



INVESTORS UPDATE

3Q2020 & 9M2020

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Exchange rate: 23,215 VND/USD

1. Overview of macro-economy, financial market

- ❖ Macro-economic update and outlook**
- ❖ Financial market overview**

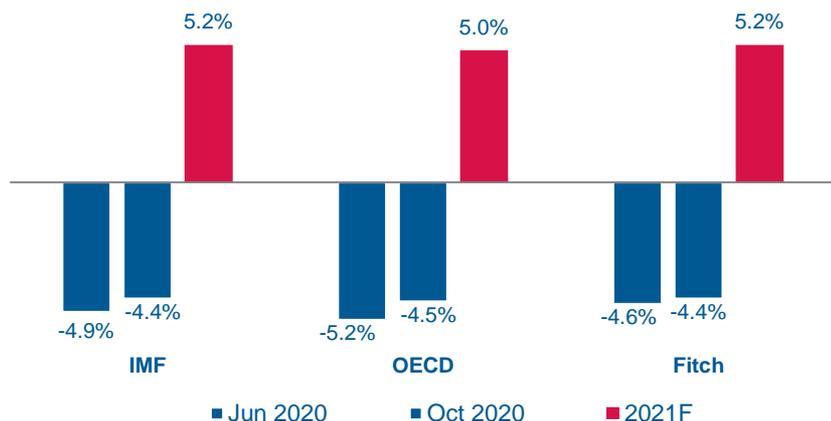
1. Overview of macro-economy, financial market

Macro-economic update and outlook

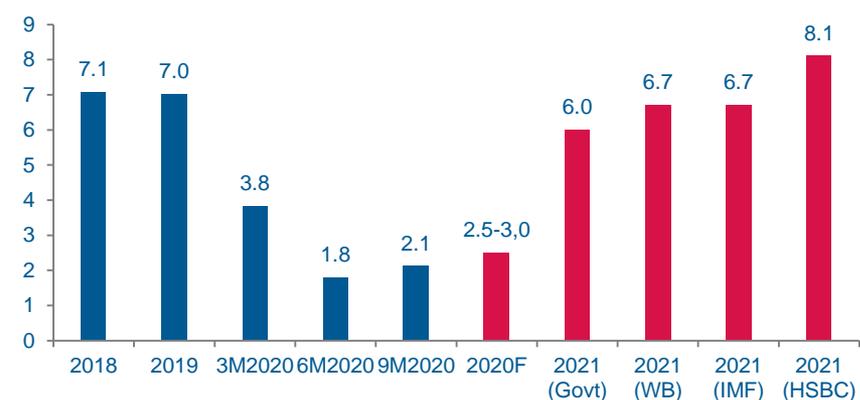
The world economy recovered better than expected; many organizations adjusted their forecast for the global economy to ease the decline. Vietnam's economy is forecasted to grow positively, Vietnam's GDP is expected to increase by 2-3% in 2020.

The Covid-19 pandemic broke out strongly again since September, hence recovery capability of countries in the last months of 2020 will depend on the development of the pandemic and the ability to balance their budget to support economic growth.

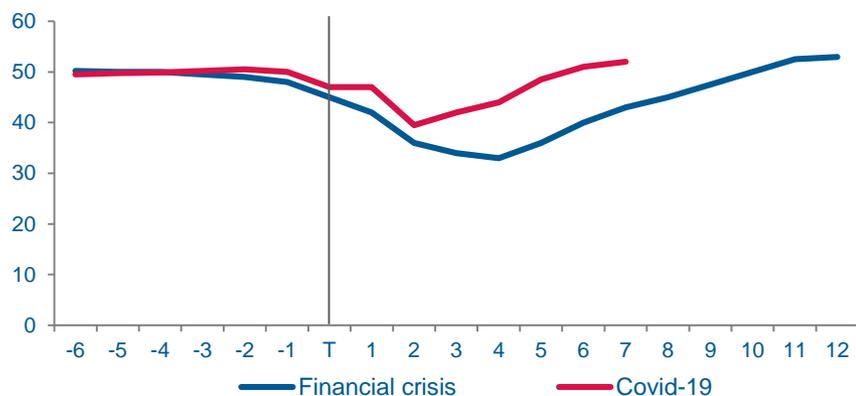
Global GDP growth forecast 2020 - 2021



Vietnam's GDP growth rate (%)

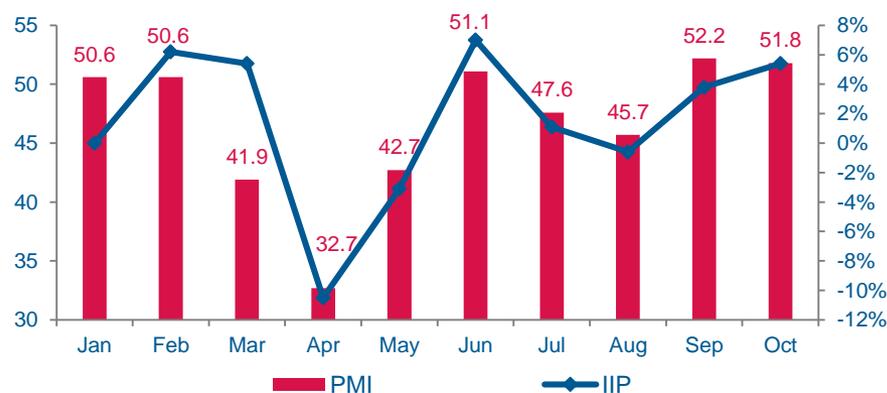


Global PMI amid 2008 Financial crisis and COVID-19



T spot: Financial crisis Sep 2008, Covid-19 Feb 2020

PMI & Index of Industrial Production - IIP (%)



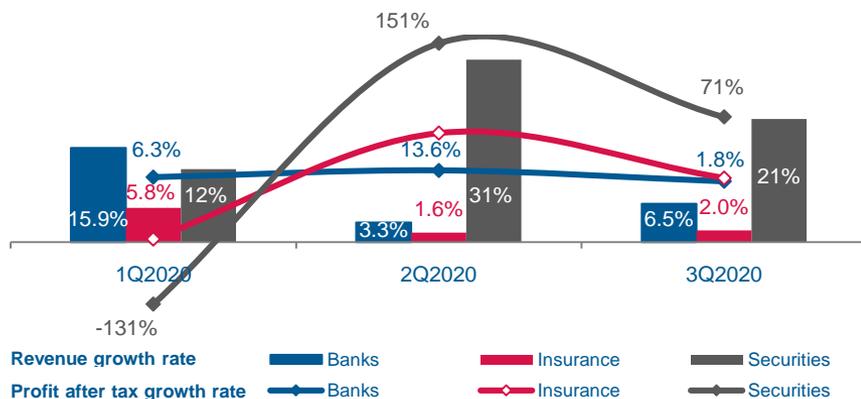
Source: IHS Markit, Global PMI

1. Overview of macro-economy, financial market

Financial market overview

- ❖ Vietnam's financial market in 9M2020 had a clear differentiation, in which securities companies recorded the strongest growth rate. Bond market enjoyed a higher growth rate than that of the stock market and bank lending (year to date, bonds outstanding in 9M2020 increased by 7.5%, bank lending was up by 6.1%, stock market capitalization fell 0.1%).
- ❖ Liquidity in 9M2020 continued to be abundant with deposit growth was greater than credit growth and market interest rates remained at record low. At the end of September, the State Bank of Vietnam (SBV) cut its executive interest rate for the 3rd time this year. Credit growth was improved in September. Credit was forecasted to maintain its growth momentum in 4Q2020, having possibility to fulfill the SBV's target of 8.5% - 10% growth.

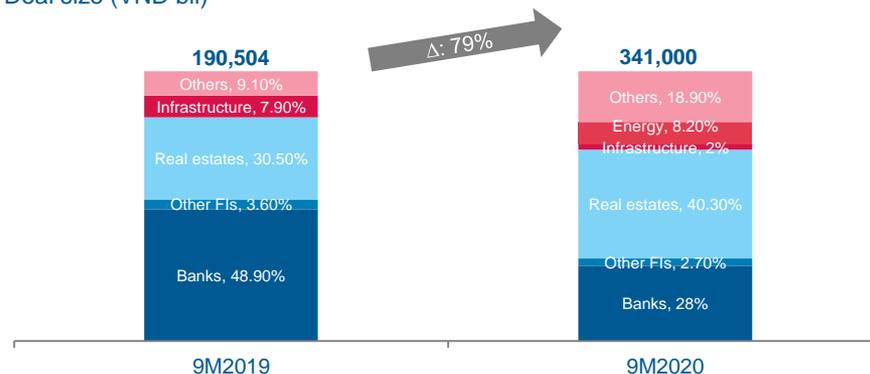
Growth rate of revenue and Profit of financial sub-sectors



Source: FiiGroup

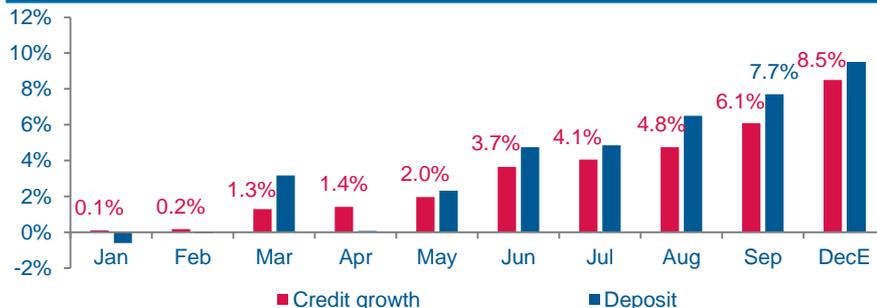
Primary corporate bond market grew strongly

Deal size (VND bil)



Source: SSI

Deposit and credit growth rates



Source: the State Bank of Vietnam

Factors affecting banking performance in 4Q2020

- ❖ The ability to absorb capital in 4Q2020 and the pressure to boost GDP will affect credit growth capability of commercial banks (expected at 8.5-10%). The SBV extended credit room for several banks including TCB, MB, VIB, VPBank, HDBank, Sacombank....
- ❖ Although the pandemic was basically controlled, the ability and speed of recovery of businesses remained uncertain as a result of operational slowdown in 1H2020. Banking industry still faces the risk of increasing NPL.

2. About VietinBank

- ❖ **Important historical milestones**
- ❖ **Mission, vision, core values**
- ❖ **Awards and accolades**
- ❖ **Organizational structure**

2. About VietinBank

Important historical milestones

Vietnam Joint Stock Commercial Bank for Industry and Trade (VietinBank) is a leading bank in Vietnam banking system, providing modern financial and banking products and services with full utilities and meeting international standards.



2. About VietinBank

Mission, vision, core values



Mission

To be the No.1 bank in Vietnam banking system, providing modern financial and banking products and services with full utilities and meeting international standards.



Vision

To become a leading bank in Vietnam and a regional player, being modern and multi-functional that conforms to international standards.



Core Values

- ❖ Customers Orientation;
- ❖ Towards Excellence;
- ❖ Dynamic, Creative, Professional and Modern;
- ❖ Integrity, Honesty, Transparency and Code of Ethics;
- ❖ Respect;
- ❖ Brand Protection and Development;
- ❖ Sustainable development and social responsibility.

2. About VietinBank

Awards and accolades



TOP 300 MOST VALUABLE BANKING BRANDS WORLDWIDE

In 2020, according to Brand Finance's announcement, VietinBank ranked 277th and twice in a row to be the only Vietnamese bank to win the Top 300 Most Valuable Banking Brands in the world.



TOP 2000 LARGEST ENTERPRISES WORLDWIDE

For the 9th consecutive year, VietinBank was listed on Forbes Global 2000 (Top 2000 largest enterprises worldwide) compiled by Forbes. Forbes also recognized VietinBank's market value of USD 3.2 billion and total assets of USD 53.5 billion.



SAO KHUE 2020

VietinBank iPay Mobile was awarded Sao Khue Title for the 3rd time and was the only banking product in Top 10 Sao Khue 2020, recognizing innovation and improvement with outstanding features of VietinBank iPay Mobile.

VietinBank eFAST - a distribution channel of banking services allowing corporate customers to perform banking transactions via the Internet was also awarded Sao Khue Title for the 2nd time.



AWARDS BY GLOBAL BANKING & FINANCE REVIEW

In 2020, VietinBank honorably received many awards from Global Banking & Finance Review Magazine: Best Retail Bank in Vietnam for the 5th consecutive time; Leading Customer Service Center in Vietnam for the 3rd time in a row; The fastest growing SME Bank in Vietnam for the 2nd time in a row.



