



ANNUAL REPORT 2018



TABLE OF CONTENTS

Message from the Chairman

WELLSPRING OF POWER

- 9 Introduction
- 10 History of formation and development 1994 - 2018
- 18 Vision, mission, strategies and core values
- 20 Governance model, business organization and management apparatus
- 24 Development orientation 2018 - 2022
- 26 Risk identification and prevention

DEPENDABLE MANAGEMENT

- 44 The Board of Management's assessment on SeABank's operation
- 47 Shareholder structure, change in equity
- 50 Report of the CEO
- 51 Introduction to the Board of Management
- 52 Financial situation
- 56 Outstanding awards 2018
- 62 Comprehensive solutions
- 75 Effective operation management
- 79 Leading technology
- 82 Centralized operations
- 87 Human resource management and training
- 91 Brand communications and corporate culture development
- Social security and sustainable development

FINANCIAL STATEMENTS 2018

DESIRE TO REACH OUT

OUTLETS AND CORRESPONDENT BANK NETWORK

- 118 Transaction outlet network
- 122 Correspondent banks

MESSAGE FROM THE CHAIRMAN



2018 is said to see an impressive thriving Vietnam upon its integration into the international economy when the Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP) took effect. Also in this year, Vietnam broke its 10-year record to hit the GDP growth rate peak of 7.08%, exceeding the target set for 2018.

This is also the third consecutive year that inflation has been kept under 4%. State's foreign exchange reserves has reached a new record of over USD 60 billion. Further improvements of the investment and business environment were proven by the removal and simplification of 61% of business conditions and 60% of specialized import and export inspection procedures. The steady socio-economic upsurge has lead to a swelling scale of economy that is expected to reach over VND 5.5 million billion in 2018. GDP per capita is estimated to hit USD 2,540, risen by USD 440 from that in 2015.

In response to this, the State Bank of Vietnam has implemented synchronously monetary policies and banking operations to achieve the targets as set out at the beginning of the year, thereby making a big step in curbing inflation, stabilizing the macro economy, promoting reasonable economic growth while ensuring the operational safety of credit institutions (CIs).

Given the advantages of socio-economic environment and stable monetary policies, SeABank in 2018 proceeded its steady advancement, effective operation, stabilization of personnel apparatus and transcended the business targets with consolidated pre-tax profit of VND 622 billion and consolidated total assets of VND 140,487 billion, ration of nonperforming loan per total outstanding loans of 1.57%. Besides, SeABank was honored in the VNR500-Top 500 Company and Top 500 Vietnamese firms with the highest profits (Profit500). The Bank was awarded the Certificate of Merit for Good Implementation of Tax Policies and Laws in 2017 by the Ministry of Finance, and numerous other prestigious recognitions for its reputation and quality of products and services.

In 2018, SeABank took further steps to improve its retail structure, especially to consolidate the senior personnel apparatus by officially appointing Ms. Le Thu Thuy - First Vice Chairwoman cum Deputy General Director to the title of Chief Executive Officer and at the same time designating the Standing Deputy General Director and new Deputy General Director.

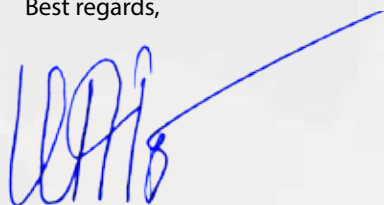
A refreshed operational model helps SeABank optimize resources, enhance its competitiveness and embrace new development opportunities. The business philosophy of "customers is the center" and firm trust of customers, partners, shareholders and staff members who loyally share a common goal have empowered SeABank to take further steady steps in the path to become the leading and most favorite retail bank that provides a full and diverse range of financial products and services.

On behalf of the Board of Directors, I would like to deliver sincere thanks to the Customers, Shareholders and Partners who have accompanied and supported SeABank over the past year. A special gratitude should be owed to the Board of Management, managers and all SeABank members of staff for their joint dedication to the Bank's development.

On the threshold of 2019, the year marking the 25th anniversary of SeABank's incorporation, accumulated achievements over such a long time would lay a solid springboard for SeABank to take big jumps, stably thrive and succeed, thus realizing its mission to connect real life values for customers, partners, investors, staff members, communities and Vietnam.

I believe that, a strong inner power, trust and support of customers, Partners and Shareholders would enable a soon achievement by SeABank to become the leading and most favorite retail bank.

Best regards,



Le Van Tan
Chairman of the Board of Directors





WELLSPRING OF POWER



SeABank

25 years

Brighten enthusiasm - Flare up passion

SOUTHEAST ASIA JOINT STOCK COMMERCIAL BANK
www.seabank.com.vn

INTRODUCTION

Transaction name: Ngân hàng Thương mại Cổ phần Đông Nam Á

English name: Southeast Asia Commercial Joint Stock Bank

Abbreviation: SeABank

Year of establishment: 1994

Enterprise Registration Certificate number: 0200253985

Charter capital: VND 7,688 billion

Equity capital at December 31, 2018: VND 8,301 billion

Line of business: finance and banking

Business location: nation-wide

Address: 25 Tran Hung Dao, Phan Chu Trinh Ward, Hoan Kiem District, Hanoi

Hotline: 1900 555 587

Phone number: 024.39448688

Fax number: 024.39448689

Website: www.seabank.com.vn

Email: contact@seabank.com.vn

ESTABLISHED

1994

CHARTER
CAPITAL

7.688
billion VND

TOTAL ASSETS

141,000
billion VND

OPERATIONS
NETWORK

162
transaction points

SCOPE OF
ACTIVITIES

25 provinces
and cities
in Vietnam

MILESTONES OF ACHIEVEMENT

1994 - 2018

25 years of establishment and development, SeABank has achieved today's successes by efforts to achieve each goal, each milestone in each time. Let's look back at the memorable milestones in the quarter of a century that SeABank's leaders and staff have built together.



3/1994

Ngân hàng TMCP Hải Phòng - Hải Phòng Commercial Joint Stock Bank (former of SeABank) was incorporated in Hải Phòng.



9/2002

Renamed into Southeast Asia Commercial Joint Stock Bank - SeABank.



3/2005

Officially relocated the Head Office from Hải Phòng to 16 Lang Ha, Ba Đình, Hanoi. This paved the way for a strong upsurge of the scale, transaction network, capital resources and other banking operations.



12/2006

Successfully applied the world cutting edge Core Banking Software Solution T24 Temenos within just 01 year of deployment. This laid an important ground for SeABank to issue diversified, modern and professional banking products and services.



8/2007

MobiFone became SeABank's domestic strategic shareholder.



3/2008

Officially issued domestic debit card S24+.



8/2008

Société Générale (France) - Europe's leading banking and financial group - became SeABank's foreign strategic shareholder. At present, Société Générale holds 20% of the bank's shares.



6/2009

Officially deployed a retail bank model.



12/2009

Relocated the Head Office to 25 Tran Hung Dao, Hoan Kiem, Hanoi.



SeABank

Linking Life's Values

1/2010

Announced a new brand identity.



12/2010

Issued SeABank MasterCard with EMV chip technology of highest safety and security.



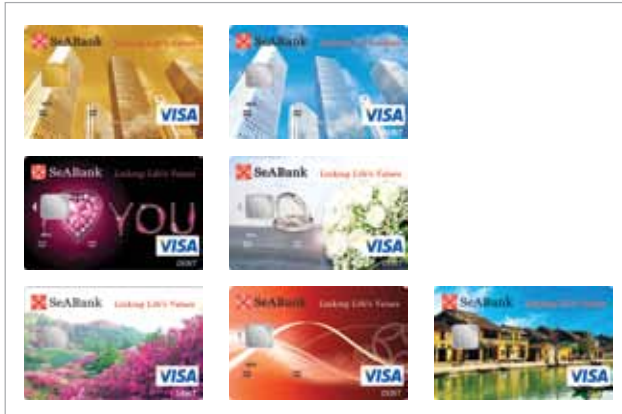
5/2011

Opened a Representative Office in Ho Chi Minh City, highlighting SeABank's ceaseless effort to pursue the retail banking strategy and cast its net wide in the Southern region.



7/2011

SeABank became one of the first banks in Vietnam to support all international cards including Visa, MasterCard, CUP, American Express, JCB and Diners Club.



9/2011

SeABank's Visa debit card using EMV Chip technology was officially issued, marking a breakthrough of the Bank's card technology.



12/2011

Opened the Training Center in the North and became the pioneer bank in Vietnam to deploy "School Branch" training model.



1/2012

The first bank in Vietnam to launch the most multi-service auto banking service (Autobank), which is fully incorporated with standard banking transaction functions, in Hanoi and Ho Chi Minh City.



2/2012

The State Bank of Vietnam ranked it in group 1 and top joint stock commercial banks eligible for serving ODA projects in Vietnam.



4/2012

Became an official Vietnamese agent of Western Union - the world's leader of money transfer services.



10/2012

The President awarded SeABank the Third Class Labor Medal for his excellent business achievements in contribution to the socio-economic development from 2007 to 2011.



8/2013

SeABank and its domestic strategic partner MobiFone signed a cooperation agreement to maximize the strength, enhance business efficiency and increase benefits for employees and customers of both parties.



10/2013

The Government and the State Bank of Vietnam awarded SeABank the Emulation Flag "Leading unit in emulation movement 2012" and "Outstanding unit in the emulation movement of banking industry 2012".



1/2014

Signed a comprehensive cooperation agreement with Petrovietnam Insurance Joint Stock Corporation.



1/2015

Signed a comprehensive strategic partnership with Mercedes-Benz.



3/2016

Signed a strategic cooperation with the 5 Big C supermarkets in Hanoi.



4/2016

Became a member of the Eurogiro Community - Alliance of banks and postal organizations in countries.



8/2017

Shifted into the customer-centered operating model with the desire to become the leading and most favorite retail bank.



4/2018

Announced the core values as guideline for business activities, including: Community Connection, Joint Responsibility, Information Transparency, Sustainable Expansion, Aspiration for Success.



6/2018

Organized "SeABank Run for The Future" athletic tournament to raise fund for the "Dream Nursery" scholarship in Hanoi, Da Nang and Ho Chi Minh City



6/2018

Officially acquired Post and Telecommunication Finance Company Limited (PTF) from VNPT Group.



6/2018

Ký kết thỏa thuận hợp tác chiến lược toàn diện với Tập đoàn viễn thông VNPT



12/2018

Increased the charter capital to VND 7,688 billion dong and issued more than 23 million shares under the option program for employees.

Lines of business:

Monetary intermediation services, including:

NO	Lines of business	Code
1.	<p>Other monetary intermediation activities</p> <ol style="list-style-type: none"> 1. Receiving demand deposits, term deposits, savings deposits and other deposits. 2. Granting facilities in the following forms: <ol style="list-style-type: none"> a) Lending; b) Discount, rediscount of negotiable instruments and other valuable papers; c) Bank guarantee; d) Issuance of credit cards; e) Domestic factoring; 3. Opening payment accounts for customers. 4. Supplying payment services in home: <ol style="list-style-type: none"> a. Supplying means of payment; b. Delivering check payment services, payment orders, collection orders, letters of credit, bank cards, collection and payment services. 5. Opening account: <ol style="list-style-type: none"> a) Opening accounts at the State Bank of Vietnam; b) Opening accounts at other credit institutions and foreign bank branches. 6. Organizing internal payment, participating in the national inter-bank payment system. 7. Cash management services, banking and financial consultancy; services of property management and preservation, safe leasing. 8. Corporate finance consultancy, consultancy on corporate purchase, acquisition, consolidation and merging, and investment. 9. Participating in bidding, buying and selling Treasury bills, negotiable instruments, Government bonds, State Bank bills and other valuable papers on the monetary market. 10. Buying and selling Government bonds and corporate bonds. 11. Monetary brokerage service. 12. Issuing certificates of deposit, promissory notes, bills and bonds to mobilize capital in accordance with the Law on Credit Institutions, Law on Securities, the Government's regulations and guidelines of the State Bank of Vietnam. 13. Borrowing capital from the State Bank in form of facility re-granting in accordance with the provisions of the Law on the State Bank of Vietnam and guidelines of the State Bank of Vietnam. 14. Borrowing, lending, depositing and receiving deposits of credit institutions, foreign correspondent bank, domestic and foreign financial institutions in accordance with legal regulations and guidelines of the State Bank of Vietnam. 	6419 (main)

NO	Lines of business	Code
	<p>15. Contributing capital and acquiring shares in accordance with legal regulations and guidelines of the State Bank of Vietnam.</p> <p>16. Entrusting, acting as trustee or agent in such areas related to banking operations, insurance business, asset management in accordance with legal regulations and guidelines of the State Bank of Vietnam.</p> <p>17. Trading and supplying foreign exchange services on domestic and international markets within the scope stipulated by the State Bank of Vietnam.</p> <p>18. Trading and supplying derivative products related to forex rate, interest rates, foreign exchange, currencies, and other financial assets in the domestic and international markets.</p> <p>19. Acting as a securities depository.</p> <p>20. Trading in gold bullion.</p> <p>21. Electronic wallet.</p> <p>22. Supplying commodity price derivative products.</p> <p>23. Investing in Government bond futures contracts.</p>	
2.	<p>Other financial services which have not been listed in business activities system yet (except insurance and social insurance).</p> <p>Other activities (upon approval of the State Bank of Vietnam).</p>	6499

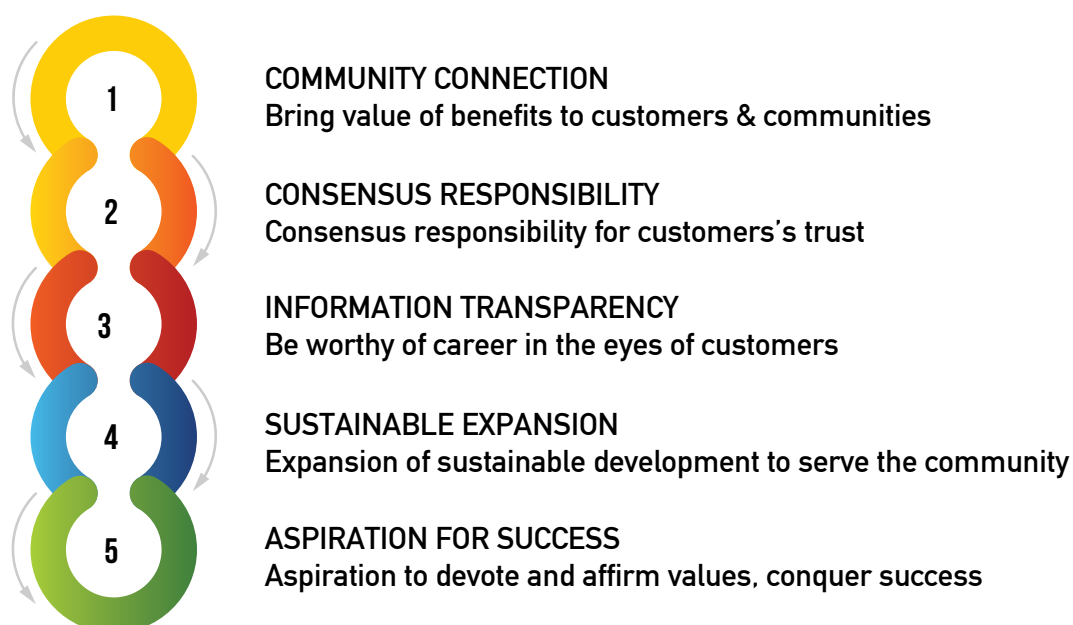
Business location:

162 transaction points in 25 provinces and cities nationwide. For detailed list of transaction points refer to section 7 of this Report.



VISION, MISSION, STRATEGY AND CORE VALUES



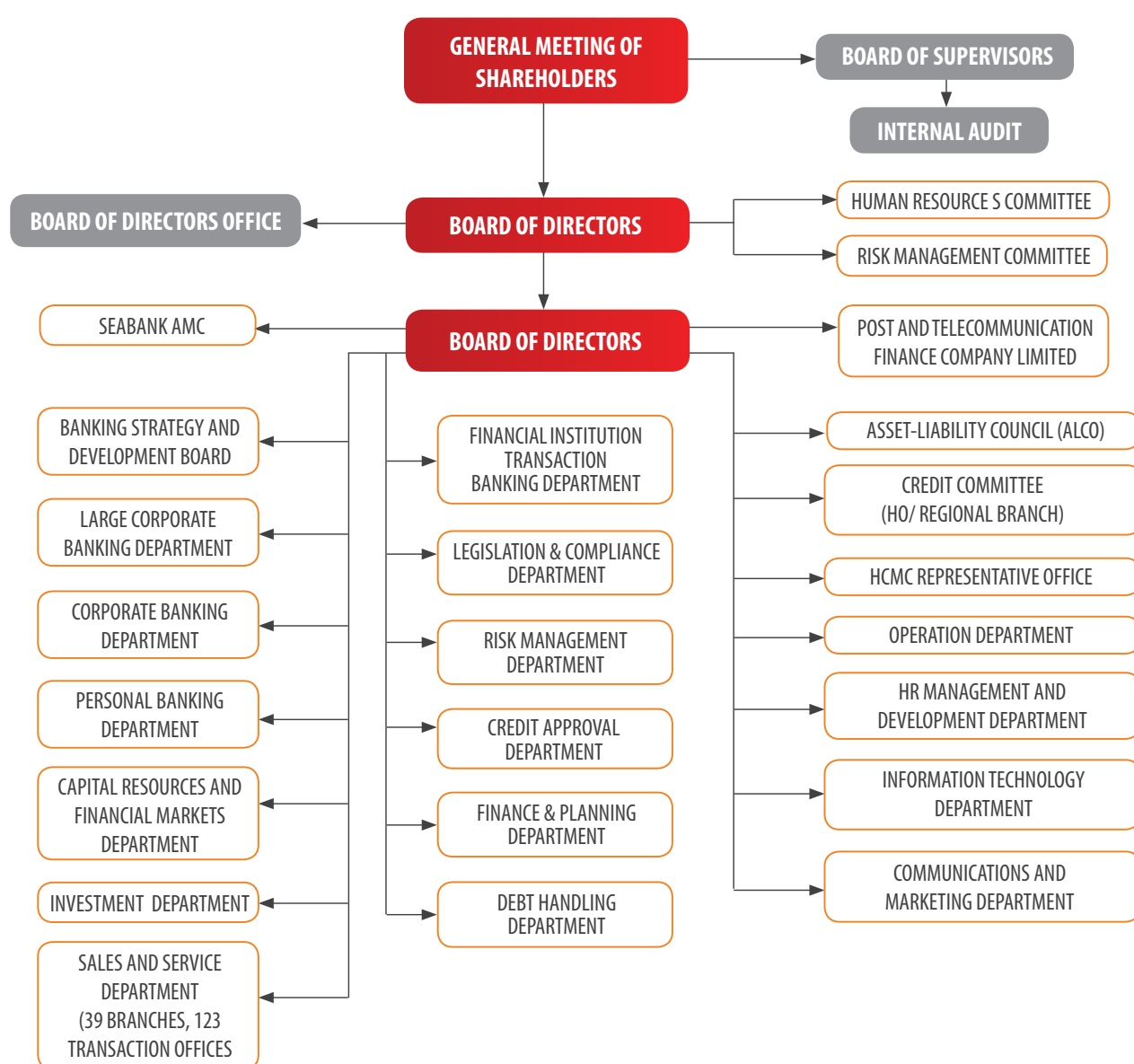


COMMUNITY BECOME ACUTELY AND KEENLY AWARE OF THE BANK

TO HAVE A COMMUNITY, BUILD CONSENSUS, GET INFORMATION, EXPAND THE SCALE AND BE ENTHUSIASTIC



**GOVERNANCE MODEL,
BUSINESS ORGANIZATION AND
MANAGEMENT APPARATUS**



- **General Meeting of Shareholders (GMS):** is the highest decision-making body of SeABank which consists of all shareholders with voting rights. Its operations are performed through annual General Meeting of Shareholders, Extraordinary General Meeting of Shareholders and circular resolutions.
- **Board of Directors ("BOD"):** has full authority to act on behalf of SeABank to decide and exercise SeABank's rights and obligations not under the authority of the General Meeting of Shareholders. BOD is also responsible for identifying and developing plans and policies such as business management policies, business strategies and general development plans.
- **Human Resources Committee:** advises BOD on exercise of BOD's duties and powers in relation to human resources issues, and performs some tasks assigned by BOD (if any).
- **Risk Management Committee:** advises BOD on exercise of BOD's duties and powers in relation to risk management and performs some tasks assigned by BOD (if any).

■ - Board of Supervisors ("BOS") and Internal Audit Department:

(i) The Board of Supervisors conducts internal audits, controls and evaluation of compliance with laws, SeABank's internal regulations, Charter and resolutions and decisions of the General Meeting of Shareholders and BOD.

(ii) An assistant of the Board of Supervisors is Internal Audit Department, which is allowed to use SeABank's resources, to have carried out by external experts and organizations.

(iii) The Internal Audit Department conducts independent and objective reviews and evaluations of the internal control system; independent evaluations of the appropriateness and compliance with regulations, internal policies, procedures and processes established within SeABank. It also functions to make recommendations for improvement of the effectiveness of systems, processes and regulations, hence strengthened safe, efficient and lawful operations of SeABank.

■ Chief Executive Officer and assisting apparatus (Board of Management):

(i) Chief Executive Officer is the highest executive of SeABank who is responsible before the law, GMS and BOD and BOS for the exercise of rights and obligations as assigned. The Chief Executive Officer is appointed by BOD.

(ii) Deputy General Director is the person who helps Chief Executive Officer to administer one or more areas of SeABank's operations according to the assignment of BOD and Chief Executive Officer.

(iii) Chief Accountant assists the Chief Executive Officer to direct the performance of accounting and statistics in SeABank. He/she is entitled to such rights and duties as prescribed by law.

(iv) The Board of Management is responsible for managing SeABank's day-to-day tasks under the Charter of SeABank and authorization of SeABank's BOD and Chief Executive Officer. The Board of Management is under BOD's supervision.

■ Units and Departments:

(i) Asset-Liability Council (ALCO): is set up to give advise and assist the CEO in management of Balance Sheet, liquidity risk, interest rate risk and other Balance Sheet related risks, ensuring the safe and effective operation of the Bank in accordance with BOD's orientation and strategy from time to time.

(ii) Banking Strategy and Development Board is an affiliate of the Bank's Head Office. It is established to analyze and assess changes in and outside the Bank so

as to make necessary recommendations and actions; to elaborate, propose and preside over strategies, projects and transformation programs; to advise and assist the Chief Executive Officer in governing the Bank's day-to-day operations; to develop, control and manage effectively the Bank's internal processes;

(iii) Capital Resources and Financial Markets Department is established to build and develop business strategies through activities in the financial markets at home and abroad; to organize the elaboration, deployment and centralized management of capital, mechanism of capital purchase/sale and transfer, and assurance of bank liquidity; to give coordinative effort in maintaining and developing a customer pool of financial institutions; to manage assets - liabilities; to develop customer transaction platform.

(iv) Large Corporate Banking Department performs front-office functions by approaching, managing and developing long-lasting, sustainable relationships with large corporate customers, in order to bring the highest effect to customers and the Bank; to effectively exploit the value chain and ecosystem of customers to create a foundation for the Bank's "ecosystem-based" retail strategy.

(v) Corporate Banking Department functions to build, organize and deploy the corporate banking development strategy for USME, SME, MSME and other corporate customers; to orientate and lead the business of Corporate Banking in Branches affiliate to the sales and service Management Units in accordance with SeABank's regulations; to elaborate regulations, processes and guidelines related to the management of Corporate Banking.

(vi) Personal Banking Department functions to build, organize, deploy and manage the development strategy and business operations for individual customers of SeABank.

(vii) Investment Department functions to research, build, develop and deploy the Bank's investment strategy; to manage, administer and implement the Bank's financial investments related to debt and capital markets; to deliver investment services to customers.

(viii) Financial Institution - Transaction Banking Department: is in charge of building and developing the Bank's; developing correspondent bank network and platform for transaction banking services and products.

(ix) Sales and Service Department build, develop and effectively govern the sale network in order to provide banking products and services to customers at the finest quality per the Bank's strategy.

(x) Credit Approval Department performs credit appraisal and approval for customers in accordance with SeABank's regulations from time to time, ensuring the safety and effectiveness of credit operations.

(xi) Risk Management Department functions to build, develop and manage risk management policies and instruments; to organize and manage risk management in order to ensure the safety and effectiveness of SeABank's operations.

(xii) Operation Department has the function of building, managing and implementing the main operations including: Running banking operations; Managing and controlling operation activities; Internal services.

(xiii) Information Technology Department functions to develop the Bank's entire information technology development strategy; to manage and deplot technological solutions for the Bank's business operations.

(xiv) Human Resource Management and Development Department functions to govern and develop SeABank's human resources in synchronization with the Bank's orientations, human resource and business strategies.

(xv) Finance & Planning Department functions to build, organize, manage and administer financial accounting and

management accounting; to administer data, accounting and financial information; to build, set up and monitor the budget plan and other financial plans; to operate the asset-liability management ("ALM") and optimization.

(xvi) Legislation and Compliance Department provides legal advice in the Bank's operations; improves the whole system's law compliance capacity; advanced manages the compliance and compliance control in professional operations, ensuring banking operational objectives in accordance with legal regulations and at the same time utmost protecting the rights and interests of the Bank;

(xvii) Debt Handling Department functions to manage and dispose of doubtful debts; to build, develop and manage policies and instruments for disposition of doubtful debts; to organize the deployment and management of doubtful debt disposition, ensuring the maximum recovery of debt for the Bank.

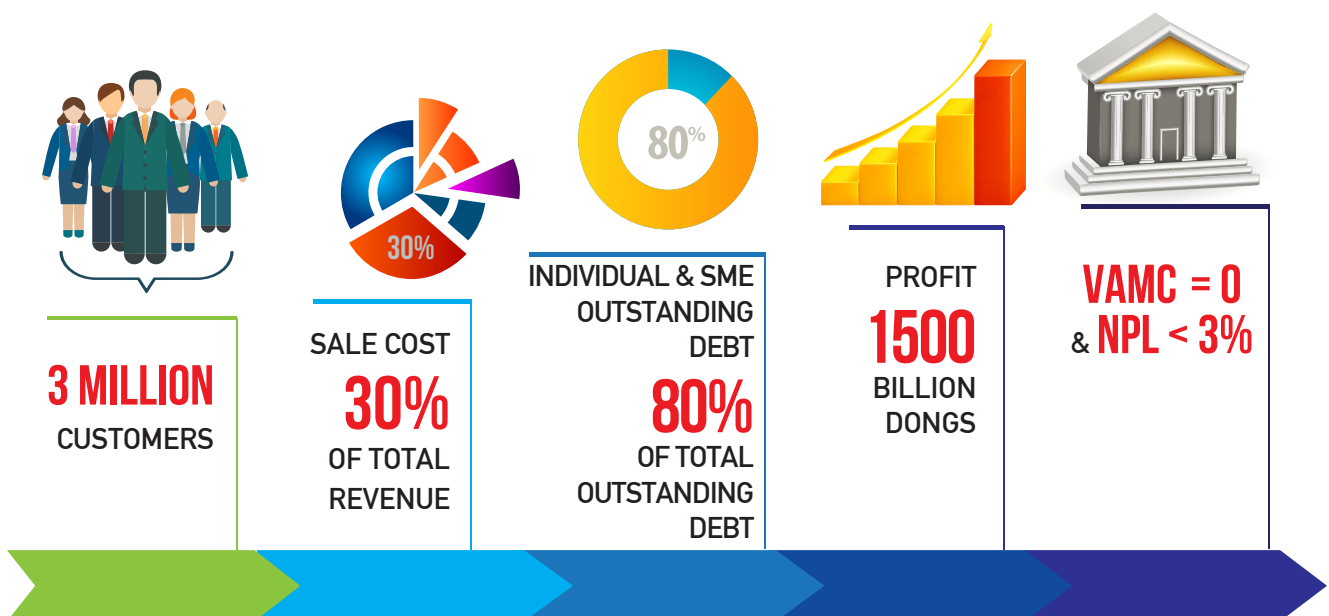
(xviii) Communications and Marketing Department functions to plan and develop the Bank's communication, branding and marketing strategies, ensuring the synchronization and compatibility with the Bank's development strategy;





DEVELOPMENT ORIENTATION 2018 - 2022

The coming time would see SeABank's stronger steps into provision of financial products and services to individual, small and medium corporate customers in attempt to become the most favourite leading retail bank. The development goals of SeABank by 2022 are as follows:





RISK IDENTIFICATION AND PREVENTION

During its business operation, SeABank is exposed to various risks, basically including risks from the macro economy, interest rate, credit risk, currency risk, liquidity risk, risks related to off-balance-sheet commitments, legal risk and other specific risks. Although SeABank believes it has realized appropriate policies and processes to curb and minimize risks, it should be noted by investors that the likelihood of failure to reasonably curb these risks may be greater than estimated and might cause adverse impacts on SeABank's financial position, business performance, prospects and reputation.

MACROECONOMIC RISKS

Over ten recent years Vietnam has experienced a drastic acceleration of economy. Though forecasted to keep thriving in the years to come, Vietnam would endure latent risks that might put the brake on its economic growth. Declining growth may affect the operations, needs and affordability for financial services of individual and business customers in Vietnam, thus triggering credit risk, liquidity risk and interest rate risk, etc.

