

VietinBank 

UPDATES

BUSINESS PERFORMANCE

3Q2022 AND 9M2022

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BUSINESS PERFORMANCE IN 3Q2022 & 9M2022

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OUTLOOK FOR 2022

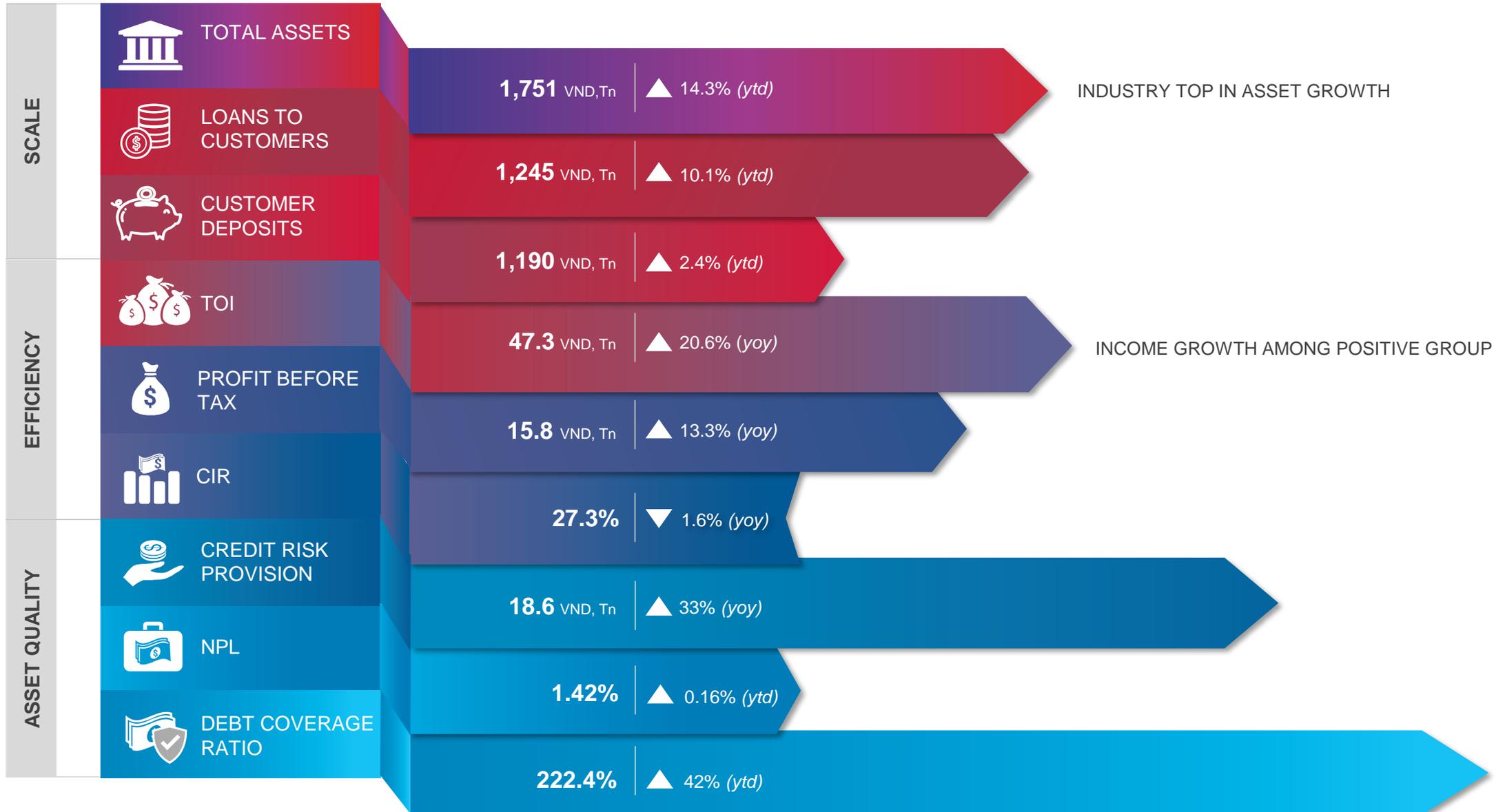
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APPENDIX





Business performance in 9M2022 continued to achieve positive results





Highlights of business results in 3Q2022



Contents		3Q2021	3Q2022
Scale 	Total asset growth (ytd)	7.9%	14.3%
	Total liabilities growth (ytd)	7.7%	14.4%
	CASA proportion	19.3%	20.5%
	Credit growth (ytd)	6.3%	10.2%
Quarterly business results (P&L) 	TOI growth (yoy)	6.5%	41.4%
	NII growth (yoy)	8.7%	30.9%
	Non-NII growth (yoy)	-2.0%	84.6%
	Credit cost	1.3%	1.5%
	CIR	29.8%	28.0%
	Growth of net profit before provision to credit losses (yoy)	10.9%	44.9%
	Growth of PBT (yoy)	5.4%	35.8%
Debts & assets quality 	NPL ratio	1.67%	1.42%
	Debt coverage ratio	118.6%	222.4%
Profitability 	NIM	3.1%	2.9%
	ROA	1.3%	1.3%
	ROE	16.6%	17.0%
Liquidity 	LDR ratio	82.2%	82.3%
	Ratio of short term funding used by medium & long term loans	24.2%	27.7%

Scale & efficiency indicators of VietinBank both achieved positive results

Total assets as at 30/09/2022 reached 1,751 VND, Tn (+14.3% ytd); mainly from loans to customers (+10.1% ytd) and placements with & loans to other credit institutions (+59.8% ytd).

CASA continued to positively improve in both balance and proportion ytd: CASA balance reached 243 VND, Tn (+4.2% ytd), accounted for 20.5% of total customer deposits.

TOI in 3Q2022 achieved 17.3 VND, Tn (+41.4% yoy). Notably: *(i)* NII was up 30.9% yoy thanks to VietinBank's effort to optimize its granted credit room and restructuring measures to improve the credit portfolio efficiency; *(ii)* net income from FX trading continued to **grow strongly +69.1% yoy** as VietinBank continued to diversify the structure of FX products, effectively make use of the existing profound customer database and promoted the development of new customers in the market.

Profit before tax in 3Q2022 reached 4.2 VND, Tn (+35.8% yoy) due to VietinBank's efforts to implement measures to improve the structure of profitable assets, optimize the efficiency of capital balance, and at the same time drastically improve products and services with tech-savvy content and improve customer service quality, effectively deploying campaigns to attract and expand customer database together with risk management and cost control.

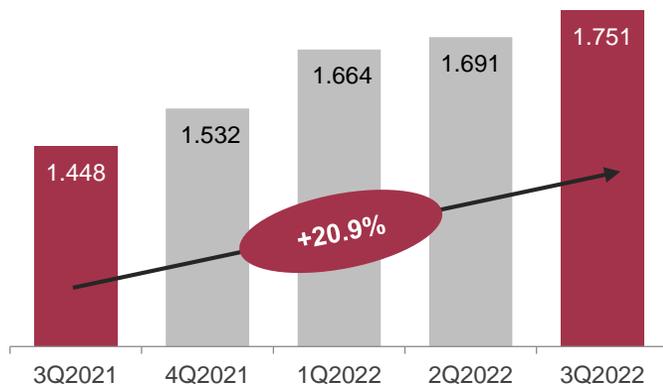
LDR and ratio of short term funding used by medium & long term loans complied with SBV regulations.



Major scale indicators continued to enjoy both ytd and yoy growth

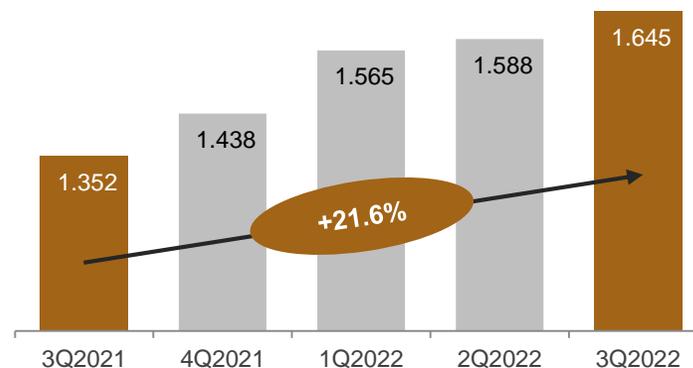
TOTAL ASSETS

Unit: VND, Tn



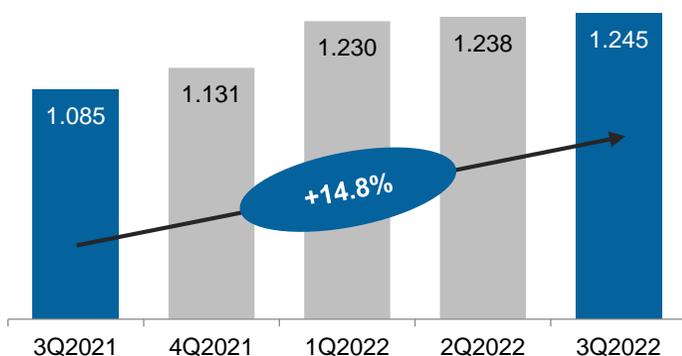
TOTAL LIABILITIES

Unit: VND, Tn



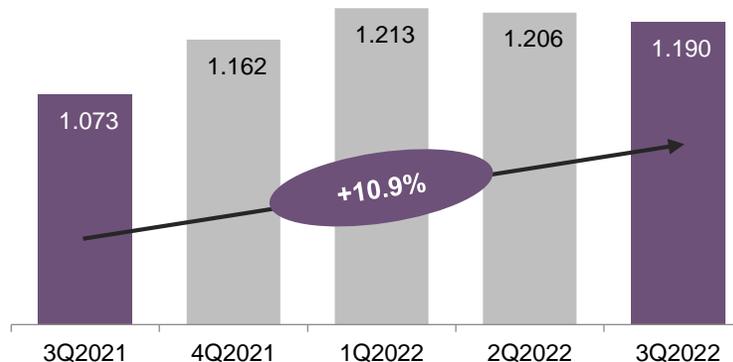
LOAN TO CUSTOMERS

Unit: VND, Tn



CUSTOMER DEPOSITS

Unit: VND, Tn



VietinBank actively implemented business solutions synchronously

- Actively optimize cost efficiency and manage asset quality well, facilitating credit growth and modern banking products and services;
- Maintain preferential programs to reduce lending interest rates to help customers access credit capital and banking products and services at the lowest cost, optimally meeting the financial needs of the economy.