BEST ISSUING BANK IN EAST ASIA AND PACIFIC

International Finance Corporation (IFC) - a member of the World Bank Group presented the "Best Issuing Bank in East Asia and the Pacific" award to VietinBank. This is the 2nd time VietinBank received this prestigious award from IFC. The award recognized VietinBank's contribution to the IFC's Global Trade Finance Program.



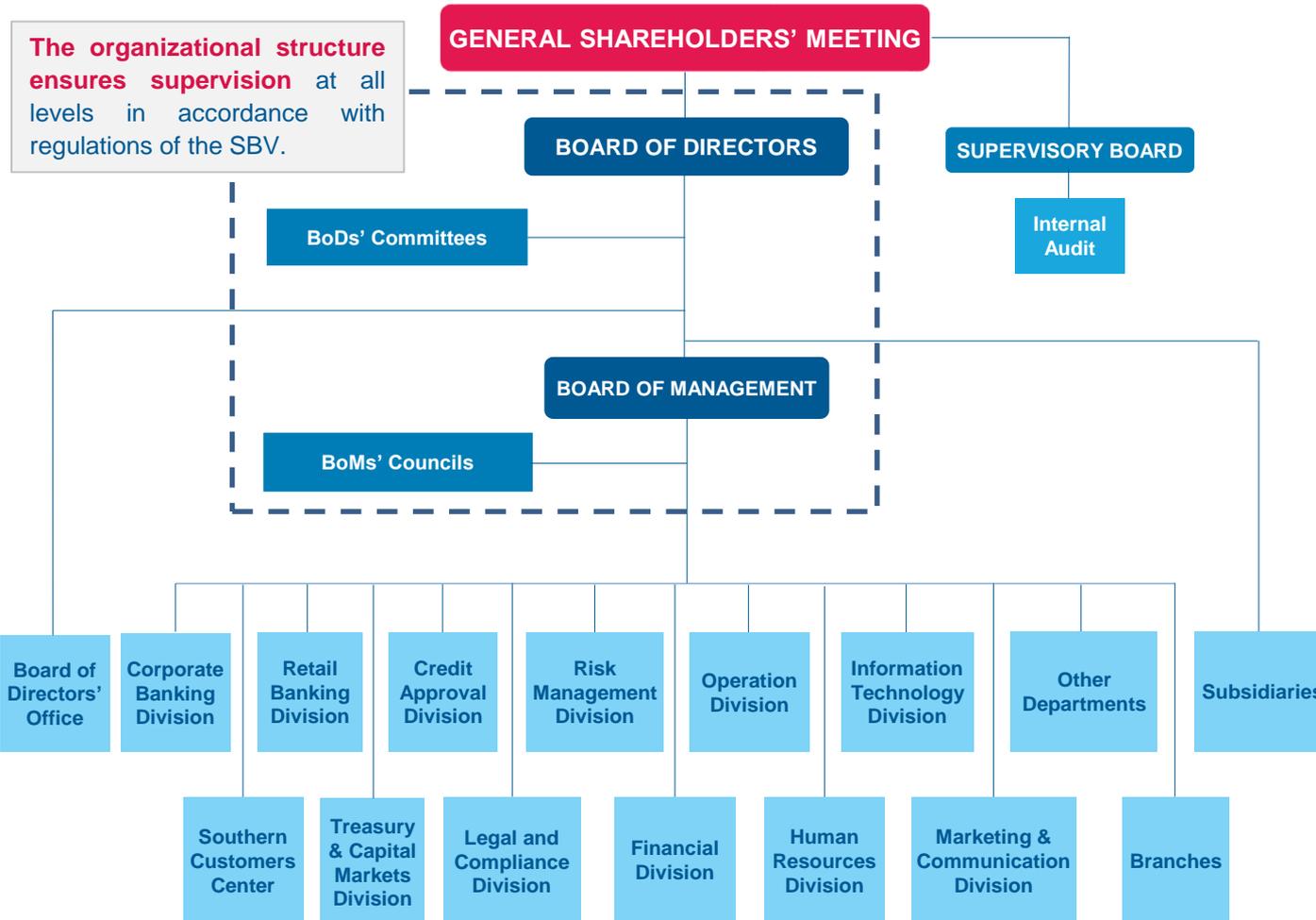
BEST IMPLEMENTATION OF API AND OPEN BANKING PLATFORM

The award by The Asian Banker demonstrated a strong transformation, truly reflecting results of the process of building and implementing VietinBank's digital transformation strategy, in which Open Bank is one of the centered target.

2. About VietinBank

Organizational structure

Organizational model is consistent with common practice and in compliance with SBV regulations.



Enhancing internal control system with 3 independent lines of defense as regulated in Circular 13/2018/TT-NHNN on internal control system of commercial banks.

Establishing the model of divisions and customer center in key economic regions to specialize the governance, management, and to promote business development towards professionalism in customer service.

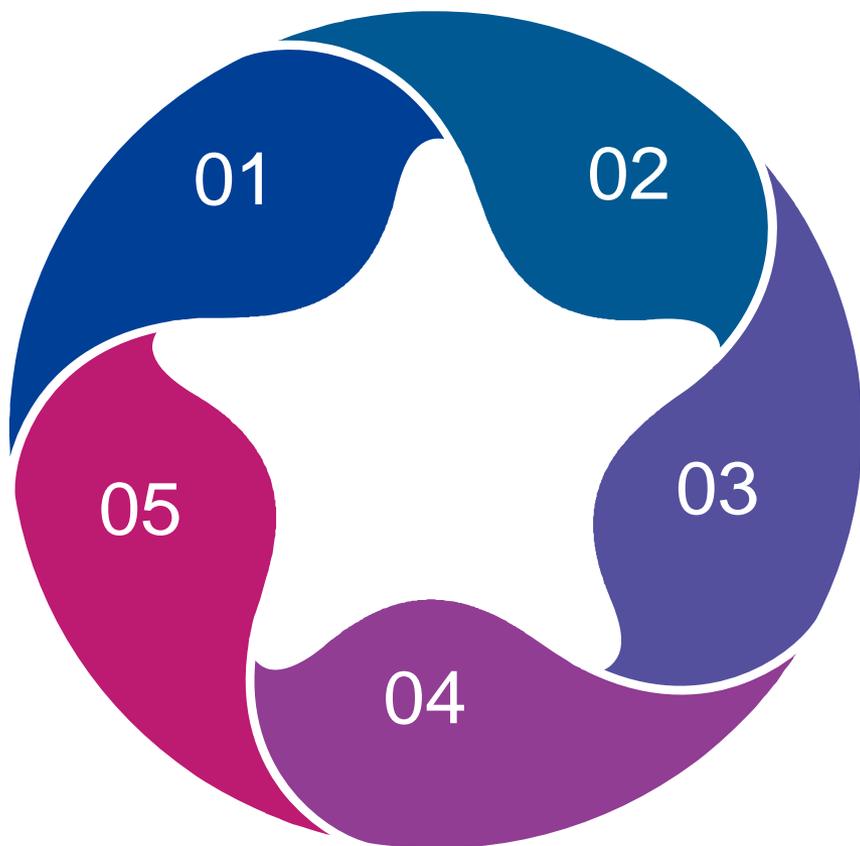
3. Investment highlights

- ❖ **Strong innovation, sustainable growth**
- ❖ **Extensive network, high credit rating**
- ❖ **Active support from major shareholders**
- ❖ **Advanced technology platform and solutions**
- ❖ **Diversified customer base**
- ❖ **Well-qualified human resources**

3. Investment highlights

Strong innovation, sustainable growth

Strongly innovating business growth model, changing business approach and improving financial management and debt quality resulted in breakthroughs in business performance.



1

Innovation in business growth model

- ❖ From focusing on business scale to focusing on improving service quality and operational efficiency.
- ❖ Maintain a reasonable growth rate and prioritize the growth of retail and SME segments.

2

Change in business approach

- ❖ From providing a single product or service to developing and offering comprehensive financial and banking solutions to customer/group of customers, especially in line with link chain.

3

Effective cost management

- ❖ Financial management was improved, financial resources were allocated methodically and effectively.

4

Good asset quality management

- ❖ Forecasting and early identification of risk were strengthened.
- ❖ Good risk-weighted asset management.

5

Enhancement of organizational structure

- ❖ Streamlining the organizational structure, increasing specialization and promoting effective coordination.
- ❖ Optimize the operation of network units.

3. Investment highlights

Extensive network, high credit rating

- Head Office in Ha Noi

- 02 Representative Offices

- 155 Branches
- 958 Transaction Offices

- 01 Joint-venture Company

- 07 Subsidiaries

- 09 Non-business Units



Extensive Network

Domestic network:

- ❖ 01 Head Office in Hanoi
- ❖ 02 Representative offices in Da Nang and Ho Chi Minh City
- ❖ 01 Southern Customers Center
- ❖ 155 Local branches, 958 transaction offices in all cities and provinces
- ❖ 09 Non-business units
- ❖ 07 Subsidiaries (insurance, securities, financial leasing, fund management, assets management, gold and jewelry, global money transfer)
- ❖ 01 Joint-venture company (Indovina Bank)
- ❖ Over 2,000 ATMs and over 30,000 POS

Overseas network:

- ❖ 01 Branch in Frankfurt, Germany
- ❖ 01 Branch in Berlin, Germany
- ❖ 01 Subsidiary in Laos (VietinBank Laos Ltd)
- ❖ 01 Representative office in Myanmar

VietinBank established a large correspondent banking network with more than 1,000 banks in 90 countries and territories worldwide.

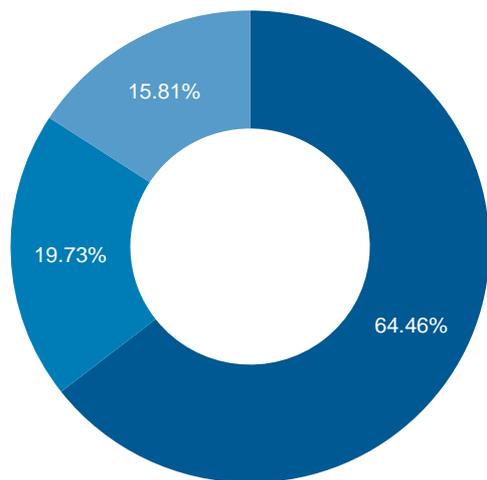
Reputable credit rating

	Short-term	Long-term
FitchRatings	B	BB-
MOODY'S	-	Ba3

3. Investment highlights

Active support from major shareholders

Shareholders structure



- State Bank of Vietnam
- MUFG
- Others

Major shareholders' supports

Major shareholders



State Bank of Vietnam

Support

- ❖ Hold 64.46% stakes of VietinBank
- ❖ Most of Board members are appointed by the Government and the SBV



- ❖ MUFG signed a technical support and collaboration agreement with VietinBank, collaboration and technical support in the following fields:
 - Retail banking and SME banking
 - Services for FDI enterprises
 - Investment Banking
 - Cash management and payment services
 - Risk management and BASEL II implementation
 - Information technology
 - HR development

3. Investment highlights

Business operated on advanced technology platform & solutions

Cutting-edge Core Banking and increasingly improved IT infrastructure facilitated improvement in productivity, efficiency, cost reduction and operational control.



Implementing comprehensive information security strategy, incorporating a variety of security methods.

Proactively keeping up with technology trends, partnership with financial technology companies (Fintech) to offer a wide range of products and services to customers.



3. Investment highlights

Diversified customer base with a large number of customers

VietinBank enhanced the efficiency of large corporate customer segment including large enterprises, corporations, at the same time, increased the proportion in highly profitable segments such as SMEs, FDIs and individual customers.



3. Investment highlights

Management team

High ranking managements with in-depth knowledge and experience in banking and finance sector.

