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Business Registration Certificate No. 0100111948
granted for the 12th time on 8/9/2021

Hanoi, 28th April 2022

GUIDANCE ON THE ONLINE PARTICIPATION, DISCUSSION, VOTING, ELECTING AT VIETINBANK'S 2022 ANNUAL GENERAL MEETING OF SHAREHOLDERS

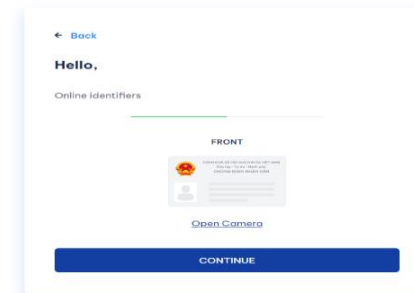
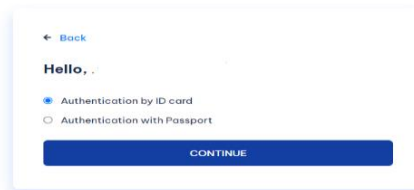
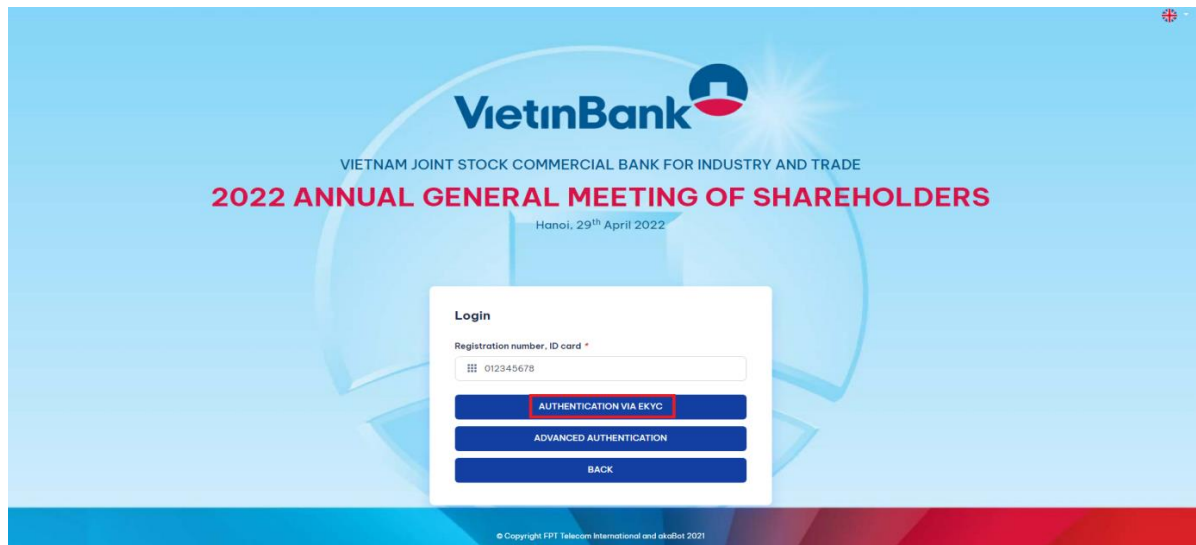
Vietnam Joint Stock Commercial Bank for Industry and Trade (VietinBank) would like to give shareholders instructions on how to attend, vote and elect online at VietinBank's 2022 Annual General Meeting of Shareholders (AGM) as follows:

1. LOG IN ONLINE AGM

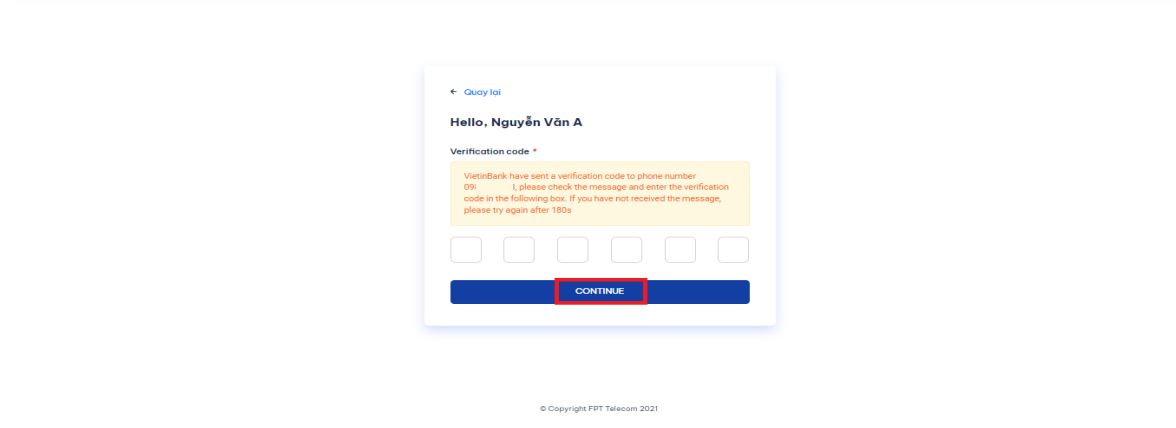
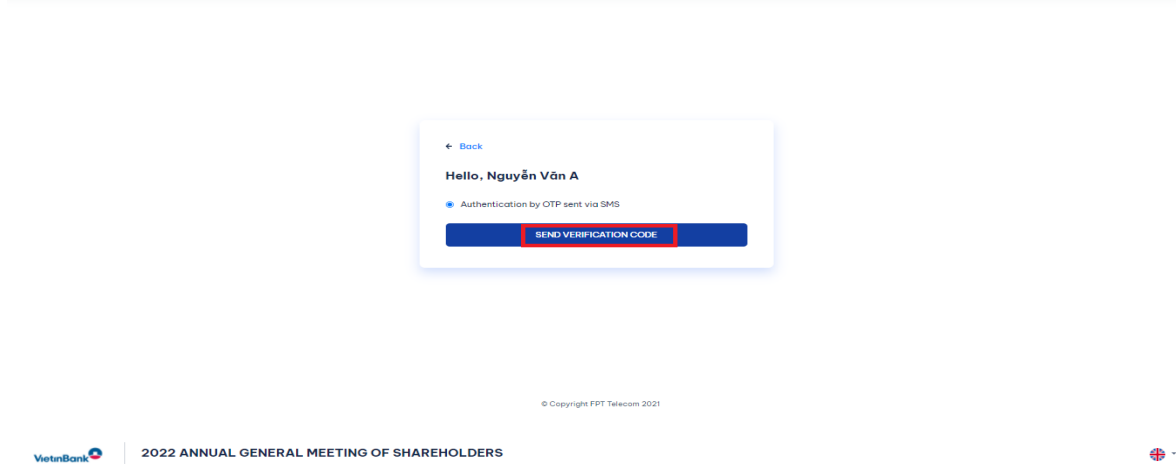
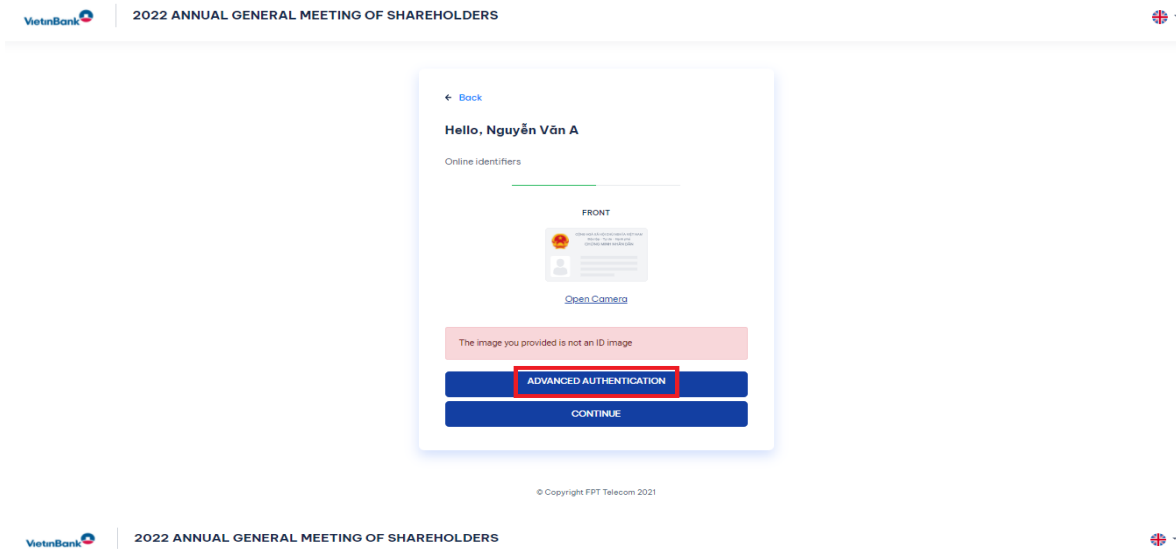
- Shareholders, authorized representatives or authorized persons (*Delegates*) can log in and exercise shareholders' rights at VietinBank's online AGM from **7:30 a.m. on 29/4/2022** until the Chairmanship Panel announces the end of the AGM. To attend the online AGM of VietinBank, delegates please follow the below steps:
 - + **Step 1:** Delegates access website <https://vietinbank.daihoicodong.online> and select language (Vietnamese or English) in the upper right corner of the screen.



