

ANNUAL REPORT 2024

To:

- The State Securities Commission;
- Vietnam Exchange;
- Hanoi Stock Exchange.

I. INTRODUCTION

1. The Message from the Chairman

Dear Valued Shareholders,

Established under the auspices of the Vietnam Posts and Telecommunications Group, PTI has, over 27 years of development, built an extensive nationwide customer service network. Following three years of shareholder restructuring and the revitalization of corporate governance culture, PTI has steadily aligned its business practices with insurance industry standards and retained its leading position as the most reputable provider of motor insurance and personal insurance solutions in the market.

In terms of financial strength, PTI has been rated B++ by AM Best for six consecutive years. The Company continues to elevate its standards in enterprise risk management, underwriting practices, and sustainable customer selection.

As the insurance industry continues to confront challenges from macroeconomic transitions and shifting customer behavior, PTI has realigned its organizational model around a customer-centric value chain and reinforced its data infrastructure to support comprehensive digital transformation efforts.

PTI remains committed to operating as a retail-focused financial services provider, with proactive investment in proprietary technology serving as the foundation for full-scale digital transformation. In 2025, digital transformation and a digital-first working culture will be embedded across PTI's operations, where every business decision will be data-driven—measuring what can be measured, and developing metrics for that which is yet to be quantified. We have established a modern operational platform to apply best-practice standards, minimizing claims processing costs for motor and personal insurance, while ensuring accuracy, transparency, and expediency.

In the financial services sector, human capital is a decisive factor for competitiveness. PTI has laid the groundwork for a professional working environment where young talents are empowered to grow rapidly, while seasoned professionals are provided opportunities to reskill.

and reinvent themselves to meet the demands of the digital age. Workforce development and succession planning are strategic imperatives, continuously studied and addressed through targeted solutions—and will remain key priorities for PTI in the coming years.

We fully recognize the challenges facing PTI and the broader non-life insurance industry, including internal risk exposures, the need for systemic renewal, and the responsibilities entrusted to us as a non-life insurer—a provider of essential social protection for the community. The PTI leadership and staff are deeply aligned with our long-term vision, corporate mission, and the values we uphold in our professional journey.

In 2025, under the theme **"Steadfast Every Step – Elevating Standards Every Day,"** PTI is committed to strengthening its transformation capabilities by enhancing the execution standards of every individual, enabling our people to find renewed meaning in their professional roles, while leveraging the collective strength of the organization to deliver inclusive and protective insurance solutions to our customers and the community.

We are sincerely grateful to our shareholders, partners, colleagues, and esteemed customers for your continued trust and support. PTI remains fully committed to continuous improvement and service excellence in realizing our mission: **Comprehensive Insurance Solutions for Every Home.**

Respectfully,



Pham Minh Huong – The Chairwoman of the Board of Directors

2. Strategic Development Goals for 2025-2030

- **Maintain and Enhance Market Position:** PTI strives to remain among the leader group (Top5) in terms of revenue scale and aims for a larger goal (by 2030, striving to be in the Top 3 non-life insurance companies with the largest gross premium revenue).
- **Efficient and Sustainable Growth:** Achieve an average revenue growth rate in double digits per year from 2025 to 2030, while maintaining a combined ratio below 95% and a stable return on equity (ROE) above 15%.
- **Diversification of Products and Distribution Channels:** Develop a comprehensive portfolio of insurance products serving each customer segment, especially promoting digitalized products. Combine direct distribution channels (retail, online) with traditional partner channels (brokers, banks, post offices) to expand customer reach.
- **Investment and Finance:** Strengthen financial capacity through capital increase, maintaining a safe investment structure (deposits, bonds > 90%). Aim to upgrade international credit rating (AMBEST) from B++ to A- within the next five years.
- **Sustainable Development:** Continue implementing ESG (Environmental - Social - Governance) strategies throughout operations. Particularly focus on initiatives to minimize environmental impact and responsibility towards the community, ensuring PTI's long-term, sustainable development.

3. Highlights of PTI in 2024

Identifying three mandatory goals for any business to achieve sustainable development is the harmony between growth, efficiency and control, in 2024, PTI continued to focus on strong transformation, restructuring of corporate governance to improve internal efficiency and control capacity instead of pushing for rapid growth to chase revenue and market share numbers. This is a process of "sowing seeds, planting crops" to create a solid foundation, serving as a strong launchpad for 2025-2030, ready to seize opportunities while resiliently facing challenges, prepared for breakthrough and sustainable growth in the future.

