



# Be Unique to LEAD

For the Prospering Vietnam

A large, semi-transparent blue VPBank logo is centered in a futuristic digital environment. The background is a dark blue gradient with numerous vertical light beams of varying heights, some topped with small flower icons. The floor is a circular platform with concentric rings and glowing blue lines, suggesting a high-tech or data-driven setting.

February 2025

*A cornerstone commercial bank in Vietnam with the mission "For the Prospering Vietnam"*

**VND 924 Tril**

**Total Assets**

Top 3 among private banks



**VND 147 Tril**

**Total Owners' Equity**

Top 4 in the industry



**VND 62 Tril**

**Total Operating Income**







Top 1 among private banks



**30+ Million**

**Customers**



-  An ambitious vision reinforced by formidable partnership with the mega Japanese SMBC
-  Full spectrum of customer segmentation
-  Distinct ecosystem expansion
-  Digital pioneer and disruptor
-  At the forefront in corporate governance and risk management
-  Leader in sustainability

# A history of transformation and sustainable growth of a top tier private bank in Vietnam



- Acquired VPBank Securities Company and OPES non-life insurance company
- Extended the exclusive partnership with AIA



Completed the private placement deal with **SMBC** to issue **15% of equity stake**



**Established** as Vietnam Joint Stock Commercial Bank for Private Enterprises

1993



2010



- Renamed Vietnam Prosperity Joint Stock Commercial Bank
- Engaged McKinsey for overhauling business and operating models

2014



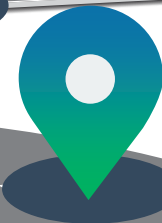
Acquired Vinacomin Finance and renamed VPBank Finance Company (FE Credit) – No.1 market share in consumer finance industry

2017



**IPO** – Listed on HOSE with an initial equity offering size of ~ USD300 mil

2021



Completed the transfer of **49% of FE Credit**' stake to SMBC

2023



Taken over by VPBank under the approved mandatory transfer plan

2024 - 2025



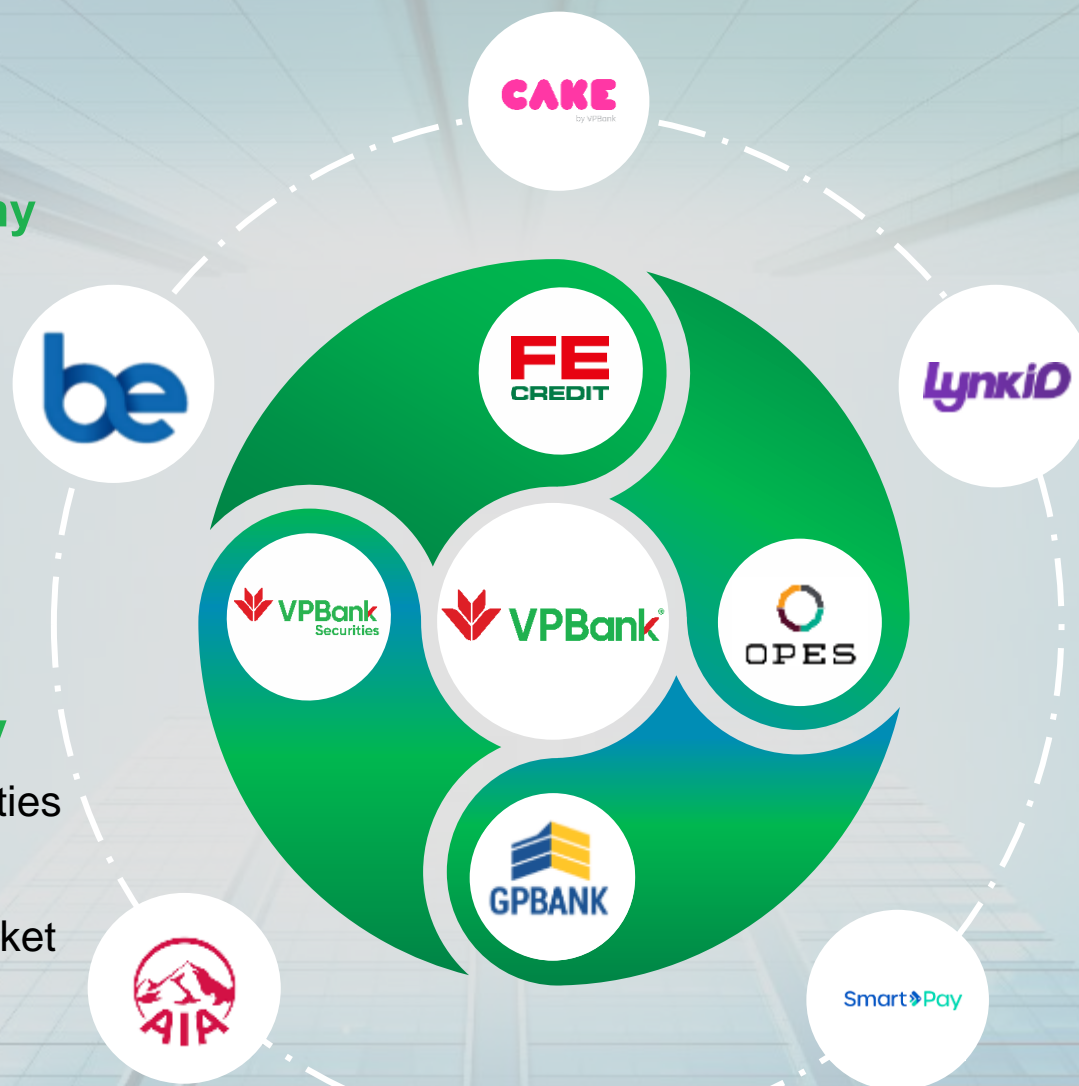
30M+ CUSTOMERS

### VPB SMBC Finance Company

- #1 market share
- Large network with more than 14,000 POS/POC

### VPBank Securities Company

- Top 4 Best Capitalized Securities Company in the industry
- Top 10 Margin lending in the market



### OPES Insurance Company

- A digital insurer to achieve comprehensive insurance ecosystem
- Start cross-selling and scale up non-life insurance business