In 2018, Vietnam had an optimistic performance of GDP growth with the first quarter reaching the 10-year peak at 7.08%. Such growth rate confirms the timeliness and effectiveness of the Government's direction and administration toward the growth target of 2018.

In general, Vietnam has gained remarkable economic achievements proven by a good growth rate, rational economic restructuring and promising import-export turnover.

The year 2019 would see Vietnam facing up with more uncertain factors of world economic environment, especially the US-China trade war, which will drive the shift of good ex-exports, for example: the trend to boycott goods originating from some certain countries; changes in supply chains; changes in the flow of investment capital.

Besides, existing internal challenges such as low technological level, sluggish and lame improvement of productivity, efficiency and competitiveness; and the participation in new generation of free trade agreements (like CPTPP, FTA with EU ...) entail higher requirements and fulfillment of international commitments both in terms of tariffs, market opening, intellectual property, etc., while excluding the entitlement to special incentives for transition as before.

Given the above context, Vietnam's economy, despite its various achievements, would be risk stricken however, thus weakening the economy participants' performance and investors' confidence in the economy, financial market and particularly SeABank's operations. In order to limit the impact of economic growth or inflation risk, SeABank has built medium and long-term development strategies based on the analysis and elaboration of economic scenarios, thereby selecting lines and niches of more sustainable growth and less susceptibility to economic fluctuations, for example: short-term loans, derivative products applied to medium and long-term contracts, focusing on revenue and expenses from basic services such as payment services, cards and especially insurance, etc. These services are always of customers' needs even in more difficult economic conditions. SeABank has also established Banking Strategy and Development Board to constantly monitor, evaluate and forecast the economic situation, thereby minimizing negative impacts while taking advantage of general economic trends and specific economic policies and developments in Vietnam.

■ Interest rate risk

Interest rate risk occurs when there is a difference in maturity and liquidity between mobilized capital and funds to be lent by the Bank in the context of market interest rates and unexpected changes. The year 2018 witnessed the State Bank of Vietnam tightening monetary policies by reducing the activeness of open market operations, requiring banks to control their lending based on credit growth limit, while market liquidity had no signs of provisional increase in interest rates. The State Bank of Vietnam's policies in attempt to mediate the monetary market are necessary for the control of inflation and stabilization of macro economy, still, on the other hand, have triggered the hike of interest rate risks of commercial banks. In addition, the compulsory VND reserve ratio odd 1% for demand deposits and 3% for term deposits under Decision No. 1158/QĐ-NHNN dated May 29, 2018 for credit institutions has affected the commercial banks' structure and ability to mobilize capital at their lending interest rates. Macroeconomic policy changes can absolutely make banks unprepared to deal with market interest rate risks and constrain banks' income below par.

To prevent this risk, SeABank has proactively applied flexible interest rate policy adapting to market signals, narrowing the average term difference between assets and liabilities, at the same time using selectively derivative products. On one hand, SeABank further mobilizes capital and expands productive credit pool. On the other hand, it takes measures to ensure the balance between capital inflow and outflow; to strictly control the scale, structure of short-term, medium-term and long-term credit in VND and foreign currencies in appropriateness with the capability, term and capital mobilization structure. In addition, SeABank Assets - Liability Management Council ("ALCO") has used various financial models and instruments to monitor and manage interest rate risks. A report on domestic and international markets is periodically prepared by the Risk Management Committee to make judgments about movements and trends in market interest rates for monthly meetings of the ALCO. SeABank upon analysis of market movements would decide on appropriate interest rates for capital mobilization and lending activities. Another strategy of SeABank is to develop utility services and modern forms of payment to encourage customers to open accounts and make non-cash payments, so as to improve service quality and enhance competitiveness against the ever-changing context of market interest rates.

So far SeABank has quite fully deployed interest rate risk management instruments in accordance with Circular No. 41/2016/TT-NHNN dated December 30, 2016 of the State Bank of Vietnam Governor regulating safety rates for the Bank and foreign branches. It proceeds to research and deploy some advanced methods according

to Basel II standards. In 2017, SeABank set up the management policy and database system following the lists of business books and banking books in order to optimize the full and accurate provision of information on interest rate-vulnerabilities, thus powerfully serving interest rate risk management. SeABank is proceeding to establish processes and regulations on interest rate risk management on banking books per Basel and heading for the proactive adjustment of interest rate change term of loans in consistency with the change term of the facility granted, so as to manage interest rate risk in accordance with the framework policy from time to time. SeABank has implemented a project to build a Fund Transfer Pricing (FTP) system that enables optimizing the use and allocation of funds throughout the system. Both technologies and policies applied in interest rate risk management are driven toward transparency and efficiency of capital use, contributing to the bank's business performance. In the coming time, SeABank will build a market data system to take the initiative in analyzing the impacts of the State Bank's policies and regulations as well as Vietnam's economic indices on current and projected interest rates, and predict the future. SeABank also adopts an interest sensitivity measurement model to specific individual interest rate markets and build short-term interest rate change scenarios to test the Bank's stamina. This aims to ensure the Bank's rigid ability to defend against adverse market situations.



■ Credit risk

Credit risk leads to a loss of the Bank's assets when a customer to whom a facility is granted becomes unable to repay part or all of the commitments under the Facility Agreement signed with the Bank. Credit risk is considered the biggest risk for Vietnamese commercial banks in general and SeABank in particular, because credit accounts for the majority of commercial banks' operation in Vietnam. Nowadays credit operation normally accounts for 40-60% of a commercial bank's total assets and brings 60-80% of income. Credit risk is also inevitable for all bankers, since it can be prevented and limited, but not excluded. Therefore, solutions to limit credit risk have always been of vital significance and become a top concern of any bank. The immense echoes of global financial crisis in 2008-2009 in sync with the freeze of real estate market would push many commercial banks in Vietnam to the verge of high credit risk. Sharper rise of bad debt and overdue debt ratios compared to previous years have come on show, despite strict risk management policies and procedures. Such a hardship of economic environment, if prolonged, will certainly affect credit quality, especially for customers specialized in vulnerable domains of business.

In response to credit risks, SeABank adopts a wide range of measures. First of all, SeABank builds, completes and updates credit policies and processes including management, decentralization and authorization mechanisms, facility limitation system, and expansion

of secured lending system. Next, SeABank proceeds to improve the quality of investors' competency and project appraisal, to strengthen inspection and supervision and debt management. SeABank itself also improves and enhances the effectiveness of internal inspection, avoiding those loans just for sake of emulation. SeABank is continuing to diversify its facility for customers of different sectors, so as to minimize risks, while expanding facility in sync with assurance of safety, credit quality and efficient credit growth, control debt quality, etc.

Moreover, SeABank initiates to strictly comply with the SBV's regulations and guidelines and closely supervise areas of high potential risk. In order to effectively monitor and supervise multi-dimensional credit portfolio, SeABank sets out risk limits based on the Bank's risk appetite from time to time and is always ready for applying information technology and international standards in customer credit risk management. Issues related to credit risk of the Bank are regularly reported to the Board of Management for prompt actions.

When a customer becomes insolvent, SeABank proactively classifies the debt and makes provisions in accordance with the SBV's regulations.



■ Foreign exchange risk

Foreign exchange risk arises when there is a difference in maturity and value of currencies denominating foreign exchange amount held by SeABank. This threatens the Bank losses when foreign exchange rates fluctuate.

In precaution against this risk, SeABank has elaborated a policy on centralized management of foreign currency status (at the Head Office). It also issues a foreign currency risk appetite which is concretized by the limits of foreign currency retention by different status, at the same time, establishes control mechanisms and processes for operating foreign currency transactions pursuant to international standards. Particularly, the Bank standardizes and distinguishes functions of business departments, risk management department and operation department, so as to ensure the independence and cross-control, which enables minimizing risks. Regarding the foreign exchange risk control instrument, SeABank has adopted the Value at Risk (VAR) model and deployed an internal foreign exchange transaction software system between the Head Office and branches, heading for real-time management of foreign currency exchange status. This also allows SeABank's sales/risk management teams to directly manage the portfolio by market value and to make safe and effective decisions.

When any unexpected market change incurs, SeABank will apply concrete risk prevention measures through transactions in the monetary and capital markets and forward transactions with hedging (Futures, Swaps, Options). For specific transactions, SeABank uses foreign currency trading operation to control its foreign exchange risk. These measures are adopted in a flexible and responsive manner. They play a great role to help managers solve their foreign exchange position in a very short period of time.

In addition, SeABank constructs a storage of historical data of the foreign exchange market, thereby providing orientations, trend analysis and simulation of market changes in the future. This database will support SeABank in building difficult scenarios of foreign exchange market and help the Bank orientate a safe capital source that is necessary for the whole system operation.

Finally, SeABank is always heading for building a team of highly qualified staffs who can analyze and forecast the exchange rate fluctuations of currencies to make timely decisions on buying and selling foreign currency contracts, maintaining a

■ Payment risk (Liquidity risk)

Payment risk (liquidity risk) arises mainly because banks are inclined to short-term deposits and medium and long-term loans. In such case, technically deposits shall be repaid per request of the depositors. Especially in a crisis time, depositors will withdraw money faster than borrowers are willing to repay. Therefore, liquidity risk is very realistic and standing in banking business.

SeABank is based on historical data and operational orientation to consider and accurately calculate the liquidity needs from time to time, then make reasonable reserves, limit capital wastage, increase operating profit, and build a rational investment portfolio. SeABank has a powerful asset management mechanism and a publicized, transparent and stable operating mechanism, so as to avoid massive withdrawals. Besides, it is important to forecast customers' withdrawal behavior from time to time for a proactive preparation of funds per request.

SeABank issues regulations and processes on liquidity management, particularly regulations on management of liquidity vulnerabilities by aging, liquidity risk limit indicators, and liquidity stress scenarios. It also builds a liquidity provision plan to take proactive measures in case of market fluctuations. SeABank advocates to diversify sources of fund and set up a system of capital balance and cash flow, so as to calculate the Bank's daily liquidity status. In addition, the Bank conducts a research on customer behavior patterns to work out prepayment rates, saving turnover rates and stable cash flow rates, then provides analysis and forecasts about future liquidity status, recommends precautions measures to use cash flows effectively.

SeABank also established Asset-Liability Council ("ALCO") to monitor and manage liquidity risk, develop and operate internal control policies, processes and plans to hedge liquidity risk and assure capital adequacy, for example: evaluating expected cash flows and collaterals that can be used to offset the liquidity shortage.

proportional balance between asset and liability and a reasonable status of net foreign exchange.



The Bank's liquidity management activities are strictly managed toward the compliance with SBV's regulations and the Bank's internal liquidity criteria for two major currencies (VND, USD) on the lending and borrowing portfolios. Moreover, SeABank's policy is to maintain a high volume of liquid assets so as to ensure the solvency under normal and stressful conditions. SeABank also establishes and maintains the transaction quota with other banks and credit institutions in order for mutual support as needed.

■ Risks from off-balance sheet operations

Risky off-balance sheet operations of SeABank mainly include facility commitments and guarantee of kinds. SeABank takes its reputation as a guarantee for customers' transactions to be done smoothly and seamlessly, supporting transactions of various kinds of customers. Thus, commitments and guarantees, if not implemented in a timely and effective manner by parties, will be a source of risk directly affecting the customers. SeABank has been pursuing a prudent approach of guarantee policy which requires a majority of guarantees to be backed by collaterals. Credit Committee (Head Office/ Regional Branch) and Facility Approver functions to decide on guarantee limits for individuals and enterprises upon rigid appraisal and each guarantee shall be considered as a loan. So, SeABank applies credit risk management measures similar to off-balance sheet operations (credit risk management is described in section 6.3 Risk management and capital preservation).



■ Legislation risk

Finance and money is a sensitive economic domain subject to many legal documents. It has a profound relation and influence on the banks themselves and many customers or classes of society. Since Vietnam is in progress to open its door and integrate with the world economy, the State's legal documents have experienced ceaseless revisions, supplementations and re-issuance to better match international practices and Vietnam's undertakings. Non-timely and/or incorrect application of legal documents will lead to legislation risk for banking operations.

For better adaptation to the legal environment in Vietnam, SeABank's Legislation & Compliance Department - Member of the Association of Corporate Counsel – proactively keeps itself current to the updated legal document system. It conducts training and dissemination of the State's and the Bank's new policies and regimes among all staff members through weekly legal newsletters. SeABank has developed processes and regulations to ensure the Legislation's participation in and control of the preparation and promulgation of new processes, regulations, policies, products. This aims to ensure the compliance of SeABank's operations with current and latest legal regulations to be issued. In addition, SeABank is an energetic idea contributor for draft legal documents, positively proposing for competent state authorities to amend shortcomings, conflicts and overlaps of legal documents.

Moreover, for each business segment, SeABank issues regulations, professional processes and forms to achieve a high consistency and compliance. Legislation staff is always reinforced to ensure their prompt consultancy on all operations of Divisions/Offices/Boards/Branches. For better specialization and optimization of Legislation human resource, Legislation staff is divided by categories of customer. SeABank's internal inspection and control systems are built and synchronized from the Head Office level to each branch and transaction point. The Legislation & Compliance Department has a Compliance Center that assists directly the Chief Executive Officer in constructing a Compliance Culture and implements internal inspection and control throughout the system. At the same time, SeABank has built a three-level defense system, in which the Internal Audit and Compliance Departments function independently following world advanced model and standards, thereby hedging SeABank from negative impacts of legal risk.

SeABank is now constantly improving its adaptability, enhancing the quality of resources including manpower, facilities and systems, so as to catch up with the increasingly complex changes of Vietnam financial market. It can be said legal risk is not a significant risk for SeABank in the near future, however this should be taken as a potential risk for those stock investors related to the change of legal regulations by competent state authorities.



■ Other risks

Operational risk

Operational risk is the possibility of direct or indirect loss due to inadequate or malfunctioning human, processes or systems or due to external conditions. Operational risk excludes strategy risk and reputation risk. SeABank has adopted a number of key instruments for managing operational risk as follow:

- Establishing and maintaining an overall framework of operational risk management for the whole Bank, involving strategies, risk appetites, regulations, regulations, process, direction documents, guidelines, instruments and systems of measurement, monitoring and report on operational risk;
- Regularly monitoring and assessing operational risk in existing or new or expected products, services, systems, processes and operations; warning risks arising and/or being worse, so as to take appropriate precaution, mitigation and management of operational risk;
- Building a Risk Profile - Operational risk proportion, which provides a database of risk management, key risk indicators and an appropriate reporting system that gives multi-dimensional information to management levels (branches, head office, the whole system ...), aggregates information about operational risk and credit risk, and comprehensively reflects the Bank's risk management;
- Setting up operational risk self-assessment tools and controls for current activities/operations at the Bank. On that basis, risk-stricken units shall regularly conduct assessment of operational risk and controls of new/revised regulations, processes and products, in order to minimize risks during their operations,
- Identifying subjective and objective risks that may occur during the day-to-day operations at the Head Office and branches, proactively transferring the risk according to the common goals of SeABank.
- Researching, setting up and maintaining the Data Loss Prevention-DLP system to help the Bank minimize the risk of information leakage, and warning about some violations potential for loss of information. So that the Bank can ensure sustainable business development.

Risks of money laundering, terrorist financing and external compliance:

For effective management of money laundering risk and compliance with legal regulations, SeABank has basically established a full system of relevant policies, in particular: elaborating/revising general regulations on anti-money laundering/terrorist financing, customer acceptance policy, Know Your Customer (KYC) process, money laundering/terrorist financing risk reporting process, process of reviewing and approving embargo factors of transactions (WLF) at SeABank. This aims to ensure the adaptation to operational practices and advancement towards international practices. SeABank has also established annual training on anti-money laundering/terrorist financing for new officers, leaders and managers at all units including the Head Office and branches depending on their position. The training content is regularly adapted to revised legal regulations, internal regulations, new money laundering mechanisms and brings practical lessons to trainees.

Fraud prevention:

SeABank has promulgated the Regulation on management of professional standards on internal fraud risk, and Process of risk event management to finalize concepts, relevant contents, tools for prevention, detection and reporting violations, powers and responsibilities of related individuals and units. SeABank focuses on preventing internal fraud by building a culture of compliance and honesty which involves concrete ethical rules and professional standards, appropriate and publicized commendation and discipline regime, establishing an effective control environment for all new or amended substantial operations, and implementing communication and training for officers.

SeABank sets up a clear and diversified reporting mechanism. In addition, operational units manage email system, internal exchanges, transaction system and reporting system, so as to manage tasks of each operation. The management of each operation is responsible for supervising and detecting abnormal transactions that have risks of internal fraud.





Risk of information technology system

The information technology ("IT") system may pose certain risks for banking business. Such risks may come from different reasons, for examples: SeABank using software, technological supports, transmission lines and supply systems provided by different suppliers; users not strictly complying with procedures for operation, administration, control, security, system safety; or risks of natural disasters or fires; risks of cyber attacks (by hackers), and so on.

In profound awareness of risks to cope with, SeABank has paid sincere investment to the resources for risk management in general and IT risk management in particular. On the very first days of operation, SeABank had a dedicated force to assure information security for the whole system as well as customers. A variety of prestigious solutions and security systems have been deployed and applied in synchronization, creating a holistic in-depth security system. Besides, with a nation-wide network of transaction offices and branches, SeABank always attaches importance to promotion of postmortem review, supervision and cross-control on information security for early detection of IT risks and prompt actions.

SeABank always keeps its customers disseminated and better aware of information security when they make any transaction. Some recent attacks and malicious codes such as Zeus, OpenSSL HeartBleed ..., have been promptly warned to customers. As well, SeABank upholds its proactive position to strengthen, review and reinforce information security measures over the system and prevent risks.

Risks from force majeure events

Beside the above risks, other risks of force majeure nature may also disturb SeABank's operations, such as natural disasters, enemy's actions, dangerous epidemics, wars, terrorism. These risks cause psychological unrest, damage and harm the income of individual and institutional customers of SeABank. Thus, as the case may be, such risks may cause parochial effects depending on specific domains of business. In order to mitigate these risks, SeABank applies a number of synchronous policies, namely dispersed lending, insurance purchase. It also requires customers, depending on their lines of business, to buy relevant insurances to hedge against unexpected abnormalities.

STRATEGIC PARTERS, SUBSIDIARIES, AFFILIATES, MEMBERS, STRATEGIC PARTERS



STRATEGIC PARTNERSHIPS



VIETNAM POSTS AND TELECOMMUNICATIONS GROUP (VNPT)

VNPT is currently the leading posts and telecommunications group in Vietnam primarily engaging in telecommunications, infrastructure investment, telecommunication devices, etc. It was established in April 1995 with charter capital of VND 72,237 billion. In 2018, VNPT's profit reached VND 6.445 billion, exceeding 9.4% of the plan and increasing by 25% over 2017. This is the 5th consecutive year in which VNPT achieved profit growth of over 20%.



AIA INSURANCE COMPANY

AIA Vietnam is a member of the AIA Group Limited, the world's largest independent Asian life insurance group in line with market capitalization. Founded in 2000 with the goal of protecting the prosperity and financial security for Vietnamese people, AIA Vietnam is currently one of the leading life insurance companies and is the brand trusted by clients and the public.



SOCIÉTÉ GÉNÉRALE

As one of the world's 20 largest financial institutions with a vast network of 7,000 branches in 76 countries and a diverse, modern financial product and service portfolio, Société Générale serves 32 million customers.



MOBIFONE CORPORATION

As one of the three largest mobile network providers in Vietnam, MobiFone holds over 40% of market share, has nearly 50 million subscribers with nearly 30,000 2G stations and 20,000 3G stations. MobiFone has established relationships with more than 400 mobile partners in more than 100 countries and territories, providing international roaming services for subscribers. MobiFone is also the first and unique mobile network provider in Vietnam to be voted preferred brand for 6 consecutive years.



BRG GROUP

BRG Group is a multi-sector group operating in the fields of investment, banking and finance, real estate, golf courses, hotels, tourism and entertainment, industry & trade and services with member companies and prestigious affiliates in Vietnam and all over the world, thereby providing convenient services to help raise the standard of living for consistently and transparently raising the community's living standards. In the field of hotel business, BRG Group currently has 24 hotels in operation as well as in construction investment phase including 10 international branded hotels, in cooperation with the world's leading management corporations such as Hilton, Four Seasons, Marriott, InterContinental ... At the same time, BRG Group is also the largest golf course developer in Vietnam currently owning 4 golf courses with 118 world-class golf holes including BRG Kings Island Golf Resort, BRG Legend Hill Golf Resort (Hanoi), BRG Ruby Tree Golf Resort (Hai Phong) and BRG Danang Golf Resort (Da Nang). BRG Group has a total of nearly 21,600 employees nationwide.

PETROVIETNAM GAS JOINT STOCK CORPORATION (PV GAS)

PetroVietnam Gas Joint Stock Corporation (PV GAS), a member of Vietnam Oil and Gas Group (PVN), plays a key role in Vietnam's gas industry as the sole dry gas supplier and number one LPG manufacturer and trader in Vietnam. Ranked in the top 50 most valuable companies in Southeast Asia by Nikkei Asia Review, and the FORBES Global 2000's list of the world's biggest public companies. PV GAS is a familiar and trusted quality brand, and a strategic energy supplier for nearly all power, fertilizer, steel, transportation, food, commerce and civil operators.



MERCEDES-BENZ VIETNAM

Mercedes-Benz is a worldwide automotive leader with a 130-year history. Currently, Mercedes-Benz controls 70% of the domestic luxury car market with sales of 6,028 cars in 2017, a 37% increase over 2016.



Mercedes-Benz

SUMITOMO CORPORATION

Sumitomo Corporation is one of the leading corporations in Japan with diversified business activities including: Providing products and services, import-export, trade, investing in the fields of construction, transportation, infrastructure, energy, chemicals, and mining. Sumitomo Corporation Vietnam is part of a global network set up by Sumitomo Corporation with three offices in Hanoi, Ho Chi Minh City, and Da Nang, focusing on real estate, building & managing industrial parks serving Japanese and Korean businesses in Vietnam, as well as heavy industry products.



Sumitomo Corporation

PVI HOLDINGS

PVI JSC (PVI Holdings), a member of Vietnam Oil and Gas Group (PVN), is the largest industrial insurance company in Vietnam, holding top position in key insurance markets including energy, maritime, property, and technology. PVI Holdings has 3 subsidiaries (PVI Insurance Corporation, PVI Reinsurance Company, and PVI Fund Management Company) and 7 affiliated companies operating nationwide.



HONDA VIETNAM

Established in 1996, after 22 years in Vietnam, Honda Vietnam has become a leading manufacturer of motorbikes and automobiles in the country. Honda Vietnam has built and developed a strong brand in the Vietnamese auto industry, having positioned itself with quality products and outstanding customer services.

HONDA
The Power of Dreams

VIETNAM POST (VNPOST)

Vietnam Post was established in 2005 on the basis of implementing the pilot project on forming the Vietnam Posts and Telecommunications Group (VNPT Group) with an operational scale consisting of 67 dependent accounting units, charter capital of 8,122 billion VND, over 42,000 staff and nearly 13,000 service points. Vietnam Post is striving to become the leading provider of postal delivery, finance and retail services in Vietnam, making it the best choice for customers.



CENTRAL Group



CENTRAL GROUP VIETNAM

Central Group Vietnam (CGV), a member of Central Group (named second largest group in Thailand by Forbes 2017), operates in a variety of sectors including metalware, electronics, sports, fashion, commercial centers, e-commerce, hypermarkets, supermarkets, and shopping centers. Presently, CGV manages over 179 stores and supermarkets nationwide with more than 15,000 employees, with famous brands such as Big C Supermarket, Nguyen Kim Electronics, and Robins Shopping Mall, etc.

BIG C VIETNAM

Big C Vietnam is the biggest supermarket system in Vietnam with 33 hypermarkets and supermarkets, 10 convenience stores, and over 9,000 employees. Big C brings to Vietnamese consumers modern, cool and comfortable shopping spaces with diversified goods, quality control and reasonable prices, alongside efficient customer service.



INTIMEX VIETNAM JOINT STOCK CORPORATION

Intimex Vietnam is a leader in the export of Vietnamese agricultural products, such as coffee, pepper and rubber, as well as the owner of 13 supermarkets nationwide. After 30 years of operation, Intimex Vietnam has established commercial relations with more than 100 countries, and was ranked Top 500 Largest Enterprises in Vietnam 2011.



VIETNAM AIRLINES (VNA)

Vietnam Airlines is the 10th member of the Global Airline Alliance - SkyTeam. In its over 20 years of operation, VNA has always had steady two-digit growth, and has become a trusted airline in the region thanks to its modern fleet, wide range of routes, and convenient connections. With the relentless efforts and the desire to reach out, Vietnam Airlines aims to become a popular airline in the Asia-Pacific region in the coming years.



VIETNAM ELECTRICITY (EVN)

Vietnam Electricity (EVN) is a state-owned entity specialising in the production, transmission, distribution and trade of electricity. EVN powers nearly all cities and provinces in Vietnam with a total capacity of 34,000 MW. To accomplish its mission of supplying electricity for the country's socio-economic development needs, EVN currently has 3 generator companies in the power generation sector, and 5 electrical companies serving customers.



HANOI TRADE JOINT STOCK CORPORATION (HAPRO)

Hanoi Trade Corporation (Hapro) is a state-owned company operating under the parent-subsidary model with a total of 33 member companies. After 10 years of development, Hapro has become a commercial leader in Hanoi in the fields of import-export and domestic trade and has owned 10 subsidiaries, 20 affiliated member companies and invested in 11 other companies. In 2017 Hapro reached total revenue of nearly 4,000 billion VND, of which export turnover was 90 million USD.

NATIONAL POWER TRANSMISSION CORPORATION (EVNNPT)

A member of Vietnam Electricity (EVN), National Power Transmission Corporation (EVNNPT) holds a charter capital of 22,260 billion VND and total assets of 71,453 billion VND as of 2014. In 2017, the company's transmission output reached 166.17 billion kWh, an increase of 6.4% over 2016, ensuring a secure, uninterrupted, and EVNNPT stable transmission for Vietnam's socio-economic, political, national defense and power markets.



MICHINOKU BANK (JAPAN)

Founded in 1921, Michinoku Bank had long history of operation in banking sector in Japan. The bank has more than 1,200 employees with a network of nearly 100 transaction outlets in Japan and one representative office in Shanghai (China) with diverse services in the financial and banking sector.



TRUONG HAI AUTOMOBILE CORPORATION (THACO)

Truong Hai Auto JSC (THACO) is a top company in the manufacturing, assembly and distribution of automobiles in Vietnam, with 25 member companies and factories. In addition to its main operations, THACO provides repair and maintenance services, as well as manufactures accessories at a localisation rate of nearly 50%. With a network of 152 showrooms, dealers, and service stations across the country, THACO is realising its strategy of becoming a multi-sector industrial group of ASEAN.



POSCO VIETNAM

As a member of POSCO Group (Korea), in October 2009, POSCO Vietnam completed the largest cold rolling steel mill in Southeast Asia. At present, POSCO supplies quality steel products not only in Vietnam but also to other Asian countries such as China, India, Thailand, Indonesia, and Malaysia on a stable basis.



COCA-COLA VIETNAM

Coca-Cola is one of the leading beverage brands in the world. Coca-Cola Vietnam currently has factories in Ho Chi Minh City, Da Nang and Hanoi, with 2,500 employees of which 99% are Vietnamese. Coca-Cola products in Vietnam include Coca-Cola, Coca-Cola Light, Coke Zero, Sprite, Fanta, Minute Maid Nutriboost, Minute Maid Teppy, Schweppes, Dasani and Aquarius.



VIETNAM AGRIBANK GOLD CORPORATION JOINT STOCK COMPANY (AJC)

The primary operations of AJC include the exploitation, production, moulding, trading and import-export of gold, silver, gemstones, jewelry, crafts and other goods; receiving entrustments and serving as a banking agent. AJC was the first company in the north of the country licensed to mass produce AAA gold bars using a high-tech production line that enables various designs and sorts.



PETROVIETNAM OIL CORPORATION (PV OIL)

PV OIL is a subsidiary of Vietnam National Oil and Gas Group (PVN). The company's major activities include the import, export and trade of crude oil, and the processing, trade and distribution of oil products. After 6 years of operation, PV OIL has made extensive growth both in capital and scale of operation: charter capital has increased 7 fold, revenue has doubled and its member companies and gas retail outlets have expanded across the country, annually contributing VND 4.000 billion to the state budget.





DIEBOLD (USA)

A global leader with a more than 150-year history and over 17,000 employees in more than 90 countries, Diebold provides products, solutions and services in the fields of global finance, banking, ATMs, as well as consulting and deployment of software systems and integrated security solutions for smart buildings. In Vietnam, Diebold is the first and only supplier of genuine auto-bank products and services.



NATIONAL PAYMENT CORPORATION OF VIETNAM (NAPAS)

NAPAS, formerly known as Vietnam National Financial Switching JSC (Banknetvn), was established to build a national financial switching system to link the card payment and ATM/POS systems of Vietnamese banks. This system enables member banks to widen their service networks with reasonable investments, and to avoid duplication of infrastructure and terminals. NAPAS's business operations aim to develop bank card services in Vietnam, allowing users to transact anytime and anywhere in the country and abroad.



BAO MINH SECURITIES COMPANY (BMSC)

BMSC operates in the areas of brokerage, dealing, custody of securities, corporate advisory, and underwriting. Due to its strong financial capability, modern technologies, and locally and internationally trained professional staff, BMSC is a trusted partner in its clients' success as defined in BMSC's motto.