3.1. Financial Highlights

In 2024, the non-life insurance market faced many challenges due to the severe impact of Typhoon Yagi, resulting in unexpectedly high compensation burdens, while also experiencing a widespread crisis of trust in the insurance market. However, with comprehensive solutions, PTI has turned around its business picture, achieving a post-tax profit of 322 billion VND, an increase of 27.2% compared to the previous year. Specifically, profit from business operations in 2024 was 391 billion VND, up 25.5% year-on-year. The specific results are as follows:

- + Management costs: 200 billion VND
- + Insurance business costs: 3,450 billion VND
- + Total insurance compensation costs: 1,642 billion VND
- + Gross premium revenue: 4,016 billion VND
- + Post-tax profit: 322 billion VND
- + Combined ratio: 92.74%

3.2. Product and Technology Highlights

PTI aims to master technology, implementing operational digitization to increase business capacity and control, reducing operational costs while serving customers more quickly and conveniently. In 2024, the Corporation completed digitizing 100% of the automatic invoice reading process for motor vehicle insurance claims using OCR technology. The number of personnel involved in accounting operations decreased by 52% after digitization. Additionally, PTI has applied information technology and implemented AI training for staff to enhance accuracy and processing speed, aiming to provide customers with the best service quality.

Through Open API solutions and applications for partners, PTI has expanded its ecosystem and partnerships, integrating with banks, e-wallets, and payment intermediaries to provide insured individuals with the simplest experience. Notably, integration with ACB and Momo for two products: Private Home and Material Vehicle.

PTI has also intensified the application of AI in business and operations, combining the use of existing market solutions and building internal capabilities. Specifically, PTI has applied OCR and Face Matching technologies to accelerate claims processing and insurance issuance, Computer Vision in damage assessment for valuation and compensation activities, and Chatbots in customer care.... These technologies have initially provided real value for PTI, particularly in increasing productivity and speed, shortening processing times for requests, and providing a better customer experience.

4. Significant Events

- **iLEAD Management Training and Meeting Program: Building Internal Strength, Leading the Future:**

With a pioneering governance philosophy and unique IPAM culture (Insight – Passion – Action – Mindfulness), the iLEAD Management training program has become the foundation for PTI's human resource development. In 2024, the program organized 10 large-scale events company-wide, helping hundreds of staff enhance their professional skills and develop autonomy, thereby creating a strong PTI ready to face all challenges.

- **Training Programs with External Partners/Experts :**

PTI continuously invests in developing internal resources through specialized training programs, collaborating with leading experts and partners to equip the workforce with core competencies in the journey of building the organization.

Training Course "Building Processes and Lean Six Sigma": Within the framework of the "Preparation for Transformation" program with KPMG, 100% of participants mastered the Lean Six Sigma methodology, standard process-building thinking, optimizing resources and costs, and were awarded Green Belt certificates, ready to become the core force for improvement initiatives at PTI.

Training Course "Interview Skills for Recruitment": Led by an experienced expert in human resources, the program provided practical and modern insights for 34 PTI managers in recruitment interviewing - from building appropriate question sets to effective evaluation and situation handling techniques. The training content helps enhance the ability to select the right candidates, contributing to the development of a quality workforce for PTI.

Training Course "Effective Work Management Skills": 39 PTI managers participating in the training course were trained in skills to set goals, monitor performance, and organize effective dialogues with employees. This spreads a management culture centered on people and promotes PTI's sustainable development.

- **Dtalk Program:**

PTI organized Dtalk programs on important and necessary topics in today's era, featuring leading speakers and experts in technology and science.

Dtalk on Cyber Risk - Discussing risks in the cybersecurity environment with participation from cybersecurity experts: Mr. Duong Ngoc Thai, Chief Engineer at Google and Mr. Ngo Minh Hieu (Hieu PC), Executive Director of the Chongluadao.vn project, shared valuable knowledge to help PTI staff better understand potential risks in cyberspace for individuals and businesses and effective prevention methods. The event attracted participation from many of PTI's partners and customers. On this basis, PTI collaborated with international reinsurers to develop and provide Cyber Risk insurance solutions for businesses in Vietnam.

Dtalk on "How to Shine in the Age of A.I" with the participation of speaker Nho Tran - Lecturer at Harvard University, the event helped PTI staff deeply understand the importance and necessity of AI in the current era. The ability to use AI is identified as one of the top 10 essential skills, helping PTI employees access global knowledge and apply it in their work, thereby increasing work efficiency by up to 150%.

- **Celebrating 26 Years of Establishment: Continuity and Development**

The event celebrating PTI's 26th anniversary with the theme "Continuity and Development" created an opportunity for the company to reflect on its past journey and reaffirm its commitment to innovation. The "Together We Are One" program enhanced cohesion among individuals within the organization. The DTALK dialogue program on "Challenges in the Age of AI" sparked creativity and innovative thinking, marking a new step in building a sustainable PTI.