VIETINBANK'S MARKET SHARE



Loans to customer
as at 30/06/2022
(Source: CIC)



Customer deposits
as at 30/06/2022
(Source: SBV)

CUSTOMER DEPOSITS BREAKDOWN BY TENOR (VND, Tn)

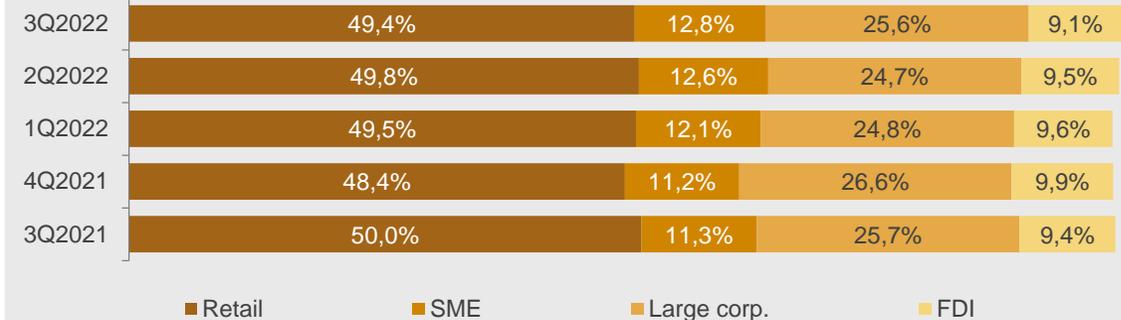


CASA FUNDING BREAKDOWN BY CUSTOMER SEGMENTS (*)

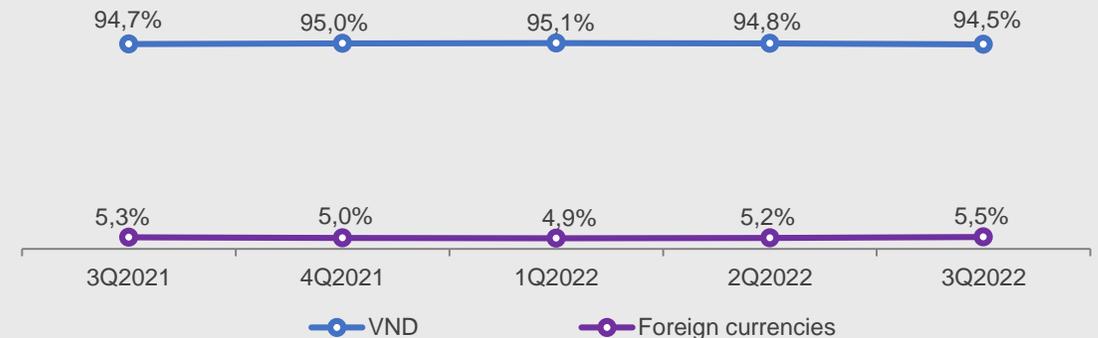


- Customer deposits was slightly up (+2.4% ytd) yet down qoq due to general situation of the banking industry.
- CASA deposit improved positively in both balance and proportion ytd (CASA balance reached 243 VND, Tn, up 4.2% ytd and accounted for 20.5%).

CUSTOMER DEPOSITS BREAKDOWN BY TYPE OF BUSINESS



CUSTOMER DEPOSITS BREAKDOWN BY CURRENCY



The structure of customer deposit portfolio shifted towards increasing the proportion of Retail (up from 48.4% in 4Q2021 to 49.4% in 3Q2022) and SME (up from 11.2% in 4Q2021 to 12.8% in 3Q2022).

(*): Since 1Q2022, VietinBank moved super micro segment from Retail to Corporate segment; and monitored FI segment separately.

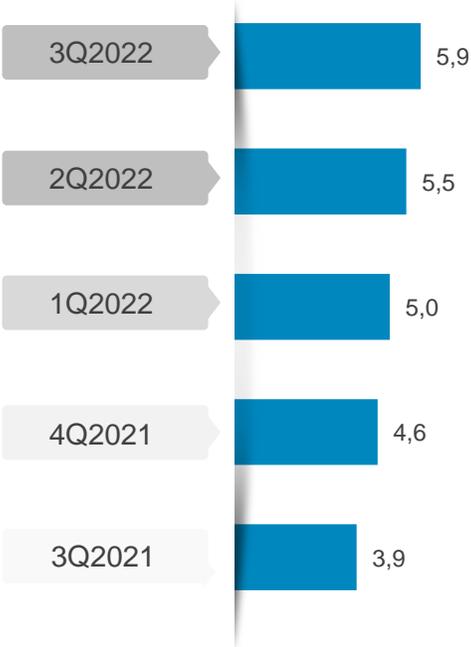


E-banking activities of individual customers (iPay) surged



NO. OF INDIVIDUAL CUSTOMERS USING E-BANKING

(Million customers)



+ 50.7%

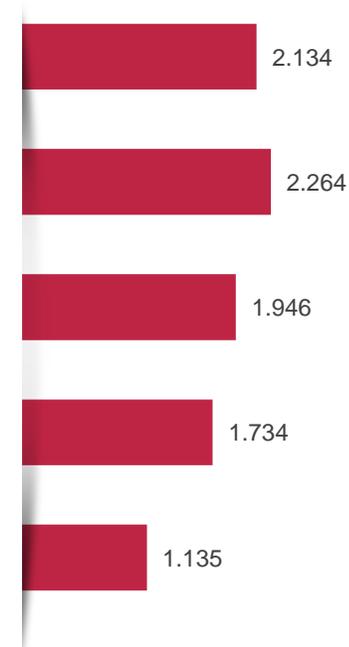
3Q2022 vs. 3Q2021

The number of iPay active customers in 3Q2022 reached 5.9 million customers, **up 1.3 million customers** ytd.



E-BANKING TRANSACTION VALUE OF INDIVIDUAL CUSTOMERS

(VND, Tn)



+ 87.9%

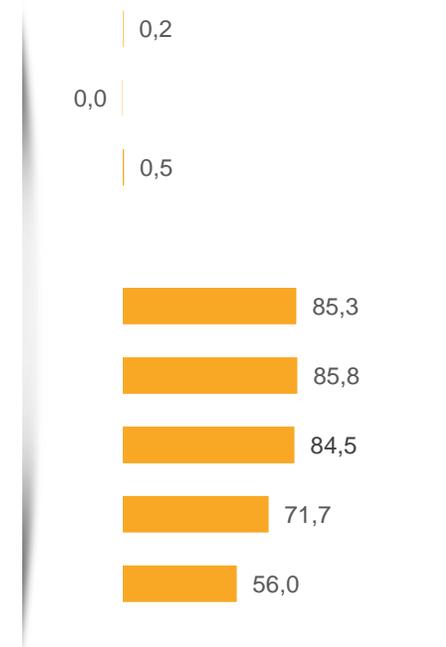
3Q2022 vs. 3Q2021

- The proportion of transactions via iPay channel increased from 72.6% (FY2021) to **82.7% (3Q2022)**.
- The number of iPay transactions reached 495 million transactions, **up 95% (yoy)**.



CASA ON DIGITALIZED CHANNEL

(VND, Tn)



+ 52.2%

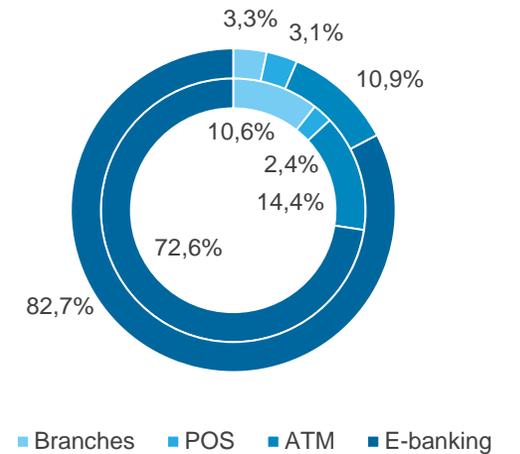
3Q2022 vs. 3Q2021

CASA funding on digitalized channel in 3Q2022 reached 85.3 VND, Bn, **up 19% (ytd)**.



BREAKDOWN OF TRANSACTION BY CHANNEL (%)

Inner ring : FY2021
Outer ring : 3Q2022



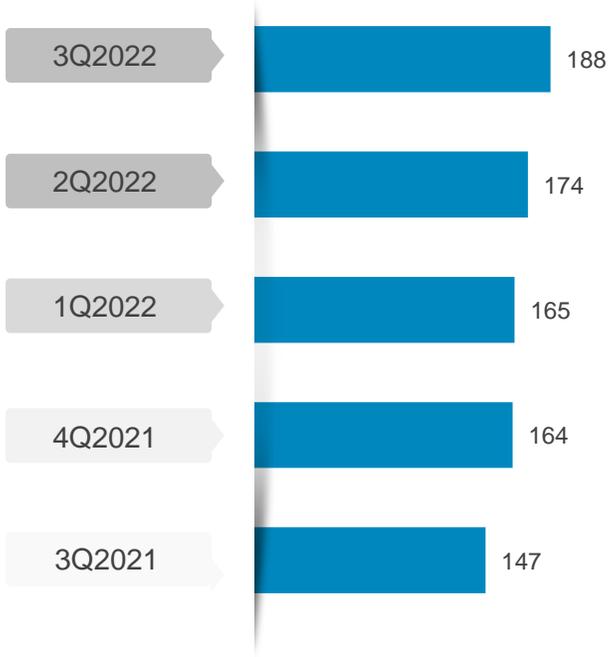
In the last months of 2022, VietinBank plans to launch **03 versions of iPay mobile** with many new features such as: corporate bonds purchase booking, financial statements for individual customers, social insurance collection, FPT Play service package, card issuance with preferred card numbers, overdraft based on multiple saving books, buy VinaPhone packages, houses purchasing order, money transfer in batches, fund certificates purchase order, family financial packages



E-banking activities of corporate customers (eFAST) continued to boost and grow strongly



THE NUMBER OF CORPORATE CUSTOMERS USING ELECTRONIC CHANNELS (VND, thousand)

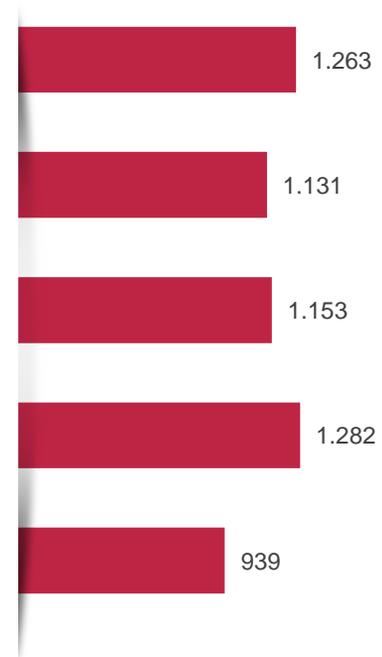


+ 27.6%

3Q2022 vs. 3Q2021



TRANSACTION VALUE VIA CHANNELS OF CORPORATE CUSTOMERS (VND, Tn)

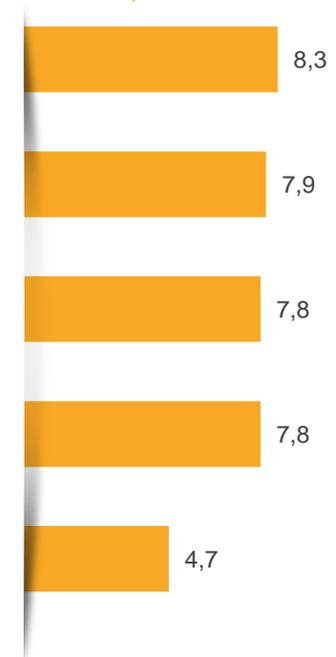


+ 34.5%

3Q2022 vs. 3Q2021



THE NUMBER OF TRANSACTIONS VIA ELECTRONIC CHANNELS OF CORPORATE CUSTOMERS (Million transaction)



+ 75.2%

3Q2022 vs. 3Q2021

- The proportion of transactions via eFAST channel increased from 68% (3Q2021) to **80% (3Q2022)**.
- The number of customers registering for eFAST service reached 188 thousand ones, **up 27.6% (yoy)**.
- The number of eFAST transactions in 9M2022 reached 24 million ones, **up 52.1% (yoy)**.