NHA BE GARMENT CORPORATION - JOINT STOCK COMPANY (NBC)

Nha Be Garment Corporation (NBC) is a major garment and textile enterprise, with 37 member companies and 25,000 employees operating throughout Vietnam and in multiple fields. After more than 40 years, NBC has established a firm reputation of production capacity and product quality in both domestic and international markets and built a strong and solid team for achieving higher goals.



VIET TIEN GARMENT CORPORATION (VTEC)

Viet Tien Garment Joint Stock Company (VTEC) is a member of Vietnam Garment and Textile Group, with 21 member and joint venture companies. With innovative technology and manufacturing equipment, VTEC products meet the standards of US, Japanese and European markets. Viet Tien was named by Brand Finance as Highest value brand in the garment industry Vietnam in 2017.



HILTON HOTELS & RESORTS

With more than 550 locations worldwide, Hilton provides an authentic and contemporary experience for its guests. Apart from business development, Hilton is an active participant in local communities, improving the lives of young people through over 1,500 global community projects as part of its annual Global Month of Service. In Vietnam, Hilton manages and operates 2 luxury hotels located in Hanoi city center, including 5-star Hilton Hanoi Opera and 4-star Hilton Garden Inn.



SUBSIDIARIES, AFFILIATES, MEMBERS

By the end of December 2018, SeABank had 2 subsidiaries namely SeABank Asset Management Company Limited and Post and Telecommunication Finance Company Limited.

■ **SeABank Asset Management Company Limited (SeABank AMC):**

Company name : SeABank Asset Management Company Limited

Business Registration Certificate No. : 0103099985 issued by Department of Planning and Investment of Hanoi City for the first time on December 16, 2008

Head office: No. 254C Thuy Khue Street, Thuy Khue Ward, Tay Ho District, Hanoi City, Vietnam

Registered Charter Capital: VND 500,000,000,000

Paid-in Charter Capital: VND 500,000,000,000

Owner: Southeast Asia Commercial Joint Stock Bank

Ownership rate: 100%

Main business line: Debt management and asset exploitation

On December 03, 2008, SeABank was approved by the State Bank of Vietnam for establishment of SeABank Asset Management Company Limited under the control of Southeast Asia Commercial Joint Stock Bank - SeABank. Accordingly, SeABank AMC was established to serve the demand of debt management and asset exploitation of SeABank through the reception, management and recovery of receivables, bad debts from the bank, ensuring safe and sustainable business operation of the bank. In addition to meeting the demand for handling bad debts of SeABank itself, SeABank AMC will apply its specialized skills in serving the needs of handling outstanding debts and assets of other enterprises, contributing to transparent capital flow in the economy.

■ **Post and Telecommunication Finance Company Limited (PTF):**

(Acquired by SeABank under Decision No. 1112/QĐ-NHNN dated May 22, 2018 of State Bank of Vietnam)

Company name: Post and Telecommunication Finance Company Limited

Business Registration Certificate No.: 0100796508 issued by Department of Planning and Investment of Hanoi City for the first time on October 01, 2010

Head office: No. 68 Ngo Quyen Street, Hang Bai Ward, Hoan Kiem District, Hanoi

Registered Charter Capital: VND 1,050,000,000,000

Paid-in Charter Capital: VND 1,050,000,000,000

Owner: Southeast Asia Commercial Joint Stock Bank

Ownership rate: 100%

Main business line: Consumer finance

On May 22, 2018, SeABank was approved by the Governor of the SBV to transfer all the share of capital contribution of the Post and Telecommunications Group ("VNPT") in PTF to SeABank. On September 28, 2018, the Governor of the SBV granted a new Operating License to PTF. Accordingly, PTF has transferred its operational model to Consumer Finance Company. The acquisition of all VNP's share of capital contribution in PTF is in line with the strategic orientation of developing a SeABank's Financial - Banking Group in the coming time and in accordance with the State Bank of Vietnam's regulations that credit institutions must establish subsidiaries and affiliates to carry out consumer credit operations. At the same time, SeABank may expand its operation scope and specialization, optimize consumer credit operations of the Bank. PTF's current charter capital is VND 1,050 billion, enabling it to become one of the first consumer finance companies with the highest charter capital in the market.





DEPENDABLE MANAGEMENT

THE BOARD OF DIRECTORS' ASSESSMENT ON SEABANK'S OPERATION



THE BOARD OF DIRECTORS' ASSESSMENT ON SEABANK'S OPERATION

■ The Board of Directors' assessment on all aspects of operation

The year 2018 marked a strong, safe and effective growth of SeABank. Business operations in 2018 strongly increased over 2017

- Total assets were VND 140,487 billion, increasing by 12.4% compared to December 31, 2017.
- Deposits from clients were VND 84,345 billion, increasing by 5.4% compared to December 31, 2017.
- Total outstanding loan balance was VND 83,952 billion, increasing by 19% compared to December 31, 2017.
- Consolidated profit before tax and after provision in 2018: VND 622 billion, increasing by 63% over 2017
- Bad debt ratio: 1.57%
- Clients: over 1 million individual clients and corporate clients

In the course of operation, SeABank always complies with regulations on capital adequacy ratio, credit limit, solvency ratio, maximum ratio of short-term funds used for medium and long-term loans, capital contribution limits for share acquisition and the ratio of outstanding loans to total deposits of the State Bank of Vietnam.

■ The Board of Directors' assessment on operation of the Board of Management

In early 2018, SeABank strengthened its operational mechanism and appointed important positions in the Management Board with the personnel structure including the General Director, Standing Deputy General Director and five Deputy General Directors, who are excellent personnel with many years of experience in banking and finance operations and dedicated for SeABank's development. In 2018, SeABank's Board of Management successfully increased its total assets, maintaining a healthy and highly liquid balance sheet.

■ Plans and orientations of the Board of Directors

- Carrying out operations of the Board of Management for the term 2018 - 2023
- Completing the risk management framework according to Basel II standards
- Proceeding to deploy focused technology and operation projects for supporting business operation
- Deploying organizational model of transaction points under SeAMove 4 project
- Aiming at activities for the community, sustainable development
- Developing corporate culture, promoting creativity and training to improve human resource skills and developing high-quality human resources in line with new business strategies.

MEMBER OF THE BOARD OF DIRECTORS



MR. LE VAN TAN
Chairman



MADAME NGUYEN THI NGA
Standing Vice Chairwoman



MS. LE THU THUY
Vice Chairwoman



MS. KHUC THI QUYNH LAM
Vice Chairwoman



MR. HOANG MINH TAN
Member



MR. BUI TRUNG KIEN
Member



MS. NGO THI NHAU
Independent member

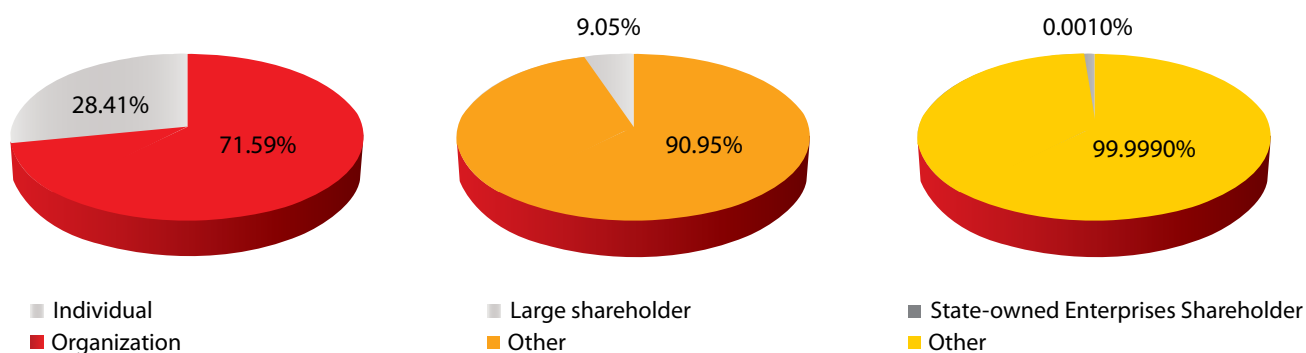
SHAREHOLDER STRUCTURE, CHANGE IN EQUITY

■ Share

Total outstanding shares: 768,800,000 shares.
Type of outstanding shares: common shares.

■ Shareholder structure

As at December 31, 2018, there were no shareholders holding more than 10% of SeABank shares.



■ Change in equity:

In 2018, upon approval of State Bank of Vietnam and State Securities Commission of Vietnam, SeABank has increased its charter capital from VND 5,465,825,890,000 to VND 7,688 billion in the following forms:

No.	Form of capital raising	Number of distributed shares
1	Dividend distribution by share and equity for raising share capital	54,953,461
2	Issuance to the public	144,263,950
3	Optional program for employees	23,000,000
	Total:	222,217,411
	Corresponding to the total amount of increased charter capital (VND):	2,222,174,110,000

■ **Treasury stock transactions:** No.

■ **Other securities in year:** No.





CONQUER THE PEAK



REPORT OF THE CEO

The year 2018 witnessed many achievements in GDP growth, enterprise formation, import and export... in Vietnam. GDP growth rate of the year increased by 7.08%, the highest increase since 2008, the export turnover was estimated at USD 244.7 billion, increasing up to 13.8% over 2017 in which trade surplus was USD 7.2 billion.

Besides, the quality of growth and the investment and business environment have been improved, the number of "newborn" enterprises have set a new record as 131,275 enterprises were born, the total registered capital was VND 1.4 million. This performance was contributed by the Party, State and Government's efforts in improving the investment and business environment and creating conditions for the development of enterprises.

With regard to SeABank, the year 2018 was a special milestone characterized by its complete operational model and the strengthened senior manager mechanism, thereby promoting banking operations in a modern way with a clear and consistent overall strategy. Thanks to the wise direction of the Board of Directors, the determination and consensus of the Board of Management and employees, SeABank has achieved brilliant achievements and many business miracles have been made.

By the end of 2018, SeABank has achieved positive business results with total assets of nearly 141 trillion dong, increasing by 12.4% over 2017, market mobilization reached VND 84,345 billion, increasing by 5.4% compared to In 2017, loans to clients were VND 83,952 billion increasing by 19% over 2017 and the bad debt ratio was 1.57%. In particular, pre-tax profit reached VND 622 billion, increasing by 63% over 2017 and reached 101% of the plan for 2018. At the same time, SeABank initially achieved success after optimizing operations and improving guest experience through centralized operations and multi-channel client support services.

Besides, the Bank's operations constantly show stable development towards safe, efficient and sustainable growth. SeABank's contributions to the country's socio-economic development as well as brand reputation, product and service quality, and technological systems of the bank have been recognized by the Government, the State Bank of Vietnam and state management agencies, clients, partners as well as international organizations through many honorable awards, titles such as Certificate of Merit for "Good practice of tax policies and laws in 2017" by the Ministry of Finance, Certificate of Merit - Emulation flag of the State Bank of Vietnam for SeABank and prominent branches; TOP 100 Vietnam Gold Star Award 2018; Typical Enterprises for Employees (Vietnam General Confederation of Labor), Top 10 Sustainable Enterprises 2018 (Vietnam Chamber of Commerce and Industry), Top 500 Best Profitable Enterprises in Vietnam, Credit Card of the year (The Asian Banker), Brand Excellence In Savings Banking Vietnam 2018 (Finance Digest), Certificate of Information Security Management System (ISMS) according to ISO/IEC-2001: 2013 standards, etc.

Apart from its business operations, SeABank has actively and positively joined hands in sustainable development, social security activities for the community with more than VND 6 billion for charity in 2018. The most prominent events were a series of community running tournament known as SeABank Run For The Future community organized by SeABank in conjunction with Ministry of Culture - Sports & Tourism in Hanoi, Ho Chi Minh City and Da Nang Young Entrepreneurs Association in Da Nang which attracted nearly 3,500 athletes, thereby raising nearly VND 3 billion for scholarship fund for 30 poor students so that they can pursuit their study to grade 12 and become useful citizens of the society.

Entering 2019, a year of celebrating its 25th anniversary, by inheriting SeABank's precious historical tradition and core values while fulfilling its mission of connecting clients to the highest values of life, each SeABanker always passionate in dedication and conquering new successes. We are committed to continuing our efforts in working, constantly innovating, orienting towards long-term goals, sustainable development and affirming our position in Vietnam's financial and monetary market, contributing to the prosperity of clients, partners, communities and countries.

Thank you to all of our Clients and Partners for trusting and accompanying SeABank in the past. Wishing you good health, happiness and success.

Le Thu Thuy
Chief Executive Officer

INTRODUCTION TO THE BOARD OF MANAGEMENT

The Board of Management is responsible for managing SeABank's day-to-day affairs under SeABank's Charter. The Board of Management is subject to the supervision of the Board of Directors.

Full-time members of the Board of Management working at SeABank as of 31 December 2018 include:



MS. LE THU THUY
General Director



MR. VU DINH KHOAN
Deputy General Director



MR. LE QUOC LONG
Standing Deputy General Director



MS. NGUYEN THI THU HUONG
Deputy General Director



MR. NGUYEN NGOC QUYNH
Deputy General Director



MS. TRAN THI THANH THUY
Deputy General Director



MR HOANG MANH PHU
Deputy General Director



FINANCIAL SITUATION

■ Financial situation

Item	2017	2018	% increase/ decrease
Total asset	125,008,960	140,487,190	12.4%
Revenue	8,141,903	9,809,090	20.5%
Taxes and payables	91,519	147,600	61.3%
Before tax profit	381,231	622,437	63.3%
After tax profit	304,858	493,346	61.8%

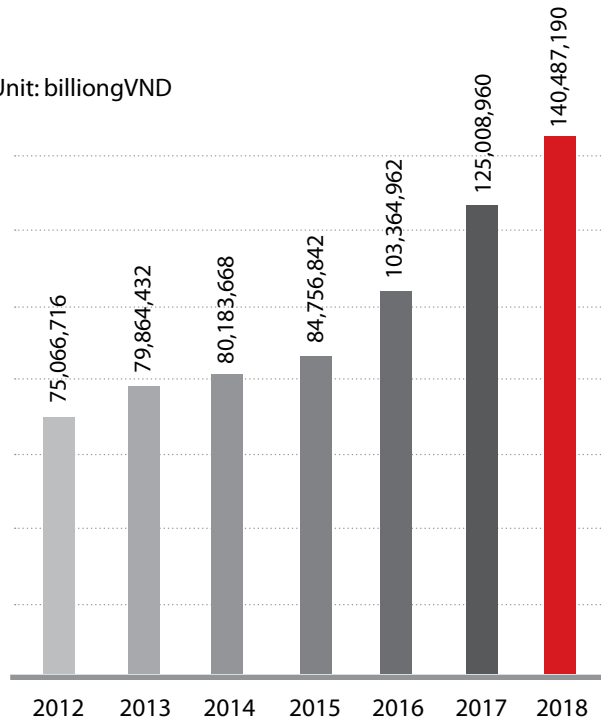
■ Principal financial indicators

No.	Item	2017	2018
1	Capital scale		
	Charter capital	5,465,826	7,688,000
	Total assets	125,008,960	140,487,190
	Capital adequacy ratio	13.39%	12.60%
2	Profit and loss		
	Loans to clients	70,567,342	83,951,991
	Clients' deposits	80,039,516	84,344,557
	Issuance of valuable papers	3,728,000	8,105,000
	Outstanding debts	759,650	1,454,676
	Bad debt	636,570	1,307,585
	ROE	5.06%	7.50%
	Overdue outstanding underwritten debt/ Total outstanding debt ratio	-	-
	Overdue outstanding debts/ Total debt Ratio	1.09%	1.75%
	Bad debt/total debt ratio	0.91%	1.57%

■ **Biểu đồ tăng trưởng 2012 - 2018**

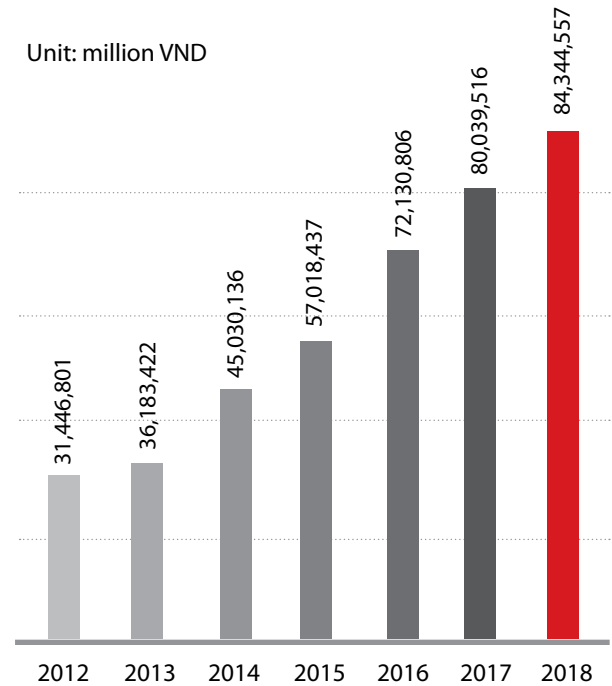
Total asset

Unit: billion VND



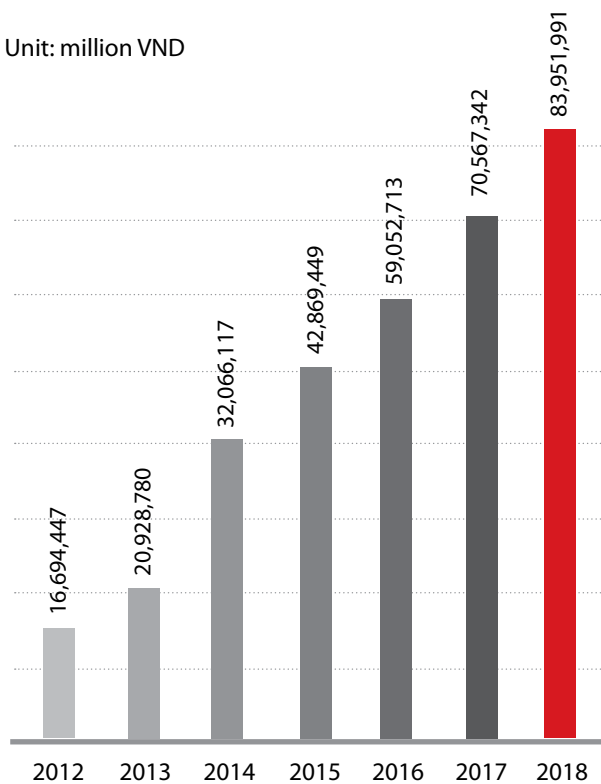
Clients' deposit

Unit: million VND



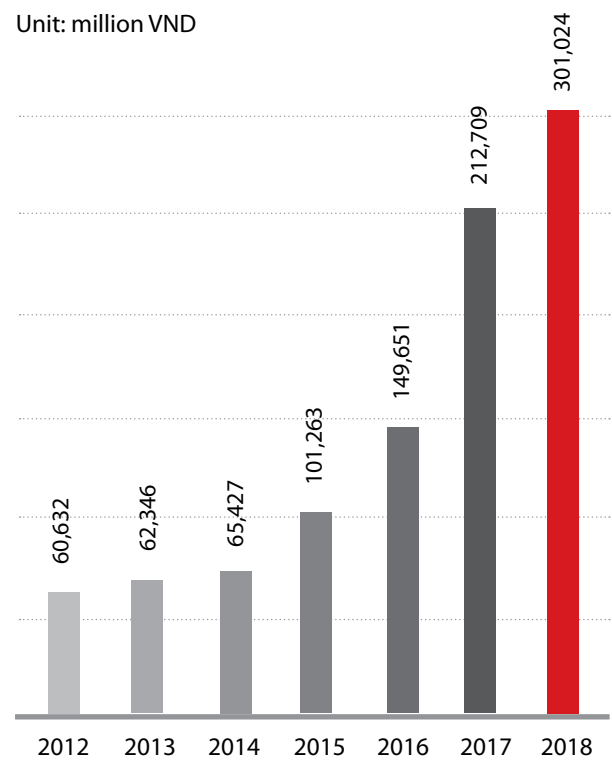
Loan to clients

Unit: million VND



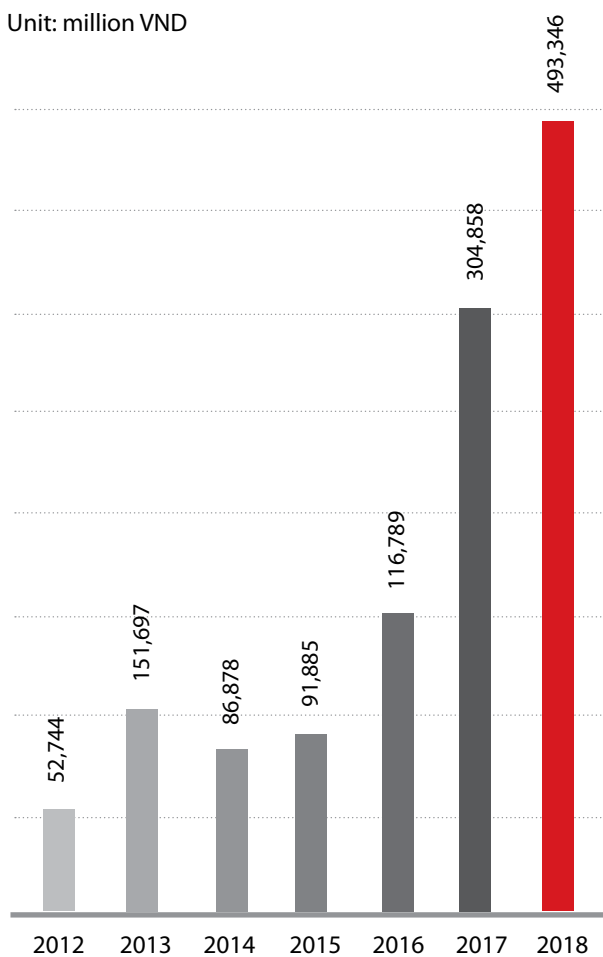
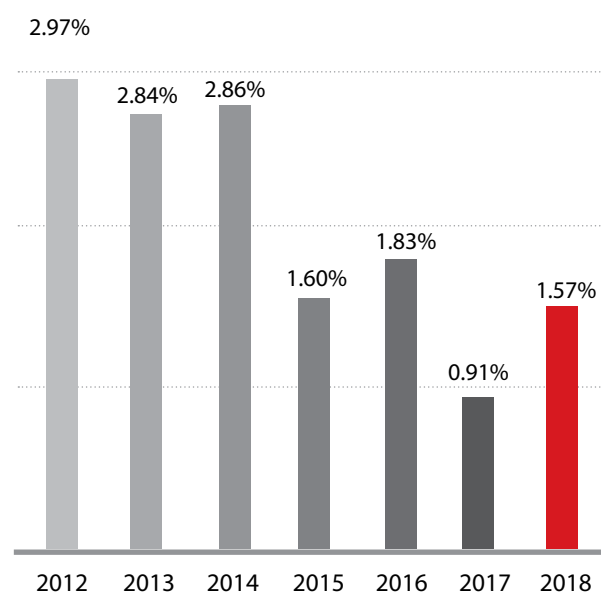
Revenue from fees

Unit: million VND



After tax profit

Unit: million VND

*Bad debt ratio*



OUTSTANDING AWARDS IN 2018

INTERNATIONAL AWARDS



CREDIT CARD OF THE YEAR 2018

- The Asian Banker -
The United Kingdom



BRAND EXCELLENCE IN SAVINGS BANKING VIETNAM

- Finance Digest -
The United Kingdom



MOST FAVOURITE RETAIL BANK VIETNAM 2018

- International Business Magazine -
United Arab Emirates



BEST WEALTH MANAGER VIETNAM 2018

- The Asset -
Hong Kong



BEST EMERGING CEO BANK VIETNAM 2018

- International Finance Magazine -
The United Kingdom



BEST SAVINGS SERVICE IN VIETNAM 2018

- Global Banking & Finance Review -
The United Kingdom



CERTIFICATE OF INFORMATION SECURITY MANAGEMENT SYSTEM (ISMS) ACCORDING TO ISO/IEC-2001:2013 STANDARDS
TÜV NORD - A prestigious international organization in evaluation for issuance of ISO certificates



CERTIFICATE OF PAYMENT CARD DATA SECURITY
Tổ chức đánh giá Chất lượng quốc tế
- Control Case -
India

DOMESTIC AWARDS



VIETNAM'S LEADING BRAND GOLD PRODUCTS, GOLD SERVICES

Vietnam Intellectual Property
Association (VIPA)



BANK WITH THE HIGHEST ACTIVE CLIENT BASE

National Payment Corporation
of Vietnam (NAPAS)



TOP 100 VIETNAM GOLD STAR AWARD 2018

Central Committee of Ho Chi Minh
Communist Youth Union, Central
Committee of Viet Nam Young
Entrepreneurs' Organization



TYPICAL ENTERPRISES FOR EMPLOYEES

Vietnam General Confederation of
Labor



TOP 10 SUSTAINABLE ENTERPRISES 2018 IN TRADE AND SERVICES SECTOR

Chamber of Commerce
and Industry (VCCI)



TOP 500 MOST PROFITABLE COMPANIES

Vietnamnet
Vietnam Economic Times



STRONG BRAND OF VIETNAM
Department of Trade Promotion
(Ministry of Industry and Trade) and
Vietnam Economic Times



TOP 100 BEST SERVICES AND PROD- UCTS FOR FAMILIES AND CHILDREN 2018

Ministry of Labor, Invalids and Social
Affairs, Journal Labor & Society



EMULATION FLAG OF THE STATE BANK OF VIETNAM FOR SEABANK, SEABANK DAK LAK, SEABANK BAC NINH
The State Bank of Vietnam



CERTIFICATE OF MERIT "GOOD PRACTICE OF TAX POLICIES AND LAWS IN 2017"
Ministry of Finance of Vietnam



MERIT OF GOVERNOR OF THE STATE BANK OF VIETNAM FOR SEABANK TAN BINH
Governor of The State Bank of Vietnam



CERTIFICATE OF MERIT FOR FEMALE STAFF OF THE GRASSROOTS UNION OF WORKERS AT HEADQUARTERS, IN HANOI, HAI PHONG, THANH HOA, AND HO CHI MINH CITY OUTSTANDING ACHIEVEMENTS IN EMULATION MOVEMENT "GOOD AT BANKING AND FAMILY AFFAIRS" 2017
Union of Workers of State Bank of Vietnam



CERTIFICATE OF MERIT FOR "SUCCESSFUL COMPLETION OF TASKS IN 2017"
Chairman of the Peoples Committee of Da Nang City



CERTIFICATE OF MERIT FOR "EXCELLENT ACHIEVEMENTS IN THE EXCELLENT LABOR EMULATION MOVEMENT AND BUILDING A STRONG UNION OF WORKERS IN 2017"
Vietnam National Union of Banking Workers



TYPICAL VIETNAMESE BRAND PRODUCTS AND SERVICES 2017 ASSOCIATED WITH THE CAMPAIGN "VIETNAMESE PEOPLE GIVE PRIORITY TO USING VIETNAMESE GOODS" IN THE PERIOD 2014 – 2020
Ministry of Industry and Trade



CERTIFICATE OF MERIT FOR "EXCELLENT CONTRIBUTIONS TO COMPLETING THE TASKS OF THE BANKING SECTOR IN DAK LAK PROVINCE IN 2017"
State Bank of Vietnam
Dak Lak Province Branch





PROFIT AND LOSS STATEMENT



COMPREHENSIVE **SOLUTIONS**

In 2018, thanks to the stable senior manager mechanism and clear operational strategy in the context of stable economic growth with impressive GDP of 7.08%, SeABank completed and exceeded the business plan.

DIVERSIFYING RETAIL PRODUCTS AND SERVICES

■ Product refining and service quality improvement

The year 2018 marked the special imprints on Individual Client segment (IC) with focus on refining, perfecting and improving products, along with the support of business units for strengthening power of banks, serving as a premise for SeABank's development before reaching the age of 25. At the same time, it was also the year of fierce competition among banks in capital mobilization.

In this context, SeABank aims to diversify its capital mobilization sources with abundant mobilization products, ensuring business capital, liquidity safety and growth facilitation. Mobilization products for individual client segments are diversified in term and interest rates, suitable for different segment and client. With relentless efforts in new product development, SeABank has successfully released the first long-term deposit certificate to the public with sales of VND 1,000 billion after 4 months of deployment.

The year 2018 was considered a milestone for investment products when SeABank first launched new investment products such as open fund certificates and corporate bonds. Especially, as of December 31, 2018, SeABank has successfully sold out bonds of reputable enterprises in the market with a revenue of VND 800 billion. Investment products have contributed to enriching the choices for clients in using SeABank's products and services.

Besides, the year 2018 is also characterized by strengthening the regulation system, capital mobilization process and refining existing capital mobilization products to increase competitiveness, attract mobilization and improve customer service quality.

With regard to credit products, the year 2018 recorded an important development milestone of individual credit products. A breakthrough was made in SeABank's products by revising the general regulations for individual clients and almost regulations on lending to individual clients, simplifying portfolio, catching up with market demands and increasing SeABank's competitiveness over its competitors.

In 2018, SeABank was honored to receive the "Credit Card of the Year" award voted by The Asian Banker to honor the international credit card product SeALady Cashback, bringing the prestige and brand of SeABank's card products to new heights. In addition, SeABank's card product procedures and policies are being improved and developed constantly to enhance service experience for clients. On the basis of advanced technology, in 2018, SeABank successfully built and developed Samsung Pay features for domestic and international cards, Contactless features for Cards and POS which are the most advanced technological features on the market today.