BOARD OF DIRECTORS



Mr.
Le Duc Tho
Chairman



Mr.
Tran Minh Binh
Board Member



Mr.
Tran Van Tan
Board Member



Ms.
Tran Thu Huyen
Board Member



Mr.
Nguyen
The Huan
Board Member



Ms.
Pham Thi
Thanh Hoai
Board Member



Mr.
Masahiko Oki
Board Member



Mr.
Shiro Honjo
Board Member



Ms.
Nguyen Thi Bac
Independent
Board Member

BOARD OF MANAGEMENT



Mr.
Tran Minh Binh
General Director



Mr.
Masahiko Oki
Deputy General
Director



Ms.
Nguyen
Hong Van
Deputy General
Director



Ms.
Le Nhu Hoa
Deputy General
Director



Mr.
Nguyen
Hoang Dung
Deputy General
Director



Mr.
Nguyen
Duc Thanh
Deputy General
Director



Mr.
Tran Cong
Quynh Lan
Deputy General
Director



Mr.
Nguyen
Dinh Vinh
Deputy General
Director



Mr.
Nguyen
Hai Hung
Chief Accountant

SUPERVISORY BOARD



Ms.
Le Anh Ha
Chief Supervisor



Ms.
Nguyen Thi
Anh Thu
Member



Mr.
Nguyen
Manh Toan
Member

4. Business orientation in 2020

Targets

2020: Improve business efficiency

STRONG TRANSFORMATION IN BUSINESS GROWTH MODEL

(1) Sustainable growth in business scale

(2) Customer structure shifted to retail and SME segments

(3) Shift in income structure, increase in fee income

(4) Effectively explore industries and sectors according to economic region development strategy

(5) Effective financial management and improvement of asset quality

(6) Actively implement measures to improve financial capacity

CUSTOMER-CENTERED ORIENTATION, CUSTOMER EXPERIENCE IMPROVEMENT

(1) Develop supply chains, provide comprehensive solution of financial and banking services to customers

(2) Develop modern products and services based on advanced technology, especially in payment solution

(3) Improve service quality

DEVELOPMENT OF SOLID PLATFORM

(1) Facilitate strong digital transformation in banking services, develop database, apply technology to business development, governance and management, enhance security

(2) Improve the quality of human resources, improve sales skills and customer care

(3) Improve labor productivity and operational efficiency. Improve automation factors (straight-through-processing) in operation. Improve and streamline procedures and policies. Minimize operating time, shorten transaction processing time

(4) Improve the efficiency of network allocation

(5) Improve the quality of growth, risk management and internal control.

(6) Develop strong brandname and enhance marketing of products and services

5. Business plan for 2020

Targets	Plan for 2020
Total assets	Growth of 1%-3%
Credit exposure	Growth of 4%-8.5%
NPL/Credit exposure	$\leq 2\%$
Funding mobilized from economic entities and individuals	Growth of 5%-10%
Consolidated Profit before tax	Ensure business efficiency and improve business operations, continue to follow the development and impact of the Covid-19 pandemic and based on approval by competent authorities
Capital Adequacy Ratio (CAR)	In compliance with the SBV-specified ratio

6. 3Q2020 and 9M2020 business performance

Total assets

54,327 USD Mil

▲ +1.7% Ytd

Total owners' equity

3,589 USD Mil

▲ +7.7% Ytd

Loans to customers

41,267 USD Mil

▲ +2.4% Ytd

Customer deposits

40,456 USD Mil

▲ +5.2% Ytd

Total income

9M2020

1,386 USD Mil

▲ +7.4% YoY

PBT

9M2020

446 USD Mil

▲ +22.6% YoY

Operating cost

9M2020

446 USD Mil

▼ -2.5% YoY

Provision expenses

9M2020

494 USD Mil

▲ +5.3% YoY

ROE 9M2020

13.9%

▲ 9M2019: 12.8%

ROA 9M2020

1.1%

▲ 9M2019: 1.0%

CIR 9M2020

32.2%

▼ 9M2019: 35.4%

NPL 9M2020

1.87%

2019: 1.6%

➔ Positive figures, capable of achieving business plan targets for 2020

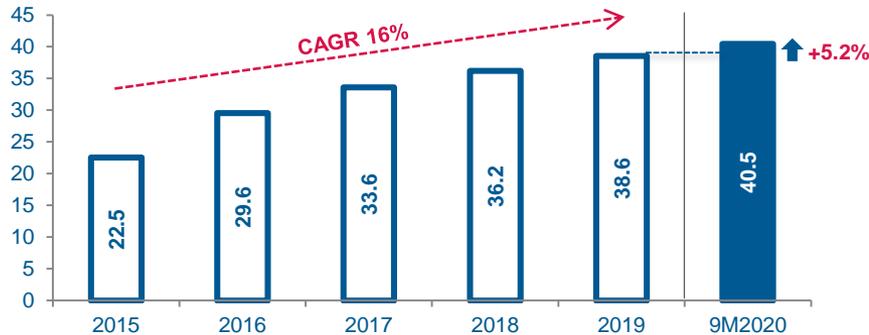
Source: 3Q2020 consolidated FS

6. 3Q2020 and 9M2020 business performance

Stable funding structure

- ❖ 3Q2020 CASA grew healthily (up 14% QoQ), higher than that of banks with CASA advantages such as VCB, TCB, MBBank.
- ❖ Capital structure had a positive shift with increase in the proportion of deposits from retail and FDI customers.

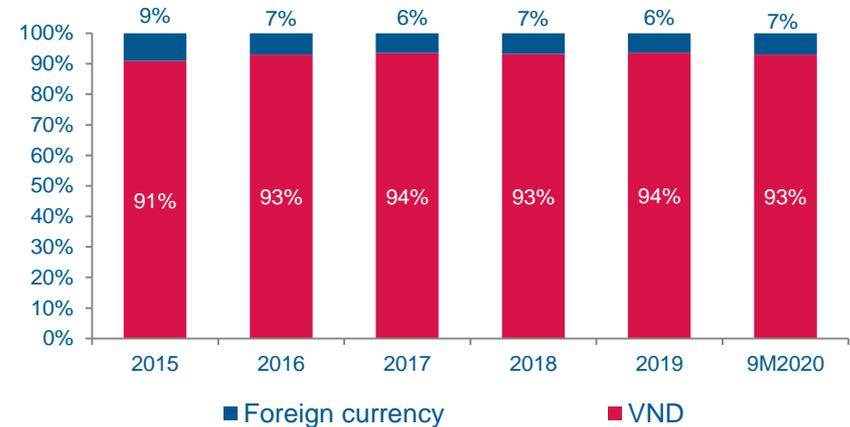
Customer Deposits (USD, Bil)



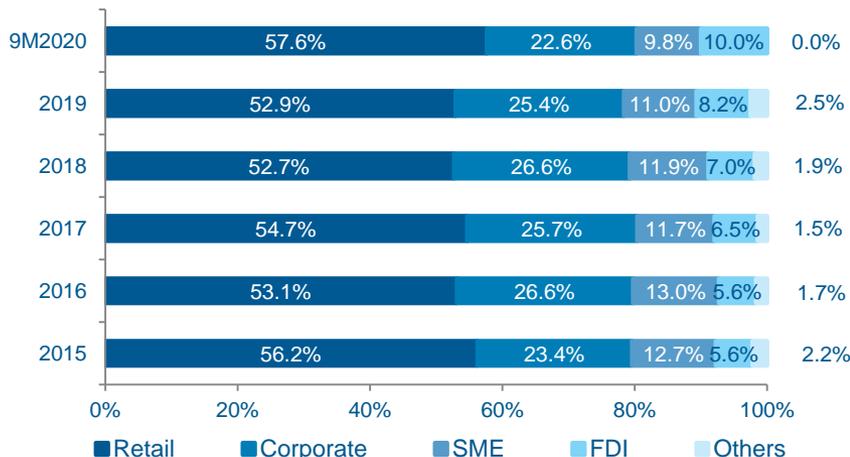
Market share: (Source: The State Bank of Vietnam)

- ❖ Deposits (as at August 30th, 2020): 9.87%

Breakdown by currency



Breakdown by type of business



Breakdown by tenor



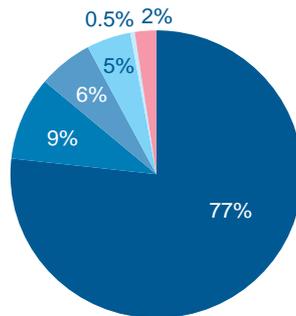
6. 3Q2020 and 9M2020 business performance

Stable liquidity

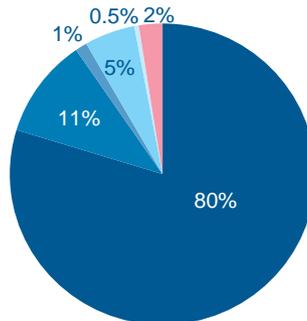
Liquidity was stable, maintained at a reasonable level in order to create a moderate reserve buffer, balancing with growth targets while ensuring efficiency in business operations.

Mobilized fund structure

2019: USD 50.24 bil



9M2020: USD 50.74 bil

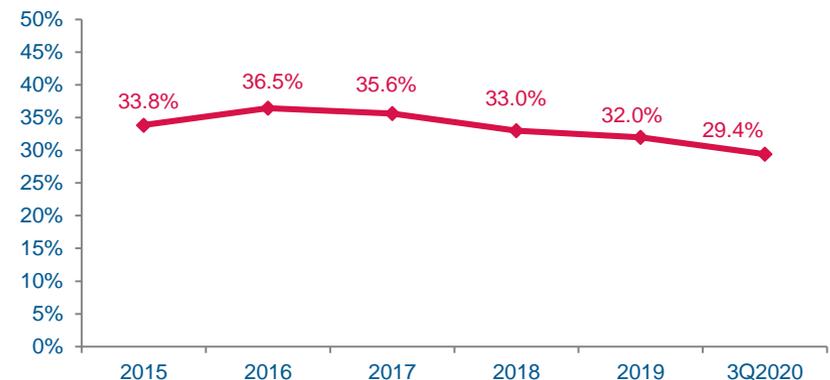


- Customer deposits
- Deposits & borrowings from other credit institutions
- Borrowing from Govt. and SBV
- Valuable papers issued
- Sponsor capital, Entrusted investment
- Other mobilized funds

LDR



Ratio of short-time capital used for medium and long term loans



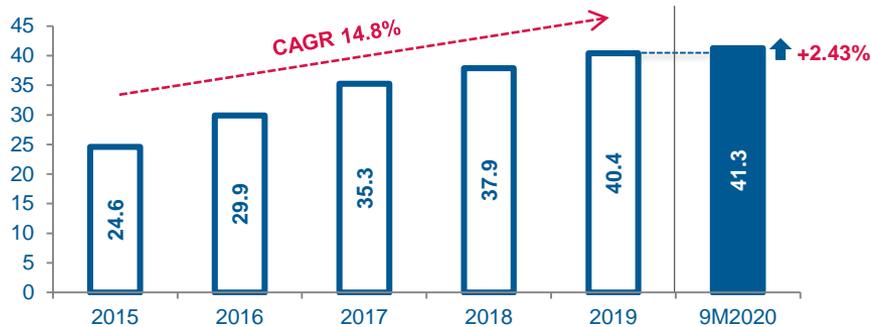
Note: Liquidity ratios are calculated in accordance with Circular 22 of the SBV.

6. 3Q2020 and 9M2020 business performance

Positive shift in lending structure

VietinBank's 9M2020 credit scale grew at a low rate due to decreased credit demand of the economy under adverse impact of the Covid-19 pandemic and VietinBank continued to persevere with its sustainable growth policy, not lowering lending standards to strictly control risks in parallel with efficiency growth. VietinBank continued to restructure lending activities towards increasing proportion in highly profitable segments such as retail and SMEs.

