

ANNUAL REPORT 2021

TRUST AND PROSPERITY



TABLE OF CONTENTS

ABBREVIATIONS

MESSAGE OF THE CHAIRMAN OF THE BOD

PART 1 **09 - 22**

GENERAL INFORMATION

- 11** Vision – Mission – Core Values
- 13** General information
- 15** The process of formation and development
- 17** Top 10 Events & Highlights in 2021

PART 2 **23 - 62**

BUSINESS ADMINISTRATION

- 25** Governance model
- 27** Management Structure
- 29** Introduction to the BOD
- 35** Introduction to the Supervisory Board
- 39** Introduction to the Board of Management
- 47** Subsidiaries and affiliated companies
- 49** Risk management
- 51** Rights and responsibilities of shareholders
- 53** Shareholder structure
- 59** List of key technology projects

PART 3 **63 - 76**

REPORT AND ASSESSMENT OF THE BOARD OF MANAGEMENT

- 65** Business results 2021
- 73** Operation Orientation 2022

PART 4 **77 - 84**

ASSESSMENT OF THE BOD ON OCB'S OPERATIONS

- 79** General assessment of corporate governance
- 83** Operation orientation of the BOD in 2022

PART 5 **85 - 92**

REPORT OF THE SUPERVISORY BOARD

- 87** Performance results of the Supervisory Board in 2021
- 91** Operation orientation 2022

PART 6 **93 - 115**

SUSTAINABLE DEVELOPMENT REPORT

PART 7 **116 - 123**

NETWORK OF ACTIVITIES

PART 8 **124 - 137**

FINANCIAL STATEMENTS AND NOTES

ABBREVIATIONS

OCB	Orient Commercial Joint Stock Bank	EST	Exchange Stock Exchange
GMS	General Meeting of Shareholders	CIR	Circular
BOD	Board of Directors	TTS	Total Assets
BOM	Board of Management	MEM	Members
LB	Leadership Board	EQY	Equity
SB	Supervisory Board	CC	Charter Capital
IVT	Investor	VN	Vietnam
GD	General Director	AR	Audit Report
IR	Investor Relations	FS	Financial Statements
BA	Business Activities	RB	Retail Banking
EMPL	Emplyoees	CIB	Corporate & Investment Banking
SH	Shareholders	COM-B	Community Banking
IC	Information Disclosure	CI	Credit Institution
MB	Member Company	S	Staff
NR	Net Revenue	CB	Commercial Bank
IA	Internal audit	BR/TO	Branch/Transaction Office
P	Profit	CC	Corporate Customer
D	Decree	IC	Individual Customer
RES	Resolution	CUS	Customer
SD	Sustainable Development	SBV	State Bank of Vietnam
DEC	Decision	CR	Credit Risk
RM	Risk Management	ORM	Operational Risk Management
CG	Corporate Governance	E&S	Environment & Society





MESSAGE

OF THE CHAIRMAN OF THE BOD

“

The accomplishments of the last 25 years have solidified our position on the path to establishing trust and bringing success to our shareholders, partners, and customers. We are certain that with the correct preparation of people, technology, infrastructure, and an effective management system, we will achieve our aim of being one of Vietnam's top five private joint stock commercial banks."

”

Dear our valued Shareholders, Customers and Partners,

I'd like to extend our Shareholders, Customers, Partners, and entire staff best wishes for health and success on behalf of the Board of Directors of Orient Commercial Joint Stock Bank (OCB).

2021 was a challenging year, especially in the aftermath of the 4th Covid-19 outbreak and prolonged social distancing; however, OCB finished its business strategy for 2021 that was allocated by the General Meeting of Shareholders. OCB achieved the dual goals of strengthening safety and achieving operational efficiency for the bank while implementing preferential interest rate programs, customer support solutions, and joining hands to share difficult for the community, with the financial capacity, management experience, and knowledge of staff.

The bank's total assets reached VND 184,491 billion at the end of 2021, up 21% from the same period the previous year. The bank's equity increased by 25% to VND 21,805 billion, with charter capital of VND 13,699 billion, compared to 2020. Market 1's capital mobilization increased by 17% to VND 126,430 billion. Market 1's outstanding loans totaled VND 103,595 billion, up 15% from the previous quarter.

In 2021, profit before tax climbed by 25% over the previous year, reaching VND 5,519 billion. OCB's ROAE and ROAA remained high, at 22.0% and 2.59%, respectively; CAR, according to Basel II, was at the top of the industry, at 12.34%; and bad debt ratio was kept under control at 0.97%.

OCB maintained a good financial position, ensured growth, and was prepared to deal with the turbulent business climate thanks to a flexible and effective management plan. That is a perfect example of an OCB with strong internal strength, laying the groundwork for the 2022 to continue to achieve new heights.

The approval of roughly 1.1 billion shares to list on the Ho Chi Minh Stock Exchange in 2021 was also a significant milestone for OCB (HOSE). HOSE has also put OCB shares in the VNFIN LEAD index, making them eligible for margin trading in 2021. OCB had a market capitalization of about VND 36,000 billion (equal to around USD 1.6 billion) as of December 31, 2021, a gain of 86% since its initial listing.

With the goal of becoming a leading bank in the retail sector, OCB has been offering convenient products and services, as well as providing customers with a pleasant and fast transaction experience. We also continue to invest heavily in today's most advanced technologies; in collaboration with BCG, the world's leading consulting firm, we set a more ambitious digitization goal and made digitalization the primary channel for expanding the bank's operations, assisting in the growth of new customers, scale, and service coverage in key areas, as well as the pursuit of increasingly efficient business. The CASA ratio climbed dramatically to 15.8%, while the CIR ratio declined to 26.9%, making OCB one of the most cost-effective management groups in the banking business in 2021. We anticipate that digital transformation will continue to make strides in the future years, helping OCB to become Vietnam's leading digital bank.

OCB's BOD has always been consistent with the goal of putting OCB in the Top 5 finest private commercial banks in Vietnam as we enter the second year of the 5-year development period (2021-2025). This is a difficult aim, but we are convinced that with the support of our Shareholders, Customers, and Partners, as well as the management team's experience and the Board of Management's competence, OCB will achieve the prosperity journey's goal.

I'd want to express my gratitude for your continued support and faith in OCB.

Good health, happiness, and success to you!



CHAIRMAN OF THE BOARD

TRỊNH VĂN TUẤN

1

GENERAL INFORMATION





VISION – MISSION – CORE VALUES

VISION

Top 5 Private Commercial Joint Stock Banks in 2025

MISSION

Supporting the realization of the dreams and ambitions of consumers, entrepreneurs and businesses in Vietnam, helping them achieve the growth and ambition as expected.

CORE VALUES

Customer-centric

- Understanding and friendliness.
- Customer satisfaction is the driving force of growth.
- Commitment to providing solutions tailored to your needs.

Professional

- Transparency institution.
- Solid professional expertise.
- Standard code of conduct.

Speedy

- Desire to be the pioneer.
- Simple and fast process.
- Precise and efficient operation.

Creative

- Actively seizing opportunities and dealing with threats.
- Different products and services.
- Continuous improvement.

Friendly

- Cooperation and sharing.
- Long term commitment.
- Friendly and healthy working environment.

GENERAL INFORMATION

ORIENT COMMERCIAL JOINT STOCK BANK

Vietnamese name	Ngân Hàng TMCP Phương Đông
Name in short	Orient Commercial Bank or OCB
Certificate of Business Registration	030085200
Stock symbol	OCB
Listing time	January 28, 2021
Charter capital	VND 13,698,828,630,000 (As of December 31, 2021)
Equity	VND 21,805,009,400,355 (As of December 31, 2021)
Head office	No. 41 and 45 Le Duan, Ben Nghe Ward, District 1, Ho Chi Minh City, Vietnam
Phone number	(84) 28.38220 960
Fax number	028 3822 0963
Hotline	1800 6678
Website	http://www.ocb.com.vn

BUSINESSES

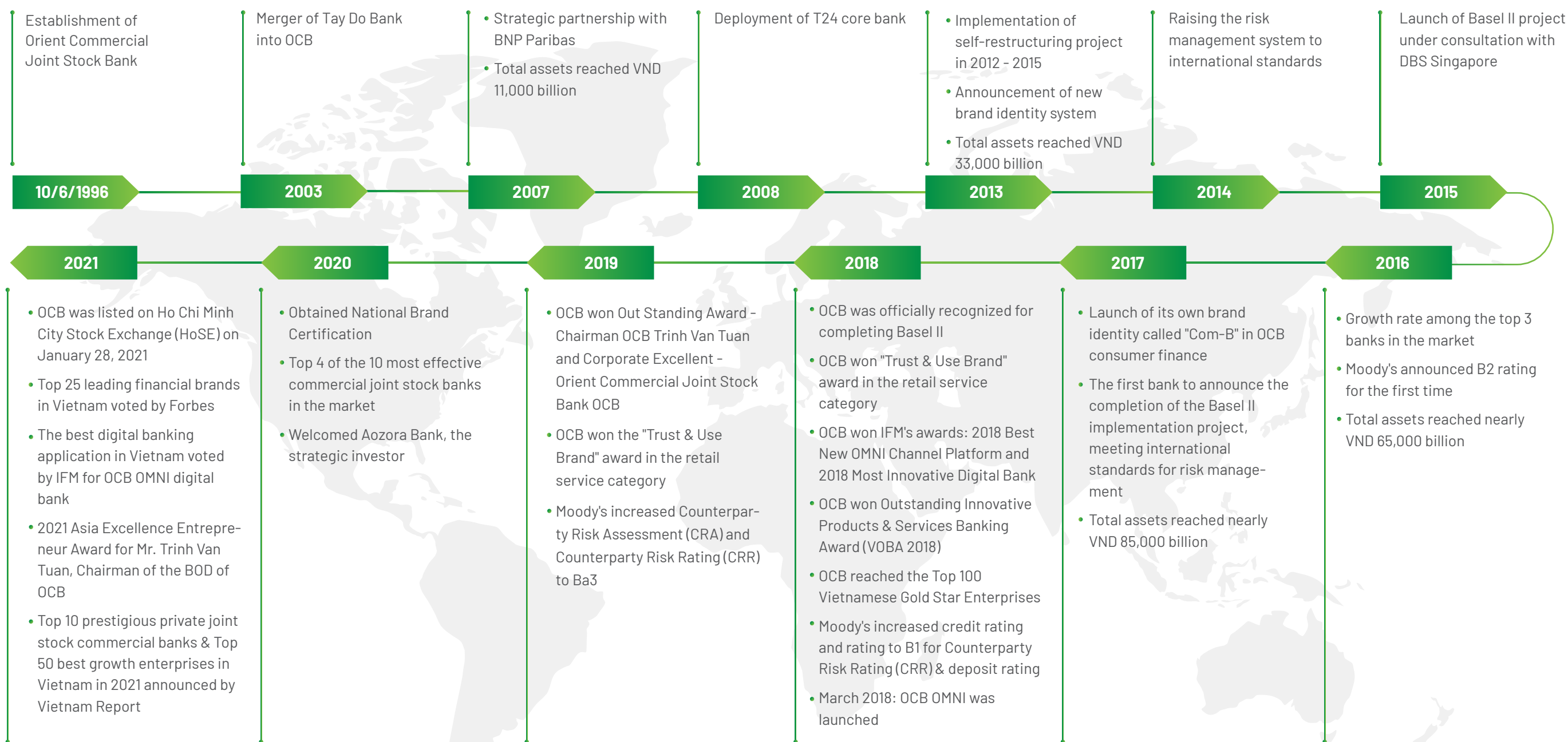
- Fundraising service
- Loan service
- International payment service
- Import and export finance service
- Account service
- Card service
- OCB OMNI Digital Banking Service
- Fast money transfer service at home and abroad
- Remittance payment service
- Foreign currency trading service
- Other banking services within the framework of OCB's license to operate



THE PROCESS OF FORMATION AND DEVELOPMENT

After 25 years of construction and development, OCB has earned a place among Vietnam's leading private banks based on three criteria: growth rate, safety, and efficiency, and the bank is now one of the country's leading joint stock commercial banks in terms of profit growth, with the OCB OMNI digital bank as a pioneer in digital transformation.

OCB has consistently prioritized asset quality and risk management, and in 2017, it was the first bank in Vietnam to implement risk management in accordance with Basel II international standards. Moody's upgraded OCB's credit rating from "stable" to "positive" in 2021, while keeping the counterparty risk rating CRA and counterparty risk rating CRR at Ba3, which is among the highest in Vietnam today.



TOP 10 EVENTS & HIGHLIGHTS IN 2021

2021

1

January 28, 2021: OCB was officially listed on Ho Chi Minh City Stock Exchange (HoSE)

OCB floated its shares on the Ho Chi Minh City Stock Exchange on January 28, 2021. The bank had roughly 1.1 billion listed shares, equivalent to VND 10,959 billion in charter capital, with an asking price of VND 22,900 per share.

OCB's official listing on the Ho Chi Minh City Stock Exchange (HoSE) reaffirms the company's desire to gradually achieve its objectives, delivering prosperity to both public investors and the market.



2

OCB celebrated 25 years of its establishment (June 10, 1996 – June 10, 2021)

OCB has affirmed its place as one of Vietnam's leading effective banks by 2021, after a 25-year journey that began with a bank with a charter capital of VND 70 billion and a series of challenging beginnings.



3 OCB was in the Top 25 Leading Financial Brands in Vietnam voted by Forbes

With a brand value of USD 107.8 million, OCB was rated 11th. The evaluation results are based on the Forbes (USA) evaluation method, which measures a brand's value using financial data and its ability to produce revenues.



4 OCB continuously received many prestigious domestic & international awards

- Best Digital Banking Application in Vietnam voted by IFM for OCB OMNI digital bank.
- 2021 Asia Excellence Entrepreneur Award for Mr. Trinh Van Tuan, Chairman of BOD of OCB from Asia Pacific Enterprise Awards.
- The "Best Green Deal" award from the Asian Development Bank (ADB), recognizing OCB's efforts in trade finance, notably in transactions towards sustainable development.
- Top 10 Prestigious Private Joint-Stock Commercial Banks & Top 50 Best Growth Enterprises in Vietnam in 2021 announced by Vietnam Report.



5 OCB put into operation 4 new branches in Nam Dinh, Da Lat, Hanoi and Hue

With the addition of four new branches to the system, OCB raised the total number of transaction points to 138. Transaction offices are located in most of the country's major provinces and towns, making it easier for customers to transact and use the bank's services.



6 OCB is the first bank in Vietnam to receive the PCI DSS for PIN Security certificate – PCI PIN security standard

This is OCB's third year receiving the PCI DSS (Payment Card Industry Data Security Standard) certificate, which is a worldwide recognized certification for card issuance and acceptance security and confidentiality. Compliance with the PCI DSS & PCI-DSS for PIN Security standards helps to protect the security of card data while it is processed and stored at banks. Compliance with globally applied security standards certifies that OCB provides products/services with the greatest level of security to customers, in accordance with the "Customer-centered" policy that the bank has created during its operation and development.



7 Launch of OCB PROPAY payment solution exclusively for businesses

In 2021, OCB was the first to introduce the OCB PROPAY payment solution package, which came in three levels: basic, advanced, and specialized. Customers will be consulted by OCB for a comprehensive digital transformation solution from the following services, namely open API, ERP Link, virtual account, OCB OMNI digital bank, and priority account package, which are specialized for businesses operating in specific fields such as FMCG, schools, logistics, commerce, or real estate, among others.



8 Launch of DreamHome - The home loan package

Because customers have the flexibility to choose the type of periodic interest and principal payment based on each person's salary, etc., the DreamHome home loan package helps customers reduce recurring financial worries. The loan length is up to 30 years, with an interest rate starting at 6.99% per year.



9 Launch of credit card products with many outstanding utilities

- OCB Doctor - The exclusive credit card for doctors
- OCB Bamboo Airways - The co-branded credit card
- OCB Installment - The first installment card in Vietnam
- Fast debit card opening service within 15 minutes



10 OCB joined hands with Ho Chi Minh City in the fight against Covid-19

OCB has consistently accompanied and implemented community projects with a variety of practical activities throughout the last 25 years. With a total sponsorship value of nearly VND 10 billion in 2021, OCB actively partnered with Ho Chi Minh City in the prevention of the COVID-19 pandemic by providing medical equipment to hospitals, equipping standard protective uniforms for frontline staff, providing financial support to localities in the city, and more.



2

BUSINESS ADMINISTRATION

» GOVERNANCE MODEL, ORGANIZATIONAL CHART AND MANAGEMENT STRUCTURE
GOVERNANCE MODEL



» GOVERNANCE MODEL

The management structure of OCB includes the General Meeting of Shareholders, the Board of Directors, the Supervisory Board, the General Director and the assisting apparatus according to the provisions of the 2010 Law on Credit Institutions and the Law amending and supplementing a number of articles of the 2017 Law on Credit Institutions in Article 32.1 on the management structure of credit institutions.

The Bank's highest decision-making body is the General Meeting of Shareholders, which is comprised of all Shareholders with voting rights (Article 27.1 of the 2020 OCB Charter). The General Meeting of Shareholders determines the number of members of the Board of Directors and Supervisory Board, as well as electing, removing, dismissing, and replacing members of the Board of Directors and Supervisory Board (Article 27.3.d of the 2020 OCB Charter).

The Board of Directors consists of the following affiliated agencies: Office of the BOD; Risk Management Committee, Human Resources Committee, Credit Committee, Risk Handling Committee, Debt Restructuring Committee, Strategic Cooperation Committee, and Debt Trading Council.

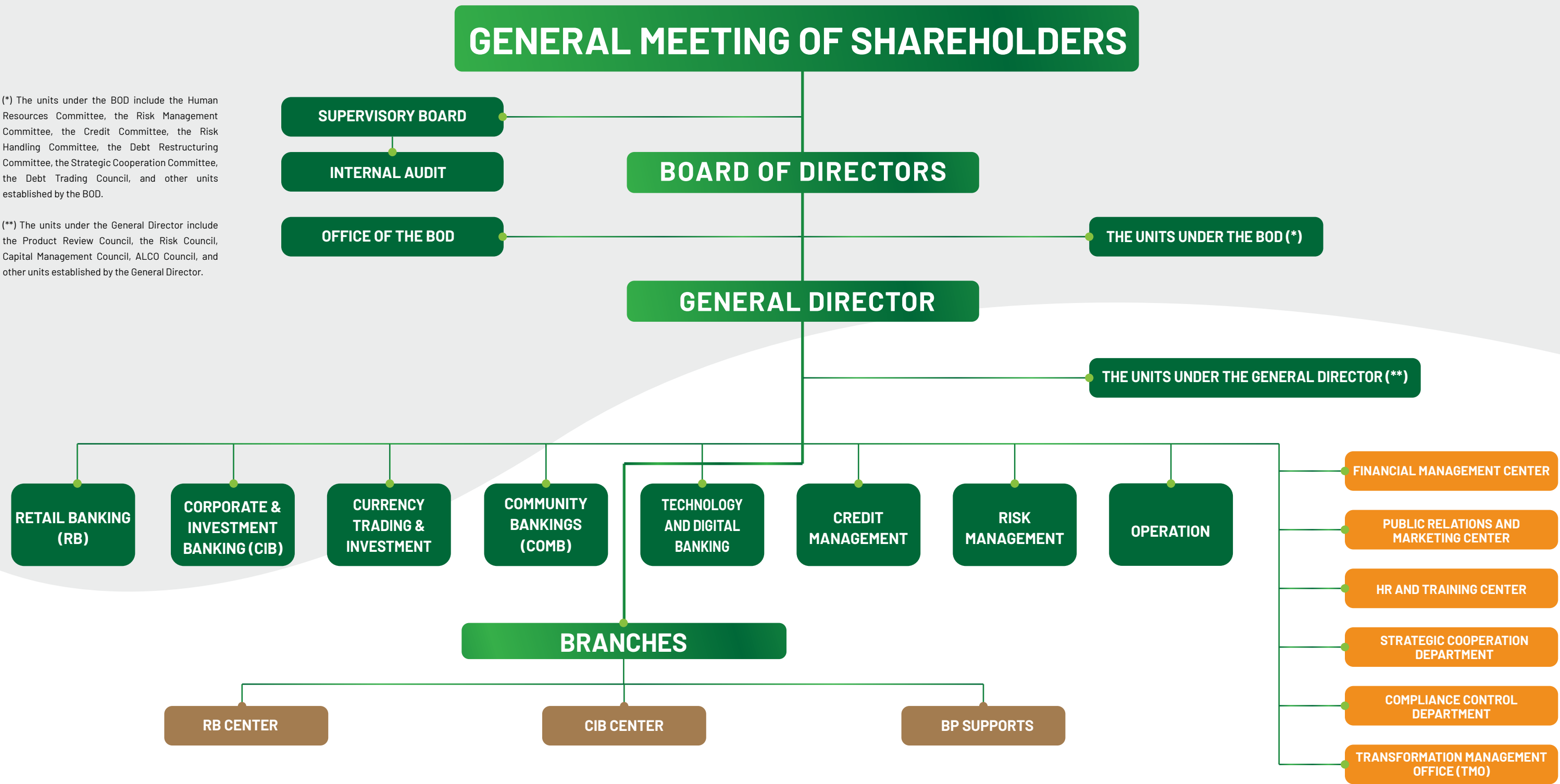
The head office, branches, transaction offices, representative offices, non-business units, and related companies are all part of the OCB structure. Under the General Director, there are eight divisions and six departments, centers, and agencies.



» MANAGEMENT STRUCTURE

(*) The units under the BOD include the Human Resources Committee, the Risk Management Committee, the Credit Committee, the Risk Handling Committee, the Debt Restructuring Committee, the Strategic Cooperation Committee, the Debt Trading Council, and other units established by the BOD.

(**) The units under the General Director include the Product Review Council, the Risk Council, Capital Management Council, ALCO Council, and other units established by the General Director.



» INTRODUCTION TO THE BOD

The OCB's BOD is made up of eight members, two of whom are independent. Members of the Bank's BOD carried out their governance duties in accordance with the principles of openness, transparency, and separation of governance and management functions.