- + **Step 2:** Delegates choose "Shareholders" to log in with their ID numbers/Passport numbers/Business Registration Certificate numbers and choose "authentication via eKYC".



In case authentication via eKYC fails, delegates can authenticate through “**advanced authentication**” by verification code sent by SMS to (i) shareholder's phone number that was registered and included on the list of shareholders created by Vietnam Securities Depository on the last registration date 30/3/2022 and sent to VietinBank or (ii) the phone number of the authorized representative or the authorized person who has registered for the participation via authorization with VietinBank.



- + **Step 3:** After successfully logging in, delegates click "**Start**" button to monitor the progress of the AGM and to discuss or "**Voting and election**" for the contents of the meeting.



- Attending AGM via authorization is only legally effective when all of the following conditions are met:
 - Shareholders fill in all information on the Power of Attorney (*using VietinBank's sample or as per Civil Law's regulation*);
 - The Power of Attorney has the full signature, full name and seal (*for organization*) of the granter and the agent.
 - The original hard copy of Power of Attorney is sent to VietinBank no later than the AGM's date (**29/4/2022**) via post mail to the following address: Secretariat Office to the BoD and Investor Relations, Office of the BoD, VietinBank, 108 Tran Hung Dao Street, Hoan Kiem District, Hanoi. Shareholders can send a photo/scan in advance to the email address: investor@vietinbank.vn and send the original hard copy via post mail later.
- After the opening of the AGM, delegates can still register to attend the online meeting and discuss, vote, and elect after the registration but the validity of the voting, election conducted previously shall remained unaffected.

2. DISCUSSION AT ONLINE AGM

- The discussion is conducted within the stipulated time regulated in the agenda of the AGM and within the scope of the issues presented in the agenda of the AGM.
- The discussion at the online meeting is coordinated by the Chairmanship Panel, ensuring compliance with the provisions of the Law and the Charter of VietinBank.
- Delegates can ask questions for the Chairmanship Panel by **02** ways:

- (i) Put a question on the chat screen at website <https://vietinbank.daihoicodong.online> and press “Send” to send the questions to the Organizing Committee;
- (ii) Choose “Open webinar” and press “Raise hand” so the Organizing Committee can invite you to express the question.



- The Secretariat will save personal information and questions of delegates along with documents related to the organization of the AGM.

3. ONLINE VOTING & ELECTION

According to the progress of the AGM, the Chairmanship Panel will conduct voting and election contents. Delegates choose “**Voting or election**” to exercise shareholders’ rights.

3.1. TIME FOR VOTING/ELECTION

- Voting/election will be carried out from the time when the Chairman announce the beginning of each voting/election content until the end of each voting/election content to conduct the vote/election counting. At the end of the voting/election time for each content, the system will not record any voting/election results from delegates performing after that.

3.2. VOTING

- **Voting contents for the approval of:**
 - (i) Chairmanship Panel;
 - (ii) Vote Counting Committee;
 - (iii) Draft Regulation of 2022 AGM;
 - (iv) Draft Agenda of 2022 AGM;

- (v) Report of the Board of Directors on task performance in 2021 and development orientation in 2022;
 - (vi) Report of the Board of Management on business performance in 2021, orientation and plan in 2022;
 - (vii) Report of the Supervisory Board on 2021's activities and orientation in 2022;
 - (viii) Proposal for 2021 audited financial statements;
 - (ix) Proposal to select an independent auditor to audit VietinBank's financial statements and operation of internal control system in 2023;
 - (x) Proposal on 2021 profit distribution plan;
 - (xi) Proposal for the remuneration for the Board of Directors and the Supervisory Board in 2022;
 - (xii) Proposal on the listing of VietinBank's 2022 public offering bonds on Hanoi Stock Exchange after offerings;
 - (xiii) Proposal for approval of the Plan to increase charter capital through the issuance of shares to pay dividends from profit after tax, fund deduction and cash dividend in 2020;
 - (xiv) Proposal regarding the election of Board Members of VietinBank for the term 2019 – 2024;
 - (xv) Draft regulation on the election of VietinBank's members of the Board of Directors for term 2019-2024;
 - (xvi) Other contents as prescribed by law and the Charter of VietinBank (*if any*);
 - (xvii) Draft Minutes of 2022 AGM;
 - (xviii) Draft Resolution of 2022 AGM.
- **Voting method:** Delegates choose 1 of 3 options "**Approve**" or "**Disapprove**" or "**Abstain**" with the voting contents when the Organizing Committee or the Chairmanship Panel requests to vote and click "**Submit**", confirm to send the voting results to the e-voting system. The system will record and save the results. The vote counting results will be announced by the Vote Counting Committee after each vote counting is completed.

