and trade of electricity. EVN powers nearly all cities and provinces in Vietnam with a total capacity of 34,000 MW. To accomplish its mission of supplying electricity for the country's socio-economic development needs, EVN currently has 3 generator companies in the power generation sector, and 5 electrical companies serving customers.



### HANOI TRADE CORPORATION (HAPRO)

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Hanoi Trade Corporation (Hapro) is a state-owned company operating under the parent-subsidary model with a total of 33 member companies. After 10 years of development, Hapro has become a commercial leader in Hanoi in the fields of import-export and domestic trade. In 2017 Hapro reached total revenue of nearly 4,000 billion VND, of which export turnover was 90 million USD.



### TRUONG HAI AUTO JOINT STOCK COMPANY (THACO)

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Truong Hai Auto JSC (THACO) is a top company in the manufacturing, assembly and distribution of automobiles in Vietnam, with 25 member companies and factories. In addition to its main operations, THACO provides repair and maintenance services, as well as manufactures accessories at a localisation rate of nearly 50%. With a network of 152 showrooms, dealers, and service stations across the country, THACO is realising its strategy of becoming a multi-sector industrial group of ASEAN.

## INTRODUCTION - SEABANK

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### NHA BE GARMENT CORPORATION (NBC)

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Nha Be Garment Corporation (NBC) is a major garment and textile enterprise, with 37 member companies and 25,000 employees operating throughout Vietnam and in multiple fields. After 40 years, NBC has established a firm reputation of production capacity and product quality in both domestic and international markets.



### VIET TIEN GARMENT JOINT STOCK COMPANY (VTEC)

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Viet Tien Garment Joint Stock Company (VTEC) is a member of Vietnam Garment and Textile Group, with 21 member and joint venture companies. With innovative technology and manufacturing equipment, VTEC products meet the standards of US, Japanese and European markets. Viet Tien was named by Brand Finance as Highest value brand in the garment industry Vietnam 2017.



### HILTON HOTELS & RESORTS

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With more than 550 locations worldwide, Hilton provides an authentic and contemporary experience for its guests. Apart from business development, Hilton is an active participant in local communities, improving the lives of young people through over 1,500 global community projects as part of its annual Global Month of Service. In Vietnam, Hilton manages and operates 2 luxury hotels located in Hanoi city center, including 5-star Hilton Hanoi Opera and 4-star Hilton Garden Inn.



### POSCO VIETNAM CORPORATION

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A member of POSCO Group (Korea), in October 2009, POSCO Vietnam completed the largest cold rolling steel mill in Southeast Asia. At present, POSCO supplies quality steel products not only in Vietnam but also to other Asian countries such as China, India, Thailand, Indonesia, and Malaysia.



### NATIONAL POWER TRANSMISSION CORPORATION (EVNNPT)

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A member of Vietnam Electricity (EVN), National Power Transmission Corporation (EVNNPT) holds a charter capital of 22,260 billion VND and total assets of 71,453 billion VND as of 2014. In 2017, the company's transmission output reached 166.17 billion kWh, an increase of 6.4% over 2016, ensuring a secure, uninterrupted, and stable transmission for Vietnam's socio-economic, political, national defense and power markets.



### COCA-COLA VIETNAM

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A leading beverage brand in the world, Coca-Cola's Vietnam subsidiary currently has factories in Ho Chi Minh City, Da Nang and Hanoi, with 2,500 employees of which 99% are Vietnamese. Coca-Cola products in Vietnam include Coca-Cola, Sprite, Fanta, Minute Maid Nutriboost, Minute Maid Teppy, Schweppes, Dasani and Aquarius.



### MICHINOKU BANK (JAPAN)

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Established in 1921, Michinoku Bank has a long history of operation in Japan. The bank has 1,200 employees, with a network of nearly 100 transaction offices in Japan and a representative office in Shanghai (China), with diversified banking and financial services.



## SUBSIDIARIES, ASSOCIATES AND MEMBERS



### VIETCOMBANK - CARDIF INSURANCE JOINT VENTURE (VCLI)

VCLI, a joint venture between Vietcombank (VCB), BNP Paribas Cardif and SeABank, is a bancassurance pioneer in Vietnam. Built on BNP Paribas Cardif's 40 years of global expertise in bancassurance, alongside a deep understanding of local culture, VCLI has formed an effective service model offering suitable insurance solutions for various customer needs.



### VIETNAM AGRIBANK GOLD JOINT STOCK CORPORATION (AJC)

The primary operations of AJC include the exploitation, production, moulding, trading and import-export of gold, silver, gemstones, jewelry, crafts and other goods; receiving entrustments and serving as a banking agent. AJC was the first company in the north of the country licensed to mass produce AAA gold bars using a high-tech production line that enables various designs and sorts.



### NATIONAL PAYMENT CORPORATION OF VIETNAM (NAPAS)

NAPAS, formerly known as Vietnam National Financial Switching JSC (Banknetvn), was established to build a national financial switching system to link the card payment and ATM/POS systems of Vietnamese banks. This system enables member banks to widen their service networks with reasonable investments, and to avoid duplication of infrastructure and terminals. Business activities of NAPAS aim to develop bank card services in Vietnam, allowing users to transact anytime and anywhere in the country and abroad.



### BAO MINH SECURITIES COMPANY (BMSC)

BMSC operates in the areas of brokerage, dealing, custody of securities, corporate advisory, and underwriting. Due to its strong financial capability, modern technologies, and locally and internationally trained professional staff, BMSC is a trusted partner in its clients' success.



### PETROVIETNAM OIL CORPORATION (PV OIL)

PV OIL is a subsidiary of Vietnam National Oil and Gas Group (PVN). The company's major activities include the import, export and trade of crude oil, and the processing, trade and distribution of oil products. After 6 years of operation, PV OIL has made extensive growth both in capital and scale of operation: charter capital has increased 7 fold, revenue has doubled and its member companies and gas retail outlets have expanded across the country, contributing 4 trillion VND to the state budget.



### SEABANK ASSETS MANAGEMENT COMPANY LTD (SEABANK - AMC)

SeABank AMC was established to handle the debts and assets of SeABank by receiving, managing and collecting debts, including receivables and bad debts, to ensure the safe and sustainable operation of the Bank.



### SOUTHEAST ASIA FUND MANAGEMENT LLC

Southeast Asia Fund Management LLC, 100% owned by SeABank, is a reliable investment partner of many prestigious organisations and businesses in domestic and foreign investment markets.



### MESSAGE FROM THE CHAIRWOMAN



**MADAME NGUYEN THI NGA**  
Chairwoman of Board of Directors

In 2017, the State Bank of Vietnam carried out synchronously and flexibly policy instruments to stabilise the monetary market, control inflation, create favorable conditions for credit institutions to reduce lending interest rates and strengthen their ability to supply credit to the economy, contributing to an economic growth of 6.81%, the highest in 10 years.

Together with the growth of the banking industry in particular and the entire economy in general, SeABank continued to see steady growth, operating effectively and exceeding its business targets for 2017, with profits exceeding 226% of the target plan and total assets of over 125,000 billion VND. With these achievements, SeABank is proud to have been independently evaluated and ranked by The Asian Banker among the top 15 banks in Vietnam and the top 500 banks in Asia - Pacific.

Especially, as part of an active and ever-changing environment, in 2017, SeABank transformed into a new operational model to optimise its resources, increase its competitiveness, and welcome new development opportunities. With a customer-centered business approach, SeABank aspires to become a leading and preferred retail bank, providing a full range of financial products and services, optimising benefits for customers and shareholders, and ensuring sustainable development to contribute positively to the overall development of the economy and society.

On behalf of the Board of Directors, I would like to express my sincere thanks to all shareholders, customers, and partners who supported SeABank in the past year. I would also like to thank the Board of Management, and all SeABank managers and staff for their contribution to the development of the Bank.

In 2018, on the basis of successes achieved in 2017 with a complete organisational model, professional and ambitious staff, as well as positive signs from the economy, SeABank will confidently meet its 2018 business targets, bringing benefits to shareholders, employees and customers.

I believe that, with strong internal resources and the trust and support of customers and shareholders, SeABank will soon fulfill its goal of becoming a leading and preferred retail bank.

Respectfully,

**Nguyen Thi Nga**  
Chairwoman of Board of Directors

## BOARD OF DIRECTORS



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**MADAME NGUYEN THI NG**  
*Chairwoman of Board of Directors*

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**MS. LE THU THUY**  
*Standing Vice Chairwoman*

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**MR. LE VAN TAN**  
*Vice Chairman*

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**MS. KHUC THI QUYNH LAM**  
*Vice Chairwoman*

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**MR. ALEXANDRE MAYMAT**  
*Member*

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**MR. HOANG MINH TAN**  
*Member*

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**MS. DOAN THI THANH HUONG**  
*Independent Member*

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**MS. TRAN THI NGUYET**  
*Member*

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Linking  
Prosperity

### REPORT OF THE CEO



**MR. LE VAN TAN**

Head Deputy General Director

2017 was a special milestone for the development of SeABank, as the Bank's model was formally transformed to restructure and promote modern operations, with a clear and comprehensive overall strategy. Thanks to the guidance of the Board of Directors, the determination and unanimity of the Board of Management and staff, SeABank has achieved brilliant results right from the start of this transformation.

By the end of 2017, SeABank had total assets of over 125,000 billion VND, market 1 mobilisation of 80,040 billion VND, market 1 outstanding loans of more than 70,567 billion VND, and income from service operations of 213 billion VND. In particular, pre-tax profits reached 381 billion VND, or 226% of the year's target. At the same time, SeABank also took first steps in optimising operations and enhancing customer experience through centralised operations and multi-channel customer support.

The SeABank brand was promoted internationally with prestigious awards such as "SME Excellence - CSR" from the ASEAN Business Advisory Council; "Best Customer Service in Vietnam 2017" by Global Financial Market Review; and "Excellence in Growth for Retail Banking Vietnam 2016" by Finance Digest. Especially, SeABank was ranked by The Asian Banker among the Top 15 banks in Vietnam and Top 500 banks in Asia - Pacific.

In order to meet new standards to ensure capital adequacy in banking, SeABank has restructured toward applying Basel II standards to enhance risk management and system capital adequacy, to increase resistance against the unpredictability of financial markets in the country and the world.

2018 is the time when SeABank will converge its strength of 24 years to continue to affirm its important role in Vietnam's financial and monetary markets, as well as begin a new phase of development for the Bank. On the basis of the successes achieved, with the experience and dedication of the Board of Directors and Board of Management, and the efforts of all staff throughout the whole system, SeABank is ready to set new business plans, accomplish strategic goals, and become a leading and preferred retail bank.

Thank you to all of our customers, shareholders, and partners.



**Le Van Tan**

Head Deputy General Director

## BOARD OF MANAGEMENT



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**MR. LE VAN TAN**  
*Head Deputy General Director*

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**MS. LE THU THUY**  
*Senior Deputy General Director*

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**MR. LE QUOC LONG**  
*Deputy General Director*

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**MR. VU DINH KHOAN**  
*Deputy General Director*

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**MR. NGUYEN NGOC QUYNH**  
*Deputy General Director*

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**MS. NGUYEN THI THU HUONG**  
*Deputy General Director*

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**MR. NGUYEN TUAN CUONG**  
*Deputy General Director*

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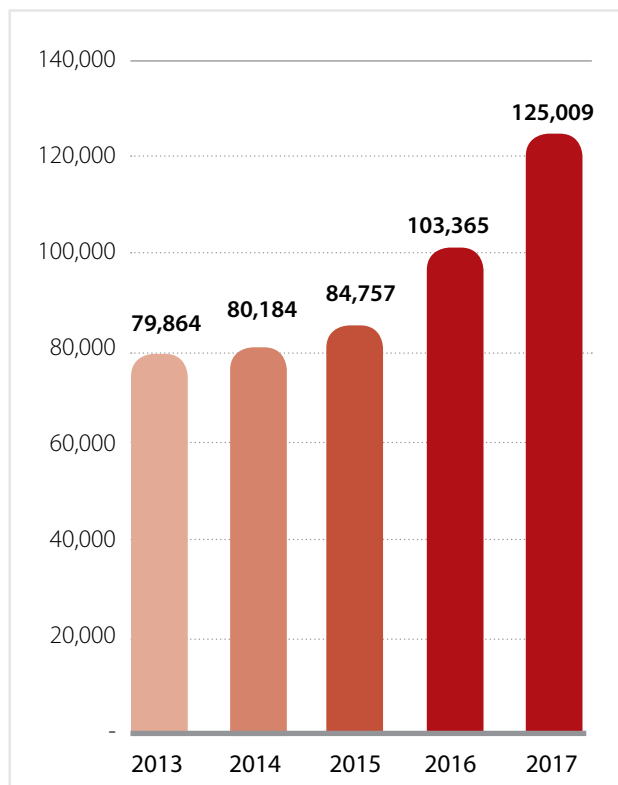
**MS. TRAN THI THANH THUY**  
*Deputy General Director*

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## FINANCIAL INDICATORS 2013 - 2017

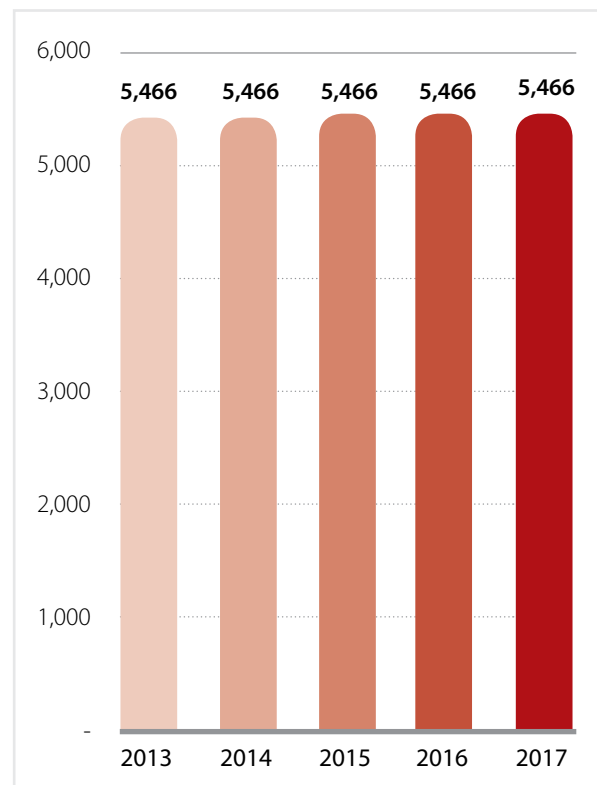
### Total Assets

Unit: billion VND



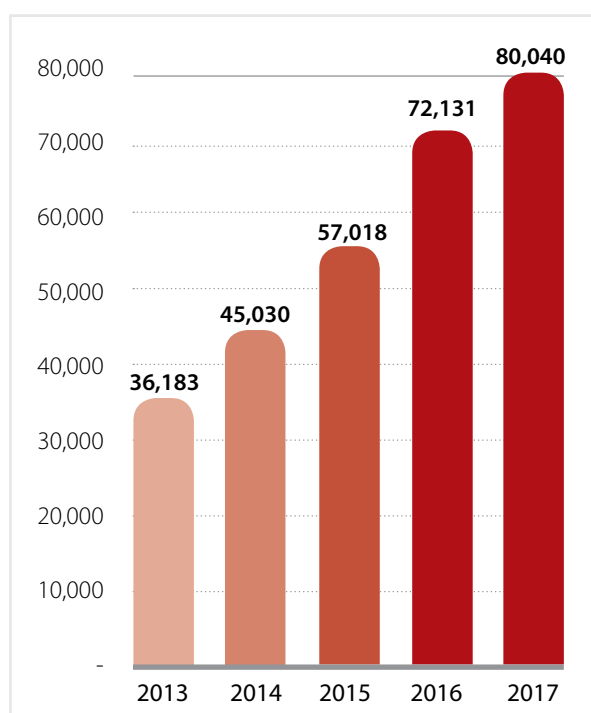
### Charter Capital

Unit: billion VND



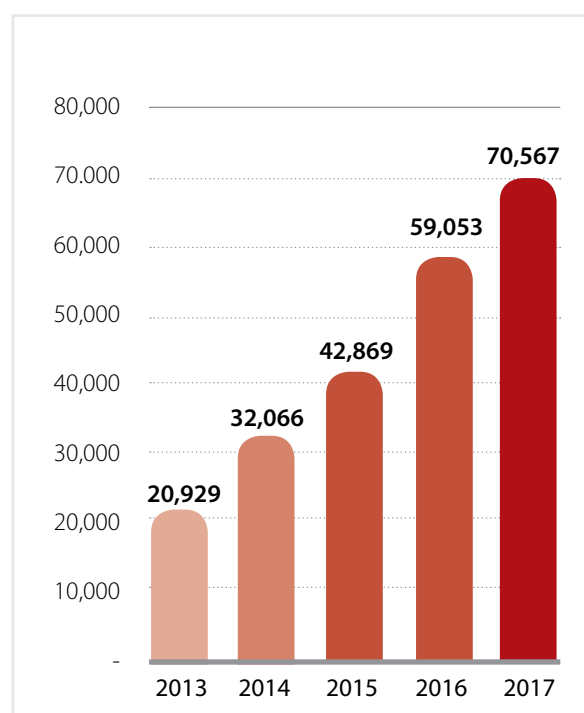
### Market 1 Deposits

Unit: billion VND



### Market 1 Lending

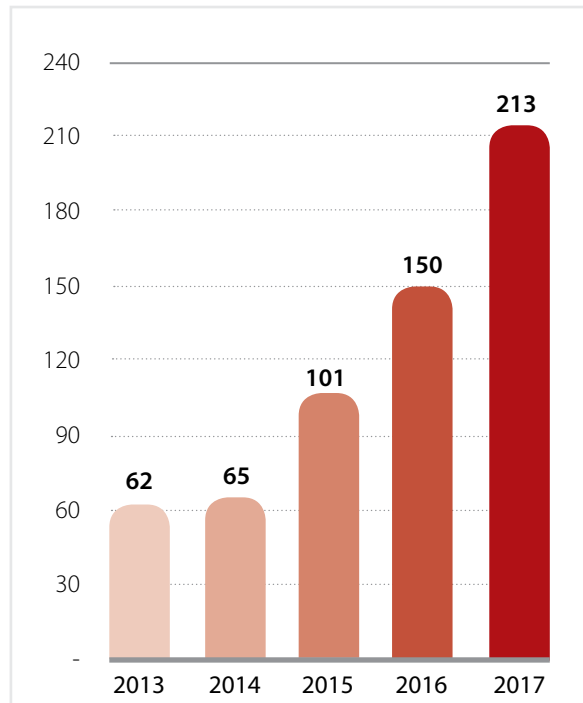
Unit: billion VND





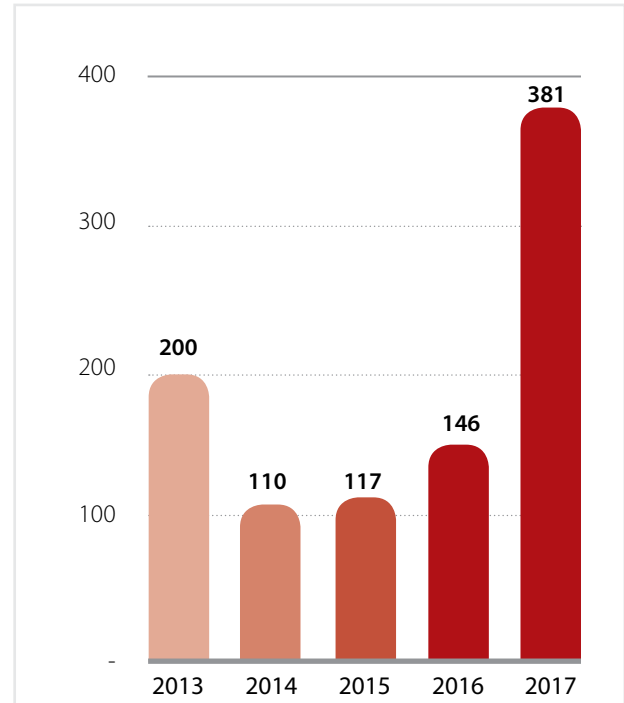
## Net Income from Services

Unit: billion VND

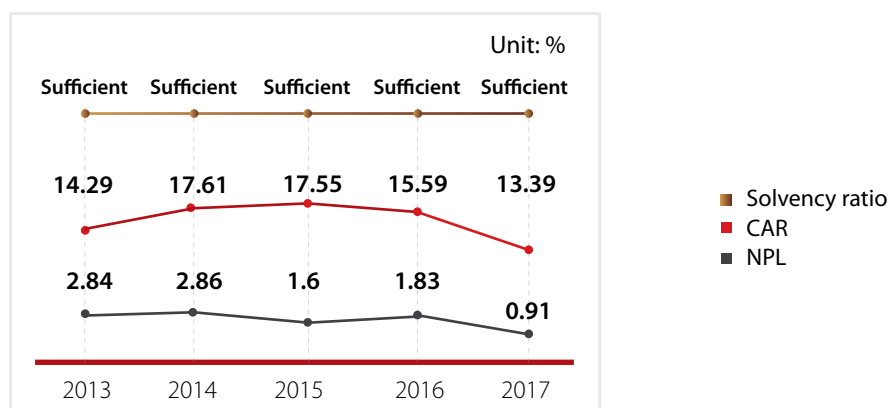


## Profit before Tax

Unit: billion VND



## Capital Adequacy Indicators





# OUTSTANDING AWARDS

“ In 2017, SeABank was continuously honored and recognised by trusted domestic and international organisations, affirming the strong position and unceasing development of the Bank. ”