Preferential programs for SeABank cardholders were continuously expanded and updated on a monthly basis, 0% interest installment policy was extended nationwide with the desire to bring the most attractive incentives to SeABank clients, along with professional care and exclusive utilities. In particular, in 2018, SeABank was associated with 136 major partners, 1,000 preferential points and more than 10 largest installment partners in the market. Major incentive programs in the year brought clients endless incentives. It was highlighted by "Han hoan tat nien ron rang nam moi" (Happy new year) program with a discount of 36%, up to VND 600,000 for SeABank cardholders at more than 30 restaurants nationwide; "Dai tiec chao he" (Great summer party) with incentives at over 100 restaurants nationwide; "WOW Deals" program with a discount of 50%.

Regarding business results, SeABank's card segment achieved impressive figures in 2018. The number of newly opened credit cards reached 38,086 cards, an increase of 213% over 2017, the number of newly opened international debit cards reached 40,044 cards, increasing by 555% over 2017; accordingly, the fee collected from card segment reached VND 77.4 billion, increasing by 213% over 2017. These were very impressive figures of SeABank on the path reaching TOP 3 of credit cards in 2022.

About digital banking products and services (SeANet/SeAMobile), in 2018, SeABank launched online banking - SeANet which was completely new with many remarkable improvements and attractive incentives in order to simply, easily and rapidly meet the financial demand of clients. Besides, SeABank also successfully connected to AirPay e-wallet to bring more benefits to those using SeABank's services.



24 years of prosperous connection - thousand gifts of gratitude



Great summer party



Summer Arena



Happy new year
Abundant wealth



■ Business development

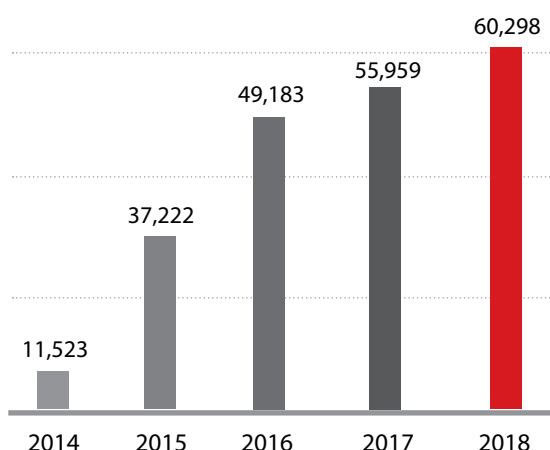
The year 2018 marked the development in cooperation and exploitation of SeABank's ecosystem with major partners across the country such as PNJ, Central Group, initially deploying with large partners such as VNPT, VN Post ... promoting the increase in the number of clients using SeABank products, enhancing the bank's brand recognition in the market. By the end of 2018, SeABank had newly exploited 136,311 clients in excess of 105% of the number of new clients in 2017.

The introduction of new products and services for meeting the bank's strategic development orientation marked major growth steps for SeABank in the past year. Capital mobilization in 2018 with a total mobilization scale of individual client segment reached nearly VND 60,298 billion,

an increase of 107% over 2017. This result was contributed by the relentless efforts of business units of the bank with the imprints in the chain of promotion programs for clients such as "Ron rang don Tet - Dac loc mung xuan" (Happy new year - Abundant wealth), a program for celebrating the 24th anniversary of SeABank's establishment "24 nam ket noi thinh vuong - ngan qua tang tri an" (24 years of prosperous connection - thousand gifts of gratitude). These were the two largest mobilization programs in 2018 with many attractive incentives and gifts for clients. In addition, the programs for sales force were also deployed in both individual client and priority client segments to promote and increase productivity such as the "Dau truong mua ha" (Summer Arena) program.

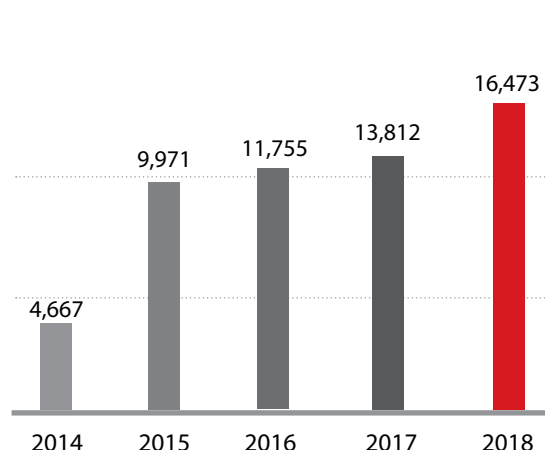
Individual mobilization growth

Unit: billion dong



Individual loan balance growth

Unit: billion dong



Năm 2018 marked the development of personal credit products, recording an increase at the end of the period of VND 16.473 billion, increasing by 119% over 2017. Business programs and preferential credit products were built specifically for each sector. Continuing with its strength in the disbursement market for car purchase loans (SeACar), the figures were recorded at the end of the year with the development in agent cooperation with major partners such as Mercedes-Benz, THACO, Hyundai and Toyota at 8,077 contracts, equivalent to VND 3,867 billion. Especially at the Vietnam Motor Show (VMS), SeABank disbursed 95 loans with total revenue of VND 60.7 billion.

Following the development of card products in 2017, SeABank continued to achieve impressive results in the development in terms of both quantity and quality of cards in 2018. This year marked successful operation of the

organization model for card issuance campaign with 12,783 credit cards and 7,216 international debit cards issued in batches. The campaigns successfully applying card issuance model in batches in 2018 include:

- Big C 1 with 2,398 credit cards and 7,216 international debit cards issued
- Big C 2 with 9,323 credit cards issued
- And 561 credit card issued in batches for staff and strategic partner A1

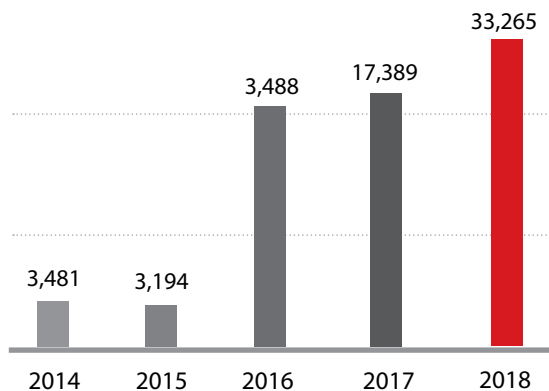
The model of card issuance in batches maximizes the convenience for clients as they just need to meet SeABank's sales staff once for record collection and card return, and especially brings the highest productivity in card issuance ever, with a record number of up to 800 cards per day in Big C campaign 2.

With the success of card issuance in batches in 2018, SeABank is expected to continue strengthening the issuance process, management model and replication in many sale campaigns and other products for significantly contributing to accomplishment of business goals in 2019.

By the end of 2018, the number of newly opened credit cards reached 33,265 cards, increasing by 191% over 2017. Such results were contributed by business promotion programs that have been centrally deployed. One of the programs with significant effect on these results was "SeABank tu hao co Toi" (SeABank is proud of me)" which not only developed the enthusiasm of SeABank's members, but also created a close and supportive relationship among individuals and units from the Headquarters to each business unit. Thanks to the program, 18,300 credit cards that were successfully issued.

Newly opened credit cards

Unit: billion dong



The rapid growth of credit cards reflects the bank's development, especially the trust and credibility of clients on the bank's products, and the effectiveness of the incentive programs for special customer care. With the goal of "Being the leading and favorite retail bank", SeABank is entering a strong transitional period. This is a crucial and decisive stage which requires the connection and consensus among SeABankers for further enhancement and re-affirming 5 core values of the bank "Community connection - Consensus responsibility - Information transparency - Sustainable expansion - Aspiration for success through each implementation program.

Impressive business growth indicators serve as an inspiration in sustainable development stage. SeABank has focused on researching and implementing many solutions and programs to improve the service quality. A series of training courses for sale staff were deployed continuously, clubs for sale force in each region were established for building not only a playground for staff but also a place for staff to share their skills and tactics of attracting and selling to clients. Thanks to the efforts in improving service quality and client groups, in 2018, VIP clients were assigned to the direct sales staff to ensure maximum care for clients, enhancing the opportunity to sell more investment products in million-dollar client segment.

SeABank

ƯU ĐÃI ĐẶC BIỆT CHƯA TỪNG CÓ DÀNH RIÊNG CHO CBNV SEABANK VÀ NGƯỜI THÂN

MỘT CHƯƠNG TRÌNH ƯU ĐÃI "KHỦNG" CHƯA TỪNG CÓ TẠI CÁC NGÂN HÀNG KHÁC - CHỈ CÓ TẠI SEABANK

DÀNH RIÊNG CHO SEABANKERS & NGƯỜI THÂN

22/6/2018 triển khai chương trình

Chính sách ưu đãi phí hấp dẫn nhất trên thị trường dành riêng cho SeABankers và người thân:

Giảm phí cho SeABanker và người thân: năm đầu từ 20 - 40% (tùy thâm niên & vị trí công tác). Giảm 5% cho năm thứ 2.

Sản phẩm bảo hiểm ưu việt "An Phúc Trọn Đời Ưu Việt" từ hàng bảo hiểm uy tín

Cơ hội nhận các quà tặng hấp dẫn cho người đăng ký sớm nhất

ƯU ĐIỂM CỦA BẢO HIỂM NHÂN THỌ & GÓI SẢN PHẨM AN PHÚC TRỌN ĐỜI ƯU VIỆT

- Đầu tư sinh lời, hưởng lãi suất cam kết trong suốt thời hạn hợp đồng
- Linh hoạt thay đổi kế hoạch tài chính và quyền lợi bảo vệ
- Bảo vệ trọn đời cho bản thân & gia đình
- Được chi trả quyền lợi 100% số tiền bảo hiểm khi không may gặp biến cố
- Thủ tục bảo hiểm thuận lợi, dễ dàng trong việc giải quyết các yêu cầu bồi thường khi gặp rủi ro

Công chờ đón chương trình Ưu đãi phí bảo hiểm nhân thọ đặc biệt dành riêng cho SeABankers!

Insurance Promotion Program exclusively for SeABankers and their relatives

SUSTAINABLE PARTNER OF OTHER ENTERPRISE

■ Customer insight

With the goal of building a strong value chain and ecosystem based business platform, SeABank has approached and provided financial solutions not only for strategic clients but also for all components in the value chain of clients such as input partners, distributors, and specializing client service by key sectors.

Strategic clients are not only partners that bring about high and reliable business results, but also have a large ecosystem covering many other enterprises so that SeABank can introduce and provide superior financial packages. In 2018, through the customer recognition committee, SeABank approached and provided comprehensive solutions for many clients with large and prominent ecosystems such as VNPT, Hapro, EVN, Thaco, PNJ ..., and an initial recognition of trust and satisfaction from clients.

In addition, each business in each different industry has its own characteristics and needs. Understanding this, SeABank has been standardizing the branch system and gradually cleaning industry data for the management of credit portfolio to promote business by segments, corporate customers) according to potential sectors.

In 2018, SeABank recognized and selected 9 potential industry groups for building a professional business model. Among them, 6 target sector groups have been prepared and industry-savvy reports and know-your-customers reports have been made. Along with the micro market analysis for identifying potential industries and market exploitation opportunities by geographical areas, the data of Plastics, Textile and Construction industry group have been allocated to suitable business units for successfully utilization and exploitation.



■ Superior products

On the basis of understanding customers and the desire to accompany small and medium-sized enterprises, SeABank implemented many preferential lending programs for clients, including 2 outstanding programs such as Short-term preferential loan program for corporate clients and Preferential loan program by SeACar Business products in 2018. Most of enterprises may easily access to these programs. The program has created a positive effect on the market with total disbursement of VND 5,070 billion for short-term loans and VND 466 billion for car purchase loans.

With respect to credit segment, SeABank continues to develop products and services, specialized solutions by industry. The financing product for plastic industry issued in May 2018, the Construction Enterprise Financing Product amended in August 2018, the financing product for Supply Contract for Corporate Client issued in September 2018 received support and enthusiastic response from enterprises and became key and highly competitive products in a particular field. In addition, overdraft products for existing clients were issued with the maximum credit/asset valuation value up to 100%. The simple, quick and profitable loan procedures, competitive and flexible interest rates have met the demand for working capital supplement, increased the liquidity and actively managed the cash flows in business operations of enterprises.

In 2018, with the goal of optimizing benefits for corporate clients, SeABank launched 02 Combo Account Packages. This is an account package that integrates many products with a preferential fee in order to save costs and time and simplify procedures for enterprises in case they want to use more products at the bank. The product has been widely

used by clients since its release. By the end of 2018, there have been nearly 2,000 account packages.

Card products were also a highlight of 2018 with regard to corporate clients, incentive programs: Free issuance, Annual refund from March 2018 has attracted many clients. Term deposit products with a variety of terms and features meeting different needs of enterprises were still satisfying clients.

In respect of Guarantee and Trade Financing activities, in addition to maintaining traditional products and services, SeABank provided more specific products and programs such as enterprise companion program based on VND loans at foreign interest rates... These programs all became outstanding products and services, and effective sales tools for business units. In particular, through the revision and adjustment of regulations so that Guarantee products could be more easily accessible by and more profitable for enterprises, the revenue from SeABank guarantee in 2018 reached more than VND 14,665 billion.

Placing clients at the heart of its business, understanding clients and looking forward to long-term cooperation, SeABank always ensures to build products and services based on clients' actual needs, in a simple, practical and accessible way and bring optimal benefits. In 2018, SeABank's products and business programs were widely recognized by enterprises, clients who choose to use not only a few products but also a valuable product chain for obtaining the most practical overall benefits.

■ Drastic action

Positioning Corporate Client Specialists at SeABank as professional financial advisors and brand ambassadors of SeABank in the banking market, SeABank focuses on improving the capacity of the sales team through skill and professional training programs.

In addition to training, SeABank has deployed the Sales Companion program to provide training, directly supervise the sales team, and standardize the sales culture at business units to improve working productivity and efficiency of each employee.

Thanks to the professionalism and client understanding of the sales team along with superior products have optimal support for business operations, the bank received the love

from clients in the past years. In addition, the fierceness in the organization of sales and the close support from the Board of Management has contributed to the success of SeABank in 2018.

Average loan balance reached more than VND 26,000 billion, net mobilization reached VND 1,300 billion, of which, demand deposits were 245% compared to the plan and VND 60 billion came from service fees. In can be seen that SeABank's strategies and policies have met the needs of enterprises, and SeABank became a reliable place trusted by 8.716 clients who deliver their trust and receive superior financial solutions.

COMPREHENSIVE FINANCIAL SOLUTION FOR LARGE ENTERPRISES

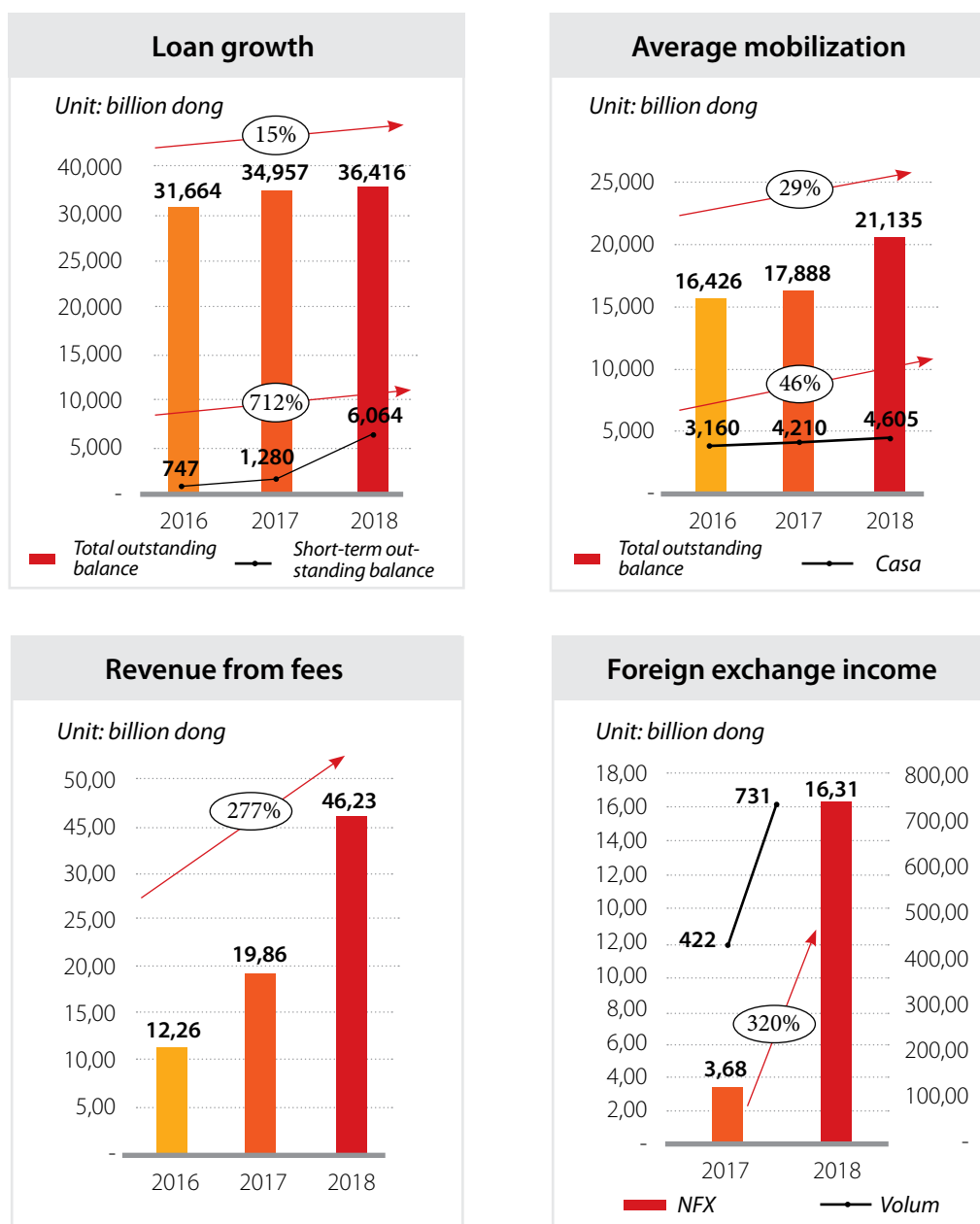
■ Comprehensive financial solution for large enterprises

In recent years, the proportion of strategic clients' contribution to the overall result of SeABank's Corporate Client segment has always been stable. The proportion of mobilization was 80% or higher, loans reached 40% to 45%, fees increased steadily from 20% to 29% This showed the trust from large enterprises in the market in choosing SeABank for cooperation and providing financial solutions.

At the end of the financial year 2018, the key indicators and efficacy of the Strategic Client segment have increased over the same period in 2017. As of December 31, 2018, the outstanding debt reached VND 36,400 billion, increasing 15% in the last 3 years on average. In which there was a significant change in the structure of outstanding loans with the growth rate of short-term outstanding loans of 712% compared to 2017.

The mobilization target of Strategic Clients segment was also significantly improved. In 2016, the average mobilization reached VND 16,400 billion, increasing 29% in 2018 to reach VND 21,100 billion, noticeably demand deposit mobilization sharply grew from VND 3,160 billion in 2016 to 4,605 billion in 2018.

Figures on growth indicators of Strategic Client segments



Revenue from service fees and NFX are one of the brightest and most outstanding points of the Strategic Client segment. From 2016 to 2018, revenue from service fees increased by 277% and NFX increased by 320% and it would continue to improve in the coming years in order to increase the proportion of non-credit income in the whole income structure.

The impressive results of revenue from service fees and NFX for Strategic Client segment have clearly demonstrated the correct orientation and direction of the Board of Directors and Board of Management of the Bank in focusing on an effective operating structure in addition to interest and developing chain/ecosystem relations, affirming SeABank's reputation and brand in the banking market in the context of increasingly competitive pressure.

■ Specialization in functions and tasks and diversification of products and services

Following the success in maintaining and developing cooperation with strategic partners in 2017, the year 2018 marks a breakthrough in SeABank's Strategic Client management and exploitation model.

In April 2018, SeABank continued to refine its model to match the orientation of concentrating on approaching and exploiting the chain of ecosystems around a Strategic Client - large enterprise from suppliers and distributors involved in chain to the internal needs... ensuring synchronization and optimizing benefits, improving cash flow management efficiency as well as other financial needs for enterprises participating in the chain.

Products and services for Strategic Clients are based on the improvement and adjustment of existing products and services for the current corporate clients in order to ensure flexibility in policy as well as competition on quality of services, bringing optimal financial solutions to enterprises and ecosystem chains surrounding business operations; thereby, minimize the time of providing services, creating the Client's trust and satisfaction.

■ Improving service quality

Right after the formation of a large Corporate Client Division, the establishment of a system of specific policies, procedures and incentives exclusively for the Strategic Client segment - the Client service segment has also been prioritized for research and issuance.

Based on the clear positioning of clients' needs, the bank's capacity, SeABank has introduced a set of professional credit procedures for strategic clients, fee incentive and competitive interest rate policies, Loyalty care mechanisms for loyal clients, etc.

The progress and timely changes in procedures and policies formed a premise to promote the business of banking products and services, improve the quality of products and services, reduce the time to approve different products and shorten the time to perform operations.

Typical products and policies issued in 2018

- Typical products, programs and policies
- Under 30-day optional term deposit products for institutional clients under the management of Large Corporate Client Division.
- Flexible term deposit products by month for institutional clients under the management of Large Corporate Client Division.
- Big Business 2018 deposit policy for institutional clients under the management of the Planning and Investment Division.
- Fee exemption or reduction and reduction and application of the maximum fee for corporate clients under the management of the Planning and Investment Division.
- Preferential interest rate and fee policies for large corporate clients
- Establishing a large corporate client recognition committee with the goal of exploiting and developing clients according to the chain and ecosystem
- In 2018, departments began to handle their tasks under SLA to ensure performance as committed.

INVESTMENT

In 2018, SeABank continued to promote its investment activities including investment in corporate bonds and valuable papers issued by a non-bank credit institution with share-purchase investment contributions to ensure the diversification of portfolio structures.

Also in 2018, SeABank received the transfer of capital contributions of the Vietnam Posts and Telecommunications Group (VNPT) at Post and Telecommunication Finance Company Limited (PTF) from VNPT and transformed PTF's operating model from the general finance company to consumer finance company, facilitating SeABank to implement its consumer credit business in a professional, effective and safer manner in accordance with provisions of the applicable law at the State Bank of Vietnam's orientations.

SERVICE QUALITY IMPROVEMENT

Under customer-centered motto for all activities, in addition to the diversification of services and products, SeABank especially pays attention to the service quality improvement. Year of 2018 was recognized as a year of comprehensive change of SeABank with many innovations in strengthening the service quality for customers.

■ Promulgating “Set of standards of service quality”

Originating from customers' experience journeys and based on expectation factors of customers, in February 2018, SeABank released “Set of standards of service quality” which was applicable under the ServQual Model (Service Quality) of Parasuraman and its affiliates – a measurement model of service quality that was assessed as the best one and widely used so far. Accordingly, the service quality referred to customers' acknowledge of a particular service quality based on comparison of which nature that service provided in practical conditions and expectations of customers. Therefore, to understand customers' expectations in terms of service quality, first of all, factors constituting the service quality must be identified, or in other words, they were factors that customers expected to receive when using a service.

According to Parasuraman, service quality consists of 05 main factors, namely:



Service quality standards of SeABank are established with the aim to target customers according to ServQual Model, including criteria of 5 above mentioned factors and divided into 2 components, consisting of facilities and people. Criteria of “Facilities” not only ensure the comprehensive recognition of SeABank’s brand of customers, since then creating a clean and comfortable transaction space, but also help all staff and employees have a convenient, scientific and tidy working environment. Furthermore, SeABank also cares about customers’ perception and evaluation from minor things, so that criteria of “People” also have been detailed from tone, language, attitudes and behaviors etc.

Customers’ experiences at the counters are not only from the time that customers carry out transactions, but also right from the moment that customers enter into transaction floors of SeABank and the first person who customers meet is security guard and also the final person who closes customers’ experiences at the counters - who plays an important part in creating a perfect service quality. Understanding this necessity, SeABank also provides specific regulations applicable to all security guards such as welcome, customer support, door opening, management of vehicles and means.

■ Guarantee of compliance: Customers are the Reviewers

After the standards were applied, to ensure compliance with the criteria in the service quality regulations, in 2018, SeABank implemented the assessment through 05 main channels at 163 units across the system. In which 3/5 evaluation channels are recorded from customers.



Always considering customers as appraisers of the service quality, in addition to the use of independent teams to make assessments under the customers' views as "secret customers", SeABank has actively surveyed customers' opinions in respect of the service quality through telephones. In 2018, SeABank conducted survey programs to measure the customer's satisfaction of service quality through telephones according to each title applied to transactions, CRO and VCRO - those were SeABanker who had direct contacts with customers. With more than 13,016 actual survey calls, as a result, 98% surveyed customers were satisfied to SeABank's service quality, and especially when receiving assessments of some customers who had "provided a great service quality". This was a great motivation for all staff and employees of SeABank to firmly believe in their works and incessantly tried their best to provide optimal experiences to customers.

In addition, SeABank always listens to and recognizes all customers' opinions, complaints as opportunities to improve the quality of services, products as well as to strengthen the relationships with customers. During 2018, complaints of the service quality only accounted for 15% of the total number of complaints which were recorded through 24/7 services and 100% customers' complaints were solved and satisfied all requirements. Number of complaints reduced significantly over the months, 130 complaints of the service quality throughout the system as recorded in April were reduced by 48 opinions as recorded in December, 2018. This was also a result recognized the continuous improvement and strengthening of the service quality in SeABank.

■ Considering customers as the center and improving the quality

SeABank knows that its commitments in terms of service quality are those customers expect from each transactions and customers' expectations are a key in improvement and strengthening of the service quality.

With the purposes of optimizing customers' experience when using services and products of the Bank, the Bank always considered customers as the center in every its business activity, the service quality as a foundation to "retain" customers. SeABank's business activities are all targeted to develop a strong image and brand, focusing on the "improvement" of images of employees, staff from the minor feelings of customers.

SeABank always strives to obtain the professional, deep understanding and optimal products, and we undertake to be a true companion of customers in their life-long financial plans.





OPERATION EFFICIENCY MANAGEMENT

RISK MANAGEMENT

■ Risk management strategy

In May 2018, the State Bank released Circular No. 13/2018/TT-NHNN on detailing the internal control system of the Commercial Bank, branches of foreign banks with many changes, especially comprehensive legal frameworks for internal controls in order to prevent, warn and manage risks.

The Risk Management Strategy in charge of implementing the action plan under Circular No. 13/2018/TT-NHNN at SeABank has reviewed current situations of SeABank, planned all necessary tasks to satisfy Circular No. 13/2018/TT-NHNN and periodically reported implementation situations to the Management.

In addition, the Risk Management Strategy also actively implemented documents to strengthen the internal control system of over the past few years such as: Regulations on organization and operations of Risk Management Board, Regulations on organization and operations of Risk Council etc. At the same time, completing the policy set of Risk Management Framework, Risk Appattie at SeABank in consistent with its business strategies, control culture, human resources, information technology conditions and management information systems of SeABank as a premise to openly implement risk management works in SeABank for each type of major risks.

■ Risk management

In 2018, SeABank continuously implemented the analysis of credit portfolio, credit risk warning for executive management. Simultaneously, SeABank continued to perfect its credit operation models, directed to the concentration, specialization and separation between business and risk management according to strategies of SeABank and international practices. To improve the efficiency of credit risk management, SeABank kept developing risk assessment tools, models to timely find out risks incurred, thereby applying timely action plans. Credit risk management was performed according to directions of Basel II Standards in accordance with orientations of the State Bank on the basis of Circular No. No. 41/2016/TT-NHNN and Circular No. 13/2018/TT-NHNN, particularly:

- Internal reporting system on the management of credit portfolio and credit risk warning was carried out periodically. SeABank had credit risk control and supervision procedures and also implemented the credit risk control and supervision for each credit loan and the entire credit portfolio periodically (monthly or unexpectedly) and applied solutions in case of impairment of credit quality.

- In respect of decentralization of credit approvals, SeABank issued a set of Credit Approval Regulations and a set of documents regulating the decentralization of approvals of credit decisions at all levels, regulated the operating organization of credit councils, credit issue regulations with exceptions etc. according to the centralized approval process of the entire system. SeABank also released Lending Regulations to customers; regulations and procedures on preparation of credit documents; disbursement process; set of documents on regulating the customer management after credit issuance; regulations and procedures on credit monitoring for each customer segment.

- In terms of post-credit management, the credit review and supervision was carried out regularly to check and control the compliance in credit granting activities, risk defection and timely application of solutions. Credit supervision according to special subjects was implemented proactively in order to early recognize any sign of risks for credit granting; acted early and timely to minimize the possibility of transfer of debts before the credit granting was actually transferred into debts; found out the actual overdue causes to provide information, cooperated with relevant agencies to promptly adjust credit granting policies in order to minimize credit risks; detected signs of fraud/forgery of credit documents/profitteering, regulation violations etc. during the credit granting.

