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INVESTOR NEWSLETTER



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VIETINBANK 2021 BUSINESS UPDATE CONFERENCE: PROMOTING GROWTH IN THE CONTEXT OF ECONOMIC RECOVERY

In the afternoon of April 1, 2022, VietinBank held a conference to update business results in 2021 in the online format with the participation of VietinBank leaders and domestic and foreign investors, analysts from investment funds, securities companies, fund management companies.



Ms. Pham Thi Thanh Hoai – VietinBank BoD Member chaired the Conference

At the conference, VietinBank's Board of Directors member updated information on business results in 2021; business plan and orientation in 2022. In the context that the business environment in 2021 still faced many difficulties and challenges from the impact of the pandemic, VietinBank achieved positive results in terms of both scale and efficiency, accomplishing and exceeding planned goals, specifically:

- VietinBank's credit balance increased by 11.1% compared to the end of 2020. In which, the average outstanding balance increased by 12.3% compared to the end of 2020; The average proportion of outstanding loans of high-margin segments such as Retail and SMEs increased positively from 54% in 2020 to 57% in 2021.

- The capital mobilized in market I of VietinBank was consolidated at 1.16 million billion VND, an increase of 17.3% compared to 2020. CASA deposits grew by more than 20%; The proportion of CASA deposits/total capital increased from 19.6% in 2020 to more than 20% in 2021.

- VietinBank's total operating income in 2021 increased by 17.2% yoy. Non-interest income

continued to grow, accounting for 21.4% of total operating income. In which, net service revenue increased by 13.7% yoy; income from FX trading reached 1.8 trillion dong, continuing to be at the top in terms of both sales and market share of FX trading in the market; recovery from risk-settlement reached VND 3,245 billion, a yoy increase of 85.2%.

- NPL ratio was controlled at 1.26%. VietinBank increased provision for risks, the bad debt coverage ratio reached 180.4%.

- VietinBank's consolidated profit before tax in 2021 reached VND 17,589 billion, a yoy increase of 2.7%, creating a strong financial resource for VietinBank to continue to improve its financial capacity, expand its business activities, enhance the ability to supply capital to the economy; ensuring capital adequacy ratios, improving risk management capacity, creating sustainable growth momentum of VietinBank.

At the Conference, VietinBank's Board of Directors discussed, exchanged and answered questions from shareholders, investors, and analysts interested in: Business plan in 2022; goals and measures to increase CASA, improve

NIM; solutions to increase capital and improve the CAR ratio to comply with Circular 41/2016/TT-NHNN and ensure an appropriate level of reserve buffer; boost non-interest income (collection of service fees, online business, securities transactions, debt collection and handling of risks...); implementing cross-selling of life insurance products (bancassurance) with Manulife Insurance Company; update the progress of divestment in subsidiaries; digital transformation roadmap to implement initiatives, increase business efficiency and VietinBank's reputation and brand in the market.

In particular, regarding business development solutions in 2022, VietinBank will continue to focus resources to strongly implement business topics, promoting breakthrough growth, and stick to the main goals of : (i) Selective credit growth coupled with effective safety assurance, focusing on production and business, priority areas, focusing on growth in market share of SMEs, Retail; (ii) Shifting the term structure of capital in the direction of increasing CASA, increasing short-term deposits, optimizing average mobilization costs, drastically reducing input capital costs; (iii) Promoting non-interest income, focusing on promoting products of fees, online business, guarantee, insurance... through exploiting the ecosystem and providing comprehensive financial solutions to customers; promoting the distribution of bancassurance products, creating a breakthrough in 2022; (iv) Promoting digital transformation, speeding up digitalization to optimize the efficiency of using resources; increasing customer experience, implementing synchronously throughout the system; (v) Strictly controlling credit for potential risk areas; strengthening bad debt recovery and risk settlement debt. Regarding cross-selling life insurance products with Manulife Insurance Company, VietinBank aimed to be Top 5 in bancassurance life insurance by the end of 2022

and Top 3 within the next 3 years.

Some main contents of VietinBank's 2022 business plan (under submission to competent State agencies for approval before submitting to the 2022 Annual General Meeting of Shareholders) are as follows:

- Total assets: 5% - 10% growth compared to the end of 2021;
- Credit exposure: According to the approval of the State Bank of Vietnam (specific growth rate according to monetary policy management, targets assigned by the State Bank and necessary needs of the economy, current credit limit assigned by the State Bank is 10%);
- Mobilization sources from economic organizations and residents: Growth of 8% - 10%, adjusted in line with credit growth, ensuring safe ratios according to regulations of the State Bank;
- Ratio of bad debt/credit balance according to Circular 02: < 1.8%;
- Separated profit before tax: 10% - 15% growth and adjusted according to the approval of the competent State agency.