VietinBank continued to strongly develop its new customer base and deepened its exploration of existing customers; **provided comprehensive financial solution package for customers and their ecosystem** (lending, loan guarantee, trade finance, cash flow management...).

Continue to transform from traditional lending to service bank, promote sales of high value-added financial structured products such as loan guarantee/payment of domestic and foreign loan obligations/bond payment guarantee....



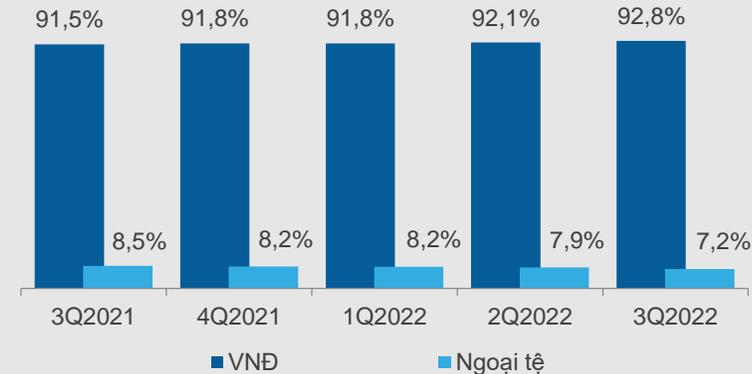
Loan balance continued its growth trend and portfolio structure shifted positively



LOANS BREAKDOWN BY CUSTOMER SEGMENTS (*)



LOANS BREAKDOWN BY CURRENCY



Loan balance increased positively by **10.1% ytd**, meeting production and business needs recovering after the pandemic, in line with the general situation of the banking industry and making the most of the credit room approved by the SBV.

LOAN BALANCE 3Q2022

FDI

62 VND, Tn
▲ 4.1% ytd

Large corp.

388 VND, Tn
▼ 2.1% ytd

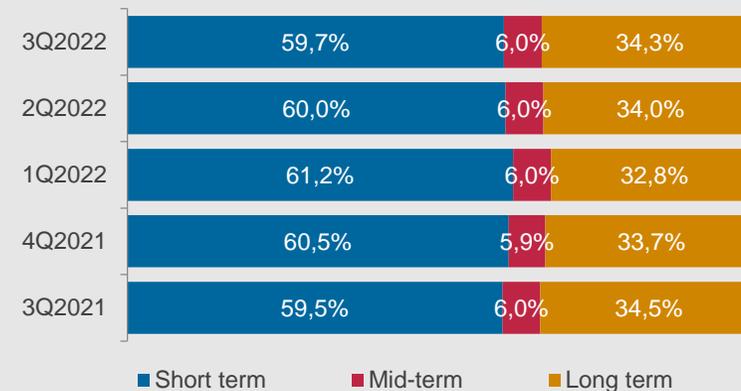
SME

330 VND, Tn
▲ 10.9% ytd

Retail

458 VND, Tn
▲ 25.6% ytd

LOANS BREAKDOWN BY TENOR



Loan portfolio structure continued to improve positively in highly profitable segments namely Retail (+25.6% ytd and accounted for 36.8%) and SME (+10.9% ytd and accounted for 26.5%).

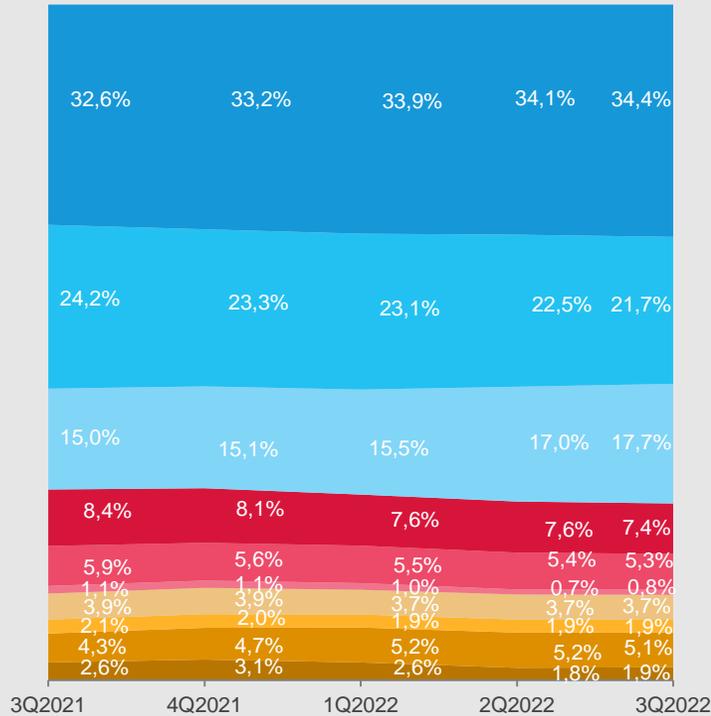
(*): Since 1Q2022, VietinBank moved customers in micro-sized segment from Retail Banking to Corporate Banking.



Loan growth was concentrated in highly potential industries/fields for growth

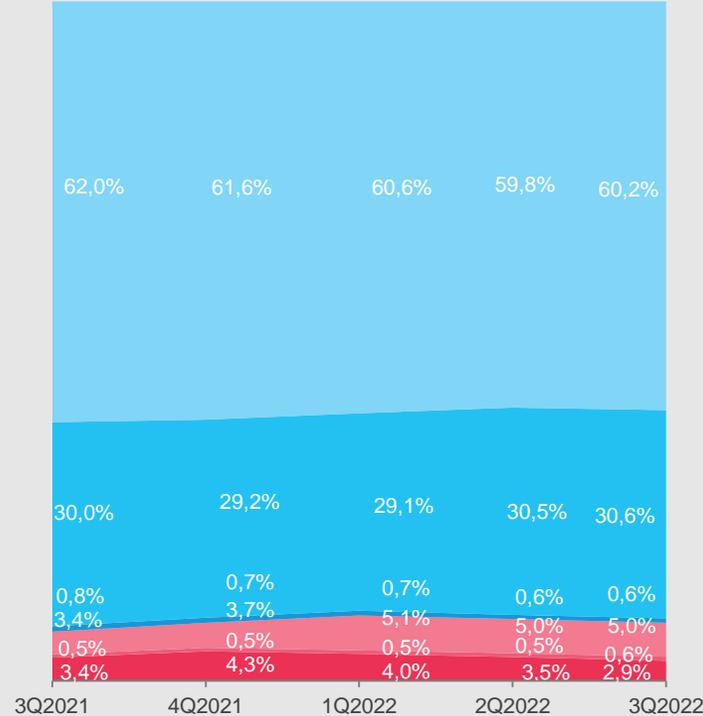


LOANS BREAKDOWN BY SECTOR



- Wholesale & retail, repairing of cars, motor vehicles, motor cycles
- Manufacturing & processing
- Trading & services
- Construction
- Electricity, fuel gas & hot water
- Mining
- Agriculture, forestry & aquaculture
- Logistics, information and communication
- Households business
- Other sectors

RETAIL LOANS BREAKDOWN BY PRODUCT



- Other products
- Credit cards
- Other consuming loans
- Car loans
- Mortgage
- Production & business

LOANS BREAKDOWN BY SECTOR

In 3Q2022, VietinBank's loan breakdown by sector did not have much change compared to the previous quarter, except for a slight shift from Processing and manufacturing industries (from 22.5% down to 21.7%) to Trading and services (up from 17% to 17.7%) and Wholesale & retail; repairing of cars, motor vehicles, motor cycle (up from 34.1% to 34.4%).

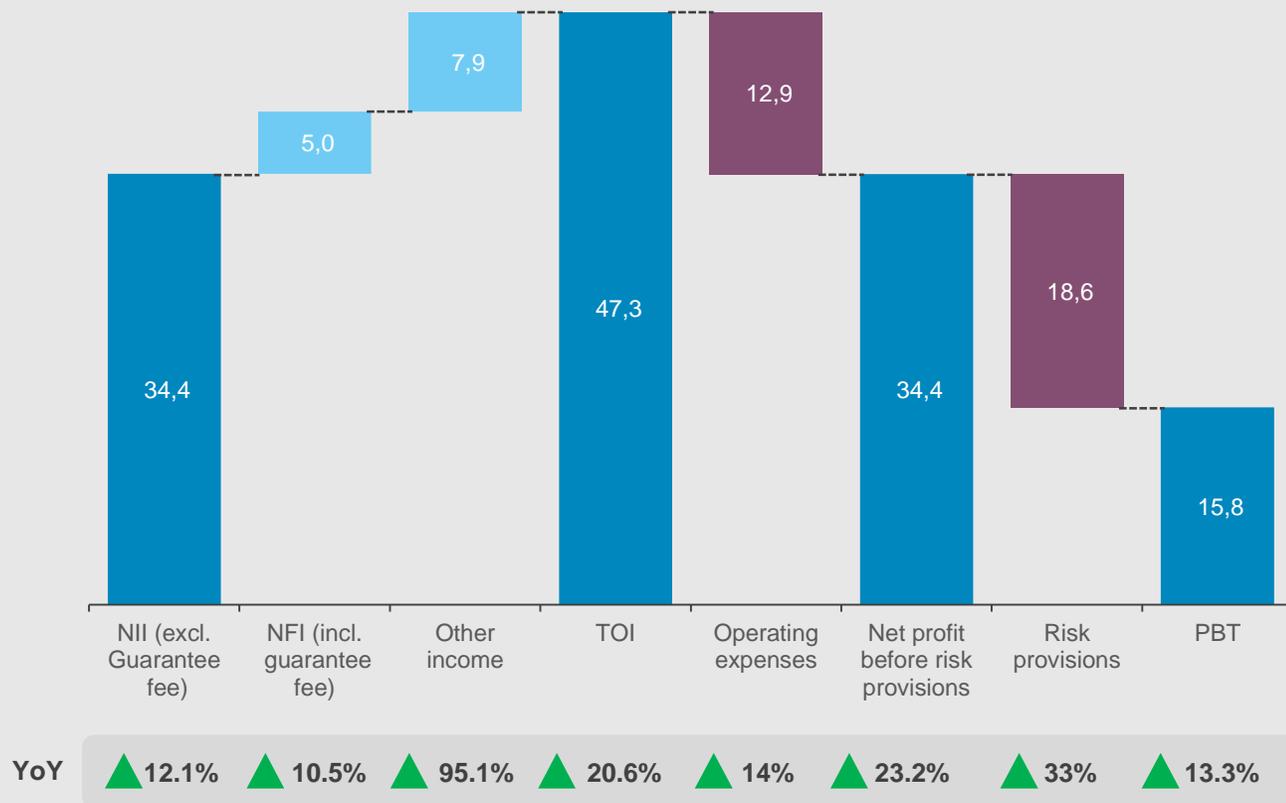
RETAIL LOANS BREAKDOWN BY PRODUCT

- Retail loans focused on production, business and home loans.
- Compared to 2Q2022, retail production & business loans increased from 59.8% to 60.2%; home loans increased from 30.5% to 30.6%; credit cards increased from 0.5% to 0.6%.



PROFITS STRUCTURE IN 9M2022

Unit: VND, Tn



TOI in 9M2022 reached 47.3 VND, Tn (+20.6% yoy).