- In the process of developing credit risk assessment models and tools, SeABank developed an internal credit rating system for enterprises, financial institutions, foreign banks and individual customers. Especially, the credit rating system for individual customers was completed in 2018 and put into service to bring many benefits for SeABank, such as: improving business efficiency, meeting advanced risk management standards, supporting credit approval procedures, completing customer information database systems.

- Also, SeABank developed early warning systems (EWS) of credit risks for individual customers and enterprises to support the forecasting, defection, control and early warning of all customers, since then improving the debt quality control at Banks through regular assessment and inspection of customers and management of customer lists after granting credit to reduce the transfer rates of overdue debts, bad debts and loss minimization to the Bank.

■ Operational Risk Management

SeABank advances to complete policies, procedures and regulations on Risk Management according to Basel II Standards as specified by the State Bank in Circular No. 13/2018/TT-NHNN on detailing internal control systems of commercial banks, branches of foreign banks and Circular No. 40/2018/TT-NHNN on amendment and supplementation of some articles of Circular No. 13. In parallel with promoting the implementation of risk management tools, programs to timely find out, solve, report, control and warn any operational risks, SeABank also pays attention to communications, training to raise employees' acknowledgement in order to strengthen risk management cultures throughout the systems. SeABank understands that a bank with a good risk management system means a good health bank, low impacts by unforeseen effects and good capacity of applying timely actions in case of occurrence of risks, minimizing losses to the Bank, preserving the capital as well as profits.

■ Market Risk Management

In respect of market risk management, SeABank has performed adequate and comprehensive policies and procedures to meet Basel Standards, in which releasing: regulations on separation of banking books and business books, regulations on reference price sources for management and research. In addition, SeABank has issued policies and appatties of market risks and as a premise to implement the limit systems to lists of business books.

In terms of interest rate risk management: On the Bank's business books, the interest rate business strategies have been developed within the limit framework of investment portfolio, interest rate sensitivity index, risk level index and internal management warning index. The Bank has also applied the portfolio management on the basis of sensitivity index according to each term scale to be proactive in the centralized risk management and prevention. On banking books, SeABank has implemented ALM Project (Asset Liability Management) to assure that the management systems of balance sheets and interest rate of banking books are improved according to international standards. For foreign exchange risk management: SeABank has developed and strengthened transaction procedures and regulations to aim at prudent administration for complicated developments of both foreign and domestic foreign exchange markets.



■ Basel II Projects

Basel II

In 2018, SeABank continued to strengthen its operational model and implemented Basel II Standards according to directions of the State Bank as stated in Circular No. 41/2016/TT-NHNN (Circular 41) and Circular No. 13/2018/TT-NHNN (Circular 13) on internal control systems of banks, legal frameworks to perform key points of Basel II. This was an element to improve the capacity in comprehensive risk management operations throughout aspects – models of organization, management, human resources and technology systems. SeABank actively researched and applied advanced management methods for types of major risks such as credit risks, market risks and operational risks according to requirements of the State Bank and international best practices.

Strictly following the implementation roadmap of Basel II in accordance with guidance of the State Bank, SeABank proposed a master plan for Basel II implementation at SeABank and achieved positive results as a premise for next successful implementation steps of Basel II Project, in which the key contents of 2018 were to comply with Circular No. 41/2016/TT-NHNN on regulating the Capital Adequacy Ratio (CAR). In terms of risk management according to directions of the State Bank as prescribed in Circular No. 13/2018/TT-NHNN and international practices, SeABank developed risk culture and appatties, strengthened management apparatus, document systems on regulations and separation of functions of 03 security levels in risk administration, data management, development/review of quantitative models, measuring tools and so on.

In 2018, SeABank researched and implemented CAR calculations according to guidelines of Circular 41 based on the methods of identification (distance analysis), measurement (defining and offsetting data), analysis (analysis and calculation methods) and target determination, from this was developed the optimal method for calculating CAR in compliance with requirements of Circular 41, while at the same time continuing to enrich the data required by Circular 41 and increasingly optimized CAR. SeABank continued to implement comprehensive risk assessments based on the qualitative analysis, including recommendations to develop and review policies, regulations, procedures as well as on quantitative analysis, including recommendations to develop and supplement data, models, measurement tools on information technology systems, develop guiding documents, reports and proceed to comply with the SBV's regulations as specified in Circular No. 41/2016/TT-NHNN on CAR report by 2020, and at the same time implement Circular No. 13/2018/TT-NHNN on internal control systems according to Basel II Standards.

COMPLIANCE CONTROL

Under the customer-centered motto, SeABank has always tried to provide the absolute peace of mind for customers, safety for banks, interest protection for shareholders. For the compliance issue, in which employees' professional ethics is always deemed as a core in all operations of the Bank. This is an important foundation for creating the trust among customers and partners, and bringing safety and stability to the Bank. SeABank always adheres to compliance culture and commits to synchronous and consistent service quality as a focus in all operations, to give the best experience to customers.

SeABank continuously improved its internal control system in compliance with the regulations of the State Bank and developed with the orientation of a credit institution that meets international standards. In 2018, SeABank continued to promote the completion of its organizational structures in the direction of centralized management, specialization to each specific business, developing control points, strengthening the post-control mechanisms and supervision at units in order to identify, handle and timely prevent risks in banking operations. Furthermore, management and control tools at business units have also been built and combined with the Compliance Training Program to raise the compliance capacity, awareness and professional ethics of each staff in the Bank.

With the motto "Strengthening the sense of compliance, self-protection, protection of customers, banks and shareholders' benefits", SeABank commits not only to provide the best quality services for customers, but guarantee the safest and most reliable services.

LEADING TECHNOLOGY



As a technology partner, all information technology activities of SeABank always accompany and support general business activities of the Bank. In addition to new projects and development, information technology operations and security and information security activities are always concerned and developed by the Bank to maintain the leading information technology, meeting the highest standards in terms of information technology activities.

ENSURING INFORMATION SECURITY

Following results achieved from previous years, SeABank continues to invest, strengthen and ensure its information technology systems that meet the top international security standards in terms of information security and confidentiality.

■ PCI-DSS 3.2

In 2018, SeABank successfully protected the latest international security certificate PCI-DSS 3.2 to the ControlCase Organization (located in Virginia State, USA). By maintaining the certificate PCI-DSS 3.2, SeABank guaranteed the safest security for storage, transmission and handling of transactions of payment cards to customers.

■ ISO/IEC 27001:2013

SeABank continued to maintain its information technology activities in order to meet requirements of security management according to international standards ISO/IEC 27001: 2013.

■ Information technology service management according to ITIL Model

SeABank's technology services are managed according to ITIL international standards and practices to assure all information technology services provided to customers have the highest quality and most professional.

TYPICAL TECHNOLOGY PRODUCTS:

■ *Successfully upgrading the Internet Banking System for individual customers*

Attractive interface, focusing on customers' financial experience, many preeminent functions are outstanding features of the Internet Banking System, a new version that SeABank is pleasure to bring to customers. In addition, the processing capacity of this Internet Banking System helps SeABank optimize the processing speed of transactions, especially when the number of transactions grows strongly with breakthroughs in the coming years.



WELCOME TO SEANET

FOR INDIVIDUALS

FOR BUSINESSES



Log on to Online Banking System - SeANet



■ *Implementing comprehensively circulation systems of approvals and credit settlement*

Maintaining the success of implementation of BPM Systems of previous years, in 2018, SeABank has completed and implemented successfully all procedures of circulation systems of approvals and centralized credit settlement. Standardization of approvals and centralized credit settlement, improvement of service quality and reduction of credit transaction duration are achievements recognized since procedures are applied throughout BPM System of the Bank.

■ *Implementing financial management projects*

SeABank has invested and implemented major projects such as FTP internal capital management project, asset liability management system (ALM), PM profit/cost management and distribution systems etc. to enhance and optimize the management and administration of financial and capital resources, promoting the efficiency of internal governance within the Bank.

■ *Optimizing and improving processing capacity of important technology systems*

Series of projects have been performed comprehensively in order to generally assess the capacity of information technology systems in the Bank, whereby the Bank has implemented optimal operations and improved processing capacity of important technology systems such as card systems, core banks, datawarehouse, ebanking service systems and so on.

■ *Upgrading data center infrastructure systems*

Versions of software, hardware, servers, network systems, storage devices for the Bank's data center have been invested and upgraded to assure the continuity and availability for technology services, maintaining all maximum ratios of the information technology safety in the Bank.

■ *Developing technology strategies*

Making use of leading technology, visions and new technology strategies have been developed properly by SeABank in consistent with the Bank's development strategy, meeting the breakthrough growth rate in the coming time and ensuring the application of the most advanced technology in banking operations.



EFFECTIVE OPERATIONS

EFFECTIVE OPERATIONS

The year of 2018 marked the transformation of operating apparatus of SeABank. The centralized operations were implemented according to directions of the Board of Directors and Board of Management in order to guarantee effective risk management, optimization of operating costs, improvement of labor productive, sales and service quality for customers.

By the end of 2018, the centralized operations were successfully implemented by SeABank in Hanoi area, the Northern Region, a part of the Central Region and the Southern and Northern business centers. Operating procedures were standardized; technology systems supported the partial automation of the handling process; tools and parameters assessing employees' productivity and capacity and service level agreements were developed and applied comprehensively. In addition, through the centralized operations, a strong foundation was created right in the operating apparatus. This platform would ensure the timeliness and responsiveness when expanding the scale for the business growth in the coming years.

Operational risk control and customer service quality improvement were also one of the key tasks of operation in 2018. Activities of remote system monitoring, post-lending monitoring and post-document control etc. identified risks that might arise, minimized operational defects, thereby improving risk management capabilities for the Bank. Business Operation Segment of on-counter transactions were also established to improve the customer's service experience at the branch

In 2019, SeABank will continue to expand its centralized operations nationwide. In parallel with the improvement of internal capacity, all improvement activities of systems and procedures will be strengthened. Thereby, service standards will be enhanced, use efficiency and productivity of resources will be improved, operating costs are optimized etc. to provide customers with a higher level of satisfaction.

DOMESTIC AND INTERNATIONAL PAYMENTS

■ Domestic payments

In 2018, SeABank's domestic payment activities showed positive growth. The number of domestic payment transactions constantly increased due to the advantages of the Bank's transaction networks and variety of payment products. The quality of payment services also increased thanks to the optimization in the use of payment channels and improvements in technology increasing the rate of transaction processing automation.

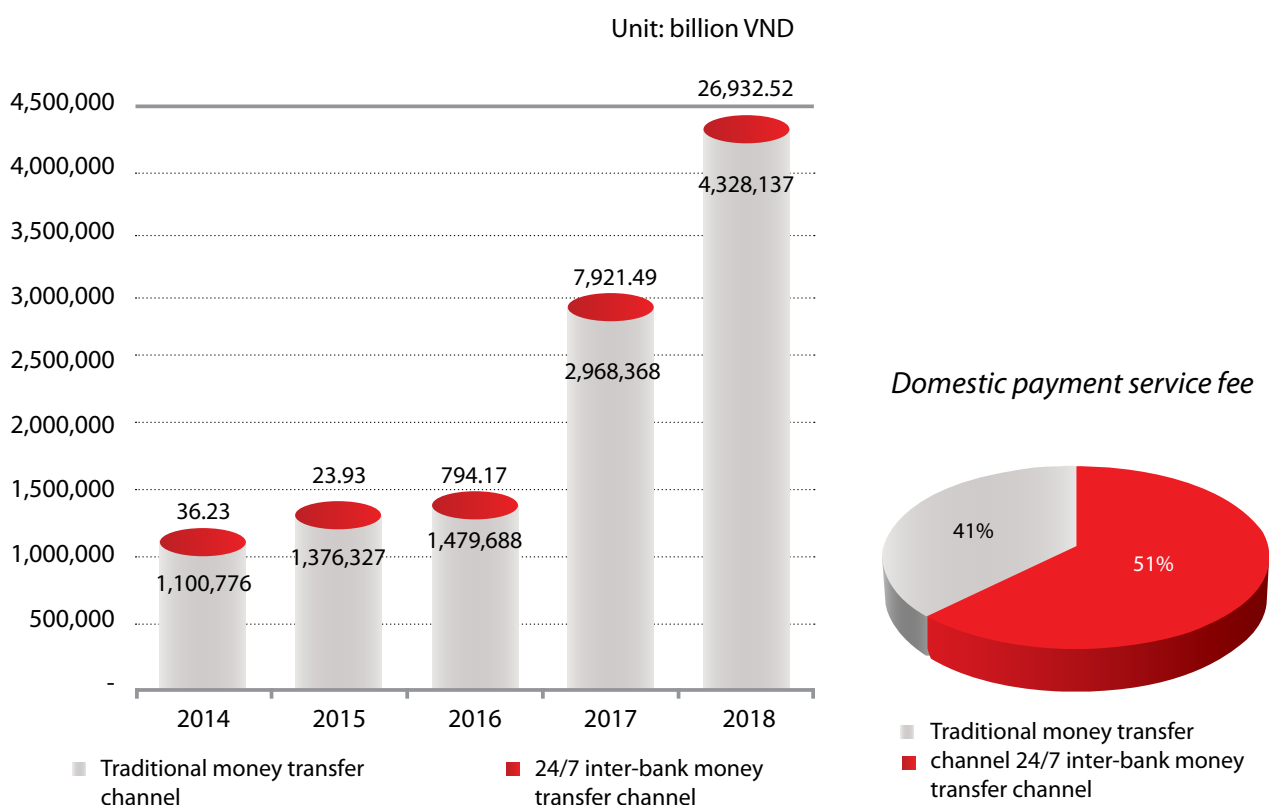
SeABank's domestic payment transactions in 2018 reached 4,680,566 transactions, strongly increased by 141.3% compared to 2017. The total transaction turnover reached 4,355,069 billion VND, increased 46.3% compared to 2017. The increased number of transactions and payment turnovers resulted in income from domestic payment transfer service fees in 2018 increased by 53.5% compared to 2017, reached 34.01 billion VND.

In the past year, SeABank continued to build and upgrade its tools, software and services, especially, version SeANet 4.0 was created with friendly interface, utility, fast speed

and diversified products. When carrying out transactions, customers experienced services as a small-scale digital bank. In addition, the expansion of cooperation with strategic partners specialized in providing 24/7 inter-bank money transfer services was an effective direction to assure high efficiency in addition to the maintenance of traditional money transfer channels. In 2018, the number of transactions via 24/7 inter-bank money transfer services reached 3.5 million times, increased by 254% compared to 2017 and accounted for 76% of the number of transfer services. 24/7 fast transfer fees reached 14.09 billion VND, increased by 170.9% compared to 2017 and accounted for 41% of the total domestic payment service fees in 2018.

In 2018, SeABank shifted its business strategy to a customer-centered one, and its orientation to follow the value-chain model. As a result, the number of new customers increased sharply while frequent customers continued to rise with high turnover, which helped to boost domestic payment growth in 2018.

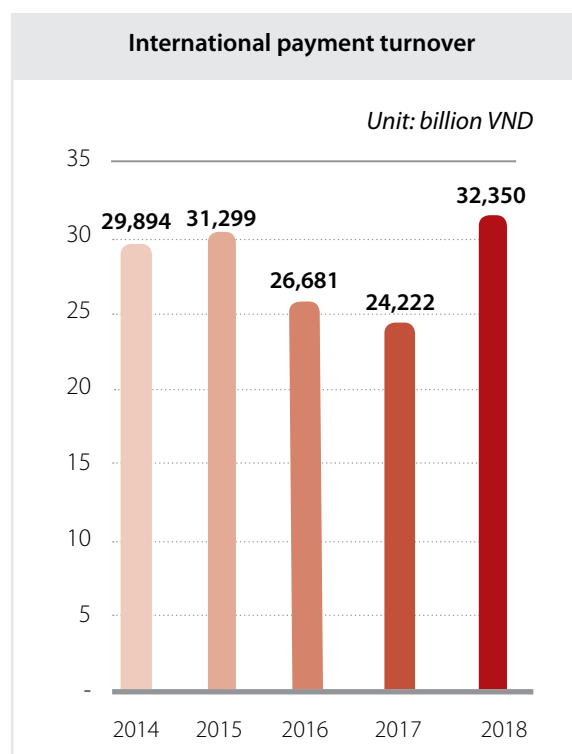
Turnover of domestic payment services



■ International payment

SeABank's international payment activities recorded strong growth in 2017, at the same time meeting the demands for safety, stability and assurance. The Bank's international payment turnovers reached 662,512 billion VND, equivalent to over 29 billion USD, increased by 145 % compared to 2016. In 2017, SeABank entered into more cooperation agreements with correspondent banks such as ICBC, Vietcombank, and MB and so on to provide customers with competitive commercial loan products such as LC UPAS - L/C deferred payment with immediate payment option, L/C Refinancing - Financing for L/C import - export.

To support small and medium enterprises while promoting the growth of traditional products, SeABank offered the programs and services: "Strengthening import-export enterprises through L/Cs in 2017", SeADiscount - Discounted export documents collection by the L/C method; import-export collection; pre-delivery finance for L/C payment method; as well as developed new international payment channels by joining the Euro Settlement Service Provider (ESSP) Euro payment system in the European Union, making customers more confident in using SeABank's international payment services.

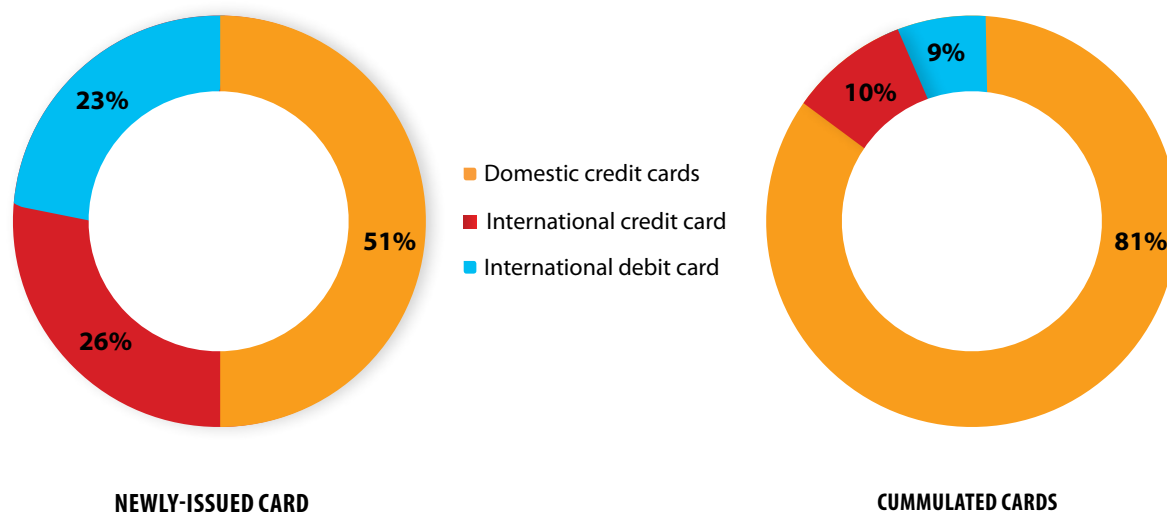


CARD OPERATIONS

■ Card issuance operation in 2018

In 2018, SeABank issued 159,507 new cards, including 41,096 international credit cards, accounted for 26% of the total newly-released cards, 37,450 international debit cards, accounted for 23% of the total newly-released cards and 80,961 domestic debit cards, accounted for the highest proportion of 51%. Accordingly, the total number of cumulative cards of SeABank increased by 858,041 cards (74,259 international credit cards, 86,365 international debit cards and 697,417 domestic debit cards - data as of December 31, 2018).

Card Growth Chart



■ ATM, POS operation

SeABank completed the expansion of ATM and POS network connection with all member banks in the nation's only card alliance (NAPAs), raising the SeABank's card acceptance rate to 100%. As of December 31, 2018, there were 337 ATMs in operation, of which 10 new ATMs were opened throughout the system. ATM fee revenue in 2018 reached 18.436 billion VND, increased by 25.62% compared to 2017. For POS machines, the accumulated number of POS was 761 machines, of which 151 new POS were opened. In 2018, POS fee revenue reached 11,428 billion VND, increased by 92.55% compared to 2017.

Indicator	ATM	POS
Newly opened	10 machines	151 machines
Total number	337 machines	761 machines
Fee revenue	18,436 Billion VND	11,428 Billion VND

■ Developing card services:



In 2018, SeABank completed and launched the integrated payment product called as SamsungPay for all SeABank cards with 3 card organizations including NAPAS, MasterCard and VISA. This is the POS-based payment solution developed by Samsung Group through using smartphones. Thanks to this SamsungPay-application based card integration, customers are easily able to make POS-based payments with outstanding advantages such as card information is secured; transactions are convenient, safe and modern; especially, it is not necessary to bring any physical card to avoid risks, missing or being stolen.

Also in 2018, SeABank completed the issuance and acceptance of SeABank payment cards with VISA brand through contactless technology, EMV chip standards of the world. To make payments, users simply need to touch the POS or place SeABank Visa payWave card in front of POS/mPOS with the acceptance symbol of contactless card payment in any direction. Users are completely safer than handing cards to employees of stores for swiping for payments. This is one of the next pioneering steps of SeABank in bringing the Contactless payment technology into card products, providing new experiences to customers and ensuring the positiveness in e-commerce.

TRANSACTION OUTLETS

With the orientation of developing into a model retail bank, during the past years, SeABank continued to improve its service quality to serve all customers and also expanded its Transaction outlets to bring SeABank's products and services come closer to customers. Accordingly, to generate a foundation for the network expansion in 2019, at the end of 2018, SeABank proposed and approved by the State Bank of Vietnam for the opening of 03 new transaction outlets in Binh Dinh Province, Ha Tinh Province and Thai Nguyen Province. In which, the opening of 02 new transaction outlets in towns of Binh Dinh Province and Thai Nguyen Province was implemented according to incentive policies of the State Bank in expanding the network in remote and rural areas in order to help local people access to safe and official financial channels.

At the end of 2018, the total number of transaction officers of SeABank was 162 points in 25 provinces and cities of the country, in which 39 branches and 126 transaction officers were distributed as follows:

Areas	Total	Detailed number
North region	84	16 branches + 68 transaction officers
Southern region	45	14 branches + 31 transaction officers
Central region	33	9 branches + 24 transaction officers
Total	162	





HUMAN RESOURCE MANAGEMENT & TRAINING

WELCOMING TALENT

The staff of SeABank continue to grow in terms of both scale and quality. As of December 31, 2018, the total number of staff was 3,648, increased by 13.9% compared to the same period of 2017. Under increasing conditions of human resource employment market of the financial and banking sectors, such figure also reflected the growth of the Bank as well as affirmed the SeABank's recruiting brand in the HR market.

In addition to current staff being strengthened as specialized, high-capacity and experienced personnel for units throughout the system, SeABank continuously holds internships, SeATalent Startup programs and Roadshows at universities to attract, discover, and train potential young staff for the future of the Bank.

HR DEVELOPMENT

The HR assessment, planning and development according to career roadmap is always one of the top priorities of SeABank's overall personnel policy; with the purpose of developing a working environment of which all employee and staff are facilitated with the maximum opportunities to develop their capacity, recognizing and developing position and fame processes of the personnel along with the Bank's development process. In 2018, HR planning activities according to the career roadmap continued to be implemented widely through a system of programs/tools for assessment, screening and selection of personnel:

- Evaluating working performance according to KPIs associated with working results of employees and staff: recognizing capacity, working results and contributions of each individual.
- Systems of Assessment Program of capacity, planning, personnel appointment and career roadmaps for each group of titles closely combined with the transformation plan of organizational model of business units in 2018 have assessed and planned qualified and experienced personnel to appoint to vacant positions in the system and in consistent with career roadmap of employees and staff; meeting the strong transformation of the Banks's transaction network systems.

In 2018, through this system of assessment tools and personnel planning, 385 staffs were assigned to hold higher positions on their career roadmap, of which 112 were assigned to senior and mid-level management positions in the system. The results proved SeABank's commitments in generating opportunities for every staff to promote their maximum development potential along with positive contributions to the general development of the Bank





SALARY, BONUS AND WELFARE POLICIES

SeABank's salary, bonus and welfare policies are based on the principle of consistency, fairness and competition to create advantages of the Bank in the HR market; the main is to provide staff with appropriate remunerations for the individual's efforts and contributions.

- Regular salary adjustment: SeABank annually conducts regular salary adjustments. In 2018, SeABank implemented regular salary adjustments under salary adjustment principles being taken into consideration in terms of positions, performance and seniority of each individual. The salaries of more than 1,500 staffs throughout the system were increased with attractive and competitive adjustment rate in the market.
- Bonus policy: Based on business achievements of the entire system in 2018, SeABank issued an attractive year-end bonus policy based on the business performance of individuals, departments and the entire system. In addition, SeABank has a special reward system for individuals and departments with the following good performance:
 - Outstanding achievements, excellent completion of assigned tasks, programs and projects;
 - Winning awards and certificates of merit.
 - Creative ideas and solutions, among others.
- Welfare policy: Welfare policies were expanded and improved in a way that is specific to each group, in order to offer the most benefits to staff as well as bring them closer together:
 - Discount programs for employees and their relatives when purchasing AIA Life Insurance.
 - PVICare comprehensive health care insurance policy for employees and their relatives.
 - Share issue programs - SeAEsop 2018 according to optional programs for employees and staff.
 - Preferential loan policy - SeAStaff Privilege for employees and staff.
 - Programs/activities to connect all employees and staff (TeamBuilding, SeAFamily, etc.).
 - Showing gratitude to employees and their families (SeATet, etc.)

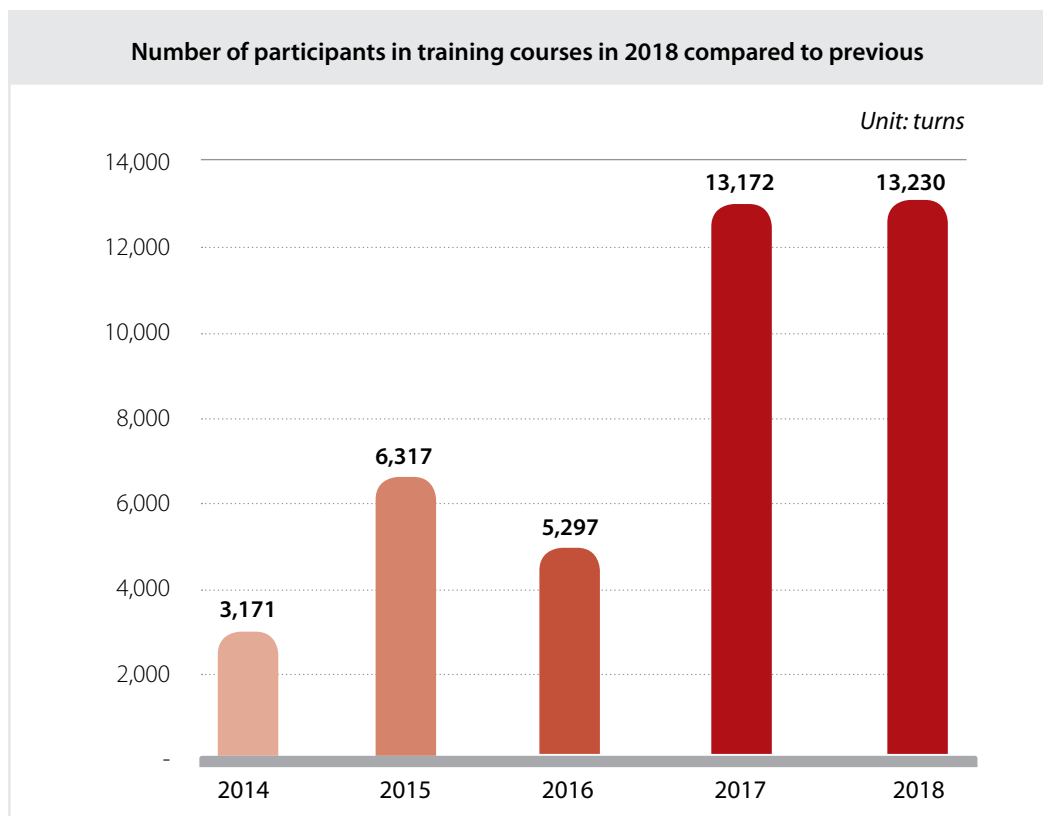
TRAINING ACTIVITIES

In 2018, receiving attention and directions of the Board of Management and Board of Directors, SeABank successfully organized 560 training courses with 59.5 training days, 13,230 employees participated in intensive training courses and 2,588 employees participated in E-learning courses who attained an average rating of 9.1/10. Training programs were designed associated with career development roadmap and according to each standard group of titles, diversity of training methods such as: intensive training, training via E-learning, negotiations, dialogues for sharing experiences, practical training. In particular, some training programs for the managerial level were standardized and became the internal trademark of SeABank, including: Training program for senior managers - SeALeaders, Training program for mid-level managers of branches - SeAManagers, Training program for mid-level managers of the Head Office - SeACaptains. SeABank always made appropriate investments in capacity improvement and personal development for existing staff: in 2018, 100% key positions at the Head Office and Business Offices were eligible to participate in training courses; especially, the trained personnel rate of business offices reached over 70%.

In order to support the HR management in general and development of talented personnel in particular, in 2018, SeABank successfully implemented the Learning Management System & E-learning Program (LMS & E-learning), applied the most advanced technology platform. Functions and software applications were installed on smartphones and tablets, all SeABankers can "study anytime and anywhere" and always obtained unexpected and interesting experiences when participating in courses.