1	Mr. Trinh Van Tuan	Chairman of the BOD
2	Mr. Phan Trung	Member of the BOD
3	Mr. Ngo Ha Bac	Member of the BOD
4	Ms. Trinh Thi Mai Anh	Member of the BOD
5	Mr. Ito Takeshi	Member of the BOD
6	Mr. Yoshizawa Toshiki	Member of the BOD
7	Mr. Pham Tri Nguyen	Independent member of the BOD
8	Mr. Bui Minh Duc	Independent member of the BOD

» INTRODUCTION TO THE BOD



MR. TRINH VAN TUAN

Chairman of the BOD

- In 1988, he graduated valedictorian from Hanoi University of Science and Technology and moved to the Republic of Poland to pursue his PhD.
- Mr. Trinh Van Tuan is a successful businessman in Vietnam and Poland.
- He joined OCB in August 2010 and was elected Chairman of the Board of Directors for the 2011-2015 term, the 2015-2020 term, and the 2020-2025 term.
- He has 20 years of banking and finance experience and has made significant contributions to strategy formulation and governance, assisting OCB in its rapid growth in recent years.



MR. PHAN TRUNG

Member of the Board of Directors
in 2020 - 2025

- He holds a Master's degree in Business Administration from Asia E University (Malaysia) and a Bachelor's degree in Business Administration from the University of Commerce.
- He was elected to the OCB's BOD for the 2011-2015 term; Member of the BOD for the 2015-2020 term; and will continue to serve on the OCB's BOD for the 2020-2025 period.
- He has 20 years of experience in the workforce and has held numerous key positions in businesses and organizations. He is the Vice Chairman of the Board of Directors of Romana & Spa Investment Company - Phan Thiet and the General Director of An Huy Investment Company Limited at the moment.



MR. NGO HA BAC

Member of the Board of Directors
in 2020 - 2025

- He graduated from the Republic of Poland with a PhD in electronic protection technology.
- He was elected to the OCB Board of Directors as an independent member for the 2011-2015 term; Member of the Board of Directors for the 2015-2020 term; and continued to be elected to the OCB Board of Directors for the 2020-2025 period.
- He has held a variety of positions in businesses, including Chairman of the Board of Directors (LBT Company in Warsaw, Poland), Member, and Head of the Management Board to oversee the Board of Directors of VIS's commercial activities.



MS. TRINH THI MAI ANH

Member of the Board of Directors
in 2020 - 2025

- She graduated with a Bachelor of Science - London School of Economics and Political Science (UK).
- She was elected as a member of the Board of Directors of OCB for the 2020-2025 term.
- She has many years of experience in the field of Finance at large domestic and foreign enterprises and organizations, such as HSBC London Bank, Vietnam International Securities Joint Stock Company, VinaCapital Group and Temasek Group.



MR. ITO TAKESHI

Member of the Board of Directors
in 2020 - 2025

- He graduated with a Bachelor of Commerce from Waseda University, Tokyo. He was elected as a member of the Board of Directors of OCB for the 2020-2025 term.
- He has more than 34 years of experience in Finance at financial institutions such as IDEA Capital Inc, Aozora Bank. He is currently holding the position of CEO at Aozora Bank from 2018 to present.



MR. YOSHIZAWA TOSHIKI

Member of the Board of Directors
in 2020 - 2025

- He graduated with a Bachelor of Laws from Waseda University, Tokyo.
- He was elected as a member of the Board of Directors of OCB for the 2020-2025 term.
- He has more than 31 years of experience in the field of Finance. He is currently the General Manager at Aozora Bank from 2018 to present.



MR. PHAM TRI NGUYEN

Independent member of the Board of
Directors in 2020-2025

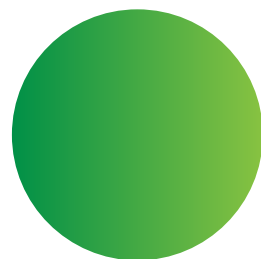
- He earned a Bachelor's degree in Quantitative Economics and Management from George Washington University (GWU) and a Master's degree in finance and investment from Catholic University of America (CUA).
- He was elected to the OCB Board of Directors for the 2020-2025 term.
- He has more than 36 years of finance experience and has held key roles at international organizations such as the World Bank (IBRD) and the International Finance Corporation. From 2007 to 2014, he served as General Director of Deutsche Bank (DB) AG, Vietnam, and from 2014 to 2017, he served as Vice President of Bitexco Group Co., Ltd. From 2018 to the present, he has served as the Chairman of Vnexus Capital Advisors Co., Ltd.



MR. BUI MINH DUC

Independent member of the Board of
Directors in 2020-2025

- He earned a Bachelor's degree in Finance and Accounting with a major in Commercial Accounting from the University of Finance and Accounting.
- He serves as an independent member of the Board of Directors from June 30, 2020 to June 30, 2025.
- He has more than 32 years of experience in Vietnam, holding positions such as Deputy General Director of the Vietnam National Tobacco Corporation (Vinataba), Director of the Tobacco Trading Company, Chief Accountant of the Seafood Import-Export Company, and Marketing Manager of the Vinh Hoi Tobacco Factory.



» INTRODUCTION TO THE SUPERVISORY BOARD

The Supervisory Board for the term 2020 - 2025 was elected by the General Meeting of Shareholders on June 30, 2020. The members of the Supervisory Board also elected the Head of the Board on the same day.

- | | | |
|---|---------------------------------|---------------------------------------|
| 1 | Ms. Nguyen Thi Thuy Minh | Supervisory Board |
| 2 | Mr. Pham Quang Vinh | Member of Supervisory Board |
| 3 | Ms. Dang Thi Quy | Full-time member of Supervisory Board |

» INTRODUCTION TO THE SUPERVISORY BOARD



MS. NGUYEN THI THUY MINH

Head of Supervisory Board in 2020 - 2025

- She graduated with a Bachelor of Economics from the University of Economics in Ho Chi Minh City.
- She was elected the Head of the Supervisory Board of OCB for the 2020-2025 term.
- She has more than 17 years working at OCB with many important positions such as Head of Accounting Department, Chief Accountant.



MR. PHAM QUANG VINH

Member of the Supervisory Board
in 2020 - 2025

- National Economics University awarded him a Bachelor of Economics degree. For the year 2020-2025, he was elected to the OCB Supervisory Board.
- He has almost 13 years of experience as a member of the supervisory board, the head of the VIB supervisory board, and the head of the VIS supervisory board. He was a member of the OCB Board of Directors from November 2014 to November 2015, and a member of the OCB Supervisory Board from 2015 to 2020.



MS. DANG THI QUY

Member of the Supervisory Board
in 2020 - 2025

- She earned a bachelor's degree in economics from the University of Economics in Ho Chi Minh City.
- She was appointed to the OCB Supervisory Board for the period 2020-2025.
- She previously worked at different credit institutions as the Head of Supervisory Board of HD Bank, the Head of Supervisory Board of South Techcombank, and the Deputy Credit Department of VietinBank. She previously served on the OCB Supervisory Board as a full-time member from 2011 to 2015 and again from 2015 to 2020.

» INTRODUCTION TO THE BOARD OF MANAGEMENT

The Board of Management consists of the General Director, 05 Deputy General Directors, 05 Directors and 01 Deputy Chief Financial Officer cum Chief Accountant, responsible for implementing the business strategies set by the Board of Directors, managing and solving the day-to-day operations of the Bank. The Board of General Directors manages the following business divisions, namely Retail Banking, Corporate & Investment Banking, Currency Trading and Investment, Risk Management, Technology, Community Banking, and Departments, Centers under the General Director and branches, transaction offices.

1	Mr. Nguyen Dinh Tung	General Director
2	Mr. Ly Hoai Van	Deputy General Director
3	Mr. Truong Dinh Long	Deputy General Director
4	Mr. Anirban Roy	Deputy General Director
5	Ms. Huynh Le Mai	Deputy General Director
6	Mr. Truong Thanh Nam	Deputy General Director
7	Mr. Le Dang Khoa	Head of Corporate & Investment Banking
8	Mr. Nguyen Van Huong	Head of Retail Banking
9	Mr. Nguyen Thanh Phu	Head of Community Banking
10	Ms. Nguyen Thi Thuy Duong	Head of Risk Management
11	Mr. Doan Ha Tuyen	Head of Credit Management
12	Mr. Nguyen Xuan Hiep	Deputy Finance Director cum Chief Accountant



» INTRODUCTION TO THE BOARD OF MANAGEMENT



MR. NGUYEN DINH TUNG
General Director

- Since August 24, 2012, Mr. Nguyen Dinh Tung has been the General Director of Orient Commercial Joint Stock Bank.
- He earned a master's degree in business administration from Maastricht University in the Netherlands.
- He has worked in the finance and banking industries in Vietnam and abroad for over 20 years. He previously worked in the following positions: From May 2009 to April 2012, he was the Deputy General Director in charge of sales at Vietnam Maritime Commercial Joint Stock Bank. He also served as the Standing Vice Chairman of the Board of Directors of Mekong Bank; Country Director of ING Private Banking, Singapore; Deputy General Director in charge of Corporate & Investment Banking at Vietnam International Commercial Joint Stock Bank; and Director of the Vietnam International Commercial Joint Stock Bank's Ho Chi Minh City Branch; Deputy Director of the HCM City Branch, Vietnam Maritime Commercial Joint Stock Bank.



MR. LY HOAI VAN

Deputy General Director - in charge of
Currency Trading and Investment

- Since November 2017, Mr. Ly Hoai Van has served as the Orient Commercial Joint Stock Bank's Deputy General Director.
- He earned a MEBF, which stands for Master in Economics of Banking and Finance, from CFVG (France).
- He has nearly 20 years of experience in currency trading and investment. Mr. Van has held important positions in major domestic and international banks, such as Director of currency business at CitiBank Vietnam; Deputy General Director in charge of currency trading and financial institutions, concurrently in charge of Enterprise segment (SME, LC & FDI), and in charge of Subsidiaries (Sacombank SBJ, Sacombank SBR) at Saigon Thuong Tin Commercial Joint Stock Bank...



MR. TRUONG DINH LONG

Deputy General Director - In charge of
Operation

- Since March 2007, Mr. Truong Dinh Long has served as the Orient Commercial Joint Stock Bank's Deputy General Director.
- He holds a master's degree in business administration.
- Since the beginning of his career, Mr. Long has worked for OCB. He was appointed Director of OCB - Phu Lam Branch, then Director of OCB Khanh Hoa, and Director of OCB Dak Lak after three years as Deputy Head of Accounting Department at Orient Bank's Headquarters.



MR. ANIRBAN ROY

Deputy General Director in charge of
Information Technology Division

- Since February 1, 2021, Mr. Anirban Roy has been the Deputy General Director in charge of the Technology Division and the Digital Banking Center.
- He earned a Master of Business Administration from Florida International University's Chapman Graduate School of Business (USA).
- He has more than 30 years of experience and has held a variety of important positions in various organizations, including Chief Technology Officer of VPDirect - VPBank Bank; Senior Vice President of Kore Company (India); Director of Business Solutions, Dunia Finance Company (UAE); Chief Operating Officer of Kony Corporation (India); a number of senior leadership positions at Citigroup (Singapore and the United States); Project Management and Systems Analyst at Tata Motors Company (India and Australia), etc.



MS. HUYNH LE MAI

Deputy General Director

- Ms. Huynh Le Mai has been appointed to the position of Deputy General Director of Orient Commercial Joint Stock Bank since November 2013.
- She graduated with a Master of Business Administration from Vietnam National University, Hanoi in association with Griggs University; Bachelor of Business Administration from Ho Chi Minh City Open University; Bachelor of Foreign Languages from Can Tho University;
- She has worked in the banking and finance industry for over 14 years, holding positions such as Director of the Mekong Delta Region for the International Commercial Joint Stock Bank, Deputy General Director of Sales for the Mekong Development Commercial Joint Stock Bank, and Director of the International Commercial Joint Stock Bank's Can Tho Branch.

» INTRODUCTION TO THE BOARD OF MANAGEMENT



MR. TRUONG THANH NAM

Deputy General Director

- Mr. Truong Thanh Nam has been appointed as Deputy General Director of Orient Commercial Joint Stock Bank since May 2010.
- He graduated with a Bachelor of Laws, a Bachelor of Banking and Finance.
- With more than 25 years of experience in the banking industry, he has held many important positions at Bank for Industry and Trade and Asia.
- In 2003, he was appointed as Deputy Director of Trung Viet Branch of Orient Commercial Joint Stock Bank. Then was the Director of Trung Viet Branch of Orient Commercial Joint Stock Bank.



MR. LE DANG KHOA

Head of Corporate & Investment Banking

- Mr. Le Dang Khoa was appointed as Head of Corporate & Investment Banking (CIB) of Orient Commercial Joint Stock Bank from January 2, 2021.
- He graduated with a Bachelor's degree in Finance and Credit from the Banking University of Ho Chi Minh City.
- He used to hold important positions in other financial institutions such as Deputy General Director of Western Commercial Joint Stock Bank; National Director of Corporate Banking and National Director of Business Management, HSBC Vietnam; General Director of Corporate Bank of Vietnam Maritime Commercial Joint Stock Bank; Head of Corporate Banking, Hong Leong Bank Vietnam.



MR. NGUYEN VAN HUONG

Head of Retail Banking

- Mr. Nguyen Van Huong has been appointed as Head of Retail Banking of Orient Commercial Joint Stock Bank since February 18, 2021.
- He graduated with a Master of Business Administration, National Economics University.
- He has more than 18 years of experience in banking and finance and has held positions, such as Head of Retail Banking, Northern Branch Manager, Direct Sales Channel Manager, Regional Manager, Branch Manager Ngo Quyen, Head of Corporate Customer Development Department (Vietnam Prosperity Joint Stock Commercial Bank); Deputy Head of General Credit Department (Bank for Foreign Trade of Vietnam).



MR. NGUYEN THANH PHU

Head of Community Banking

- Mr. Nguyen Thanh Phu was appointed to hold the position of Head of Community Banking of OCB Orient Commercial Joint Stock Bank from June 20, 2016.
- He graduated with a Master's degree in Development Economics, International Institute of Social Studies from Erasmus University, Netherlands and a Bachelor's degree in Economics and Mathematics, University of Economics Ho Chi Minh City.
- He used to hold important positions in other financial institutions, such as Statistical Manager, Operations Manager and Head of Automation, Telecommunications and Financial Research at Nielsen Vietnam; Director of Credit Policy and the Director of Risk at Prudential Finance Company; Chief Risk Officer of Individual Banking Division at Maritime Commercial Joint Stock Bank.

» INTRODUCTION TO THE BOARD OF MANAGEMENT



MS. NGUYEN THI THUY DUONG

Head of Risk Management

- Ms. Nguyen Thi Thuy Duong was appointed as the Head of Risk Management from August 23, 2021.
- She graduated with a Bachelor of Business Administration, National University of Singapore.
- She has more than 18 years of experience in the field of Finance - Banking. She has held many important positions in other financial institutions, such as Head of Risk Management at Hong Leong Bank Vietnam; Head of Risk Management at CIMB Bank Vietnam; Deputy Director at HSBC Bank Vietnam; Investment Director at Vietnam-Oman Investment Fund & Indochina Capital; Head of Finance at Procter & Gamble Company (Singapore).



MR. DOAN HA TUYEN

Head of Credit Management

- Mr. Doan Ha Tuyen was appointed as Head of Credit Management at Orient Commercial Joint Stock Bank OCB on December 22, 2021.
- He graduated with a Bachelor's degree in Banking and Finance, Hanoi National Economics University.
- He used to hold important positions at OCB and other financial institutions such as Head of Credit Management at Orient Commercial Joint Stock Bank; Deputy Head of Credit Management at Orient Commercial Joint Stock Bank; Deputy Head of Risk Management - Orient Commercial Joint Stock Bank; Head of Center for Credit Appraisal and Approval cum Director of Re-evaluation at Orient Commercial Joint Stock Bank; Head of Re-Appraisal at Vietnam International Commercial Joint Stock Bank.



MR. NGUYEN XUAN HIEP

Deputy Finance Director
cum Chief Accountant

- Mr. Nguyen Xuan Hiep was appointed as Deputy Finance Director in charge of Financial Management Center cum Chief Accountant at Orient Commercial Joint Stock Bank from February 28, 2022.
- He graduated with a Master's degree in Finance - Banking, CFVG - Paris Dauphine University.
- Mr. Nguyen Xuan Hiep has more than 14 years of experience in the field of Finance and Banking and has held many important positions from Specialist to Head of Department at Asia Commercial Joint Stock Bank.

» SUBSIDIARIES AND AFFILIATED COMPANIES

Company name

Orient Commercial Bank
International Money Transfer
Limited Company

Address

11th floor, 123 Building,
No. 123 - 127 Vo Van Tan, Ward 06,
District 3, Ho Chi Minh City

Number of OCB shares held

2.500.000

Business

Service of receiving and
paying foreign currency

Charter capital

VND 25 billion

OCB's ownership rate

100,00%



» RISK MANAGEMENT

A Overview

OCB was the first bank in Vietnam to announce the completion of the Basel II project in December 2017

OCB continues to manage risks in compliance with the State Bank's international standards and regulations, using three lines of defense, namely Line 01: risk detection, management, and mitigation; Line 02: risk monitoring and policy development; Line 03: internal audit. The Bank, on the other hand, continuously enhances the roles of key committees and councils, such as the Risk Management Committee, the Risk Council, the Compliance Control Department, and Internal Audit.

OCB pursues prudent risk management philosophy with 02 approaches:

- ◆ Apply international standards
- ◆ Proactively implement the State Bank's risk management policies ahead of time. On the other side, the bank is concentrating on using technology, artificial intelligence, and data management to achieve two goals at once: to improve client experience and risk management efficacy, especially as the bank's size grows.

OCB was the first bank in Vietnam to announce the completion of the Basel II project in December 2017, and one of the first three banks approved by the State Bank to implement Circular 41 before the deadline of January 1, 2019. From 2022 onwards, the Bank will continue to apply Basel II standards, advanced IRB credit risk method, IMA market risk method, and Basel III liquidity risk procedures.

1 Credit risk management

Credit risk ("CR") includes risks arising from lending activities when customers are unable to fulfill their obligations, including counterparty risk.

In 2021, OCB focused on credit risk management in detail as follows:

- ◆ Continue to develop and adjust credit rating and scoring models and apply internal credit rating results to credit approval.
- ◆ Implement the 2021-oriented credit portfolio by the industry for the business group, credit products for the science and technology group, with risk limits allocated to outstanding loans, total risky assets and characteristics of income, debt quality, and risk costs in order to spread risks and optimize credit portfolios.
- ◆ Improve the early debt warning system, continuously review and evaluate each group of customers according to the risk list for timely handling measures; in addition, the bank has also developed a Bscore rating model to assist in early debt warning for science and technology groups, and provide solutions to ensure timely debt recovery.
- ◆ Continuously review customers affected by the pandemic to take timely support measures for customers, OCB only undertakes debt restructuring for customers that OCB believes are capable of recovering revenue/financial sources following the pandemic in compliance with the SBV's requirements, ensuring control/reduction of the risk of bad debt accruing after debt restructuring.

With the effective combination of the above CR management measures, OCB effectively controlled bad debts in 2021 and still maintained the bank's business strategy.



2 Market and liquidity risk management

Market and liquidity risk ("MR and LR") includes the risk of adverse fluctuations in interest rates, exchange rates, stock prices and commodity prices in the market.

In 2021, OCB continued to review and improve the models and tools that support MR and LR management by completing pricing models for FX and interest rate derivatives; improving accuracy for forecasting models of exchange rate fluctuations and government bond yields; and building statistics, measuring cash flow behavior of customers and customers to improve estimates of liquidity risk and interest rate risk, among other things.

On a regular basis, stress testing operations for market risk, liquidity risk, and interest rate risk are performed on bank books. Through the application of new policies on the management of market risk, liquidity risk, and interest rate risk on the bank books, the market risk and liquidity risk management framework has been consistently strengthened.

3 Operational risk management

Operational risk ("OR") includes the risk of inadequate or erroneous internal procedures, due to human factors, system errors, failures or external factors causing financial losses, negative non-financial impacts on the bank, including both regulatory and technological risks.

In 2021, in the face of the complex situation of the COVID-19 pandemic, OCB developed and implemented a business continuity plan, COVID-19 prevention and control with appropriate response measures to the pandemic's development, ensuring compliance with government regulations, SBV and management agencies, ensuring the safety of OCB employees and customers, and successfully achieving the dual goals.

OCB's OR management continues to be focused and strengthened, with the goal of minimizing losses to protect the Bank, shareholders, and customers, namely effectively deploying on the entire system through Loss Data Collection (LDC), Risk Control Self Assessment (RCSA), building and monitoring Key Risk Indicators (KRI), risk assessment for all new policies, regulations, products, and services, thereby effectively supporting the identification, measurement, monitoring, and control of the Bank, shareholders, and customers.

In 2021, OCB began to comprehensively deploy data analysis tools, modeling applications, machine learning in fraud identification and operational risk analysis.

OCB also promoted the development of specific processes and activities to manage certain operational risks, such as a complete fraud risk management framework, an information technology risk management framework, and outsourcing risk management. OCB continued to transfer operating risk through its operational risk insurance packages for the bank's assets as an additional risk management strategy, helping to safeguard the bank in the case of substantial losses.

» RIGHTS AND RESPONSIBILITIES OF SHAREHOLDERS

♦ *RIGHTS OF SHAREHOLDERS*

In compliance with Article 25 of the OCB Charter and applicable regulations, OCB has strictly implemented all shareholder rights. All shareholders are given the right to attend, vote, and offer ideas at the Annual General Meeting of Shareholders in fiscal year 2020, or to send a letter to the Organizing Committee. The General Meeting of Shareholders approved a 25% stock dividend on April 28, 2021, and shareholders are eligible to receive it.

According to the law, all OCB shareholders are treated equitably and given full access to information.