### GPBank

*(the newest member of VPBank group)*

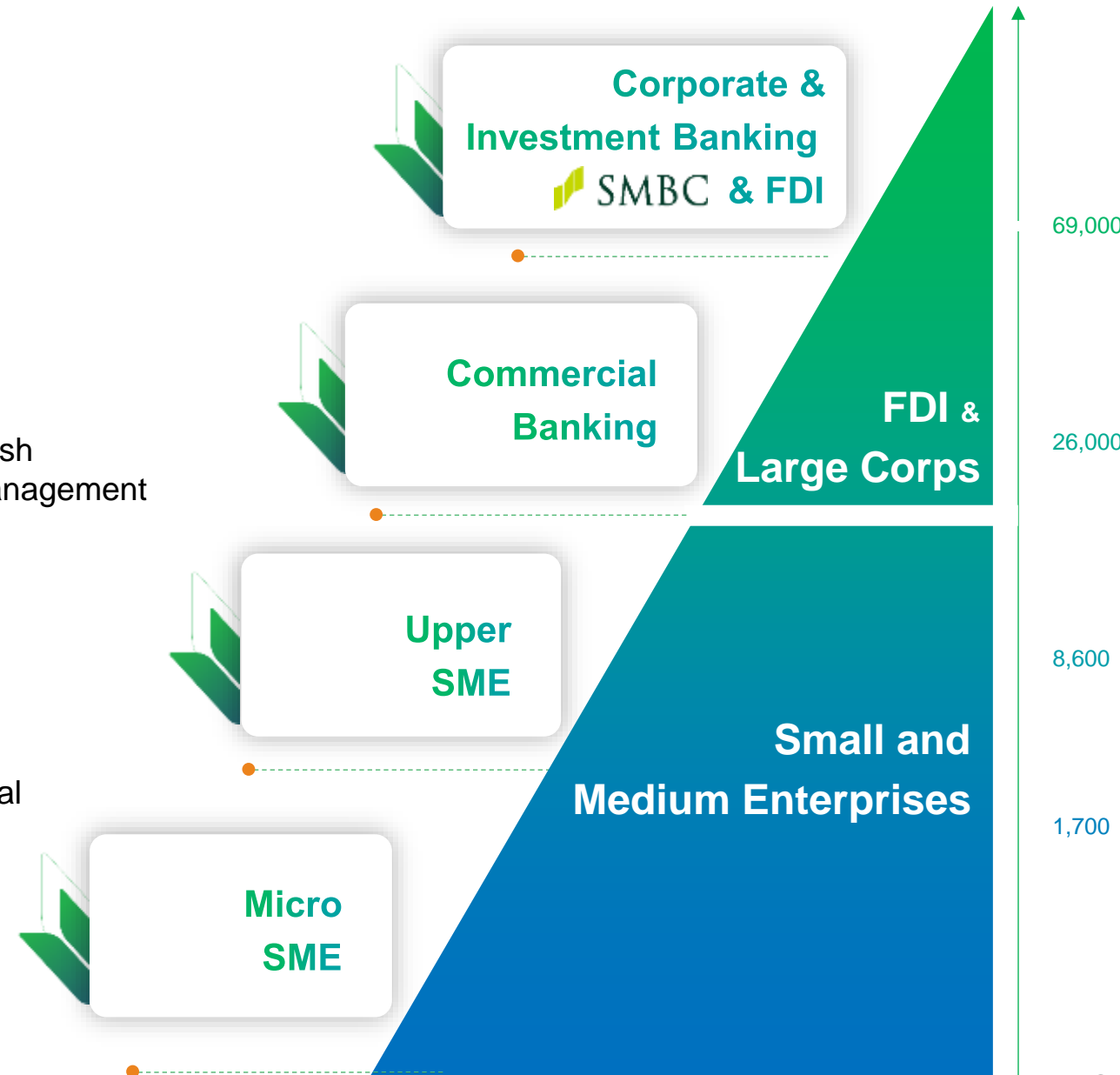
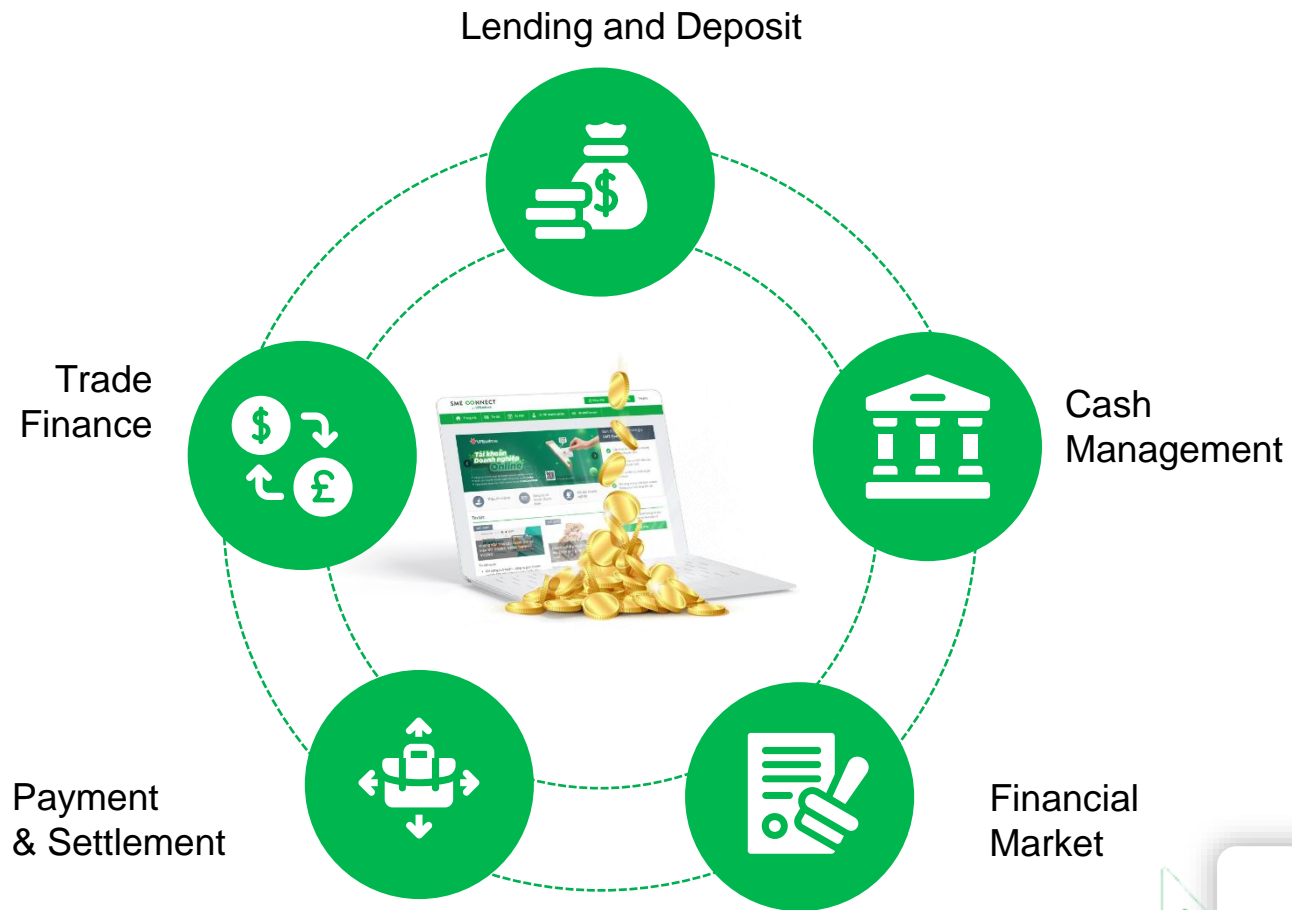
VPBank supports to transform its operations and financial health