## INTERNATIONAL AWARDS



**PAYMENT CARD INDUSTRY  
DATA SECURITY STANDARD 3.2**  
ControlCase (India)



**BEST RETAIL BANK VIETNAM**  
Capital Finance International (UK)



**MOST INNOVATIVE RETAIL BANK  
VIETNAM 2017**  
Global Business Outlook (UK)



**BEST CUSTOMER SERVICE BANK  
VIETNAM 2017**  
Global Financial Market Review (UK)



**EXCELLENCE IN GROWTH FOR RETAIL  
BANKING**  
Finance Digest



**BEST ASSET MANAGEMENT SERVICES BANK**  
The Asset (Hong Kong)



**SME CORPORATE SOCIAL RESPONSIBILITY**  
ASEAN Business Advisory Council



**BEST INTERNET BANK VIETNAM**  
Global Business Outlook

### DOMESTIC AWARDS



**TOP 500 BIGGEST VIETNAMESE ENTERPRISES**  
Vietnam Report



**TOP 500 BIGGEST VIETNAMESE  
PRIVATE ENTERPRISES**  
Vietnam Report



**TOP 20 VIETNAMESE BRANDS**  
Vietnam Intellectual Property Association



**SEABANK CREDIT CARD  
TOP 20 PRODUCTS  
TO BENEFIT CONSUMERS**  
Institute for Development of  
Human Resources, Economy and Culture





**TOP 20 VIETNAMESE BRANDS**  
Institute for Development of  
Human Resources, Economy and Culture



**TOP 10 BRANDS FOR SUSTAINABLE DEVELOPMENT**  
Brand and Public Opinion News



**BEST POS NETWORK BANK NAPAS**  
NAPAS



**MOST INTRODUCED AND TRUSTED SAVINGS PRODUCTS VIETNAM**  
**TOP 100 TRUSTED & USED PRODUCTS**  
Vietnam Economic Times, Consumer Use Magazine



**ASIA PACIFIC GOLDEN BRAND**  
Asia Pacific Economic Review



**TOP TRADE SERVICES VIETNAM**  
Industry and Trade News  
Ministry of Industry and Trade



**ENTERPRISE FOR INTEGRATION AND DEVELOPMENT**  
Ministry of Industry and Trade &  
Communism Magazine



**STRONG VIETNAMESE BRAND**  
Vietnam Economic Times



**TOP 100 SUSTAINABLE ENTERPRISES VIETNAM**  
Vietnam Chamber of Commerce and Industry



**EMULATION FLAG**  
"EXCELLENCE IN BANKING"  
State Bank of Vietnam



**CERTIFICATE OF MERIT**  
"ACCORDANCE WITH TAX POLICY AND LAW"  
Hanoi Tax Department



**CERTIFICATE OF MERIT**  
**SEABANK DAK LAK, THANH HOA, BAC NINH**  
"EXCELLENCE IN BANKING"  
State Bank of Vietnam



**CERTIFICATE OF MERIT**  
**WOMEN'S LABOR UNION SEABANK HEAD OFFICE**  
"EXCELLENCE IN BANKING AND AT HOME"  
State Bank of Vietnam Labor Union

## AWARDS FOR SEABANK'S LEADERS



### **MADAME NGUYEN THI NGA**

Chairwoman of BOD

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#### **TOP 50 MOST INFLUENTIAL WOMEN OF VIETNAM**

Forbes Vietnam

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#### **EXEMPLARY VIETNAMESE WOMAN**

Prime Minister of Vietnam Nguyen Xuan Phuc

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#### **ASIA PACIFIC GOLF HALL OF FAME**

Asian Golf Awards at Asia Pacific Golf Summit

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#### **ASIA'S MOST POWERFUL PEOPLE IN GOLF**

Asian Golf Awards at Asia Pacific Golf Summit

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### **MS. LE THU THUY**

Standing Vice Chairwoman of BOD

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#### **ASEAN WOMAN ENTREPRENEUR**

ASEAN Women Entrepreneurs Network

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#### **LEGACY AWARD**

ASEAN Business Advisory Council

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#### **PROMISING YOUNG BANKER IN VIETNAM**

The Asian Banker (Singapore)

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# SUSTAINABLE GROWTH

“ In 2017, turbulence in the financial market brought with it many challenges but also opportunities in banking and finance, especially for small and medium enterprises. As the race to gain market share and the pressure of competition become more fierce, sustainable growth alongside improvements in product and service quality has become the operating principle of SeABank. ”



## COMPREHENSIVE PERSONAL FINANCE SOLUTIONS

With its mission set, SeABank constantly strives every day to offer the best quality products and services, maximise benefits for customers, and contribute more to socio-economic development. In 2017, products were constantly improved and refined to bring positive experiences for individual customers.

On the basis of advanced technology, SeABank is a pioneer in providing electronic banking services and card services, giving great benefits and incentives to customers when paying without having to use cash. SeABank is the first bank to deploy security technology in accordance with modern EMV standards in issuing and paying with international cards Visa and MasterCard. The SeABank Visa card also has 3D Secure features to ensure secure online payment transactions at e-commerce websites that apply the Verified by Visa (VbV) program.

In 2017, SeABank continuously updated its advanced technologies to improve the Bank's mobile applications SeAMobile App, SeAMobile Web, and SeANet online banking. With the addition of customer support features such as online bill pay, and enhanced & updated service account preferences, SeABank's e-Bank service satisfies all customer online transactions quickly and conveniently.

In 8/2017, SeABank successfully launched the SeALady Cashback card, a credit card for modern women. With the message "It's wonderful to be a lady", SeALady Cashback is a credit card especially for female customers, with many attractive incentives, modern features and even humanity when each time the card is used, customers and SeABank are supporting patients with breast cancer. The SeALady Cashback card is a unique highlight of credit card activities in 2017. The card and all its features can be used at 24 million POS's and 1 million ATMs worldwide.

In May 2017, SeABank upgraded the golf privilege package of its SeAGolf Platinum card with the top incentives in the golf card market, including 2 golf vouchers worth 6 million VND when opening the card, a golf voucher worth 3 million VND for every 100 million VND spent during a quarter, and 30% off all golf fees. This upgrade has been warmly welcomed by many professional and amateur golf playing customers, making SeAGolf the leading golf card in Vietnam in terms of scale and growth rate. SeABank continued to expand and develop incentive programs exclusively for card customers by cooperating with more than 50 trusted partners such as Lazada and Adayroi, an installment policy of 0% interest across the country, and professional care services through

the SeABank website dedicated to SeABank card incentives, known as SeAZone ([www.seazone.seabank.com.vn](http://www.seazone.seabank.com.vn)). SeABank's co-branded card products such as Mercedes Platinum and SeABank Mobifone continued to be improved by changing the card issuance process and raising limits, bringing more convenience and satisfaction to customers.

To maximise benefits and reduce fees for individual customers, SeABank implemented the Register one-time account package. With this service, customers can register 4 products at the same time: pay account, card, SeANet / SeAMobile, and SMS & email banking with a lesser fee than registering for each product on its own. Using this service, customers can freely choose one of three packages: Convenient, Enhanced and Comprehensive. With a simple registration procedure and a fee only once per year, customers save up to 30% of the cost than when using the products and services separately.

2017 marked a milestone for SeABank in the development of personal credit products. The development of new products and processes was streamlined and synchronised. Products were further diversified and niche markets were further developed to best meet the needs of customers and increase the competitiveness of SeABank in the market. With the quality and flexibility of SeABank's auto loan products (SeACar), SeABank has become a strategic partner in providing financial and banking services as well as auto loans for leading automobile brands in Vietnam including Mercedes-Benz, Thaco Truong Hai, Hyundai Thanh Cong, Honda, Kia, Mazda, and Toyota. Success at the program "Vietnam Motor Show 2017" again affirmed that SeABank deserved its international award "Bank with best auto loan product Vietnam". At the Show, which SeABank joined for the second time, hundreds of contracts were disbursed in just five days.

On 27/2/2017, SeABank and BaoViet Insurance Corporation signed a comprehensive cooperation agreement aimed at strengthening cooperation and becoming comprehensive, long-term partners. This resulted in mutual benefits, such as enhancing the competitive advantage of the two sides in the context of a challenging business environment. According to the cooperation agreement, SeABank and BaoViet Insurance jointly agreed to act as agents for & deploy insurance cooperation programs, prioritise using products & services of the two sides, and at the same time strengthen the cross-selling of products & services, and introduce customers to the products & services of its partner. Also according to this agreement, the two sides will prioritise the deployment of SeACar Care -

a product package that integrates SeABank's excellent auto loan service with BaoViet Insurance's prestigious insurance program to give customers the best financial-insurance solutions.

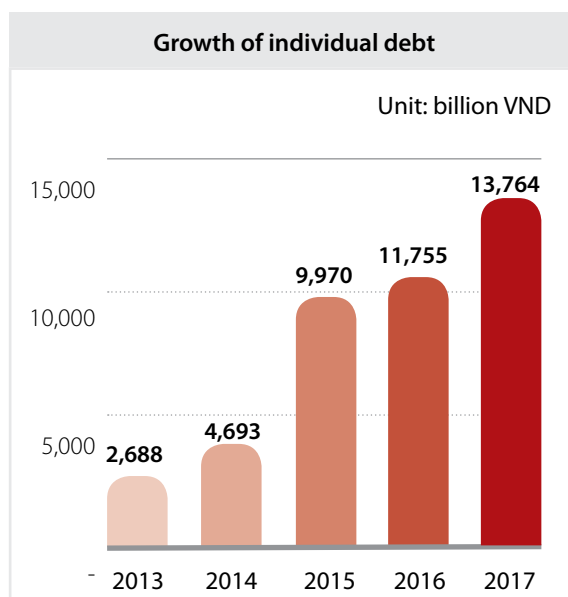
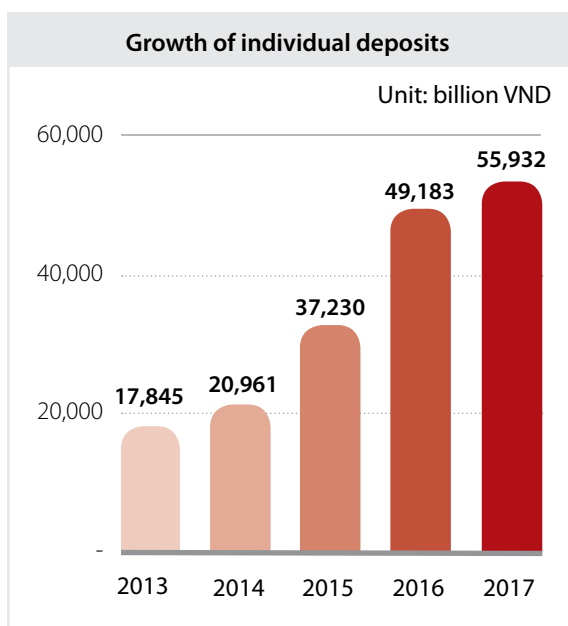
Following the success of the deposit program "22 years of linking love, filled with promotions", in 2017 SeABank launched the program "23 radiant years as a stable companion" and recorded positive and productive results. This was the largest scale deposit program in 2017, with many incentives and attractive gifts for customers. As a result of comprehensive communication, the program reached 90% of target customers, gaining a net increase of 1,108 billion VND and contributing to the rapid increase of SeABank brand recognition in the market, as well as bringing the Bank's products and services closer to customers. In addition to constant product improvement, SeABank also continuously deployed programs and activities to improve the quality of customer service.

A series of training courses for sales staff were implemented, including "Refresher training and re-training on service quality for tellers and senior tellers", and the programs "Secret shopper" and "SeABank Smile Ambassador" in order to standardise service quality and improve customer satisfaction. In particular, the contest "Miss Service Quality SeABank 2017" was successfully held for the first time, further improving the service quality of tellers and affirming SeABank's motto "We improve to serve you better".

These efforts by SeABank were again affirmed when the Bank was awarded "Best Customer Service Vietnam 2017" by the Global Financial Market Review (GFM), and "Most introduced and trusted savings products Vietnam" in the Trust & Use Awards 2017 voted by readers of the journal Guide to Spending & Use - Vietnam Economic Times. The awards were determined based on criteria of quality and on outstanding values of the products and services, of which customer satisfaction and success was the most accurate measure.

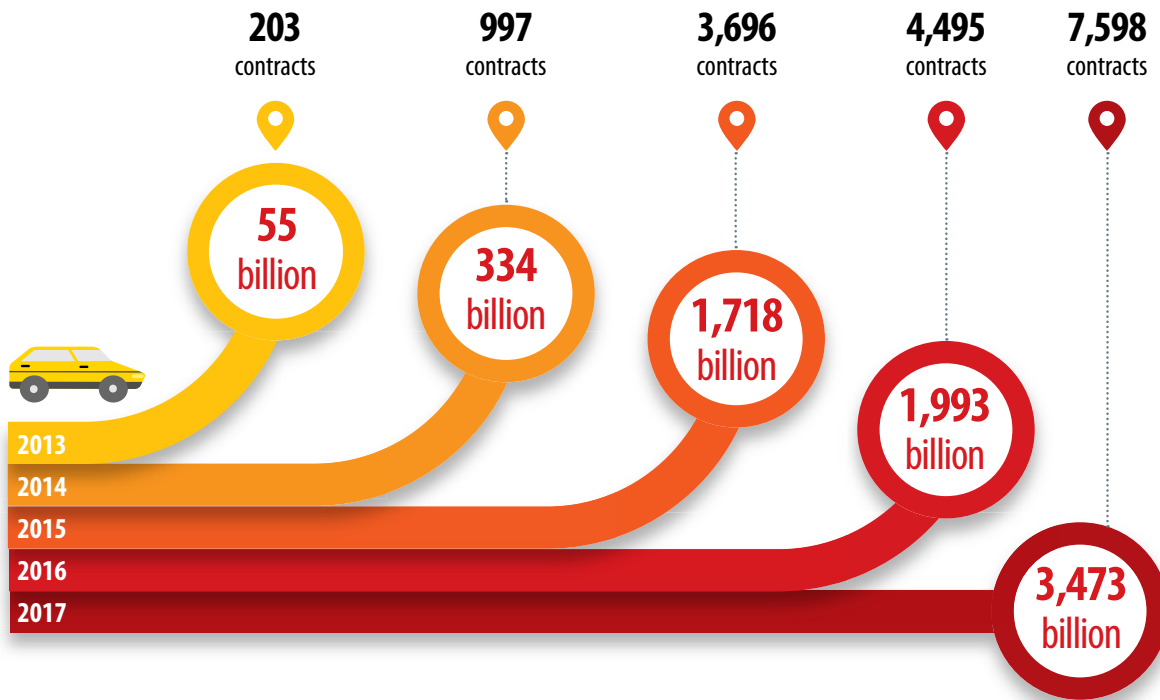
Capital deposits in 2017 had a total net increase of nearly 7,000 billion VND, bringing total mobilised deposits of individual customers to nearly 56,000 billion VND, up 114% over 2016. To get these results required the ceaseless efforts of business units throughout the system in launching a series of business programs that give preferential policies to customers and strongly promote the working spirit of sales staff, including "Lucky envelopes for New Year 2017", "Golden autumn", Roadshow - "SeABank celebrates Vietnam's U23 football victory", "23 radiant years as a stable companion", and "Depositing to the goal".

In line with growth in mobilisation, the debt of SeABank's individual segment in 2017 reached 13,764 billion VND, up 117% over 2016. Business programs and credit product incentives were tailored to customer needs, such as: "Borrow at SeABank for preferential interest rate", and "Come to SeABank, prosper in business".

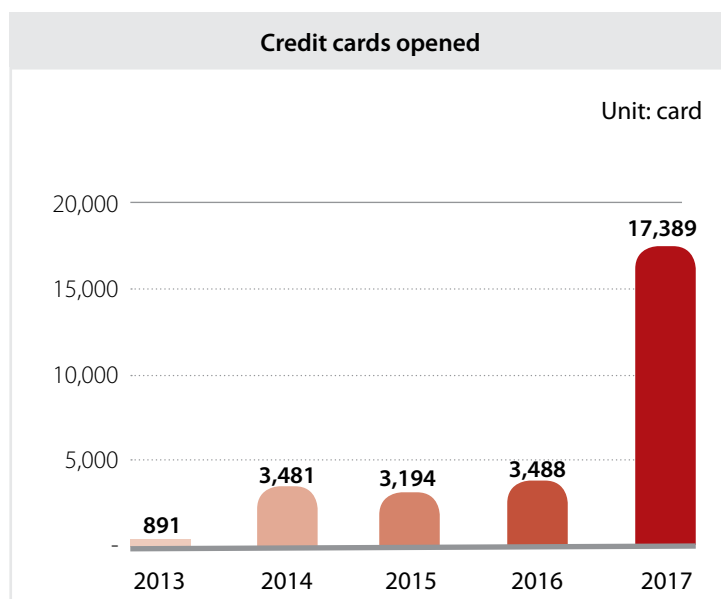




Most notably was the timely capture of opportunities in the market to increase disbursement of car loans (SeACar) which increased 73% over the same period in 2016. Especially, in the last 3 months of 2017 with the implementation of the program "Flaming Racetrack", disbursement of SeACar and SeAPro products amounted to over 2,000 billion VND, equivalent to 4,775 car loans putting SeABank in the top three banks with the highest number of car loans disbursed in 2017. This result has contributed to SeABank's car loan portfolio in 2017 reaching 7,598 loans, an increase of 169% over 2016.