♦ *COMMUNICATING WITH SHAREHOLDERS*

We gradually diversified information channels for shareholders through investor contact events and issued IR documents/publications in 2021, in addition to answering questions and queries from shareholders at the Annual General Meeting of Shareholders for the fiscal year 2021, which was held on April 28, 2021. OCB also replied to shareholder concerns about shares and dividends by phone and email, and completed the Investor section of the website to offer information to shareholders. (www.ocb.com.vn)



» SHAREHOLDER STRUCTURE

SHARE INFORMATION AND SHAREHOLDERS STRUCTURE (AS OF 31 DECEMBER 2021)

SHARE



Number of OCB shares:
1,369,882,863 shares



Number of shares outstanding:
1,369,882,863 shares



Number of shares restricted to transfer:
354,025,111 shares

Number of treasury shares: 0 shares

In 2021, OCB had no transaction of
treasury shares



SHAREHOLDER STRUCTURE AS OF DECEMBER 31, 2021

Shareholder structure by criteria	Number of shares	Percentage of shares (%)
--------------------------------------	---------------------	-----------------------------

According to the criteria of ownership ratio

(major shareholders, small shareholders)

Major shareholders (*)	205,482,440	15%
Small shareholders	1,164,400,423	85%

According to the criteria of individual shareholders and institutional shareholders

Individual shareholders	724,216,446	52.86%
Institutional shareholders	645,666,417	47.14%

According to the criteria of domestic shareholders and foreign shareholders*

Domestic shareholders	1,068,808,336	78.02%
Foreign shareholders	301,074,527	21.98%

According to the criteria of State shareholders and other shareholders

State shareholders	117,994,141	8.62%
Other shareholders	1,251,888,722	91.38%

(*) Aozora Bank, which now owns 15% of OCB's shares, is the only major shareholder (holding more than 5% of the bank's shares). Up to 5% of the Bank's shares are owned by no other shareholder.

At Orient Commercial Joint Stock Bank, the maximum foreign ownership ratio is 22%.

SHARE OWNERSHIP RATE OF INSIDERS AS OF DECEMBER 31, 2021

No.	Fullname	Position at the Bank	Number of shares held	Ownership rate (%)
-----	----------	----------------------	--------------------------	-----------------------

Board of Directors

144,628,606 10.558

1	Trinh Van Tuan	Chairman of the BOD	60,744,881	4.434
2	Trinh Thi Mai Anh	Member of the BOD	40,282,710	2.941
3	Phan Trung	Member of the BOD	35,016,178	2.556
4	Wu Hebei	Member of the BOD	8,584,837	0.627
5	Ito Takeshi	Member of the BOD	0	0.000
6	Yoshizawa Toshiki	Member of the BOD	0	0.000
7	Bui Minh Duc	Independent member of the BOD	0	0.000
8	Pham Tri Nguyen	Independent member of the BOD	0	0.000

Supervisory Board

121,888 0.009

1	Nguyen Thi Thuy Minh	Head of the Supervisory Board	121,888	0.009
2	Pham Quang Vinh	Member of the Supervisory Board	0	0.000
3	Dang Thi Quy	Member of the Supervisory Board	0	0.000

Board of Management

1,308,455 0.096

1	Nguyen Dinh Tung	General Director	553,002	0.040
2	Ly Hoai Van	Deputy General Director	285,358	0.021
3	Truong Dinh Long	Deputy General Director	275,095	0.020
		,who is authorized to disclose information		
4	Huynh Le Mai	Deputy General Director	112,500	0.008
5	Truong Thanh Nam	Deputy General Director	82,500	0.006
6	Roy Anirban	Deputy General Director	0	0.000

Person in charge of corporate governance

7,683 0.001

1	Hoang Thi Tuyet Hanh	Person in charge of internal administration	7,683	0.001
---	----------------------	--	-------	-------

TOTAL: 146,066,632 10.663

Chief Financial Officer cum Chief Accountant: Resigned from December 1, 2021.

CHANGES IN OWNER'S INVESTMENT CAPITAL:

(Unit: million dong)

Year	Phase	Pre-issuance capital value	Capital value-added	Charter capital after an increase	Form of capital increase and object	Approving body
1996	-	-	70.000	70.000	Contributing capital to the establishment	SBV and Department of Planning and Investment, HCMC
2003	1	70.000	23.736	93.736	Issuance to existing shareholders	SBV and Department of Planning and Investment, HCMC and General Meeting of Shareholders
	2	93.736	7.615	101.351	Issuance of shares to merge with Tay Do Rural Commercial Joint Stock Bank	
2004	3	101.351	35.779	137.130	Issuance to existing shareholders	SBV and Department of Planning and Investment, HCMC and General Meeting of Shareholders
	4	137.130	62.870	200.000	Issuance to existing shareholders	
2005	5	200.000	100.000	300.000	Issuance to existing shareholders	SBV and Department of Planning and Investment, HCMC and General Meeting of Shareholders
2006	6	300.000	267.000	567.000	Issuance of bonus shares to existing shareholders, offering shares to existing shareholders and employees, and private placement	SBV and Department of Planning and Investment, HCMC and General Meeting of Shareholders
2007	7	567.000	544.111	1.111.111	Issuance of bonus shares to existing shareholders, offering shares to existing shareholders and employees, and private placement	SBV and Department of Planning and Investment, HCMC and General Meeting of Shareholders
2008	8	1.111.111	363.366	1.474.477	Issuance of bonus shares to existing shareholders	SBV and Department of Planning and Investment, HCMC and General Meeting of Shareholders
2009	9	1.474.477	525.523	2.000.000	Issuance to existing shareholders and private placement to strategic shareholders PNB Paribas with 15% ownership	SBV and Department of Planning and Investment, HCMC and General Meeting of Shareholders
2010	10	2.000.000	635.000	2.635.000	Issuance of bonus shares to existing shareholders; offering shares to existing shareholders and private placement to strategic shareholders PNB Paribas	SBV and Department of Planning and Investment, HCMC and General Meeting of Shareholders
2011	11	2.635.000	365.000	3.000.000	Private placement for the strategic shareholder, PNB Paribas	SSC, SBV and Department of Planning and Investment, HCMC and General Meeting of Shareholders
2012	12	3.000.000	234.000	3.234.000	Issuance of bonus shares to existing shareholders and issuance of shares to pay dividends	SSC, SBV and Department of Planning and Investment, HCMC and General Meeting of Shareholders
2014	13	3.234.000	313.148	3.547.148	Issuance of bonus shares to existing shareholders	SSC, SBV and Department of Planning and Investment, HCMC and General Meeting of Shareholders
2016	14	3.547.148	452.852	4.000.000	Issuance of bonus shares to existing shareholders and private placement of shares	SSC, SBV and Department of Planning and Investment, HCMC and General Meeting of Shareholders
2017	15	4.000.000	1.000.000	5.000.000	Issuance of bonus shares to existing shareholders and private placement	SSC, SBV and Department of Planning and Investment, HCMC and General Meeting of Shareholders
2018	16	5.000.000	1.599.211	6.599.211	Issuance of shares to pay dividends and issuance to existing shareholders	SSC, SBV and Department of Planning and Investment, HCMC and General Meeting of Shareholders
2019	17	6.599.211	1.299.360	7.898.571	Issuance of dividend-paying shares	SSC, SBV and Department of Planning and Investment, HCMC and General Meeting of Shareholders
2020	18	7.898.571	3.060.493	10.959.063	Issuance of shares to pay dividends and private placement for Aozora Bank (Japan)	SSC, SBV and Department of Planning and Investment, HCMC and General Meeting of Shareholders
2021	20	10.959.063	2.739.766	13.698.829	Issuance of dividend-paying shares	SSC, SBV and Department of Planning and Investment, HCMC and General Meeting of Shareholders

Trading in shares of internal shareholders and related people:

Transactions of shares of internal shareholders: Not incurred

Trading in shares of related persons of internal shareholders:

Transaction	Number of transactions	Trading volume
Buying	0	0
Selling	2	700,000 shares
Total	2	700,000 shares

» LIST OF KEY TECHNOLOGY PROJECTS



No.	PROJECT NAME	BENEFITS
1	T24 Technical Upgrade to R20	Increase the quality of service provided to customers
2	Relocated DC	Increase the quality of service provided to customers
3	Short Account Number (SAN)	Diversify products and services; Increase customers and revenue
4	OMNI WEB - APP Synchronization	Increase the quality of service provided to customers
5	Face OTP	Diversify products and services; Increase customers and revenue
6	VISA Card	Diversify products and services; Increase customers and revenue
7	CIC Host-To-Host Integration System	Diversify products and services; Increase customers and revenue
8	Virtual Card	Diversify products and services; Increase customers and revenue
9	Instant Card Issuance at Branches	Increase the quality of service provided to customers
10	OCB website	Increase the Brand Value
11	OCB Office Application on Mobile	Optimize the internal business processes
12	Upgrading BPM Platform to version 8.6.20	Increase capability of system risk management
13	Centralized LOG Management System	Increase capability of system risk management
14	Upgrading SIEM system	Increase capability of system risk management
15	IT Security & Compliance Monitoring Tool	Increase capability of system risk management
16	Upgrading Web Application Firewall	Increase capability of system risk management
17	Data Loss Prevention for Mobile Devices	Increase capability of system risk management
18	ATM monitoring software (planned for 200 ATMs)	Increase capability of system risk management
19	Implementing Additional IT Infrastructure for ComB's Business Needs	Adapt business scale expansion
20	PCI-DSS	Comply with IT Security Standards, Regulations & Policies
21	PCI DSS for PIN	Comply with IT Security Standards, Regulations & Policies
22	Customer Journey - Mortgage marketplace	Diversify products & services; Increase customers and revenue
23	Integration with VST in State Budget Collection and Mutual Payments.	Diversify products & services; Increase customers and revenue
24	Consulting and Implementing AWS Landing Zone	
25	Way4 Upgrading	Increase capability of system risk management

3

REPORT AND ASSESSMENT

OF THE BOARD OF
MANAGEMENT



I PERFORMANCE RESULTS IN 2021

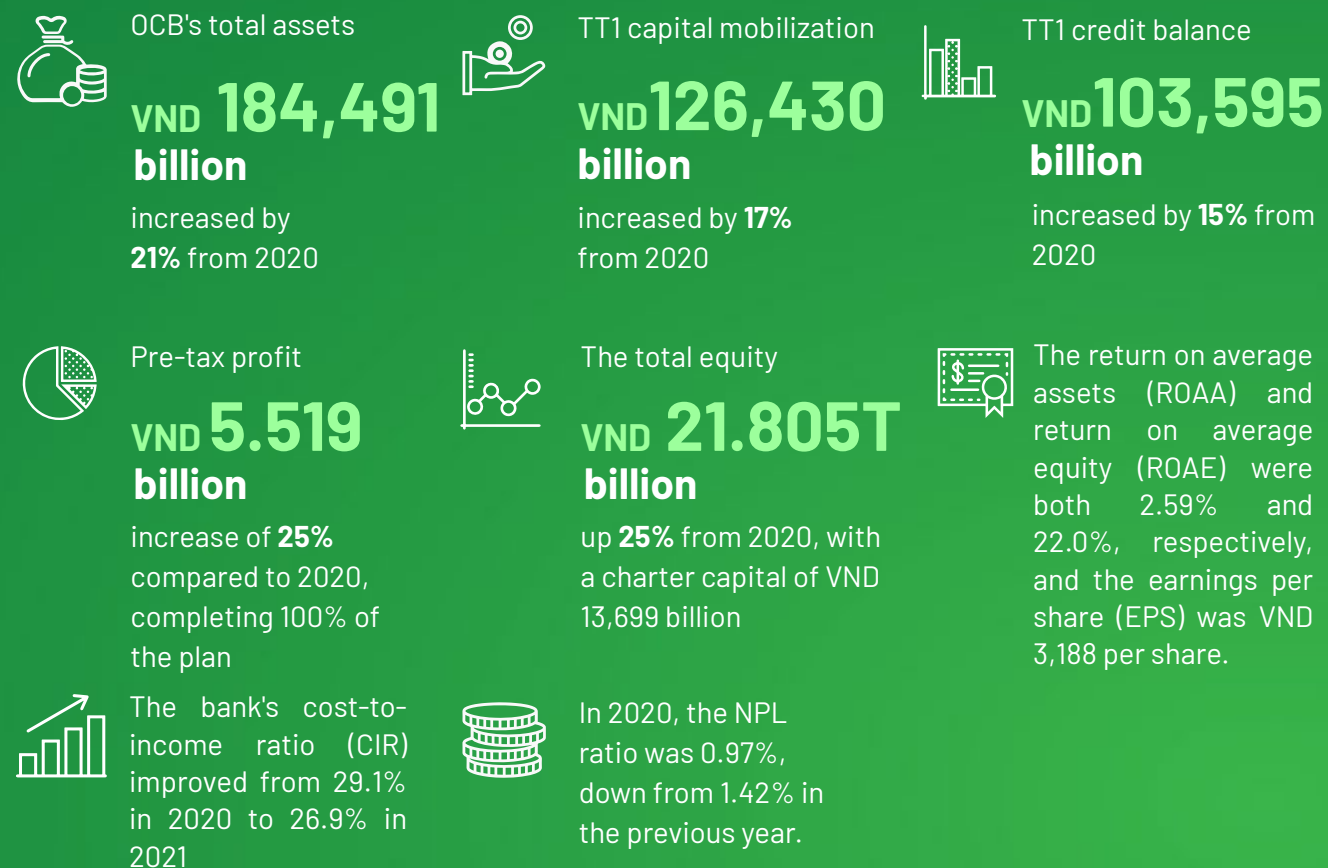
1 BUSINESS RESULTS

Due to the impact of the Covid-19 pandemic on various sectors of the economy, especially in the third quarter, Vietnam's GDP increased by 2.58% by the end of 2021, down from 2.91% in 2020. To avoid the pandemic, key economic areas must undertake long-term social distancing. Vietnam's economy lagged behind the rest of the world in 2021, but the good news is that the vaccination rate has greatly improved, laying the groundwork for seamless economic activity and supporting economic recovery. Inflation control has been a success for Vietnam in the past year, with the average CPI increasing by 1.84% compared to 2020, well below the 4% target set by the National Assembly; the exchange rate has remained stable, fluctuating within a +/-2% range; and foreign exchange reserves have grown thanks to FDI capital and a strong trade surplus.

OCB has also focused on accompanying and sharing difficulties with customers and the community, as well as taking care of the staff, in this context, with timely and flexible instructions from the Board of Directors, the Board of Management implemented many solutions to ensure smooth bank operations and achieve the objectives set by the General Meeting of Shareholders; in addition, OCB also focused on accompanying and sharing difficulties with customers and the community, as well as taking care of the staff. As a result, OCB continued to outperform its business plan targets, demonstrating significant progress toward its goal of becoming Vietnam's premier private bank group based on two criteria: asset growth and asset quality.

Here are some of the standout results.

1.1 The growth of total assets, achieving the set profit target



Some OCB financial metrics in 2020-2021

(Unit: billion VND)

Targets	2020 Implementation	2021 Implementation	Notes
Capital size			
Charter capital	10,959	13,698	Consolidated Financial Statements
Equity	17,435	21,805	Consolidated Financial Statements
Total assets	152,529	184,491	Consolidated Financial Statements
Capital adequacy ratio	12,73%	12,34%	Consolidated CAR
Business results			
Profit before tax	4,419	5,519	
Deposit balance	108,441	126,430	
Loan balance	90,237	103,595	
Debt collection revenue	72,841	78,331	
Overdue	4,219	3,686	Debt groups 2,3,4,5
Doubtful debts	1,508	1,349	Bad debt groups 3,4,5
Capital utilization ratio	108,441	126,430	
Ratio of overdue guarantee debt/ Total guarantee balance	0.24%	0.015%	Debt subgroups 2,3,4,5 followed (only take the guarantee balance)
Overdue debt ratio	3.97%	2.65%	Debt ratio of groups 3,4,5 / Total assets
Bad debt ratio	1.42%	0.97%	Debt ratio of groups 3,4,5 / Total assets
Liquidity			
Liquidity reserve ratio	19.42%	16.4%	Consolidated Financial Statements
30-day affordability ratio_VND	76.92%	99.84%	Consolidated Financial Statements
30-day affordability ratio_VND	Unarise	Unarise	Consolidated Financial Statements
Dividend	25%	25%	
EPS (VND)	2,798	3,188	

1.2 Distribution channel development activities

OCB added four new branches in 2021, in Linh Dam (Hanoi), Nam Dinh, Hue, and Da Lat (Lam Dong), increasing the total number of branches and transaction offices to 138. This initiative is part of the bank's retail business growth strategy, which includes expanding brand awareness and making it easier for locals to acquire funds.

1.3 Information Technology Activities and Digital Banking

With the upgrade and expansion of the OCB OMNI system in 2021, OCB continued to invest heavily in technology and digital transformation, providing customers with a series of modern utilities and technologies such as customer authentication via the eKYC digital identification system, FaceOTP facial payment authentication, and connection and integration with the Vietlott and VietQR systems. In addition to the flagship OCB OMNI, OCB also upgraded and expanded business application systems, typically the successful upgrade of the core banking system (core-banking) to the latest technology platform and version, providing beautiful digital account services, short digital accounts; implementing new apps that serve customers on modern customer journey principles and platforms. OCB also continued to focus on and expand the application of new technology platforms such as cloud computing, modern project deployment method (agile), software-as-a-Service (SaaS) and upgrade the system safely and securely according to the most advanced standards and technologies.

1.4 HR and training activities

As of December 31, 2021, OCB had 5,792 employees, fulfilling 98.4% of the full line's staffing demands and assuring human resources for the entire company and operation of all units in the system.

OCB has actively built a dynamic working environment, attracting and developing talents, in which every employee has a creative space and shows their best ability, while also increasing employee engagement with the organization through ESOP bonus shares policy, attractive salary and bonus mechanisms, and benefits, in addition to periodic activities such as health check-ups, vacations, benefits, insurance, and so on.

In terms of training and human resource development, OCB held 445 courses in 2021, with 33,855 participants and an average of 28.9 hours of study/staff, reaching 100% of the plan. Sales, customer service, and experience are all goals of key training programs. Organize intensive management training courses to strengthen three important categories of competencies: (i) business management capacity; (ii) operational management capacity; and (iii) enhanced leadership competence. In addition, there are succession planning and development training programs that have taught over 200 potential employees, satisfying more than 45% of internal human resource appointment demands. Digital Academy was established in 2021, specifically to equip and update the digital capabilities of OCB workers, and to actively adapt to match the Bank's 5-year strategic development objective. Customer Journeys, Agile working techniques, Knowledge, and digital transformation trends have been delivered to all levels of management, expertise, and employees throughout the system through training programs, seminars, and e-learning.

In 2021, OCB also began to promote the implementation of human resource and corporate culture activities, such as congratulating employees on their first year of employment; OCB Appreciation Week; OCB - Stay Sporty; OCB Star - rewarding/honoring outstanding employees monthly/quarterly/yearly; OCB Proceedings; OCB Magazine, honoring personnel participating in key projects; Building a standard behavioral framework for employees; and so on.

During peak times with complicated developments of the Covid pandemic, in addition to complying with instructions from the authorities, OCB actively implemented many solutions to care and protect the health of employees, namely quickly organizing vaccination for all employees at the pandemic zones in Ho Chi Minh City (more than 3,200 employees in both injection sessions); monitored, supported and guided employees in other provinces/cities as well as employees who are not eligible for vaccination, ensuring timely vaccination; offered many cost support policies such as fast test fee and intensive test, medical isolation costs, expenses for 3 'on-site' policy, aiming at encouraging health and spirit, helping employees overcome the difficult period of the pandemic.

In addition, in 2021, OCB was recognized to be the only banking and financial company and one of two businesses to earn the 2021 HR Excellence Awards in the category of Talent Acquisition, an award given by Organized by Alpha. In addition, OCB was honored to receive numerous other awards, including Careerbuilder's 2020 Most Favorite Employer, Alphabe's 2020 Best Places to Work, and the Vietnam Fatherland Front Committee of Ho Chi Minh City's Certificate of Merit titled "Typical Achievements in Participating in and Supporting Covid-19 Prevention and Control Activities in Ho Chi Minh City."

1.5 Risk management activities

Implementation of the risk management policy

- The risk appetite in 2021 was developed with more stringent risk control targets than in 2020, and it was kept at a fair level to assure OCB's financial soundness while also allowing it to scale up while maintaining credit quality.
- According to State Bank regulations, centralized credit risk control indicators included the rate of credit extension without collateral, the rate of credit extension for large customers, the rate of credit granting to economic sectors, the credit limit for one customer/related group of customers, and other credit limit targets. At meetings of the Risk Management Committee (RMC), the Board of Management, and the Risk Council, the system of professional regulatory framework documents was periodically examined, updated, evaluated, and submitted for approval.
- Early risk identification through risk assessment of products, processes, regulations, technology application development, and projects; close monitoring of key risk indicators; self-identification of hazards and checkpoints; risk assessment for outsourced activities.
- The policy for operational risk management was implemented in compliance with OCB's regulations and business plan. A method to monitor financial and non-financial loss limitations was part of OCB's operational risk management system.
- Implementing response work and developing a plan to maintain Business Continuity Planning (BCP) in cases of epidemics (especially in light of the complicated developments surrounding the Covid-19 pandemic in 2021), natural disasters/storms, fire, explosion, and robbery attack; implementing a Disaster Recovery Plan (DRP) and organizing regular annual drills to be ready to respond to incidents or disasters.