In parallel with the construction of new training courses, learning support technology infrastructures, the development of internal trainers was always paid attention in terms of quantity and quality. In the past year, the internal trainers increased 45 people, the total number of internal trainers throughout the system was 165 people, increased by 137.5% compared to 2017. The training participation rate of internal trainers was 70%, SeABank maximized the intellectual resources and experience from potential personnel as well as enhanced the interaction and cohesion among units throughout the system.

In particular, internal trainers and trainees who gained excellent results were awarded certificates of merit and rewards from the General Director and honored throughout the system. This was the clearest evidence in respect of the concern and appreciation of the Bank's Board of Management for the HR development at SeABank.





BRAND COMMUNICATIONS & BUSINESS CULTURE DEVELOPMENT

BRAND PROMOTION

Consistent with the strategy to be the leading and favorite retail bank, in 2018, SeABank promoted its brand image on the overall channels, from Transaction outlets to online channels. Since then, SeABank always maintained the brand trust with current customers, while still increased opportunities for brand expansion and contact with potential customers.

Thanks to a system of 162 transaction outlets nationwide, stretching across from North, Central to South, SeABank always affirmed its top leading position in the system of joint stock commercial banks of Vietnam. When implementing transactions at any SeABank's transaction outlets, customers will easily realize the professionalism and uniformity reflected through the brand standards and image from tellers to the decoration of transaction outlets, signboards, banners, posters or leaflets at the counters. Customers will be also easily introduced and accessed to preferential promotion programs and activities of SeABank through promotion channels in transaction outlets.

Not only in transaction outlets, SeABank also regularly implemented brand marketing campaigns directly in the area to proactively bring images, products and services to potential customers. SeABank's roadshow activities in localities were organized monthly and attracted the attention of a lot of local people. In such roadshow programs, in addition to the introduction of the brand image, SeABank also carried out direct introduction activities for products, services, consultancy, product cross-selling or awards to customers. At SeABank, each employee is the one who fully understands and communicate the Bank's messages, missions and visions. Every SeABanker always believes the organization and be proud to work in a friendly and professional environment, enthusiastically participating and spreading to all activities of the Bank, from professional activities to cultural collective activities or social security activities. SeABank believes that each staff is a brand ambassador, representing SeABank's image, spreading love and faith to SeABank as well as the Bank's brand reputation to relatives, friends and guests etc.

For any business, using outdoor advertising is the most effective and indispensable communication tool. In SeABank, in order to meet the goal of expanding brand acknowledgement in the market, SeABank promoted the brand image through a system of billboards at prime locations in 2018.

Systems of Led signboards, promotion panels with high-pressure lights, large size are installed at favorable positions in Hanoi, Ho Chi Minh City, on the roof of high-rise buildings having transaction outlets of SeABank, this has attracted the attention and initially created SeABank's friendly image in localities. Cooperating with BRG Group and partners, SeABank has built a billboard system placed in potential locations of partners: including billboards at Hilton Hotel, billboards at golf courses of BRG Group such as BRG Legend Hill Golf Resort, BRG Kings Island Golf Resort, BRG Ruby Tree Golf Resort, BRG Danang Golf Resort etc., and also selected and constructed LED advertising boards at other prime locations in Hanoi: such as Truc Bach Lake, 324 Tay Son, 14 Lang Ha, Song Nhue Hotel or in Ho Chi Minh City: Cienco 4 Building (180 Nguyen Thi Minh Khai, District 3) and so on.

Positioning billboards at locations where have a high density of traffic flows and attracting people's attentions when circulating on main roads or stopping when the traffic light is red has helped SeABank gradually bring the brand close to people who are potential customers. SeABank is always present in beautiful locations for a long time and gradually develop a brand habit in customers' minds. Thereby, SeABank's brand has become the first choice of many customers when selecting a reliable bank to perform banking and financial transactions.

Timely catching the general trend, the year of 2018 was also the year SeABank focused on exploding the trend of promoting the brand through a series of events, cooperation and sponsorship. SeABank successfully organized event events and received the attention and attention of a large number of people and customers.

Thanks to continuous maintenance of the long-term cooperative relationship with strategic partners (such as VCBF, PVI, VCLI etc.), in 2018, SeABank expanded comprehensive cooperation agreements with many large-scale strategic partners (such as VNPT, AIA etc.). SeABank's brand often appeared in series of major events in 2018: Vietnam Motor Show 2018, Vietbuild Exhibition 2018 and so on, brought a great reputation in terms of the brand for the Bank.

Also in 2018, SeABank - Run For The Future was considered as the most prominent brand event of SeABank. For the first time in SeABank, a large-scale running was organized professionally in Hanoi, DaNang and Ho Chi Minh City with the participation of more than 3,500 athletes who were all SeABank's staff, customers and partners. Through the event, it not only launched the movement of health training, encouragement of the spirit of family integration, but also contributed to make the sociality more healthy and civilized. Especially, meaningful sport activities associated with nonprofit activities for the community through this series of event mobilized nearly 3 billion VND for awarding scholarships under the "Nurturing Dreams" Fund for 30 poor but studious students in Hanoi, DaNang, Quang Tri, Binh Dinh, Ho Chi Minh City, Binh Duong. The event referred a big brand activity but also ensured social meaning and attracted the attention of numerous press agencies, customers and people.

Series of other events were also launched and organized by SeABank in 2018, ensured a dynamic, creative,

cooperative and highly socially responsible brand of SeABank: charity activities of "One Day - One Smile" Fund, "Nurturing Dreams" Fund, annual charity programs "Loving Spring", SeABankers for children, Citizen Week, Warm Blankets for Winter, Warm Christmas with SeABankers and so on.

Recognizing values of brand development in particular and developing the overall business operations in 2018 in general, many valuable bid prizes in the country and abroad were awarded to SeABank: Vietnam's Top 10 Sustainable Enterprises, Vietnamese strong brand, Top 100 Gold Star Award 2018, Top 500 largest enterprises in Vietnam 2018 - VNR 500, Most Favourite Retail Bank of Vietnam and many other awards, merits from prestigious international organizations, ministries and departments. In 2019, SeABank will continue to be consistent with the goal of promoting and expanding the brand, building a modern, dynamic and professional band of SeABank, developing according to a model of the retail bank and gradually becoming a modern, multi-functional financial and banking corporation with outstanding products in respect of service quality and brand reputation.



EACH SEABANKER
IS A BRAND AMBASSADOR

CORPORATE CULTURE - COHESIVE POWER OF SEABANK

Along with structures of the operating apparatus, corporate culture shared and supported by all members in consistent with strategic objectives that the Bank is pursuing will make likely successes for strategic implementation activities. In SeABank, corporate culture is the lodestar connecting all SeABankers and help SeABank accomplish its ambitious goals on the growth path.

In 2018, many exciting internal emulation activities to strengthen employees' knowledge about the Bank, corporate culture and to reinforce the exchange and connection among employees and staff were organized and received enthusiastic supports from all SeABankers. Clip, photo, writing contents and many other knowledge competitions, such as "We love SeABank", "SeABank - Who knows everything?", "You are in my eyes", "Value from the heart", "SeABankers make-up challenge" etc. demonstrated the literary, creative and humorous abilities of SeABankers and helped to connect all members of the organization.

And when the summer came, SeABankers were enthusiastic with annual team-building programs. Following the success of previous years, the 2018 Team-building Program named "One Tem, One Dream" was organized at the most beautiful beaches of the country such as Hai Tien Beach (Thanh Hoa), Ha Long (Quang Ninh), Lang Co (Hue), Quy Nhon (Binh Dinh), Vung Tau and Tien Giang. An exciting summer started from a happy holiday with colleagues, they played, interacted and connected with colleagues under a common roof. Proudly, when SeABank's red color covered beaches, bankers who were dry with figures, KPIs can become flexible and enduring in dances, games and tried all their best to overcome challenges.

Contests on the beach, power of the youth, great ingenuity and team spirit were a perfect foundation for dancers and talented people of SeABankers to shine in the warm and unique Gala Dinner. All happy smiles, appreciated eyes and applause lasted after a great Gala Dinner. Closed the success of Teambuilding, SeABankers seemed not to be able to "cool down" when they participated wholeheartedly in two sport events, including SeABank Run For The Future and SeALeague football.

Organized the first time in three major cities in Hanoi, DaNang and Ho Chi Minh City, the "SeABank Run For The Future" marked a strong attention of the community due to positive and human nature meanings. Through the running, SeABankers desired to express messages of health, environment, family tradition and mutual affection and mutual love to the community. At this event, thanks to scholarship funds from partners such as Bob and Renee Parsons Foundation, BRG Group, Central Group, AIA, PVI Insurance, Bao Viet Insurance and so on, the SeABank's "Nurturing Dreams" Fund awarded scholarships to 30 poor students with the total value of nearly 3 billion VND.

An activity attracted the attention and waiting of many SeABank's staff during the past time was SeALeague 2018 Internal Football Tournament with the participation of 37 teams and more than 500 players from 3 regions of the North - Central - South, they played and selected the 4 best teams to join the final round.

Considered as the "harshest tournament in the Gulf of Tonkin" with the playing density of 2 - 3 matches/day/team and only took place on Saturday and Sunday; however, football teams of Hai Phong, Vinh Phuc, Quang Ngai and Tan Binh - Tan Thanh alliance demonstrated their good technical capabilities, rare and excellent performance and strength to become the representative face of regions to participate in the Final Round in Binh Dinh. With many good-technique players, effective cohesion and understanding among players, reasonable style and tactical strategy, SeABank Hai Phong defended their champion successfully.

In particular at SeALeague 2018, for the first time, the women football tournament including SeAWomen League and SeALeader League were also organized with the participation of General Director - Mrs. Le Thu Thuy and members of the Board of Management of the Bank and its branches. Under the General Director's inspiration, the entire Bank's Board of Management unanimously agreed to raise the winning flag on both sports and business fronts. In addition, through these activities, they also donated money for meaningful non-profit activities of the Bank.

Not only paying attention to employees and staff, SeABank's Board of Management always cared about employee's families. The cohesion connecting all SeABankers to each other and the corporate was not only because of sharing a same vision, goal, core value but also the love among members of the SeABank family.



In order to find out new talents and support, encourage SeABank's children to pursue their passion and love for the art of painting, the competition "Painting Life by SeABank children" was organized for the 8th time with the theme "Drawing dreams". In a short time, the Organization Board received 59 paintings of young artists from all regions across the country with many extremely sweet and lovely dreams. Dreams are to be able to travel to the universe, to touch stars in the sky, or to be veterinarian to take care of puppies, or to be a teacher who teach and manage playful students.



Small SeABanker paint the life

Through the paintings, not only children were expressed their passion for painting, stimulated their creative thinking, but also parents had opportunities to deeply understand feelings and emotions of their children, since then bringing great surprises to children when making their dreams "in painting" come true.

In addition to expressing artistic talents, little SeABankers also had opportunities to make their dreams come true when participating in the "Write to Santa Claus" contest. Total 86 letters of 86 children from all regions of the country sent to "Santa Claus SeABank". Of which, it must mention to letters that were presented extremely vivid and creative by children in many different forms such as painting, cards, letters in English or letters decorated by lovely stickers. Especially, many letters moved the Santa Claus by innocent thoughts and dreams of children as shown in letters.



Small SeABanker paint the life

In addition to creating playgrounds for children in showing their talents through painting and literature, children were also provided a happy space for meeting and playing, the connection of all children and families was also a key purpose of the Bank's Board of Management. The event "Family Festival 2018" with the theme "Return the childhood" provided families with a childhood space with full of folk games, learned about craft villages with national cultural identities.



Return to Childhood Program

A part from children, parents also received the deep attention from SeABank. The first SeATet Program organized in 2016 left many beautiful imprints in the heart of SeABankers and families as the gratitude to parents who nursed and taught children to be a solid rear for the Bank's employees and staff to wholeheartedly devote for works and bring successes for SeABank. In 2018, each employee and their family also received 01 present and 5 kg of jasmine rice, SeABank also offered 2 sets of Chu Dau ceramic cups to parents with lucky money and cards to pray for the best things to all employees' families.



At the end of 2018, SeABank officially offered the set of core values of the organization including: "Community Connection - Unanimous Responsibility - Transparent Information - Sustainable Expansion - Success Aspiration" to sum up standard values in terms of behaviors expressed by SeABankers.

Therefore, along with existing internal cultural activities, the set of core values completed the final piece in the rich corporate culture image that SeABank has developed. Strong corporate culture is the most powerful evidence for the sustainable development of SeABank over the past 25 years. SeABankers are still forcefully cooperating together to help the Bank conquer new peaks, realizing the goal of becoming the leading and favorite retail bank.



SOCIAL SECURITY AND SUSTAINABLE DEVELOPMENT



SOCIAL SECURITY

In SeABank, serving customers is the mission and community connection is from the heart. SeABank not only cares about the business development but also attaches special importance to the implementation of social security activities, bringing values to the community, contributing to socio-economic development of the country.

The year 2018 also witnessed a lot of meaningful contributions to the community and society of SeABank, including internal charity funds of SeABank such as “One Day - One Smile” Fund and “Nurturing Dreams” Fund. Following meaningful humanitarian activities, these two charity funds helped many difficult people inside and outside SeABank, nursed dreams of poor but studious students.

The “Nurturing Dreams” Fund founded in 2015 to support poor but studious students throughout Vietnam with the funding level of 1 million VND/month until they finished the grade 12, helped them have more motivation and resources to continue their study. By the end of 2017, the Fund supported 27 poor students nationwide but only in the first 2 months of 2018, 20 poor pupils were sponsored by SeABank, increased the total number of scholarships of “Nurturing Dreams” Fund up to 47 poor students.

From June to August of 2018, the “SeABank Run For The Future” event was organized by SeABank at 3 locations in Hanoi, DaNang and Ho Chi Minh City, which made a strong mark for the community by positive humanistic meanings as well as the message for improving health, environment, family traditions and the spirit of mutual affection and mutual love. In these 3 events, the “Nurturing Dreams” Fund also awarded scholarships to 30 poor students with the total value of nearly 3 billion VND.



In addition to awarding additional scholarships for 50 children in 2018, the “Nurturing Dreams” Fund also regularly accompanied with prestigious study encouragement funds and charitable programs to support children across the country as much as possible, motivated their studying for a brighter future. Typically in 2018, the Fund awarded scholarships with the value of 120 million VND to the “For Poor Children of Vietnam” Fund; accompanied with the “Books for children” Project, SeABank also established bookcases and built the reading culture for ethnic students at all primary and secondary schools in Meo Vac District, Ha Giang Province.

In addition to the “Nurturing Dreams” Fund, it was also essential to mention the “One Day - One Smile” internal charity fund with the contribution of SeABank’s employees and staff to help difficult families inside and outside the Bank. In 2018, the Fund supported 18 employees suffering difficult situations and serious illness, offered gifts and visited 6 infant patients and other disadvantaged people across the country. The “One Day - One Smile” Fund was an expression of mutual support, kindness and assistance of all SeABank’s employees, the spirit of “good leaves protect the worn-out leaves” and civil responsibility to vulnerable people in the society.

In addition to the assistance of individuals and families, the “One Day - One Smile” Fund also accompanied with Vietnam Autism Network to organize programs to improve the society’s understanding about the autism; cooperated with doctors of Bach Mai Hospital to examine the congenital heart diseases for primary-school students in Bat Xat District (Lao Cai Province), donated bookcases for children of Tam Duc Pagoda (Lang Son Province) etc.

As a charity fund sponsored and built by the SeABank's employees in 2011, the "One Day - One Smile" Fund always accompanied with meaningful charity trips organized by departments and branches, such as Department of Individual Customers, Information Technology Department and other branches, business areas of SeABank across the country in charity and non-profit programs with the aim to help for the poor and difficult areas.

The year 2018 also marked the foundation of the third charity named "SeALove - Spreading love" a part from two above mentioned funds, with the humanistic aim of offering life insurance policies to disadvantaged people or vulnerable employees suffering from serious illness inside and outside SeABank. Although the Fund was established in October 2018, it offered 18 insurance contracts lasting 10 years with the total fee of 37.5 million VND/policy. Such life insurance policies were gifts from the heart with humanistic meanings, as it is not only a temporary support but also a long-term protection for individuals and families of SeABank's employees and staff.

In addition to internal charity funds in 2018, SeABank also contributed a significant part to the "Bright Tomorrow" Fund to support breast cancer patients through SeALady international credit cards. For every 1,000,000 VND spent by the SeALady Cashback international credit card, SeABank will donate 2,000 VND to the "Bright tomorrow" Fund. The amount of 540,000,000 VND was donated in 2018 as a result of thousands of card transactions trusted by SeABank's customers.

As a Bank always tries to bring values to the community in addition to its business goals, SeABank not only sponsors activities for charity funds but also maintains annual non-profit activities, that has become the brand of SeABank, such as "Loving spring", "SeABankers for the children", "Warm blankets for winter" or "Citizens Week" etc. Continuing the success of previous years, these programs contain practical meanings and receive enthusiastic supports of SeABank's staff as well as the community.

"Loving spring" is one of programs in the series of annual activities of SeABank to bring happy and prosperous Tet to poor families. In 2018, the program continued to support the poor, orphan centers and single elderly people. All gifts, love and wishes of SeABank's lighted warm happiness for disadvantaged people and provided a warm and happy Tet.



"SeABank Run For The Future" Running Tournament



SeABank representatives at the Scholarship Ceremony "For Poor Vietnamese Children"



Ms Le Thu Thuy (CEO) gave Insurance gifts from SeALove fund to employees



SeABank Ho Chi Minh gave gifts to children in the "SeABankers for children" program



Ms Le Thu Thuy gave the first grant to the "Bright Tomorrow" Fund in May 5/2018



SeABank Bac Ninh cleaned up the city's flower garden



SeABank Vinh Phuc gave gifts to children in remoted areas

In 2018, the “SeABankers for the children” program with the theme “Acting for the children - Joining hands for the future” attracted great supports of business companies across the country and the entire SeABankers. This was reflected by practical activities of branches nationwide when bringing material and spiritual gifts to underprivileged children, poor but studious students etc. In addition to such gifts, there was also the love and affection of SeABankers sent to children with desires to share burdens in life, so that they could have courage to move on and believe in the best things, becoming useful people for the society.

Also within the framework of “SeABankers for the children 2018” program, SeABank presented wall paintings for the Pediatrics Department of Hanoi Heart Hospital in August, 2018, where child patients were under the treatment of congenital heart diseases. Most of patients were very young and had difficult family conditions, some families were ethnic minorities from remote areas to Hanoi for medical treatment. Understanding difficulties of child patients and their families, this was the third year SeABank accompanied with Pediatrics Department - Hanoi Heart Hospital. Spiritual gifts made sick rooms become brighter and generated more motivation for children and their families to have the strength to fight against the serious disease.

In the transition time from autumn to winter, when the first cold winds of the Northeast monsoon came, the “Warm blankets for winter” program with love blankets were handed to homeless people. In the third year of implementation, more than 100 gifts including warm blankets and woolen towels handed by SeABank’s employees in Hanoi, Hai Phong, Bac Ninh to unfortunate people living in cold winter nights. Such practical gifts not only warmed their bodies, but also lighted the heart of both giving and receive people. Therefore, in recent years, winter has become the affection connection season of SeABank’s employees and staff to the community through extremely practical actions.

Under the spirit of mutual love and mutual support, willing to help vulnerable people, in addition to the participation in non-profit activities organized by SeABank, SeABank’s staffs also actively carried out visits to help people affected by serious floods and storms.

At the end of August 2018, a historic storm swept across Son La Province and Thanh Hoa Province caused heavy losses to the ethnic minority people. Their life was very difficult, now became more serious than ever. Facing the heart-breaking and damages caused by floods to local people, employees and staff of SeABank Thanh Hoa, SeABank Bac Ninh and the Science and Technology Department with the close companion of “One Day One Smile” Fund organized trips to regions impacted seriously by the storm to offer practical gifts in order to help local people recover from natural disasters.

The Central Region often suffers from many storms every year. At the end of November 2018, due to impacts of storms, central provinces such as DaNang, Le Duan, Quang Ngai, Binh Dinh, Nghe An and Nha Trang were affected by prolonged floods including SeABank’s transaction outlets. With the wholehearted spirit towards the Central Region, the Board of Management of the Bank decided to share and support branches, employees and local people who were affected by floods to quickly overcome consequences and recover the business as soon as possible. The total amount of 160 million VND deducted from “One Day - One Smile” Fund and SeALove was transferred to support employees and staff, recovered infrastructures and also helped local people, environmental workers. Unanimously sharing with colleagues, a minor auction program called as “Towards the Central Region” was organized and received a lot of valuable donations from employees across the country. This further affirms the true idiom of “When a horse is ill, the whole stable refuse to eat the grass” applied in SeABank and the word “love” that is always present in this general house.

With all achievements from charity activities of the past years, SeABank has been recognized by socio-political organizations, levels and left many good impressions and marks in the community of the country. SeABank and its employees, staff always uphold and promote the tradition of mutual affection and mutual love, cooperating with all the people to perform social activities for the community in order to appreciate and ease losses, help vulnerable people, unhappy people, bring joy and happiness to everyone, fulfil responsibilities to the community and society.

SUSTAINABLE DEVELOPMENT

To spread the awareness of protecting the natural ecosystems in general and the business ecosystem in particular, in the course of business operations, SeABank always focuses on propagating the sense of environmental protection, protecting the ecosystems and strengthening awareness towards the sustainable development of the community.

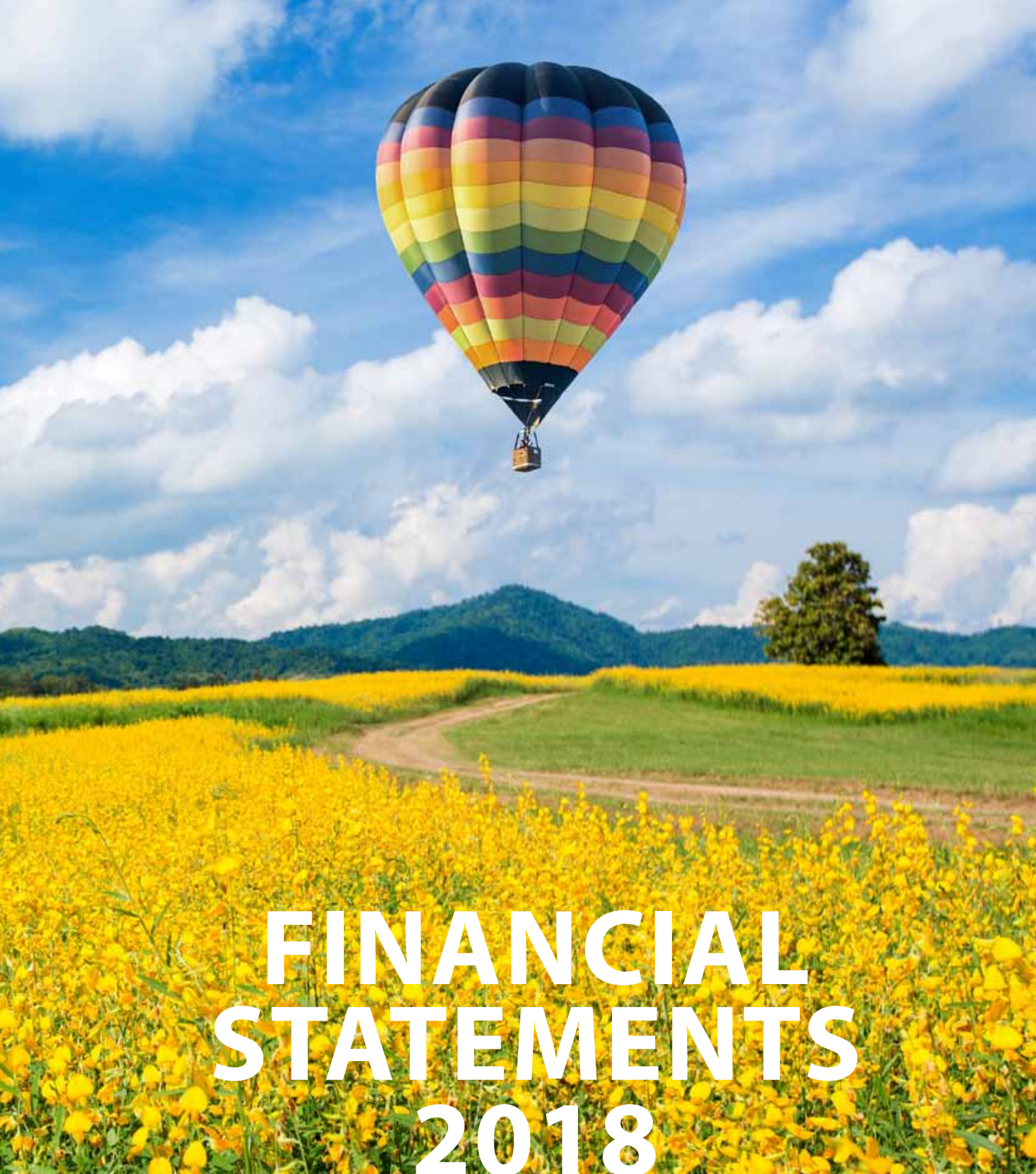
As a company specialized in providing banking and financial products and services for more than 1 million customers and corporates nationwide, SeABank always determines that the Bank may only develop sustainably when combining strictly growth objectives, economic profits with the social development, environmental protection. SeABank has focused on modern information technology applications such as video conferences, IP phones, livestream to organize meetings across the country to minimize travel time as well as travel frequency by aircrafts, cars or trains in order to reduce CO2 emissions into the environment.

In 2018, SeABank organized the annual social activity named “Citizen Week” from November 26, 2018 to December 01, 2018 with the message “Green for the Future”, the event was launched to all SeABankers across the country with the purpose of improving and encouraging the awareness of environmental protection. Although the event was organized at the end of the year, while other agencies were focusing on business activities, “Citizen Week 2018” still received the great response of all SeABankers all over the country. Outstanding activities of Citizen Week 2018 such as activities for saving power, water, papers at the office, running for the environment, environmental sanitation or SeAShop at the Head Office to sell environmental protection goods (cloth bags, bamboo straws, stainless-steel straws, office trees and so on) were enthusiastically supported by all employees and staff.



Keep Green, Clean and Beautiful Environment





INDEPENDENT AUDITORS' REPORT

**To: The shareholders
The Board of Directors and Board of Management
Southeast Asia Commercial Joint Stock Bank**

We have audited the accompanying consolidated financial statements of Southeast Asia Commercial Joint Stock Bank (the "Bank"), prepared on 11 March 2019 as set out from page 05 to page 48, which comprise the consolidated balance sheet as at 31 December 2018, the consolidated income statement and the consolidated cash flow statement for the year then ended, and a summary of significant accounting policies and other explanatory information.

Board of Management's Responsibility for the Consolidated Financial Statements

The Board of Management is responsible for the preparation and fair presentation of these consolidated financial statements in accordance with Vietnamese Accounting Standards, accounting regime applicable to credit institutions and legal regulations relating to consolidated financial reporting and for such internal control as the Board of Management determines is necessary to enable the preparation of the consolidated 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 consolidated 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 consolidated financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the consolidated financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the consolidated 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 consolidated 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 Board of Management, as well as evaluating the overall presentation of the consolidated financial statements.

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

Opinion

In our opinion, the consolidated financial statements present fairly, in all material respects, the consolidated financial position of the Bank as at 31 December 2018 and its consolidated financial performance and its consolidated cash flows for the year then ended in accordance with Vietnamese Accounting Standards, accounting regime applicable to credit institutions and legal regulations relating to consolidated financial reporting.

Other Matters

The consolidated financial statements of the Bank for the year ended 31 December 2017 were audited by another auditor who expressed an unmodified opinion on those statements on 31 March 2018.