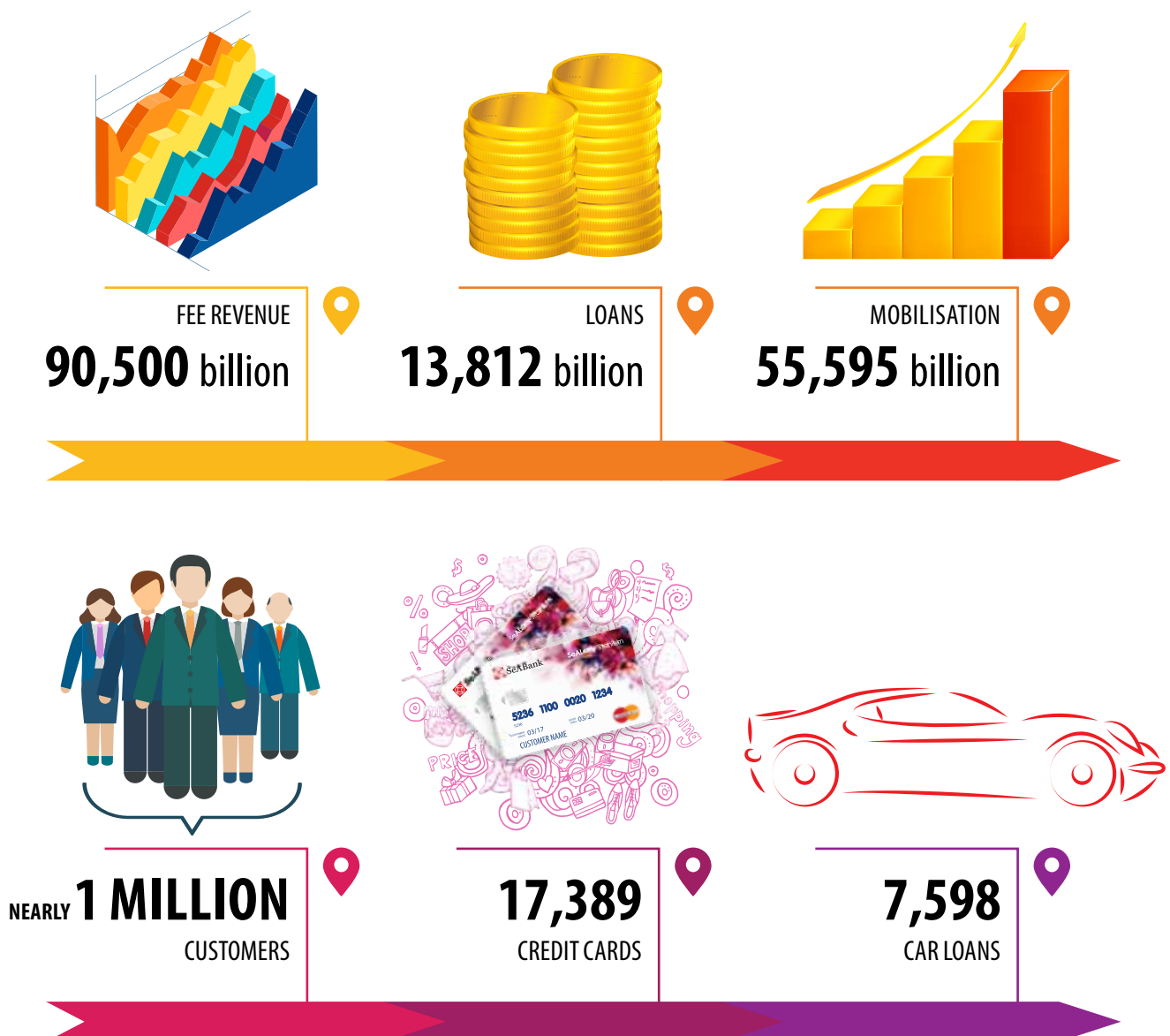


The year also witnessed a spectacular increase in credit cards with 17,389 new credit cards opened, an increase of nearly 500% over 2016.





### Impressive figures in the retail segment 2017



These impressive figures were achieved thanks to the bold deployment of the Bank's business campaigns. "SeACar Challenge 2017", "Together we make a future" and especially "Flaming "Racetrack" gave the individual customer segment incredible speed in the last months of the year, with 4,775 car purchase credit contracts (149% of the target), 2,256 billion VND in disbursements (150% of the target), 11,500 credit cards issued (132% of the target).

In addition to impressive business growth figures, which contributed greatly toward the sustainable development of the Bank, SeABank also continued to improve its service quality. In particular, with the rapid rollout of the priority customer model throughout the system, as of 31/12/2017, 17 business outlets had deployed the full priority customer model and 129 outlets had deployed the semi-full priority model, concurrently serving 11,731 priority customers throughout the system. This is an important premise for SeABank to provide tailored services to customers. SeABank not only strongly developed its volume, but it also focused on the quality of customer service.

### SUSTAINABLE BUSINESS PARTNERSHIPS

Consistent with its strategy to become a leading and preferred retail bank, in 2017 SeABank continuously launched new products and services with many benefits to meet the diverse needs of customers. The Bank also constantly improved its existing portfolio of products and services, optimised benefits for customers, and created effective and supportive sales tools for its business units.

In 2017, SeABank's corporate customer segment achieved many impressive results. Total mobilised deposits reached 5,116 billion VND, and accumulated loans reached nearly 30,906 billion VND. The corporate auto loan product SeACar Business remained the product with the highest disbursement, with 748 billion VND, bringing total accumulated loans of this product to 1,528 billion VND.

With the desire to always accompany small and medium enterprises, throughout 2017, SeABank implemented a preferential loan program for enterprises with a preferential interest rate of only 7% per year with VND attached to many fee incentives. Nearly all enterprises were able to easily access this program. The program had a positive effect on the market with total disbursement of 2,755 billion VND.

One direction SeABank continued to choose regarding credit was the development of tailored products for different fields. The program "Short-term credit for enterprises dealing in pharmaceuticals and medical supplies & equipment" issued in 4/2017, and the program "Financing construction enterprises" amended in 9/2017 received an enthusiastic response and support from enterprises, and became key competitive products in their respective fields, with many privileges in guaranteed assets, guaranteed rate and rate of financing over guaranteed assets, etc. Outstanding loans of the two programs as of 31/12/2017 reached 166 billion VND for pharmaceutical and medical supplies & equipment companies, and 621 billion VND for construction enterprises.

To meet the needs of customers, SeABank invested more into deposit-account programs and products in 2017, obtaining significant results. A line of new deposit products including Phu Quy Deposit, Term Deposit, Smart & VIP Account Package for corporate clients were issued in turn, offering a range of options when depositing. In particular, with the convenience of term deposit products, customers could select flexible term deposits from 30 - 389 days, which

led to a growing interest among customers, especially those with fluctuating business capital. The product was considered to have been successfully implemented when it reached its expected target of 2,504 billion VND in 2017.

In addition, to thank customers who have supported SeABank, the Bank launched the program "More deposit - more interest" with an interest rate up to an additional 0.25% per year corresponding to the total value of the deposit. The more money deposited and longer the term, the greater the incentive.

Regarding guarantees and trade financing, SeABank always seeks and develops appropriate financial solutions to help enterprises access capital to serve their business activities quickly and effectively. In addition to maintaining traditional products and services, SeABank offered more specific products such as Regulation to finance seafood export enterprises, and the program "Accompanying enterprises by VND loans with foreign currency interest". These programs became outstanding products & services, as well as effective sales tools for business units. In particular, through the adjustment and revision of regulations for guarantee products to become more accessible and profitable for businesses, guarantee issuance turnover of SeABank in 2017 reached over 8,420 billion VND.

With customers always at the heart of business activities, and an understanding and desire to accompany customers for the long-term, SeABank always ensures its products and services are built based on actual needs of customers, and are simple, practical, easy to approach, and bring optimal benefits. In 2017, SeABank's business products and programs received much positive feedback from enterprises and customers who chose SeABank to use not only a few products, but rather the entire product value chain, giving the most practical and total benefits.

In 2018 and the following years, besides continuing to maintain and promote the provision of financial products & services and solutions to effectively meet the production and trading demands of enterprises, SeABank will continue to exploit specialised financial solutions toward key business sectors, and proactively approach enterprises with the role of consulting and long-term support.



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**SEACAR Business  
Loan Solutions**

**Preferential Car Loan Solutions For Corporations**  
*Drive your luxury car – Reach your great success*



**SeABank**

**Supporting Corporations**

**VND Currency Loan  
With Interest Rate  
In Foreign Currency**

- ◆ Preferential Interest Rate from **5.1%/year**
- ◆ Fast and Simple Procedure
- ◆ For all Corporations



**SeABank**

**DAILY SAVINGS ACCOUNT**

**Making Profits Daily – Making Business Grow**

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www.seabank.com.vn

SeABank's corporate customers are divided into 3 main segments: Strategic customers, Large enterprise customers, and Medium & Small enterprise customers, of which the Bank identifies Medium & Small enterprise customers as the priority segment for development, as is suited with the orientation of becoming a leading and preferred retail bank.

In 2017, with the goal of continuing to strengthen relationships with current customers while increasing the number of new customers, a series of incentive programs with special policies for interest rates and fees along with flexible application procedures were deployed and attracted an enthusiastic response from customers. Tailored policies for each type of priority customer and special policies for long-time customers helped to both retain existing customers as well as attract new customers in the context of fierce competition of policies and prices among domestic banks.

Thanks to the development of proper and flexible customer development orientations, the corporate customer segment obtained good results in 2017 in terms of lending, mobilisation, fee collection and customers. SeABank was trusted by more than 25,000 enterprises nationwide to use its banking services.

A series of incentive programs for corporate customers including "Promoting the exploitation of enterprise card products and priorities to customers who open cards", "Preferential loans for corporate customers", and "Accompanying enterprises with product loans in VND and interest in foreign currency" were deployed to offer more choices for customers when using these products with many suitable policies and outstanding incentives.

Understanding clearly that good service is an important factor to retain customers in the context of a constantly changing market, in addition to implementing effective sales programs, service quality was a leading factor for SeABank to develop in 2017. All corporate customer experts at SeABank are thoroughly trained. They are not only knowledgeable about products and services, but are also SeABank brand ambassadors who sell effectively, always listen, and are prepared to understand & advise the best solutions for enterprises.

2017 was also the year that SeABank began to build and deploy its new business model with the goal to develop safely and effectively on the basis of understanding customers and being suitable with the risk appetite of the Bank. In addition to maintaining long-term cooperation with existing corporate customers, SeABank proactively researched and developed a plan to standardise the definition, classification, framework and segmentation of economic sectors. The models to attract corporate customers were designed to target various economic sectors, with the goal to develop customers into sub-segments, value chains and ecosystems. Customer development activities following the new model have initially enabled SeABank to actively focus resources into segments the Bank finds suitable and to manage risk and orient toward providing customised solutions and proposing the best values for customers.

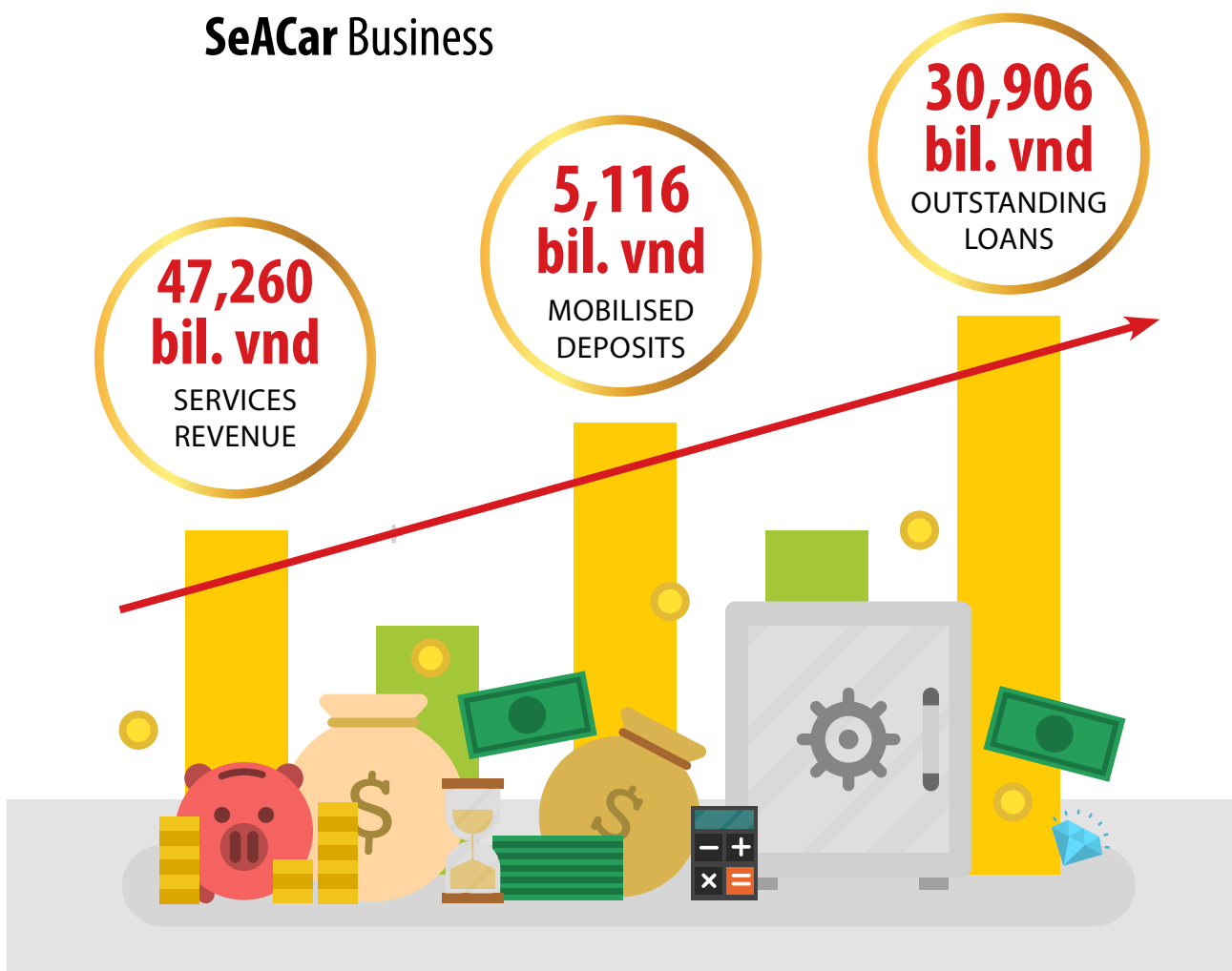
In 2018, with the completion of the framework on customer segments, SeABank will continue to focus on building and managing its potential customer database. This is identified as the premise for strong sales campaigns to attract customers in the entire system.



## Financing for construction enterprises



## SeACar Business



## LINKING VALUE CHAINS & STRATEGIC CLIENT ECOSYSTEMS

*In the new development strategy, SeABank is decisively orienting its business toward value chains & strategic and corporate customer ecosystems in order to build a foundation for retail development.*

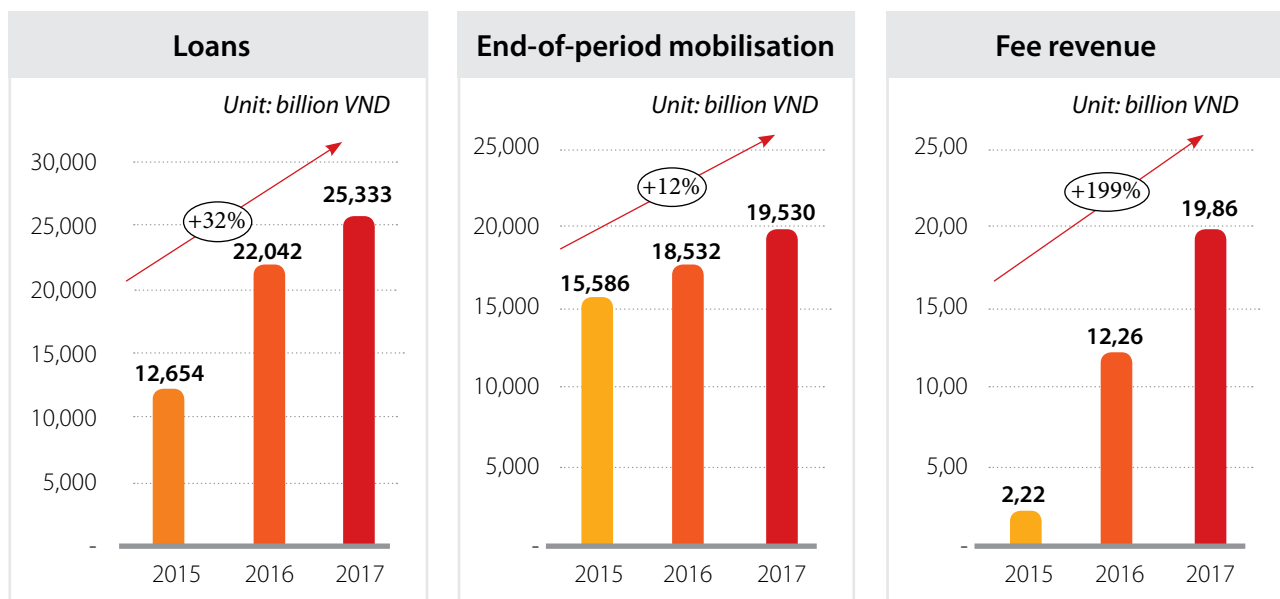
Over the past years, the contribution of strategic customers to the overall results of SeABank's corporate banking segment has been stable. The ratio of mobilisation is always from 80%, loans from 40% - 45%, and fees from 20% - 29%. This shows the trust of large enterprises and groups in the market in selecting SeABank for cooperation and financial solutions.

By the end of fiscal year 2017, the key performance indicators of the strategic customers segment increased over the same period in 2016. As of 31/12/2017, outstanding loans reached 25 trillion VND, up 14% over 2016 and 32% across the last five years. Mobilisation reached 19.5 trillion VND with a net increase of 998 billion VND, up 5% over the same period in 2016.

Service fee revenue was one of the most outstanding points of the strategic customers segment with an excellent completion of the collection target, reaching nearly 20 billion VND. In the past three years, fee revenue has had an average growth rate of 199%. In particular, this result has contributed significantly to promoting cooperation between SeABank and Vietnam Post Corporation - VNPOST.

The impressive results of fee income indicators in the strategic customers segment reflect the correct orientation and leadership of SeABank's Board of Directors and Board of Management in focusing on structuring effective non-interest activities and on developing value chains & ecosystems, affirming the Bank's brand and prestige in the banking market in the context of increasing competition.

### Growth Chart of Strategic Customers segment



## ● Specialisation of duties & product diversification

Following the success of maintaining and developing relationships with strategic partners in 2016, 2017 marked a breakthrough in the management and exploitation model of SeABank's strategic customer segment. In 08/17, SeABank officially established a large enterprise banking division with the orientation to focus on accessing and exploiting the ecosystems surrounding strategic & large enterprise customers - from suppliers and distributors in the chain, to the internal needs of the enterprise - ensuring the synchronisation and optimisation of benefits, improving the efficiency of cash flow management, as well as other financial needs of enterprises in the chain.

Products and services for strategic customers were based on the improvement and modification of products and services for existing corporate customers to ensure flexibility in policy as well as competitiveness in service quality, providing optimal financial solutions for enterprises and ecosystem chains surrounding business activities of enterprises. From there, the time needed to provide such services was significantly shortened, creating trust and satisfaction for customers.

## ● Improving service quality

Immediately after establishing the large enterprise banking division, the establishment of a system of policies, procedures and incentives specific to the strategic customer segment was also prioritised to research and deploy.

Progressive steps and timely changes in processes and policies created a premise to promote the business of banking products & services, improving the quality of products & services, minimising the time to approve different products, as well as shortening the time to proceed, contributing to the impressive growth in business results in the last 4 months of 2017 in the strategic customer segment.

Based on the clear positioning of customers' needs and SeABank's ability to respond, the Bank introduced a set of procedures to finance strategic customers, preferential fee policies and competitive rates, and a loyalty care program for loyal customers. Based on the solid foundation that has been established, in 2018 the strategic customer segment will continue to consolidate its organisational structure and synchronously deploy its in-depth business model for existing client portfolios, and expand its customer base to create the basis for a new phase.

## ● Business development

Focusing on increasing fee revenue will remain a highlight throughout SeABank's 2018 business plan for large enterprise clients. With the goal in 2018 of increasing total fees by 217%, FX sales by 640%, and short term loans 336% over 2017, the Large enterprise division will focus on promoting programs to increase the number of systematic solutions, and product policy packages suitable for all customers in the chain.

The Bank will continue to invest in banking products and services to offer high quality by the SeABank brand. Products will be flexibly packaged together with loyalty policies to strengthen the connection between SeABank and customers. In addition to corporate policies, SeABank will also improve preferential policies for management and staff of strategic clients.