Monitoring implementation of some key risk limits in 2021

Risk control criteria	2021 Risk appetite	2021 Implementation
CAR - TT41 individually	≥ 11%	12.34%
RAROC	≥ 20%	23.19%
Bad debt/market balance 1	≤ 1,8%	1.30%
Troubled debt ratio/Market balance 1	≤ 4,1%	3.56%
The loan-to-deposit ratio (LDR)	≤ 85%	67.84%
LRR (Legal Reserve Ratio)	≥ 10%	16.40%
Short-term capital for medium and long-term loans	≤ 37%	22.05%

Deployment of credit portfolio management and risk measurement tools

- Building a 2021-oriented credit portfolio according to customer segments, economic sectors, and credit products to ensure risk dispersion and optimize credit portfolios. Implementing monthly credit portfolio monitoring and quarterly reporting to the Risk Management Committee including outstanding balance and segment characteristics.
- Evaluating the measurement (methods and models of credit risk measurement), monitoring and controlling credit risk:
 - ▶ Implement segment-specific credit portfolio management, including outstanding loans and segment characteristics.
 - ▶ Implement a centralized credit-granting process management system using a BPM system: closely monitor the execution time in each stage of the processing process from the Business Unit to the Head Office and according to each individual handling, speeding up the processing process while limiting errors in the operation process.
 - ▶ Continue to deploy the Field Inspection Department under the Credit Management Division to function independently in order to support credit appraisal and approval, conduct actual appraisals of high-risk credit applications, and ensure objectivity and realism in credit appraisal and approval.
 - ▶ Implement and apply internal credit rating results to credit approval; continuously review models used in credit approval/transaction limit granting, including 7 currently utilized models, 2 models that are being updated, and 3 new models that are being constructed.
 - ▶ Deploy a risk-based decentralized credit approval approach; control the decision hierarchy from the Credit Committee to the Approving Individuals. Review judgment levels on a monthly basis to assess, assign, maintain, and suspend judgment levels for individuals who approve credits that have expired, assigned limits, or credit limit thresholds that have been violated.
 - ▶ At the Sales Unit and Compliance Control Department, implement and operate the early warning system as well as the post-credit monitoring and supervision system.
 - ▶ Perform debt categorization and credit risk provisioning for each credit in compliance with State Bank requirements.
- Implementing operational risk measurement tools
 - ▶ Application of software to support operational risk management to support today's operational risk measurement:
 - ◆ Loss Data Collection - LDC.
 - ◆ Risk Control Self Assessment - RCSA.
 - ◆ Key Risk indicators - KRI.
 - ▶ Other operational risk measurement tools are also being effectively deployed:
 - ◆ Collecting and analyzing the findings of internal audits, independent audits, inspection agencies, etc. to assess control weaknesses and plan to reduce risks.
 - ◆ Collecting loss incidents from other financial institutions to analyze lessons learned, and supplement risk prevention measures.
 - ◆ Units are proficient in using the business process mapping tool to determine the operational risk level of each business process..
 - ▶ OCB has been building a mechanism and system for early detection of fraud and perfecting the operational risk declaration system to ensure that potential risks are detected and handled as quickly as possible to limit losses.

Completing the 3 pillars of Basel

- Completing the implementation of the capital adequacy review process as required by Circular 13/2018/TT-NHNN (pillar 2 of Basel II). Implementation results have been reported to the Board of Directors, Risk Management Committee and the State Bank.
- Reviewing and finalizing framework documents and disclose information.
- Performing stress tests for credit risk, operational risk, market risk, liquidity risk, concentration risk and interest rate risk on the bank books.
- Completing the method of calculating interest rate risk on the bank book (addition of NMDs) and building a capital calculation model for IRRBB - content that requires banks to build themselves according to Circular 13/2018/TT- NHNN.

1.6 Brand development activities

The year 2021 marks the end of OCB's 25-year construction and development adventure. Communication, marketing, and brand development operations were centered on promoting, using a variety of excellent and creative programs, a positive impression of products and services in the minds of customers. According to Mibrand's ranking, OCB's brand awareness index climbed 07 places from 2020.

On the occasion of the bank's 25th anniversary, launching a series of campaigns called "Thousand incentives, Million Gratitude" that included more than 40,000 exceptional presents for customers across the country.

Continually implementing public relations and marketing efforts aimed at customers, promoting new business division goods and services, such as the launch of the OCB ProPay digital payment solution bundle; Specialized credit card lines; accounts with nice and short numbers; upgrade of OCB OMNI digital banking for personal and business use.



OCB ra mắt giao diện website
HOÀN TOÀN MỚI

www.ocb.com.vn

Creating seamless links and interactions with customers by developing communication activities on online channels and social networks in accordance with the "always-on" strategy. When compared to joint-stock commercial banks, OCB's Facebook fanpage is currently in the Top 1 for favorable comments, Top 2 in terms of growth rate, and Top 3 in terms of number of followers in 2021, contributing to an increase in image, brand reputation, and popularity on online channels.

Investing in, improving, and expanding the network with the launch of four new branches in Hanoi, Nam Dinh, Hue, and Lam Dong, increasing the total number of OCB transaction sites to 138 in 28 significant cities and provinces. Relocating and opening 05 transaction offices at the same time. The new transaction centers are in densely populated regions in the heart of the city, making it easier for locals to obtain discounted loans. To deliver a safe and convenient experience for customers, OCB concentrated on investing in branch facilities, transaction offices, human resources, technological platforms, and risk management systems that met international standards.

Working with sales teams to perform research and evaluate customer behavior so that suitable marketing and approaches can be offered quickly.

Examining and testing the brand identity system at 138 branches and transaction offices across the country, swiftly mending, and maintaining image standards as prescribed, optimizing advertising effectiveness, and remaining close to customers.

Participating in and achieving awards and ratings from many prestigious domestic and international organizations:



Top 25 leading financial brands in Vietnam voted by Forbes



The best digital banking application in Vietnam voted by IFM for digital bank OCB OMNI



"Best Green Deal" award from Asian Development Bank (ADB)



2021 Asia Excellence Entrepreneur Award for Mr. Trinh Van Tuan, Chairman of the Board of Directors of OCB



Top 10 prestigious private joint stock commercial banks & Top 50 best growth enterprises in Vietnam in 2021 announced by Vietnam Report



Moody's has upgraded its credit rating from "stable" to "positive," keeping the Counterparty Risk Assessment (CRA) and Counterparty Risk Ratings (CRR) at Ba3, the highest rating in Vietnam today.

Promoting social community activities to prevent the pandemic of Covid 19. Implementing the "Bolster confidence in the frontline against the pandemic" campaign, which attracted tens of thousands of customers and became the most popular campaign on social media in August of 2021.

Organizing and executing successful cooperation signing ceremonies with partners, as well as supporting business activities and protecting the bank's reputation.

ỨNG DỤNG NGÂN HÀNG SỐ TỐT NHẤT VIỆT NAM

BEST DIGITAL BANKING APP VIETNAM 2021



CHỨNG NHẬN BỞI
INTERNATIONAL
FINANCE
AWARDS

OCB OMNI

II 2022 OPERATION ORIENTATION

1 SOME KEY FINANCIAL GOALS

Criteria	2021 Implementation	2022 Implementation	Comparison of 2022 Plan & 2021 Implementation	
			+/-	%
Total assets	184,491	230,112	45,621	25%
Total TT1 mobilization	126,430	155,003	28,573	23%
Total TT1 outstanding balance	103,595	129,493	25,899	25%
Bad debt ratio	0.97%	<1%		
Profit before tax	5,519	7,110	1,591	29%

Unit: billion VND, %

2 2022 Operation Orientation

The next year for OCB's 5-year development phase (2021-2025) is 2022, with the goal of making OCB one of Vietnam's top five private commercial banks. As a result, the bank continues to set higher ambitions for strong, effective, safe, and long-term development, including:

- 01 OCB targets a growth objective of 25% for asset and credit indicators (assuming that the regulator accepts the credit growth limit according to the bank's growth strategy), the CIR ratio is kept below 35%, and profit before tax is VND 7,110 billion.
- 02 Transforming business models, focusing on retail and priority segments, and establishing value propositions based on customer journey improvements.
- 03 Continuing to shift the credit allocation structure into priority areas and deploying new credit solutions, while maintaining interest rates, to alleviate issues and expand credit availability for customers.
- 04 Under the direction of the government, quality improvement, operational efficiency, promotional activities - brand recognition, nationwide outreach programs, and a focus on opening new and developing networks are all being promoted. The consent of the State Bank is required.
- 05 Increasing the number of products and services available on the digital banking platform by optimizing technology, digitizing the entire internal process, and expediting the development of new products and services.
- 06 Implementing a sophisticated risk management system in accordance with Basel II's advanced standards and IFRS 9's worldwide financial reporting standards.
- 07 Increasing talent acquisition efforts, capacity training to improve working performance, management capacity development, and staff cohesion through incentive schemes.
- 08 Ensuring compliance with State Bank regulations, maintaining Moody's credit rating, and earning a grade A (Good) rating in accordance with the State Bank's regulations on rating credit institutions in Circular 52/2018/TT- SBV.

2025
2024
2023

2022

2021

4

ASSESSMENT

OF THE BOD
ON OCB'S OPERATIONS





I GENERAL ASSESSMENT OF CORPORATE GOVERNANCE

1 Corporate governance

OCB's BOD consists of 8 members, including 2 independent members. The Bank's members of the BOD performed their governance work on the principle of openness, transparency and separation between governance and management activities.

During the year, the BOD conducted six meetings of the BOD to implement the resolutions of the General Meeting of Shareholders, assign tasks to the BOD and check the results of the implementation of the targets. In addition to the above 06 meetings, the BOD also discussed and approved 99 Resolutions and Decisions on many areas of operation and business of the Bank.

In 2021, the BOD issued new, amended and supplemented a number of documents such as Regulation on information disclosure; 2021 Risk appetite statement; Regulations on organization and operation of the OCB Risk Management Committee; Regulations on internal management; Regulations on organization and operation of OCB's BOD; Regulations on organization and operation of the Debt Restructuring Committee; Regulations and activities of the debt purchase and sale council; Regulations on investment in corporate bonds; Special lending regulations for specially controlled credit institutions, etc.

2 Activities of Committees

In order to assist the BOD in governance, the BOD established affiliated agencies to carry out the work. In 2021, the Committees well fulfilled their roles and actively contributed to the Bank's overall performance.

Details of the Committee's activities:

Debt Trading Council

Consists of 08 members (reduced from 09 members since August 16, 2021 due to OCB's organizational change).

- Advising the BOD on debt purchase and sale activities at OCB.
- Approving the purchase and sale of debt within its competence and permitted by law.

Strategic Cooperation Committee (SAC)

Consists of 4 members, deployed from September 2020 and takes responsibility for:

- Advising the BOD on strategic cooperation between OCB and Aozora Bank.
- Advising on cooperation and business development for OCB.
- In 2021, there were 06 SAC meetings to implement cooperation and business development programs for OCB such as implementing M&A transactions, marketing and expanding customers who are Japanese companies.

Risk Management Committee (RMC)

Consists of 5 members, advising the BOD on the risk management framework, ensuring that OCB develops and completes relevant policies effectively. In 2021, the Risk Management Committee held 04 regular meetings in January, April, July and October aiming at:

- Monitoring risk appetite and risk status of all goods;
- Evaluating and direct the implementation of action programs, measures to control risks and responding to changes/impacts on business operations during the Covid-19 pandemic;
- Approving proposals to adjust Regulations and Credit Rating Model in line with legal regulations and business practices;
- In addition, the Risk Management Committee organized to collect opinions and approve the proposed contents of the case in order to match the effectiveness of newly issued legal regulations and meet business needs.

Human Resources Committee

Consists of 4 members, responsible for the following main responsibilities:

- Advising the BOD on the orientations in human resource management and bonuses for OCB staff.
- In 2021, the Human Resources Committee directed the review to develop mechanisms for salary payment and bonuses based on labor productivity; maintained and upgraded employee welfare policies such as health insurance; consulted on the development and completion of a set of KPIs and a mechanism for performance evaluation; directed the development and implementation of training courses to improve knowledge and develop employees' capacity in the OCB system.

Credit Committee

Consists of 10 members (permanent and non-permanent), the Credit Committee holds regular meetings to (i) approve credit applications according to the scope of decentralization; and (ii) approve the credit risk management framework.

Risk Handling Committee (RHC)

Consists of 06 members (increased from 05 members since July 5, 2021 due to OCB's change in the bank's organizational structure):

- Manage backup policy.
- Approve debt recovery measures for debts that have used provisions to handle risks.
- Decide on measures to handle overdue or underdue debts with potential risks.
- Decide and approve handling measures for operational risk events that result in financial loss.

Debt Restructuring Committee (DRC)

Consists of 09 members (permanent and non-permanent) and takes the following main responsibility:

- Approving the rescheduling of the loan repayment term.
- Advising the BOD in approving the debt repayment term restructuring.
- Advising the BOD in approving amendments, supplements or replacements of relevant regulations within the scope of functions of the Debt Restructuring Committee.
- Reporting on the review and approval for debt rescheduling to the BOD and/or other competent authorities upon request.

3 Activities of independent members of the BOD

The BOD of OCB comprises 02 (two) independent members, Mr. Pham Tri Nguyen and Mr. Bui Minh Duc, in the second year of their tenure (2020-2025). Mr. Pham Tri Nguyen is a member of the Risk Management Committee and is in charge of fostering international collaboration as well as engaging with and soliciting investment money from foreign investment funds. Mr. Bui Minh Duc is in charge of the Bank's accounting and auditing management.

- The independent members of the BOD participated fully in the meetings of the BOD during the year to perform their assigned tasks.
- The independent members of the BOD reviewed and commented on the strategy, business plan, and documents of the Bank under their authority.
- The independent members of the BOD participated in monitoring and urging the BOM in the implementation of the business plan.
- The independent members of the BOD made positive contributions to the Bank's governance, ensuring the independence and objectivity in the decision-making of the BOD.

Assessment of independent members of the BOD on the operation of OCB's BOD:

- The BOD of OCB operated in accordance with the duties specified in the OCB Charter, the Regulation on organization and operation, and the provisions of law.
- The members of the BOD worked actively and effectively in the spirit of prudence, transparency and responsibility.
- The BOD also performed well in strategic planning for the Bank and supported the BOM to complete the business plan targets in 2021, as well as the objectives set out in the Resolution of the General Meeting of Shareholders in 2021.

4 Supervision activities for the Board of Management

In 2021, the BOD held working sessions with the BOM to exchange information in order to implement and execute the business plan:

- The BOD held meetings to direct the long-term and short-term business strategies to orient the BOM.
- The BOM periodically reported to the BOD on implementation results, as well as plans and next implementation measures. On that basis, the BOD promptly took decisions and solutions to promptly support the BOM in order to achieve the set goals.
- In addition to regular meetings, the BOD and the BOM also regularly organized thematic meetings for the BOM to present and propose contents according to each area of expertise.

In general, the BOM well implemented the business strategy according to the proposed orientation; achieved expectations on growth, profit results, asset quality, and ensured appropriate resources for business activities; balanced between revenues and costs.

The BOM also ensured the bank's operational resources during the period when the market faced many difficulties due to the prolonged pandemic. The BOD recognized and highly appreciated the efforts of the General Director as well as the entire BOM in 2021 for the achieved results.

All activities of the bank are carried out on the basis of compliance with Vietnamese laws. OCB has realized and well-performed the role of the bank in terms of environmental and social responsibility.

Implement the resolution of the 2021 General Meeting of Shareholders

In addition to the Resolution of business activities, in 2021, OCB implemented the resolutions of the 2021 General Meeting of Shareholders as follows:

- Completing the amendment and issuance of the OCB Charter, the OCB's internal governance regulations, and the Regulation on organization and operation of OCB's BOD in 2021.
- Plan for profit distribution and setting up of funds in 2020;
- Having selected Ernst&Young Vietnam Limited to audit the 2022 financial statements;
- Regarding the increase of charter capital, OCB completed paying a stock dividend at the rate of 25% and has been recognized by the Department of Planning and Investment of Ho Chi Minh City at the BRC on January 11, 2021, with a charter capital of VND 13,698,828,630,000.

Public report of related interests

According to the provisions of Article 39 of the Law on Credit Institutions 2010, OCB publicly reported to the General Meeting of Shareholders the interests related to the BOD, the Supervisory Board and the EB as of December 31, 2020 as follows:

Subjects	Number of members	Number of companies related
Board of Directors	08 members	08 companies
Supervisory Board	03 members	01 companies
Board of Management	06 members	02 companies

Other contents that the BOD needs to report to the General Meeting of Shareholders according to the law

Report on transactions between the Bank, its subsidiaries, and companies in which the Bank controls 50% or more of the Charter capital with members of the BOD and related persons: none arise.

Report on transactions between the Bank and the company in which a member of the BOD is a founding member or a manager of the company during the last 3 years before the time of the transaction: none arise.

Public report on the list of borrowers:

According to the provisions of Article 127.1 of the 2010 Law on Credit Institutions, OCB publicly reported to the General Meeting of Shareholders on the lending to the subjects with limited credit as of December 31, 2021 as follows:

- **Subjects:** OCB's employees with titles that are subject to credit restrictions.
- **Total number of employees borrowing capital:** 141 people
- **Total loans:** 194 items
- **Total credit limit:** VND 58,35 billion
- **Total actual outstanding balance as of December 31, 2021:** VND 18,73 billion.

The lending to the above subjects has been implemented by OCB in complete compliance with the law and regulations of OCB.

Report on the results of debt classification, off-balance sheet commitments, provisioning for risks, use of provision for risks and handling of losses

According to the provisions of Article 22 of Circular 11/2021/TT-NHNN dated July 30, 2021. OCB reported to the General Meeting of Shareholders on the results of debt classification, off-balance sheet commitments, provisioning for risks, use of provisions and handling of losses as of December 31, 2021 as follows:

Debt classification results as of December 31, 2021:

- Total outstanding balance on the balance sheet: VND 139,176 billion
- Total bad debt: VND 1,350 billion
- Bad debt ratio: 0.97%
- Total off-balance sheet commitments: VND 18,270 billion.

Results of provisioning for risks as of December 31, 2021:

- Total provision made: VND 751 billion
- Total specific provision made: VND 374 billion

Results of using provisions to handle risks from January 1, 2021 to December 31, 2021:

- Total specific provisions used to deal with risks in 2021: VND 822 billion (including VND 822 billion used to handle risks for customers being economic organizations and individuals and VND 0 billion used to handle risks for customers being credit institutions).
- Total number of customers that were handled with risk: 29,539 customers.

II OPERATION ORIENTATION OF THE BOD IN 2022

The year 2022 is the second of a five-year development period that runs from 2021 to 2025, with the goal of making OCB one of the top five private commercial banks in Vietnam. To that end, the OCB's Board of Directors focuses on attaining the following goals:

- Continue to well implement the business strategy for the period of 2021-2025;
- Direct and support the BOM to achieve the 2022 business plan goals;
- Focus on growing customer size and expanding network;
- Focus on retail activities and priority segments of OCB;
- Continue to expand the portfolio of innovative products and solutions, improve customer experience in order to diversify revenue sources and achieve the goal of effective use of shareholder capital;
- Continue the OCB comprehensive digital transformation roadmap, upgrade OCB OMNI application, digitize customer journeys, connect ecosystems and digitize internal processes;
- Implement advanced risk management system according to advanced standards of Basel II and international financial reporting standards IFRS 9;
- Promote promotion & brand identity, community outreach programs nationwide; focus on opening new and develop the network under the permission of the State Bank;
- Increasing talent attraction activities, capacity training to help improve the working performance of the staff.

Criteria	2021 Implementation	2022 Plan	Comparison of 2022 Plan & 2021 Implementation	
			+/-	%
Total assets	184,491	230,112	45,621	25%
Total TT1 mobilization	126,430	155,003	28,573	23%
Total TT1 outstanding balance	103,595	129,493	25,899	25%
Bad debt ratio	0.97%	<1%		
Profit before tax	5,519	7,110	1,591	29%
Criteria	Unit: billion VND, %			



5

REPORT

OF THE SUPERVISORY BOARD



1 Summary of the meeting of the Supervisory Board

In 2021, the Supervisory Board held six meetings, at which all members of the Supervisory Board fully participated and voted unanimously on matters and materials related to the Supervisory Board's responsibilities and tasks. In addition, the Supervisory Board had frequent meetings to exchange, analyze, and assess the Internal Auditor's, OCB's management, and administration operations for the Supervisory Board's control purposes.

The Supervisory Board made recommendations to the Board of Directors and the Board of Management (BOM) on measures to strengthen control, reduce risks, ensure compliance with the provisions of the Law and OCB's regulations, and contribute to improving quality, operational efficiency, and completing business tasks in the year 2021 through the operation of control.

2 Results of appraisal of 2021 financial statements

On the basis of the financial statements for 2021 audited by Ernst & Young Vietnam Limited, the Supervisory Board assessed that the separate financial statements and the consolidated financial statements give a true and fair view in all material respects, the financial position of OCB as at 31 December 2021 as well as the results of operations and cash flows for the year then ended, in accordance with Vietnamese Accounting Standards, the accounting system of Vietnamese credit institutions and legal regulations related to the preparation and presentation of financial statements.

3 Monitoring results for the BOD, General Director (GD) and other executives

In 2021, the BOD and BOM directed and operated OCB's business activities in accordance with the strategic direction and objectives. Bad debt was kept under control, with a rate of 0.97% lower than the target of 2%. Pre-tax profit increased by 25% year over year to VND 5,519 billion, exceeding 100% of the profit before tax plan approved by the General Meeting of Shareholders.

In 2021, the Supervisory Board oversaw the BOD, GD, and other governance executives with the following contents:

- The Supervisory Board supervised the compliance with regulations of the State Bank and the Charter of OCB in governance and administration.
- The Supervisory Board supervised OCB's core business activities.
- The Supervisory Board reviewed the compliance with the provisions of law in the development and promulgation of internal regulations and regulations of the BOD and the GD.
- The Supervisory Board supervised the implementation of resolutions of the General Meeting of Shareholders.
- The Supervisory Board supervised the implementation of resolutions of the Board of Directors.

The SB assessed that the BOD and BOM had complied with the provisions of law and OCB's internal regulations in governance.

4 Results of evaluating the coordination between the SB and the BOD, GD and shareholders

The Supervisory Board attended the BOD meetings, reported on the SB's operations, and discussed and contributed ideas during each meeting. The Supervisory Board made governance recommendations to the BOD and the BOM.

For the SB to accomplish its obligations, the BOM provided information, which was reported upon request, as well as pertinent data.

In carrying out the designated roles and tasks, the SB worked closely with the BOD and the BOM.

5 Remuneration, operating expenses and other benefits of the Supervisory Board

The remuneration, operating expenses and other benefits of the SB within the operating budget of the BOD and the SB were approved by the GMS in 2021.

The remuneration, operating expenses and other benefits in 2021 of the SB: VND 3.5 billion

6 Internal audit activities

The SB supervised and directed the Internal Audit Department to implement the following activities:

- Reviewing regulations and work instructions related to internal audit to comply with Circular 13/2018/TT-NHNN and relevant legal regulations.
- Completing the approved 2021 audit plan.
- Supporting units in the whole system in the inspection and examination of the State Bank.
- Auditing and checking other contents at the request of the BOD, the SB and the BOM, as well as the inspection and supervision agency of the State Bank.

7 Other activities of the Supervisory Board

Supervising the implementation of recommendations of the State Bank's Inspection and Supervision Agency.

Making reports at the request of state management agencies.

Promulgating the 2021 Internal Audit Regulations.

Appraisal of OCB's financial statements.