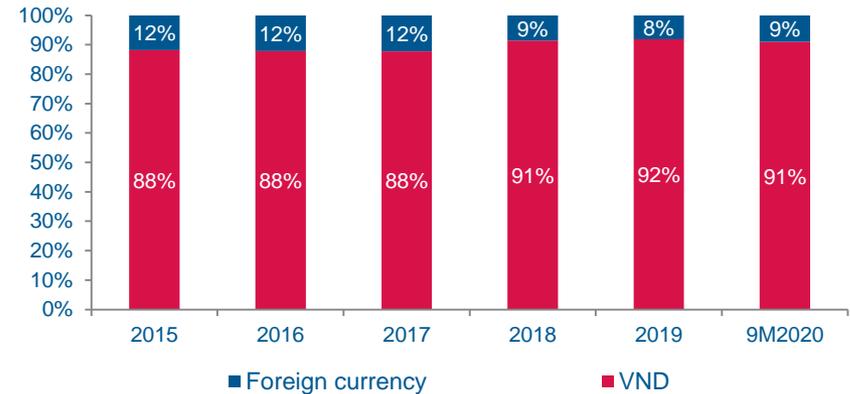
Total loans and advances to customers (USD, Bil)



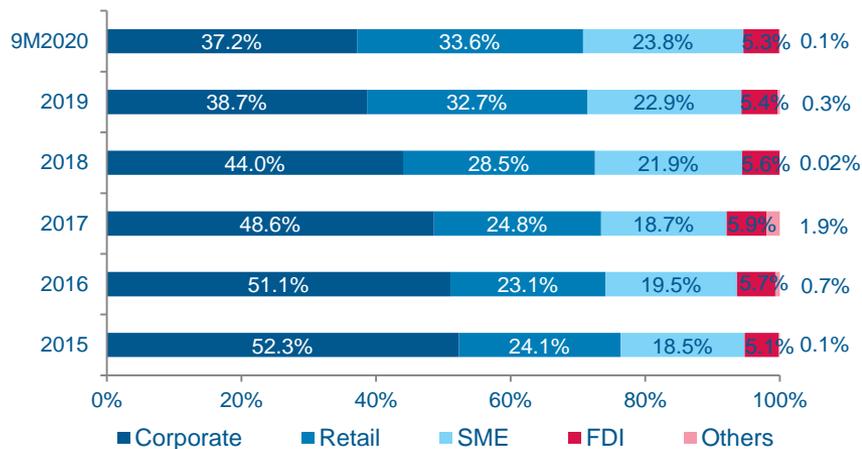
Market share: (Source: CIC)

❖ Outstanding loans (as at Sep 30th, 2020): 11.19%

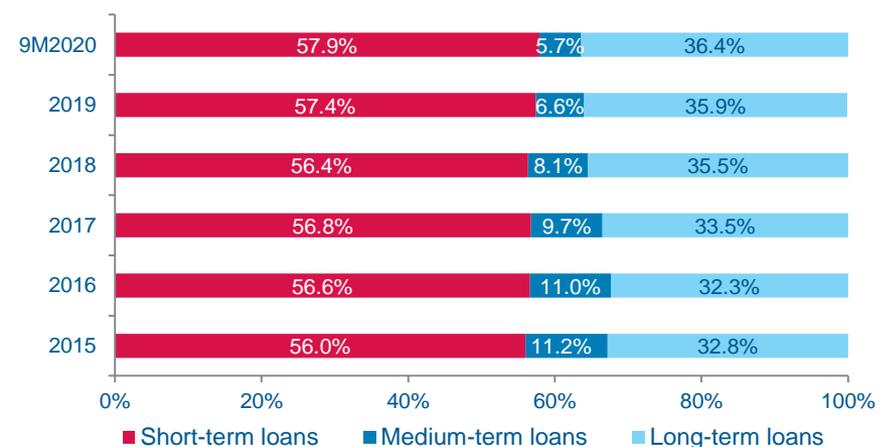
Loan breakdown by currency



Loan breakdown by type of business



Loan breakdown by tenor



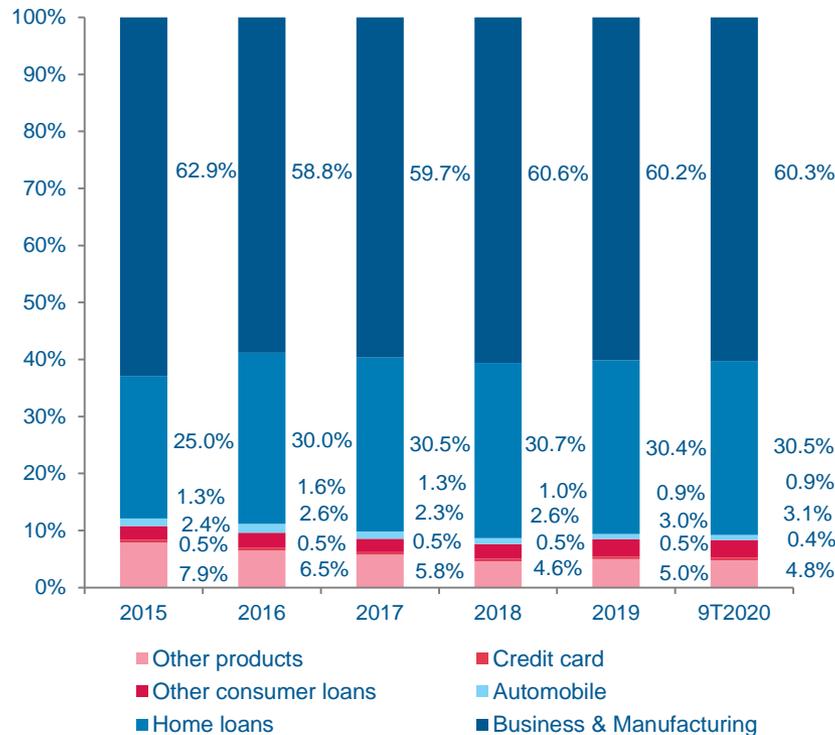
6. 3Q2020 and 9M2020 business performance

Positive shift in lending structure

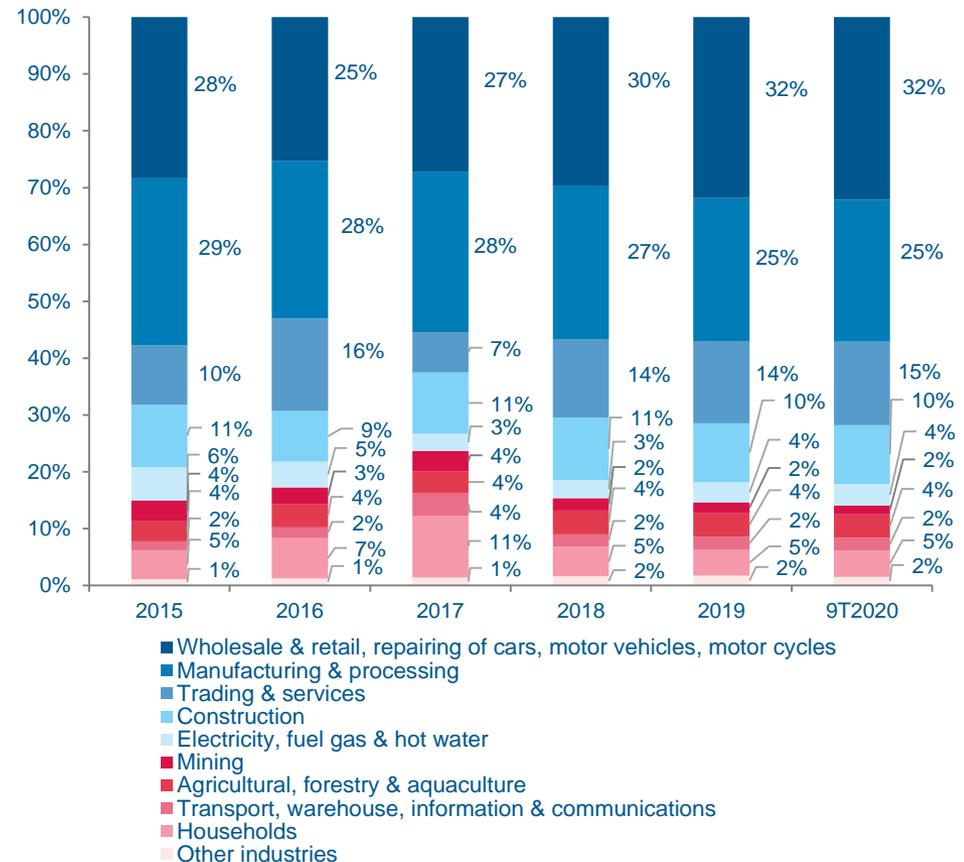
Lending structure focused on sectors and fields with potential growth such as commerce, services, electricity production and distribution; the proportion of these sectors has had positive changes.

Retail lending structure focused on business and home loans. VietinBank also focused on developing products with high efficiency (non-collateral consumer loans, overdraft) customized to partners & customers who pay salary through VietinBank

Retail loan breakdown by product



Loan breakdown by sector



6. 3Q2020 and 9M2020 business performance

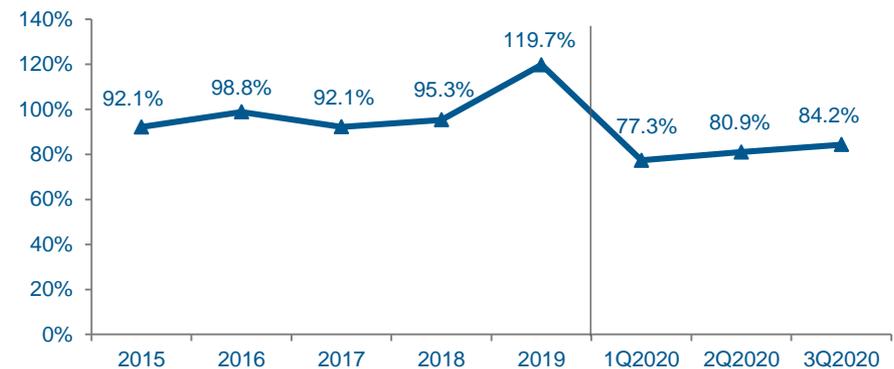
Debt quality continued under control

- ❖ 3Q2020 NPLs/outstanding loans ratio increased following the general trend of banks due to the impact of Covid-19 pandemic and natural disasters, yet VietinBank continued to remain one of the banks with the best quality of debt on the market.
- ❖ By the end of October 2020, VietinBank bought back in advance 3 years 2 months for all debts sold to VAMC of VND 12,347 billion.

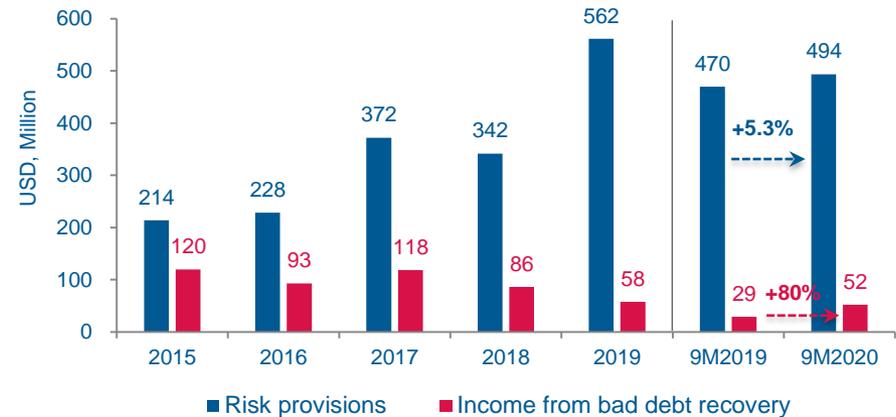
Non-performing loan ratio (NPL)



Coverage ratio



Risk provisions and Debt recovery



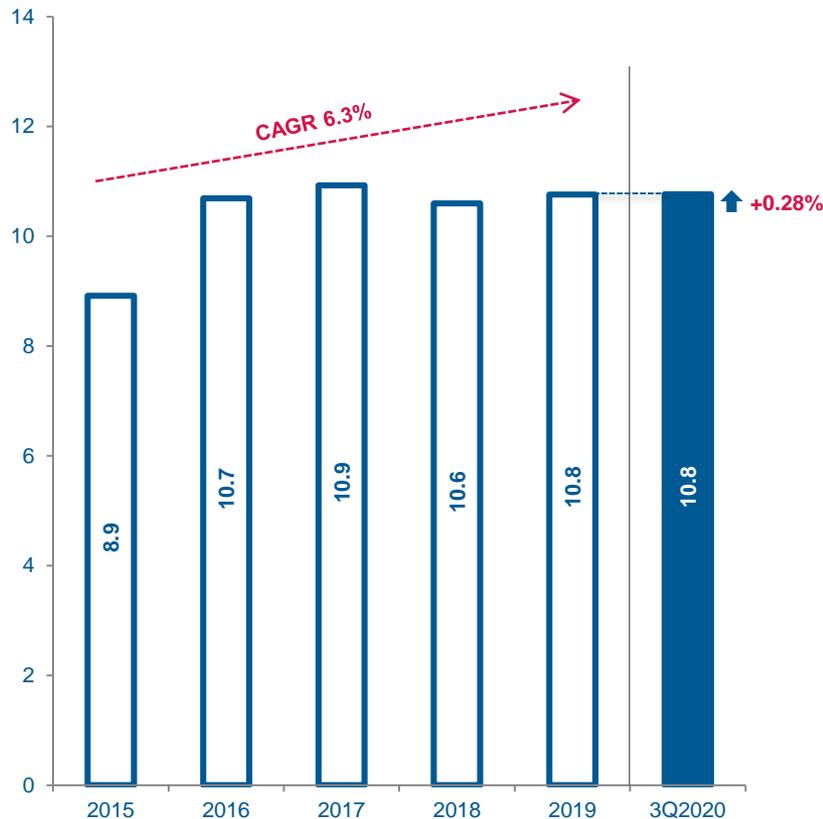
6. 3Q2020 and 9M2020 business performance

Safe and diversified investment portfolio

VietinBank proactively realized our entire portfolio and record profit when realizing that interest rates had dropped sharply since 1Q2020.