Improving the quality of human resources is also a focus, and SeABank will prioritise the development and training of a highly skilled and specialised customer relations management team to provide comprehensive financial solutions, satisfaction, and peace of mind for all corporate customers.



# DEPENDABLE MANAGEMENT

“ A foundation of leading technology, risk management with Basel II standards, centralised operations, professional staff and a strong corporate culture help SeAbank to ensure stable growth and high efficiency. ”



## RISK MANAGEMENT AND BASEL II

2017 marked the successful restructuring of the operational model and deployment of Basel II under the guidance of State Bank of Vietnam (SBV) based on Circular 41/2016/TT-NHNN (Circular 41) and Draft Circular on internal control systems (Amended Draft Circular 44). This feature increases the capacity of all aspects within comprehensive risk management, including the organisational model, governance, people and technology systems. SeABank always initiates the research and application of advanced management methods toward key risks, including credit risk, market risk and operational risk, in line with SBV requirements and best international practices.

Following the implementation of Basel II under the guidance of the State Bank, SeABank set up a concrete plan and achieved positive results, the premise for subsequent successful steps in implementing Basel II with the focus in 2017 being compliance with Circular 41 on Capital Adequacy Ratios (CAR). In the context of risk management oriented to Amended Draft Circular 44 of the SBV and international practices, SeABank established a risk culture and appetite, consolidated its management apparatus, as well as clearly separated functions of the 3 levels of defense in risk management, data management, quantitative modeling, and measurement tools, among others.

Recently, SeABank researched and implemented CAR calculations following Circular 41 guidelines based on the methods of identification (distance analysis), measurement (defining and offsetting data), analysis (analysis and calculation methods), and target identification (optimisation). From this was developed the optimal method for calculating CAR in compliance with the requirements of Circular 41, while at the same time continuing to enrich the data required by Circular 41 and increasingly optimised CAR. SeABank continued to implement comprehensive risk assessments based on qualitative analysis including recommendations to develop

& review policies, regulations and procedures, as well as on quantitative analysis including recommendations to develop and supplement data, models, measurement tools on information technology systems, develop guiding documents, report and proceed to comply with the SBV's CAR report to 2020, at the same time research and prepare to comply with Amended Draft Circular 44 on the regulation of internal control systems in accordance with Basel II standards.

For Credit Risk: SeABank continued to refine its model of credit operations, focusing on specialisation and separation between business and risk management following SeABank's strategy and international practices. To improve the effectiveness of credit risk management, SeABank continued to develop risk assessment models and tools including the individual & corporate credit rating system and an early warning system to support SeABank in promptly identifying risks that may arise. From this, a timely action plan was made possible to prevent and handle debt, minimise risk, and increase the effectiveness of monitoring risk.

For Market Risk: SeABank has been and is establishing a policy and procedure system to identify, measure, monitor and report risk following requirements of the SBV and international practices. SeABank continued to apply the market risk management framework following Basel II standards and deploy a number of market risk management models such as: market risk measurement; interest rate risk on the banking book measurement; as well as apply a number of market risk limits.

For Operational Risk: SeABank continued to improve its model, organisational structure, and risk management policies & procedures in line with Basel II standards, and continued to perfect and deploy risk tools and warnings for operational risks arising inside and outside SeABank throughout the system.

## COMPLIANCE CONTROL

Over the years, SeABank has always considered compliance, responsibility, and standards as indispensable factors in the Bank's activities. This is an important foundation for creating trust among customers & partners, and bringing safety and stability to the Bank. SeABank always adheres to compliance culture and commits to synchronous and consistent service quality as a focus in all operations, to give the best experience to customers.

SeABank continuously improved its internal control system in compliance with the regulations of the State Bank, and developed with the orientation of a credit institution that meets international standards. At the same time, SeABank continued to strengthen its organisational structure in the direction of centralised management, and to strengthen

its post-control and monitoring mechanisms in all units in order to minimise operational risk. Internal control activities were designed, installed, and organised in all business processes in all units, and were an integral part of the Bank's day-to-day operations.

Apart from building and deploying management and monitoring tools in all units, SeABank also launched a number of training programs to enhancing the compliance awareness and capacity of each employee when transacting with customers. At the same time, SeABank resolutely issued corrections and penalties for violations of professional ethics and compliance regulations of the Bank as well as Vietnam law.

## LEADING TECHNOLOGY - EXCELLENT SERVICE

*SeABank is a pioneer in investing, innovating and applying information technology (IT). This is a strategy that has brought positive effects to the Bank's business operations, especially retail banking. In addition, SeABank pays special attention to security of information, safety of systems, and developing modern technology to meet the highest security standards.*

### ● Ensuring information security

Following results achieved in 2016, SeABank continued to invest in technology and resources to maintain an information security management system that meets international standards and ensures the system is safe, secure, and reliable to best support business activities:

#### - ISO 27001: 2013

In 2017, SeABank continued to maintain its ISO 27001:2013 certificate - the global standard for Information Security Management Systems (ISMS) - issued by TUV NORD, the prestigious international rating agency specialising in ISO certificates. In 7/2017, SeABank received a second certificate with a 3-year validity period from 2017-2020.

#### - PCI-DSS 3.2

In addition to maintaining ISO/IEC 27001:2013 certification, SeABank invested resources in maintaining the requirements of the latest PCI-DSS 3.2 standard, successfully securing the PCI-DSS certificate for the second time.

This is a great success for SeABank, because, of the 8 banks that achieved the certificate for the first year (SeABank became the 5th of 8 banks in 12/2016), a number of these banks were not able to maintain the standard in the following year. The assessment to re-issue the certificate is made annually, so banks must make adjustments and changes to meet the increasingly stringent requirements of the standard. Passing through the rigorous auditing process in 2017, SeABank successfully secured the PCI-DSS certification for 2018.

PCI-DSS is a mandatory information security standard for businesses for the storage, transmission and processing of payment cards based on 12 stringent security standards issued by the Security Standards Council (SSC). The council comprises major international and reputable organisations: Visa, MasterCard, American Express (AMEX), Discover Financial Services, JCB International, etc. This set of standards guides banks and businesses regarding payments, ensuring the security of payment card data.

SeABank received its PCI-DSS 3.2 certificate from ControlCase (headquartered in Virginia, USA), an independent organisation specialising in security software, the biggest provider of compliance-as-a-service (CaaS) and the world leader in providing PCI DSS compliance services, selected by the SSC to review and issue PCI DSS certificates.

#### - Digital signatures

In December 2016, SeABank was certificated by the Ministry of Information and Communication and licensed to use digital signatures for internal purposes. After receiving this certification, SeABank now regularly uses digital signatures in the Bank.

In 1/2018, SeABank received its second certificate from the Ministry of Information and Communication, certifying SeABank's digital signature authentication system to ensure confidentiality following the Ministry's regulations. With this certification, digital certificates issued by SeABank during the course of use will be legally recognised and valid under the provisions of law within Vietnam.

Thus, 2017 marks SeABank becoming the first bank to be issued by the MIC the above two certificates simultaneously. SeABank is also the first of all organisations using digital signatures to be certified as a "Digital signature authentication system ensuring information security".

Currently, SeABank is testing digital signatures in a number of internal departments, which apply digital signatures using Tokens for the section management level and soft copies of digital signatures for staff.

In the coming time, the Bank will widely apply digital signatures throughout the signatures which also can be extended to other SeABank partners.

## ● TYPICAL TECHNOLOGY PRODUCTS

### - Successful upgrade to T24 version R15

In 02/2017, SeABank completed the successful upgrade of core software T24 R12 to the latest version R15. SeABank is one of only a few Vietnamese banks to implement this self-upgrade. This is one of the most outstanding results of SeABank in the past year. The self-upgrade helped the Bank to save the large fee of hiring a development partner, and also demonstrated SeABank's strong technical capabilities.

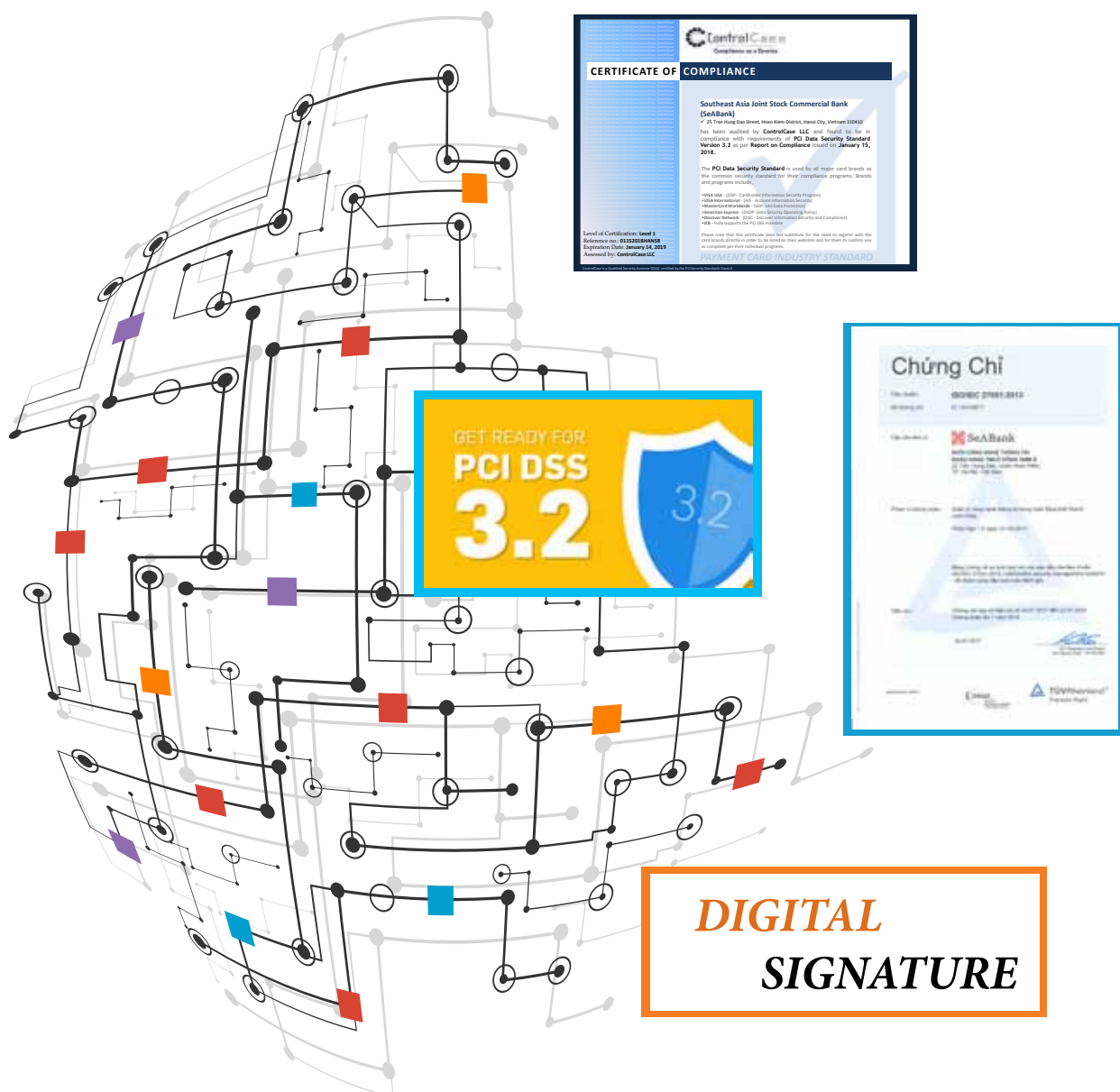
### - Financial support system

In 2017, SeABank also completed and deployed a series of successful financial support systems such as FTP internal

capital transfer system, SeANet 2 e-commerce system, VNPOS money transfer collaborative project, and card module of LOS centralised credit project.

### - IT infrastructure

SeABank's IT infrastructure, from the server to the network equipment, was immediately updated to the latest versions, guaranteeing continuous operation without interruption. The Bank's extensive data warehouse was always backed up, ready to recover data at any time.





# EFFECTIVE OPERATIONS

“ 2017 was the first year SeABank implemented its new transformation with the aim to become a leading and preferred retail bank, in which the change toward a centralised operating system with a series of strategic improvements was an important project of the Bank. ”



## CENTRALISED OPERATIONS

The main focus of SeABank's operational model reform is centralisation and support in line with each customer segment. Operational tasks will be separated from units that have direct contact with customers and instead be centralised so that staff at branches can devote more time to sales activities and improving customer service quality. This will also help the Bank to manage risk better as well as optimise operating costs. New departments have been established in support units for the purpose of promoting service provision, giving customers the best experience of full service.

By the end of 2017, centralised operations were successfully piloted in Hanoi for credit approval, post-approval credit support and settlement, centralised storage of guaranteed assets, post-monitoring of accounting documents, non-credit work settlement, etc. Initial results show this has helped to better control operational risk, increase work productivity, and standardise processes.

In 2018, SeABank will continue to expand centralisation in both professional and geographic scope, at the same time refine the model and improve its operational capability to operate more in line with the Bank's general strategic direction. Typical activities to be deployed in 2018 include further centralising cash funds and ATMs, storing & centralising credit & accounting records, centralising

notary services for secured assets, and post-borrowing monitoring for individual customers.

Functional units in the operational mechanism will also develop tools and parameters to assess performance in order to improve efficiency and work quality. Such parameters include average processing time (APT), turnaround time (TAT), employee capacity and capability assessment plan models, service-level agreements (SLA), and internal customer surveys. As the volume of operational transaction settlements in branches as well as in supporting units increased, the Bank recognised the need to strengthen the control mechanism. Accordingly, the operational management & control model was created for operational control and risk management through remote system monitoring and thematic operational risk inspections.

In 2018, with the aim to improve the performance index of the system, SeABank plans to focus on improving operations according to 3 criteria: improving service quality throughout the product and service supply chains, improving productivity of all operational units, and optimising operating costs. Customers will continue to be at the heart of all activities implemented at SeABank by providing them simple, fast, accurate and convenient services.



## DOMESTIC AND INTERNATIONAL PAYMENTS

### ● Domestic payments

In 2017, domestic payment activities of SeABank showed positive growth. The number of domestic payment transactions constantly increased due to the advantages of the Bank's transaction network and variety of payment products. The quality of payment services also increased thanks to optimisation in the use of payment channels and improvements in technology increasing the rate of transaction processing automation.

Domestic payment transactions of SeABank in 2017 reached 939,138 transactions, an increase of 21.2% over 2016. Total transaction turnover reached 2,968,368 billion VND, a sharp increase of 100.6% over 2016. The increased number of transactions and payment turnover resulted in income from domestic transfer service fees in 2017 increasing by 12.6% over 2016, reaching 17 billion VND.

In the past year, SeABank continued to build and upgrade its tools, software and services to offer many incentive programs for SeANet, SeAMobile and SeAPay, which continued to attract customers to use these services. The number of outward remittances via Internet Banking in 2017 increased sharply to 267,859 transactions, up 89.9% over 2016.

In 2017, SeABank shifted its business strategy to a customer-centered one, and its orientation to follow the value-chain model. As a result, the number of new customers increased sharply while frequent customers continued to rise with high turnover, which helped to boost domestic payment growth in 2017.

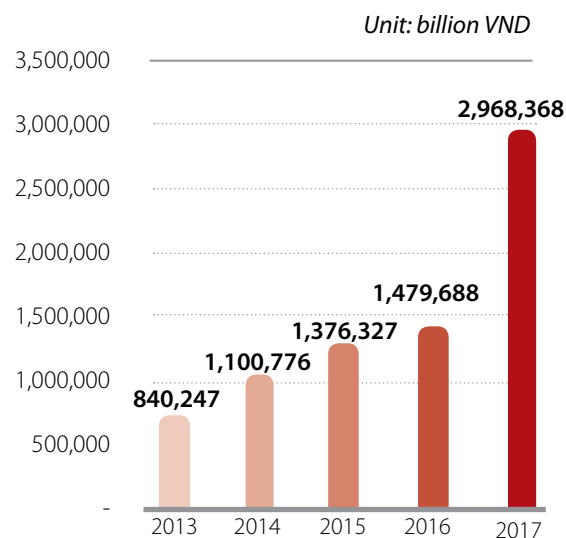
### ● International payments

In 2017, international payment activities of SeABank recorded strong growth, at the same time meeting the demands for safety, stability, and assurance. International payment turnover reached 662,512 billion VND, an increase of 145% over 2016.

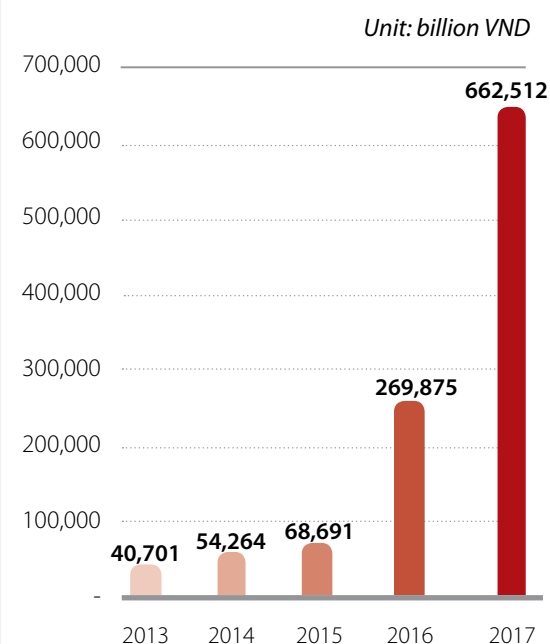
In 2017, SeABank signed more cooperation contracts with correspondent banks such as ICBC, Vietcombank, and Military Bank to provide customers with competitive commercial loan products such as LC UPAS - L/C deferred payment with immediate payment option, L/C Refinancing - Financing for L/C import - export.

To support small and medium enterprises while promoting the growth of traditional products, SeABank offered the programs and services: "Strengthening import-export enterprises through L/Cs"; SeADiscount - Discounted export documents collection by the L/C method; import-export collection; pre-delivery finance for L/C payment method; as well as developed new international payment channels by joining the Euro Settlement Service Provider (ESSP) Euro payment system in the European Union, making customers more confident in using SeABank's international payment services.

Domestic payment turnover



International payment turnover

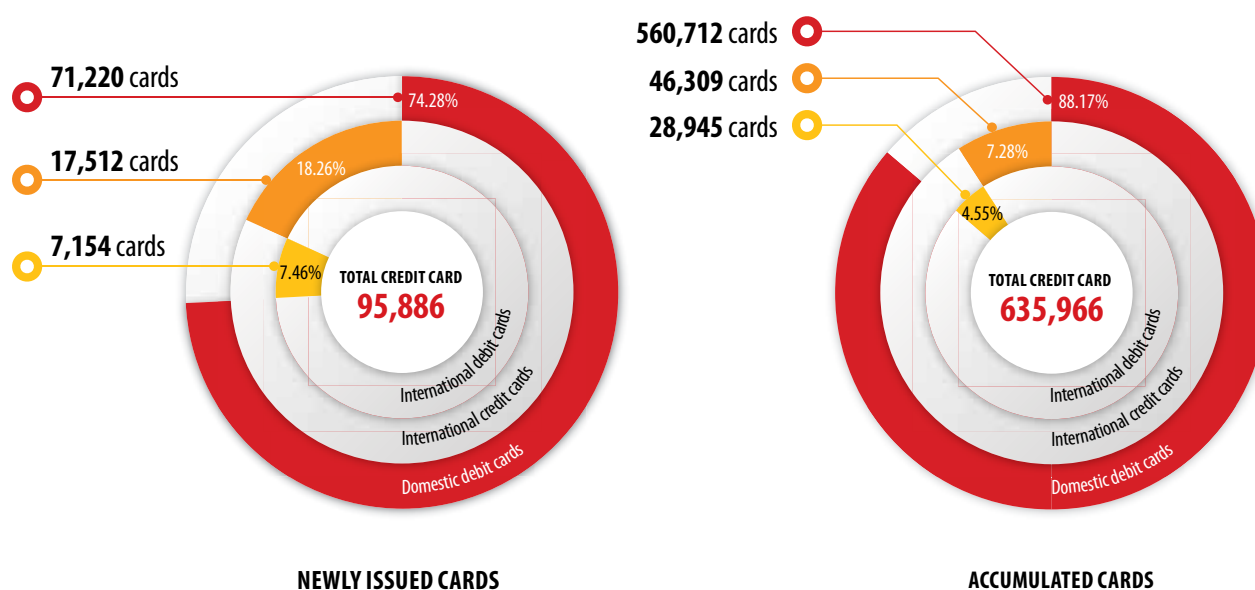


## CARD OPERATIONS

### ● Card issuance activity in 2017

In 2017, SeABank issued 95,886 new cards, including 17,512 international credit cards equivalent to 18.26%; 7,054 international debit cards equivalent to 7.46%; and 71,220 domestic credit cards equivalent to 74.28%. As a result, as of 31/12/17, the total number of cards issued by SeABank increased to 635,966, including 28,945 international credit cards, 46,309 international debit cards, and 560,712 domestic debit cards.