II

ASSESSMENT OF THE SITUATION OF IMPLEMENTATION OF THE GMS RESOLUTION IN 2021

1 Results of the implementation of the 2021 business plan targets

The BOD completed the business plan targets assigned by the GMS in 2021 as follows:

Unit: billion VND

Business performance indicators	2021 plan assigned by the GMS	Implemented tasks as of December 31, 2021	Plan completion rate
Total assets	183.500	184.491	100,5%
Charter capital	14.449	13.699	94,8%
Total TT1 mobilization	136.700	126.430	92,5%
Total TT1 outstanding balance	113.000	103.595	91,7%
Bad debt ratio	<2%	0,97%	Đạt
Profit before tax	5.500	5.519	100,3%

2 Results of the implementation of other resolutions

In addition to implementing business targets, in 2021, the BOD and the SB implemented the resolutions of the GMS as follows:

The BOD completed the amendment and promulgation of the OCB Charter, the OCB's internal governance regulations, the Regulation on organization and operation of OCB's BOD in 2021;

The SB completed the amendment and promulgated the Regulation on organization and operation of OCB's SB in 2021.

The BOD completed:

- Plan to distribute profits and set up funds in 2020.
- Increase of the charter capital due to dividends from retained earnings in 2020: VND 2,740 billion.
- Selection of Ernst&Yound Vietnam Limited to audit the 2022 financial statements.

III 2022 OPERATION ORIENTATION

In order to successfully complete the tasks assigned by the GMS, on the basis of OCB's 2022 operation plan orientation, the Supervisory Board determines the key tasks in 2022 as follows:

- Fully carrying out the Supervisory Board's activities and responsibilities in line with the legislation and the OCB's charter.
- Supervising the GMS and the BOD's resolutions' implementation.
- Having approved the 2022 Internal Audit plan and directed the supervision of Internal Audit activities in accordance with the approved plan, with the goal of reviewing and evaluating the adequacy, appropriateness, effectiveness, and feasibility of the OCB's internal control system at the audited units and departments, and making timely recommendations to improve and perfect the internal audit system in order to minimize or eliminate any risks that may arise.
- In compliance with the legislation, reviewing the system of regulations and processes published in the primary activities and making further ideas for improvement.
- Other obligations of the State Bank and competent authorities are implemented and directed in accordance with the legislation and the OCB Charter.



6

SUSTAINABLE DEVELOPMENT REPORT



FOR A
GREEN
FUTURE



ORIENT COMMERCIAL JOINT STOCK BANK (OCB) IS BASED ON THE FOLLOWING CORE VALUES

01

CUSTOMER-CENTRIC

02

PROFESSIONAL

03

SPEEDY

04

CREATIVE

05

FRIENDLY

The Bank's operations are conducted in accordance with Vietnamese laws and regulations, with a goal of meeting international standards, maintaining transparency, implementing a risk management system, and maximizing advantages for shareholders, customers, workers, and the community.

We believe that the purpose of sustainable development is to create long-term financial, environmental, and social value, as well as to improve customer experience, raise bank value for shareholders, and create a better society. This will serve as motivation for us to continue to produce and expand in the future.

OCB has converted itself into a major bank in Vietnam over the years, particularly in the last ten years, by adhering to key values. Corporate governance for sustainable development is one of the most significant components in our success.

SUSTAINABLE DEVELOPMENT REPORT OVERVIEW

Over the last decade, the market has pushed corporations to be more open about their environmental, social, and governance policies, as well as their economic contributions. Many Vietnamese businesses have led the way in disclosing the following information through the "Sustainable Development Report," and they have a significant duty to do so.

The phrase "sustainable development" was first used in the Brundtland Report of the United Nations in 1987. The Sustainability Report first appeared in the late 1990s, coinciding with the founding of the Global Reporting Initiative (GRI), an independent international standards organization that assists businesses, governments, and other organizations in understanding and communicating their impact on issues such as climate change, human rights, and corruption.

The Ho Chi Minh Stock Exchange (HoSE) became a partner of the United Nations' Sustainable Development Exchange Initiative (SSE Initiative) in May 2015, with the goal of improving corporate governance transparency, facilitating parties to discuss and commit to corporate responsibility for the environment and society, and promoting sustainable development practices that are stable for listed public companies.

The Sustainable Development Report (SDG) 2021 tells the genuine narrative of OCB's involvement in the year's sustainable development process. OCB has been sharing with stakeholders the most genuine information on the Bank's operations and development initiatives in relation to the Bank's aims of socioeconomic development and environmental protection. Because, for the past 25 years, OCB's basic values have been transparency, objectivity, and honesty.

I GRI 200 ECONOMIC STANDARD

1 2021 ECONOMIC PERFORMANCE



Total assets of OCB

VND 184,491 billion

up **21%** compared to 2020



TT1 capital mobilization

VND 126,430 billion

up **17%** compared to 2020



Loan balance

VND 103,595 billion

up **15%** compared to 2020



Profit before tax

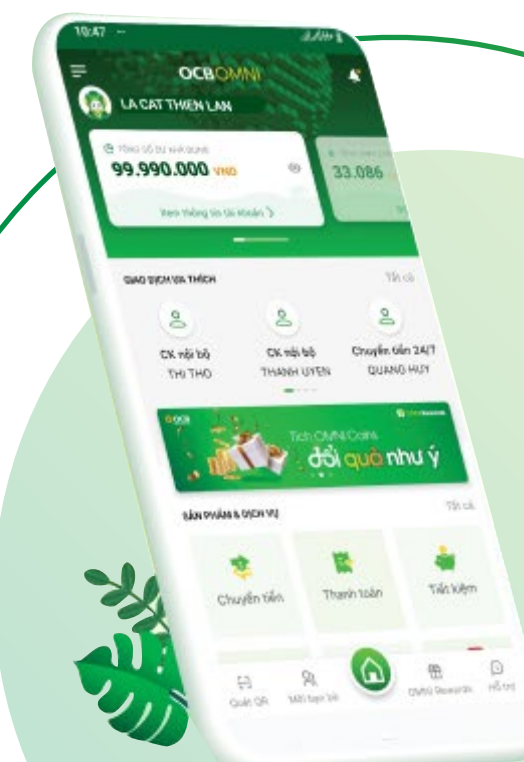
VND 5,519 billion

OCB's main source of revenue, interest income, increased by 16% compared to the previous year, earning more than VND 5,766 billion. Profit before tax was VND 5,519 billion, up 25% compared to 2020, completing 100% of the plan compared to the previous year thanks to OCB's main source of revenue, earning more than VND 5,766 billion in interest income. From 2016 to 2021, the compound annual growth rate (CAGR) was about 63%. The year-end CAR remained among the highest in the sector, at 12.34%.

OCB boosted its capital from VND 10,959 billion to VND 13,699 billion in 2021 by paying a 25% equity dividend. The market received nearly 274 million shares, boosting the total number of outstanding shares to nearly 1.4 billion.

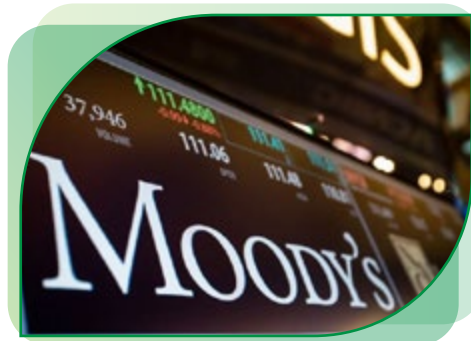
In addition, OCB took a number of significant initiatives toward digitization in 2021. The OCB OMNI digital banking app has been regularly enhanced by the bank, with numerous additional features and services aimed at personalizing the user experience.

In comparison to 2020, the number of OCB OMNI users tripled, transaction volume climbed by more than 60%, and eKYC increased by 15 times. In 2021, over 80% of processes and papers were implemented and approved online, resulting in increased labor efficiency and lower operational expenses, leading the bank to continued success in cost management, with a CIR of 26.9% in 2021, one of the top three lowest in the banking industry.





OCB shares were net bought by foreign investors for the second year in a row in 2021, from January to June. Since its debut, foreign investors have accumulated a net buying value of VND 737 billion, placing it third in the industry and among the top ten net buyers in the entire market in 2021.



OCB was one of only four banks in Vietnam whose credit rating was upgraded by Moody's from "stable" to "positive" in 2021, keeping the counterparty risk assessment (CRA) and counterparty risk ratings (CRR) at Ba3, the highest rating in the country at the time.



In addition to promoting profitability compared to the market average, Moody's also assesses that OCB's capital is stable through charter capital increases, especially the participation of a strategic shareholder - Aozora Bank of Japan (AOZ) in 2020, with a holding rate of 15%. This cooperation was honored as Top 10 typical investment deals and M&A in 2020.



OCB joined a club of 22 Vietnamese firms with a profit of over a trillion VND thanks to unwavering efforts. OCB was previously ranked among the top 10 most profitable banks in the system in 2020.



2 KEY STANDARDS ON ECONOMY

Risk management towards sustainable development

Because it operates in the financial sector, OCB is fully aware of its critical role in risk management. As a result, OCB's risk management (RM) system is well-organized throughout the organization, from Head Office to each business unit. As a result, risk management is the responsibility of all workers who engage in the bank's operations, both directly and indirectly.

By the end of 2021, OCB's risk management activities had been enhanced to align with the company's development strategy as well as the SBV and Basel II practices' direction. OCB has implemented many projects to meet the enhanced methodology of Basel II and Basel III, including applying Basel II standards, implementing Circular 41 before the deadline of January 1, 2019, completing the process of reviewing capital adequacy as required by Circular 13, and applying Basel II and Basel III standards. Building a database platform and a complete internal review process, assessing the possible impact on the bank in both normal and crisis operating conditions, thereby helping to orient the development of contingency plans, appropriately allocating capital for key risks, and improving the effectiveness of risk control and management are all aided by full compliance with the three Basel pillars.

By effectively operating risk management such as:

- Implementing the three-line risk control methodology in accordance with Basel II pillar 2.
- Identifying and controlling operational risks early in the development of products, business activities, business processes, and technological applications.
- Preventing and reducing operational risks by proactively monitoring and tracking identified incidents, control weaknesses, and key risk indicators.
- To successfully monitor and mitigate operational risks, OCB employs a trio of systems and tools:
 - ▶ Loss Data Collection - LDC;
 - ▶ Risk Control Self Assessment (RCSA);
 - ▶ Key risk indicators (KRI);
- Applying machine learning in building and successfully deploying fraud detection models for eKYC customers, cards, and so on to detect fraud/risks early to prevent and minimize losses for the bank, etc.

OCB is one of only four banks in Vietnam which credit rating has been upgraded from "stable" to "positive" by Moody's in 2021, keeping the counterparty risk assessment (CRA) and counterparty risk ratings (CRR) at Ba3, the highest rating in the country.

BASEL II



Anti-corruption activities

As a financial institution, OCB is acutely aware of its obligations and roles in the fight against corruption, criminality, and money laundering. As a result, the Bank places a premium on developing systems, rules, and training to prevent harmful practices. Specifically:

- Promulgating the operating regulations of the Steering Committee and the Steering Subcommittee for Anti-corruption and Crime.
 - ▶ At the Head Office, the Steering Subcommittee for Anti-corruption and Crime in accordance with Regulation No. 115/2015/QĐ-HĐQT dated June 30, 2015
 - ▶ At branches throughout the OCB system, Steering Subcommittee for Anti-corruption and Crime is operating according to Regulation No. 117/2015/QĐ-HĐQT dated June 30, 2015.
- The OCB has always been aggressive in its anti-corruption propaganda, dissemination, and education efforts. Because the Board of Directors and the Board of Management see this as a critical cross-cutting responsibility in their daily operations.
 - ▶ Propagating and disseminating guidelines, policies and laws on anti-corruption and crime to the employees through briefings at all units.
 - ▶ Regularly warn of criminal methods and tricks in banking activities as well as instruct customers on how to use banking services safely.
 - ▶ Actively fostering and improving professional qualifications and professional ethics for employees. All employees are aware of and actively participate in the prevention, combat, detection and denunciation of law violations, contributing to ensuring the security and safety of banking operations.
- In particular, anti-corruption activities at OCB are always implemented and closely monitored:
 - ▶ Being open and upfront about how the agency, organization, and units are organized and run.
 - ▶ Strictly enforcing regulations to ensure democracy, openness, and transparency in personnel management, including recruiting, appointment, transfer, rotation, assessment, reward, and discipline.
 - ▶ Strictly enforcing regulations to ensure democracy, openness, and transparency in personnel management, including recruiting, appointment, transfer, rotation, assessment, reward, and discipline.
 - ▶ In the entire system, 100% of employees' salaries are paid via accounts.
 - ▶ Introducing administrative reform, incorporating science and technology into management, and accepting non-cash payments.
 - ▶ Promulgating the system of documents making regulations on Regulations on labor regulations; Regulations on spending for internal procurement; Regulations on payment and advance; Regulations on administrative expenses management levels; Regulations on asset procurement and asset management; Regulations on working fee regime, etc.
- The Steering Committee on Anticorruption and Crime and the Steering Subcommittee on Anticorruption and Crime pay close attention to and direct the effective implementation of anti-corruption work, inspecting and supervising on a regular basis to prevent, detect, and handle corruption cases in a timely manner. So far, there have been no cases of corruption at OCB.



Green credit growth

The green credit trend has been growing for a long time throughout the world, with energy conservation, renewable energy, and clean technology initiatives aimed at the "dual" purpose of economic growth and environmental protection. In the context of global climate change, "greening" credit is one of the most important measures, especially given Vietnam's ranking as one of the most polluted countries. Recognizing the importance of green credit, the State Bank of Vietnam has instructed commercial banks to promote green financing for projects with defined environmental objectives, boosting environmentally friendly corporate activities, according to Directive No. 03/CT-NHNN dated March 24, 2015.

As one of the first commercial banks to engage in credit granting activities with a focus on environmental and social risk (E&S). Since 2012, OCB has produced an Environmental and Social Risk Management Policy in collaboration with IFC, and this content has been incorporated into OCB's activities, particularly credit extension initiatives. From 2018-2019 until the present, OCB has promoted green credit development with the support and sponsorship of two large financial institutions, namely the Asian Development Bank (ADB) and the International Finance Corporation (IFC). These two organizations have recently increased the funding limit for OCB in mid-2021 (specifically, ADB provided a loan limit of USD 25 million and a trade finance limit of USD 100 million, while IFC granted a loan limit of USD 100 million and a trade finance limit of USD 60 million), demonstrating foreign financial organizations' high regard for OCB's green financing initiative.

By the end of 2021, the scale of green credit at OCB had increased and reached a fairly large proportion of the total credit balance of the entire line; the proportion of green credit outstanding balance at the end of 2021 reached approximately 11.2% of the total outstanding loans (in 2020, it was 5.6%), and continued to rise in the following years.

OCB has steadily created and improved the green credit policy framework and the Environmental & Social Risk Management System as the foundation for OCB's efforts toward the objective of green and sustainable growth in order to achieve the desired results. OCB has defined its function in the environmental and social risk management system as follows:

- Creating banking products and services that are environmentally and socially beneficial. As one of the first banks to implement a digital transformation strategy, OCB has successfully deployed OCB OMNI digital bank since 2019 based on three outstanding technology platforms: Internal Process Digitization and Integration Platform; OCP (Omni-Channel Platform); and Analytics Platform, affirming pioneering with three outstanding features, namely Speed, Safety, and Comfort. OCB has pushed for the development of e-banking and digital banking products and services on this foundation. Furthermore, internal management activities were adjusted to be more environmentally friendly through the use of energy-saving devices, the development of online operations, the digitization of most internal processes, and so on, in order to reduce activities related to papers, stationery, and energy consumption, among other things.
- Promoting green credit granting activities on the basis of implementing the environmental and social risk management system. Investing in green fields requires a long payback period and large investment costs. In this regard, OCB has been a key player in raising funds for green investment initiatives. At the same time, OCB is responsible for orienting and raising customer awareness about environmental and social risk management policies through communication.





Customers who apply for green credit at OCB will be placed in a specialized credit approval program with faster processing times and lower interest rates. To assure the investor's project implementation progress, OCB has prioritized resources to focus on speeding up the processing of credit approval paperwork as well as processing loan distribution to customers for significant projects. In addition, to ensure synchronization in procedures, speed in credit approval and disbursement, OCB created and executed particular credit programs for microfinance projects (such as agricultural and rural loan products, rooftop solar power development loan products).

Creating banking products and services that are environmentally and socially beneficial. As one of the first banks to implement a digital transformation strategy, OCB has successfully deployed OCB OMNI digital bank since 2019 based on three outstanding technology platforms: Internal Process Digitization and Integration Platform; OCP (Omni-Channel Platform); and Analytics Platform, affirming pioneering with three outstanding features, namely Speed, Safety, and Comfort. OCB has pushed for the development of e-banking and digital banking products and services on this foundation. Furthermore, internal management activities were adjusted to be more environmentally friendly through the use of energy-saving devices, the development of online operations, the digitization of most internal processes, and so on, in order to reduce activities related to papers, stationery, and energy consumption, among other things.

Promoting green credit granting activities on the basis of implementing the environmental and social risk management system. Investing in green fields requires a long payback period and large investment costs. In this regard, OCB has been a key player in raising funds for green investment initiatives. At the same time, OCB is responsible for orienting and raising customer awareness about environmental and social risk management policies through communication.

In the near future, OCB will continue to invest in "green credit" programs to promote sustainable development in company activities in the following directions:

- Continue to develop and improve specific policies, programs, and credit products for green credit activities, such as renewable energy, energy-saving, sanitation, and clean water, granting credit for risk-free production and business projects, or for the purpose of environmental protection, contributing to overall ecological protection, and so on;
- Continue to digitize current banking operations, goods, and services in order to conserve energy by reducing procedures, records, and paper;
- Organize, train, and strengthen the ability of individuals involved in the development and implementation of procedures and policies for green credit products in order to raise employee knowledge and capacity in green credit implementation, resulting in greater customer service;
- Raise individual, organizational, and business awareness of the necessity and role of green growth; and increase people's awareness of energy use, conservation, and environmental protection. To reach more customers, spread the word about green financing at seminars and conferences. Accordingly, customers will be given the knowledge to grasp and better understand green credit and its benefits.

Great development of OCB OMNI digital bank and promotion of the application of the open banking model

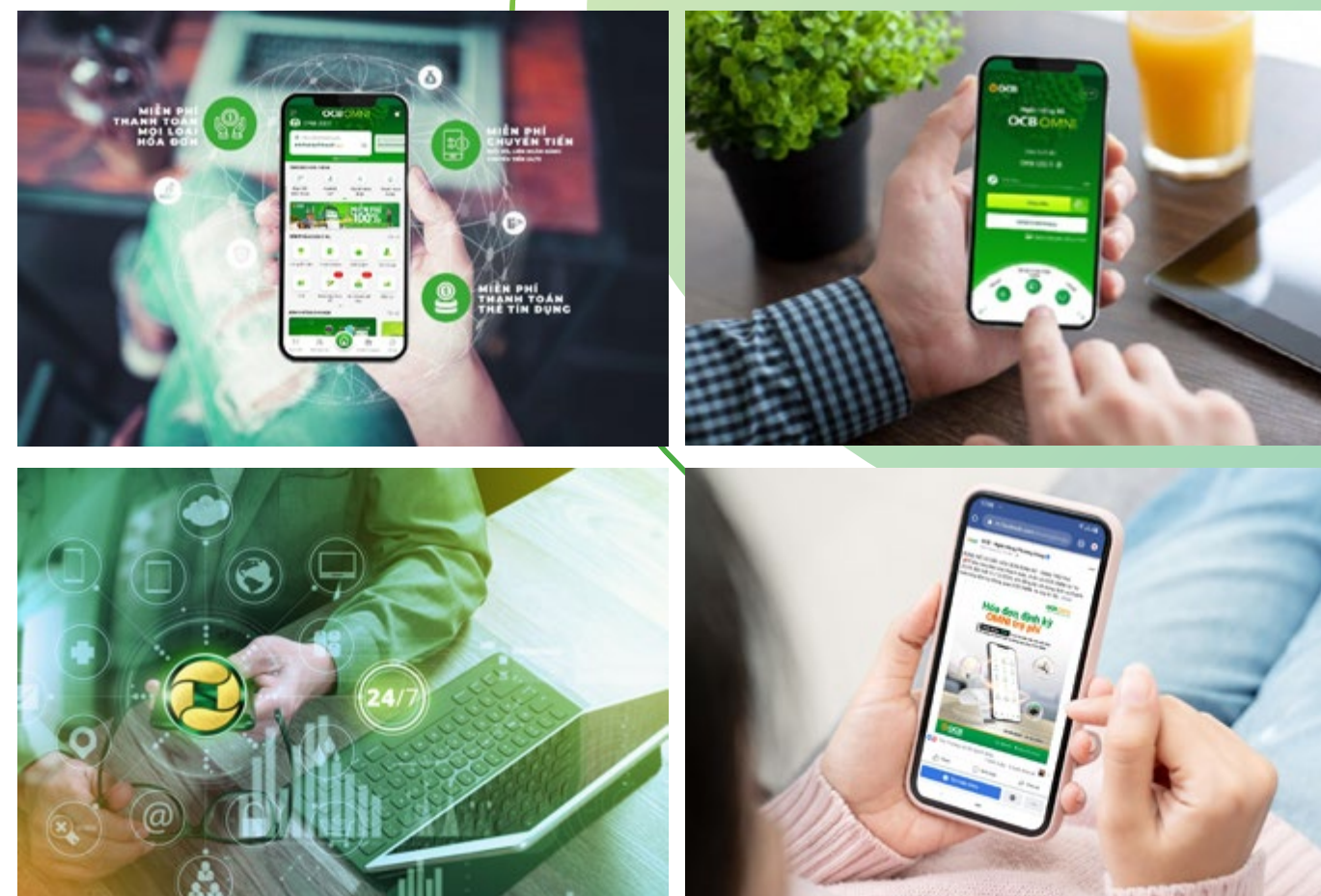
OCB OMNI is viewed as a critical resource in assisting OCB in continuing to be a leader in the field of digitalization in Vietnam. In comparison to 2020, the number of OCB OMNI users tripled in 2021, transaction volume grew by more than 60%, and eKYC climbed by 15 times. The bank has continued to supplement its digital banking strategy with the help of Boston Consulting Group (BCG), and has established the objective of digitalization as the key channel for expansion in the future.