# Unique platform with a diverse suite of products to cover the full spectrum of the market

ANNUAL INCOME  
USD'000



# Unique platform with a diverse suite of products to cover the full spectrum of the market



## VPBank's FDI

Currently serving over **~500 FDI customers** that majority are multinational and reputable enterprises



Leveraging synergies with strategic shareholder SMBC



Extensive expertise in managing stringent expectations of global customers



Tailor-made customer solution packages



Digital-first approach that caters to the unique business model

### CREDIT TO CUSTOMERS

VND **3.7** Tril

▲ **x3** vs. 2023

### TOTAL FUNDING

VND **8.8** Tril

▲ **73%** vs. 2023

# Our Retail Banking solidifies its stronghold in the market

## Credit Cards



**#1** for  
**4** consecutive years

**No. of Cards in Force**

**1.7** Mil

**Spending Volume**

VND **170,365** Bil

**▲ 14.1%** YoY

## Auto Loans

**60%**

**#1** market share in passenger car



## Agent Banking

**1<sup>st</sup>** bank to receive approval from the SBV

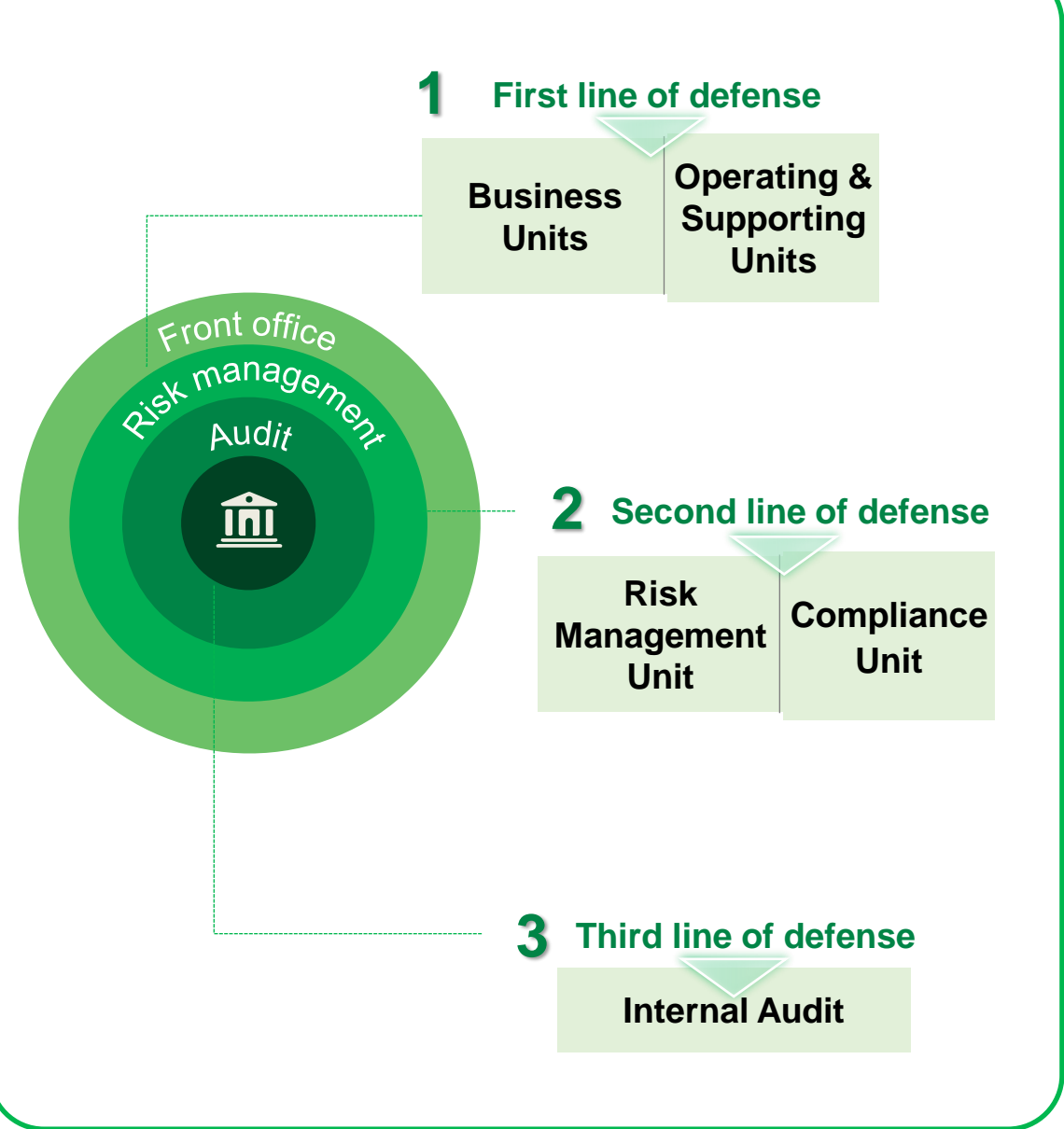
**3000+** sale points of MWG & Dien May Xanh nationwide