Card issuance growth chart



### ● ATM / POS operations

SeABank completed the expansion of its ATM/POS network connection with all member banks in the nation's only card alliance, raising SeABank's card acceptance rate in the market to 100%. As of 31/12/2017, there were 343 ATMs in operation, of which 35 new ATMs were opened throughout the whole system. ATM fee revenue in 2017 reached 14.67 billion VND, up 53.45% over 2016. As of 31/12/2017, there were 631 POS machines in operation, of which 196 new machines were opened. POS fee revenue in 2017 reached nearly 6 billion VND, up 137.2% over 2016.

Indicator	ATM	POS
Newly opened	35 machines	196 machines
Total number	343 machines	631 machines
Fee revenue	14,674,972,784 VND	5,934,486,520 VND

### ● Developing card services

SeABank cooperates with the 6 most popular card brands in the world, including NAPAS, VISA, MASTERCARD, Amex, Diners Club, and JCB. In 2017 SeABank issued the product SeALady, the Bank's first MasterCard credit card especially for women. The advantage of this card is that the cardholder receives cashback with every transaction, which is automatically applied to their credit limit. In addition, for every 1,000,000 VND spent by the SeALady card, SeABank will donate 2,000 VND to the "Bright Tomorrow Fund" supporting patients suffering from breast cancer.

In December 2017, SeABank added the integrated payment solution SamsungPay. This POS solution developed by technology group Samsung uses a smartphone to make payments: Instead of swiping a card, users simply need to touch the POS with their Samsung phone equipped with the SamsungPay application. SamsungPay promises to bring a completely new experience to customers with convenient, fast and ultra-modern payments, along with 3-tier security technology to avoid theft of card information. SeABank is expected to launch this product in mid-2018.



### TRANSACTION OUTLETS



With the orientation of developing into a model retail bank in the financial market, SeABank continued to expand its network to provinces and cities nationwide. In 2017, SeABank focused on restructuring and improving infrastructure to increase service quality at transaction outlets. The Bank regularly reviews, renovates and upgrades its transaction outlets in order to increase service quality, provide more convenience, and satisfy the various needs of customers when coming to SeABank. The Bank offers ease, luxury, professionalism, and comfort for all transactions.

As of 31/12/2017, SeABank had 162 transaction outlets in 25 provinces and cities nationwide, including 39 branches and 123 transaction offices.



## HUMAN RESOURCES AND TRAINING

### ● Welcoming talent

The staff of SeABank continue to grow in terms of both scale and quality. As of 31/12/2017, the total number of staff in the whole system was 3,202, a 19.4% increase over 2016. This figure also reflects the growth of the Bank, as well as affirms SeABank's recruiting brand in the human resources market.

In addition to current staff being strengthened as specialised, high-capacity and experienced personnel for units throughout the system, SeABank continuously holds internships, SeATalent Startup programs and Roadshows at universities to attract, discover, and train potential young staff for the future of the Bank.



### ● Resource development

Assessing, organising and developing staff along a career roadmap is always among the top priorities of SeABank. In 2017, SeABank continued to standardise and issue career roadmaps for each position based on job structure. All human resources assessment and capacity building activities were deployed in a diversified way through the following tools:

- Assessment of knowledge: professional examination programs periodically assessed levels of specialisation and knowledge according to each position;
- Performance evaluation: productivity was periodically evaluated through KPIs together with work results of staff.
- Assessment of capacity and potential for development and appointment within the Bank:
- Capacity assessment and appointment programs were periodically implemented according to the career roadmap for each group of positions;
- Reviews and evaluations were made to appoint internal staff to management positions in shortage to meet the needs of the system.

In 2017, through this system of assessment tools and personnel planning, 608 staff were assigned to higher positions on their career roadmap, of which 260 were assigned to senior and mid-level management positions in the system.

By implementing strict human resources assessment and planning activities combined with supplementary training and development activities following career roadmaps, SeABank has built a work environment where every employee has the maximum opportunities to improve their capacity and exploit their potential, building a firm foundation of human resources for the Bank's development strategy.



### ● **Salary, bonus and welfare policies**

The salary, bonus and welfare policies of SeABank are based on the principles of consistency, fairness and competitiveness to create advantages for the Bank in the personnel market. The aim is to provide staff with appropriate remuneration for the individual's efforts and contributions:

- Every year, SeABank conducts regular salary adjustments. In 2017, SeABank implemented 3 salary adjustments in June, September and November, with salary adjustment principles being taken into consideration in terms of position, performance, and seniority of each individual. The salaries of more than 1,600 staff in the whole system were increased with an attractive and competitive rate in the market.
- Bonus policy: In addition to a 13th month salary, SeABank's bonus policy is based on the business results of individuals, departments and the entire system, as well as bonuses on holidays. In addition, SeABank has a special reward system for individuals and departments with the following good performance:
  - Outstanding achievements, excellent completion of assigned tasks, programs and projects;
  - Winning awards and certificates of merit;
  - Creative ideas and solutions, among others.
- Welfare policies were expanded and upgraded in a way that is specific to each group, in order to offer the most benefits to staff as well as bring them closer together:
  - SeACare: The Bank's basic and advanced health care program provides care and assurance to staff in the face of health risks. In 2017, the program expanded its recipient base and improved health insurance benefits by top incentives.
  - Policy on preferential loans for staff.
  - Domestic and international vacations for outstanding staff.
  - Holiday team building program.
  - SeAFamily Day family day.
  - SeATet program: Showing gratitude to families of SeABankers.



## ● Training activities

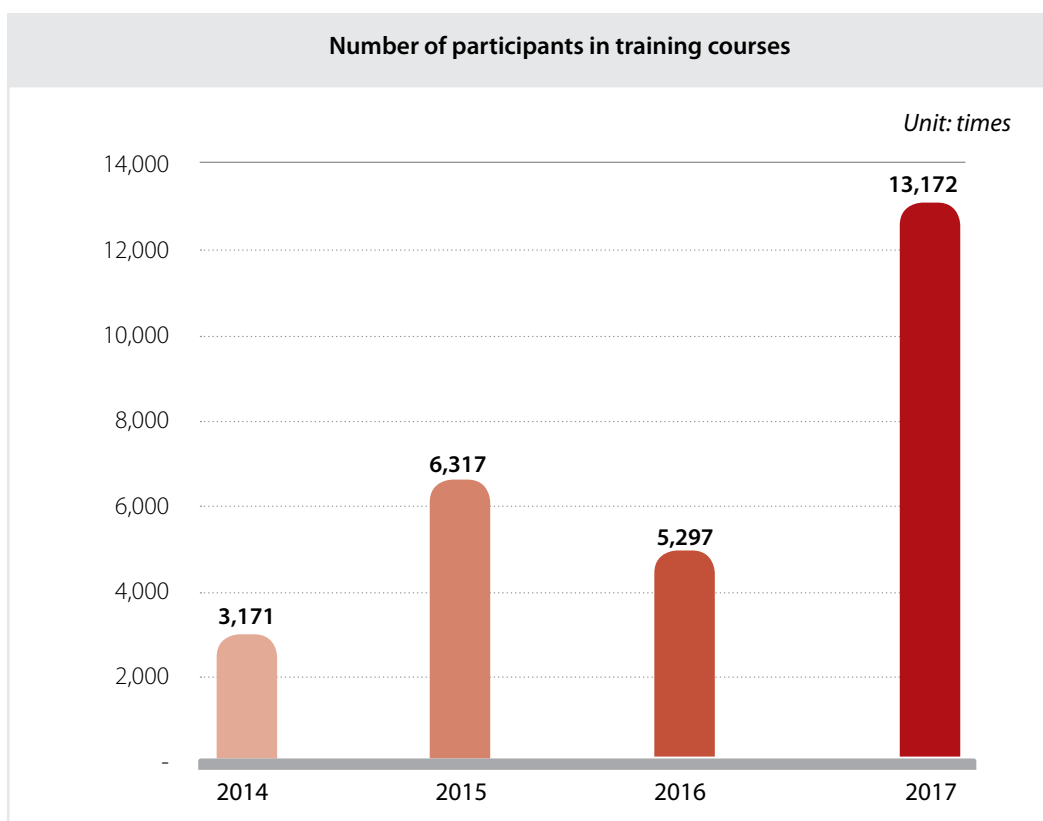
Training activities at SeABank are always an area of investment and development. At SeABank, staff are provided conditions to develop themselves through a system of training programs linked to their career roadmaps, tailored to the training roadmap of each position, and varied in training method (internal, outsourced, experience sharing, practical training, E-Learning).

In 2017, SeABank paid special attention to promoting training in order to readily equip staff with knowledge and capabilities to meet the growing demands of the system. SeABank successfully organised 538 courses with 4,308 training hours and 13,172 participants who attained an average rating of 9.1 / 10.

**Integration training for new staff:** 98% of staff who join SeABank undergo training programs for new recruits: SeAWelcome - integration training, SeAStart - startup training, SeAFirst - orientation training for new staff of branches.

**Advanced training and development for existing staff:** SeABank continuously develops as well as builds new key training programs to improve staff capacity such as: SeAManager - for mid-level branch managers; Capacity building for mid-level managers at the Head Office; Responding to changes in regulatory laws 2017 and applying them to loans - for branch directors; Understanding customers & marketing optimisation - for middle and high-level managers at the Head Office; Management skills and operational risk management for branch deputy directors of operations. In 2017, 90% of existing employees in the whole system participated in training courses, including 383 courses for specialists, 60 courses for mid-level managers, 23 courses for branch directors, and 01 course for senior-level managers at the Head Office.

In addition, the development of internal trainers in terms of both quantity and quality is also a focus. In 2017, the number of internal trainers increased by 23, bringing the total number of internal trainers throughout the system to nearly 100. This helped SeABank to maximise its internal knowledge and experience resources as well as enhance interactions and connections between units throughout the system.



### SUSTAINABLE DEVELOPMENT & BUILDING CORPORATE CULTURE

#### ● Building corporate culture

Corporate culture is of great importance and is seen as an intangible asset of every business. Any business that lacks corporate culture can barely stand or survive, especially in the current era of integration. At SeABank, building and developing culture is always a focus of the Board, with lively and creative activities that help to join all employees into a "SeABank Family".

In 2017, the annual team-building activity with the theme "One Team, One Dream" held in 7 regions nationwide was among the outstanding internal activities of SeABank. It was held at the most beautiful beaches in the country, including Ha Long - Quang Ninh, Sam Son - Thanh Hoa, Quang Binh, Phu Yen, Mui Ne - Phan Thiet, and Ha Tien - Kien Giang with lively collective activities that connected enthusiastic SeABankers in the spirit of "work hard, play hard".

Following the afternoon Team Building program with many collective games to demonstrate endurance, speed, creativity and solidarity of the group was the evening Gala Dinner with a number of elaborate acts on stage fully displaying the culture of SeABank.

The open and airy seaside, delicious food, and home-made performances by colleagues gave SeABankers joyful and unforgettable memories. Vibrant dancing, sweet singing, and charming magic tricks captivated audiences.

And to once again honor teamwork and record the memorable moments of SeABank employees at the Team Building program "One Team, One Dream", the photo contest "Impressions of One Team, One Dream" was launched with the warm support of all staff. Many of the photos in the contest - the emotions and memorable moments of energetic SeABankers trying their best - were posted on the SeABank Fanpage "Team Spirit".

SeABank not only had a playground for staff, but also had many activities for the children of SeABankers. The photo and video contest "Childish fun" was launched for the first time and received the warm support of staff nationwide. Hundreds of photos and videos of lovable, young children made their parents feel at ease working and dedicating themselves to a bright future for SeABank in particular and for the country in general.



*Team building "One team, One dream"*



*Photo and video contest "Childish fun"*





*"Write to Santa Claus" contest*



In addition, the "Write to Santa Claus" contest was held for the third time for children of SeABankers. More than 100 letters sent to "Santa Claus SeABank" told stories of school, friends, good deeds, achievements made in the year, and even the children's lovely & innocent dreams. From scribbled words and colorful pictures of younger children, to the practiced handwriting of those a little older - each letter was carefully created, both surprising and moving to "Santa's helpers".

Therefore, Santa Claus SeABank decided to make the dreams of every child come true. In the joy of getting the gifts of their dreams, the children expressed their thanks through cards and well-wishes delivered by parents to Santa Claus SeABank.

Also in 2017, SeABankers shared beautiful photos of love and life through the photo contest "Snapshot with SeABank", held for the first time, across the whole bank. While the photographers were not professionals, the photos displayed beautiful moments in life. Sometimes these moments were simply the beauty of the countryside, cities, flowers, plants and daily activities of Vietnamese people. They represent the real and deep feelings of life, people, and nature by SeABankers. In particular, excellent works were selected and used by SeABank in the 2018 calendar presented to customers, partners and employees on the occasion of Lunar New Year 2018.



*"Snapshot with SeABank" contest*

Unlike in previous years, "SeABank Family Day 2017" was held during Christmas to give a warm holiday to families. In Hanoi, the program "Snow City - Land of Fun" took place at KizCiti Entertainment Park with many special games, such as Family Harmony, Northern Lights Forest, Drifting Continent, Ice Arena, bringing laughter and joy to children and families during Christmas. Meanwhile, in Ho Chi Minh City, SeABankers' families played water games and received attractive gifts from the program at Dam Sen Water Park. Other branches, due to difficult travel conditions, were provided funds by SeABank leaders to self-organise the event in their locality. A unique SeABank experience, Family Day is truly an opportunity for families to get together and bond in a big "SeABank Family".



*"SeABank Family Day 2017"*

Among the internal competitions, SeABank also organised the Miss Quality Service Contest for female tellers - ambassadors who directly connect SeABank with customers. The 15 finalists were selected from branches and transaction offices across the country, to honor the beauty and abilities of these women.

During this first-annual event, in addition to their admirable beauty, contestants confidently demonstrated exceptional knowledge and grace at each stage.

Prizes were awarded to recognise the efforts of contestants in serving customers. Through this contest, SeABank also wanted to send a message about the efforts of the Bank in improving service quality through outstanding staff, to meet all requirements of customers.

Since SeATet was first held in 2016, the program has left many touching memories in the hearts of SeABankers, as not only the children of staff but also their parents are also cared for. In gratitude to parents who raised, taught, and supported SeABank staff to be dedicated to the success of their work at the Bank, in 2017, parents of employees were presented with lucky envelopes and Lunar New Year greeting cards. In addition, each family also received a gift bag of foodstuffs to help prepare typical dishes for this traditional holiday.

Corporate culture is the key to helping staff connect with an organisation. From this, their effort and dedication will benefit the organisation as well as themselves. With its unique corporate culture, SeABank has created both a professional and caring work environment.



*"Miss Quality Service" contest*



*"SeATet" program*

## COMMUNITY SERVICE

In order to realise the goal of becoming a leading and preferred retail bank, in addition to business development, SeABank always attaches importance to organising community service activities, to contribute to the socio-economic development of the country.

In 2017, charity programs such as "Loving spring", "SeABankers for the children", "Citizen week", and "Warm blankets for winter", continued to be implemented with the enthusiastic support and participation of staff across the country.

An activity that has become the brand of SeABank, in 2017 "Loving spring" brought a warm New Year to the poor in all regions of the country. In total, nearly 400 million VND was used by SeABankers in the Head Office and all branches to help those less fortunate in life. Tien Cau Hope Center (Hung Yen), which cares for 28 orphan and special circumstance children, was selected by SeABankers at the Head Office to visit and present gifts. In addition to activities for orphans and poor families, SeABank branches nationwide held many other meaningful activities. SeABank Quang Ngai visited a family who tragically suffered a serious accident in Pho An commune, Duc Pho district, Quang Ngai during the Lunar New Year. SeABank Da Nang purchased one ton of bananas to save farmers in Thanh Binh commune, Trang Bom district because traders were not buying and banana sales were low.

Besides "Loving spring", "Citizen week" is also a prominent activity that has attracted the attention of many individuals and organisations inside and outside SeABank. "Meaningful, practical, humanitarian" are the three words that most accurately describe "Citizen week" of the past year. The amount of nearly 400 million VND was given as scholarships for poor students, to patients suffering from terminal illness, and to mothers of war martyrs, among others. Not stopping at charitable activities for those in difficult circumstances, "Citizen week" also witnessed many meaningful projects demonstrating the civic responsibility of SeABankers. These include the SeABank Head Office buying plants for the office and calling for environmental protection; SeABank Cau Giay presenting public stone benches to Giong Temple (Soc Son, Hanoi); SeABank Tan Phu, Hai Phong, and Hai An donating blood to the blood bank; SeABank Thanh Hoa giving fabric bags to local small businesses in place of plastic bags to help the environment. This meaningful work of SeABank reflects the Bank's civic responsibility toward the community

while creating conditions for families and individuals in difficult circumstances to gradually stabilise their lives. This motivates SeABank to continue to develop and affirm its reputation to society and customers.

2017 was also the second year SeABank organised the programs "Warm blankets for winter" and "SeABankers for the children" for the homeless, families in difficult circumstances, and poor students. Warm blankets helped to overcome the harsh winter in the north, while meaningful gifts were given to poor students, the future leaders of the country. Meanwhile gifts of love, affection, as well as material and motivational support offered by SeABankers to orphan and sick children gave them more strength to overcome their circumstances.

In the past year, SeABank also continued the meaningful activities of two internal charity funds, "One day, one smile" and "Nurturing dreams fund" to support disadvantaged children and poor students across the country. As of now, a total of 46 students are being helped by the Nurturing dreams fund. With an allowance of 1 million VND per month per student until they graduate from high school, the families of these students have expressed gratitude to SeABank for greatly reducing their economic burden and giving their children the opportunity to pursue their dreams.

Meanwhile, SeABank's "One day, one smile" fund spent nearly 1 billion VND to visit and present gifts to elderly people, poor children, and hospital patients. Many more children in the country are waiting for such a "smile" from "nurturing" SeABankers, who are trying their best to give wings to all of these dreams.

2017 was also a year of disasters and extreme weather in the Central, Central Highlands and South Central Coast regions. In addition to the economic damage caused by the storms, the number of deaths was also high. Understanding these great difficulties and losses, in the spirit of solidarity, SeABank Da Nang and SeABank Ha Tinh on behalf of all staff of SeABank presented gifts to locals in the regions affected by storms.

Besides the annual activities of the Bank, at the request of organisations and agencies, SeABank also regularly joined community charity programs such as the construction and repair of two houses for soldiers of Region 2 High Command - Vietnam Naval Forces; the bank scholarship fund of the State Bank; the Flamboyant Tree Festival (Hai Phong) & Cave Festival



(Quang Binh); volunteer activities with the Hanoi Youth Banking Club; among many others. In this way, SeABank clearly marked its role and responsibility in the community.

Not only being productive in community service programs outside the system but also inside the Bank, SeABank always seeks to embody the beauty of humane values by caring about the lives of all employees. This includes using nearly 400 million VND for timely attention to families of SeABankers who suffered from the level 12 storm; vulnerable employees suffering from illness; a SeABanker's child with congenital heart disease in Hai Phong; and many other cases as well.