OCB hopes to gain more customers, expand its scale, improve its coverage, and perform more and more efficient business as a result of this.

Inheriting the world's successes in sophisticated multiplex technology, OCB OMNI reaffirms its leadership with three distinguishing features: Speed, security, and comfort are all important factors. Multi-layer security with iOTP authentication form while conducting transactions; application security by facial recognition; fingerprint also helps to optimize the user experience, ensuring the safety of the payment account, particularly online transactions on OCB OMNI, which are absolutely free.

Banks in Vietnam have been aggressively using Open Banking in their operations in recent years. OCB is a leader in developing an open banking model with an API platform, having done so successfully at the end of 2019. Customers can now buy (travel, motorcycle, accident) insurances, invest in Vinacapital fund certificates, and other financial investment products totally online through the OCB OMNI digital banking application, thanks to the Open API link with partners.

Customers can use the bank's products via a variety of applications, in addition to digital banking, thanks to Open Banking. In the current banking system, users can also get an overall view of their financial condition from banks. Furthermore, persons who do not have access to traditional banking services or who have a low income obtain additional benefits, enhancing their access to credit through alternative financial data.



Open Banking allows the bank to gain access to a wide range of customers at a low cost through various applications developed by its partners. Banks can provide individualized products and services, allowing them to keep customers for longer periods of time and increase the number of loyal customers over time. Furthermore, having access to client data allows banks to more correctly score customer credit.

Pioneering in comprehensive digitization

OCB focuses on boosting digitization of internal activities, pioneering in full digitalization, in addition to adopting digitization in the business area with the goal of serving consumers promptly and efficiently.

Nearly 80% of procedures and documentation were executed and approved online by 2021, resulting in increased worker efficiency and lower operating costs. In 2021, the CIR was 26.9%, which was among the top three lowest in the banking industry.

II GRI 300 ENVIRONMENTAL STANDARD

OCB is always aware and oriented towards business activities associated with the environment and society, based on the direction of the State Bank of Vietnam towards credit institutions on the direction of credit granting activities in accordance with the general trend of environmental protection, ensuring sustainable development.

OCB has been sponsored by IFC since 2012 to assist the development of priority areas and sustainable development. As part of the agreement, OCB agreed to fully comply with IFC's environmental and social risk control standards. Specifically:

- OCB has implemented an environmental and social risk management policy that is integrated into OCB's lending process for customers from the point of contact to the point of approval, as well as customer management after the loan has been made. OCB, on the other hand, has its own policies and procedures for addressing environmental and social risks in loan providing activities.
- Environmental and social risks in general production and commercial activities, as well as for each specific project, are examined for all corporate customers who borrow cash from OCB to ensure:
 - ▶ OCB always complies with Vietnam's environmental protection laws.
 - ▶ OCB does not finance loans in industries and fields that have negative impacts on the environment and society, and fields that are on the IFC's exception list.
 - ▶ Customers/Projects with environmental and social risk factors must have solutions/remedial solutions and commitments from customers on the implementation of these options/solutions to ensure that the customers' activities will not cause adverse impacts on the environment and society.

Additionally, OCB encourages employees to maximize their initiatives and cost-saving solutions at the unit; raises awareness, forms saving habits, and uses cost-effectively; and has activities of joining hands for the environment that are communicated and carried out throughout through the regular organization of internal emulation programs to offer effective solutions for electricity - water consumption. With the message "Let's save energy to protect our planet!" in particular. At OCB, the issue of implementing and monitoring energy-water conservation measures is always done in a synchronized and drastic manner. As a result, personnel here are always committed to upholding the spirit and feeling of environmental protection. Furthermore, the majority of operations and papers are recycled and technologicalized, such as reusing stationery by using 2-sided papers to print instead of printing references on 1-sided papers; application of IT into operations by using online document management software and enabling circumstances for units across the system to access and search documents continually via the Intranet; saving on printing costs and postage fees; as well as enhancing online meetings and making online documents.

In 2021, the OCB did not record any instances involving violations of Vietnamese laws. Every year, billions of dong are saved by acts such as conserving energy, reusing stationery, and incorporating technology into processes. It also aids in the reduction of greenhouse gas emissions and environmental protection.



III GRI 400 SOCIAL STANDARD

1 CORPORATE CULTURE

The appropriate orientation and close direction of the Board of Directors, the Board of Management, and the continual efforts of over 6,000 people throughout the system have allowed us to accomplish today's very proud results after 26 years of construction and development.

Because we have been aggressively constructing and forming a "beautiful" culture at OCB, where the value of initiative and unity is, pioneering, enthusiastic, and dynamic are constantly obvious in each action, corporate culture is always given special focus and attention.

OCB employees not only execute correctly, but also actively implement to improve themselves and contribute to the development of divisions and departments, based on the company's fundamental values and strategic orientation. OCB workers always actively support, grasp the needs and aspirations of customers, and deliver the most appropriate solutions whether meeting and talking with consumers, partners, or even internal customers. Professionalism in culture, attire, and self-improvement of solid professional abilities, as well as clearly following established procedures, are all active representations of OCBers in the workplace.



Total number of employees of OCB

5,792
employees

As of December 31, 2021



The total number of employees with long-term labor contracts (12 months or more)

5,172
employees

accounting for 89.6%, the total number of employees with short-term labor contracts (under 12 months) is 601, accounting for 10.4%.

The total number of employees with full-time contracts (full-time employees)

5,548
employees

accounting for 96.1%, the total number of employees with part-time contracts (Training contracts) is 225, accounting for 3.9%.



The total number of male employees

2,458
employees

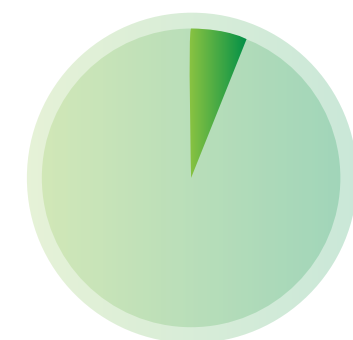
accounting for 42.6%



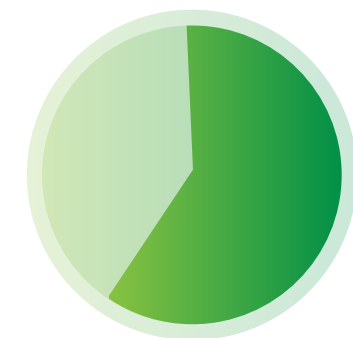
The total number of female employees

3,315
employees

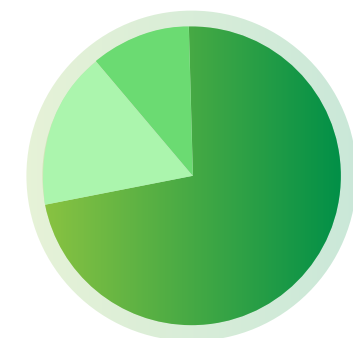
accounting for 57.4%



The ratio of managers to total employees of OCB is 18%



Male managers: 59%
Female managers: 41%



4,195 employees (72.7%) in Region 1
974 employees (16.9%) in Region 2
604 employees (10.5%) in Region 3

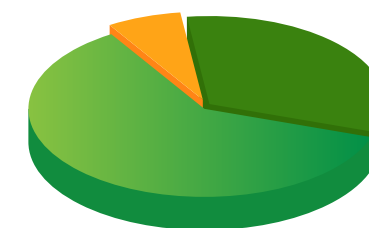
At OCB, there is no difference in the regional minimum wages applicable to male and female employees.

The average salary of employees at OCB in 2021 is: VND 24,607,858

The minimum wage of regions 1 and 3 is equal to 107% of the region's minimum wage, and the minimum wage of region 2 is 109% of the region's minimum wage.

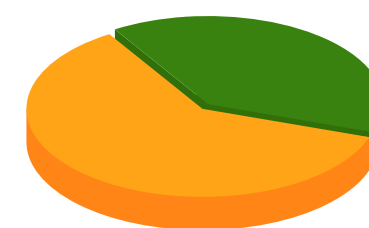
- The ratio of basic salary (average) of women to men is 101%
- The ratio of basic salary (average) of women to men is 85% at the management level and 91% for the staff level.

Labor structure by age group



Under 30 years old: 45%
From 30 years old to 50 years old: 54%
Over 50 years old: 1%

Labor structure by sex



Male: 42%
Female: 58%

OCB was constantly developing training programs and benefits for all employees in 2021, with the concept that human resources are valuable assets of businesses, in order to improve their expertise, skills, create a good working environment, and meet the satisfactory rights of employees, so that all employees can work and work with peace of mind.

- Life insurance
- Health care insurance
- Bao Viet Health care
- Disability insurance
- Personal safety insurance
- Maternity leave
- Retirement allowance
- Ownership of shares
- Other benefits: annual vacation; periodical health check; birthday; bonus to congratulate the holidays of International Women's Day (March 8), Vietnamese Women's Day (October 20) and International Children's Day (June 1); bonus for holidays, Tet, company birthday, funerals, weddings, and internal emulation movement activities, etc.

In particular, in 2021, in addition to complying with instructions from the authorities, OCB actively implemented many solutions to care and protect the health of employees, namely quickly organizing vaccination for all employees in the pandemic zones in Ho Chi Minh City (more than 3,200 employees in both injection sessions); monitored, supported and guided employees in other provinces/cities as well as employees who are not eligible for vaccination, ensuring timely vaccination; offered many cost support policies such as fast test fee and intensive test, medical isolation costs, expenses for 3 'on-site' policy, aiming at encouraging health and spirit, helping employees overcome the difficult period of the pandemic.

2 TRAINING ACTIVITIES

The Covid 19 pandemic had a significant impact on 2021, however, at OCB, training activities were always carried out in a transparent manner to equip staff with specialized knowledge and new abilities, in order to satisfy the needs of the job and the market's development. To ensure safety throughout the Covid epidemic season, 88% of training programs were provided on the E-learning system and via online platforms such as Zoom and Skype.

There were 445 courses offered, including 20 on digital capabilities, 108 skill courses on sales, customer service, mindset development, soft skills, and work skills, 283 on products, business, and process, and 34 overview courses on OCB, working culture, and people.

The average total training time in the whole system	28.9 hours/employee
The average number of training hours for women	29.3 hours/employee
The average number of training hours for men	28.3 hours/employee
The average number of training hours for managers	29.7 hours/employee
The average number of training hours for employees	28.6 hours/employee



The actual training budget in 2021 was **VND 3,070 million**

3 INTERNAL ACTIVITIES

Internal activities at OCB are carried out on a regular basis with the purpose of instilling motivation, inspiration, and cohesiveness among approximately 6,000 people who share the same colors, flags, and goals, as well as the same development direction, to reach the TRUST AND PROSPERITY finish line.

With that precious spirit, in 2021, OCB promoted the implementation of personnel engagement activities, develop corporate culture, such as the letter of congratulation on the employee's working year anniversary; OCB Star - rewarding/honoring excellent employees monthly/quarterly/yearly; OCB Proceedings; O - Magazine, Honoring personnel participating in key projects; and Building a standard behavioral framework of employees. OCB Appreciation Week, in particular, has grown to be one of the most important internal activities at OCB. The week of thanks and appreciation began with numerous expressions of gratitude and recognition for one another among colleagues from all blocks and departments. This activity acts as a knot, tightening the link between the bank's members even more. Following this activity, Sports Week (OCB - Stay Sporty) drew a large number of contest films with loving and encouraging messages that OCBers gave to one another to boost morale and productivity after a lengthy period of fighting the pandemic.



4 CSR ACTIVITIES

Over the last 25 years, OCB's growth has always been in tandem with and balanced with contributions to the community, with everyone working together for the betterment of the community. OCB's social security activities are regularly promoted through a variety of practical and meaningful programs that are implemented on a big scale and contribute to the community's and society's overall growth.

OCB has executed numerous programs and community activities at the request of the Government, the State Bank of Vietnam, and agencies, sectors, and localities, providing health care to contribute to the creation of a better society. For OCB to adopt sustainable development stages, social responsibility becomes a requirement.

"BOLSTER CONFIDENCE IN THE FRONTLINE AGAINST THE PANDEMIC" CAMPAIGN



The Covid-19 pandemic that erupted in the last two years has wreaked havoc on numerous fronts, most notably on people's health, lives, and livelihoods, as well as having a global economic impact. Volunteering during the Covid-19 pandemic demonstrates the business community's and entrepreneurs' social responsibilities, while also promoting the role of a major force in economic development.

Joining forces with the community to avert the Covid-19 pandemic, which would result in an overabundance and scarcity of specialized medical equipment, particularly respiratory support systems. Thong Nhat Hospital (HCMC) received three modern and high-class invasive and non-invasive ventilators, as well as a 6-parameter patient monitor, valued at roughly VND 4 billion from OCB. The bank also helped pay for the treatment of Covid-19 patients at Saigon South International Hospital. With addition, OCB provided a monetary donation of VND 3 billion to the Phu Nhuan District, Thu Duc City to aid in pandemic prevention and social security.

Furthermore, OCB partnered with the VnExpress newspaper's Hope Foundation to launch the "BOLSTER CONFIDENCE IN THE FRONTLINE AGAINST THE PANDEMIC" campaign, which awarded 3,000 sets of level 4 protective gear and nearly 8,000 standard N95 masks to frontline forces in Ho Chi Minh City for a total of VND 500,000,000.

OCB has already supported a variety of community projects, including covering the costs of frontline medical personnel housing and donating 7,400 COVID-19 quick diagnostic kits worth more than VND 1 billion to local hospitals in Ho Chi Minh City, for example, as well as a variety of other worthwhile pursuits.

IN RESPONSE TO THE "BLOOD SHARING - GRATITUDE IN THE FACE OF THE PANDEMIC" PROGRAM



Facing a complex and prolonged pandemic situation affecting blood mobilization from community sources, and realizing the importance of preparing blood sources for emergency work and patient treatment, OCB partnered with the University Hospital of Medicine and Pharmacy (HCMC) to call for and promote the "Blood Sharing - Gratitude in the Face of the Pandemic" program.

The program supplied 255 blood units, much exceeding the planned goal of 200. There were 54 units with a volume of 250ml, 178 units with a volume of 350ml, and 23 units with a capacity of 450ml.

Members engaging in blood donation for the pandemic prevention and control of Ho Chi Minh City University Hospital of Medicine and Pharmacy also contributed VND 50,000, i.e. the support amount for each blood donor participant, each person, totaling VND 12,750,000.

JOINING FORCES WITH BUSINESSES TO ADDRESS THE CHALLENGES POSED BY THE COVID-19 PANDEMIC



OCB has actively adopted several methods to support and overcome challenges with consumers in the context of the ongoing Covid-19 pandemic.

For individual and corporate customers facing difficulties as a result of the Covid-19 pandemic, the bank has offered a variety of interest rate exemption and reduction programs, debt restructuring in accordance with Circular 01, Circular 03, and amendments 03 and 14 of the State Bank on debt restructuring, interest rate and fee exemption and reduction, and maintaining the same debt group.

In comparison to 2020, the interest rate level continues to fall by roughly 1% on average.

In addition, there are a number of incentive programs and financial assistance available to help firms, particularly those involved in import and export, decrease costs and re-establish growth momentum following the Covid-19 outbreak.

7

NETWORK BRANCHS & TRANSACTION OFFICES



NETWORK OF ACTIVITIES

OCB's network of activities

OCB presently has more than 200 business units dispersed across the country's important provinces and economic areas after 25 years of operation and expansion.

With a "customer-centric" approach, OCB continues to open additional branches/transaction offices across the country to provide customers with easy access to the bank's various modern and secure products and services. In addition, the bank prioritizes the relocation and selection of new facilities in central and densely populated areas.

In 2021, OCB was licensed to establish 04 new branches in Hanoi, Nam Dinh, Hue and Lam Dong, namely Hoang Mai Branch (No. 11-T3 Linh Duong, Hoang Liet Ward, Hoang Mai District, Hanoi City); Nam Dinh Branch (No. 253 Minh Khai, Vi Hoang Ward, Nam Dinh City, Nam Dinh Province); Hue Branch (No. 132 Nguyen Hue, Phu Nhuan Ward, Hue City, Thua Thien Hue Province); and Lam Dong Branch (No. 4 Nguyen Thi Minh Khai, Ward 1, Da Lat City, Lam Dong Province). At the same time, the Bank also relocated and opened the new headquarters of 06 Transaction Offices, including Khanh Hoi Transaction Office, Cu Chi Transaction Office (HCMC), 23/10 Transaction Office (Khanh Hoa), Ngo Quyen Transaction Office (Hai Phong), Trang BOD Transaction Office (Dong Nai), Thuan An Transaction Office (Binh Duong).

OCB currently operates a network of 138 branches/transaction offices throughout most of the country's major provinces and cities, allowing customers to transact and use the Bank's services in a convenient manner. OCB's new branches/transaction offices are all outfitted with cutting-edge technology and management processes that meet worldwide standards.

OCB is projected to open six more branches and five transaction offices in 2022, bringing the total number of transaction sites to 149 across 34 provinces and cities in the country.



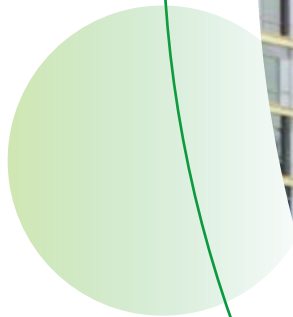
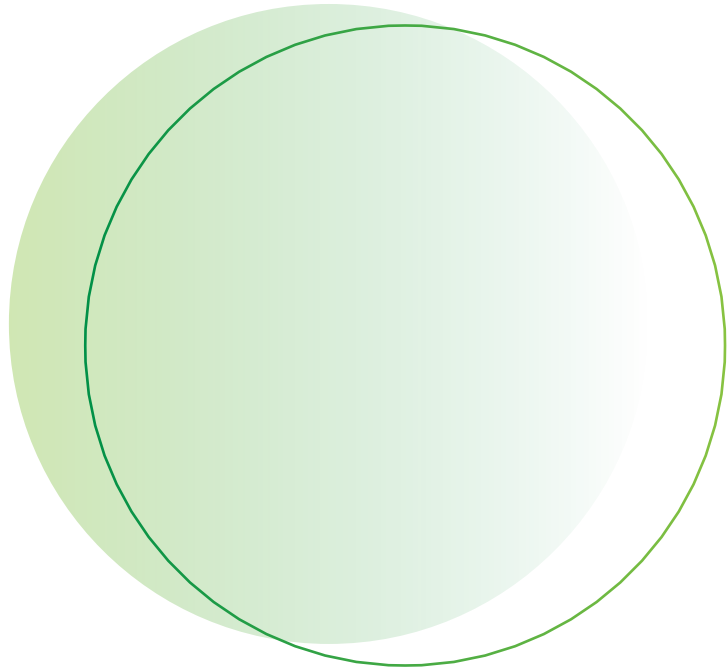
Name	Address	Phone	Fax
HEAD OFFICE	Building 41 (ground floor, mezzanine, 1st floor, 2nd floor) and 45 Le Duan Building, Ben Nghe Ward, District 1, HCMC.	(028) 38.220.960	(028) 38.220.963
HO CHI MINH CITY BRANCH	Part of the 1st floor and part of the 7th floor, Building 123, No. 123-127 Vo Van Tan, Ward 6, District 3, HCMC.	(028) 39.301.538	(028) 39.301.542
PHAM VAN HAI TRANSACTION OFFICE	Part of the ground floor, 1st floor, 2nd floor of Blue Square Building, No. 91 Pham Van Hai, Ward 3, Tan Binh District, HCMC.	(028) 38.249.198	(028) 39.321.970
NGUYEN THAI BINH TRANSACTION OFFICE	194 Nguyen Cong Tru, Nguyen Thai Binh Ward, District 1, HCMC.	(028) 39.142.252	(028) 39.142.254
MINH KHAI TRANSACTION OFFICE	D&D Tower Building, 458 Nguyen Thi Minh Khai, Ward 2, District 3, HCMC.	(028) 38.302.085	(028) 38.302.110
BACH DANG DEPARTMENT	117-119 Bach Dang, Ward 15, Binh Thanh District, HCMC.	(028) 35.117.816	(028) 35.117.820
NGUYEN VAN TROI TRANSACTION OFFICE	157 Nguyen Van Troi Street, Ward 11, Phu Nhuan District, HCMC.	(028) 38.424.929	(028) 38.424.930
BEN THANH BRANCH	Part of the ground floor of Golden Tower Building, No. 06 Nguyen Thi Minh Khai, Da Kao Ward, District 1, HCMC.	(028) 39.153.973.975	
IMPLEMENTATION TRANSACTION OFFICE	91A, Ham Nghi, Nguyen Thai Binh Ward, District 1, HCMC.	(028) 38.223.665	(028) 39.141.699
KINH TE TRANSACTION OFFICE	135 Tran Hung Dao, Cau Ong Lanh Ward, District 1, HCMC.	(028) 39.207.709	(028) 39.207.712
DISTRICT 9 TRANSACTION OFFICE	No. 95 (old number 172) Nguyen Van Tang Street, Chan Phuc Cam Quarter, Long Thanh My Ward, Thu Duc City, HCMC. (Formerly District 9, HCMC)	(028) 39.432.167	(028) 39.432.168 (028) 39.832.698
TRUNG SON TRANSACTION OFFICE	Ground floor, mezzanine and 1st floor, 20-22 Street 9, Trung Son Residential Area, Hamlet 4, Binh Hung Commune, Binh Chanh District, HCMC.	(028) 39.832.696	
PHU NHUAN BRANCH	146 Le Van Sy, Ward 10, Phu Nhuan District, HCMC.	(028) 39.910.634	(028) 39.910.639
HOANG VAN THU TRANSACTION OFFICE	253 Hoang Van Thu, Ward 2, Tan Binh District, HCMC.	(028) 38.455.929	
CU CHI TRANSACTION OFFICE	No. 93 Provincial Road 8, Cu Chi Town, Cu Chi District, HCMC.	(028) 37.925.443	(028) 37.925.442
HOC MON TRANSACTION OFFICE	56/1 Ly Thuong Kiet Street, Hoc Mon Town, Hoc Mon District, HCMC.	(028) 37.106.690-691	(028) 37.106.689
CHO LON TRANSACTION OFFICE	419-421 An Duong Vuong, Ward 3, District 5, HCMC.	(028) 38.337.127	(028) 38.337.128
PHU THO TRANSACTION OFFICE	60 Au Co, Ward 9, Tan Binh District, HCMC.	(028) 38.618.126	(028) 38.618.128
LY THUONG KIET KIET TRANSACTION OFFICE	268 Ly Thuong Kiet, Ward 14, District 10, HCMC.	(028) 38.686.305	(028) 38.686.271
NGUYEN TRI PHUONG TRANSACTION OFFICE	Ground floor, Building B1, 279 Nguyen Tri Phuong, Ward 5, District 10, HCMC.	(028) 38.399.926	
SAI GON TRANSACTION OFFICE	No. 442 3/2 Street, Ward 12, District 10, HCMC.	(028) 39.797.850	(028) 39.797.851
GIA DINH BRANCH	Ground floor, Building No. 24C Phan Dang Luu, Ward 6, Binh Thanh District, HCMC.	(028) 35.511.855	(028) 35.511.856
GO VAP TRANSACTION OFFICE	588 - 590 Phan Van Tri, Ward 7, Go Vap District, HCMC.	(028) 39.895.721	(028) 39.892.983
PHAM NGOC THACH TRANSACTION OFFICE	17 Pham Ngoc Thach, Ward 6, District 3, HCMC.	(028) 38.244.504	(028) 38.244.510
LE DUC THO TRANSACTION OFFICE	751 Le Duc Tho, Ward 16, Go Vap District, HCMC.	(028) 39.163.183	(028) 39.163.182
PHO QUANG TRANSACTION OFFICE	GM-119D and GM-119E Golden Mansion Project, No. 119 Pho Quang, Ward 9, Phu Nhuan District, HCMC.	(028) 39.959.248	(028) 39.959.246
PHU LAM BRANCH	549-551 Hong Bang, Ward 14, District 5, HCMC.	(028) 37.516.680	(028) 36.671.102
HOA BINH TRANSACTION OFFICE	No. 270 - 272 Hoa Binh, Hiep Tan Ward, Tan Phu District, HCMC.	(028) 39.698.534	(028) 39.698.532
BINH TAN TRANSACTION OFFICE	No. 253-255 Rocket Street, Binh Tri Dong B Ward, Binh Tan District, HCMC.	(028) 37.562.816	(028) 37.562.845
BINH PHU TRANSACTION OFFICE	127-129 Cho Lon, Ward 11, District 6, HCMC.	(028) 37.559.467	(028) 37.559. 468
CHAU VAN LIEM TRANSACTION OFFICE	34 Chau Van Liem, Ward 10, District 5, HCMC.	(028) 38.539.643	(028) 38.539.649