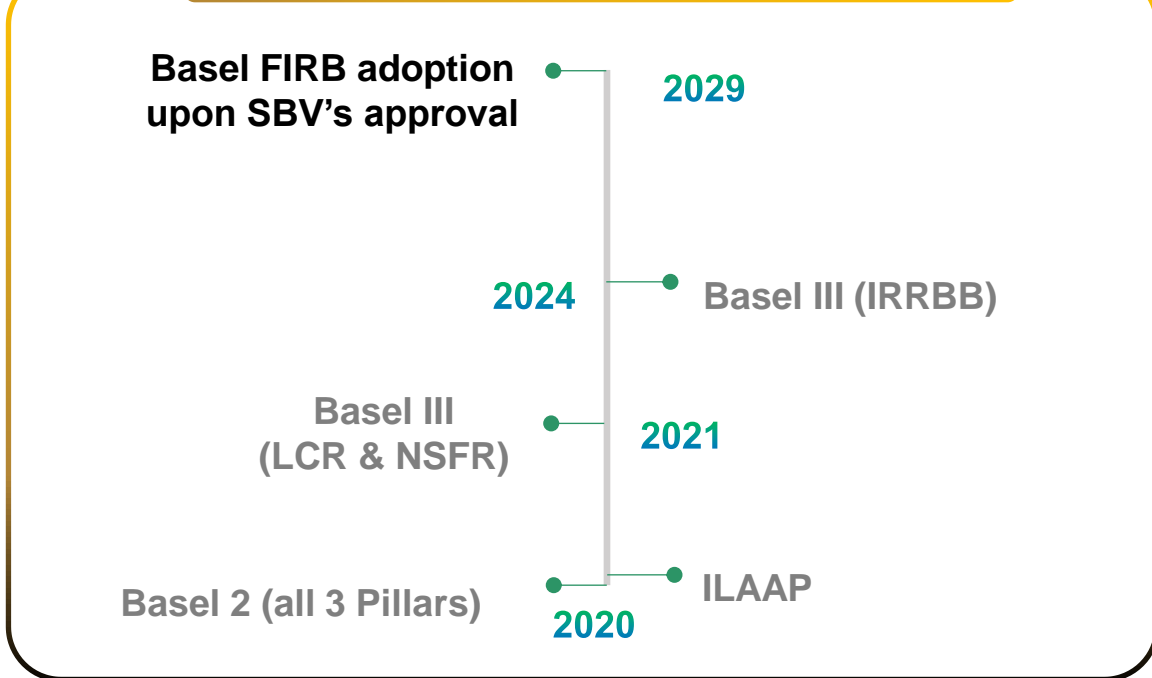
**REINFORCE**  
**LEADING**  
**POSITION**



### 3 Lines Of Defense Model



### Advanced Basel Implementation Roadmap



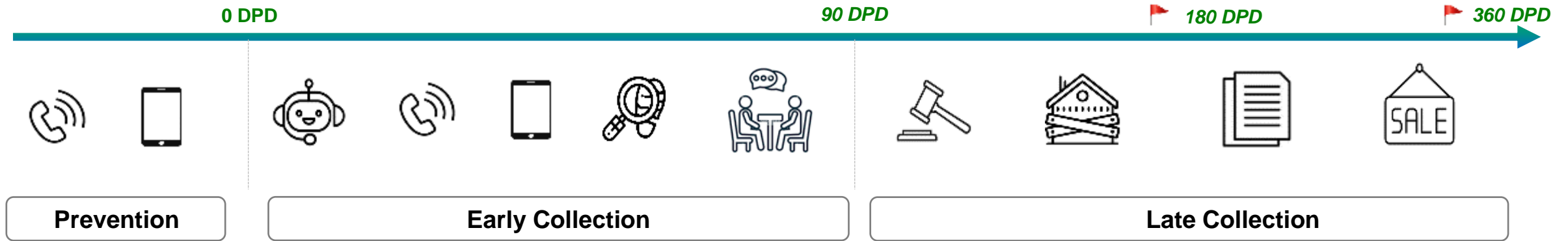
### Risk Management Recognitions

VPBank was the only Vietnamese bank selected for Model Risk Manager

ISO/IEC 27001:2013 certification

“Climate Risk Manager of the Year” title – AsiaRisk Awards

End-to-end Collection Process at VPBank

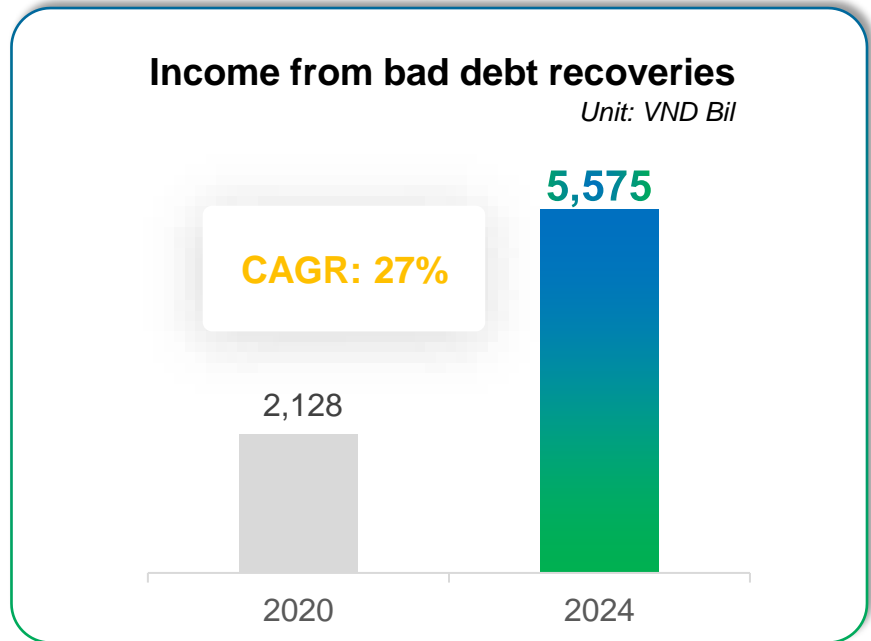


Strong collection activities with innovative features



- Multi-channel integration
- Personalize communication approach based on chat history
- Diverse scripts, intelligent responses, multi-scenario handling
- Virtual Quality Control

Collection performance improvement



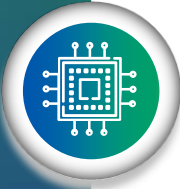
### Digitizing the existing Bank



- ❖ VPBank NEO – **Super App** for financial and integrated services serving Retail & Corporate customers
- ❖ Enhance infrastructure **agility**
- ❖ Adopt **Cloud Computing**
- ❖ Develop **Data Platform** for Advanced Analytics to enhance service quality