SeABank's many charitable social achievements in the past years have been recognised by socio-political organisations and have left good impressions in all parts of the country. Perhaps the best example of this is the "Enterprise for the community" award presented to SeABank by the ASEAN Business Advisory Council (ABAC). In the coming time, SeABank and its employees and partners together with the people of the whole country will continue to carry out social activities for the community together in order to ease the suffering of those in unfortunate and difficult circumstances, to bring joy and happiness to everyone, and fulfill its responsibility to society.

### **AT SEABANK WE SERVE CUSTOMERS AND THE COMMUNITY FROM OUR HEART**







## INDEPENDENT AUDITORS' REPORT

### INDEPENDENT AUDITOR'S REPORT ON CONSOLIDATED FINANCIAL STATEMENTS TO THE BOARD OF DIRECTORS AND SHAREHOLDERS OF SOUTHEAST ASIA COMMERCIAL JOINT STOCK BANK

We have reviewed the accompanying consolidated financial statements of Southeast Asia Commercial Joint Stock Bank ("the Bank") which were prepared on 31 December 2017 and approved by the Board of Management on 30 March 2018. The consolidated financial statements comprise the consolidated balance sheet as at 31 December 2017, the consolidated income statement, the consolidated cash flow statement for the year ended, and explanatory notes to the consolidated financial statements including significant accounting policies, as set out on pages 6 to 56.

#### The Board of Management's Responsibility to the Consolidated Financial Statements

The Board of Management of the Bank is responsible for the preparation and the true and fair presentation of these consolidated financial statements in accordance with Vietnamese Accounting Standards, the Vietnamese Accounting System and regulations on preparation and presentation of financial statements applicable to banks and other credit institutions operating in SR Vietnam, and for such internal control which the Board of Management determines is necessary to enable the preparation and fair presentation of the consolidated financial statements that are free from material misstatement, whether due to fraud or error.

#### Auditor's Responsibility

Our responsibility is to express an opinion on the consolidated 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 standards and requirements and plan and perform the audit in order to obtain reasonable assurance as to whether the Bank's consolidated financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the consolidated financial statements. The procedures selected depend on the auditor's judgment, including an assessment of the risks of material misstatement of the consolidated financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Bank's preparation and true and fair presentation of the consolidated financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Bank's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by Board of Management, as well as evaluating the overall presentation of the consolidated financial statements.

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

#### Auditor's Opinion

In our opinion, the consolidated financial statements present fairly, in all material respects, the consolidated financial position of the Bank as at 31 December 2017, its consolidated financial performance and consolidated cash flows for the year then ended in accordance with Vietnamese Accounting Standards, the Vietnamese Accounting System and applicable regulations on preparation and presentation of financial statements applicable to banks and other credit institutions operating in SR Vietnam.

#### Other matter

The consolidated financial statements of the Bank for the year ended 31 December 2016 were audited by another auditor, who issued an unqualified opinion on those consolidated financial statements on 30 March 2017.



**Nguyen Phi Lan**

Audit Practising Licence No: 0537-2018-006-1  
Authorised signatory

**Do Duc Hau**

Audit Practising Licence No: 2591-2018-006-1

**For and on behalf of Branch of PwC (Vietnam) Limited in Hanoi**

Report reference number: HAN 1995  
Hanoi, 31 March 2018

## CONSOLIDATED BALANCE SHEET AS OF 31 DECEMBER 2017

Unit: million VND

NO. ITEMS	2017	2016
<b>A. ASSETS</b>		
<b>I. Cash, gold, silver and precious stones</b>	<b>735,333</b>	<b>708,369</b>
<b>II. Balances with the State Bank of Vietnam</b>	<b>3,409,370</b>	<b>2,364,806</b>
<b>III. Placements with and loans to other credit institutions</b>	<b>17,229,949</b>	<b>15,215,142</b>
1. Placements with other credit institutions	15,168,298	10,755,668
2. Loans to other credit institutions	2,061,651	4,459,474
<b>IV. Trading securities</b>	<b>4,460,342</b>	-
1. Trading securities	4,460,342	-
<b>V. Derivative financial instruments and other financial assets</b>	<b>10,911</b>	-
<b>VI. Loans to customers</b>	<b>69,921,052</b>	<b>58,445,297</b>
1. Loans to customers	70,525,510	58,988,895
2. Provision for losses on loans to customers	(604,458)	(543,598)
<b>VII. Debt purchasing activities</b>	<b>41,832</b>	<b>50,575</b>
1. Purchased debts	41,832	63,818
2. Provision for losses on purchased debts	-	(13,243)
<b>VIII. Investment securities</b>	<b>22,060,211</b>	<b>19,731,935</b>
1. Available-for-sales investment securities	18,248,264	15,446,564
2. Held-to-maturity investment securities	4,876,430	4,897,110
3. Provision for diminution in value of investment securities	(1,064,483)	(611,739)
<b>IX. Investments in other entities and long-term investments</b>	<b>179,024</b>	<b>183,187</b>
3. Investments in associates	72,000	72,000
4. Other long-term investments	107,024	111,187
<b>X. Fixed assets</b>	<b>374,686</b>	<b>347,157</b>
1. Tangible fixed assets	230,084	243,208
a. Historical cost	571,560	546,079
b. Accumulated depreciation	(341,476)	(302,871)
2. Intangible fixed assets	144,602	103,949
a. Historical cost	242,951	187,729
b. Accumulated amortisation	(98,349)	(83,780)
<b>XI. Investment properties</b>	<b>260,921</b>	<b>290,134</b>
a. Historical cost	266,115	293,904
b. Accumulated amortisation	(5,194)	(3,770)
<b>XII. Other assets</b>	<b>6,325,329</b>	<b>6,028,360</b>
1. Other receivables	1,570,119	1,592,150
2. Fee and interest income receivables	2,525,250	2,130,200
4. Other assets	2,238,918	2,312,200
5. Provisions for losses on other assets	(8,958)	(6,190)
<b>TOTAL ASSETS</b>	<b>125,008,960</b>	<b>103,364,962</b>

# FINANCIAL REPORT 2017

\* The second of 02 pages, consolidated balance sheet as of 31 December 2017.

Unit: million VND

NO.	ITEMS	2017	2016
<b>B</b>	<b>LIABILITIES AND EQUITY</b>		
<b>I</b>	<b>Borrowings from the State Bank of Vietnam</b>	<b>310,758</b>	<b>348,189</b>
<b>II</b>	<b>Placements and borrowings from other credit institutions</b>	<b>32,601,506</b>	<b>20,779,035</b>
1	Placements from other credit institutions	18,711,084	12,939,085
2	Borrowings from other credit institutions	13,890,422	7,839,950
<b>III</b>	<b>Deposits from customers</b>	<b>80,039,516</b>	<b>72,130,806</b>
<b>IV</b>	<b>Derivative financial instruments and other financial liabilities</b>	<b>-</b>	<b>65,794</b>
<b>V</b>	<b>Capital financed or entrusted for investments and loans that the Bank bears risk</b>	<b>393</b>	<b>393</b>
<b>VI</b>	<b>Valuable papers in issue</b>	<b>3,728,000</b>	<b>2,900,000</b>
<b>VII</b>	<b>Other liabilities</b>	<b>2,154,182</b>	<b>1,260,915</b>
1	Fee and interest expense payables	1,797,500	1,187,167
3	Other liabilities	356,682	73,748
	<b>TOTAL LIABILITIES</b>	<b>118,834,355</b>	<b>97,485,132</b>
<b>VIII</b>	<b>EQUITY</b>	<b>6,174,605</b>	<b>5,879,830</b>
1	Capital	5,465,881	5,465,881
a	Charter capital	5,465,826	5,465,826
g	Other capital	55	55
2	Funds of credit institution	219,358	173,629
5	Undistributed earnings	489,366	240,320
	<b>TOTAL EQUITY</b>	<b>6,174,605</b>	<b>5,879,830</b>
	<b>TOTAL LIABILITIES AND EQUITY</b>	<b>125,008,960</b>	<b>103,364,962</b>

## OFF BALANCE SHEET ITEMS

NO.	ITEMS	2017	2016
<b>I</b>	<b>CONTINGENT LIABILITIES</b>		
1	Borrowing guarantees	104,043	12,500
2	Letter of credit commitments	350,549	627,427
3	Other guarantees	1,095,660	662,703
<b>II</b>	<b>COMMITMENTS</b>		
1	Foreign exchange transactions commitments	77,715,724	41,747,320
	- Buying foreign currency commitments	12,821,780	3,350,333
	- Selling foreign currency commitments	12,856,973	3,365,180
	- Swap commitments	52,036,971	35,031,807
2	Other commitments	5,515,574	571,152

**Nghiem Thi Thu Nga**  
Preparer

**Nguyen Thi Hoai Phuong**  
Chief Accountant



**Le Van Tan**  
Head Deputy General Director  
Authorised signatory 30 March 2018



## CONSOLIDATED INCOME STATEMENT

Unit: million VND

NO.	ITEMS	2017	2016
1	Interest and similar income	7,371,235	6,149,615
2	Interest and similar expenses	(5,398,816)	(4,306,583)
<b>I</b>	<b>Net interest income</b>	<b>1,972,419</b>	<b>1,843,032</b>
3	Fee and commission income	212,709	149,651
4	Expenses on service activities	(147,231)	(105,456)
<b>II</b>	<b>Net gain from service activities</b>	<b>65,478</b>	<b>44,195</b>
<b>III</b>	<b>Net gain/(loss) from dealing in foreign currencies</b>	<b>7,570</b>	<b>(15,548)</b>
<b>IV</b>	<b>Net gain from trading of trading securities</b>	<b>57,643</b>	<b>-</b>
<b>V</b>	<b>Net gain from trading of investment securities</b>	<b>89,671</b>	<b>36,589</b>
5	Other incomes	2,201	3,559
6	Other expenses	(1,177)	(1,365)
<b>VI</b>	<b>Net other income</b>	<b>1,024</b>	<b>2,194</b>
<b>VII</b>	<b>Income from investments in other entities</b>	<b>1,970</b>	<b>3,031</b>
<b>VIII</b>	<b>General and administrative expenses</b>	<b>(1,268,553)</b>	<b>(1,119,317)</b>
<b>IX</b>	<b>Operating profit before provisions for credit losses</b>	<b>927,222</b>	<b>794,176</b>
<b>X</b>	<b>Provisions for credit losses</b>	<b>(545,991)</b>	<b>(648,279)</b>
<b>XI</b>	<b>Profit before tax</b>	<b>381,231</b>	<b>145,897</b>
7	Business income tax - current	(76,373)	(29,108)
8	Business income tax - deferred	-	-
<b>XII</b>	<b>Business income tax</b>	<b>(76,373)</b>	<b>(29,108)</b>
<b>XIII</b>	<b>Net profit after tax</b>	<b>304,858</b>	<b>116,789</b>
<b>XV</b>	<b>Basic earning per share</b>	<b>546</b>	<b>203</b>



Nghiem Thi Thu Nga  
Preparer



Nguyen Thi Hoai Phuong  
Chief Accountant



Le Van Tan  
Head Deputy General Director  
Authorised signatory 30 March 2018

## CONSOLIDATED CASH FLOW STATEMENT

Unit: million VND

NO.	ITEMS	2017	2016
<b>Cash flows from the operating activities</b>			
01	Interest and similar income received	6,976,212	5,574,889
02	Interest and similar expenses paid	(4,788,510)	(3,769,439)
03	Fee and commission income received	64,026	46,855
04	Net amount received from dealing in foreign currencies and trading securities activities	158,240	21,041
05	Other income	873	1,686
06	Recovery of written-off loans	200	509
07	Payments to employees and for administrative expenses	(1,210,140)	(957,614)
08	Business income tax paid	(47,081)	(28,199)
<b>Net cash inflows from operating activities before changes in working capital</b>		<b>1,153,820</b>	<b>889,728</b>
<b>Changes in operating assets</b>			
09	Decrease/(increase) in placements with and loans to other credit institutions	2,397,823	(1,794,474)
10	Increase in trading securities	(7,241,362)	(3,384,445)
11	Increase in derivative financial instruments and other financial assets	(10,911)	-
12	Increase in loans to customers	(11,514,629)	(15,875,841)
13	Utilisation of provision for losses on loans and advances to customers	(48,986)	-
14	Decrease in other operating assets	98,082	169,247
<b>Changes in operating liabilities</b>			
15	(Decrease)/increase in borrowings from the State Bank of Vietnam	(37,431)	166,712
16	Increase in placements and borrowings from other credit institutions	11,822,471	2,705,995
17	Increase in deposits from customers	7,908,710	15,112,372
18	Increase in value papers in issue	828,000	-
19	Decrease in capital financed and entrusted for investments and loans that the Bank bears risks	-	(15,640)
20	(Decrease)/increase in derivative financial instruments and other financial liabilities	(65,794)	51,479
21	Increase/(decrease) in other operating liabilities	242,215	(52,458)
22	Payments from funds of credit institutions	1,399	-

\* The second of 02 pages, consolidated cash flow statement as of 31 December 2017

Unit: million VND

NO. ITEMS	2017	2016
<b>I NET CASH FLOWS FROM OPERATING ACTIVITIES</b>	<b>5,533,407</b>	<b>(2,027,325)</b>
<b>Cash flows from investment activities</b>		
01 Purchases of fixed assets	(97,472)	(48,922)
02 Proceeds from disposals of fixed assets	-	260
04 Purchases of investment properties	(21,264)	(19,000)
05 Proceeds from disposals of investment properties	63,354	44,816
08 Receipts from investment in other entities	4,163	-
09 Dividends and shares of profit received from long-term investments	1,970	3,031
<b>II NET CASH FLOWS FROM INVESTMENT ACTIVITIES</b>	<b>(49,249)</b>	<b>(19,815)</b>
<b>Cash flows from financing activities</b>	-	-
<b>III NET CASH FLOWS FROM FINANCING ACTIVITIES</b>	-	-
<b>IV NET INCREASE/(DECREASE) IN CASH AND CASH EQUIVALENTS</b>	<b>5,484,158</b>	<b>(2,047,140)</b>
<b>V CASH AND CASH EQUIVALENTS AT BEGINNING OF YEAR</b>	<b>13,828,843</b>	<b>15,875,983</b>
<b>VII CASH AND CASH EQUIVALENTS AT END OF YEAR</b>	<b>19,313,001</b>	<b>13,828,843</b>



**Nghiem Thi Thu Nga**  
Preparer



**Nguyen Thi Hoai Phuong**  
Chief Accountant



**Le Van Tan**  
Head Deputy General Director  
Authorised signatory 30 March 2018









*Creating  
the future*



## BUSINESS STRATEGY 2018

In order to become a leading and preferred retail bank, in the coming year SeABank will continue to build its customer oriented business model on the basis of Concentration & Specialisation, while ensuring strategic efficiency following value chains and ecosystems forming the basis for retail strategy. SeABank's key factors for success are efficient operations and risk management, excellent human resources, and cutting-edge data.

## ACTION PLAN 2018

**01**

**CUSTOMERS**

### ◆ CUSTOMER-CENTERED ORIENTATION

#### ◆ CONSOLIDATE AND DEVELOP CUSTOMER PORTFOLIOS THROUGH:

- New customers: exploiting the ecosystem - strategic corporate customer value chains.
- Existing customers: retention - sell more, cross-sell.

**02**

**HUMAN RESOURCES &  
ORGANISATIONAL  
STRUCTURE**

### ◆ HUMAN RESOURCES AND ORGANISATIONAL STRUCTURE

- Centralised recruitment and training
- Capacity framework & assessments
- Employee retention policy

**03**

**PRODUCTS AND  
PRICES**

### ◆ FOCUS ON SHORT-TERM CREDIT AND NON-CREDIT PRODUCTS

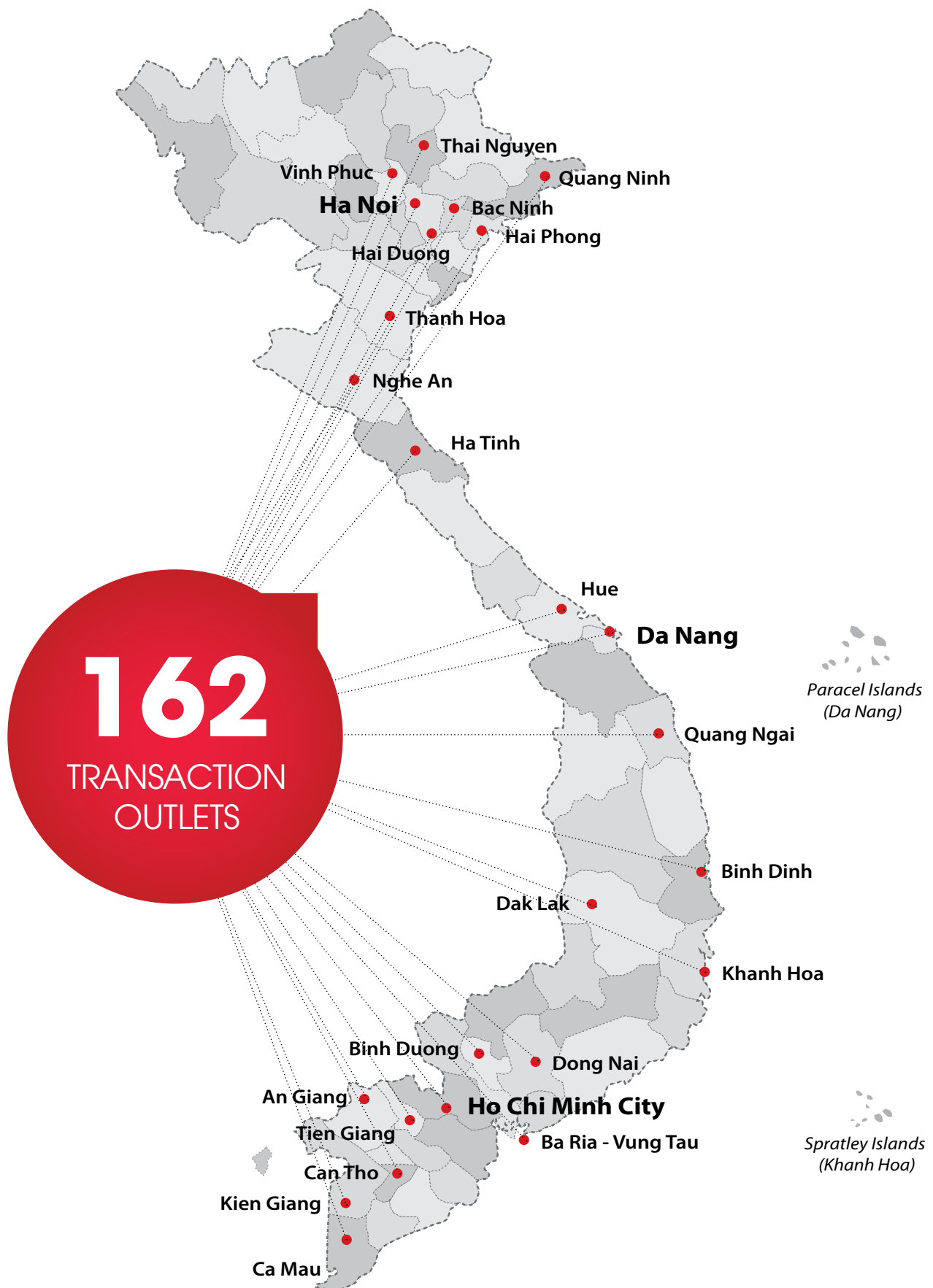
#### ◆ ESTABLISH PRICE MODEL BY PRODUCT AND CATEGORY





## BUSINESS PLAN 2018

Indicator	2018 Plan	Absolute increase
Total assets	20% - 25%	150,000 billion VND
Net increase lending (M1)	30%	21,000 billion VND
Net increase deposits (M1)	33% - 35%	28,650 billion VND
Issuance of new credit cards	70%	53,000 cards
Customer portfolio growth	50%	250,000 new customers
Net revenue	35% - 40%	3,500 - 3,600 billion VND
	≥ 3.8%	250 billion VND
Service fee revenue	56%	100 billion VND
Forex net revenue	100%	
Profit before tax	<b>668 - 828 billion VND</b>	