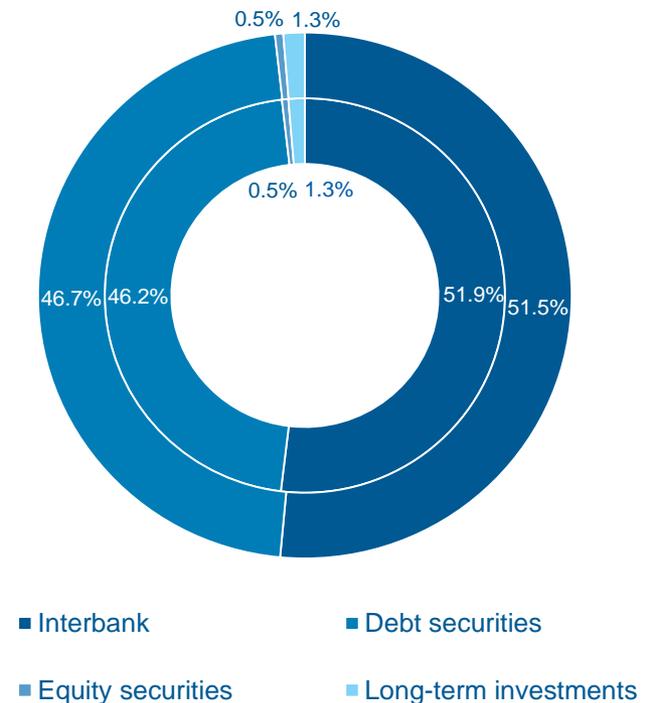
In 2Q2020 and 3Q2020, VietinBank maintained low position to preserve profit.

Investment portfolio
(USD, bil)



Breakdown of investment portfolio

Inner ring: As at 31 Dec 2019
Outer ring: As at 30 Sep 2020



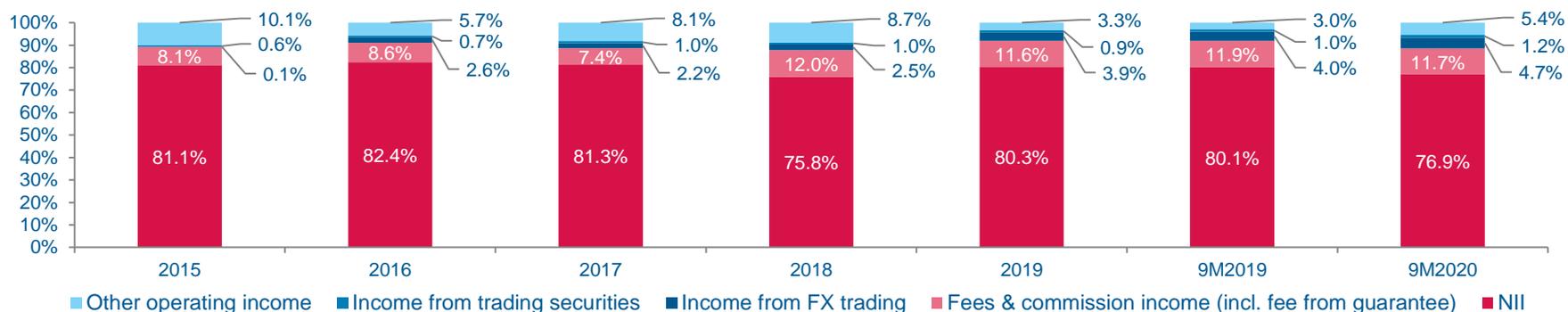
6. 3Q2020 and 9M2020 business performance



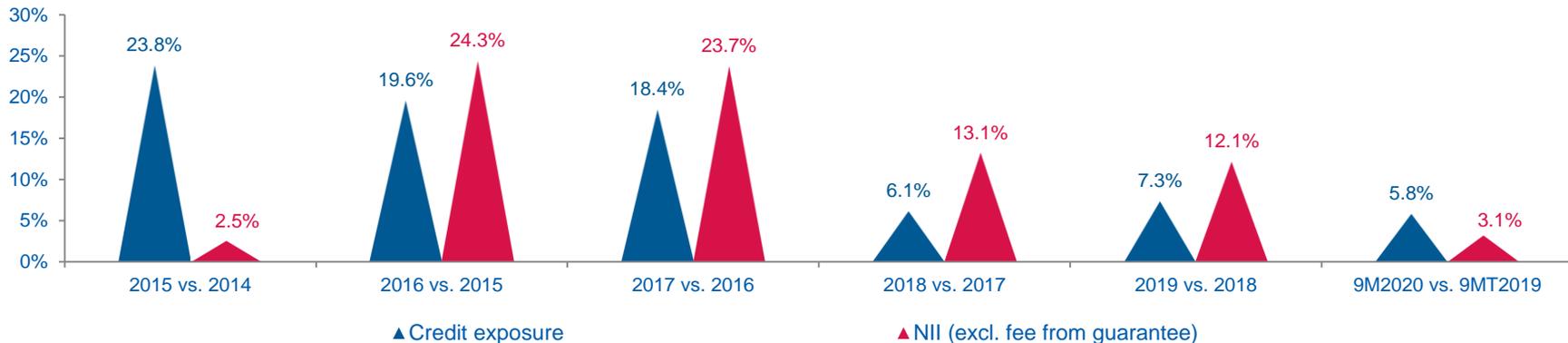
Improved income structure with increasing proportion of Non-NII

- ❖ NII (excl. fee from guarantee) 9M2020 was up by 3.1% YoY, in which 3Q2020 improved positively thanks to CASA growth boosting and good control of funding structure and cost of fund.
- ❖ Non-NII saw encouraging increase; proportion of Non-NII was up from 19.9% (9M2019) to 23.1% (9M2020). In which, net income from FX trading increased by 27.4%; Net fee income (incl. fee from guarantee) went up 5.8% YoY.

Operating income breakdown



Correlation of NII growth and credit scale growth



Market share:

❖ FX trading on 1 (as at Jun 30th, 2020): 11.20%

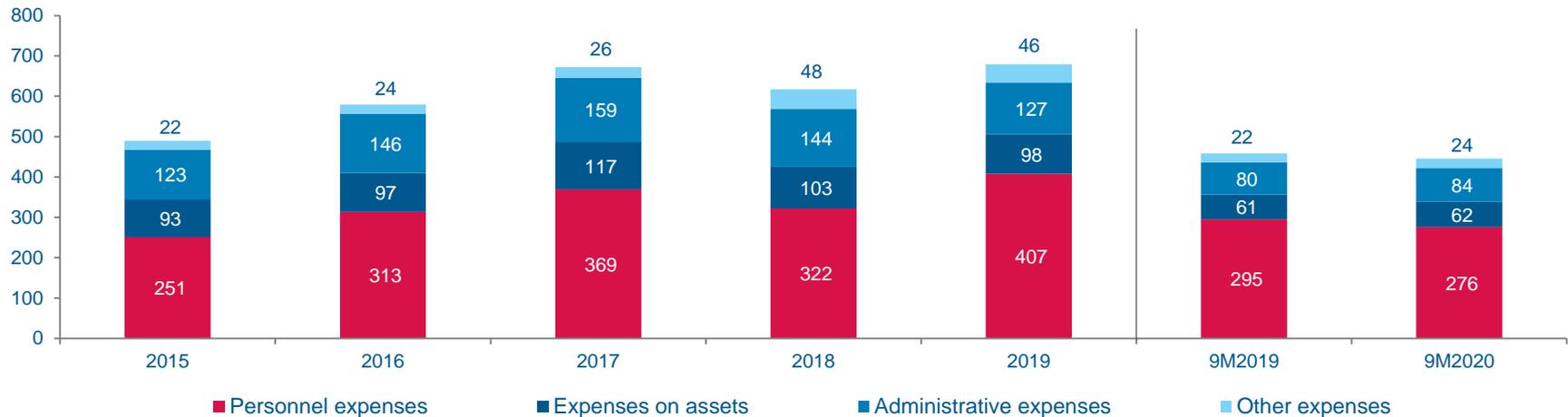
- ❖ Turnover of use of VietinBank's card 6M2020: 11.9%
- ❖ Turnover of payment of VietinBank's card 6M2020: 14.2%

6. 3Q2020 and 9M2020 business performance

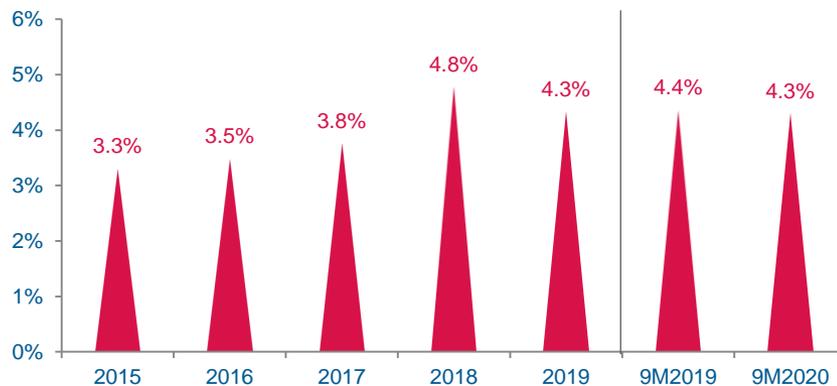
Effective cost management

Operating expenses were well controlled YoY, resulting in significant increase in VietinBank's income-expenses gap in 9M2020 YoY. CIR ratio (32.2%) was among the lowest category in the banking system and down YoY.

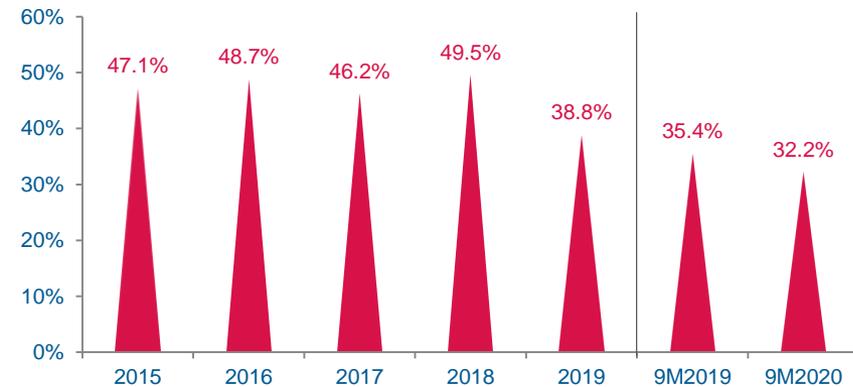
Breakdown of operating expenses (USD, Mil)



Cost of Fund (COF)



Cost to Income Ratio (CIR)



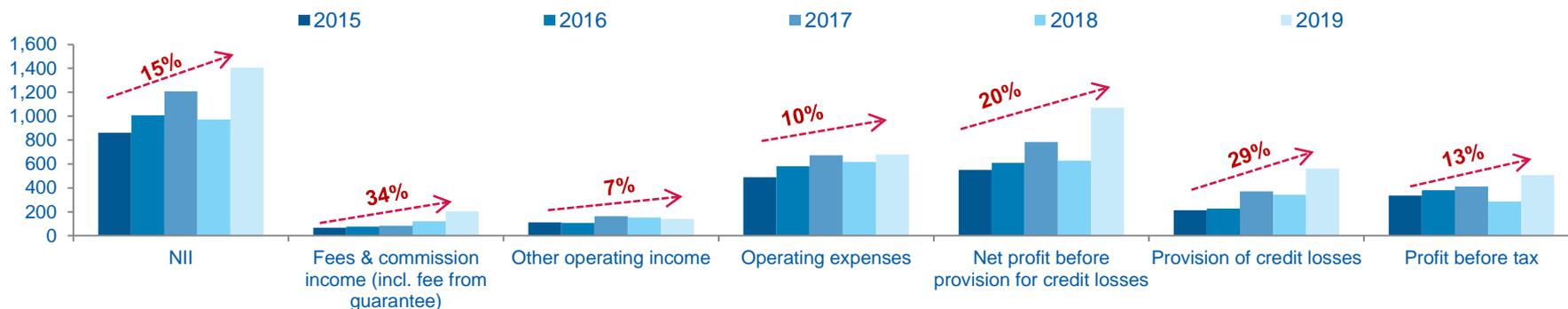
6. 3Q2020 business performance

Increased PBT resulted from suitable business strategy

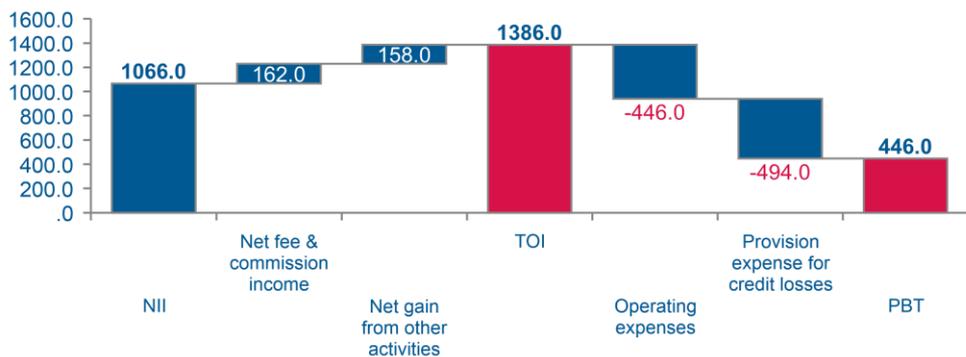
Beside stable NII, increase in 9M2020 profit of VietinBank resulted from:

- ❖ Fee-based income: Structure of fee income in 9M2020 continued to account for a high proportion of payment fees (~40%) in accordance with the direction of developing a modern payment bank, improving the quality of products and services and customer experience, especially developing E-banking channel.
- ❖ Income from reasonable and effective FX and securities trading.
- ❖ Sharp increase in bad debt recovery (approx. 80%).
- ❖ Effective cost reduction.