### Develop a separate digital banking platform to serve specialized customers



- ❖ Optimize opportunities with lower & mass customers, and customers in partners' ecosystem
- ❖ Cross-sell & create greater value to customers and partners

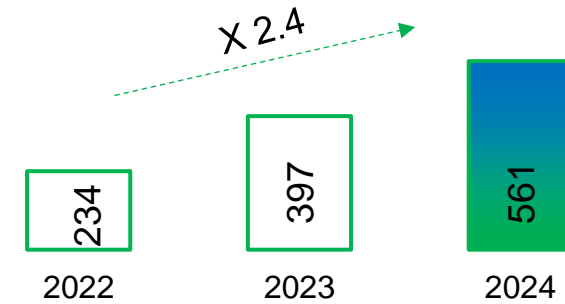


### Ecosystem development

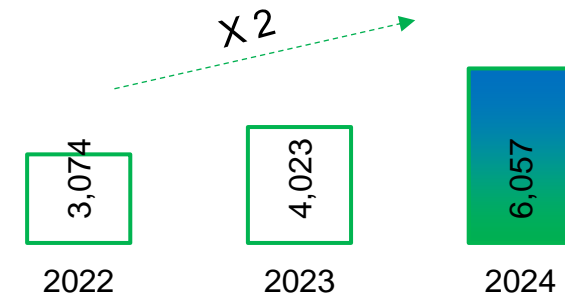
**Strengthen partnerships** with Fintech, telcos, e-wallet, e-commerce & retail business..