Notably: *(i)* NII (excluding guarantee fee) was up 12,1% yoy thanks to VietinBank's effort to optimize its granted credit room and restructuring measures to improve the credit portfolio efficiency; *(ii)* Net income from FX trading continued to grow strongly +80.1% yoy as VietinBank continued to diversify the structure of FX products, effectively make use of the existing profound customer database and promoted the development of new customers in the market.

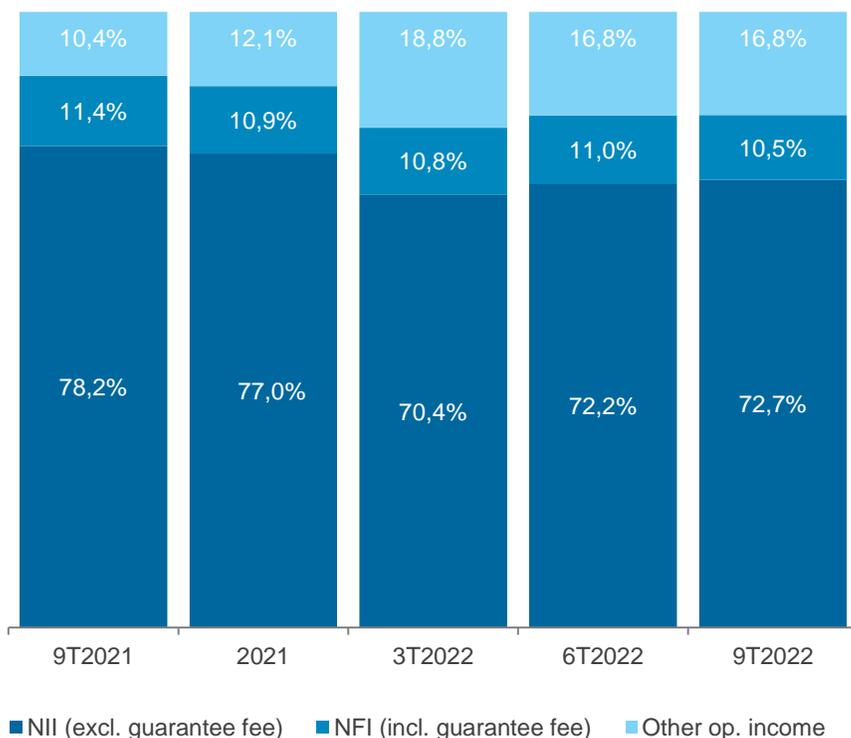
Net profit from other activities in 9M2022 surged 95.1% yoy mainly because VietinBank took synchronous measures to speed up the settlement process and recover written-off debts (recovery from written-off debts reached 4,341 VND billion, +123% yoy).

Net profit before provision expenses for credit losses in 9M2022 achieved 34.4 VND, Tn (+23.2% yoy). VietinBank also actively spent resources to set up risk provisions in accordance with regulations in order to increase the financial reserve buffer for the bank's operations in the coming time, credit risk provision cost in 9M2022 was 18.6 VND, Tn (+33% yoy). Accordingly, PBT in 9M2022 reached 15.8 VND, Tn, (+13.3% yoy).

Service fee structure changed positively

TOTAL OPERATING INCOMES STRUCTURE

NFI (including guarantee) in 9M2022 reached **nearly 5,000 VND, Bn (+10.5% yoy)**, accounted for 10.5% of TOI.



MARKET SHARE



Trade finance in 3Q2022



FX trading on Market 2 in 3Q2022

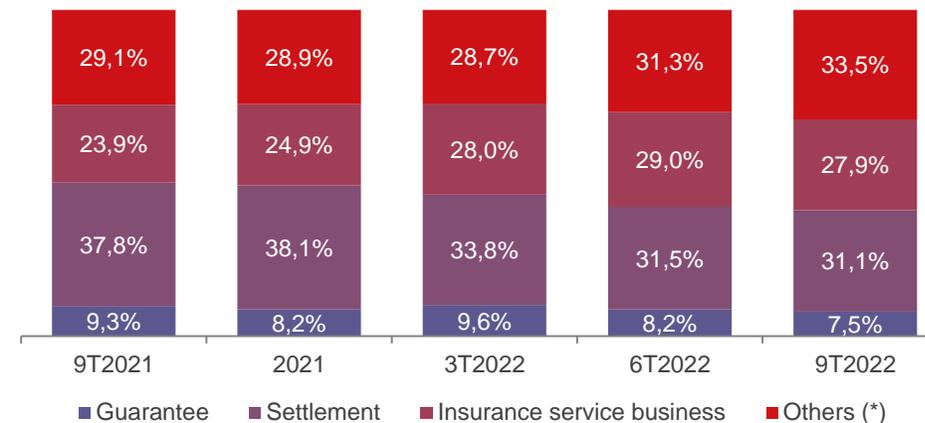


FX trading on Market 1 in 3Q2022



Turnover of payment of VietinBank's card in 6M2022

NFI STRUCTURE



(*): Other income in service fee income include: Commission fee collected from cooperation in selling life insurance with Manulife, fee collection from entrustment and agency operations, fee collection from import - export LC.....

- Income from insurance business and other income in 9M2022 continued to have positive improvement yoy** (respectively +135.9% and +134%) thanks to the implementation of sales promotion along with improving service quality, meeting diversified and comprehensive financial service needs of customers.
- Net profit from payment activities slightly decreased yoy (-4.4%)** as VietinBank continued to maintain policies of exemption and reduction of various support service fees for customers to promote CASA growth.

LENDING AND DEPOSIT INTEREST RATES



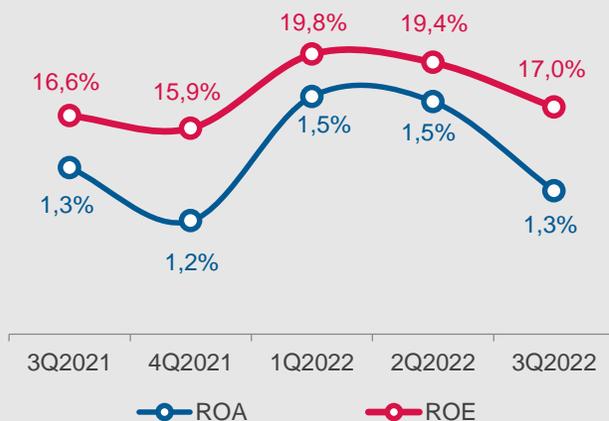
Given the State Bank's decision to raise interest rates, state-owned commercial banks simultaneously adjusted their interest rates. The level of deposit interest rates listed at the group of 4 state-owned commercial banks were adjusted equally with the highest deposit interest rate for 12-month term of 7.4%/year.

By the end of 3Q2022, VietinBank's VND lending interest rate has increased by nearly 0.47%, while VND deposit interest rate has increased by 0.15% ytd.

NIM



ROA, ROE



VietinBank's NIM at the end of 3Q2022 reached 2.92%, continued to improve as compared to 6M2022.

VietinBank's ROE in 9M2022 slightly increased yoy, stood at 17%.

VietinBank continued to strengthen measures to optimize and improve the efficiency of capital balance and capital utilization through:

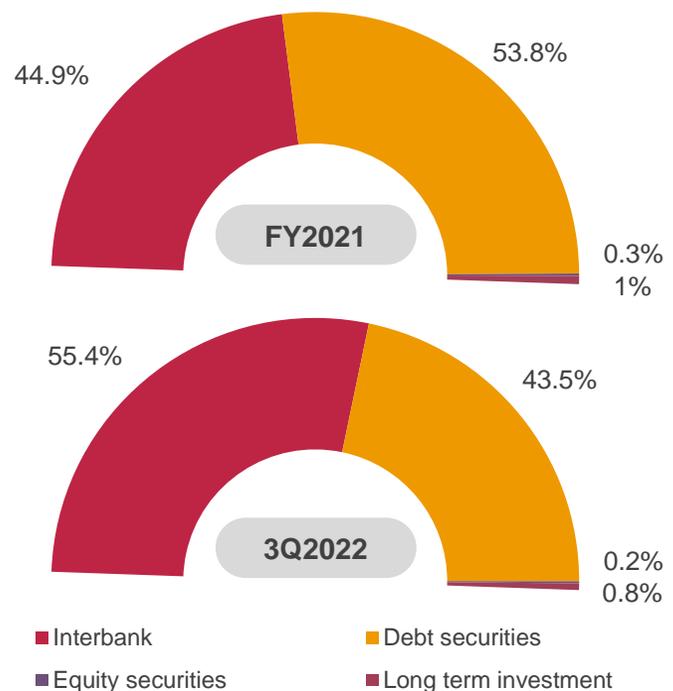
- **Increase return on assets** through increasing the proportion of loans to a group of customers with high efficiency in credit balance structure such as SME, Retail.
- **Control cost of fund** through attracting and increasing the proportion of payment deposits and short-term deposits; utilizing international loan contracts to support the balance at reasonable costs.
- **Control asset quality well**, early identifying risks, strengthening control of bad debts, non-performing loans and recovery of bad debts, written-off debts.



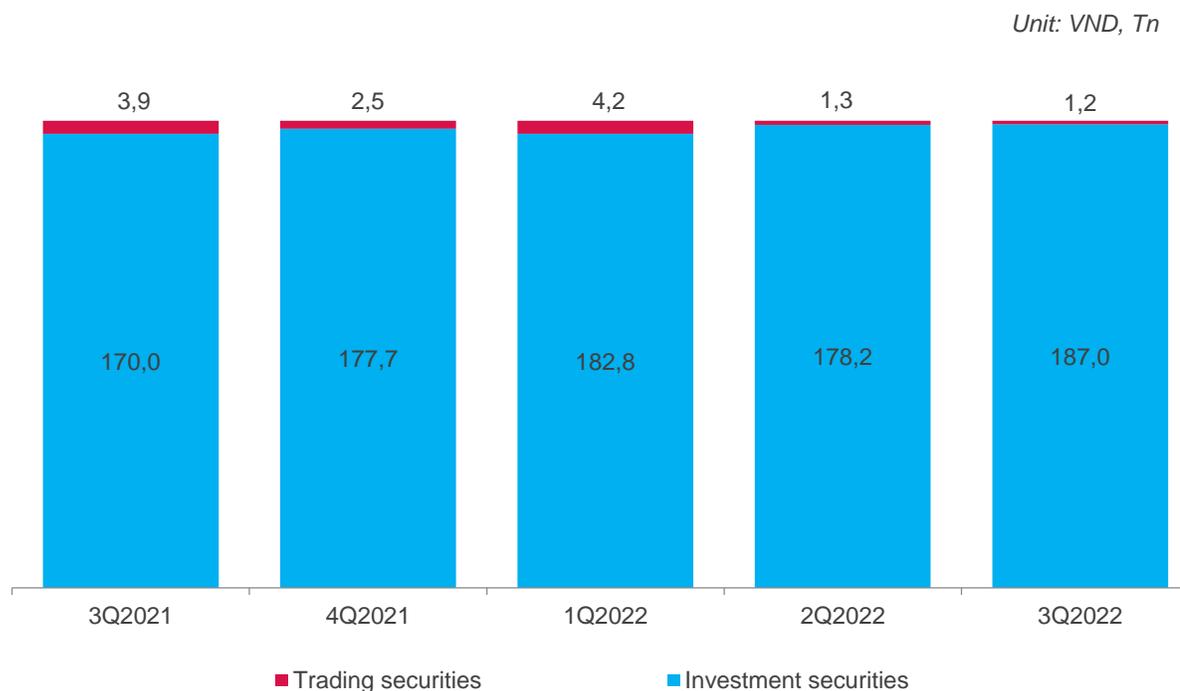
VietinBank always maintains a flexible and safe investment portfolio

- Investment securities portfolio as at 30/09/2022 reached 187 VND trillion, a slight increase of 5.4% ytd.
- Given recent movements in the Government bond market due to interest rates fluctuations, VietinBank actively withdrew its portfolio to ensure the safety of business operations. Therefore, trading securities portfolio as at 30/09/2022 reached 1.2 VND trillion, a sharp decrease of 52.5% ytd.