Shareholder's fullname
Nguyễn Văn A

Shareholder's registration number
012345678

Total number of shares with voting rights
10,000

VOTING PAPER FOR THE APPROVAL OF CHAIRMANSHIP PANEL —

Voting paper for the approval of Chairmanship panel

Approve Disapprove Abstain

Submit

VOTING PAPER FOR THE APPROVAL OF VOTE COUNTING COMMITTEE —

Voting paper for the approval of Vote counting committee

Approve Disapprove Abstain

Submit

VOTING PAPER FOR THE APPROVAL OF 2022 AGM'S DRAFT REGULATION —

Voting paper for the approval of 2022 AGM's draft Regulation

Approve Disapprove Abstain

Submit

VOTING PAPER FOR THE APPROVAL OF 2022 AGM'S DRAFT AGENDA —

Voting paper for the approval of 2022 AGM's draft Agenda

Approve Disapprove Abstain

Submit

VOTING PAPER FOR THE APPROVAL OF DRAFT REGULATION FOR THE ELECTION OF BOARD OF DIRECTOR'S MEMBER FOR THE TERM OF 2019-2024 —

Voting paper for the approval of draft Regulation for the election of Board of Director's member for the term of 2019-2024

Approve Disapprove Abstain

Submit

VOTING PAPER FOR THE APPROVAL OF THE CONTENTS OF REPORTS AND PROPOSALS —

▶ 1. Report of the Board of Directors on performance results of 2021 and development orientations for 2022

Approve Disapprove Abstain

▶ 2. Report of the Board of Management on business performance in 2021, orientations and plan in 2022

Approve Disapprove Abstain

▶ 3. Report on performance of the Supervisory Board in 2021 and orientations for 2022

Approve Disapprove Abstain

▶ 4. Proposal request for approval of the 2021 audited financial statements

Approve Disapprove Abstain

5. Proposal request for approval of selection of an independent audit firm to audit VietinBank's financial statements and operation of the internal audit function in 2023

Approve Disapprove Abstain

6. Proposal request for approval of the 2021 profit distribution plan

Approve Disapprove Abstain

7. Proposal request for approval of the remuneration for the Board of Directors and the Supervisory Board in 2022

Approve Disapprove Abstain

8. Proposal request for approval of the listing of VietinBank's publicly offered bonds in 2022 on Hanoi Stock Exchange after completion of the offerings

Approve Disapprove Abstain

9. Proposal request for approval of the plan for charter capital increase through issuance of shares for payment of dividend from profit after tax, funds appropriations and cash dividend payout in 2020

Approve Disapprove Abstain

10. Proposal election of additional member to VietinBank Board of Directors for the 2019-2024 tenure

Approve Disapprove Abstain

Once you submit your opinion, you will not be able to change your opinion

VOTING PAPER FOR THE APPROVAL OF 2022 AGM'S DRAFT MINUTES —

Voting paper for the approval of 2022 AGM's draft Minutes

Approve Disapprove Abstain

VOTING PAPER FOR THE APPROVAL OF 2022 AGM'S DRAFT RESOLUTION —

Voting paper for the approval of 2022 AGM's draft Resolution

Approve Disapprove Abstain

*Note: Delegates can **vote once** only for each voting content. After clicking "**Submit**" and confirm to send the information, delegates cannot change the voting results.*

3.3. ELECTION

- **Election content:** Election of additional members of the Board of Directors of VietinBank for the term 2019-2024.
- **Election method:** The election is conducted by voting collection method. Each delegate has a number of votes corresponding to the number of voting shares (including ownership and authorization). After entering the number of votes, delegates click "**Submit**", confirm to send the election results to the e-voting system. The system will record and save your results. The results of the election vote counting will be announced by the Vote Counting Committee after the vote counting is completed.

ELECTION PAPER FOR THE BOARD OF DIRECTOR'S MEMBER FOR THE TERM OF 2019-2024 —

Shareholder's fullname: **Nguyen Van A**

Shareholder's registration number: **0123456789**, Total number of authorized shares: **2,000**, Maximum number of votes: **2,000**

No	Candidates	Choice	Number of votes:
1	Nguyen Duc Thanh	<input checked="" type="checkbox"/>	<input type="text" value="2,000"/>
Maximum number of votes:			2,000
Total number of votes			2,000
Remaining shares			0

Once you submit your opinion, you will not be able to change your opinion

*Note: Delegates can **vote once** only for the additional election of members of the Board of Directors of VietinBank for the term 2019-2024 (if any). After clicking “**Submit**” and confirm to send the information, delegates cannot change the election results.*

AGM ORGANISATION COMMITTEE