### Number of NEO transactions (Mil)



### NEO transaction value (VND Tril)

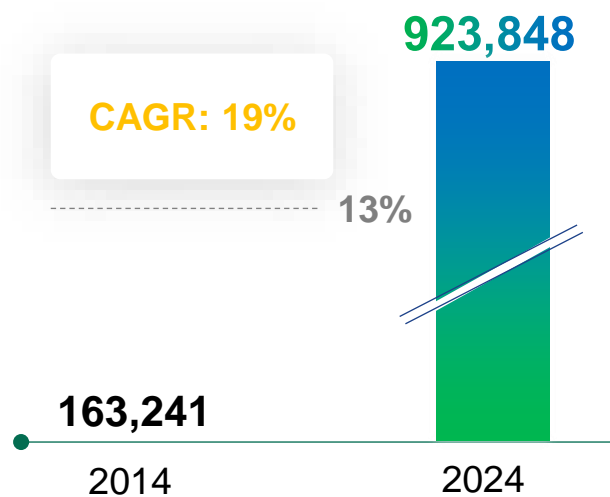


### Penetration rate via Digital channel

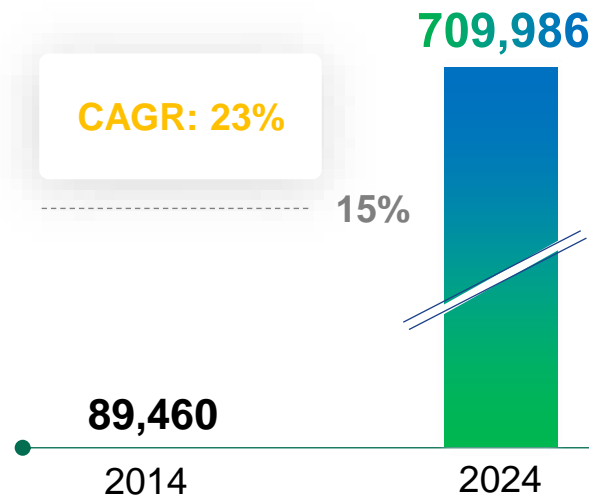
**99.8%**

----- Industry average

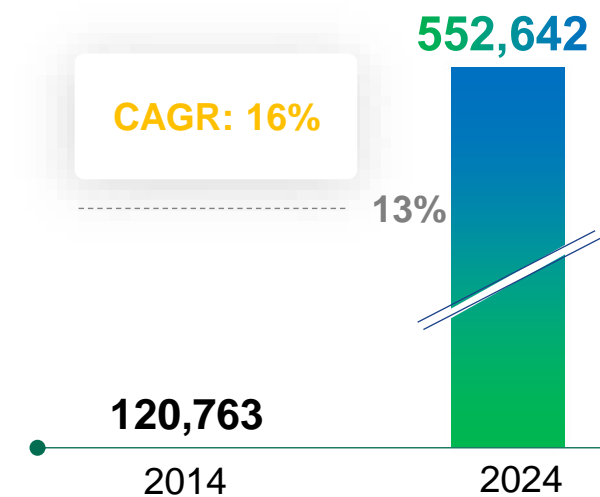
### TOTAL ASSETS



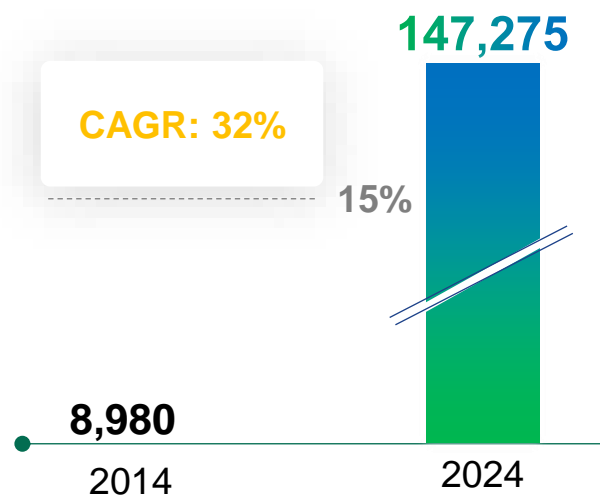
### CREDIT TO CUSTOMERS



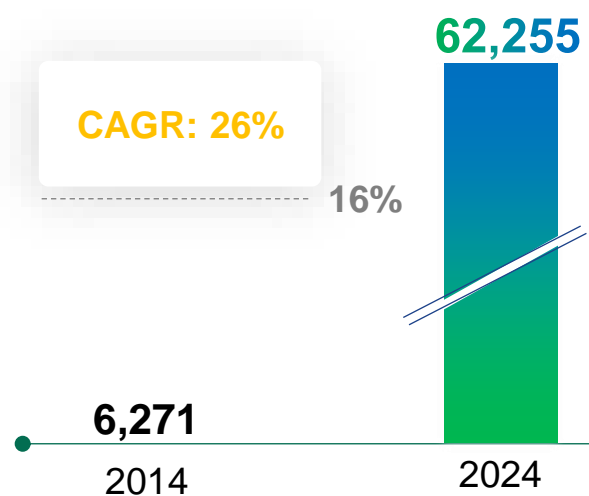
### CUSTOMER DEPOSIT & VALUABLE PAPERS



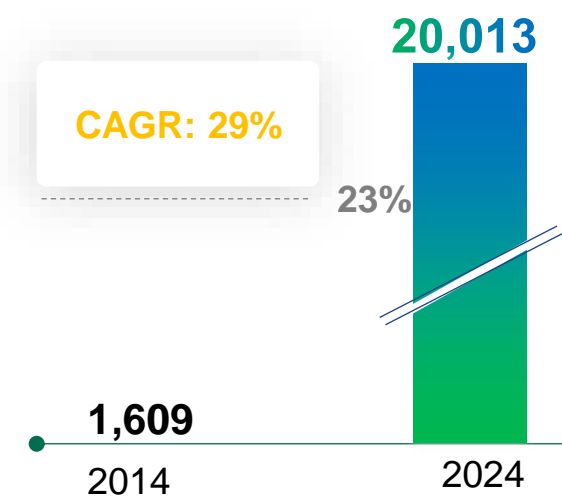
### OWNER'S EQUITY



### TOI



### PBT



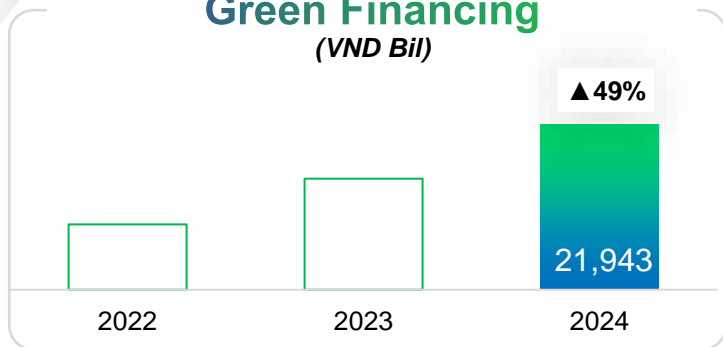
# E

## Environment

Green Loan Framework

TCFD Report  
1st bank in Vietnam to publish

### Green Financing (VND Bil)



### International Sustainable Finance Mobilization

Successfully mobilized (since 2020)

USD **2.2** Billion

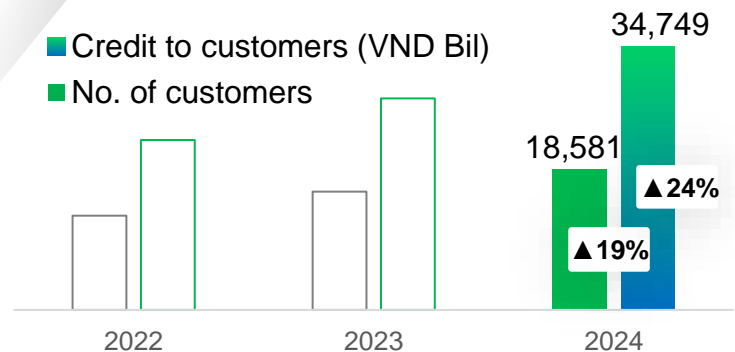
# S

## Social

Social Finance Framework

Sustainable Finance Framework

### Women SME



### Total CSR Budget (2020-2024)

VND **1,800** Billion



Education



Healthcare



Social welfare



# G

## Governance

Corporate Governance

Risk Management

Corruption Prevention

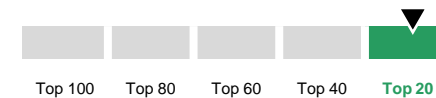
Compliance, Transparency & Accountability

MOODY'S

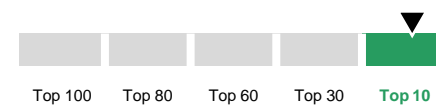


ESG **Credit Impact Score**, evaluated by Moody's maintained at **Neutral-to-low (CIS-2)**.