Movements of income and expenses (USD, Mil)

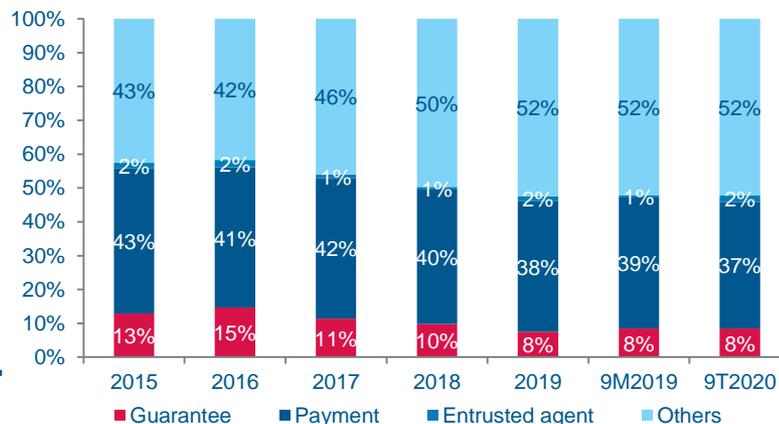


Breakdown of income 9M2020 (USD, Mil)



yoy +3.1% +5.8% +52.7% +7.4% -2.5% +5.3% +22.6%

Breakdown of fee & commission income



6. 3Q2020 business performance

Business efficiency improved positively

- ❖ Profitability ratios of VietinBank were improved thanks to increased profit.
- ❖ NIM were under strict control, NIM tended to increase over the quarters and improved in 3Q2020.

Lending interest rate



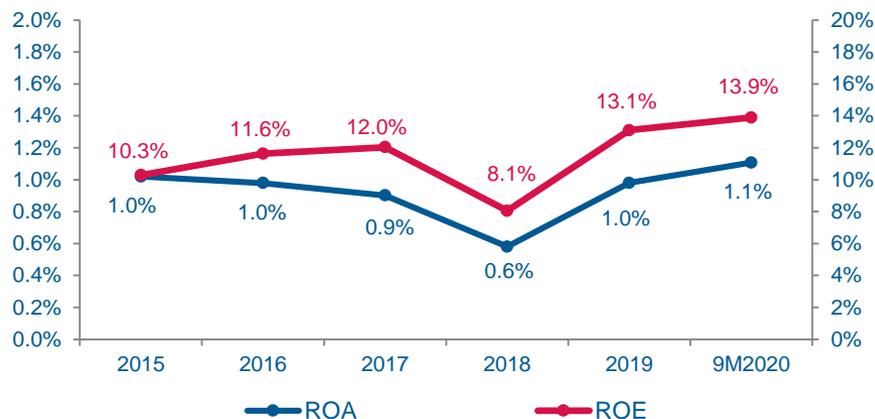
NIM



Fund mobilization interest rate



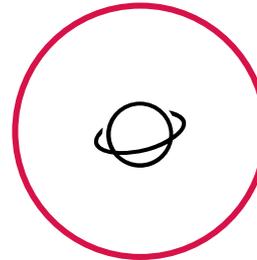
ROA, ROE



7. Digital transformation

IT modernization towards banking digital transformation

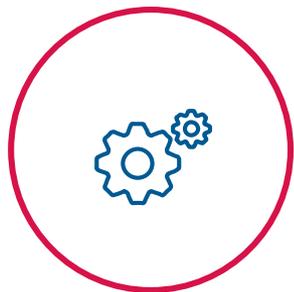
16 critical systems were built and upgraded, re-establishing a brand new technology architecture at VietinBank with the aim of improving labor productivity as well as management capacity, diversifying products and services, strengthen risk management, managing information and developing new distribution channels.



Since 2018...

Banking digital transformation

**DIGITAL
TRANSFORMATION**



2012 - 2017

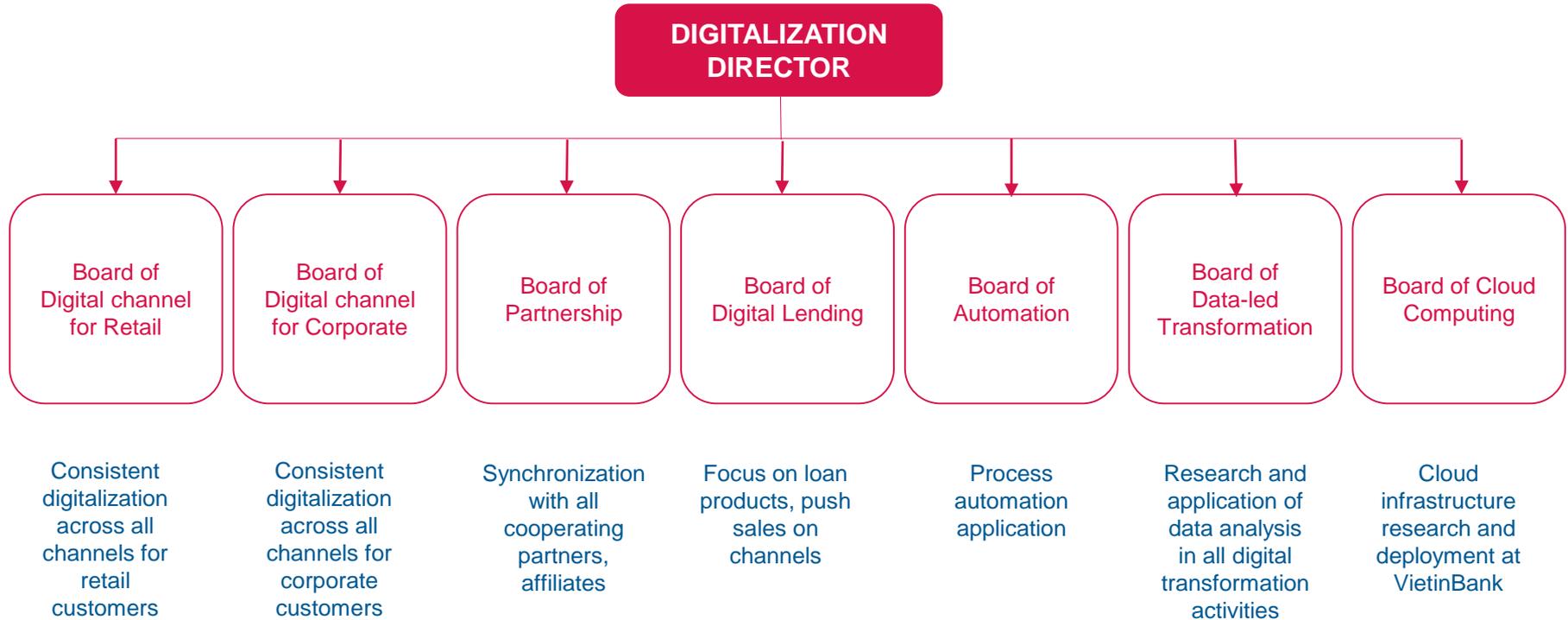
IT platform restructure

**TECHNOLOGY
TRANSFORMATION**

Since 2018, VietinBank has focused strongly on new technologies investment: biometric technology, machine learning, artificial intelligence, big data analysis, robotics ... with aim to transforming customer experience across distribution channels, marketing completely new digital products, accelerating process automation, increasing labor productivity and planning technology infrastructure according to cloud computing trend.

7. Digital transformation

Formation of Digitalization Board to implement conversion strategy



The Digitalization Board works with part-time members to ensure digital transformation associated with business operations, implement inter-functional models, deploy products according to Agile method, customer-centered, build flexible technology architecture and make data play a key role in decision-making analysis.

7. Digital transformation

Transforming customer experience



Experience at transaction counter

1. Kiosk:

- ❖ Customers biometrics identification
- ❖ Autofill eform before entering the counter
- ❖ Self-authenticated transactions via biometric authentication

2. Teller:

- ❖ Get customer information quickly
- ❖ Obtain original product demand from customer
- ❖ Serve customers better, faster
- ❖ Offering other products through Sales marketer tool



Mobile banking experience

1. iPay mobile - Digital bank for

customers

- ❖ Banking services: money transfer, savings, card...
- ❖ Non-bank services: shopping, investment, healthcare, education, service payment...
- ❖ Aim to open account, make transactions and withdraw cash completely on iPay mobile

2. eFast - Digital bank for corporate

customers

- ❖ Banking services: payment, money transfer, create payment order, deposits, State budget payment...
- ❖ Management services: centralized capital management, corporate ERP connection, virtual account management...



Partnership channel experience

Open banking

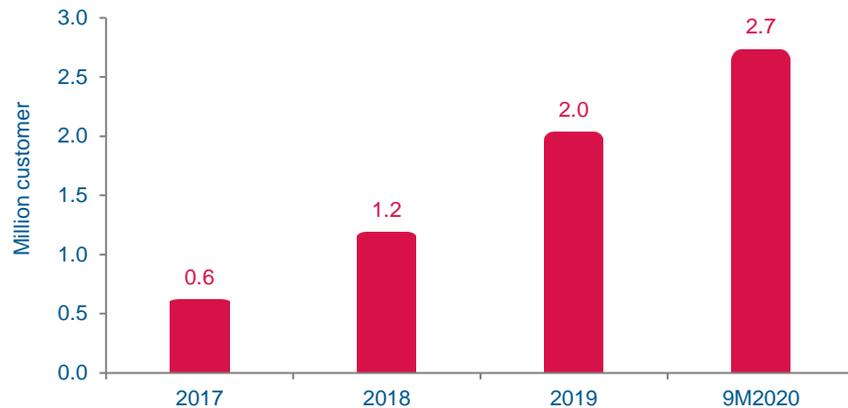
- ❖ Provide VietinBank's services on fintech apps, consumer ecosystems so that people can use banking services conveniently
- ❖ Using the API connection platform to expand and diversify products and services on the bank's mobile banking applications

7. Digital transformation

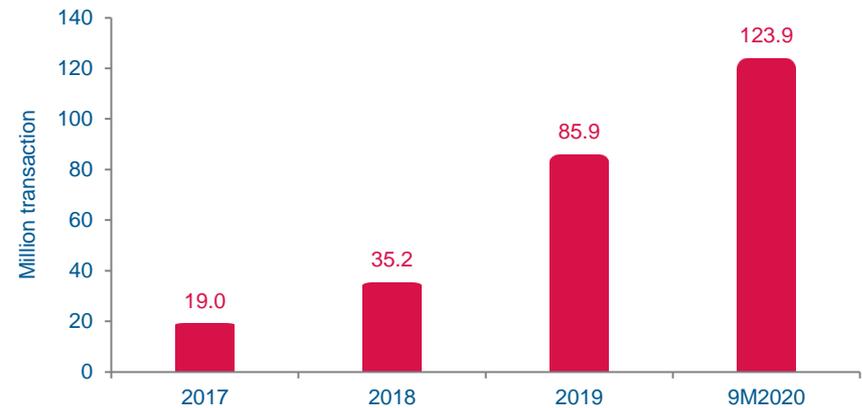
Promoting the use of VietinBank iPay

Investing in digital banking development, enhancing customers' convenience in the direction of encouraging the transition from counter-payment channels to online payment channels. The number of customers, volume and value of transactions via E-banking grew strongly.