Khuc Thi Lan Anh
Deputy General Director
Audit Practicing Registration Certificate
No. 0036-2018-001-1

DELOITTE VIETNAM COMPANY LIMITED
11 March 2019
Hanoi, S.R. Vietnam

Pham Tuan Linh
Auditor
Audit Practicing Registration Certificate
No. 3001-2019-001-1

CONSOLIDATED BALANCE SHEET AS OF DECEMBER 31 2018

Unit: million VND

NO. ITEMS	Closing balance	Opening balance
A. ASSETS		
I. Cash, gold and gemstones	1,020,865	735,333
II. Balances with the State Bank of Vietnam ("SBV")	1,704,282	3,409,370
III. Placements with and loans to other credit institutions	19,139,676	17,229,949
1. Placements with other credit institutions	16,376,487	15,168,298
2. Loans to other credit institutions	2,763,189	2,061,651
IV. Trading securities	7,221,868	4,460,342
1. Trading securities	7,305,621	4,460,342
2. "Provision for devaluation of trading securities"	(83,753)	-
V. Derivative financial instruments and other financial assets	-	10,911
VI. Loans to customers	83,008,343	69,921,052
1. Loans to customers	83,910,159	70,525,510
2. Provisions for credit losses of loans to customers	(901,816)	(604,458)
VII. Debt purchasing	32,201	41,832
1. Purchased debts	41,832	41,832
2. Provisions for credit risk of purchased debts	(9,631)	-
VIII. Investment securities	20,533,761	22,060,211
1. Available-for-sales investment securities	17,839,505	18,248,264
2. Held-to-maturity investment securities	3,858,617	4,876,430
3. Provision for diminution in value of investment securities	(1,164,361)	(1,064,483)
IX. Investments in other entities and long-term investments	205,729	179,024
3. Investments in associates	72,000	72,000
4. Other long-term investments	191,423	107,024
5. Provision for long-term investment	(57,694)	-
X. Fixed assets	775,512	374,686
1. Tangible fixed assets	223,486	230,084
a. Cost	603,837	571,560
b. Accumulated depredation	(380,351)	(341,476)
2. Intangible assets	552,026	144,602
a. Cost	671,058	242,951
b. Accumulated depreciation	(119,032)	(98,349)
XI. Investment property	239,893	260,921
a. Cost	245,769	266,115
b. Accumulated depreciation	(5,876)	(5,194)
XII. Other assets	6,605,060	6,325,329
1. Other receivables	1,316,732	1,570,119
2. Interest and fee receivables	2,842,938	2,525,250
3. Other assets	2,460,013	2,238,918
Of which: goodwill	694,254	-
4. Provisions for impairment of other balance sheet assets	(14,623)	(8,958)
TOTAL ASSETS	140,487,190	125,008,960

* Consolidated balance sheet as of December 31, 2018, continued

Unit: million VND

NO.	ITEMS	Closing balance	Opening balance
B	LIABILITIES AND OWNERS' EQUITY		
I	Borrowings from the Government and the SBV	7,282,152	310,758
II	Deposits and borrowings from other credit institutions	29,248,786	32,601,506
1	Deposits from other credit institutions	20,335,937	18,711,084
2	Borrowings from other credit institutions	8,912,849	13,890,422
III	Deposits from customers	84,344,557	80,039,516
IV	Derivative financial instruments and other financial liabilities	70,230	-
V	Grants, trusted funds and borrowings at risk of credit institutions	1,020	393
VI	Valuable papers issued	8,105,000	3,728,000
VII	Other liabilities	3,133,940	2,154,182
1	Accrued fees and interest expenses	2,766,520	1,797,500
3	Other payables and liabilities	367,420	356,682
	TOTAL LIABILITIES	132,185,685	118,834,355
VIII	Owners' equity	8,301,505	6,174,605
1	Capital of credit institution	7,688,000	5,465,881
a	Charter capital	7,688,000	5,465,826
b	Other capital	-	55
2	Funds of credit institution	194,795	219,358
3	Undistributed profit after tax	418,710	489,366
	TOTAL LIABILITIES AND EQUITY	140,487,190	125,008,960

OFF BALANCE SHEET ITEMS

NO.	ITEMS	Closing balance	Opening balance
1	Borrowing guarantees	101,747	104,043
2	Foreign exchange transaction commitments	86,325,278	77,715,724
	Foreign currency purchase commitments	14,218,893	12,821,780
	Foreign currency sales commitments	14,217,592	12,856,973
	Exchange transaction commitments	57,888,793	52,036,971
3	Letter of credit commitments	706,051	350,549
4	Other guarantees	3,889,707	1,095,660
5	Other commitments	8,434,600	5,515,574



Ms. Nghiem Thi Thu Nga
Preparer



Ms. Nguyen Thi Hoai Phuong
Chief Accountant



Ms. Nguyen Thi Thi Huong
Deputy General Director

March 11, 2019

CONSOLIDATED BUSINESS RESULTS STATEMENT

For the Fiscal Year ended December 31, 2018

Unit: million VND

NO.	ITEMS	2018	2017
1.	Interest and similar income	8,659,444	7,371,235
2.	Interest and similar expenses	(6,322,331)	(5,398,816)
I.	Net interest income	2,337,113	1,972,419
3.	Income from services	301,024	212,709
4.	Expenses on services	(115,173)	(147,231)
II.	Net profit from services	185,851	65,478
III.	Net gain from dealing in foreign currencies	32,258	7,570
IV.	Net gain from trading securities	49,672	57,643
V.	Net gain from trading of investment securities	184,706	89,671
5.	Other operating income	29,392	2,201
6.	Other operating expenses	(9,305)	(1,177)
VI.	Net profit from other activities	20,087	1,024
VII.	Income from capital contribution, equity investments	1,994	1,970
VIII.	Operating expenses	(1,632,860)	(1,268,553)
IX.	Net profit from operating activities before credit provision expenses	1,178,821	927,222
X.	Provision expenses for credit losses	(556,384)	(545,991)
XI.	Profit before tax	622,437	381,231
7.	Current corporate income tax expenses	(129,091)	(76,373)
XII.	Corporate income tax expenses	(129,091)	(76,373)
XIII.	Profit after tax	493,346	304,858
XIV.	Basic earnings per share (VND)	785	546



Ms. Nghiem Thi Thu Nga
Preparer



Ms. Nguyen Thi Hoai Phuong
Chief Accountant



Ms. Nguyen Thi Thi Huong
Deputy General Director

March 11, 2019

CONSOLIDATED CASH FLOW STATEMENT

FOR THE FINANCIAL YEAR ENDED DECEMBER 31, 2018

Unit: million VND

NO.	ITEMS	2018	2017
CASH FLOWS FROM OPERATING ACTIVITIES			
01	Interest and similar income received	8,343,246	6,976,212
02	Interest and similar expenses paid	(5,353,376)	(4,788,510)
03	Income from services	189,480	64,026
04	Net cash from dealing in foreign currencies, gold and trading securities	271,939	158,240
05	Other income	3,448	873
06	Receipts from debts written-off or paid off by risk fund	17,070	200
07	Payments to employees and for operating management	(1,551,687)	(1,210,140)
08	Corporate income tax paid	(75,021)	(47,081)
Operating profit before movements in assets and working capital		1,845,099	1,153,820
Movement in operating assets		(14,998,024)	16,319,983
09	Changes in placements with and loans to other credit institutions	(701,539)	2,397,823
10	Changes in securities trading	(1,838,178)	(7,241,362)
11	Changes in derivatives and other financial assets	-	(10,911)
12	Changes in loans to customers	(12,576,399)	(11,514,629)
13	Changes in provisions for credit losses of loans to customers	(202,924)	(48,986)
14	Changes in other operating assets	321,016	98,082
Movement in operating liabilities		11,998,597	20,699,570
15	Changes in borrowings from the Government and State Bank of Vietnam	6,971,394	(37,431)
16	Changes in deposits and borrowings from other credit institutions	(3,352,720)	11,822,471
17	Changes in deposits from customers (including State Treasury)	4,303,088	7,908,710
18	Changes in valuable papers (excluding valuable papers charged into financial activities)	4,377,000	828,000
19	Changes in grants, trusted funds and borrowings at risk of credit institutions	(393)	-
20	Changes in derivative financial instruments and other financial liabilities	81,141	;(65,794)
21	Changes in other operating liabilities	(380,913)	242,215
22	Expenditure from funds of credit institutions	-	1,399

* Consolidated cash flow statement as of December 31, 2018, continued

Unit: million VND

NO.	ITEMS	2018	2017
I	Net cash used in operating activities	1,154,328	5,533,407
	CASH FLOWS FROM INVESTMENT ACTIVITIES		
01	Acquisition of fixed assets	(31,012)	(97,472)
02	Procurement of investment properties	(9,882)	(21,264)
03	Proceeds from sales, disposal of fixed assets	26,598	63,354
04	Equity investments in other entities	(688,500)	-
05	Equity investments in other entities	1,123	4,163
06	Dividends and profits received from long-term investments and capital contribution	1,994	1,970
II	Net cash flows from investment activities		
	CASH FLOWS FROM FINANCING ACTIVITIES	(699,679)	(49,249)
01	Dividends paid, profit received	1,642,640	-
III	Net cash (used in) financing activities	1,642,640	-
IV	Net decrease in cash	(211,367)	5,484,158
V	Cash and cash equivalents at the beginning of the period	19,313,001	13,828,843
VI	Cash and cash equivalents at the end of the period	-	-
VII	Cash and cash equivalents at end of year	19,101,634	19,313,001

Ms. Nghiem Thi Thu Nga
Preparer

Ms. Nguyen Thi Hoai Phuong
Chief Accountant

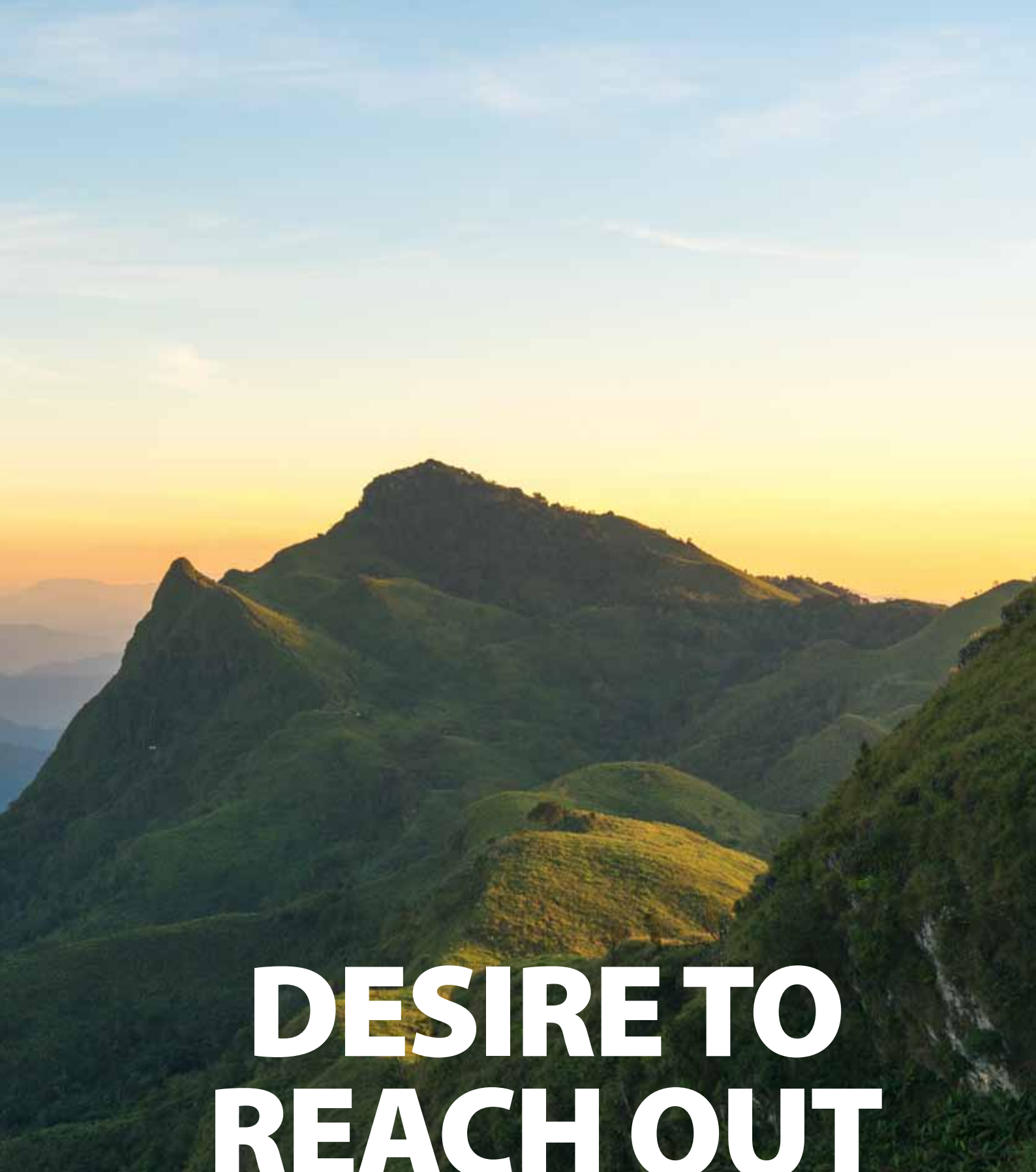


Ms. Nguyen Thi Thi Huong
Deputy General Director

March 11, 2019



With the aim to become a leading and preferred retail bank, SeABank will constantly diversify its products and services, upgrade the systems, update technology in order to provide the most convenient and modern banking experience for customers. In 2019, the Bank continues to focus on its retail business orientation, specifically:



DESIRE TO REACH OUT

ESTABLISHING MASTER PLANS AND OPTIMAL BUSINESS MODEL IN THE RETAIL SEGMENT

In order to become a “leading and preferred retail bank”, SeABank has confidentially developed an overall strategic orientation and optimal business model.

SeABank’s overall strategic orientation to individual customer segment is reflected through 06 declarations:

- (1) Attract systematically new customers through strategic partners for strong, quick and sustainable increase of customer portfolio.
- (2) Optimize the bank’s benefits through customer’s satisfaction at all contact and cross-selling outlets effectively
- (3) Optimize costs through highly automatic, centralized and specialized operating systems as well as strictly control sales productivity.
- (4) Increase the income from fees/total operating income up to 30% in 2020 and 50% in 2025
- (5) Develop the proportion of non-term mobilization on the total mobilization up to 11% in 2020
- (6) Improve the service quality and customer experience at the highest level;

To develop the individual client segment to reach the mission and vision according to the Bank’s statement, SeABank has continuously made transitions in 2018 to reach new peaks.

The year 2019 will mark 25 years of formation and development, this is a milestone for the success of SeABank as well as a new development step with new challenges, SeABank needs to achieve by continuously improving and developing customer portfolio: Strongly strengthening in terms of QUANTITY for the mass customer segment through strategic partners and QUALITY for the prioritized customer segment through positioning standards of the customer value. At the same time, the Bank is necessary to improve product design capacity for each customer, effectively managing product life cycle, simplifying and optimizing product operation cycles. Continue to sustain the Bank’s income through improving revenues from fee-based products with 2 “steel fists”: Bancassurance and Credit Cards. Thanks to strong business plan implementation and proper strategies of the Bank, it is believed that SeABank will fulfill all challenges of the individual customer segment in 2019: Increasing the net mobilization to 9,500 billion VND, net outstanding loans to 4,500 billion VND, fee revenues to 338 billion VND, opening 60,000 new credit cards.



CORPORATE SUSTAINABLE STRATEGY



The Signing Ceremony of Strategic Cooperation Agreement between Southeast Asia Commercial Joint Stock Bank (SeABank) and Vietnam Posts and Telecommunications Group (VNPT)

SeABank's successes in 2018 have affirmed correct vision and strategies of the Board of Management. In 2019, SeABank will continue to complete the data cleansing as well as researches and preparation of understanding reports of the banking and customers of remaining 3/9 target sectors, including Foods, Machinery and Accessories, Electrical Industrial Equipment.

The relationship with Banking Associations is also improved by SeABank to generate a rich and high-quality source of customers for sales teams, continue to allocate data according to sectors: Plastics, Textile, Pharmacy and Medical Equipment, Construction, Construction Materials, Foods and import - export for business units.

In parallel with the customer development for different fields, enterprises in the value chain of strategic customers implemented in 2018 such as VNPT, Hapro, Thaco, PNJ, etc. will be exploited deeply to raise the use rate of services at SeABank. Furthermore, SeABank continues to develop preferential policies, approach measures to corporations, member companies, contractors, promoting the use of agents in the ecosystem of strategic customers such as Petro Vietnam, BRG Group, Vinamoto, Vietnam Airlines etc.

In 2019, in addition to maintaining and promoting the provision of products and services to meet production and business demands of the Bank, SeABank will continue to exploit specialized financial solutions towards key business sectors, specialized products in different fields, customer sub-segment and specific locations. Prioritizing the development and promotion of product packages and programs to increase cross-selling, increasing the quantity of products and proactively approaching enterprises with the role of consulting and long-term support, while still developing a new product to shine in 2019: Automatic Investment Product.

The capacity of sales teams will be also attached special importance through internal training programs, understanding reports of the banking and Companion selling program. Thereby improving knowledge and skills of sales teams in accordance with the position of a professional corporate finance consultant.

Thanks to established foundations, 2019 will be a challenging year for SeABank, of which net outstanding loans increase by 1.5 times compared to 2018, equivalent to 5,500 billion VND, turnover of service fees and life insurance fees is 90 billion VND.

EXPLOITING STRATEGIC CUSTOMERS



The Signing Ceremony of Cooperation Agreement between PVI Insurance Corporation and Southeast Asia Commercial Joint Stock Bank (SeABank)

Based on solid foundation that has been established, in 2019, the Strategic customer segment – Corporate customer segment will continue to expand its customer bases, such as FDI customers focusing on orientated fields including Telecommunications, Plastics, Medical equipment and Electrical Equipment etc. to generate the premise for a new stage, continuing to exploit value changes and the ecosystem of some customer groups (EVN, VNPT, Hapro etc.) as well as maintaining the further selling, cross-selling of products, especially customers groups who have foreign currency transactions.

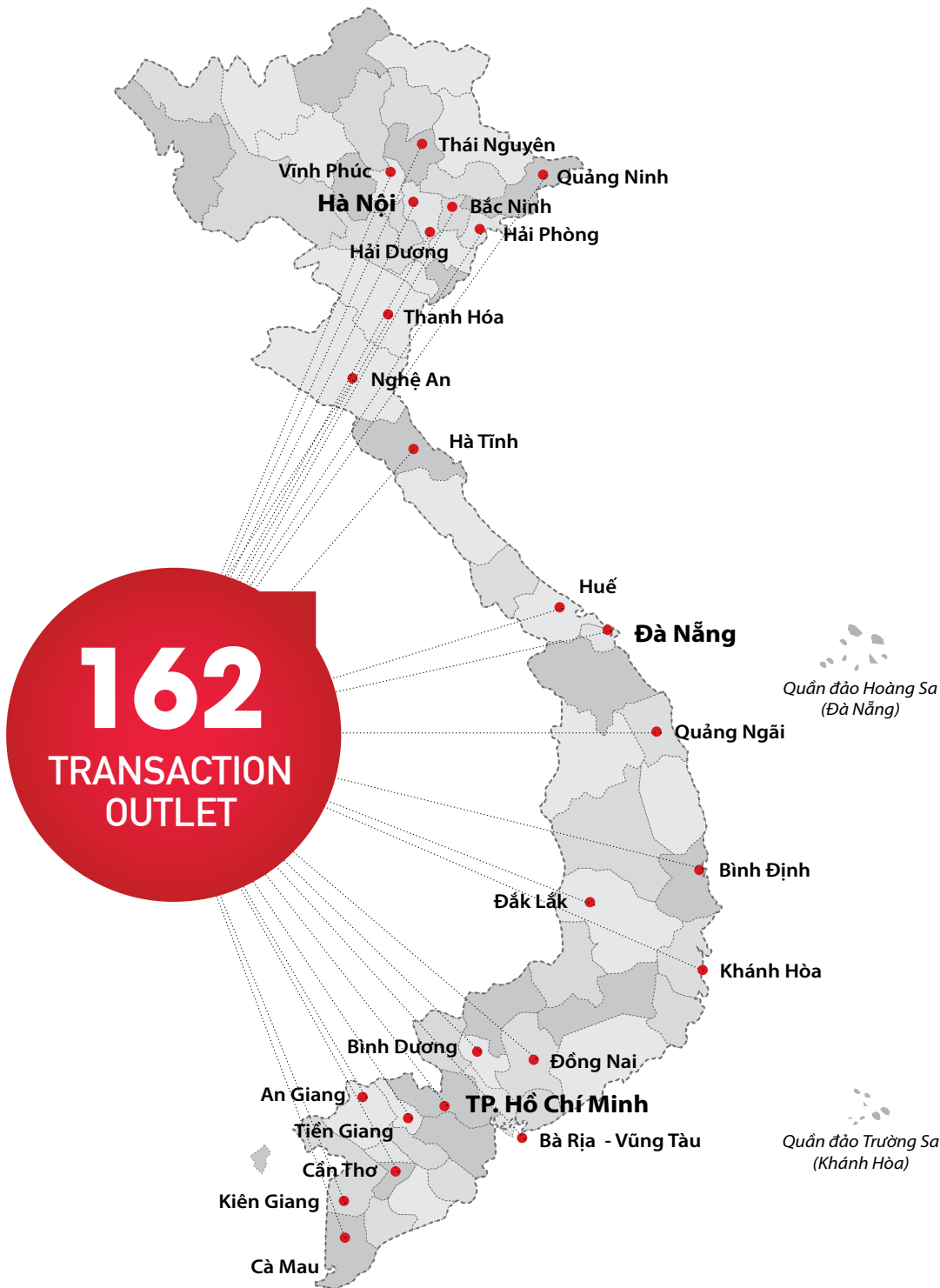
Focusing on increasing fee revenue will remain a highlight throughout SeABank's 2019 business plan. With the goal in 2019 of increasing the total fees by 100%, FX sales by 114%, increasing short-term outstanding loans compared to 2018, accounting for 50% of outstanding loan structures, boosting non-term mobilization indicators by 177%, accounting for 50% of general mobilization structures, since then ensuring the sustainable development of the capital source, the large enterprise division will focus on promoting programs to increase the number of systematic solutions, product policy packages suitable for all customers in the chain.

The Bank will continue to invest in banking products and services to offer high quality by the SeABank brand. Products will be flexibly packaged together with customer care policies to strengthen the connection between SeABank and customers. In addition to corporate policies, the enterprise division will cooperate with the individual customer division to fulfil specialized care policies for the management of strategic clients.

Improving the quality of human resources is also a focus, the Large enterprise division will prioritize the development and training of a highly skilled and specialized customer relations management team to provide comprehensive financial solutions, satisfaction, and peace of mind for all corporate customers.

In terms of investment segment, SeABank will focus on investing in production, business, service trading, industrial parks, minimizing investments in real estates to reduce the pressure of medium and long term index for the Bank.

TRANSACTION OUTLET NETWORK



NORTH			
Outlet	Address	Tel	Fax
1 SeABank Operations Center	25 Tran Hung Dao, Hoan Kiem, Hanoi	024.39448688	024.39448689
2 SeABank Tran Khat Chan	270 Tran Khat Chan, Thanh Nhan, Hai Ba Trung, Hanoi	024.36230689	024.39766400
3 SeABank Le Thai To	120 Hang Trong, Hoan Kiem, Hanoi	024.39448688	024.39382232
4 SeABank Ha Noi	12 - 14 Tran Nhat Duat, Hoan Kiem, Hanoi	024.39436555	024.39282698
5 SeABank Ho Guom	89 Dinh Tien Hoang, Hoan Kiem, Hanoi	024.39386946	024.39386947
6 SeABank Lan Ong	47 Lan Ong, Hoan Kiem, Hanoi	024.39233974	024.39233975
7 SeABank Bach Mai	350 Bach Mai, Hai Ba Trung, Hanoi	024.36274925	024.36274926
8 SeABank Tran Phu	5 Tran Phu, Ba Dinh, Hanoi	024.37475935	024.37475934
9 SeABank Nguyen Huu Huan	104 Nguyen Huu Huan, Ly Thai To, Hoan Kiem, Hanoi	024.62701188	024.62701166
10 SeABank Quan Thanh	Căn hộ số 5/188 khu TTQĐ, 188 Quán Thánh, P. Quán Thánh, Q. Ba Đình, Tp. Hà Nội	024.39274108	024.39274109
11 SeABank Dai An	PVI Tower, 168 Tran Thai Tong, Cau Giay, Ha Noi	024.62690696/89	024.62690697
12 SeABank Ho Tung Mau	4/32, Mai Dich, Cau Giay, Hanoi	024.37921361	024.37921360
13 SeABank Phu My	1/N1- G1 Phu My, My Dinh, Tu Liem, Hanoi	024.62692526	024.62692506
14 SeABank My Dinh	B5-3, B5 KĐT My Dinh 1, Cau Dien, Nam Tu Liem, Hanoi	024.62872800	024.62871850
15 SeABank Dong Da	324 Tay Son, Dong Da, Hanoi	024.62823333	024.62526333
16 SeABank Nguyen Ngoc Nai	89 Nguyen Ngoc Nai, Thanh Xuan, Hanoi	024.62851399	024.62851399
17 SeABank Nguyen An Ninh	116 Nguyen An Ninh, Hoang Mai, Hanoi	024.36628315	024.36628316
18 SeABank Vinh Hoang	1st floor Tien Phu Building, 8-3 A, Vinh Hoang, Hoang Mai, Hanoi	024.36230689	024.36343617
19 SeABank Dai Kim	15B Dai Kim, Hoang Mai, Hanoi	024.35334109	024.35334109
20 SeABank Kim Lien	436 Xa Dan, Dong Da, Hanoi	024.35334109	024.35334108
21 SeABank Kham Thien	142 Le Duan, Dong Da, Hanoi	024.35187381	024.35187381
22 SeABank Ton That Tung	1st floor, A12 building, Khuong Thuong, Dong Da, Hanoi	024.62823333	024.62526333
23 SeABank Ho Dac Di	1st floor, 156 Xa Dan II, Dong Da, Hanoi	024.35334109	024.35739997
24 SeABank Van Xuan	38 Yet Kieu, Cua Nam, Hoan Kiem, Hanoi	024.62823333	024.62526333
25 SeABank Ba Trieu	57 Ba Trieu, Hoan Kiem, Hanoi	024.39440250	024.39440249
26 SeABank Han Thuyen	21 Han Thuyen, Pham Dinh Ho, Hai Ba Trung, Hanoi	024.39727824	024.39727825
27 SeABank Cau Giay	Oriental West lake, 174 Lac Long Quan, Tay Ho, Hanoi	024.37914507	024.37914509
28 SeABank Nguyen Khanh Toan	102 - N2 - A2 Nguyen Khanh Toan, Cau Giay, Hanoi	024.62831075	024.62831076
29 SeABank Lac Long Quan	12/1, Nghia Tan, Cau Giay, Hanoi	024.37591041	024.37591041
30 SeABank Thang Long	448 Hoang Hoa Tham, Tay Ho, Hanoi	024.32474332	024.32474331
31 SeABank Tay Ho	249 Hoang Quoc Viet, Cau Giay, Hanoi	024.39448675	024.37586764
32 SeABank Xuan La	79 Xuan La, Tay Ho, Hanoi	024.62581166	024.62581188
33 SeABank Yen Phu	151 Yen Phu, Tay Ho, Hanoi	024.37153366	024.37153799
34 SeABank Soc Son	44, B2, Soc Son, Hanoi	024.36230689	024.35955523
35 SeABank Thanh Xuan	Artemis building, 3 Le Trong Tan, Thanh Xuan, Hanoi	024.36230689	024.36230690
36 SeABank Lang Ha	22 Lang Ha, Dong Da, Hanoi	024.37764233	024.37764232
37 SeABank Lang Thuong	74 Chua Lang, Dong Da, Hanoi	024.37759537	024.37759538
38 SeABank Trung Hoa	8 Trung Yen, Yen Hoa, Cau Giay, Hanoi	024.35640161	024.35640161
39 SeABank Tran Duy Hung	170 Tran Duy Hung, Cau Giay, Hanoi	024.62561188	024.62561166
40 SeABank Thanh Cong	14 Lang Ha, Ba Dinh, Hanoi	024.62691188	024.62691166
41 SeABank Thai Thinh	61 Thai Thinh No.2, Dong Da, Hanoi	024.35627465	024.35627471
42 SeABank Dao Tan	62 Dao Tan, Ba Dinh, Hanoi	024.37345848	024.37345849
43 SeABank Hao Nam	45 Hao Nam, Dong Da, Hanoi	024.37345848	024.35123659
44 SeABank Doi Can	225 Doi Can, Ba Dinh, Hanoi	024.37236171	024.37236171
45 SeABank Ha Dong	Số 150 Tran Phu, Ha Dong, Hanoi	024.63251188	024.63251166
46 SeABank Kim Van	1st floor, CT12B building, Kim Van - Kim Lu urban, Dai Kim, Hoang Mai, Hanoi	024.63251188	024.33119635
47 SeABank Van Quan	108 Nguyen Khuyen, Van Quan, Ha Dong, Hanoi	024.63251188	024.33544338
48 SeABank Ngoc Hoi	267 Ngoc Hoi, Van Dien, Thanh Tri, Ha Noi	024.35334109	024.35334108
49 SeABank Long Bien	474 Nguyen Van Cu, Long Bien, Hanoi	024.38729531	024.38729536
50 SeABank Ngo Gia Tu	487 Ngo Gia Tu, Long Bien, Hanoi	024.38729532	024.38729537
51 SeABank Ngoc Lam	278 Ngoc Lam, Long Bien, Hanoi	024.38736432	024.38736431
52 SeABank Sai Dong	1st floor, Sunrise building 3A, Sai Dong Urban Area, Long Bien, Hanoi	024.39438394	024.39393635
53 SeABank Gia Lam	Số 141 Ngo Xuan Quang, Trau Quy, Gia Lam, Hanoi	024.38729 535	024.38729536
54 SeABank Hai Phong	15 Minh Khai, Hong Bang, Hai Phong	0225.3747878	0225.3747880
55 SeABank Tran Nguyen Han	227C Tran Nguyen Han, Le Chan, Hai Phong	0225.3782500	0225.3782500
56 SeABank Ton Dan	37 Ton Dan, Hong Bang, Hai Phong	0225.3831407	0225.3831407