VietinBank 2021 Business Update Conference took place in the atmosphere of an open dialogue, thereby providing updated and in-depth information for analysis and assessment of investment opportunities in CTG's shares of market leading securities companies, fund management companies and investment funds. The success of the Conference contributed to affirming VietinBank's image of transparency in information, efficiency in operations and strengthening of close relationships with the investor community. ■



VietinBank 2021 Business Update Conference was held in the afternoon of April 1st, 2022

VIETINBANK ANNOUNCES THE ORGANIZATION OF THE 2022 ANNUAL GENERAL MEETING OF SHAREHOLDERS

The Board of Directors of Vietnam Joint Stock Commercial Bank for Industry and Trade (VietinBank) announced the organization of the 2022 Annual General Meeting of Shareholders (AGM). As follows:

1. Time: from 7:30 Friday, April 29th, 2022

2. Meeting format: Online

3. Operating venue: VietinBank's Head Office, 108 Tran Hung Dao, Hoan Kiem, Hanoi, Vietnam.

4. Participants: All shareholders owning shares of VietinBank that are included in the List of Shareholders as of 30th March, 2022.

5. Meeting agenda (tentative):

- Report of the Board of Directors on task performance in 2021 and development orientation in 2022;
- Report of the Board of Management on business performance in 2021, orientation and plan in 2022;
- Report of the Supervisory Board on 2021's activities and orientation in 2022;
- Proposal for approval of 2021 audited financial statements;
- Proposal for approval to select an independent auditor to audit VietinBank's financial statements and operation of internal control system in 2023;
- Proposal on 2021 profit distribution plan;
- Proposal for approval of the remuneration for the Board of Directors and the Supervisory Board in 2022;
- Proposal on VietinBank personnel (if any);
- Other contents as prescribed by law and the Charter of VietinBank (if any).

6. Meeting materials: Invitation letter is couriered to shareholders by a guaranteed method at shareholders' registered addresses. Sample Power of Attorney, Confirmation Letter, tentative Meeting Agenda are posted on VietinBank Investor Relations website "<https://investor.vietinbank.vn>" - "Events" - "Shareholder General Meetings" - "2022" - "2022 AGM" section. At the same time, Shareholders might access the website to receive Meeting documents from 08th April 2022.

7. Participation confirmation/Power of Attorney

Shareholders kindly confirm online attendance/ attendance via authorization no later than 22nd April, 2022 by sending the original hard copy of Confirmation letter/ Power of Attorney (using VietinBank's sample or as per Civil Law's regulation) via post mail to 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.

8. System login instruction to attend, vote and elect at the online AGM:

Shareholders are suggested to closely monitor and update instruction on logging in the system for online AGM attendance, voting, election on VietinBank Investor Relations website at <https://investor.vietinbank.vn> - "Events" - "General Meeting of Shareholders" - "2022" - "2022 AGM".

For all information related to the 2022 AGM, please contact the Organizing Committee through the following contact: tel: +84.24.39413622 or email at: investor@vietinbank.vn. ■



VIETINBANK RECEIVES DOUBLE AWARDS FOR RETAIL BANKING



On March 25, 2022 in Ho Chi Minh City, within the framework of Vietnam Retail Banking Forum 2021, the Announcement and Honoring Ceremony of Leading Retail Bank 2021 was held by the Vietnam Banks Association (VNBA) in collaboration with International Data Group (IDG). VietinBank was honored to receive 2 awards "Leading Retail Bank" and "Outstanding Innovative Service Bank".

The fever "Alias – Account nickname"

Wishing to bring products and services that were outstanding in terms of features and utilities to customers, in 2021, VietinBank launched the service "Alias - Account Nickname". This service allowed customers to freely choose and set an account name associated with the store name, brand name; according to feng shui, a phone number, or a sequence of alphanumeric characters as desired.

Alias affirms the personality and style of each individual, shop owner and is an opportunity to promote the brand by placing Alias with the same name of the shop as: Nanashop, Litiflower...

Thanks to Aliases which are easy to remember and easy to recognize, account holders and customers find convenience in receiving/transferring money without remembering the account number.