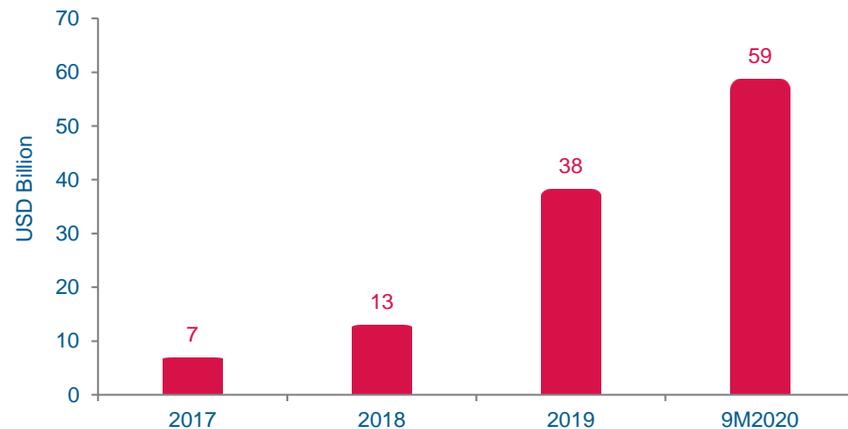
No. of individual customers using E-banking



E-banking transaction volume of individual customers

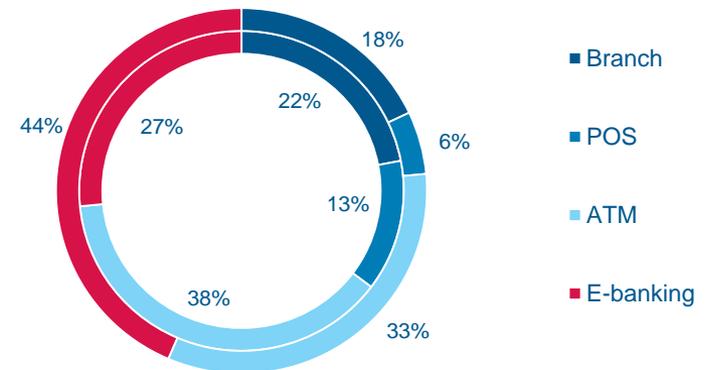


E-banking transaction value of individual customers



Breakdown of transaction by channel

Inner ring: As at 31 Dec 2019
Outer ring: As at 30 Sep 2020

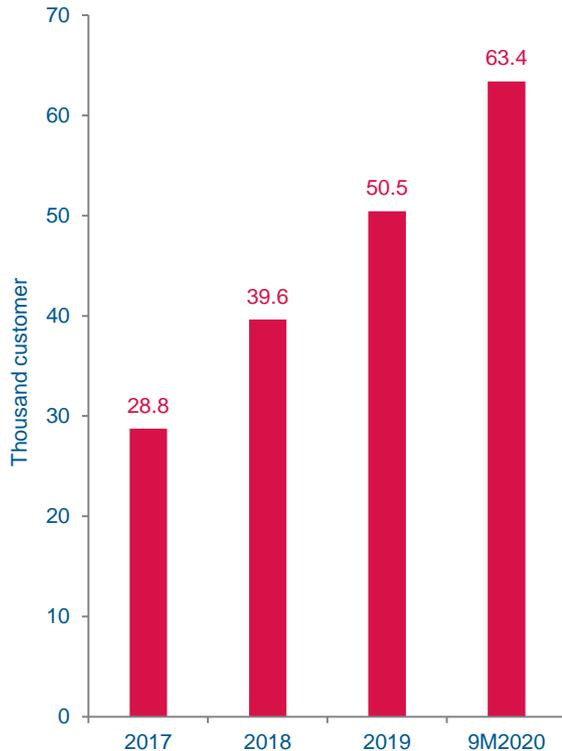


7. Digital transformation

VietinBank eFast - fast and secured transaction

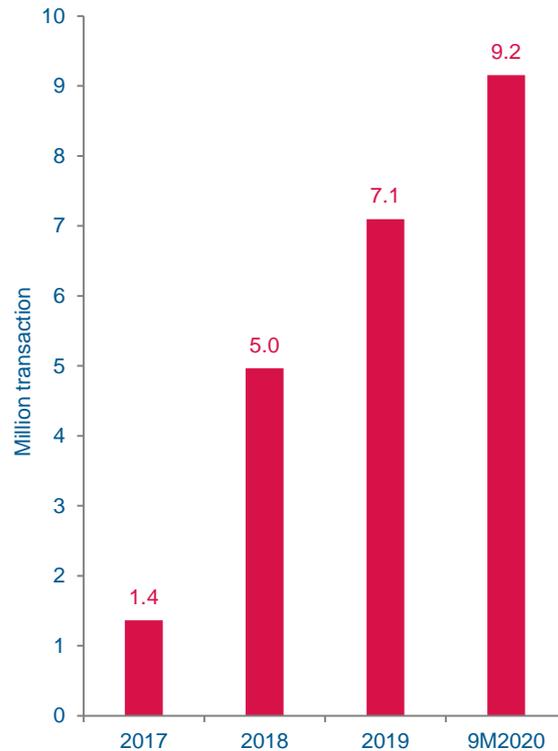
VietinBank eFast helps enterprises optimize cash flows and get more information to make accurate business decisions. Security system with multiple layers of anti-attack control and in-depth defense. The volume and value of transactions via eFast grew strongly.

Number of corporate customers using electronic channels



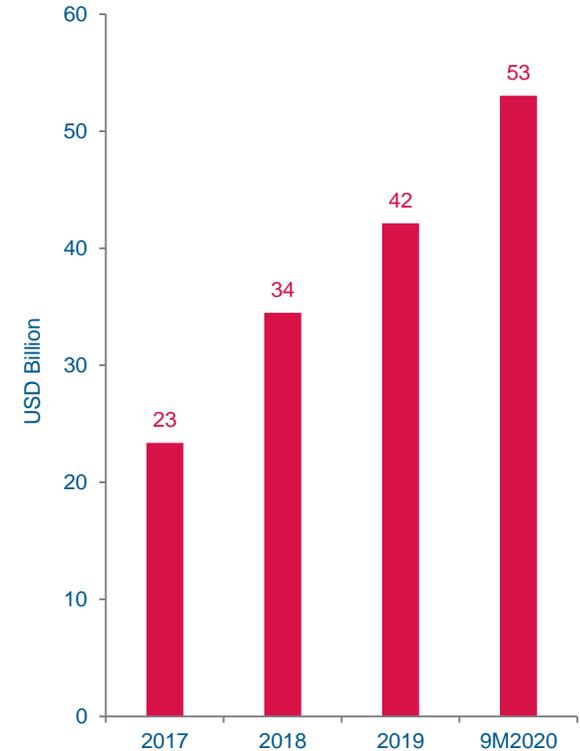
Increase **2.2** times in number of customers

Transaction volume via electronic channels of corporate customers



Increase **6.7** times in transaction volume

Transaction value via electronic channels of corporate customers



Increase **2.4** times in transaction value

7. Digital transformation

Transforming internal banking experience



Automation and machine learning

1. Process optimization

- ❖ Improving and optimizing existing processes reduced operational time
- ❖ Complete automated functions on professional and operational systems

2. Robotic application

- ❖ Selection of repetitive business processes to apply Robotic to replace manual work of staff, helping to improve productivity, reduce labor time, and increase operational risk management
- ❖ Optimize the Robot's working efficiency and productivity



Mobility

1. Mobility in business activities

- ❖ Putting programs and applications on Mobile/mobile devices for convenient access and operation
- ❖ Currently, 37 applications have been put on mobile devices to help staff access and handle tasks remotely, easily and conveniently in serving customers, anytime, anywhere...

2. Chatbot

- ❖ Building chatbots in handling tasks and helping to answer staff's problems
- ❖ 4 chatbots: annual leave proposal and approval chatbot, operation supports chatbot, retail supports chatbot and training support chatbot were deployed.



Creative Culture

Workplace – Connection & Creativeness

- ❖ Building an internal social network of VietinBank, a place to connect head office with branches, management with employees
- ❖ Updating information quickly, virally, conveying core values, policies, mechanisms, products and services, training contents, honor and reward programs...
- ❖ A forum to propose improvements to internal problems, propose new ideas, suggestions to improve mechanisms, policies, technology systems and product functions.
- ❖ A place to organize direct dialogues between managements and staffs, between product development, policy issue units and implementers to create a common understanding.

7. Digital transformation

Big data, machine learning and AI

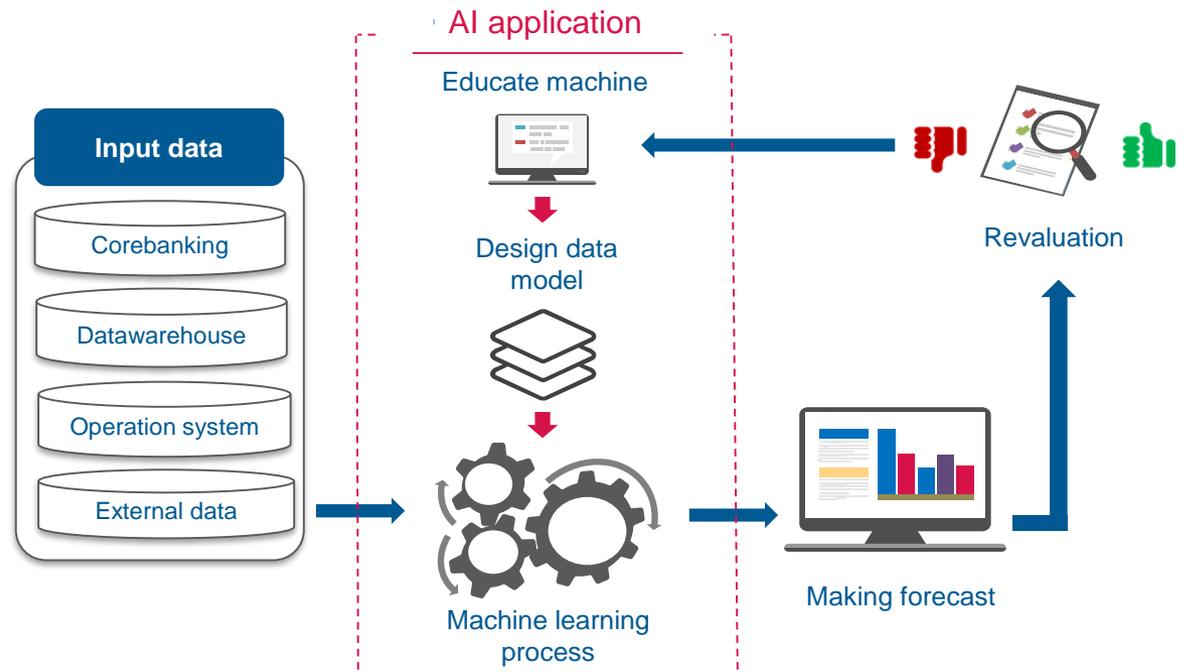
Data plays a key role in decision making. All decisions for product development, partnership, market expansion, sales promotion to governance, risk management are based on real data through careful research and analysis

1. Big data – analysis

- ❖ Deploying problems analyzing and improving labor productivity at branch
- ❖ Deploying the problem of analyzing data of card customers to offer sales programs
- ❖ Deploying SMS service cost analysis problem to help take out existing cost-cutting actions

2. Machine learning and AI application

- ❖ Early warning system (EWS)
- ❖ Suggested spending program on iPay Mobile



7. Digital transformation

New technology – Cloud technology

RESEARCH

Activities

- ❖ Research on legal framework
- ❖ Research technology solution of partners
- ❖ Survey models of regional and Vietnamese companies
- ❖ Compare cost and implementation efficiency

PILOT

Activities

- ❖ Piloting implementation of iPay web on Cloud
- ❖ Piloting the deployment of VietinBank Website on Cloud
- ❖ Deploying Microsoft services on Cloud: Azure AD, email, Office 365
- ❖ Piloting Bigdata on Cloud