INVESTMENT PORTFOLIO STRUCTURE



INVESTMENT PORTFOLIO





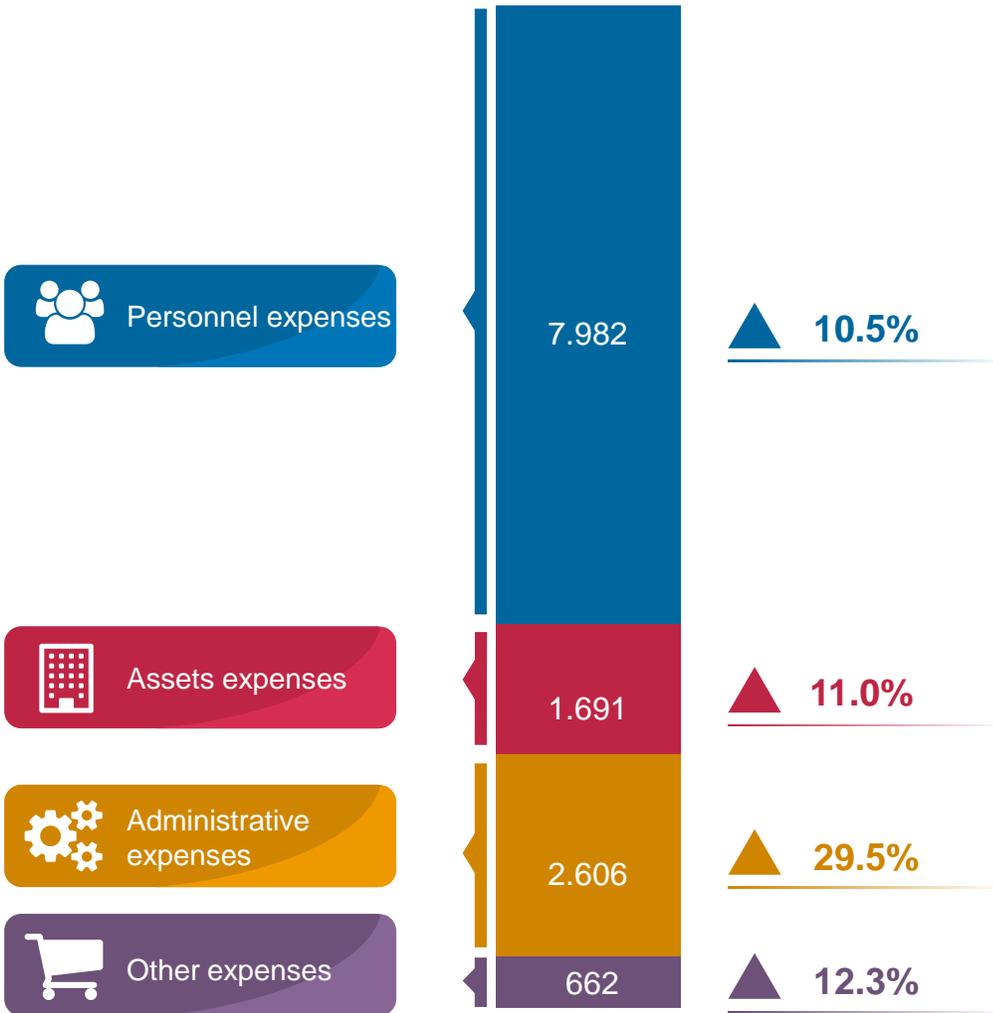
Reasonable cost control

Breakdowns of operating cost

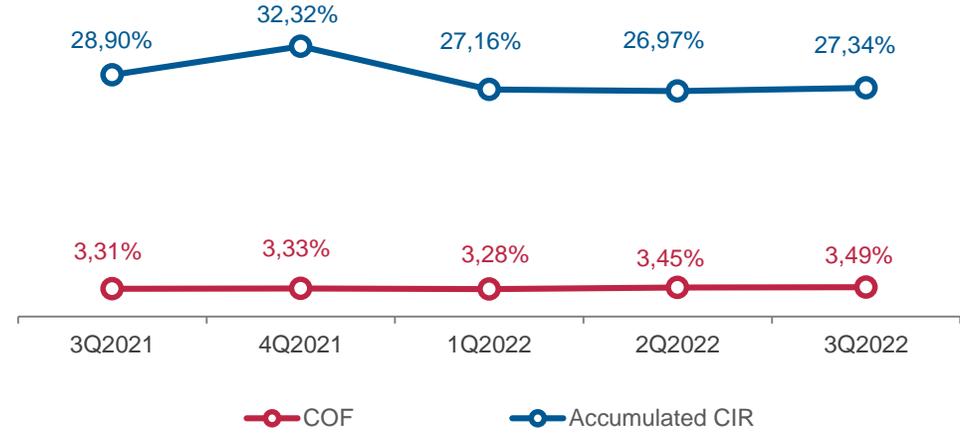
9M2022

vs. 9M2021

VND, Bn



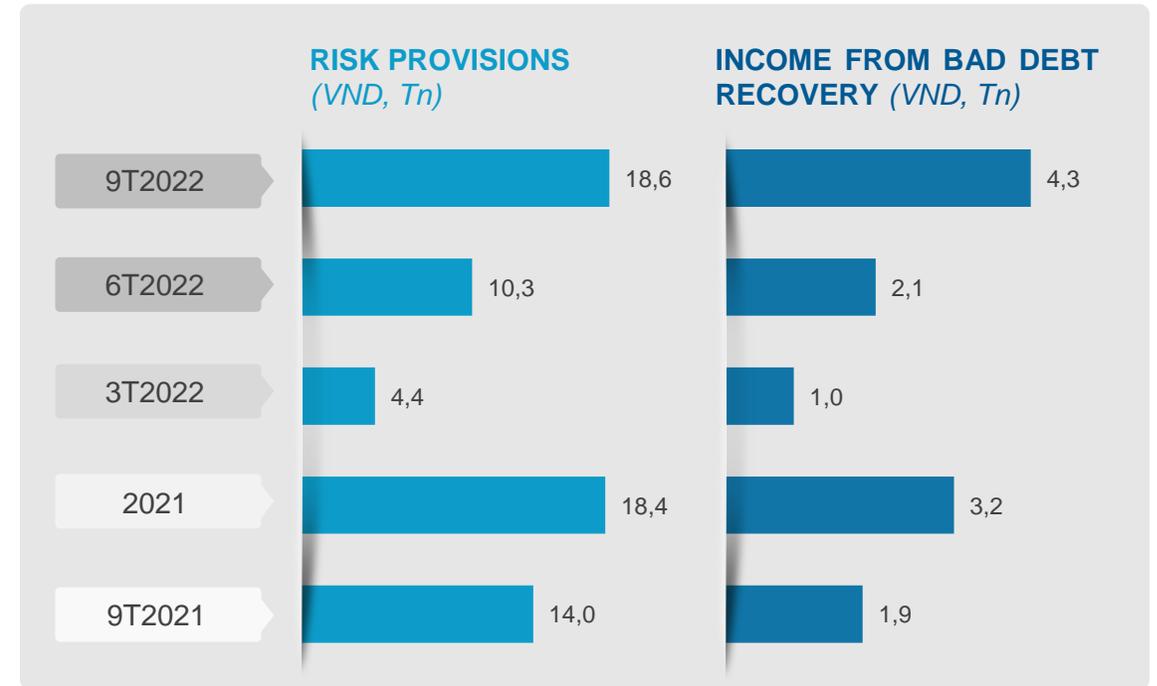
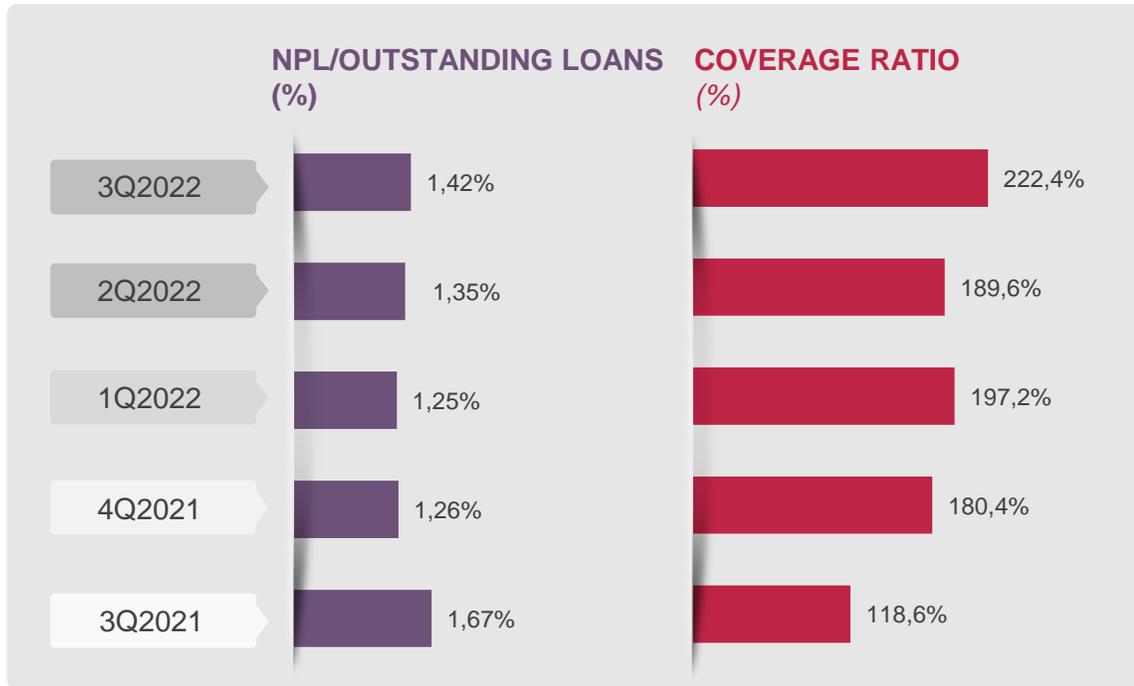
ACCUMULATED CIR AND COF



- CIR as at 30/09/2022** reached 27.34%, down 1.56% yoy, yet slightly increased as compared to 6M2022. Operating cost in 3Q2022 was up 33% yoy, mainly increase in administrative expenses (+29.5% yoy) as VietinBank accelerated post-COVID activities to promote business and develop customers through customer gratitude events, promotions campaigns, products & services marketing and communication programs.
- COF at the end of 3Q2022** was 3.49%, +0.16 percentage point ytd due to rising interest rates.