With the benefits and outstanding features of Alias, VietinBank excellently received the "Outstanding Innovative Service Bank in 2021" Award. This was the second year in a row that VietinBank received an award in this category. The award was an affirmation of VietinBank's efforts in creating and catching up with market trends to launch highly applicable products and services.

Impressive retail banking

Innovative products and services, strong and sustainable retail growth were outstanding points for VietinBank to receive the award "Leading Retail Bank in 2021". This was also the second consecutive year VietinBank received this award. The results in retail activities were shown very convincingly through key business figures and targets in 2021, specifically:

- VietinBank was one of the pioneer banks to deploy online overdraft loan products for retail customers with a fully automated process flow, suitable for the pandemic context.
- 2021 was also the year VietinBank developed CASA most strongly with the proportion of nearly 15%/total retail mobilized capital.
- Constantly diversifying and developing new products and services to meet customers' needs and increase non-interest income, card

payment activities of VietinBank continued to maintain the largest market share in the market. Card payment sales in 2021 grew by nearly 40% compared to 2020.

Continuing to invest in and innovate technology, VietinBank transformed and rapidly increased the scale and number of transactions via VietinBank iPay digital bank. To attract customers not having accounts, VietinBank pioneered to convert iPay Mobile into a sales channel through eKYC electronic customer identification technology.

Especially from January 1, 2022, VietinBank applies an "enormous" policy with a special offer: Free unconditionally for all customers transacting on VietinBank iPay.

With 2 retail awards achieved, VietinBank continued to affirm its position as the leading retail bank in Vietnam. ■



OPEN AN INTERNATIONAL CREDIT CARD ONLINE IN 5 MINUTES WITH LIFETIME USE

VietinBank supports customers who are receiving salary via VietinBank account to actively open international credit cards online with just a few simple steps with a limit of up to 300 million VND.



Previously, customers had to go to transaction counters to complete card opening procedures with a variety of papers, documents, and procedures that were quite complicated and time-consuming; now, all customers receiving salary via VietinBank account can easily open a credit card right on VietinBank iPay Mobile (version 5.3.4) without additional related documents when opening the cards.

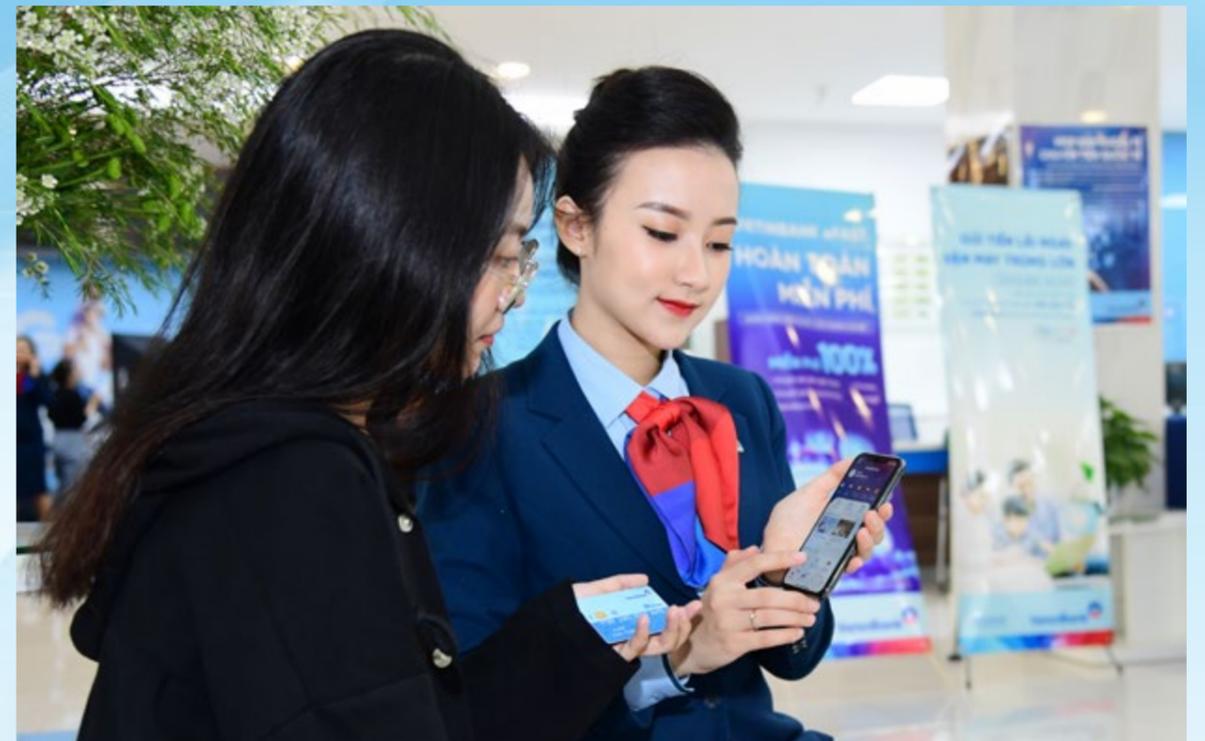
At VietinBank iPay Mobile app, customers can easily choose credit cards according to their individual needs with a card limit of up to 300 million VND. Maximum credit limit and card term are 5 years.