Name	Address	Phone	Fax
TAN THUAN BRANCH	252A Nguyen Thi Thap, Tan Quy Ward, District 7, HCMC.	(028) 37.711.234	(028) 37.719.087
PHU MY HUNG TRANSACTION OFFICE	D2-20 Lot R19-1 My Toan 3 Quarter, Tan Phong Ward, District 7, HCMC.	(028) 54.103.155	(028) 54.103.158
THU DUC BRANCH	751A Kha Van Can, Linh Tay Ward, Thu Duc District, HCMC.	(028) 37.220.863	(028) 38.969.222
CAT LAI TRANSACTION OFFICE	286 Nguyen Thi Dinh, Binh Trung Tay Ward, District 2, HCMC.	(028) 54.027.083	(028) 54.027.085
TAN BINH BRANCH	435G - 435H Hoang Van Thu, Ward 4, Tan Binh District, HCMC.	(028) 38.112.399	(028) 38.114.746
TAN PHU TRANSACTION OFFICE	915 Luy Ban Bich, Tan Thanh Ward, Tan Phu District, HCMC.	(028) 35.075.297	(028) 38.494.024
DISTRICT 4 BRANCH	39-41 Hoang Dieu, Ward 12, District 4, HCMC.	(028) 39.435.060	(028) 39.435.006
THU THIEM TRANSACTION OFFICE	14-16 Tran Nao, Quarter 5, An Phu Ward, District 2, HCMC.	(028) 37.402.592	(028) 37.402.593
BAC LIEU BRANCH	442 Tran Phu Street, Hamlet 1, Ward 7, Bac Lieu City, Bac Lieu Province.	(0291) 3.829.986	(0291) 3.954.917
TRAN PHU TRANSACTION OFFICE	B7- B9 Bac Lieu Trade Center, Ward 3, Bac Lieu City, Bac Lieu Province.	(0291) 3.969.661(2)	(0291) 3.969.664
HO PHONG TRANSACTION OFFICE	170B National Highway 1A, Cluster 9, Hamlet 2, Ho Phong Town, Gia Rai District, Bac Lieu Province.	(0291) 3.672.116	(0291) 3.671.828
GANH HAO TRANSACTION OFFICE	Hamlet 3, Phan Ngoc Hien Street, Ganh Hao Town, Dong Hai District, Bac Lieu Province.	(0291) 3.844.426	(0291) 3.844.688
PHUOC LONG TRANSACTION OFFICE	Long Thanh Hamlet, Phuoc Long Town, Phuoc Long District, Bac Lieu Province.	(0291) 3581019	(0291) 3581020
SOC TRANG BRANCH	53 Tran Hung Dao Street, Ward 3, Soc Trang City, Soc Trang Province.	(0299) 3.827.222	(0299) 3.620.198
LONG PHU TRANSACTION OFFICE	7 Doan The Trung Street, Hamlet 3, Long Phu Town, Long Phu District, Soc Trang Province.	(0299) 3.717.678	
CA MAU BRANCH	137K Nguyen Tat Thanh, Ward 8, Ca Mau City, Ca Mau Province.	(0290) 3.580.909	(0290) 3.580.900
PHAN NGOC HIEN TRANSACTION OFFICE	11A Tran Hung Dao, Ward 5, Ca Mau City, Ca Mau Province.	(0290) 3.565.939	(0290) 3.565.949
SONG DOC TRANSACTION OFFICE	House No. 9, Song Doc - Ca Mau Road, Cluster 10, Song Doc Town, Tran Van Thoi District, Ca Mau Province.	(0290) 3.892.446	(0290) 3.892.445
DAM DOI TRANSACTION OFFICE	58-60 Duong Thi Cam Van, Cluster 4, Dam Doi Town, Dam Doi District, Ca Mau Province.	(0290) 3. 839.849	(0290) 3/858.997
KIEN GIANG BRANCH	281-283 Nguyen Trung Truc Street, Vinh Lac Ward, Rach Gia City, Kien Giang Province.	(0297) 3.941.966	(0297) 3.942.927
PHU QUOC TRANSACTION OFFICE	56 Nguyen Trung Truc, Duong Dong Town, Phu Quoc District, Kien Giang Province.	(0297) 3.988.188	(0297) 3.988.112
RACH SOI TRANSACTION OFFICE	No. 20 Nguyen Chi Thanh Street, Rach Soi Ward, Rach Gia City, Kien Giang Province.	(0297) 3.811899	(0297) 3.811897
RACH GIA TRANSACTION OFFICE	No. 223 - 225 Tran Phu, Quarter 3 and No. 86/7-86/9 Nguyen Hung Son, Vinh Thanh Van ward, Rach Gia City, Kien Giang Province.	(+84-77)3 66 33 79	
CAN THO BRANCH	14-16B Hoa Binh, An Cu Ward, Ninh Kieu District- Can Tho City, Can Tho Province.		
XUAN KHANH TRANSACTION OFFICE	P61-11, No. 209, 30/4 Street, Xuan Khanh Ward, Can Tho City, Can Tho Province.	(0292) 3.829.152	(0292) 3.829.411
AN HOA TRANSACTION OFFICE	153-155 August Revolution, An Hoa Ward, Ninh Kieu District, Can Tho City, Can Tho Province.	(0292) 3.732.421	(0292) 3.764.879 (0292) 3.825.273
THOT NOT TRANSACTION OFFICE	150, Highway 91, Phung Thanh 1 Area, Thot Not Ward, Thot Not District, Can Tho City.	(0292) 3.610.177	(0292) 3.610.388
TRAN HUNG DAO TRANSACTION OFFICE	67-69 Tran Hung Dao, An Cu Ward, Ninh Kieu District, Can Tho City, Can Tho Province.	(0292) 3.861.491	(0292) 3.660.889
VINH LONG BRANCH	81-83 Pham Thai Buong, Ward 4, Vinh Long City, Vinh Long Province.	(0270) 3.853.252	(0270) 3.853.254
VUNG LIEM TRANSACTION OFFICE	168 and 170 Nam Ky Khoi Nghia Street, Hamlet 2, Vung Liem Town, Vung Liem District, Vinh Long Province.	(0270) 3.975.888	(0270) 3.975.999
DONG THAP BRANCH	158-160 Nguyen Hue, Ward 2, Cao Lanh City, Dong Thap Province.	(0277) 3.876.256	(0277) 3.876.255
SA DEC TRANSACTION OFFICE	No. 166-168 Hung Vuong Street, Hamlet 1, Ward 2, Sa Dec City, Dong Thap Province.	(0277) 3.886.255	(0277) 3.886.258
AN GIANG BRANCH	54 Tran Hung Dao, My Binh Ward, Long Xuyen City, An Giang Province.	(0296) 39.111.25	(0296) 39.111.27

Name	Address	Phone	Fax
TAN CHAU TRANSACTION OFFICE	104 Ton Duc Thang, Long Thanh Ward, Tan Chau Town, An Giang Province.	(0296) 3.596.038	(0296) 3.596.039
CHAU DOC TRANSACTION OFFICE	76-78 Nguyen Van Thoai Street, Chau Phu A Ward, Chau Doc Town, An Giang Province.	(0296) 6256.256	(0296) 6258.258
THAOI SON TRANSACTION OFFICE	499-501 Nguyen Hue Street, Dong Son 2 Hamlet, Nui Sap Town, Thoai Son District, An Giang Province.	(0296) 6259.119	(0296) 6259.100
HAU GIANG BRANCH	PG1-20 Vincom Shophouse Vi Thanh, No. 1, 3/2 Street, Ward 5, Hau Giang City, Hau Giang Province.	(0293) 3.982.897	(0293) 3.869.089
LONG AN BRANCH	202-204 Hung Vuong Street, Ward 2, Tan An City, Long An Province.	(0272) 3.829.160	(0272) 3.829.166
BEN LUC TRANSACTION OFFICE	188-190 Quarter 2, Nguyen Huu Tho Street, Ben Luc Town, Ben Luc District, Long An Province.	(0272) 3.636.998	(0272) 3.636.996
DUc HOA TRANSACTION OFFICE	200C, Area 3, Duc Hoa Town, Duc Hoa District, Long An Province.	(0272) 3.763.959	(0272) 3.763.989
CAN GIUOC TRANSACTION OFFICE	75 Quarter 2, National Highway 50, Can Giuoc Town, Can Giuoc District, Long An Province.	(0272) 3.738.787	(0272) 3.738.788
BINH DUONG BRANCH	233 KP2, Binh Duong Boulevard, Phu Tho Ward, Thu Dau Mot Town, Binh Duong.	(0274) 3.812.590	(0274) 3.812.589
DI AN TRANSACTION OFFICE	262 Nguyen An Ninh, Binh Minh 1 Quarter, Di An Ward, Di An Town, Binh Duong Province.	(0274) 3.736.541	(0274) 3.736.543
THUAN AN TRANSACTION OFFICE	No. 141 Bis, Dong Tu Quarter, Lai Thieu Ward, Thuan An City, Binh Duong Province.	(0274) 3.762.628	(0274) 3.762.630
TAN PHUOC KHANH TRANSACTION OFFICE	No. 37, Khanh Hoa Quarter, Tan Phuoc Khanh Ward, Tan Uyen Town, Binh Duong Province.	(0274) 3.612.607	(0274) 3.612.608
BEN CAT TRANSACTION OFFICE	72 Hung Vuong, Quarter 1, My Phuoc Ward, Ben Cat Town, Binh Duong Province.	(0274) 3.557.850	(0274) 3.557.840
DONG NAI BRANCH	K27 – K50, KP7, Vo Thi Sau Street (extended road 5), Thong Nhat Ward, Bien Hoa City, Dong Nai Province.	(0251) 3.912.200	(0251) 3.913.662
BIEN HOA TRANSACTION OFFICE	No. 34D – 34E CMT8 Street, Quang Vinh Ward, Bien Hoa City, Dong Nai Province.	(0251) 3.940.456	(0251) 3.940.610
TAN HIEP TRANSACTION OFFICE	Lot 25 – 26 Dong Khoi, Quarter 4, Tan Hiep Ward, Bien Hoa City, Dong Nai Province.	(0251) 3.857.530	(0251) 3.857.524
TRANG BOD TRANSACTION OFFICE	B21-B22 Nguyen Huu Canh, Trang BOD Town, Trang BOD District, Dong Nai Province.	(0251) 8.971.100	
TRUNG VIET BRANCH	34-36 Quang Trung Street, Thach Thang Ward, Hai Chau District, Danang City.	(0236) 3.887.899	(0236) 3.887.898
HAI CHAU TRANSACTION OFFICE	92 Chi Lang Street, Hai Chau Ward 2, Hai Chau District, Danang City.	(0236) 3.866.999	(0236) 3.866.998
LIEN CHIEU TRANSACTION OFFICE	699 Ton Duc Thang, Hoa Khanh Bac Ward, Lien Chieu District, Danang City.	(0236) 3.736.024	(0236) 3.736.026
SEPTEMBER 2 TRANSACTION OFFICE	Part of house No. 86, September 2, Binh Hien Ward, Hai Chau District, Danang City.	(0236) 3.631.699	(0236) 3.631.698
THANH KHE TRANSACTION OFFICE	354 Dien Bien Phu, Chinh Giang Ward, Thanh Khe District, Danang City.	(0236) 3.648.777	(0236) 3.649.985
DONG DA TRANSACTION OFFICE	05 Dong Da, Thach Thang Ward, Hai Chau District, Danang City.	(0236) 3.525.255	(0236) 3.525.256
SON TRA TRANSACTION OFFICE	1011 Ngo Quyen, An Hai Dong Ward, Son Tra District, Danang City.	(0236) 3.667.979	(0236) 3.667.978
KHANH HOA BRANCH	No. 89 – 89 A Yersin, Phuong Sai Ward, Nha Trang City, Khanh Hoa Province.	(0258) 3.820.883	(0258) 3.820.880
OCTOBER 23 TRANSACTION OFFICE	No. 406, October 23 Road, Vinh Hiep Commune, Nha Trang City, Khanh Hoa Province.	(0258) 3.835.002	(0258) 3.835.001
HOANG DIEU TRANSACTION OFFICE	38, 6C Street, Phuoc Long Ward, Nha Trang City District, Khanh Hoa Province.	(0258) 3.887.055	(0258) 3.887.056
CAM RANH TRANSACTION OFFICE	No. 84, 22/8 Street, Cam Thuan Ward, Cam Ranh City, Khanh Hoa Province.	(0258) 3.956.002	(0258) 3.956.006
DAK LAK BRANCH	269 Le Hong Phong, Thong Nhat Ward, Buon Ma Thuot City, Dak Lak Province.	(0262) 3.817.685	(0262) 3.817.686
EAHLEO TRANSACTION OFFICE	510 Giai Phong Street, Ea Drang Town, Ea H'leo District, Dak Lak Province.	(0262) 3.776.000	(0262) 3.776.001
EATAM TRANSACTION OFFICE	429 Le Duan Street, Buon Ma Thuot City, Dak Lak Province.	(0262) 3.939.101	(0262) 3.939.100
EAKAR TRANSACTION OFFICE	101 Nguyen Tat Thanh, EaKar Town, EaKar District, Dak Lak Province.	(0262) 3.626.123	(0262) 3.626.124
QUANG NAM BRANCH	Lot D41-42, N10 Extension Road, Tam Ky Commercial Center, Phuoc Hoa Ward, Tam Ky City, Quang Nam Province.	(0235) 3.818.818	(0235) 3.818.666
		(0235) 3.920.777	(0235) 3.920.778
HOI AN TRANSACTION OFFICE	572 Hai Ba Trung, Cam Pho Ward, Hoi An City, Quang Nam Province.	(024) 39.361.033	(024) 39.361.034
HANOI BRANCH	28 Cat Linh, Cat Linh Ward, Dong Da District, Hanoi.	(024) 32.022.555	(024) 32.077.888

Name	Address	Phone	Fax
TRANG AN TRANSACTION OFFICE	Part of the 1st floor and part of the 6th floor, 165 Thai Ha, Lang Ha Ward, Dong Da District, Hanoi City.	(024) 39.724.037	(024) 39.724.038
DONG DO TRANSACTION OFFICE	1st floor, 2nd floor and 3rd floor, Building 86-88 Dong Cac, O Cho Dua Ward, Dong Da District, Hanoi City.	(024) 37.878.190	(024) 37.878.192
SAO VIET TRANSACTION OFFICE	Part of the 1st floor, Building HH4, Song Da Twin Tower, Pham Hung Street, Nam Tu Liem District, Hanoi City.	(024) 35.544.386	(024) 35.544.383
NGUYEN TRAI TRANSACTION OFFICE	238B – 240 Nguyen Trai Street, Trung Van Ward, Nam Tu Liem District, Hanoi City.	(024) 39.413.121	(024) 39.413.117
THANG LONG BRANCH	Building 66A Tran Hung Dao Street, Tran Hung Dao Ward, Hoan Kiem District, Hanoi City.	(225) 3.515.666	(225) 3.515.668
HAI PHONG BRANCH	83 Tran Phu, Cau Dat Ward, Ngo Quyen District, Hai Phong City.	(225) 3.752.888	(225) 3.751.668
NGO QUYEN TRANSACTION OFFICE	Lot 11, lot 22B, Urban Area at the intersection of Cat Bi Airport, Dong Khe Ward, Ngo Quyen District, Hai Phong.	(225) 3.734.666	(225) 3. 734.222
LACH TRAY TRANSACTION OFFICE	No. 201A-203-203B Lach Tray, Lach Tray Ward, Ngo Quyen District, Hai Phong City.	(225) 3.663.666	(225) 3.858.959
LE CHAN TRANSACTION OFFICE	No. 278Q-278H Tran Nguyen Han Street, Niem Nghia Ward, Le Chan District, Hai Phong City.	(0254) 3.628.629	(0254) 3.628.630
BA RIA VUNG TAU BRANCH	148 Le Hong Phong, Ward 4, Vung Tau City, Ba Ria-Vung Tau Province.	(0254) 3.721.118	(0254) 3.721.115
BA RIA TRANSACTION OFFICE	233 Cach Mang Thang Tam Street, Phuoc Hiep Ward, Ba Ria City, Ba Ria – Vung Tau Province.	(0254) 3.522.468	(0254) 3.572.579
RACH DUA TRANSACTION OFFICE	313 Street 30/4, Rach Dua Ward, Vung Tau City, Ba Ria – Vung Tau Province.	(0203) 3.619.199	(0203) 3.619.189
QUANG NINH BRANCH	607 Le Thanh Tong Street, Bach Dang Ward, Ha Long City, Quang Ninh Province.	(0203) 3.860.158-160	(0203) 3.860.161
CAM PHA TRANSACTION OFFICE	No. 164 Tran Phu, Cam Tay Ward, Cam Pha City, Quang Ninh Province.	(0203) 3.661.988	(0203) 3.661.989
UONG BI TRANSACTION OFFICE	No. 308 Quang Trung Street, Quang Trung Ward, Uong Bi City, Quang Ninh Province.	(0237) 3.729.771	(0237) 3.729.770
THANH HOA BRANCH	Lot 06 – 07 Commercial Building, Phan Chu Trinh Street, Thanh Hoa City, Thanh Hoa Province.	(0237) 3.957.888	(0237) 3.957.999
TAN SON TRANSACTION OFFICE	223 Nguyen Trai, Tan Son Ward, Thanh Hoa City, Thanh Hoa Province.	(0237) 3.963.789	(0237) 3.963.345
QUANG TRUNG TRANSACTION OFFICE	321 Quang Trung 2, Dong Ve Ward, Thanh Hoa City, Thanh Hoa Province.	(0237) 3.729.771	(0237) 3.545.666
LAM SON TRANSACTION OFFICE	380 Le Lai, Dong Son Ward, Thanh Hoa City, Thanh Hoa Province.	(0238) 3.553.838	(0238) 3.553.737
NGHE AN BRANCH	07 Le Hong Phong Street, Hung Binh Ward, Vinh City, Nghe An Province.	(0238) 3.557.559	(0238) 3.553.556
VINH TRANSACTION OFFICE	Lot A-19, Golden City 10 Residential Area, Mai Hac De Street, Quan Bau Ward, Vinh City, Nghe An Province.	(0238) 3.683.838	(0238) 3.683.636
LE VIET THUAT TRANSACTION OFFICE	No. 46A Le Viet Thuat Street, Hung Loc Commune, Vinh City, Nghe An Province.	(0238) 368.3939	(0238) 368.3737
DIEN CHAU TRANSACTION OFFICE	Block 3, Dien Chau Town, Dien Chau District, Nghe An Province.	(0255) 3.737.575	(0255) 3.737.577
QUANG NGAI BRANCH	134 Hung Vuong, Tran Phu Ward, Quang Ngai City, Quang Ngai Province.	(0255) 3.512.514	(0255) 3.512.517
BINH SON TRANSACTION OFFICE	332 Pham Van Dong, Chau O Town, Binh Son District, Quang Ngai Province.	(0205) 3.704.888	(0205) 3.701.999
LANG SON BRANCH	483 Ba Trieu Street, Block 4, Vinh Trai Ward, Lang Son City, Lang Son Province.	(0222) 3.823.388	(0222) 3.818.299
BAC NINH BRANCH	10 Nguyen Dang Dao, Tien An Ward, Bac Ninh City, Bac Ninh Province.	(0229) 3.889.996	(0229) 3.889.885
NINH BINH BRANCH	850 Tran Hung Dao Street, Tan Thanh Ward, Ninh Binh City, Ninh Binh Province.	(0208) 3.656.282	(0208) 3.656.283
THAI NGUYEN BRANCH	Part of the first floor and part of the second floor, No. 25 Hoang Van Thu Street, Phan Dinh Phung Ward, Thai Nguyen City, Thai Nguyen Province.		
PLEIKU BRANCH	40C Hung Vuong, Ia Kring Ward, Pleiku City, Gia Lai Province.	(0269) 3.830.789	(0269) 3.830.785
VINH PHUC BRANCH	Part of the 1st and 2nd floors, 392 Me Linh, Lien Bao Ward, Vinh Yen City, Vinh Phuc Province.	(0211) 6.282.586	(0211) 6.275.388
		(0256) 3.820.088	(0256) 3.820.089

Name	Address	Phone	Fax
BINH DINH BRANCH	463 Tran Hung Dao, Le Hong Phong Ward, Quy Nhon City, Binh Dinh Province.	(0256) 3.820.088	(0256) 3.820.089
LONG BIEN BRANCH	127 Nguyen Van Cu, Ngoc Lam Ward, Long Bien District, Hanoi City.	(024) 7.307.8996	(024) 7.307.8994
CAU GIAY BRANCH	1st and 2nd floor, 69 Hoang Quoc Viet, Nghia Do Ward, Cau Giay District, Hanoi City.	(024) 7.307.8986	(024) 7.307.8983
TAY NINH BRANCH	No. 348 April 30 Street, KP1, Ward 3, Tay Ninh City, Tay Ninh Province.	(0276) 3.768.999	(0276) 3.848.777
NAM DINH BRANCH	256 Quang Trung, Quang Trung Ward, Nam Dinh City, Nam Dinh Province.	(022) 8.399.2222	(022) 8.321.3999
LAM DONG BRANCH	No. 24 Hai Ba Trung, Ward 6, Da Lat City, Lam Dong Province.	(0263) 3.387.879	(0263) 3.521.678
HOANG MAI BRANCH	No. 10BT1 Linh Dam, Thinh Liet, Hoang Mai, Hanoi.	(024) 35.741.686	(024) 38.580.588
HUE BRANCH	No. 117 Nguyen Hue, Phu Nhuan Ward, Hue City, Thua Thien - Hue Province.	(0234) 3.866.696	(0234) 3.866.697



8

FINANCIAL

STATEMENTS AND NOTES



GENERAL INFORMATION

THE BANK

Orient Commercial Joint Stock Bank ("the Bank") is a joint stock commercial bank established in the Socialist Republic of Vietnam.