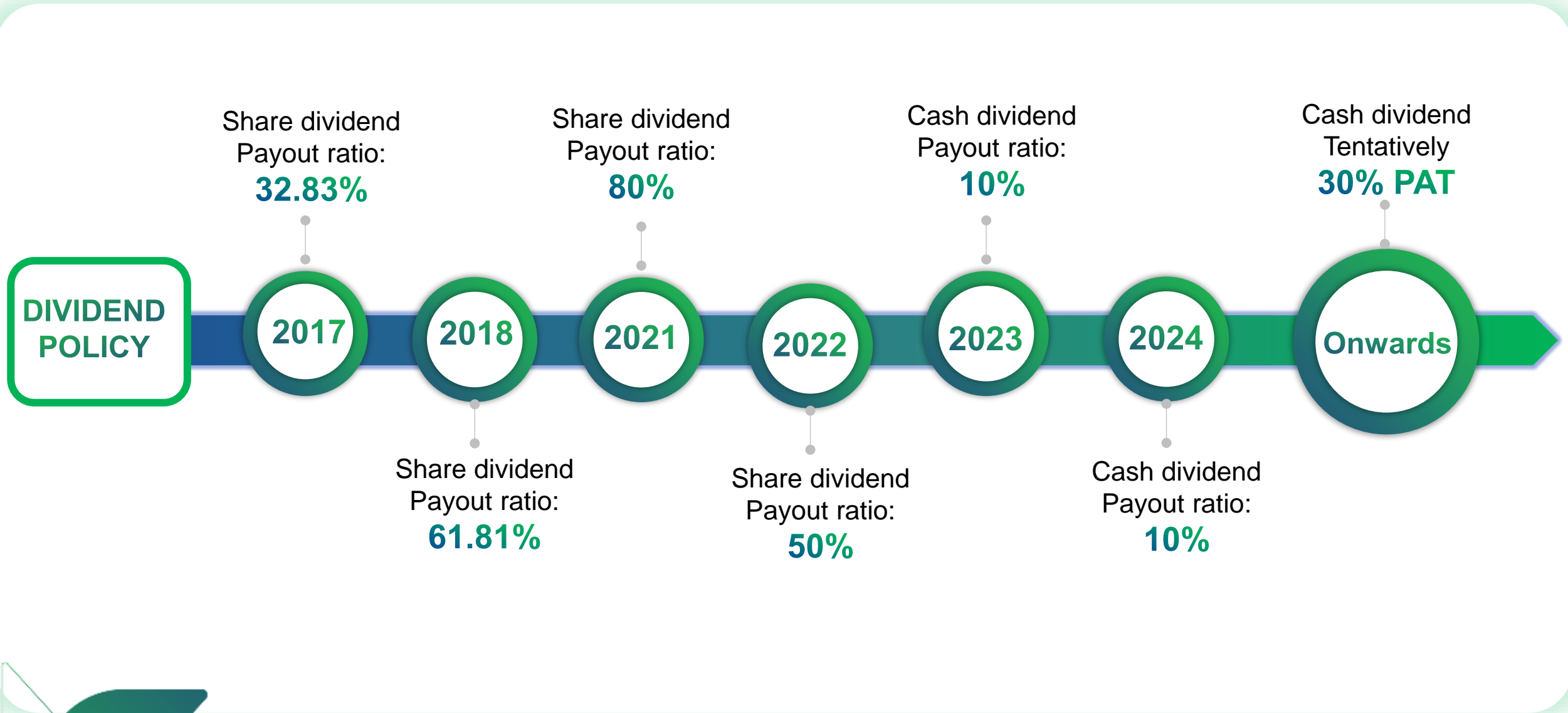
HOSE

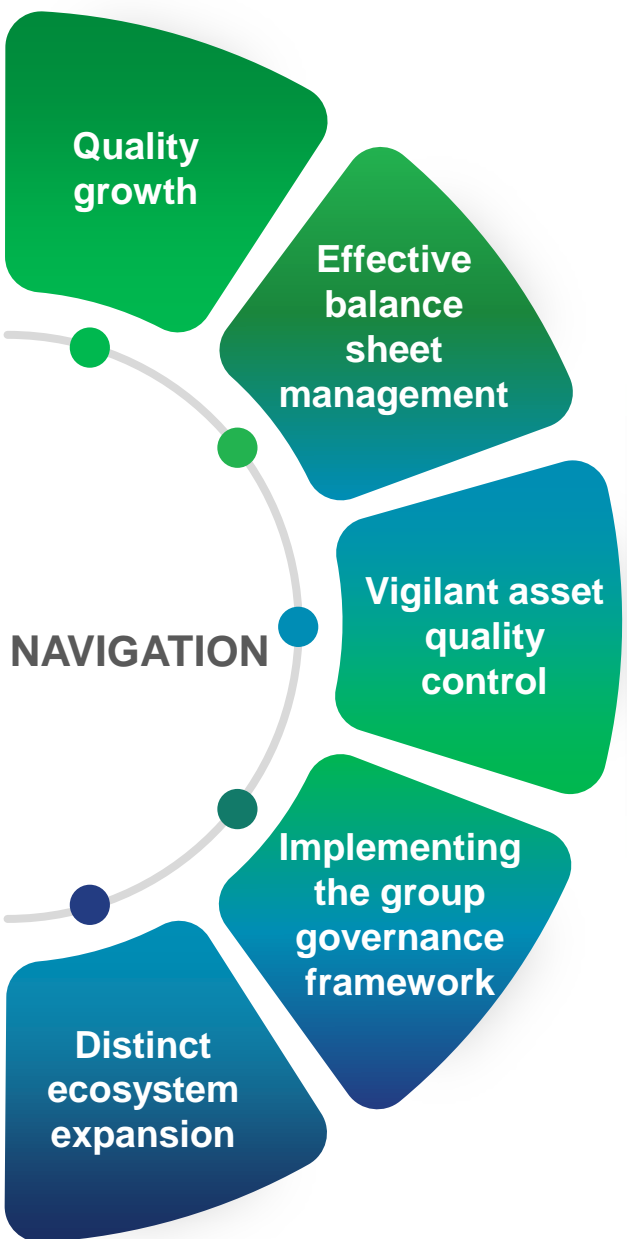


**Top 20** highest VNSI for **6** consecutive years



**Top 10** Large-Cap Enterprises With Best Corporate Governance





### ACCOMPLISHMENTS

Credit to Customers

**VND 710 Tril**

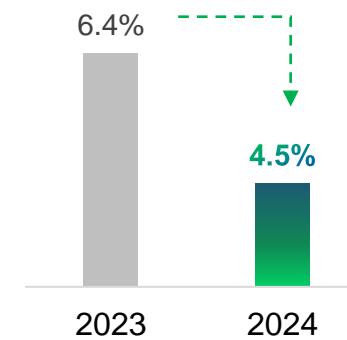
▲ 18.2% YoY

Customer Deposit & Valuable Papers

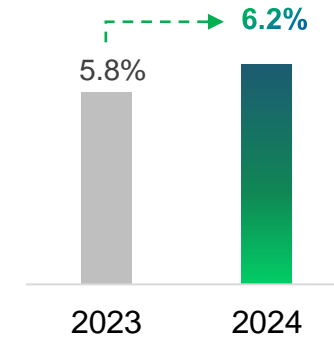
**VND 553 Tril**

▲ 12.7% YoY

Cost of Fund



NIM



TOI

**VND 62.3 Tril**

▲ 25% YoY

CIR

**23%**

2023: 28%

Credit Cost net recoveries

**3.6%**

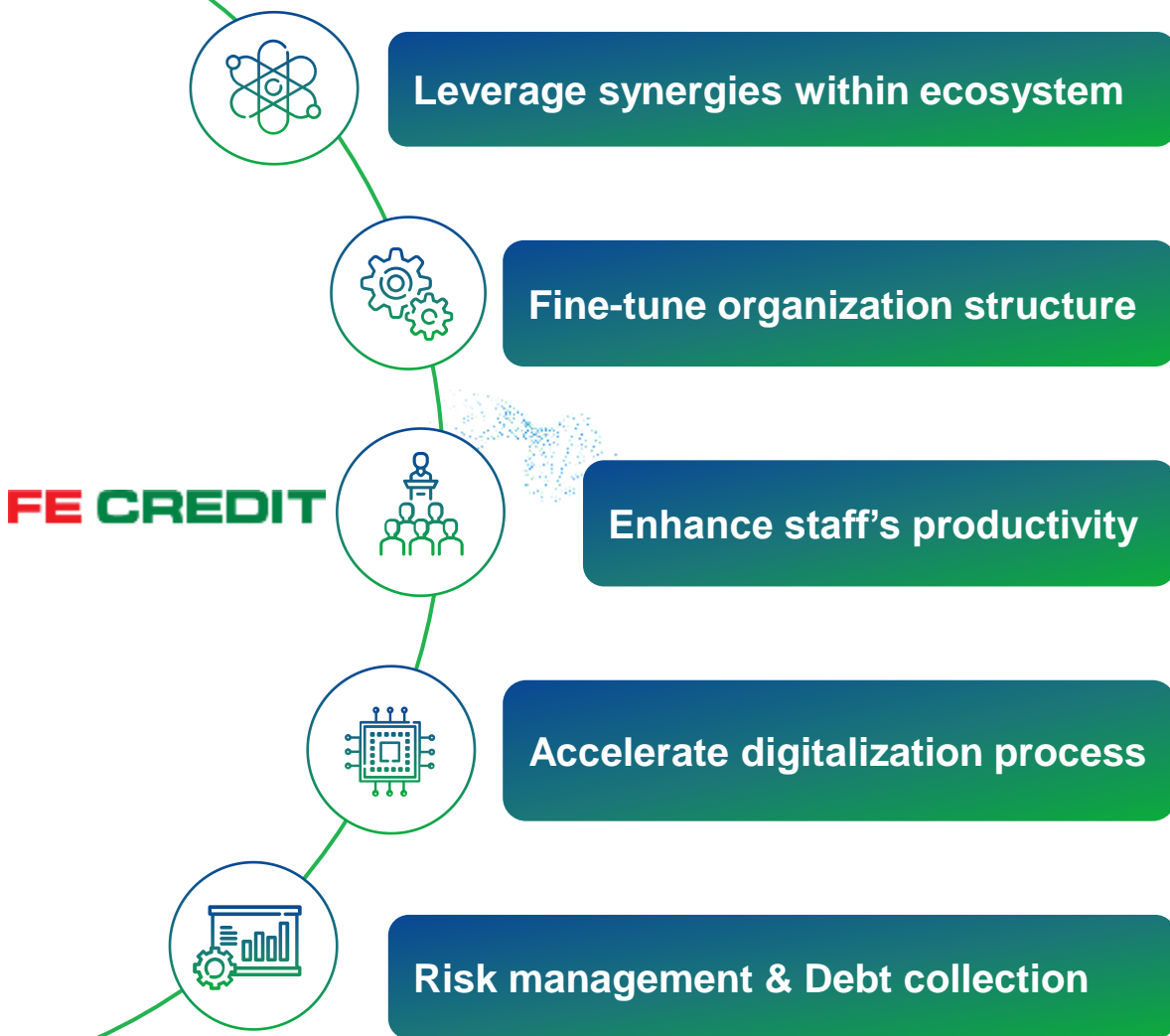
2023: 4.3%

PBT

**VND 20 Tril**

▲ 85.2% YoY

VPBank, in collaboration with SMBC, has initiated restructuring efforts since May 2023 which aimed at realigning FE Credit with its growth trajectory as a leading consumer finance provider in Vietnam, while also paving the way for the successful implementation of upcoming digital initiatives.

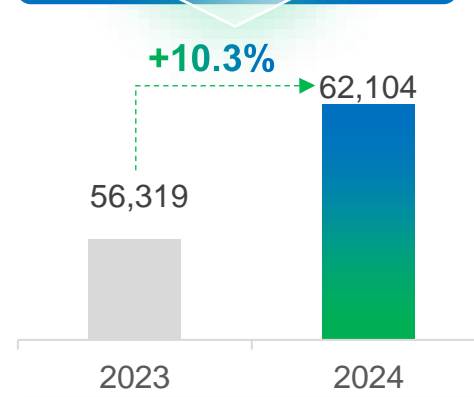


FE CREDIT

Achievements in 2024

Unit: VND Bil

Credit to Customers



Disbursement Volume

▲ 40% YoY

NPL

15.4%  
2023: 20%

PBT

VND 512 Bil



- ✦ 2025 will be a year of continued steady and sustainable growth for Vietnam, driven by a positive macroeconomic recovery. Building on a strong foundation and financial capacity, the bank will carry forward our ambitious action plan.
- ✦ Subsidiaries performance is also expected to expedite stronger, benefiting from the brighter market prospectus and improved market sentiment.

## 2025

### Credit to customers growth

- Robust **credit growth at 20% - 25% with strategic segments expanding 30% - 40%**, subject to SBV's approval

### Deposit & valuable papers growth

- Strong **deposit growth at over 30%** to ensure readiness for the credit upswing
- Continue to explore offshore funding for diversification

### NIM

- COF may slightly increase, putting **pressure on NIM**

### NPL (Cir 31)

- **Collection** remains **key focus** to improve portfolio quality