Besides, after VietinBank approves the successful card opening, the physical card will be delivered directly to the card receiving address provided at the request of the customer. This activity helps customers save time and costs; at the same time ensure safety during the COVID-19 pandemic.

Notice:

- Credit card interest rate: Apply according to current regulations for each type of card.
- Fee: Free of issuance fee, 100% annual fee refund. Fees for each card type are applied according to VietinBank's current fee schedule.

With simple and quick card issuance procedure, customers can easily open international credit cards to have more financial resources, freely spend and shop with VietinBank.



HEADLINES ON DEPOSIT AND LENDING INTEREST RATES

Deposit rates of commercial banks

For short terms under 12 months, VietinBank is listing 0.1% p.a higher than or equivalent to other state-owned commercial banks. With tenors of 12M or longer, VietinBank is listing at 5.6% p.a applied to retail customers, 0.1% p.a higher than the other three banks in the group.

In March 2022, the level of the interest rate of joint stock commercial banks adjusted slightly, there were only some slight up/down adjustments. Particularly, for 6M tenor, in order for interest rates gap compared with 12M tenor was not too large, non-State joint stock commercial banks set interest rate for this tenor 0.5-1.0% p.a higher than that of the State-owned commercial banks.

In April 2022, VietinBank expects to maintain this current deposit rates level and will make appropriate adjustment if necessary to ensure mark-to-market situation and VietinBank's capital balance.

Preferential deposit rates for individual customers

Preferential policy of additional interest rate 0.3%-0.4%/year for customers to save online on ipay/ATM VietinBank channel.



VietinBank's credit programs with preferential lending rates

For corporate customers

Short-term lending

Accompanying with Corporate Customers Program: VND lending rate from 5.5% p.a; USD lending rate from 2.7% p.a (varies from customers and loan terms);

Medium and long - term lending

- Preferential package for medium and long-term loans in VND with preferential fixed lending rate from 6.8% p.a;
- Preferential program for medium and long-term loans for SMEs with lending rate from 6.8% p.a;
- Preferential package for SMEs who invested in ready-built factories for rent in industrial parks with a scale of VND 3,000 billion: preferential lending rate for the 1st year starting from 8.0% p.a and preferential margin for the following years starting from 3.2% p.a;
- Preferential package for corporate customers investing in real estates in industrial zones with total size of VND 5,000 billion: preferential lending rate for the 1st year starting from 7.8% p.a and preferential margin for the following years starting from 3.2% p.a;
- Preferential package for investment loans to build farms/livestock farms under the 3F model (Feed - Farm - Food) with total size of VND 5,000 billion, preferential lending rate for the 1st year starting from 8.0% p.a and preferential margin for the following years starting from 3.2% p.a;

Supporting policy for corporate customers affected by COVID-19 (effective until 30/06/2022)

- Supporting policy for short term and medium, long term lending rates up to 0.5% p.a.
- Preferential policy for fees applied in international payment & trade finance and VietinBank eFAST service fee - financial package, VND domestic transfer fee outside VietinBank system.
- Instructions for transactions via e-banking channels eFAST/Fax/Email during the complicated development of the pandemic.

For retail customers

Preferential lending program with gratitude interest rates: customers choose one of the following two policies:

- Package 1: For customers participating in VBI or Manulife insurance contract: lending interest rate starting from only 5.3% p.a for short term loans and 6.7% p.a for medium and long-term loans (varies from preferential period and loan term)
- Package 2: For customers not participating in insurance contract: lending interest rate starting from only 5.8% p.a for short term loans and 7.2% p.a for medium and long-term loans (varies from preferential period and loan term)
- Validation until 31/01/2023.