Debt quality was under controlled in accordance with approved plan



- NPL/outstanding loans in 3Q2022 was 1.42%**, a ytd increase.
- Credit risk provision cost 9M2022 was 18.6 VND trillion**, +33% yoy, provision for fluctuations in debt quality at VietinBank due to certain impacts from general difficulties of the economy.
- Coverage ratio 9M2022 was 222.4%** (+42% ytd).
- In the context that the world market was still complicated, potentially affecting the recovery speed of the economy, **imposing a significant impact on the production and business of enterprises**, causing many businesses to need a longer time to fully resume operations and the banks were required to consider the overall debt structure for customers. Debt quality at VietinBank was also affected to a certain extent, mainly in the group of basic construction, processing and manufacturing industries,.... VietinBank identified this problem and made it part of the bank's debt quality control plan. **In the last 3 months of 2022, VietinBank will continue to make efforts to implement synchronous solutions to control arising bad debts**, strengthen debt collection and settlement to ensure that the bad debt ratio is controlled **below 1.8%** according to the plan approved by the General Meeting of Shareholders.

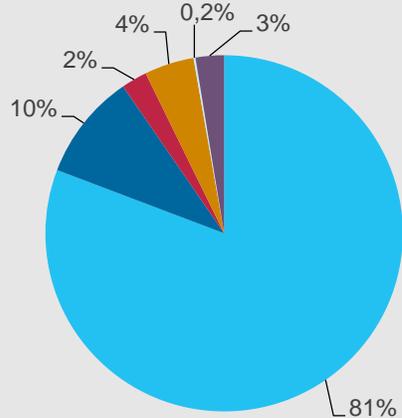


Liquidity continued to be maintained stably

MOBILIZED FUND STRUCTURE

FY2021

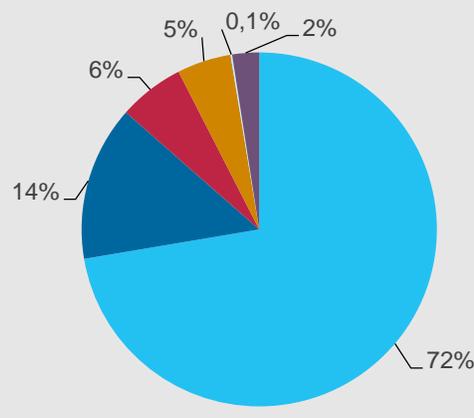
1,438 VND, Tn



- Customer deposits
- Deposits & borrowings from other credit institutions
- Borrowing from Govt. & SBV
- Valuable papers issued
- Sponsored cap., entrusted investment
- Other mobilized funds

3Q2022

1,645 VND, Tn



Customer deposits account for a large proportion in the structure of mobilized capital at VietinBank. In addition to mobilizing from market 1, VietinBank also actively and flexibly diversify capital mobilization channels from domestic and foreign credit institutions and financial institutions, actively contributing to ensuring liquidity safety and complying with operational safety regulations set by the State Bank of Vietnam.

LIQUIDITY RATIOS



- LDR ratio
- Ratio of short term funding used by medium & long term loans
- Highly liquid assets/Total assets



Liquidity ratios of VietinBank complied with SBV's regulations.

Note: Liquidity indicators are calculated according to the provisions of Circular 22 of the SBV



Starting from 28/6/2022, VietinBank launched the interest subsidies package of 2%/year (from the State budget) for loans from businesses, cooperatives and business households in compliance with the provisions of Decree 31/2022/ND-CP

APPLICABLE LOANS AND INTEREST RATE SUPPORT

-  The subsidized interest rate for customers is 2%/year, applicable to loan outstanding balance and the actual loan term subject to interest rate support within the specified time period.
-  Applicable to loans in VND with a loan agreement signed and disbursed during the period from 01/01/2022 to 31/12/2023.

SUBJECTS OF APPLICATION

-  Purpose of using loan capital: to support one of the registered business sectors specified in the Prime Minister's Decision No. 27/2018/QĐ-TTg dated 6/7/2018: aviation, transportation and logistics; tourism; accommodation and catering services; education and training; agriculture, forestry and fisheries; manufacturing and processing industries; software publishing; Computer programming and related activities; information services activities; including construction activities directly serving the above-mentioned economic sectors but excluding construction activities for real estate business purposes under Decision No. 27/ 2018/QĐ-TTg.
-  Purpose of using loan capital to implement projects on construction of social housing, housing for workers, renovating old apartment buildings on the list of projects compiled and announced by the Ministry of Construction.

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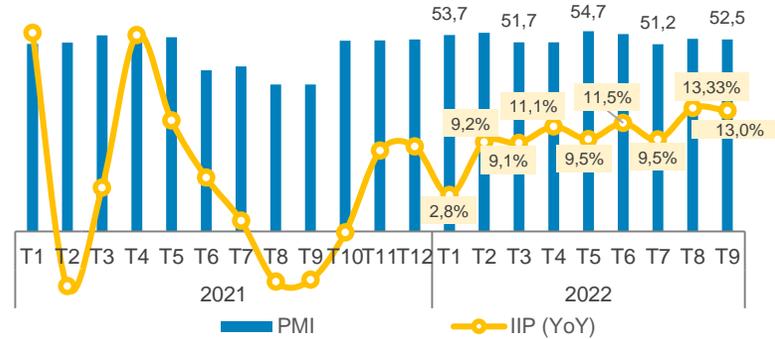
GDP GROWTH



The driving force for GDP growth in 9M2022 mainly came from Industry & Construction (+12.9% yoy) and Services (+18.9% yoy). Industrial production continued to grow (+9.63% yoy).

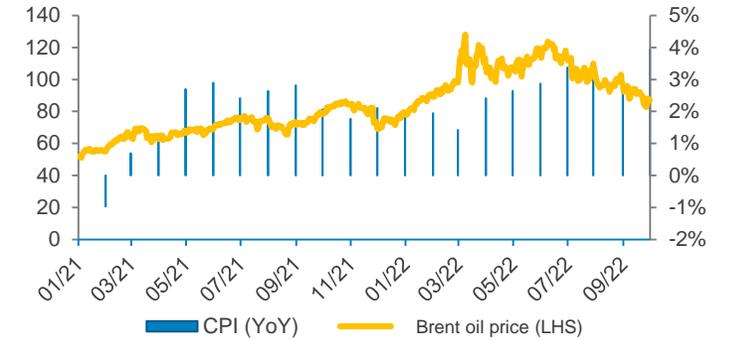
Retail sales of goods and services recovered, up 16.8% yoy excluding price factor. Number of newly registered enterprises in 9M2022 increased by 32% yoy.

PMI AND IIP



Import-Export growth showed signs of slowing down in 3Q2022 when the US and EU were at risk of recession, while China's growth slowed down (these 3 markets contributed ~80% of Vietnam's export turnover). Specifically: Export to China 9M2022: +3.2% (9M2021: 18.3%); to the US 9M2022: +25.4% (9M2021: +27.6%); to EU 9M2022: +23.8% (9M2021: +11.6%).

CPI AND BRENT OIL PRICE

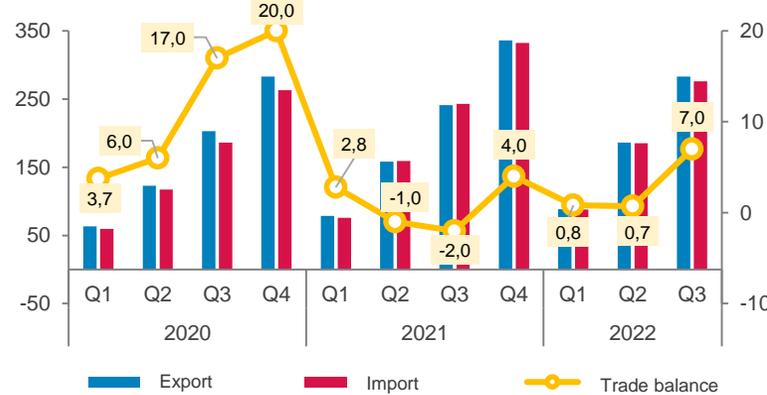


Inflation in many countries reached a record in 3Q2022. World inflation, although cooled down, may still face upward trend in 3Q2022 due to the risk of supply chain disruption and escalating energy prices.

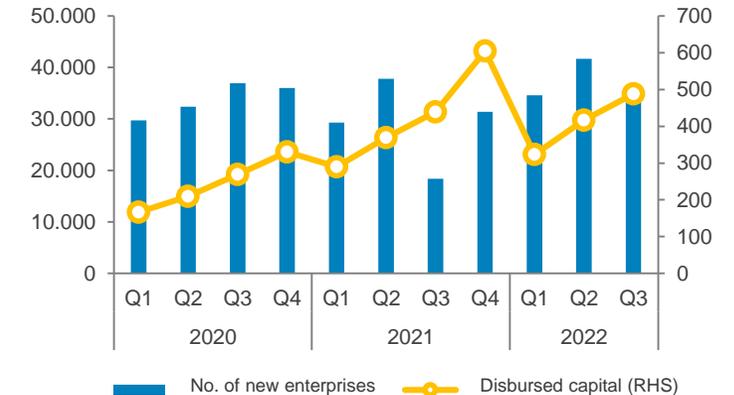
SALES OF RETAIL GOODS & SERVICES



IMPORT - EXPORT & TRADE BALANCE



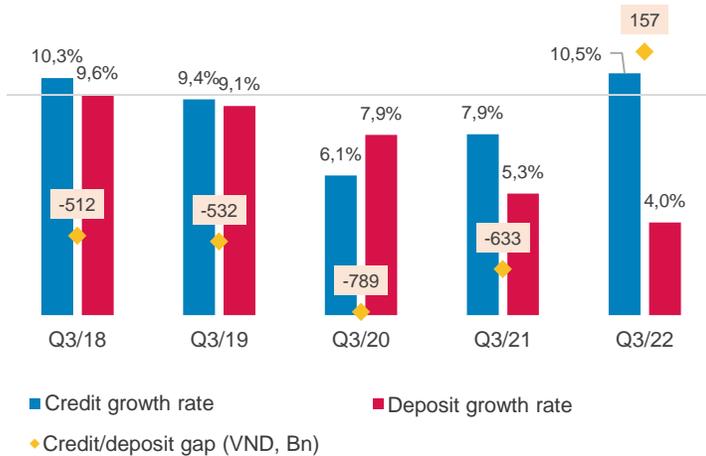
NUMBER OF NEW ENTERPRISES





Pressure on interest rates and exchange rates surged as central banks around the world tightened their monetary policy. Deposit growth lower than credit growth.

CREDIT AND DEPOSIT

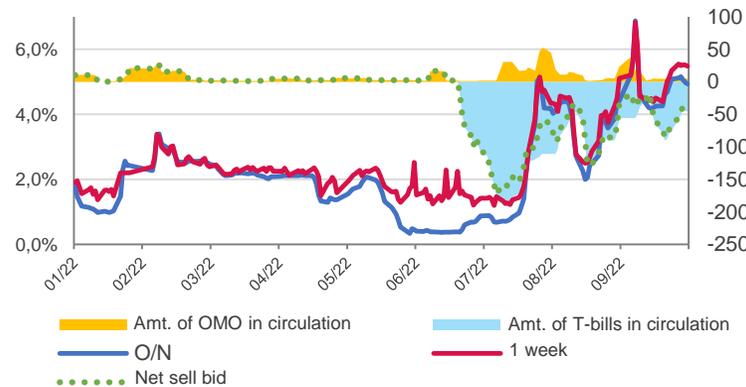


- Credit growth 9M2022 reached the record level in 5 years although having slowed down as banks used up the credit limit granted.**
- Deposit growth 9M2022 was low**, in which deposits from residents (*) (+6.85%) grew faster than deposits from economic entities (*) (+1.95%) in the context of businesses expanding production again.
- Given the context that US inflation in September was still high (8.2% yoy), FED will continue to maintain tight monetary policy, USD interest rate may increase to 4.5-5%. **The SBV has increased the operating interest rate by 1% twice (September 22 and October 24), yet pressures on VND interest rates will continue to increase until the end of 2022.**

(*): Deposit reference from SBV source.
(**): Business trend investigation report in 4Q2022 by SBV.