- **NPL** in 2025 is strictly monitored to stay **less than 3%**

### Credit cost net recoveries

- Better portfolio quality led to improved **credit cost**, target to lower down to **around 2%**

### CIR ratio

- Prioritize for digital initiatives while leveraging the power of **AI/GenAI**
- Continuous optimization to improve productivity, especially with the transformation through our Group model
- Maintain an efficient level, at **around 25%**



In 2024, VPBank enters the third year of the strategy period 2022-2026 with ambitious goals and strategic orientation

# JOURNEY TO GREATNESS



Largest bank in Vietnam

Vision  
2022 – 2026



Largest bank in Asia

## STRATEGIC JOURNEY 2022-2026

### VISION

Become a **strong financial institution** contributing to sustainable development and prosperity of the nation and communities

- **Top 3** largest bank in Vietnam
- **Top 100** largest bank in Asia

### MISSION

To pioneer innovation, delivering **distinctive financial services** to customers and partners, develop ourselves to bring **sustainability and prosperity** to our shareholders, communities, and society

### STRATEGY

Building a **universal bank**, leading in implementation, innovation and value creation through **comprehensive financial services** with the synergy of our ecosystem and adoption of cutting-edge technologies.



# Thank you

The material in this presentation is general background information about VPBank's activities at the date of the presentation. It is information given in summary form and does not purport to be completed. It is not intended to be relied upon as advice to investors or potential investors and does not take into account the investment objectives, financial situation or needs of any particular investor. These should be considered, with or without professional advice when deciding if an investment is appropriate. The information might be updated from time to time and it is not our responsibility to notify about those changes (if any).

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