TRANSACTION OUTLETS

NORTH			
Outlet	Address	Tel	Fax
57 SeABank Le Chan	259 Hai Ba Trung, Le Chan, Hai Phong	0225.3711166	0225.3711166
58 SeABank To Hieu	227 To Hieu, Le Chan, Hai Phong	0225.3610406	0225.3610406
59 SeABank Hang Kenh	181 Hang Kenh, Le Chan, Hai Phong	0225.3612966	0225.3612966
60 SeABank Hong Bang	39-41 Dien Bien Phu, Minh Khai, Hong Bang, Hai Phong	0225.3921193	0225.3921193
61 SeABank Hai An	17/B1/7B Le Hong Phong, Dong Khe, Ngo Quyen, Hai Phong	0225.3260088	0225.3246276
62 SeABank Le Loi	54 Le Loi, Ngo Quyen, Hai Phong	0225.3655919	0225.3655919
63 SeABank Da Nang	162 Da Nang, Ngo Quyen, Hai Phong	0225.3650637	0225.3650637
64 SeABank Lach Tray 1	198 Lach Tray, Ngo Quyen, Hai Phong	0225.3641049	0225.3641049
65 SeABank Lach Tray 2	231A Lach Tray, Hai Phong	0225.3735710	0225.3735710
66 SeABank Le Thanh Tong	508 Le Thanh Tong, Van My, Ngo Quyen, Hai Phong	0225.3654298	0225.3654298
67 SeABank Quang Ninh	476 - 478 Nguyen Van Cu, Hong Hai, Ha Long, Quang Ninh	0203.3525388	0203.3525399
68 SeABank Cam Pha	662 Tran Phu, Cam Thach, Cam Pha, Quang Ninh	0203.3939206	0203.3929208
69 SeABank Ha Long	361 - 363 Le Thanh Tong, Ha Long, Quang Ninh	0203.3556676	0203.3556577
70 SeABank Bac Ninh	66-68 Ly Thai To, Bac Ninh	0222.3896272	0222.3896272
71 SeABank Tien An	173 Nguyen Gia Thieu, Tien An, Bac Ninh	0222.3893161	0222.3893162
72 SeABank Tu Son	236 Tran Phu, Tu Son, Bac Ninh	0222.3745111	0222.3745181
73 SeABank Lim	102 Ly Thuong Kiet, Lim town, Tien Du, Bac Ninh	0222.3745111	0222.3711522
74 SeABank Hai Duong	122C - 124A Thong Nhat, Hai Duong	0220.3849999	0220.3849666
75 SeABank Nguyen Luong Bang	50-52 Nguyen Luong Bang, Hai Duong	0220.3893966	0220.3893663
76 SeABank Hai Tan	677 Le Thanh Nghi, Hai Tan, Hai Duong	0220.3864899	0220.3864898
77 SeABank Sao Do	10 Nguyen Trai 1, Sao Do, Chi Linh, Hai Duong	0220.3594444	0220.3594777
78 SeABank Kim Thanh	Dong Van, Phu Thai town, Kim Thanh, Hai Duong	0220.3561788	0220.3561789
79 SeABank Gia Loc	Cho Cuoi, Gia Loc town, Hai Duong	0220.3717456	0220.3717888
80 SeABank Thanh Dong	33 Ho Chi Minh Highway, Hai Duong	0220.3848989	0220.3848988
81 SeABank Vinh Phuc	4 Me Linh, Lien Bao, Vinh Yen, Vinh Phuc	0211.3696 666	0211.3696 667
82 SeABank Vinh Yen	125 Ngo Quyen, Vinh Yen, Vinh Phuc	0211.3696 666	0211.3696 675
83 SeABank Thai Nguyen	65 Hoang Van Thu, Thai Nguyen	0208.3659268	0208.3659267
84 SeABank Pho Yen	291 Ba Hang, Pho Yen, Thai Nguyen	0208.3663.868/69	0208.3663.867
CENTRAL			
Outlet	Address	Tel	Fax
1 SeABank Da Nang	373 Nguyen Van Linh, Hai Chau, Da Nang	0236.3584360	0236.3584366
2 SeABank Hoang Dieu	22 - 22A Hoang Dieu, Hai Chau, Da Nang	0236.3651397	0236.3651398
3 SeABank Nui Thanh	104 - 106 - 108 Nui Thanh, Hai Chau, Da Nang	0236.3632632	0236.627599
4 SeABank Tuyen Son	1254 Xo Viet Nghe Tinh, Hai Chau, Da Nang	0236.3782777	0236.3627599
5 SeABank Dien Bien Phu	505-507 Dien Bien Phu, Thanh Khe, Da Nang	0236.3727333	0236.3727338
6 SeABank Le Loi	101-103 Le Loi, Hai Chau, Da Nang	0236.3830444	0236.3830303
7 SeABank Le Duan	269 - 271 Le Duan, Thanh Khe, Da Nang	0236.3896555	0236.3896550
8 SeABank Nha Trang	42 Yersin, Van Thang, Nha Trang	0258.3819003	0258.3819030
9 SeABank Cam Ranh	2142 - 2144 Hung Vuong, Cam Loc, Cam Ranh	0258.3955800	0258.3955804
10 SeABank Le Hong Phong	406 Le Hong Phong, Phuoc Long, Nha Trang	0258.3880488	0258.3880277
11 SeABank Vinh Hai	10A/2/4, Vinh Hai, Nha Trang	0258.3835588	0258.3835585
12 SeABank My Ca	371 Hung Vuong, My Ca, Cam Ranh, Khanh Hoa	0258.3973977	0258.3973975
13 SeABank Dien Khanh	99 Highway 1, Dien Khanh town, Khanh Hoa	0258.3852852	0258.3852855
14 SeABank Dak Lak	32 Quang Trung, Thong Nhat, Buon Me Thuot, Dak Lak	0262.3898888	0262.3849888
15 SeABank Buon Don	15 Tan Hoa, Buon Don, Dak Lak	0262.3982828	0262.3982828
16 SeABank Quang Phu	121 Hung Vuong, Quang Phu town, Cu M'gar, Dak Lak	0262.3928686	0262.3928686
17 SeABank Krong Nang	152 Nguyen Tat Thanh, Krong Nang, Dak Lak	0262 3855557	0262 3752222
18 SeABank Nghe An	15 Quang Trung, Vinh, Nghe An	0238.3542668	0238.3542775
19 SeABank Le Nin	32 Le Nin, Vinh, Nghe An	0238.3576.686	0238.3576.696
20 SeABank Nguyen Sy Sach	2 Nguyen Sy Sach, Vinh, Nghe An	0238.3544333	0238.3544345
21 SeABank Nguyen Van Cu	288 Nguyen Van Cu, Hung Binh, Vinh, Nghe An	0238.3542668	0238.3542775
22 SeABank Nguyen Thi Minh Khai	18 Nguyen Thi Minh Khai, Hung Binh, Vinh, Nghe An	0238.3699456	0238.3699345
23 SeABank Thanh Hoa	19 Phan Chu Trinh, Thanh Hoa	0237.3857575	0237.3853336
24 SeABank Nguyen Trai	272 - 274 Nguyen Trai, Tan Son, Thanh Hoa	0237.3888628/919	0237.3888638
25 SeABank Truong Thi	Số 753 Ba Trieu, Truong Thi, Thanh Hoa	0237.3857575	0237.3853336
26 SeABank Dong Son	Số 196 Le Lai, Dong Son, Thanh Hoa	0237.3888 818	0237.3854.985

TRANSACTION OUTLETS

CENTRAL

Outlet	Address	Tel	Fax
27 SeABank Binh Dinh	04 - 06 - 08 Y Lan, Tran Hung Dao, Quy Nhon, Binh Dinh	0255.3811455	0255.3812355
28 SeABank Quang Ngai	111 Phan Chu Trinh, Nguyen Nghiem, Quang Ngai	0255.3737999	0255.3737997
29 SeABank Truong Quang Trong	9B, Truong Tho Tay, Quang Ngai	0255.3737 999	0255.3737997
30 SeABank Dong Cat	Civil Group 1, Mo Duc, Quang Ngai	0255.3737 999	0255.3737997
31 SeABank Duc Pho	428 Nguyen Nghiem, Duc Pho, Quang Ngai	0255.3737 999	0255.3737997
32 SeABank Hue	23 Hanoi, Phu Nhuan, Hue City, Thua Thien Hue	0234.3948688	0234.3985555
33 SeABank Ha Tinh	144B Tran Phu, Nguyen Du, Ha Tinh	0239.3767272	0239.3767171

SOUTH

Outlet	Address	Tel	Fax
1 SeABank Ho Chi Minh	28A Le Loi, District 1, Ho Chi Minh	028.54041505	028.54041525
2 SeABank PGD Thu Duc	691 Kha Van Can, Thu Duc, Ho Chi Minh	028.62806264	028.37309779
3 SeABank District 1	1st floor Horizon Commercial Building-214 Tran Quang Khai, District 9 Ho Chi Minh	028.62990214/15	028.62990213
4 SeABank Botanic	312 Nguyen Thuong Hien, Phu Nhuan, Ho Chi Minh	028.35500010	028.35158995
5 SeABank Bach Dang	1st floor NICE Building - 467 Dien Bien Phu, Ward 25, Binh Thanh, Ho Chi Minh	028.35119326/27	028.35119330
6 SeABank Khanh Hoi	237 Khanh Hoi, District 4, Ho Chi Minh	028.62619388/89	028.62619384
7 SeABank Le Quang Dinh	572 Le Quang Dinh, Go Vap, Ho Chi Minh	028.62957836	028.62957837
8 SeABank Nguyen Cong Tru	396 - 398 Nguyen Cong Tru, Ong Lanh, District 1, Ho Chi Minh	028 39143697	028 39143987
9 SeABank Sai Gon	78 - 80 Cach Mang Thang 8, District 3, Ho Chi Minh	028.39333232	028.39333623
10 SeABank Hung Vuong	108 Ly Thuong Kiet, Ward 7, District 10, Ho Chi Minh	028.62611748	028.62611749
11 SeABank District 11	1024-1026 3/2 Street, District 11, Ho Chi Minh	028.62934373/63	028.62934373
12 SeABank Tran Hung Dao	859 Tran Hung Dao, District 5, Ho Chi Minh	028.39246920	028.3924.6913
13 SeABank District 10	320 - 322 3/2 Str., District 10, Ho Chi Minh	028.38626955	028.38626950
14 SeABank Phu Hung	Petroland Tower Building, 12 Tan Trao, Tan Phu, District 7, Ho Chi Minh	028.54135256	028.54135258
15 SeABank Da Kao	60 Nguyen Dinh Chieu Building, Da Kao, District 1, Ho Chi Minh	028.39118243	028.39118241
16 SeABank Le Van Sy	344 Le Van Sy, District 3, Ho Chi Minh	028.62909173	028.62909184
17 SeABank Tan Binh	197 -199 Ly Thuong Kiet, Ward 6, Tan Binh, Ho Chi Minh	028.38637439	028.38637438
18 SeABank Au Co	882 Au Co, Tan Binh, Ho Chi Minh	028.62574844	028.62574845
19 SeABank Cong Hoa	266 Cong Hoa, Tan Binh, Ho Chi Minh	028.62922060	028.62922061
20 SeABank Hoa Binh	699 Le Trong Tan, Binh Tanm Ho Chi Minh	028.62673614	028.62673613
21 SeABank Phu My Hung	PV Gas Tower, 673, Nguyen Huu Tho, Phuoc Kien, Nha Ba, Ho Chi Minh	028.37840300	028.37840308
22 SeABank District 7	169 Nguyen Thi Thap, Tan Phu, Quan 7, Ho Chi Minh	028.62870621	028.62870620
23 SeABank District 8	24-26, 9A Str., Binh Hung, Binh Chanh, Ho Chi Minh	028. 62664152/53	028. 62664154
24 SeABank Tan Phu	166 Luy Ban Bich, Tan Thoi Hoa, Tan Phu, Ho Chi Minh	028.39737233	028.39737237
25 SeABank Phu Lam	27D, Kinh Duong Vuong, District 6, Ho Chi Minh	028.36670827	028.36670826
26 SeABank Tan Phat	295 - 297 Minh Phung, Ward 2, District 11, Ho Chi Minh	028.39695206	028.3969 5208
27 SeABank Binh Tan	264 Vanh Dai Trong, Binh Tri Dong, Binh Tan, Ho Chi Minh	028.86260661	028.86260663
28 SeABank Tan Thanh	48 Truong Son, Tan Binh, Ho Chi Minh	028 38488087	028 38488090
29 SeABank Nguyen Thai Son	223 Nguyen Thai Son, Go Vap, Ho Chi Minh	028.62957558	028.62957553
30 SeABank Binh Duong	203 Yersin, Hiep Thanh, Thu Dau 1, Binh Duong	0274.3716055	0274.3716053
31 SeABank Thu Dau Mot	254 Binh Duong, Phu Hoa, Thu Dau Mot, Binh Duong	0274.6250874	0274.6250875
32 SeABank Di An	6A/10 Binh Minh, Di An, Binh Duong	0274.3796895	0274.3796896
33 SeABank So Sao	1545/12/2 Binh Duong, Hiep An, Thu Dau Mot, Binh Duong	0274.3585667	0274.3585668
34 SeABank Vung Tau	270 Le Loi, Vung Tau, Ba Ria - Vung Tau	0254. 3626 888	0254.3543 098
35 SeABank Ba Ria	54 Nguyen Tat Thanh, Ba Ria, Ba Ria - Vung Tau	0254.3717530	0254.3717540
36 SeABank Sao Mai	171 Le Hong Phong, Ward 7, Ba Ria - Vung Tau	0254.3577408	0254.3577410
37 SeABank Trung Nhi	27 - 29 - 31 Trung Nhi, Ward 1, Ba Ria - Vung Tau	0254.3513263	0254.3513264
38 SeABank Dong Nai	7/2 Block 2, Pham Van Thuan, Highway 15, Tam Hiep, Bien Hoa, Dong Nai	0251.6290.900	0251 6290833
39 SeABank Ho Nai	132/4, 10 Str., Tan Bien, Bien Hoa, Dong Nai	0251.3989988	0251 3989833
40 SeABank Can Tho	26 - 28 Ly Tu Trong, Ninh Kieu, Can Tho	0292.6252666	0292.6253555
41 SeABank Xuan Khanh	301 30/4 Str., Xuan Khanh, Ninh Kieu, Can Tho	0292.3754686	0292.3754868
42 SeABank An Giang	317 Tran Hung Dao, My Long, Long Xuyen, An Giang	0296.6250405	0296.6250414
43 SeABank Kien Giang	204 Nguyen Trung Truc, Rach Gia, Kien Giang	0297.6251.068	0297.6251.077
44 SeABank Tien Giang	59 - 60 - 61 Dinh Bo Linh, My Tho, Tien Giang	0273. 3989888	0273. 3978349
45 SeABank Ca Mau	125 - 127, Nguyen Tat Thanh, Ca Mau	0290.3662266	0290.3663366
Representative office	A&B Tower Building, Le Lai, District 1, Ho Chi Minh	028.39143705	028.39143707





ALGERIA

Banque Al-Baraka d'Algerie*

AUSTRALIA

Australia and New Zealand Banking Group Limited (ANZ Bank)*
Commonwealth Bank of Australia*
KEB Hana Bank Co., Ltd., Sydney Branch

AUSTRIA

Erste Group Bank AG*
Erste Bank der oesterreichischen Sparkassen AG*
Oberbank AG*
Raiffeisen Bank International AG*
Societe Generale, Vienna Branch

BAHRAIN

KEB Hana Bank Co., Ltd., Manama Branch

BANGLADESH

Islami Bank Bangladesh Ltd.*

BELARUS

Joint Stock Company Belagroprombank*
Joint Stock Company 'Savings Bank 'Belarusbank'*

BELGIUM

BNP Paribas Fortis SA/NV*
Societe Generale, Brussels Branch

BENIN

Societe Generale Benin*

BULGARIA

United Bulgarian Bank AD*

BRAZIL

Banco KEB Hana do Brasil S.A.*
Banco Societe Generale Brasil S.A.*

CAMBODIA

ACLEDA Bank Plc.*
Canadia Bank Plc*
Foreign Trade Bank of Cambodia*

CANADA

KEB Hana Bank Canada*

CHINA

Agricultural Bank of China Limited*
Axis Bank Ltd., Shanghai Branch
Bank of Anshan Co., Ltd.*
Bank of Beijing Co., Ltd.*
Bank of Chengdu*
Bank of Jiangsu Co., Ltd.*
Bank of Nanjing*
Bank of Ningbo Co., Ltd.*
Bank of Ruifeng*
China Construction Bank Corporation*
China Everbright Bank Co., Ltd.*
China Guangfa Bank Co., Ltd.*
China Merchants Bank Co., Ltd.*
KEB Hana Bank (China) Co., Ltd.*
Hua Xia Bank Co., Ltd.*
Industrial and Commercial Bank of China Limited (ICBC)*
Industrial Bank Co., Ltd.*
Industrial Bank of Korea (China) Limited*
Wells Fargo Bank N.A., Shanghai Branch
Woori Bank (China) Ltd.*
Xiamen International Bank Co., Ltd.*
Zhejiang Chouzhou Commercial Bank Co., Ltd.*

JiLin JiuTai Rural Commercial Bank Co., Ltd.*
Ningbo Yinzhou Rural Commercial Bank Co., Ltd. (Yinzhou Bank)*
Ping An Bank Co., Ltd.*
UniCredit S.p.A, Shanghai Branch
Wells Fargo Bank N.A., Shanghai Branch
Woori Bank (China) Ltd.*
Xiamen International Bank Co., Ltd.*
Zhejiang Chouzhou Commercial Bank Co., Ltd.*
Zhejiang Mintai Commercial Bank Co., Ltd.*
Zhejiang Shaoxing Ruifeng Rural Commercial Bank Co., Ltd.*
Zhejiang Tailong Commercial Bank Co., Ltd.*

CROATIA

Erste & Steiermarkische Bank d.d.*

CZECH REPUBLIC

Ceska Sporitelna A.S.*
Komerční Banka A.S.*

EGYPT

Arab African International Bank*
Bank of Alexandria S.A.E*
Banque Du Caire S.A.E*
Banque Misr S.A.E*
Emirates National Bank of Dubai S.A.E*
Export Development Bank of Egypt*

ENGLAND

British Arab Commercial Bank Plc*
KEB Hana Bank Co., Ltd., London Branch
Societe Generale, London Branch
Wells Fargo Bank N.A., London Branch
Woori Bank Co., Ltd., London Branch
KEB Hana Bank Co., Ltd., London Branch
Societe Generale, London Branch
Wells Fargo Bank N.A., London Branch
Woori Bank Co., Ltd., London Branch

FRANCE

Credit du Nord S.A.*
Banque Federative du Credit Mutuel (BFCM)*
Credit Industriel et Commercial S.A. (CIC)*
KEB Hana Bank Co., Ltd., Paris Branch
Credit Lyonnais S.A.*
Societe Generale*

GERMANY

Citibank Europe Plc, Frankfurt am Main Branch
Deutsche Bank AG*
DB Privat- und Firmenkundenbank AG*
Deutsche Zentral-Genossenschaftsbank (DZ Bank AG)*
Deutsche Zentral-Genossenschaftsbank (DZ Bank AG), Karlsruhe Branch*
Deutsche Zentral-Genossenschaftsbank (DZ Bank AG), Stuttgart Branch*
KEB Hana Bank (D) AG*
Landesbank Baden-Wuerttemberg*
Norddeutsche Landesbank Girozentrale*
ODDO BHF AG*
Oldenburgische Landesbank AG*
Oldenburgische Landesbank AG, Bremen Branch
Societe Generale, Frankfurt am Main Branch
Sparkasse KoelnBonn*
UniCredit Bank AG*

GREECE

Piraeus Bank*

HONGKONG

ABN Amro Bank N.V., Hong Kong Branch
ABN Amro Bank N.V., Hong Kong Branch
Axis Bank Ltd., Hong Kong Branch

BNP Paribas S.A., Hong Kong Branch
Citibank N.A., Hong Kong Branch
Erste Group Bank AG, Hong Kong Branch
KEB Hana Bank Co., Ltd., Hong Kong Branch
Shinhan Bank Co., Ltd., Hong Kong Branch
UniCredit Bank AG, Hong Kong Branch
Wells Fargo Bank N.A., Hong Kong Branch

HUNGARY

Erste Bank Hungary Zrt*

INDIA

Axis Bank Ltd.*
Mashreqbank PSC, Mumbai Branch
Societe Generale, Mumbai Branch

INDONESIA

PT Bank CIMB Niaga Tbk*
PT Bank Maybank Indonesia Tbk*
PT Bank Mega Tbk*
PT Bank QNB Indonesia Tbk*

ITALY

BPER Banca S.p.A.*
Banco Di Napoli S.p.A.*
Cassa di Risparmio in Bologna S.p.A. (Carisbo)*
Credit Agricole Cariparma S.p.A.*
Iccrea Banca S.p.A. Istituto Centrale del Credito Cooperativo*
Intesa SanPaolo S.p.A.*
Societe Generale, Milan Branch
UniCredit S.p.A.*

JAPAN

KEB Hana Bank Co., Ltd., Tokyo Branch
Mizuho Bank Ltd.*
Resona Bank Ltd.*
Societe Generale, Tokyo Branch
Sumitomo Mitsui Banking Corporation*
The Gifu Shinkin Bank*
The Michinokubank Ltd.*
The Ogaki Kyoritsu Bank Ltd.*
UniCredit Bank AG, Tokyo Branch
Wells Fargo Bank N.A., Tokyo Branch

JORDAN

Arab Jordan Investment Bank*

KOREA

Citibank Korea Inc*
Industrial Bank of Korea*
KEB Hana Bank Co., Ltd.*
Kookmin Bank Co., Ltd.*
Landesbank Baden-Wuerttemberg, Seoul Branch
Suhyup Bank*
Nonghyup Bank*
Shinhan Bank Co., Ltd.*
The Busan Bank Co., Ltd.*
Wells Fargo Bank N.A., Seoul Branch
Woori Bank Co., Ltd.*

KUWAIT

Commercial Bank of Kuwait K.P.S.C*

LATVIA

AS Citadele Banka*

LAOS

Banque pour le Commerce Extérieur Lao Public*

MALAYSIA

Citibank Berhad*
Malayan Banking Berhad (Maybank)*

MOROCCO

Attijariwafa Bank*

NETHERLAND

ABN Amro Bank N.V.*
ABN Amro Bank N.V., Rotterdam Branch*
KEB Hana Bank Co., Ltd., Amstelveen Branch

NORWAY

DNB Bank ASA*
Skandinaviska Enskilda Banken AB, Oslo Branch

OMAN

Bank Muscat SAOG*

PANAMA

KEB Hana Bank Co., Ltd., Panama City Branch

PAKISTAN

Meezan Bank Ltd.*

PERU

Banco de Credito del Peru*
Banco GNB Peru*
Banco Internacional del Peru (Interbank)*

PHILIPINES

KEB Hana Bank Co., Ltd., Makati City Branch

POLAND

Bank Millennium SA*
Societe Generale, Warsaw Branch

ROMANIA

Banca Comerciala Romana S.A.*
BRD - Groupe Societe Generale S.A.*

RUSSIA

QIWI Bank JSC*

SINGAPORE

ABN Amro Bank N.V., Singapore Branch
Axis Bank Ltd., Singapore Branch
Citibank N.A., Singapore Branch
Credit Agricole CIB, Singapore Branch
DBS Bank Ltd.*
Deutsche Bank AG, Singapore Branch
DNB Bank ASA, Singapore Branch
KEB Hana Bank Co., Ltd., Singapore Branch
Mizuho Bank Ltd., Singapore Branch
Skandinaviska Enskilda Banken AB, Singapore Branch
UniCredit Bank AG, Singapore Branch
United Overseas Bank Limited*
Wells Fargo Bank N.A., Singapore Branch

SLOVAKIA

Komerční Banka A.S., Bratislava Branch
Slovenská Sporiteľna A.S.*

SOUTH AFRICA

Societe Generale, Parktown Branch

SPAIN

Banco De Sabadell S.A.*
Caixabank S.A.*

SRI LANKA

Axis Bank Ltd., Colombo Branch
Seylan Bank PLC*

DCORRESPONDENT BANK NETWORK

SWEDEN

Skandinaviska Enskilda Banken AB*

SWITZERLAND

Habib Bank AG Zurich*
Luzerner Kantonalbank*

TAIWAN

Bank SinoPac Co., Ltd.*
Cathay United Bank*
Chang Hwa Commercial Bank Ltd.*
E. Sun Commercial Bank Ltd.*
KGI Bank Co., Ltd.*
O-Bank Co., Ltd.*
Taichung Commercial Bank Co., Ltd.*
Taiwan Cooperative Bank, Ltd.*
Wells Fargo Bank N.A., Taipei City Branch

TUNISIA

Union Internationale de Banques*

THAILAND

Bank of Ayudhya Public Company Limited*
Bangkok Bank Public Company Limited*
CIMB Thai Bank Public Company Limited*
Islamic Bank of Thailand*
Kasikornbank Public Company Ltd.*
Krung Thai Bank Public Company Ltd.*
Mizuho Bank Ltd., Bangkok Branch
Thanachart Bank Public Company Limited*

UAE

Abu Dhabi Commercial Bank PJSC*
Axis Bank Ltd., Dubai City Branch
First Abu Dhabi Bank, Abu Dhabi Branch
First Abu Dhabi Bank P.J.S.C., Abu Dhabi Branch
Habib Bank AG Zurich, Dubai City Branch
Mashreqbank PSC*
First Abu Dhabi Bank*
Noor Bank P.J.S.C.*
National Bank of Ras Al - Khaimah P.S.C.*

UKRAINE

PJSC Bank Credit Dnepr*
Joint Stock Company The State Export - Import Bank of Ukraine (JSC Ukreximbank)*

USA

Bank of America N.A.*
BNP Paribas S.A., New York Branch
China Construction Bank Corporation, New York Branch
Citibank N.A.*
CoBank, ACB*
Deutsche Bank Trust Company Americas*
Fifth Third Bank*
Habib American Bank*
JP Morgan Chase Bank N.A.*
KEB Hana Bank Co., Ltd., New York Branch
Mashreqbank PSC, New York Branch
MUFG Union Bank N.A.*
Nonghyup Bank, New York Branch
Societe Generale, New York Branch
Wells Fargo Bank N.A.*
Wells Fargo Bank N.A., Los Angeles Branch
Wells Fargo Bank N.A., Miami Branch
Wells Fargo Bank N.A., New York Branch
Wells Fargo Bank N.A., Philadelphia Branch
Hancock Whitney Bank, New Orleans Branch*
Woori Bank Co., Ltd., Los Angeles Branch
Woori Bank Co., Ltd., New York Branch

VIETNAM

An Binh Commercial Joint Stock Bank*
ANZ Bank (Vietnam) Limited*
Asia Commercial Joint Stock Bank (ACB)*
Bangkok Bank Public Co., Ltd., Ho Chi Minh City Branch
Bank of China Limited, Ho Chi Minh Branch
Bao Viet Joint Stock Commercial Bank*
BNP Paribas S.A., Ho Chi Minh City Branch
China Construction Bank Corporation, Ho Chi Minh City Branch
CTBC Bank Co., Ltd., Ho Chi Minh City Branch
Citibank N.A., Hanoi Branch
DBS Bank Ltd., Ho Chi Minh City Branch
DongA Joint Stock Commercial Bank (DongA Bank)*
Global Petro Sole Member Limited Commercial Bank (GPBank)*
Ho Chi Minh City Development Joint Stock Commercial Bank (HD Bank)*
Hong Leong Bank Vietnam Limited*
Indovina Bank Limited (IVB)*
Industrial and Commercial Bank of China Limited (ICBC), Hanoi Branch
Industrial Bank of Korea, Ho Chi Minh City Branch
Joint Stock Commercial Bank for Foreign Trade of Vietnam (Vietcombank)*
Joint Stock Commercial Bank for Investment and Development of Vietnam (BIDV)*
KEB Hana Bank Co., Ltd., Hanoi Branch
Lien Viet Post Joint Stock Commercial Bank (LienVietPostBank)*
Mega International Commercial Bank Co., Ltd., Ho Chi Minh City Branch
Military Commercial Joint Stock Bank (MBBank)*
Mizuho Bank Ltd., Hanoi Branch
National Citizen Commercial Joint Stock Bank (NCB)*
Ocean Commercial One Member Limited Liability Bank (OceanBank)*
Orient Commercial Joint Stock Bank (OCB)*
Petrolimex Group Commercial Joint Stock Bank (PG Bank)*
Public Bank Vietnam Limited*
Saigon – Hanoi Commercial Joint Stock Bank (SHB)*
Saigon Bank for Industry and Trade (Saigonbank)*
Saigon Joint Stock Commercial Bank (SCB)*
Saigon Thuong Tin Commercial Joint Stock Bank (Sacombank)*
Shinhan Bank Vietnam Limited*
Tien Phong Commercial Joint Stock Bank (TPBank)*
United Overseas Bank Limited, Ho Chi Minh Branch
Vietnam Asia Commercial Joint Stock Bank (VietABank)*
Vietnam - Russia Joint Venture Bank (VRB)*
Vietnam Bank for Agriculture and Rural Development (AgriBank)*
Vietnam Export Import Commercial Joint Stock Bank (Eximbank)*
Vietnam International Commercial Joint Stock Bank (VIBBank)*
Vietnam Joint Stock Commercial Bank for Industry and Trade (Vietinbank)*
Vietnam Maritime Commercial Joint Stock Bank (Maritime Bank)*
Vietnam Prosperity Joint Stock Commercial Bank (VPBank)*
Vietnam Public Joint Stock Commercial Bank (PVcomBank)*
Vietnam Technological and Commercial Joint Stock Bank (Techcombank)*
Vietnam Thuong Tin Commercial Joint Stock Bank (VietBank)*
Woori Bank Vietnam Limited*

* Native bank (Head office situated at native country)



ANNUAL REPORT 2018



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