DEVELOPMENT OF INTERBANK INTEREST RATES

- The SBV maintained credit growth target of 14%** while credit institutions expected credit and deposits to increase by 14.9% and 10.2% respectively in 2022(**). Retail credit continued to be the main growth driver, accounting for about 49% of total outstanding loans in 2Q2022.
- More than 60% of surveyed credit institutions expected an average interest rate increase of 0.37 percentage points in 4Q2022; nearly 70% of credit institutions expected an average interest rate increase of 0.56 - 0.57 percentage points in 2022.
- USD selling price quoted by VCB as at 30/9/2022 was 23,530, up 2.6% ytd. **Average exchange rate in 9M2022 increased by 1.7% compared to that of 2021.**
- Interbank rates surged when the SBV promoted net withdrawal** through Treasury bills (Sep 2022 the SBV withdrew net amount of ~160 VND trillion) and sold foreign currencies (9M2022 the SBV sold ~21 USD billion).



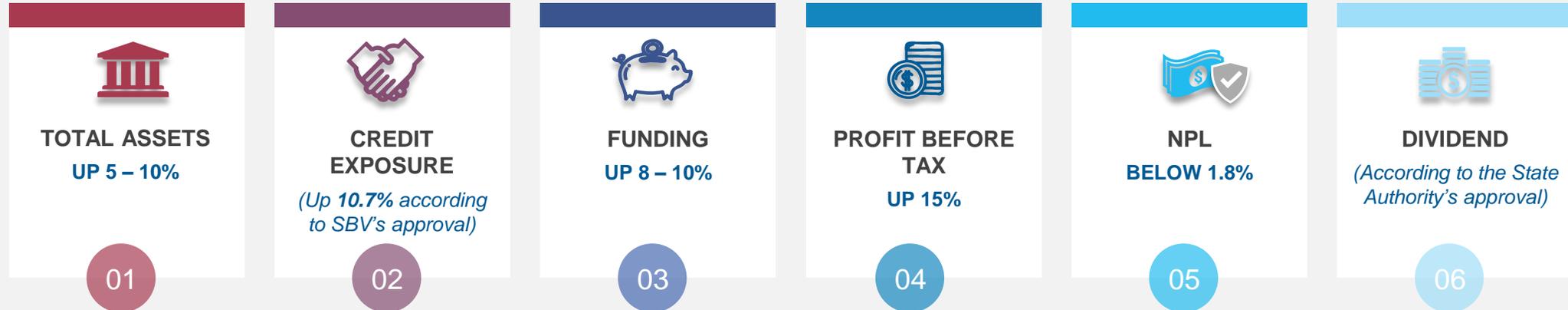
Source: State Bank of Vietnam

TRENDS AND COMMENTS

- In the last week of Sep 2022, the SBV granted additional credit limit to a number of banks participating in the restructuring process of problematic banks.** As such, at the end of 3Q2022, the credit growth limits of 18 banks (accounting for about 80% of system credit) reached approx. 14%.
- Interest rates in the last months of the year may continue to increase sharply** in the context of increasing inflation, high demand for capital mobilization and slowing down corporate bond market.
- The exchange rate is forecasted to continue to increase in the near future** when FED continues to raise interest rates according to the roadmap, affecting exports and FDI inflows to Vietnam.
- The Govt. issued Decree No. 65, promulgating stricter regulations on conditions and dossiers of corporate bond issuance**, improving information disclosure responsibility and professionalism of investors.
- Banks officially provided interest rate support to customers** subject to regulations under Circular 03/2022 guiding the implementation of interest rate support of VND 40,000 billion from the State budget.



BUSINESS PLAN FOR 2022



The General Meeting of Shareholders of VietinBank authorized the Board of Directors of VietinBank to finalize official targets based on approval of the competent State agency, market developments and actual business activities of VietinBank.

VIETINBANK'S BUSINESS TOPICS IN 2022



Sustainable and selective credit growth scale, shifting customer structure towards focusing on highly profitable segments such as SMEs and retail customers, prioritizing credit growth resources for key/priorities industries and fields and potential industries that have a quick recovery after the COVID-19 pandemic.



Increase the proportion of non-interest income (with focus on fee income, FX trading income). Strongly and comprehensively improve product and service quality, strongly develop payment banking, investment banking, trade finance, guarantee and bancassurance.



Funding growth is in line with demand for capital, balancing with credit growth, focus on growing CASA.



Effective cost management, prioritizing investment resources in digital transformation, promoting the application of technology and digitalization in all aspects of business.



Promote bad debt settlement, improve risk management efficiency, ensure compliance and security in operations, business development in association with strict control of asset quality.



Implement synchronously solutions to increase capital to improve and enhance financial capacity.

4 STRATEGIC DIRECTIONS



Digital transformation to enhance customer experience, put customers at the center to develop comprehensive financial solutions for customers.



Digital transformation to improve internal efficiency of the bank.



Treat data as the bank's assets, exploit and enrich to improve management and business capacity.



Researching and applying new technologies to operations, experimenting with breakthrough technologies, helping to save resources, costs and increase efficiency.

Continue to vigorously implement digital transformation to provide new and outstanding products, services, and experiences for customers

5 PILLARS

- 01 **Building a modern**, convenient, streamlined, customer-oriented distribution channel
- 02 Connecting partners, building a **customer-centric ecosystem**
- 03 **Streamline business processes**, increase labor productivity
- 04 **Applying Big data, AI, Machine Learning to data analysis**
- 05 **Research and implement new technology such as cloud computing**

TYPICAL DIGITAL TECHNOLOGY SOLUTIONS

ROBOTICS TECHNOLOGY SOLUTION

Deploying software robots to perform operational tasks instead of humans.

CHATBOT SOLUTION

Technology solutions that apply machine learning technology and artificial intelligence to interact with people.

OPEN API TECHNOLOGY SOLUTION

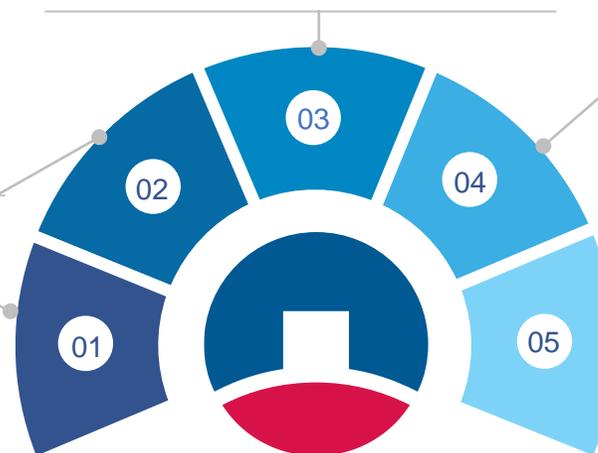
Easily connect with partners, helping VietinBank build and expand the ecosystem.

SMART QUEUING SYSTEM

Biometric identification technology, shortening transaction time for customers at the counter by 30-40%.

CLOUDS COMPUTING TECHNOLOGY SOLUTION

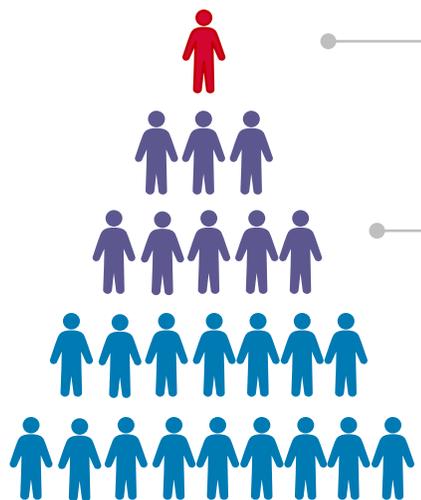
Optimizing resources infrastructure, flexible in using and operating the system.



VietinBank continues expanding the scope of new technology application, creating breakthrough in digital transformation journey



SEGMENTATION OF RETAIL CUSTOMERS



PREMIUM BANKING
 - Segment with high proportion of CASA

AFFLUENT
 - Potential segments for new services

MASS AFFLUENT
 - Segment with large proportion of customers

GROWTH TARGETS FOR RETAIL CUSTOMERS SEGMENT



RESTRUCTURING PORTFOLIO

Restructuring the portfolio towards focusing on high NIM efficient products; Improving retail loan balance structure, approaching loan balance structure of competitors.



PROMOTING SALES TO CUSTOMERS WITHIN CORPORATES' ECOSYSTEM

Growing number of payroll accounts and Premium Banking customer database through relationship with enterprises; Increasing CASA from schools, hospitals, VETC customers; growing new customers (merchant/online business owners/online consumers).



ENHANCING CROSS-SELLING

Insurance products customized for borrowers, life insurance products, insurance products for card services, preferred account number/account nickname (Alias)... offered to borrowers with aims to increase fee-based income...



BOOSTING DIGITAL TRANSFORMATION

Developing an ecosystem of services, associate and cooperate with partners to integrate service utilities onto digital banking channel: real estates, automobile, education, tourism, personal financial management....



INCREASING CHANNEL SHIFTING RATE

Developing eKYC partners, ecosystem on iPay; Synchronously deploying promotions, emulation and incentives in order to shift all deposit customers with amount below 100 VND million to digital banking channel; promoting the shift of tax collection, insurance purchase and investment transactions to digital banking channel.



DEVELOPING ONLINE LENDING

Centrally deploying at online HUB small-scaled non-collateralized online products such as online overdraft, card for payroll customers/priority customers/deposit customers... ; Operating semi-online HUB, deploying home loans and car loans products introduced by strategic customers to fully make use of the potentiality of cross-selling.