Supporting policy to cut lending rates applied to customers affected by COVID-19:

- Short-term as well as medium and long-term interest rate support policy with a maximum interest rate reduction of 0.5% p.a.
- Policy to support the withdrawn amount of preferential interest rate and/or prepayment fee in case customers attempt to arrange cash flow for debt repayment before the due date for VietinBank ■

THRIVING 1Q2021 ECONOMY, MANY INDUSTRIES ON RECOVERY

Continuing the recovery momentum, the economy grew positively in March. GDP in 1Q2022 was estimated to increase by 5.03% yoy, higher than the rate of 4.72% in 1Q2021; in which the processing and manufacturing industry continued to play the leading role in the growth of the economy, and notably, the service industry grew positively when many service activities were active again.

Business activities thrived, the index of industrial production (IIP) increased by 7.07% yoy, the number of newly established and re-operated enterprises increased by 36.7% yoy; total registered capital into the economy increased by 21%, of which the additional registered capital of operating enterprises was 34.5%.

Regarding trade activities, in March, import and export of goods recovered strongly with the total export and import turnover of goods estimated at 66.73 billion USD, up 36.8% over the previous month and 14.7% yoy. Generally, in the first quarter of 2022, the total import and export turnover of goods reached 176.35 billion USD, up 14.4% yoy, of which exports increased 12.9%; imports increased by 15.9%.

Regarding investment, the realized investment capital of the whole society in 1Q2022 at current prices increased by 8.9% yoy, showing a positive signal in the mobilization and use of investment capital, which was the important force contributing to economic growth in 2022.

Regarding the consumer price index, in 1Q2022, CPI increased by 1.92% yoy, core inflation increased by 0.81%. Gasoline prices peaked, causing the consumer price index in March 2022 to increase sharply. In the context that there were still risks from the Russia-Ukraine conflict, the world demand was high while the supply chain was affected, leading to the escalation of commodity prices, creating high inflationary pressure in the remaining quarters of the year 2022.

In the financial market, the USD/VND exchange rate in March 2022 was relatively stable, trading within the price range of 22,817 - 22,878, because the State Bank of Vietnam (SBV) lowered the selling price of USD/VND, selling the USD/VND 3-month tenor to commercial banks to promptly meet customers' demand for payment and loan repayment, stabilize exchange rates in the context of geopolitical instability, and USD interest rates began to increase along with Fed's submission.

The interbank interest rate decreased significantly and the amount of money the SBV injected into the market through open market operations decreased sharply compared to the end of last month, showing that the liquidity problem has improved. As of March 25, 2022, the ON-1M term interest rate was at 2.1-2.11%, down about 40 points compared to the end of last month, credit growth as of March 21, 2022 reached 4.03%, up from 1.47% yoy. The SBV continued to keep the operating interest rate unchanged, creating conditions for credit institutions to continue reducing lending rates, supporting the economic recovery ■

UPDATES ON SEVERAL KEY ECONOMIC SECTORS

TRANSPORTATION

Freight rates continue to increase in all sub-sectors

For road and water container transport, freight rates have started to increase from 10-30%. Sea freight rates are still anchored at an increase of 6-8 times compared to the pre-epidemic period and have not shown any signs of decline.



Military tensions between Russia and Ukraine, rising oil prices and post-pandemic industry instability keep freight rates still high. Freight rates to Europe, Russia and other countries in the region skyrocketed. According to statistics, there were still millions of containers stuck at seaports in Europe and America while the import demand of these two regions with Chinese and Asian goods also suddenly increased, leading to a container imbalance between exports and imports. Orders to the US were also facing difficulties because of the sharp increase in freight rates (at nearly \$9,800, an increase of more than 7 times compared to the time before the COVID-19 pandemic).

Enterprises faced difficulty in adjusting business activities

Gasoline prices increased rapidly while transport enterprises, especially road passenger transport, had not had time to change business plans and strategies, leading to these enterprises still having to continue operating at a loss. Transport enterprises were forced to reduce the number of vehicles in circulation, minimizing operating costs. The transportation industry was under double impact, including the COVID-19 epidemic and the increase in gasoline prices, making it increasingly difficult for businesses.