NORTH				
Outlet	Address	Tel	Fax	
<b>1 SeABank Operations Center</b>	<b>25 Tran Hung Dao, Hoan Kiem, Hanoi</b>	<b>024.39448688</b>	<b>024.39448689</b>	
2 SeABank Tran Khat Chan	270 Tran Khat Chan, Thanh Nhan, Hai Ba Trung, Hanoi	024.36230689	024.39766400	
3 SeABank Le Thai To	120 Hang Trong, Hoan Kiem, Hanoi	024.39448688	024.39382232	
<b>4 SeABank Ha Noi</b>	<b>12 - 14 Tran Nhat Duat, Hoan Kiem, Hanoi</b>	<b>024.39436555</b>	<b>024.39282698</b>	
5 SeABank Ho Guom	89 Dinh Tien Hoang, Hoan Kiem, Hanoi	024.39386946	024.39386947	
6 SeABank Han Thuyen	21 Han Thuyen, Hai Ba Trung, Hanoi	024.39727824	024.39727825	
7 SeABank Lan Ong	47 Lan Ong, Hoan Kiem, Hanoi	024.39233974	024.39233975	
8 SeABank Bach Mai	350 Bach Mai, Hai Ba Trung, Hanoi	024.36274925	024.36274926	
9 SeABank Tran Phu	5 Tran Phu, Ba Dinh, Hanoi	024.37475935	024.37475934	
10 SeABank Ba Trieu	57 Ba Trieu, Hoan Kiem, Hanoi	024.39440250	024.39440249	
11 SeABank Nguyen Huu Huan	104 Nguyen Huu Huan, Hoan Kiem, Hanoi	024.62701188	024.62701166	
12 SeABank Van Xuan	1, 52 Ba Trieu building, Hoan Kiem, Hanoi	024.62823333	024.62526333	
13 SeABank Quan Thanh	5/188, 188 Quan Thanh, Ba Dinh, Hanoi	024.39274108	024.39274109	
<b>14 SeABank Dai An</b>	<b>PVI Tower, 168 Tran Thai Tong, Cau Giay, Ha Noi</b>	<b>024.62690696/89</b>	<b>024.62690697</b>	
15 SeABank Ho Tung Mau	4/32, Mai Dich, Cau Giay, Hanoi	024.37921361	024.37921360	
16 SeABank Phu My	1/N1 - G1 Phu My, My Dinh, Tu Liem, Hanoi	024.62692526	024.62692506	
<b>17 SeABank Dong Da</b>	<b>324 Tay Son, Dong Da, Hanoi</b>	024.62872800	024.62871850	
18 SeABank Nguyen Ngoc Nai	89 Nguyen Ngoc Nai, Thanh Xuan, Hanoi	<b>024.62823333</b>	<b>024.62526333</b>	
19 SeABank Nguyen An Ninh	116 Nguyen An Ninh, Hoang Mai, Hanoi	024.62851399	024.62851399	
20 SeABank Vinh Hoang	1st floor Tien Phu Building, 8-3 A, Vinh Hoang, Hoang Mai, Hanoi	024.36628315	024.36628316	
21 SeABank Dai Kim	15B Dai Kim, Hoang Mai, Hanoi	024.36230689	024.36343617	
22 SeABank Kim Lien	436 Xa Dan, Dong Da, Hanoi	024.35334109	024.35334109	
23 SeABank Kham Thien	142 Le Duan, Dong Da, Hanoi	024.35334109	024.35334108	
24 SeABank Ton That Tung	1st floor, A12 building, Khuong Thuong, Dong Da, Hanoi	024.35187381	024.35187381	
25 SeABank Ho Dac Di	1st floor, 156 Xa Dan II, Dong Da, Hanoi	024.62823333	024.62526333	
<b>26 SeABank Cau Giay</b>	<b>Oriental West lake building, 174 Lac Long Quan, Tay Ho, Hanoi</b>	024.35334109	024.35739997	
27 SeABank My Dinh	14 Nguyen Co Thach, Tu Liem, Hanoi	<b>024.37914507</b>	<b>024.37914509</b>	
28 SeABank Nguyen Khanh Toan	102/N2/A2 Nguyen Khanh Toan, Cau Giay, Hanoi	024.62831075	024.62831076	
29 SeABank Lac Long Quan	12/1, Nghia Tan, Cau Giay, Hanoi	024.37591041	024.37591041	
30 SeABank Thang Long	448 Hoang Hoa Tham, Tay Ho, Hanoi	024.32474332	024.32474331	
31 SeABank Tay Ho	249 Hoang Quoc Viet, Cau Giay, Hanoi	024.39448675	024.37586764	
32 SeABank Xuan La	79 Xuan La, Tay Ho, Hanoi	024.62581166	024.62581188	
33 SeABank Yen Phu	151 Yen Phu, Tay Ho, Hanoi	024.37153366	024.37153799	
34 SeABank Soc Son	44, B2, Soc Son, Hanoi	024.36230689	024.35955523	
<b>35 SeABank Thanh Xuan</b>	<b>Artemis building, 3 Le Trong Tan, Thanh Xuan, Hanoi</b>	<b>024.36230689</b>	<b>024.36230690</b>	
<b>36 SeABank Lang Ha</b>	<b>22 Lang Ha, Dong Da, Hanoi</b>	<b>024.37764233</b>	<b>024.37764232</b>	
37 SeABank Lang Thuong	74 Chua Lang, Dong Da, Hanoi	024.37759537	024.37759538	
38 SeABank Trung Hoa	8 Trung Yen, Yen Hoa, Cau Giay, Hanoi	024.35640161	024.35640161	
39 SeABank Tran Duy Hung	170 Tran Duy Hung, Cau Giay, Hanoi	024.62561188	024.62561166	
40 SeABank Thanh Cong	14 Lang Ha, Ba Dinh, Hanoi	024.62691188	024.62691166	
41 SeABank Thai Thinh	61 Thai Thinh No.2, Dong Da, Hanoi	024.35627465	024.35627471	
42 SeABank Dao Tan	62 Dao Tan, Ba Dinh, Hanoi	024.37345848	024.37345849	
43 SeABank Hao Nam	45 Hao Nam, Dong Da, Hanoi	024.37345848	024.35123659	
44 SeABank Doi Can	225 Doi Can, Ba Dinh, Hanoi	024.37236171	024.37236171	
<b>45 SeABank Ha Dong</b>	<b>150 Tran Phu, Ha Dong, Hanoi</b>	<b>024.63251188</b>	<b>024.63251166</b>	
46 SeABank Kim Van	1st floor, CT12B building, Kim Van - Kim Lu urban, Dai Kim, Hoang Mai, Hanoi	024.63251188	024.33119635	
47 SeABank Van Quan	108 Nguyen Khuyen, Van Quan, Ha Dong, Hanoi	024.63251188	024.33544338	
48 SeABank Ngoc Hoi	267 Ngoc Hoi, Van Dien, Thanh Tri, Ha Noi	024.35334109	024.35334108	
<b>49 SeABank Long Bien</b>	<b>474 Nguyen Van Cu, Long Bien, Hanoi</b>	<b>024.38729531</b>	<b>024.38729536</b>	
50 SeABank Ngo Gia Tu	487 Ngo Gia Tu, Long Bien, Hanoi	024.38729532	024.38729537	
51 SeABank Ngoc Lam	278 Ngoc Lam, Long Bien, Hanoi	024.38736432	024.38736431	
52 SeABank Sai Dong	1st floor, Sunrise building 3A, Sai Dong Urban Area, Long Bien, Hanoi	024.39438394	024.39393635	
53 SeABank Gia Lam	Số 141 Ngo Xuan Quang, Trau Quy, Gia Lam, Hanoi	024.38729 535	024.38729536	
<b>54 SeABank Hai Phong</b>	<b>15 Minh Khai, Hong Bang, Hai Phong</b>	<b>0225.3747878</b>	<b>0225.3747880</b>	
55 SeABank Tran Nguyen Han	227C Tran Nguyen Han, Le Chan, Hai Phong	0225.3782500	0225.3782500	
56 SeABank Ton Dan	37 Ton Dan, Hong Bang, Hai Phong	0225.3831407	0225.3831407	

## TRANSACTION OUTLETS

NORTH			
Outlet	Address	Tel	Fax
57 SeABank Le Chan	259 Hai Ba Trung, Le Chan, Hai Phong	0225.3711166	0225.3711166
58 SeABank To Hieu	227 To Hieu, Le Chan, Hai Phong	0225.3610406	0225.3610406
59 SeABank Hang Kenh	181 Hang Kenh, Le Chan, Hai Phong	0225.3612966	0225.3612966
60 SeABank Hồng Bàng	39-41 Dien Bien Phu, Minh Khai, Hong Bang, Hai Phong	0225.3921193	0225.3921193
<b>61 SeABank Hai An</b>	<b>17/B1/7B Le Hong Phong, Dong Khe, Ngo Quyen, Hai Phong</b>	<b>0225.3260088</b>	<b>0225.3246276</b>
62 SeABank Le Loi	27 Le Loi, Ngo Quyen, Hai Phong	0225.3655919	0225.3655919
63 SeABank Da Nang	162 Da Nang, Ngo Quyen, Hai Phong	0225.3650637	0225.3650637
64 SeABank Lach Tray 1	198 Lach Tray, Ngo Quyen, Hai Phong	0225.3641049	0225.3641049
65 SeABank Lach Tray 2	231A Lach Tray, Hai Phong	0225.3735710	0225.3735710
66 SeABank Le Thanh Tong	508 Le Thanh Tong, Van My, Ngo Quyen, Hai Phong	0225.3654298	0225.3654298
<b>67 SeABank Quang Ninh</b>	<b>476 - 478 Nguyen Van Cu, Hong Hai, Ha Long, Quang Ninh</b>	<b>0203.3525388</b>	<b>0203.3525399</b>
68 SeABank Cam Pha	662 Tran Phu, Cam Thach, Cam Pha, Quang Ninh	0203.3939206	0203.3929208
69 SeABank Ha Long	361 - 363 Le Thanh Tong, Ha Long, Quang Ninh	0203.3556676	0203.3556577
<b>70 SeABank Bac Ninh</b>	<b>66-68 Ly Thai To, Bac Ninh</b>	<b>0222.3896272</b>	<b>0222.3896272</b>
71 SeABank Tien An	173 Nguyen Gia Thieu, Tien An, Bac Ninh	0222.3893161	0222.3893162
72 SeABank Tu Son	202 Tran Phu, Tu Son, Bac Ninh	0222.3745111	0222.3745181
73 SeABank Lim	102 Ly Thuong Kiet, Lim town, Tien Du, Bac Ninh	0222.3745111	0222.3711522
<b>74 SeABank Hai Duong</b>	<b>122C - 124A Thong Nhat, Hai Duong</b>	<b>0220.3849999</b>	<b>0220.3849666</b>
75 SeABank Nguyen Luong Bang	93C Nguyen Luong Bang, Hai Duong	0220.3893966	0220.3893663
76 SeABank Hai Tan	677 Le Thanh Nghi, Hai Tan, Hai Duong	0220.3864899	0220.3864898
77 SeABank Sao Do	10 Nguyen Trai 1, Sao Do, Chi Linh, Hai Duong	0220.3594444	0220.3594777
78 SeABank Kim Thanh	Dong Van, Phu Thai town, Kim Thanh, Hai Duong	0220.3561788	0220.3561789
79 SeABank Gia Loc	Cho Cuoi, Gia Loc town, Hai Duong	0220.3717456	0220.3717888
80 SeABank Thanh Dong	33 Ho Chi Minh Highway, Hai Duong	0220.3848989	0220.3848988
<b>81 SeABank Vinh Phuc</b>	<b>4 Me Linh, Lien Bao, Vinh Yen, Vinh Phuc</b>	<b>0211.3696 666</b>	<b>0211.3696 667</b>
82 SeABank Vinh Yen	125 Ngo Quyen, Vinh Yen, Vinh Phuc	0211.3696 666	0211.3696 675
<b>83 SeABank Thai Nguyen</b>	<b>65 Hoang Van Thu, Thai Nguyen</b>	<b>0208.3659268</b>	<b>0208.3659267</b>
84 SeABank Pho Yen	291 Ba Hang, Pho Yen, Thai Nghuyen	0208.3663.868/69	0208.3663.867

CENTRAL			
Outlet	Address	Tel	Fax
<b>1 SeABank Da Nang</b>	<b>373 Nguyen Van Linh, Hai Chau, Da Nang</b>	<b>0236.3584360</b>	<b>0236.3584366</b>
2 SeABank Hoang Dieu	22 - 22A Hoang Dieu, Hai Chau, Da Nang	0236.3651397	0236.3651398
3 SeABank Nui Thanh	104 - 106 - 108 Nui Thanh, Hai Chau, Da Nang	0236.3632632	0236.627599
4 SeABank Tuyen Son	1254 Xo Viet Nghe Tinh, Hai Chau, Da Nang	0236.3782777	0236.3627599
5 SeABank Dien Bien Phu	505-507 Dien Bien Phu, Thanh Khe, Da Nang	0236.3727333	0236.3727338
6 SeABank Le Loi	101-103 Le Loi, Hai Chau, Da Nang	0236.3830444	0236.3830303
7 SeABank Le Duan	269 - 271 Le Duan, Thanh Khe, Da Nang	0236.3896555	0236.3896550
<b>8 SeABank Nha Trang</b>	<b>42 Yersin, Van Thang, Nha Trang</b>	<b>0258.3819003</b>	<b>0258.3819030</b>
9 SeABank Cam Ranh	2142 - 2144 Hung Vuong, Cam Loc, Cam Ranh	0258.3955800	0258.3955804
10 SeABank Le Hong Phong	406 Le Hong Phong, Phuoc Long, Nha Trang	0258.3880488	0258.3880277
11 SeABank Vinh Hai	10A/2/4, Vinh Hai, Nha Trang	0258.3835588	0258.3835585
12 SeABank My Ca	371 Hung Vuong, My Ca, Cam Ranh, Khanh Hoa	0258.3973977	0258.3973975
13 SeABank Dien Khanh	99 Highway 1, Dien Khanh town, Khanh Hoa	0258.3852852	0258.3852855
<b>14 SeABank Dak Lak</b>	<b>32 Quang Trung, Thong Nhat, Buon Me Thuot, Dak Lak</b>	<b>0262.3898888</b>	<b>0262.3849888</b>
15 SeABank Buon Don	15 Tan Hoa, Buon Don, Dak Lak	0262.3982828	0262.3982828
16 SeABank Quang Phu	121 Hung Vuong, Quang Phu town, Cu M'gar, Dak Lak	0262.3928686	0262.3928686
17 SeABank Krong Nang	152 Nguyen Tat Thanh, Krong Nang, Dak Lak	0262 3855557	0262 3752222
<b>18 SeABank Nghe An</b>	<b>15 Quang Trung, Vinh, Nghe An</b>	<b>0238.3542668</b>	<b>0238.3542775</b>
19 SeABank Le Nin	32 Le Nin, Vinh, Nghe An	0238.3576.686	0238.3576.696
20 SeABank Nguyen Sy Sach	2 Nguyen Sy Sach, Vinh, Nghe An	0238.3544333	0238.3544345
21 SeABank Nguyen Van Cu	288 Nguyen Van Cu, Hung Binh, Vinh, Nghe An	0238.3542668	0238.3542775
22 SeABank Nguyen Thi Minh Khai	18 Nguyen Thi Minh Khai, Hung Binh, Vinh, Nghe An	0238.3699456	0238.3699345
<b>23 SeABank Thanh Hoa</b>	<b>19 Phan Chu Trinh, Thanh Hoa</b>	<b>0237.3857575</b>	<b>0237.3853336</b>
24 SeABank Nguyen Trai	272 - 274 Nguyen Trai, Tan Son, Thanh Hoa	0237.3888628/919	0237.3888638
25 SeABank Dong Son	So 196 Le Lai, Dong Son, Thanh Hoa	0237.3888 818	0237.3854.985

## TRANSACTION OUTLETS

CENTRAL			
Outlet	Address	Tel	Fax
26 SeABank Truong Thi	753 Ba Trieu, Truong Thi, Thanh Hoa	0237.3857575	0237.3853336
27 SeABank Binh Dinh	04 - 06 - 08 Y Lan, Tran Hung Dao, Quy Nhon, Binh Dinh	0255.3811455	0255.3812355
28 SeABank Quang Ngai	111 Hung Vuong, Nguyen Nghiem, Quang Ngai	0255.3737999	0255.3737997
29 SeABank Truong Quang Trong	9B, Truong Tho Tay, Quang Ngai	0255.3737 999	0255.3737997
30 SeABank Dong Cat	Civil Group 1, Mo Duc, Quang Ngai	0255.3737 999	0255.3737997
31 SeABank Duc Pho	428 Nguyen Nghiem, Duc Pho, Quang Ngai	0255.3737 999	0255.3737997
32 SeABank Hue	23 Hanoi, Phu Nhuan, Hue City, Thua Thien Hue	0234.3948688	0234.3985555
33 SeABank Ha Tinh	144B Tran Phu, Ha Tinh	0239.3767272	0239.3767171
SOUTH			
Outlet	Address	Tel	Fax
1 SeABank Ho Chi Minh	28A Le Loi, District 1, Ho Chi Minh	028.54041505	028.54041525
2 SeABank District 9	3 Le Van Viet, District 9, Ho Chi Minh	028.62806264	028.37309779
3 SeABank District 1	1st floor Horizon Commercial Building-214 Tran Quang Khai, District 9 Ho Chi Minh	028.62990214/15	028.62990213
4 SeABank Botanic	312 Nguyen Thuong Hien, Phu Nhuan, Ho Chi Minh	028.35500010	028.35158995
5 SeABank Bach Dang	1st floor NICE Building - 467 Dien Bien Phu, Ward 25, Binh Thanh, Ho Chi Minh	028.35119326/27	028.35119330
6 SeABank Khanh Hoi	237 Khanh Hoi, District 4, Ho Chi Minh	028.62619388/89	028.62619384
7 SeABank Le Quang Dinh	572 Le Quang Dinh, Go Vap, Ho Chi Minh	028.62957836	028.62957837
8 SeABank Nguyen Cong Tru	396 - 398 Nguyen Cong Tru, Ong Lanh, District 1, Ho Chi Minh	028 39143697	028 39143987
9 SeABank Sai Gon	78 - 80 Cach Mang Thang 8, District 3, Ho Chi Minh	028.39333232	028.39333623
10 SeABank Hung Vuong	108 Ly Thuong Kiet, Ward 7, District 10, Ho Chi Minh	028.62611748	028.62611749
11 SeABank District 11	1024-1026 3/2 Street, District 11, Ho Chi Minh	028.62934373/63	028.62934373
12 SeABank Tran Hung Dao	859 Tran Hung Dao, District 5, Ho Chi Minh	028.39246920	028.3924.6913
13 SeABank District 10	320 - 322 3/2 Str., District 10, Ho Chi Minh	028.38626955	028.38626950
14 SeABank Phu Hung	Petroland Tower Building, 12 Tan Trao, Tan Phu, District 7, Ho Chi Minh	028.54135256	028.54135258
15 SeABank Da Kao	60 Nguyen Dinh Chieu Building, Da Kao, District 1, Ho Chi Minh	028.39118243	028.39118241
16 SeABank Le Van Sy	344 Le Van Sy, District 3, Ho Chi Minh	028.62909173	028.62909184
17 SeABank Tan Binh	197 - 199 Ly Thuong Kiet, Ward 6, Tan Binh, Ho Chi Minh	028.38637439	028.38637438
18 SeABank Au Co	882 Au Co, Tan Binh, Ho Chi Minh	028.62574844	028.62574845
19 SeABank Cong Hoa	266 Cong Hoa, Tan Binh, Ho Chi Minh	028.62922060	028.62922061
20 SeABank Hoa Binh	699 Le Trong Tan, Binh Tanm Ho Chi Minh	028.62673614	028.62673613
21 SeABank Phu My Hung	PV Gas Tower, 673, Nguyen Huu Tho, Phuoc Kien, Nha Ba, Ho Chi Minh	028.37840300	028.37840308
22 SeABank District 7	169 Nguyen Thi Thap, Tan Phu, Quan 7, Ho Chi Minh	028.62870621	028.62870620
23 SeABank District 8	24-26, 9A Str., Binh Hung, Binh Chanh, Ho Chi Minh	028. 62664152/53	028. 62664154
24 SeABank Tan Phu	166 Luy Ban Bich, Tan Thoi Hoa, Tan Phu, Ho Chi Minh	028.39737233	028.39737237
25 SeABank Phu Lam	27D, Kinh Duong Vuong, District 6, Ho Chi Minh	028.36670827	028.36670826
26 SeABank Tan Phat	295 - 297 Minh Phung, Ward 2, District 11, Ho Chi Minh	028.39695206	028.3969 5208
27 SeABank Binh Tan	264 Vanh Dai Trong, Binh Tri Dong, Binh Tan, Ho Chi Minh	028.86260661	028.86260663
28 SeABank Tan Thanh	48 Truong Son, Tan Binh, Ho Chi Minh	028 38488087	028 38488090
29 SeABank Nguyen Thai Son	223 Nguyen Thai Son, Go Vap, Ho Chi Minh	028.62957558	028.62957553
30 SeABank Binh Duong	203 Yersin, Hiep Thanh, Thu Dau 1, Binh Duong	0274.3716055	0274.3716053
31 SeABank Thu Dau Mot	254 Binh Duong, Phu Hoa, Thu Dau Mot, Binh Duong	0274.6250874	0274.6250875
32 SeABank Di An	6A/10 Binh Minh, Di An, Binh Duong	0274.3796895	0274.3796896
33 SeABank So Sao	1545/12/2 Binh Duong, Hiep An, Thu Dau Mot, Binh Duong	0274.3585667	0274.3585668
34 SeABank Vung Tau	270 Le Loi, Vung Tau, Ba Ria - Vung Tau	0254. 3626 888	0254.3543 098
35 SeABank Ba Ria	54 Nguyen Tat Thanh, Ba Ria, Ba Ria - Vung Tau	0254.3717530	0254.3717540
36 SeABank Sao Mai	171 Le Hong Phong, Ward 7, Ba Ria - Vung Tau	0254.3577408	0254.3577410
37 SeABank Trung Nhi	27 - 29 - 31 Trung Nhi, Ward 1, Ba Ria - Vung Tau	0254.3513263	0254.3513264
38 SeABank Dong Nai	7/2 Block 2, Pham Van Thuan, Highway 15, Tam Hiep, Bien Hoa, Dong Nai	0251.6290.900	0251 6290833
39 SeABank Ho Nai	132/4, 10 Str., Tan Bien, Bien Hoa, Dong Nai	0251.3989988	0251 3989833
40 SeABank Can Tho	26 - 28 Ly Tu Trong, Ninh Kieu, Can Tho	0292.6252666	0292.6253555
41 SeABank Xuan Khanh	301 30/4 Str., Xuan Khanh, Ninh Kieu, Can Tho	0292.3754686	0292.3754868
42 SeABank An Giang	317 Tran Hung Dao, My Long, Long Xuyen, An Giang	0296.6250405	0296.6250414
43 SeABank Kien Giang	204 Nguyen Trung Truc, Rach Gia, Kien Giang	0297.6251.068	0297.6251.077
44 SeABank Tien Giang	59 - 60 - 61 Dinh Bo Linh, My Tho, Tien Giang	0273. 3989888	0273. 3978349
45 SeABank Ca Mau	125 - 127, Nguyen Tat Thanh, Ca Mau	0290.3662266	0290.3663366
Representative office	A&B Tower Building, Le Lai, District 1, Ho Chi Minh	028.39143705	028.39143707