EXPANSION

Activities

- ❖ Expanding through step-by-step bringing applications and data storage to the Cloud
- ❖ Completing container infrastructure

Flexible use of resources

Quick system access

Safe and continuous synchronization of data

Cost savings, economy of scale

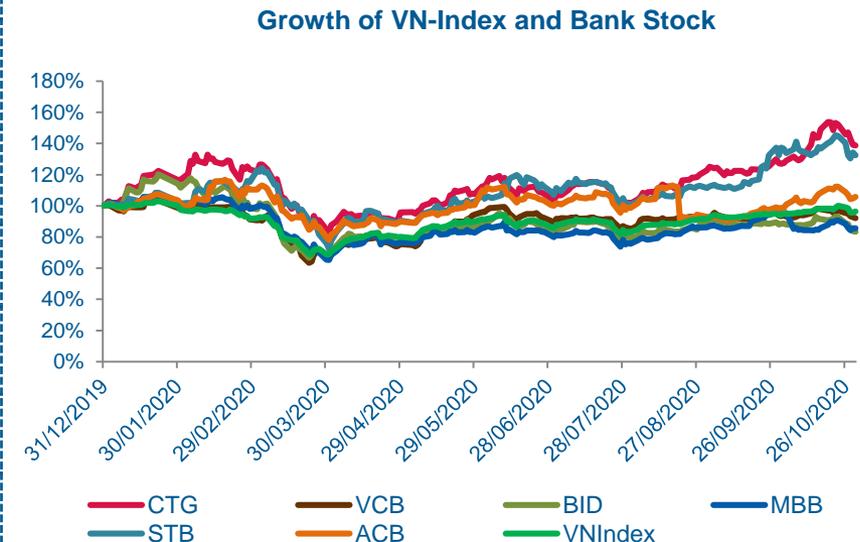
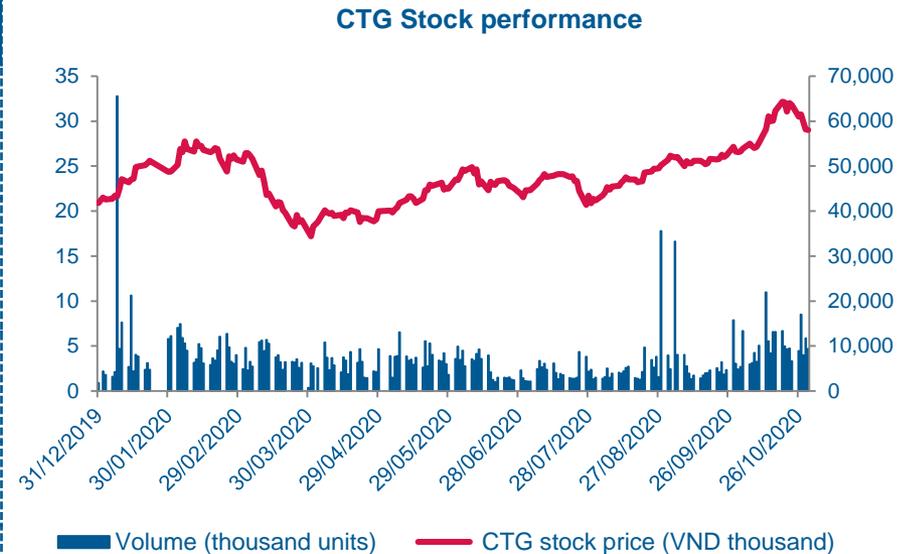
8. Appendix

- ❖ **CTG stock performance**
- ❖ **Historical financials - Balance sheet**
- ❖ **Historical financials - Income statement**
- ❖ **Investor relations website**

8. Appendix

CTG stock performance

Indicators	Value
Closing price of 1 st trading session of 10M2020 (Jan 02 nd , 2020)	21,500 VND/share
Closing price of last trading session of 10M2020 (Oct 30 th , 2020)	29,000 VND/share
Price fluctuations in 10M2020	32,150 - 17,200 VND/share
Trading volume	1,508,482,144 shares
Trading value	36,659 VND Bil
Trading volume of foreign investors	Net selling 5,630,647 shares
Foreign ownership (Oct 30 th , 2020)	29.33%
EPS	2,986 VND/share
P/E (Oct 30 th , 2020)	9.71x
BVPS	22,378 VND/share
P/B (Oct 30 th , 2020)	1.30x



8. Appendix

Historical financials - Balance sheet

Unit: USD Million	2016	2017	2018	2019	2Q2020	3Q2020
Cash, gold and gemstones	234	267	308	358	352	350
Balances with the State Bank of Vietnam ("SBV")	609	926	1,016	1,074	554	742
Placements with and loans to other credit institutions	4,263	4,794	5,718	5,588	5,597	5,542
Trading securities	86	157	137	165	74	150
Derivative financial instruments and other financial assets	31	24	12	20	20	25
Loans to customers	29,874	35,259	37,894	40,392	40,531	41,267
Provision for credit losses of loans to customers	(311)	(370)	(570)	(559)	(556)	(651)
Investment securities	6,057	5,725	4,473	4,518	4,682	4,759
Long-term investments	145	139	145	142	134	138
Fixed assets	479	510	487	475	465	456
Other assets	1,340	1,401	1,395	1,410	1,510	1,549
Total assets	42,807	48,832	51,016	53,583	53,362	54,327
Borrowings from the Government and the SBV	217	678	2,743	3,049	1,911	634
Deposits and borrowings from other credit institutions	3,843	5,135	4,881	4,728	4,896	5,422
Deposits from customers	29,562	33,576	36,180	38,557	39,318	40,456
Derivative financial instruments and other financial liabilities	0	0	0	0	0	0
Financing funds, entrusted funds, and exposed funds	274	284	260	249	246	244
Valuable papers issued	1,076	1,003	2,025	2,465	2,207	2,717
Other liabilities	5,114	5,312	1,972	1,194	1,298	1,265
Total liabilities	40,086	45,989	48,060	50,242	49,875	50,738
Capital	2,085	2,061	2,034	2,018	2,011	2,013
<i>In which: Chartered capital</i>	<i>1,680</i>	<i>1,660</i>	<i>1,631</i>	<i>1,608</i>	<i>1,603</i>	<i>1,604</i>
Reserves	287	333	358	415	414	414
Foreign exchange differences	22	25	26	27	23	23
Undistributed profit	315	412	525	857	1,015	1,115
Total owners' equity	2,722	2,843	2,955	3,341	3,488	3,589
Non-controlling Interests	12	13	13	24	24	25
Total liabilities and owners' equity	42,807	48,832	51,016	53,583	53,362	54,327
Exchange rates	22,159	22,425	22,825	23,155	23,229	23,215

8. Appendix

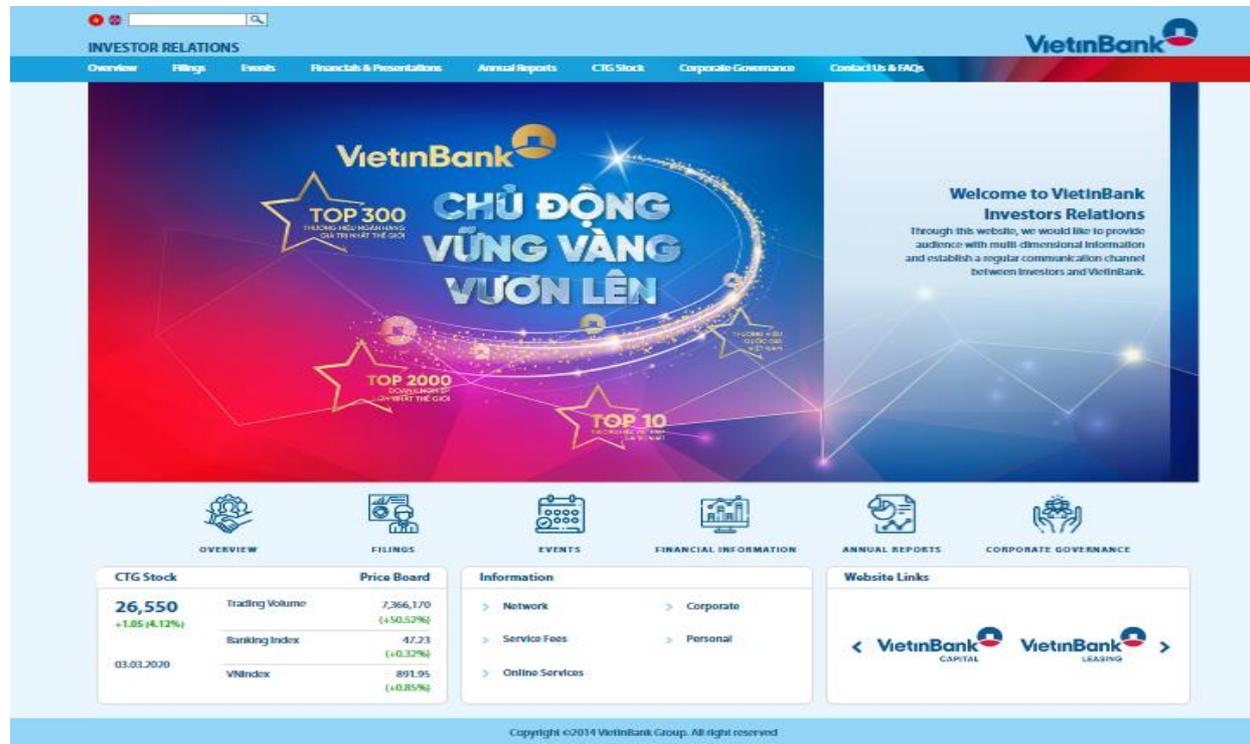
Historical financials - Income statement

Unit: USD Million	2016	2017	2018	2019	9M2019	9M2020
Interest and similar income	2,387	2,911	3,236	3,573	2,626	2,699
Interest and similar expenses	(1,380)	(1,704)	(2,263)	(2,140)	(1,568)	(1,609)
Net interest and similar income	1,007	1,207	973	1,434	1,058	1,090
Fees and commission income	150	192	261	341	238	254
Fees and commission expenses	(74)	(109)	(140)	(166)	(106)	(116)
Net gain/(loss) from fees & commission income	77	83	121	175	132	139
Net gain/(loss) from trading of foreign currencies	31	32	31	68	51	65
Net gain/(loss) from securities held for trading	8	14	12	16	13	17
Net gain from investment securities	2	(4)	10	(34)	(9)	10
Net gain/(loss) from other activities	59	89	83	65	26	50
Income from investments in other entities	7	33	16	27	22	15
Non interest income	183	247	273	316	235	296
Total operating income	1,190	1,455	1,246	1,750	1,293	1,386
Operating expenses	(580)	(672)	(617)	(680)	(458)	(446)
Net profit before provision for credit losses	610	783	629	1,070	835	940
Provision expense for credit losses	(228)	(372)	(342)	(562)	(470)	(494)
Profit before tax	382	411	287	509	365	446
Corporate income tax expense	(76)	(78)	(56)	(100)	(70)	(86)
Profit after tax	305	333	231	409	295	360
Non-controlling Interests	(1)	(1)	(0.1)	(0.7)	(0.8)	(1)
Owners's net profit after tax	304	331	231	409	294	359
Exchange rates	22,159	22,425	22,825	23,155	23,161	23,215

8. Appendix

Investor relations website

<http://investor.vietinbank.vn>



The screenshot shows the VietinBank Investor Relations website. The header includes the VietinBank logo and navigation links: Overview, Filings, Events, Financials & Presentations, Annual Reports, CTG Stock, Corporate Governance, and Contact Us & FAQs. The main banner features the VietinBank logo and the text "CHỦ ĐỘNG VÀNG VƯƠN LÊN" (Proactive Gold Reaches Higher) with "TOP 300" and "TOP 2000" rankings. A welcome message states: "Welcome to VietinBank Investors Relations. Through this website, we would like to provide audience with multi-dimensional information and establish a regular communication channel between Investors and VietinBank." Below the banner are icons for Overview, Filings, Events, Financial Information, Annual Reports, and Corporate Governance. The main content area includes a "CTG Stock" section with a price board showing a trading volume of 7,366,170 and a price of 26,550 (+1.85% or +4.12%). It also lists the Banking Index at 47.23 (+0.32%) and the VNIndex at 891.95 (+0.85%). There are links for Network, Service Fees, Online Services, Corporate, and Personal. Website links for VietinBank CAPITAL and VietinBank LEASING are also provided. The footer contains the copyright notice: "Copyright ©2014 VietinBank Group. All right reserved."

For further information, please contact:

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Thank you!

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