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1 BUSINESS PERFORMANCE IN 3Q2022 AND 9M2022

2 OUTLOOK FOR 2022

3 APPENDIX



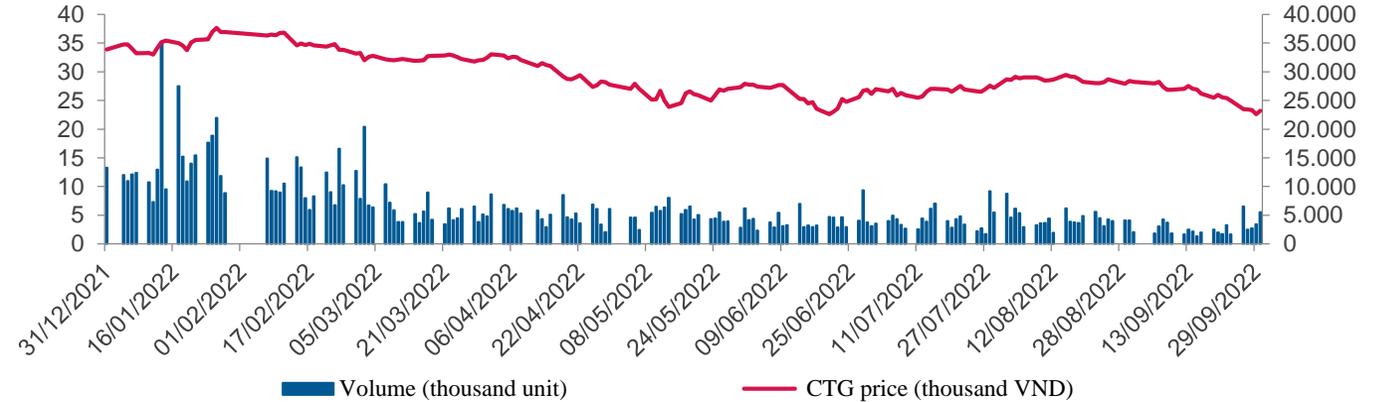
INDICATORS	VALUE
Closing price of the 1 st trading session of 2022 (04/01/2022)	34,750 VND/share
Closing price of the last trading session of 3Q22 (30/09/2022)	23,200 VND/share
Price fluctuations in 9M2022	22,600 – 37,650 VND/share
Trading volume in 9M2022	1,142,625,722 shares
Trading value in 9M2022	29,836 VND, Bn
Trading volume of foreign investors in 9M2022	Net buying 53,746,190 shares
Foreign ownership (30/09/2022)	26.74%
EPS (30/09/2022)	695 VND/share
P/E (30/09/2022)	33.40x
BVPS (30/09/2022)	21,928 VND/share
P/B (30/09/2022)	1.06x



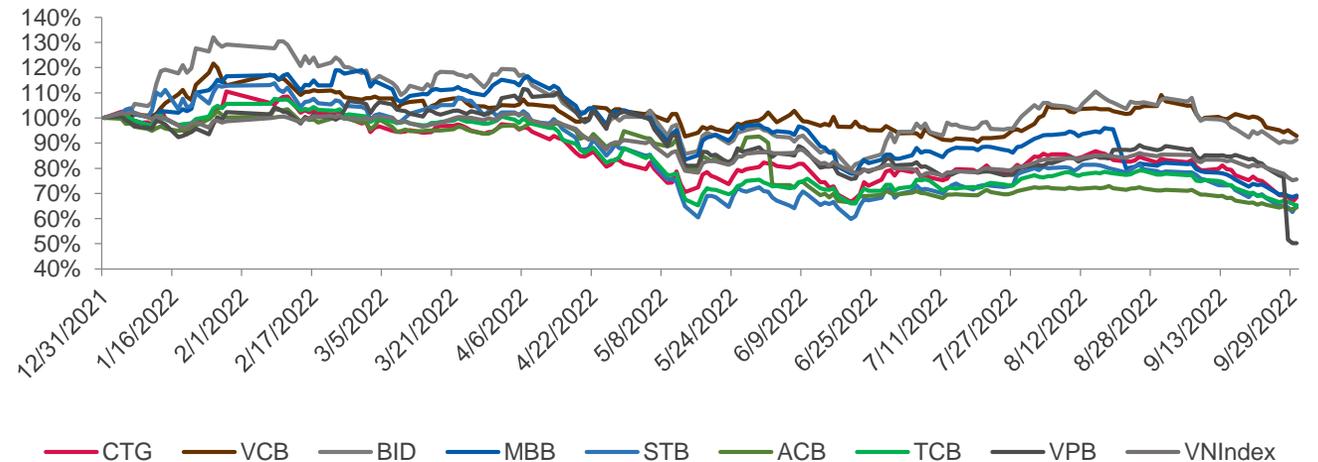
CTG stock performance



CTG STOCK PERFORMANCE



GROWTH OF VN-INDEX AND BANKING STOCKS



Indicators	2018	2019	2020	2021	1Q2022	2Q2022	3Q2022	3Q2022 vs. 2Q2022	3Q2022 vs. 2021
ASSETS									
Cash, gold and gemstones	7,028	8,283	9,930	11,331	9,732	9,829	10,642	8.3%	-6.1%
Balances with the State Bank of Vietnam ("SBV")	23,182	24,874	57,617	23,383	19,946	25,161	14,379	-42.9%	-38.5%
Placements with and loans to other credit institutions	130,512	129,389	102,533	149,317	177,089	188,405	238,664	26.7%	59.8%
Trading securities	3,132	3,825	5,602	2,475	4,169	1,255	1,175	-6.4%	-52.5%
Derivative financial instruments & other financial assets	281	470	137	1,455	3,329	7,482	6,466	-13.6%	344.5%
Loans to customers	864,926	935,271	1,015,333	1,130,668	1,229,579	1,206,862	1,245,239	0.5%	10.1%
Provision for credit losses of loans to customers	(13,060)	(12,946)	(12,582)	(25,795)	(30,222)	(31,621)	(39,249)	24.1%	52.2%
Investment securities	102,100	104,615	114,942	177,545	182,530	178,071	187,035	5.0%	5.3%
Long-term investments	3,317	3,283	3,336	3,290	3,410	3,501	3,485	-0.4%	5.9%
Fixed assets	11,140	10,997	10,825	10,496	10,274	10,123	10,008	-1.1%	-4.7%
Other assets	31,731	32,651	33,838	47,423	53,893	60,374	72,946	20.8%	53.8%
Total assets	1,164,290	1,240,711	1,341,510	1,531,587	1,663,730	1,691,062	1,750,790	3.5%	14.3%
LIABILITIES AND OWNERS' EQUITY									
Borrowings from the Government and the SBV	62,600	70,603	44,597	33,294	51,245	59,479	98,640	65.8%	196.3%
Deposits & borrowings from other credit institutions	111,400	109,483	128,519	138,834	194,898	217,177	232,869	7.2%	67.7%
Deposits from customers	825,816	892,785	990,331	1,161,848	1,212,678	1,205,567	1,189,723	-1.3%	2.4%
Financing funds, entrusted funds & exposed funds	5,934	5,776	2,733	2,528	2,457	2,460	2,429	-1.3%	-3.9%
Valuable papers issued	46,216	57,066	59,876	64,497	67,897	65,447	80,824	23.5%	25.3%
Other liabilities	45,007	27,643	30,014	36,937	36,259	38,150	40,196	5.4%	8.8%
Total liabilities	1,096,973	1,163,357	1,256,071	1,437,938	1,565,434	1,588,280	1,644,681	3.6%	14.4%
Capital	46,416	46,725	46,725	57,548	57,548	57,612	57,614	0.0%	0.1%
<i>In which: Chartered capital</i>	37,234	37,234	37,234	48,058	48,058	48,058	48,058	0.0%	0.0%
Reserves	8,168	9,610	11,606	13,673	13,672	13,659	13,657	0.0%	-0.1%
Foreign exchange differences	600	626	482	245	226	115	154	33.8%	-37.0%
Undistributed profit	11,837	19,833	26,001	21,488	26,125	30,626	33,954	10.9%	58.0%
Total owners' equity	67,316	77,355	85,439	93,650	98,296	102,782	106,109	3.2%	13.3%
Non-controlling Interests	296	561	600	695	725	770	730	-5.1%	5.1%
Total liabilities and owners' equity	1,164,290	1,240,711	1,341,510	1,531,587	1,663,730	1,691,062	1,750,790	3.5%	14.3%

Indicators	2018	2019	2020	2021	9M2021	9M2022	9M2022 vs. 9M2021
Interest and similar income	73,870	82,743	83,677	84,628	63,095	74,289	17.7%
Interest and similar expenses	(51,658)	(49,544)	(48,097)	(42,840)	(31,702)	(39,207)	23.7%
Net interest and similar income	22,212	33,199	35,580	41,788	31,393	35,082	11.8%
Fees and commission income	5,964	7,888	8,359	9,573	6,850	8,121	18.6%
Fees and commission expenses	(3,193)	(3,833)	(3,996)	(4,612)	(3,056)	(3,817)	24.9%
Net gain/(loss) from fees & commission income	2,771	4,055	4,362	4,961	3,794	4,304	13.4%
Net gain/(loss) from trading of foreign currencies	710	1,564	2,000	1,812	1,355	2,440	80.1%
Net gain/(loss) from securities held for trading	271	366	601	496	255	(80)	-131.2%
Net gain from investment securities	218	(791)	361	224	144	(106)	-173.6%
Net gain from other activities	1,889	1,497	1,929	3,398	1,938	5,227	169.8%
Income from investments in other entities	374	628	524	477	382	467	22.2%
Non-interest income	6,234	7,320	9,778	11,368	7,869	12,253	55.7%
Total operating income	28,446	40,519	45,357	53,157	39,261	47,335	20.6%
Operating expenses	(14,084)	(15,735)	(16,069)	(17,186)	(11,346)	(12,940)	14.0%
Net profit before provision for credit losses	14,361	24,785	29,288	35,971	27,915	34,395	23.2%
Provision expense for credit losses	(7,803)	(13,004)	(12,168)	(18,382)	(14,004)	(18,631)	33.0%
Profit before tax	6,559	11,781	17,120	17,589	13,911	15,764	13.3%
Corporate income tax expense	(1,281)	(2,304)	(3,335)	(3,374)	(2,678)	(3,066)	14.5%
Profit after tax	5,277	9,477	13,785	14,215	11,233	12,698	13.0%
Non-controlling Interests	(2)	(16)	(65)	(127)	(62)	(51)	-17.8%
Owners' net profit after tax	5,275	9,461	13,720	14,089	11,172	12,648	13.2%

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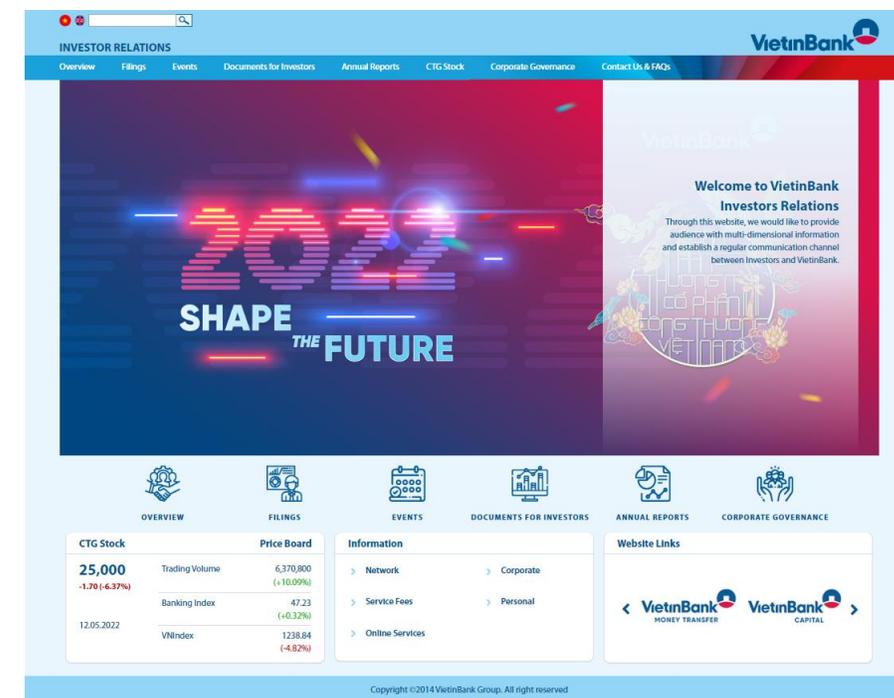
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