## CORRESPONDENT BANK NETWORK

**ALGERIA**

Banque Al-Baraka d'Algerie\*

**ARGENTINA**

Banco de la Nacion Argentina\*

**AUSTRALIA**

Australia and New Zealand Banking Group Limited (ANZ Bank)\*

Commonwealth Bank of Australia\*

KEB Hana Bank Co., Ltd., Sydney Branch

**AUSTRIA**

Erste Group Bank AG\*

Erste Bank der oesterreichischen Sparkassen AG\*

Oberbank AG\*

Raiffeisen Bank International AG\*

Societe Generale, Vienna Branch

**BAHRAIN**

KEB Hana Bank Co., Ltd., Manama Branch

**BANGLADESH**

Islami Bank Bangladesh Ltd.\*

**BELARUS**

Joint Stock Company Belagroprombank\*

ASB Belarusbank JSC\*

**BELGIUM**

BNP Paribas Fortis SA/NV\*

Societe Generale, Brussels Branch

**BENIN**

Societe Generale Benin\*

**BULGARIA**

United Bulgarian Bank AD\*

**BRAZIL**

Banco KEB Hana do Brasil S.A.\*

Banco Societe Generale Brasil S.A.\*

**CAMBODIA**

ACLEDA Bank Plc.\*

Canadia Bank Plc\*

Foreign Trade Bank of Cambodia\*

**CANADA**

Canadian Imperial Bank of Commerce\*

KEB Hana Bank Canada\*

**CHINA**

Agricultural Bank of China Limited\*

Axis Bank Ltd., Shanghai Branch

Bank of Anshan Co., Ltd.\*

Bank of Beijing Co., Ltd.\*

Bank of Chengdu\*

Bank of Communications Co., Ltd.\*

Bank of Jiangsu Co., Ltd.\*

Bank of Nanjing\*

Bank of Ningbo Co., Ltd.\*

Bank of Ruifeng\*

China Construction Bank Corporation\*

China Everbright Bank Co., Ltd.\*

China Guangfa Bank Co., Ltd.\*

China Merchants Bank Co., Ltd.\*

Hana Bank (China) Co., Ltd.\*

Hua Xia Bank Co., Limited\*

Industrial and Commercial Bank of China Limited (ICBC)\*

Industrial Bank Co., Ltd.\*

Industrial Bank of Korea (China) Limited\*

Jiutai Rural Commercial Bank Co., Ltd.\*

Ningbo Yinzhou Rural Commercial Bank Co., Ltd. (Yinzhou Bank)\*

Ping An Bank Co., Ltd.\*

UniCredit S.p.A, Shanghai Branch

Wells Fargo Bank N.A., Shanghai Branch

Woori Bank (China) Ltd.\*

Xiamen International Bank Co., Ltd.\*

Zhejiang Chouzhou Commercial Bank Co., Ltd.\*

Zhejiang Mintai Commercial Bank Co., Ltd.\*

Zhejiang Tailong Commercial Bank Co., Ltd.\*

**CROATIA**

Erste & Steiermarkische Bank d.d.\*

**CZECH REPUBLIC**

Ceska Sporitelna A.S.\*

Komerční Banka A.S.\*

**EGYPT**

Arab African International Bank\*

Bank of Alexandria S.A.E\*

Banque Du Caire\*

Banque Misr\*

Emirates NBD Bank PJSC\*

**ENGLAND**

British Arab Commercial Bank Plc\*

KEB Hana Bank Co., Ltd., London Branch

Societe Generale, London Branch

Wells Fargo Bank N.A., London Branch

Woori Bank Co., Ltd., London Branch

**FRANCE**

Credit du Nord S.A.\*

Banque Federative du Credit Mutuel (BFCM)\*

Credit Industriel et Commercial S.A. (CIC)\*

KEB Hana Bank Co., Ltd., Paris Branch

Le Credit Lyonnais S.A.\*

Societe Generale\*

**GERMANY**

ODDO BHF AG\*

Bremer Kreditbank AG (BKB Bank)\*

Citigroup Global Markets Deutschland AG\*

Deutsche Bank AG\*

Deutsche Postbank AG\*

Deutsche Zentral-Genossenschaftsbank (DZ Bank AG)\*

Deutsche Zentral-Genossenschaftsbank (DZ Bank AG), Karlsruhe Branch\*

Deutsche Zentral-Genossenschaftsbank (DZ Bank AG), Stuttgart Branch\*

Joh. Berenberg, Gossler & Co. KG (Berenberg Bank)\*

KEB Hana Bank (D) AG\*

Landesbank Baden-Wuerttemberg\*

Norddeutsche Landesbank Girozentrale\*

Societe Generale, Frankfurt am Main Branch

Sparkasse KoelnBonn\*

UniCredit Bank AG (Hypovereinsbank)\*

**GREECE**

Piraeus Bank\*

**HONG KONG**

ABN Amro Bank N.V., Hong Kong Branch

Axis Bank Ltd., Hong Kong Branch

BNP Paribas, Hong Kong Branch

Citibank N.A., Hong Kong Branch

Erste Group Bank AG, Hong Kong Branch

KEB Hana Bank Co., Ltd., Hong Kong Branch

Shinhan Bank, Hong Kong Branch

Societe Generale, Hong Kong Branch

## CORRESPONDENT BANK NETWORK

UniCredit Bank AG, Hong Kong Branch  
Wells Fargo Bank N.A., Hong Kong Branch

**HUNGARY**

Erste Bank Hungary Zrt\*

**INDIA**

Axis Bank Ltd.\*  
Citibank N.A., Mumbai Branch  
ICICI Bank Limited\*  
Mashreqbank PSC, Mumbai Branch  
Societe Generale, Mumbai Branch

**INDONESIA**

PT Bank CIMB Niaga Tbk\*  
PT Bank Maybank Indonesia Tbk\*  
PT Bank Mega Tbk\*  
PT Bank QNB Indonesia Tbk\*

**ITALY**

BPER Banca S.p.A.\*  
Banca Popolare di Milano S.p.A.\*  
Banco Di Napoli S.p.A.\*  
Cassa di Risparmio in Bologna S.p.A. (Carisbo)\*  
Credit Agricole Cariparma S.p.A.\*  
Iccrea Banca S.p.A. Istituto Centrale del Credito Cooperativo\*  
Intesa SanPaolo S.p.A.\*  
Societe Generale, Milan Branch  
UniCredit S.p.A.\*

**JAPAN**

Kansai Urban Banking Corporation\*  
KEB Hana Bank Co., Ltd., Tokyo Branch  
Mizuho Bank Ltd.\*  
Resona Bank Ltd.\*  
Societe Generale, Tokyo Branch  
Sumitomo Mitsui Banking Corporation\*  
The Gifu Shinkin Bank\*  
The Michinokubank Ltd.\*  
The Ogaki Kyoritsu Bank Ltd.\*  
UniCredit Bank AG, Tokyo Branch  
Wells Fargo Bank N.A., Tokyo Branch

**JORDAN**

Arab Jordan Investment Bank\*

**KOREA**

Citibank Korea Inc\*  
Industrial Bank of Korea\*  
KEB Hana Bank Co., Ltd.\*  
Kookmin Bank Co., Ltd.\*  
Landesbank Baden-Wuerttemberg, Seoul Branch  
Suhyup Bank\*  
Nonghyup Bank\*  
Shinhan Bank Co., Ltd\*  
The Busan Bank Co., Ltd.\*  
Wells Fargo Bank N.A., Seoul Branch  
Woori Bank Co., Ltd.\*

**KUWAIT**

Commercial Bank of Kuwait K.P.S.C\*

**LATVIA**

AS Citadele Banka\*

**LAOS**

Banque pour le Commerce Exterieur Lao Public\*

**MALAYSIA**

Citibank Berhad\*  
Malayan Banking Berhad (Maybank)\*

**MOROCCO**

Attijariwafa Bank\*

**NETHERLANDS**

ABN Amro Bank N.V.\*  
ABN Amro Bank N.V., Rotterdam Branch\*  
KEB Hana Bank Co., Ltd., Amstelveen Branch  
Societe Generale, Amsterdam Branch

**NORWAY**

DNB Bank ASA\*  
Skandinaviska Enskilda Banken AB, Oslo Branch

**OMAN**

Bank Muscat SAOG\*

**PANAMA**

KEB Hana Bank Co., Ltd., Panama City Branch

**PAKISTAN**

Meezan Bank Ltd.\*

**PERU**

Banco de Credito del Peru\*  
Banco GNB Peru\*  
Banco Internacional del Peru (Interbank)\*

**PHILIPINES**

KEB Hana Bank Co., Ltd., Makati City Branch

**POLAND**

Bank Millennium SA\*  
Bank Polska Kasa Opieki S.A.\*  
Societe Generale, Warsaw Branch

**ROMANIA**

Banca Comerciala Romana S.A.\*  
BRD - Groupe Societe Generale S.A.\*

**RUSSIA**

Public Joint Stock Company B&N Bank\*

**SINGAPORE**

ABN Amro Bank N.V., Singapore Branch  
Axis Bank Ltd., Singapore Branch  
Citibank N.A., Singapore Branch  
Credit Agricole CIB, Singapore Branch  
DBS Bank Ltd.\*  
Deutsche Bank AG, Singapore Branch  
DNB Bank ASA, Singapore Branch  
KEB Hana Bank Co., Ltd., Singapore Branch  
Mizuho Bank Ltd., Singapore Branch  
Skandinaviska Enskilda Banken AB, Singapore Branch  
Societe Generale, Singapore Branch  
UniCredit Bank AG, Singapore Branch  
Wells Fargo Bank N.A., Singapore Branch

**SLOVAKIA**

Komerční Banka A.S., Bratislava Branch  
Slovenska Sporiteľna A.S.\*

**SOUTH AFRICA**

Societe Generale, Parktown Branch

**SPAIN**

Banco De Sabadell S.A.\*  
Caixabank S.A.\*

**SRI LANKA**

Axis Bank Ltd., Colombo Branch  
Seylan Bank PLC\*

**SWEDEN**

Skandinaviska Enskilda Banken AB\*

**SWITZERLAND**

Habib Bank AG Zurich\*  
Luzerner Kantonalbank\*

**TAIWAN**

Bank SinoPac Co., Ltd.\*  
Cathay United Bank\*  
Chang Hwa Commercial Bank Ltd.\*  
E. Sun Commercial Bank Ltd.\*  
Hua Nan Commercial Bank Ltd.\*  
KGI Bank Co., Ltd.\*  
Land Bank of Taiwan Co., Ltd.\*  
Mega International Commercial Bank Co., Ltd.\*  
O-Bank Co., Ltd.\*  
Taichung Commercial Bank Co., Ltd.\*  
Taiwan Cooperative Bank Co., Ltd.\*  
Taiwan Shin Kong Commercial Bank Co., Ltd.\*  
Wells Fargo Bank N.A., Taipei City Branch

**TUNISIA**

Union Internationale de Banques\*

**THAILAND**

Bank of Ayudhya Public Company Limited\*  
Bangkok Bank Public Company Limited\*  
CIMB Thai Bank Public Company Limited\*  
Islamic Bank of Thailand\*  
Kasikornbank Public Company Ltd.\*  
Krung Thai Bank Public Company Ltd.\*  
Mizuho Bank Ltd., Bangkok Branch  
Thanachart Bank Public Company Limited\*

**UAE**

Abu Dhabi Commercial Bank PJSC\*  
Axis Bank Ltd., Dubai City Branch  
First Abu Dhabi Bank, Abu Dhabi Branch  
Habib Bank AG Zurich, Dubai City Branch  
Mashreqbank PSC\*  
First Abu Dhabi Bank\*  
National Bank of Ras Al - Khaimah P.S.C.\*

**UKRAINE**

PJSC Bank Credit Dnepr\*  
Joint Stock Company The State Export - Import Bank of Ukraine (JSC Ukreximbank)\*

**USA**

Bank of America N.A.\*  
BNP Paribas, New York Branch  
Capital One N.A.\*  
China Construction Bank Corporation, New York Branch  
Citibank N.A.\*  
CoBank, ACB\*  
Deutsche Bank Trust Company Americas\*  
Cathay Bank, Los Angeles Branch  
Fifth Third Bank\*  
JP Morgan Chase Bank N.A.\*  
KEB Hana Bank Co., Ltd., New York Branch  
Mashreqbank PSC, New York Branch  
MUFG Union Bank N.A.\*  
Nonghyup Bank, New York Branch  
Societe Generale, New York Branch  
The Bank of New York Mellon Corporation, Pittsburgh Branch\*  
Wells Fargo Bank N.A.\*  
Wells Fargo Bank N.A., Los Angeles Branch  
Wells Fargo Bank N.A., Miami Branch  
Wells Fargo Bank N.A., New York Branch

Wells Fargo Bank N.A., Philadelphia Branch  
Whitney Bank, New Orleans Branch\*  
Woori Bank Co., Ltd., Los Angeles Branch  
Woori Bank Co., Ltd., New York Branch

**VIETNAM**

An Binh Commercial Joint Stock Bank\*  
ANZ Bank (Vietnam) Limited\*  
Asia Commercial Joint Stock Bank (ACB)\*  
Bangkok Bank Public Company Limited, Ho Chi Minh City Branch  
Bank of China Limited, Ho Chi Minh Branch  
Bao Viet Joint Stock Commercial Bank\*  
BNP Paribas, Ho Chi Minh City Branch  
China Construction Bank Corporation, Ho Chi Minh City Branch  
China Trust Commercial Bank Co., Ltd., Ho Chi Minh City Branch  
Citibank N.A., Hanoi Branch  
DBS Bank Ltd., Ho Chi Minh City Branch  
DongA Joint Stock Commercial Bank (DongA Bank)\*  
Global Petro Sole Member Limited Commercial Bank (GPBank)\*  
Ho Chi Minh City Development Joint Stock Commercial Bank (HD Bank)\*  
Hong Leong Bank Vietnam Limited\*  
Indovina Bank Limited (IVB)\*  
Industrial and Commercial Bank of China Limited (ICBC), Hanoi Branch  
Industrial Bank of Korea, Ho Chi Minh City Branch  
Joint Stock Commercial Bank for Foreign Trade of Vietnam (Vietcombank)\*  
Joint Stock Commercial Bank for Investment and Development of Vietnam (BIDV)\*  
KEB Hana Bank Co., Ltd., Hanoi Branch  
Lien Viet Post Joint Stock Commercial Bank (LienVietPostBank)\*  
Mega International Commercial Bank Co., Ltd., Ho Chi Minh City Branch  
Military Commercial Joint Stock Bank (MBBank)\*  
Mizuho Bank Ltd., Hanoi Branch  
National Citizen Commercial Joint Stock Bank (NCB)\*  
Ocean Commercial One Member Limited Liability Bank (OceanBank)\*  
Orient Commercial Joint Stock Bank (OCB)\*  
Petrolimex Group Commercial Joint Stock Bank (PG Bank)\*  
Public Bank Vietnam Limited\*  
Saigon - Hanoi Commercial Joint Stock Bank (SHB)\*  
Saigon Bank for Industry and Trade (Saigonbank)\*  
Saigon Joint Stock Commercial Bank (SCB)\*  
Saigon Thuong Tin Commercial Joint Stock Bank (Sacombank)\*  
Shinhan Bank (Vietnam) Limited\*  
Tien Phong Commercial Joint Stock Bank (TPBank)\*  
Vietnam Asia Commercial Joint Stock Bank (VietABank)\*  
Vietnam - Russia Joint Venture Bank (VRB)\*  
Vietnam Bank for Agriculture and Rural Development (AgriBank)\*  
Vietnam Export Import Commercial Joint Stock Bank (Eximbank)\*  
Vietnam International Commercial Joint Stock Bank (VIBBank)\*  
Vietnam Joint Stock Commercial Bank for Industry and Trade (Vietinbank)\*  
Vietnam Maritime Commercial Joint Stock Bank (Maritime Bank)\*  
Vietnam Prosperity Joint Stock Commercial Bank (VPBank)\*  
Vietnam Public Joint Stock Commercial Bank (PVcomBank)\*  
Vietnam Technological and Commercial Joint Stock Bank (Techcombank)\*  
Vietnam Thuong Tin Commercial Joint Stock Bank (VietBank)\*  
Woori Bank Vietnam Limited\*

\* Native bank (Head office situated at native country)