The Bank was established pursuant to Banking License No. 0061/NH-GP dated 13 April 1996 issued by the State Bank of Vietnam ("the SBV") and Business Registration Certificate No. 0300852005 issued by Department of Planning and Investment of Ho Chi Minh city which was amended for the 37th time on 1 November 2021. The Bank started operation on 13 April 1996 with an operation period of 99 years.

The Bank's principal activities include mobilising short-term, medium-term and long-term deposits from various organisations and individuals in the form of term deposits and demand deposits in Vietnam Dong and foreign currencies; receiving entrusted funds from domestic organisations; taking borrowings from the SBV and other credit institutions; granting short-term, medium-term and long-term loans to various organisations and individuals based on the Bank's nature and capacity of the capital resources; discounting of commercial papers, bonds and valuable papers; venturing capital and joint-venture, buying shares under the current regulations; conducting payment transactions services; conducting foreign currency and gold trading transactions, international trade finance service; mobilising overseas sources of funds and other international banking services with overseas counterparties as approved by the SBV; performing insurance agency services following current regulations; trading bonds following current regulations; providing credit facility under form of discounting, re-discounting of transferrable instruments; re-discounting of valuable papers; issuing credit cards; providing bank guarantees; opening current accounts for customers; opening current account at the SBV; opening current accounts at other credit institutions, foreign bank branches; conducting internal settlement system, participating in the national interbank settlement system; providing cash management service, banking and financial consulting, services of keeping and managing precious assets, renting safe boxes; consulting on corporate finance, acquisition, consolidation, merger and investment consulting; bidding for Treasury bills, transferrable instruments, Government bonds, the SBV's bills and other valuable documents in the monetary market; providing monetary brokerage service; issuing certificates of deposits, bills, bonds, promissory notes to mobilise funds under the Law on Credit Institutions, Law on Securities, Government's regulations and guidance of the SBV; depositing, receiving funds from other credit institutions, foreign bank branches, domestic and foreign financial organisations under current regulation and guidance from the SBV; performing entrusted, agency activities in banking operation, insurance, managing assets in accordance with the prevailing regulations and guidance from the SBV; purchasing debts and trading gold.

BOARD OF DIRECTORS

Members of the Board of Directors during the year and as at the date of this report are:

<i>Name</i>	<i>Position</i>	<i>Date of appointment/reappointment</i>
Mr. Trinh Van Tuan	Chairman	Reappointed on 30 June 2020
Mr. Ito Takeshi	Member	Appointed on 30 June 2020
Mr. Yoshizawa Toshiki	Member	Appointed on 30 June 2020
Ms. Trinh Thi Mai Anh	Member	Appointed on 30 June 2020
Mr. Pham Tri Nguyen	Independent member	Appointed on 30 June 2020
Mr. Bui Minh Duc	Independent member	Appointed on 30 June 2020
Mr. Ngo Ha Bac	Member	Reappointed on 30 June 2020
Mr. Phan Trung	Member	Reappointed on 30 June 2020

BOARD OF SUPERVISION

Members of the Board of Supervision during the year and as at the date of this report are:

<i>Name</i>	<i>Position</i>	<i>Date of appointment/reappointment</i>
Ms. Nguyen Thi Thuy Minh	Head	Appointed on 30 June 2020
Ms. Dang Thi Quy	Dedicated member	Reappointed on 30 June 2020
Mr. Pham Quang Vinh	Member	Reappointed on 30 June 2020

MANAGEMENT AND CHIEF ACCOUNTANT

Members of the Management and Chief Accountant during the year and as at the date of this report are:

<i>Name</i>	<i>Position</i>	<i>Date of appointment/reappointment/resignation</i>
Mr. Nguyen Dinh Tung	General Director	Reappointed on 23 August 2021
Mr. Truong Dinh Long	Deputy General Director	Appointed on 1 July 2019
Mr. Roy Anirban	Deputy General Director	Appointed on 1 February 2021
Ms. Huynh Le Mai	Deputy General Director	Reappointed on 1 January 2021
Mr. Truong Thanh Nam	Deputy General Director	Reappointed on 15 August 2021
Mr. Ly Hoai Van	Deputy General Director	Reappointed on 2 November 2019
Mr. Nguyen Xuan Hiep	Deputy Chief Financial Officer cum Chief Accountant	Appointed on 28 February 2022
Ms. Dao Minh Anh	Deputy General Director	Resigned on 2 January 2021
Ms. Nguyen Thi Thuy	Chief Financial Officer cum Chief Accountant	Resigned on 1 December 2021

LEGAL REPRESENTATIVE

The legal representatives of the Bank during the year and as at the date of this report are Mr. Trinh Van Tuan, Chairman.

Mr. Truong Dinh Long - Deputy General Director is authorized by Chairman of Board of Directors to sign off the accompanying separate financial statements for the year ended 31 December 2021 according to Authorization Letter No. 55/2021/UQ-CT.HDQT dated 23 December 2021.

AUDITORS

The auditor of the Bank is Ernst & Young Vietnam Limited.

REPORT OF MANAGEMENT

Management of Orient Commercial Joint Stock Bank ("the Bank") is pleased to present this report and the separate financial statements of the Bank for the year ended 31 December 2021.

MANAGEMENT'S RESPONSIBILITY IN RESPECT OF THE SEPARATE FINANCIAL STATEMENTS

Management is responsible for the separate financial statements of each financial year which give a true and fair view of the separate financial position of the Bank and of the separate results of its operations and its separate cash flows for the year. In preparing those separate financial statements, management is required to:

- ▶ select suitable accounting policies and then apply them consistently;
- ▶ make judgements and estimates that are reasonable and prudent;
- ▶ state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the separate financial statements; and
- ▶ prepare the separate financial statements on the going concern basis unless it is inappropriate to presume that the Bank will continue its business.

Management is responsible for ensuring that proper accounting records are kept which disclose, with reasonable accuracy at any time, the separate financial position of the Bank and to ensure that the accounting records comply with the applied accounting system. It is also responsible for safeguarding the assets of the Bank and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Management confirmed that it has complied with the above requirements in preparing the accompanying separate financial statements.

STATEMENT BY MANAGEMENT

Management does hereby state that, in its opinion, the accompanying separate financial statements give a true and fair view of the separate financial position of the Bank as at 31 December 2021 and of the separate results of its operations and its separate cash flows for the year then ended in accordance with Vietnamese Accounting Standards, Vietnamese Accounting System for Credit Institutions and the statutory requirements relevant to the preparation and presentation of the separate financial statements.

The Bank has a subsidiary as disclosed in the financial statements. The Bank prepared these separate financial statements to meet the prevailing requirements in relation to disclosure of information, specifically the Circular No. 96/2020/TT-BTC on disclosure of information on the securities market. In addition, as required by these regulations, the Bank has also prepared the consolidated financial statements of the Bank and its subsidiary for the year ended 31 December 2021 ("consolidated of financial statement") dated 10 March 2022.

Users of the separate financial statements should read them together with the said consolidated financial statements in order to obtain full information on the consolidated financial position, consolidated results of operations and consolidated cash flows of the Bank and its subsidiary.

For and on behalf of management:



Mr. Trương Đình Long
Deputy General Director

Ho Chi Minh City, Vietnam

10 March 2022

INDEPENDENT AUDITOR'S REPORT



Ernst & Young Vietnam Limited
20th Floor, Bitexco Financial Tower
2 Hai Trieu Street, District 1
Ho Chi Minh City, S.R. of Vietnam

Tel: +84 28 3824 5252
Fax: +84 28 3824 5250
ey.com

Reference: 60758138/22687643-R

INDEPENDENT AUDITORS' REPORT

To: The Shareholders of Orient Commercial Joint Stock Bank

We have audited the accompanying separate financial statements of Orient Commercial Joint Stock Bank ("the Bank"), as prepared on 10 March 2022 and set out on pages 6 to 73 which comprise the separate balance sheet as at 31 December 2021, the separate income statement and the separate cash flow statement for the year then ended and the notes thereto.

Management's responsibility

The Bank's management is responsible for the preparation and fair presentation of the separate financial statements in accordance with Vietnamese Accounting Standards, Vietnamese Accounting System for Credit Institutions and the statutory requirements relevant to the preparation and presentation of the separate financial statements, and for such internal control as management determines is necessary to enable the preparation and presentation of separate financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' responsibility

Our responsibility is to express an opinion on these separate financial statements based on our audit. We conducted our audit in accordance with Vietnamese Standards on Auditing. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the separate financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the separate financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the separate financial statements, whether due to fraud or error. In making those risk assessments, the auditors consider internal control relevant to the Bank's preparation and fair presentation of the separate financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Bank's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the separate financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

INDEPENDENT AUDITOR'S REPORT (Continued)



Auditors' opinion

In our opinion, the separate financial statements give a true and fair view, in all material respects, of the separate financial position of the Bank as at 31 December 2021, and of the separate results of its operations and its separate cash flows for the year then ended in accordance with Vietnamese Accounting Standards, Vietnamese Accounting System for Credit Institutions and other statutory requirements relevant to the preparation and presentation of the separate financial statements.

Ernst & Young Vietnam Limited



Nguyễn Phương Nga
Deputy General Director
Audit Practicing Registration Certificate
No. 0763-2019-004-1

Ho Chi Minh City, Vietnam

10 March 2022

Vu Tien Dung
Auditor
Audit Practicing Registration Certificate
No. 3221-2020-004-1

SEPARATE BALANCE SHEET

As of December 31, 2021

	Notes	Ending balance VND	Beginning balance VND
ASSETS			
Cash, gold and gemstones	5	713,556,130,605	932,451,084,828
Balances with the State Bank	6	3,852,855,231,576	4,087,881,039,948
Deposits and loans to other credit institutions		22,594,488,113,746	16,384,182,214,758
Deposits at other credit institutions	7.1	21,131,371,234,704	15,188,562,087,708
Loans to other credit institutions	7.2	1,463,116,879,042	1,195,620,127,050
Securities held for trading	8	4,565,000,020,000	929,409,500,000
Securities held for trading		4,565,000,020,000	929,409,500,000
Derivatives instruments and other financial assets	9	125,806,840,360	65,588,137,740
Loans to customers		100,934,632,861,292	88,300,510,917,677
Loans to customers	10	102,050,733,038,455	89,237,886,166,154
Provision for credit losses of loans to customers	11	(1,116,100,177,163)	(937,375,248,477)
Purchased debts	12	661,997,500	387,075,000,000
Purchased debts		667,000,000	390,000,000,000
Provision for credit loss of purchased debts		(5,002,500)	(2,925,000,000)
Investment securities	13	40,968,392,205,017	33,588,023,036,072
Available-for-sale securities		40,980,428,800,914	33,607,191,427,787
Provision for investment securities		(12,036,595,897)	(19,168,391,715)
Long-term investments	14	25,000,000,000	27,905,246,550
Investments in subsidiary		25,000,000,000	25,000,000,000
Other long-term investments		-	22,540,000,000
Provision for long-term investments		-	(19,634,753,450)
Fixed assets		554,166,284,013	545,012,116,339
Tangible fixed assets	15.1	285,125,671,227	272,377,860,252
Cost		700,882,375,334	647,867,062,875
Accumulated depreciation		(415,756,704,107)	(375,489,202,623)
Intangible fixed assets	15.2	269,040,612,786	272,634,256,087
Cost		480,888,064,944	447,530,335,527
Accumulated amortization		(211,847,452,158)	(174,896,079,440)
Other assets	16	10,180,099,739,518	7,422,826,578,961
Receivables	16.1, 16.2	8,177,930,446,159	5,612,489,799,981
Interest and fee receivable	16.3	1,460,394,782,927	1,519,027,836,647
Other assets	16.4	546,574,510,432	296,108,942,333
Provision for other assets	16.5	(4,800,000,000)	(4,800,000,000)
TOTAL ASSETS		184,514,659,423,627	152,670,864,872,873

SEPARATE BALANCE SHEET (Continued)

	Notes	Ending balance VND	Beginning balance VND
LIABILITIES			
Amounts due to the Government and the State Bank	17	130,606,957,051	152,190,306,083
Deposits and borrowings from other credit institutions		32,038,024,327,577	22,837,720,715,725
Deposits from other credit institutions	18.1	20,066,737,249,229	16,669,339,234,868
Borrowings from other credit institutions	18.2	11,971,287,078,348	6,168,381,480,857
Customer deposits	19	98,831,589,846,779	87,323,121,247,951
Other borrowed and entrusted funds	20	4,996,402,838,269	4,935,420,712,862
Valuable papers issued	21	22,628,650,000,000	16,334,562,500,000
Other liabilities		4,085,243,200,727	3,657,762,130,511
Interest and fee payable	22	2,241,721,655,538	1,924,004,066,681
Other payables	23	1,843,521,545,189	1,733,758,063,830
TOTAL LIABILITIES		162,710,517,170,403	135,240,777,613,132
OWNERS' EQUITY			
Capital		15,401,514,927,348	12,662,024,727,348
Charter capital	25.2	13,698,828,630,000	10,959,063,430,000
Share premium	25.1	1,702,686,297,348	1,702,961,297,348
Reserves	25.3	2,266,840,303,564	1,605,440,094,315
Undistributed profits		4,135,787,022,312	3,162,622,438,078
TOTAL OWNERS' EQUITY	25	21,804,142,253,224	17,430,087,259,741
TOTAL LIABILITIES AND OWNERS' EQUITY		184,514,659,423,627	152,670,864,872,873

SEPARATE BALANCE SHEET (Continued)

OFF-BALANCE SHEET ITEMS

	Notes	Ending balance VND	Beginning balance VND
Credit guarantees		42,600,030,887	38,300,974,448
Foreign exchange commitments		94,030,596,340,407	56,035,266,847,629
Spot foreign exchange commitments – buy		697,191,073,518	1,130,805,012,431
Spot foreign exchange commitments – sell		697,472,268,945	1,129,385,070,000
Swap contracts		92,635,932,997,944	53,775,076,765,198
Letters of credit		7,179,506,465,072	2,770,646,675,242
Other guarantees		10,490,097,639,142	13,535,561,400,761
Other commitments		2,755,100,000,000	2,487,982,585,463
	39	114,497,900,475,508	74,867,758,483,543

Preparer:

Reviewer:

Approver:

Ms. Truong Ngoc Thanh
Deputy Head of Accounting
Department

Mr. Nguyen Xuan Hiep
Chief Accountant

Mr. Truong Dinh Long
Deputy General Director

Ho Chi Minh City, Vietnam

10 March 2022

SEPARATE INCOME STATEMENT

	Notes	Current year VND	Previous year VND
Interest and similar income	26	11,720,101,153,850	10,793,396,733,884
Interest and similar expenses	27	(5,954,650,380,841)	(5,811,739,255,459)
Net interest and similar income		5,765,450,773,009	4,981,657,478,425
Fee and commission income		868,493,398,150	920,888,968,723
Fee and commission expenses		(89,606,004,679)	(96,236,691,732)
Net fee and commission income	28	778,887,393,471	824,652,276,991
Net gain from trading of foreign currencies	29	99,727,078,248	94,975,111,343
Net gain from securities held for trading	30	123,818,226,554	130,768,950,000
Net gain from investment securities	31	1,744,618,886,811	1,751,950,864,090
Other operating income		562,724,890,993	323,731,488,152
Other operating expenses		(162,614,061,354)	(112,136,252,518)
Net gain from other operating activities	32	400,110,829,639	211,595,235,634
Income from investment in other entities	33	5,242,907,658	2,394,262,149
TOTAL OPERATING INCOME		8,917,856,095,390	7,997,994,178,632
OPERATING EXPENSES	34	(2,397,391,556,029)	(2,321,008,828,010)
Net profit before provision for credit losses		6,520,464,539,361	5,676,985,350,622
Provision expense for credit losses		(997,676,515,651)	(1,263,439,294,228)
PROFIT BEFORE TAX		5,522,788,023,710	4,413,546,056,394
Current corporate income tax expense	35	(1,113,453,295,381)	(883,577,251,054)
Corporate income tax expense	35	(1,113,453,295,381)	(883,577,251,054)
PROFIT AFTER TAX		4,409,334,728,329	3,529,968,805,340

Preparer:

Reviewer:

Approver:

Ms. Truong Ngoc Thanh
Deputy Head of Accounting
Department

Mr. Nguyen Xuan Hiep
Chief Accountant

Mr. Truong Dinh Long
Deputy General Director

Ho Chi Minh City, Vietnam

10 March 2022

SEPARATE CASH FLOW STATEMENT

	Notes	Current year VND	Previous year VND
CASH FLOWS FROM OPERATING ACTIVITIES			
Interest and similar receipts		11,778,734,207,570	10,675,892,882,757
Interest and similar payments		(5,643,802,406,961)	(5,554,093,476,586)
Net fee and commission receipts		778,796,792,006	774,652,276,991
Net receipts from dealing in foreign currencies, gold and securities trading activities		1,961,032,395,795	1,936,449,621,750
Other income/(expenses)		272,596,311,500	(10,299,570,610)
Recoveries from bad debts previously written-off	32	133,087,089,496	157,003,803,154
Payments for operating and salary expenses		(2,386,142,728,879)	(2,137,926,506,173)
Corporate income tax paid during the year	24	(1,154,126,880,549)	(761,844,364,583)
Net cash flows from operating profit before changes in operating assets and liabilities		5,740,174,779,978	5,079,834,666,700
Changes in operating assets			
(Increase)/decrease in deposits and loans to other credit institutions		(267,496,751,992)	1,945,505,092,769
Increase in investment securities		(11,008,827,893,127)	(12,338,249,152,057)
(Increase)/decrease in other derivative and financial assets		(60,218,702,620)	5,214,837,167
Increase in loans to customers		(12,423,513,872,301)	(18,537,145,094,431)
Utilization of provision to write off	11	(821,923,486,855)	(1,048,585,006,124)
Increase in other assets		(2,838,268,138,944)	(2,491,952,011,813)
Changes in operating liabilities			
Decrease in amounts due to the Government and the State Bank		(21,583,349,032)	(18,066,016,177)
Increase in deposits and borrowings from other credit institutions		9,200,303,611,852	4,468,855,008,937
Increase in customer deposits		11,508,468,598,828	18,103,303,737,208
Increase in valuable papers issued		6,294,087,500,000	4,569,996,517,793
Increase in other borrowed and entrusted funds		60,982,125,407	306,967,407,228
Increase in other liabilities		195,531,163,820	637,871,562,922
Utilization of funds	23	(7,141,333,333)	(2,439,800,000)
Net cash flows from operating activities		5,550,574,251,681	681,111,750,122

SEPARATE CASH FLOW STATEMENT (Continued)

	Notes	Current year VND	Previous year VND
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchases of fixed assets		(125,239,422,985)	(48,089,586,276)
Proceeds from disposal of fixed assets		55,888,813,636	13,121,994,999
Dividends received from long term investments	33	5,242,907,658	644,262,149
Receipt from investment in other entities		3,000,000,000	3,750,000,000
Net cash flows used in investing activities		(61,107,701,691)	(30,573,329,128)
CASH FLOWS FROM FINANCING ACTIVITY			
(Decrease)/increase capital contribution		(275,000,000)	2,420,424,044,224
Dividends paid to shareholders		(303,165,589)	(18,480,159)
Cash flows from financing activities		(578,165,589)	2,420,405,564,065
Net cash flows for the year		5,488,888,384,401	3,070,943,985,059
Cash and cash equivalents at the beginning of the year	36	20,208,894,212,484	17,137,950,227,425
Cash and cash equivalents at the end of the year	36	25,697,782,596,885	20,208,894,212,484

Preparer:



Ms. Truong Ngoc Thanh
Deputy Head of Accounting
Department

Reviewer:



Mr. Nguyen Xuan Hiep
Chief Accountant

Approver:




Mr. Truong Dinh Long
Deputy General Director

Ho Chi Minh City, Vietnam

10 March 2022



HEADQUARTERS

41 & 45 Le Duan, Ben Nghe Ward, District 1, City. Ho Chi Minh City

Tel: (84 - 28) 38 220 960 | (84 - 28) 38 220 961

Fax: (84 - 28) 38 220 960

Website: www.ocb.com.vn