COFFEE

According to data from the General Department of Customs, in the first two months of 2022, the country's coffee exports reached 370,874 tons, with a turnover of over \$823.11 million, the average price reaching \$2,219.4 per ton, a sharp increase of 30.9% in volume, up 65.8% in turnover and 26.7% in price over the same period in 2021. Germany and Belgium are the two leading markets in terms of turnover and output. The market has a lot of potential for growth.

According to the Vietnam Coffee Association (Vicofa), Russia is the 7th largest importer and consumer of Vietnamese coffee after the EU. About 60% of the coffee that Russia imports is Robusta, which is also the type of coffee that Vietnam is leading in the world in terms of output. However, the military tension between Russia and Ukraine will change the structure of Vietnam's exports to other markets. Vietnam's coffee exports to Russia are considered to be difficult at this time.

However, this will create many opportunities for Vietnamese coffee to increase exports to the EU and US markets. With the commitment to remove tariff barriers thanks to the EVFTA Agreement, the opportunity to expand the Vietnamese coffee market in the EU is very potential when 93% of tariff lines are reduced to 0%. In which, the product that benefits the most is processed coffee. In addition, the EU has committed to protect 39 geographical indications of Vietnam related to coffee.

At the same time, the US Department of Agriculture forecasts that Vietnam's coffee production in coffee year 2021-2022 will increase by 2.1 million bags compared to the previous crop year to 31.1 million bags after a severe drought in the previous crop year.



SUGAR CANE

In the international market, according to information from the International Sugar Organization (ISO), world sugar prices increased after Russia officially started a military campaign in Ukraine from February 24. Since then, the sugar market has had no discernible trend, and turned to an uptrend in late February before cooling down recently, in line with crude oil prices this period. Currently, the world price of raw sugar is still standing at the highest level in the last 4 years.

In the Vietnamese market, sugar prices remained stable in February 2022 when consumption demand decreased due to the COVID-19 epidemic, while the supply was abundant from officially imported sugar and fraudulent cross-border trade in the Southwest, plus sugar from the 2021-2022 pressing season. Right after Tet, domestic sugars such as RS, RE all consumed slowly, prices went sideways, sometimes fell deeply and there was no improvement in consumption. The Vietnam Sugarcane Association (VSSA) forecast that sugar supplies were plentiful and there would be no shortage of sugar in March 2022 and the following months. Import and domestic sugar prices would fluctuate in line with world sugar prices.

However, the smuggling of sugar was still complicated. Since the temporary imposition of anti-dumping and anti-subsidy tax from February 2021 and the official imposition of tax for 5 years from mid-June 2021, Thailand's sugar exports to Vietnam have continuously decreased. However, official sugar was suspected of fraud originating from ASEAN countries as well as smuggled sugar still flooding into Vietnam, causing fierce competition in Vietnam's domestic sugar industry, the price increase was not commensurate with the potential. If the control of smuggled sugar was effective, the sugar price would be at a level close (still lower) to that of other countries in the region.



ELECTRICITY

Electricity Master Plan VIII continued to be supplemented and updated by the Ministry of Industry and Trade, updating some important contents:

- The power source structure had some changes: According to the Draft Electricity Master Plan VIII submitted in October 2021 ("October 2021 Draft"), the power capacity structure had a ratio of renewable energy sources (including hydroelectricity, solar power, wind power, biomass, electricity from waste...) up to 43.9% in 2030 and 51.1% in 2045. However, it was necessary to control solar electricity planning. In the updated Draft of Electricity Master Plan VIII on February 21, 2022 ("February 2022 Draft"), the Ministry of Industry and Trade proposed that the total installed source capacity by 2030 was about 146,000 MW, by 2045 over 352,000 MW.
- Electricity Master Plan VIII continued to prioritize the development of renewable energy sources, especially offshore wind power.

In addition, in parallel with continuing to perfect the Electricity Master Plan VIII, the Government Inspector General issued a decision to inspect the observance of policies and laws in the management, implementation of the planning and investment in construction of power plants according to the Electricity Master Plan VII and the revised Electricity Master Plan VII.

The power industry, especially coal-fired power, was facing many difficulties in terms of raw materials, leading to many units having to stop working. As of March 30, the Electricity of Vietnam Group (EVN) said that the situation of supplying coal to thermal power plants was difficult and there was a huge shortage compared to the signed coal supply contract. The volume of coal supplied in 1Q2022 was nearly 4.5 million tons, 1.36 million tons short of the contract ■





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