- **PTI Completed Organizing Regional Competition Clusters Nationwide**

PTI organized six competition clusters to enhance management efficiency and optimize business operations by region, including: Hanoi Region, Ho Chi Minh City & Southeast Region, Mekong Delta Region, Central & Central Highlands Region, Northeast Region, and Red River Delta Region. This flexible management model not only promotes internal solidarity but also enhances service quality, laying the foundation for PTI's sustainable development nationwide.

- **Social Responsibility: Accompanying the Community and Environment**

PTI supported the "UPU - Helping You Go to School" program with a total sponsorship value of 20 million VND. The company also organized a blood donation day for the community, attracting 150 employees to participate and receiving 104 blood units. Before and during Typhoon Yagi, PTI continuously issued warnings and guidelines for preventive measures to reduce damage caused by floods, while mobilizing the PTI SOS team nationwide to be ready for rescue operations. Immediately after the floods, PTI engaged in many community support activities such as making traditional rice cakes, donating money and goods, and coordinating with local authorities to carry out urgent support activities for flood-affected residents.

II. OVERVIEW OF PTI

1. General Information of PTI

- Trading Name: Post – Telecommunication Joint – Stock Insurance Corporation (PTI)
- Business Registration Certificate No.: 055051 issued by Hanoi Department and Planning on August 12, 1998;
- Certificate of Adequacy for Insurance Business Operations No.: 10/TC/GCN issued by the Ministry of Finance on June 18, 1998;
- Establishment and Operation License No.: 41A/GP/KDBH issued by the Ministry of Finance on February 01, 2007;
- Charter Capital: 803,957,090,000 VND¹
- Owner's Investment Capital: 803,957,090,000 VND¹
- Head Office: 95 Tran Thai Tong Street, Dich Vong Ward, Cau Giay District, Hanoi City
- Phone Number: 024 37724466
- Fax Number: 024 37724460
- Website: www.pti.com.vn
- Stock Code: PTI

2. Formation and Development Process

- Post – Telecommunication Joint – Stock Insurance Corporation (PTI) was established as the Postal Insurance Joint Stock Company issued by the Ministry of Finance with Certificate No. 10/TC/GCN on June 18, 1998, and established by the Hanoi People's Committee under License No. 3633/GP-UB on August 01, 1998; the Hanoi Department of Planning and Investment issued Business Registration Certificate No. 055051 on August 12, 1998.
- On April 01, 2001, the Insurance Business Law No. 24/2000/QH10 officially came into effect, whereby the insurance business license replaced the business registration certificate of the Department of Planning and Investment. On February 01, 2007, the Ministry of Finance issued the establishment and operation License No. 41A/GP/KDBH for PTI. At this License, PTI's charter capital was 105 billion VND.
- On January 25, 2008, PTI increased its charter capital to 300 billion VND according to the Certificate of Public Offering No. 283/UBCK-GCN issued by the State Securities Commission and was granted the Ministry of Finance's License for Capital Adjustment No. 41A/GPDC1/KDBH on April 21, 2008.
- On March 30, 2010, the Ministry of Finance issued the second adjustment license No. 41A/GPDC2/KDBH, allowing PTI to change its charter capital to 450 billion VND after completing the capital increase according to the Certificate of Public Offering No. 481/UBCK-GCN on December 24, 2009, issued by the State Securities Commission.

¹ The Post – Telecommunication Joint Stock Insurance Corporation completed the issuance of additional shares to increase its charter capital from the owner's equity on January 20, 2025. As a result, the Corporation's charter capital has been raised to VND 1,205,921,290,000.

- On June 30, 2010, PTI officially changed its name to "Post – Telecommunication Joint – Stock Insurance Corporation " according to License No. 41A/GPĐC4/KDBH issued by the Ministry of Finance. The subsidiaries were officially renamed as member companies under License No. 41A/GPĐC6/KDBH dated September 13, 2010, issued by the Ministry of Finance.
- On March 2, 2011, PTI officially listed on the Hanoi Stock Exchange with the stock code PTI.
- On August 6, 2012, the Ministry of Finance issued License No. 41A/GPĐC8/KDBH, recording PTI's charter capital as 503,957,090,000 VND.
- On January 29, 2015, Dongbu Insurance - the second-largest insurance company in South Korea officially became a strategic shareholder of PTI, holding 37.32% of PTI's shares, raising PTI's charter capital to 803,957,090,000 VND. By the end of 2015, PTI ranked 4th in the non-life insurance market.
- In 2016, PTI gained another major shareholder, VNDIRECT Securities Corporation. By the end of the year, PTI rose to 3rd place in the non-life insurance market. PTI was the first insurance company to establish a specialized insurance company, leading the market in online insurance - PTI Digital Age.
- In 2021, PTI led the market in motor vehicle insurance revenue .
- Since late 2022, PTI has focused on testing business organization models more suitable for retail operations, enabling the company to enhance its direct distribution capability to customers. At the end of 2023, PTI achieved impressive business performance with a post-tax profit of 253 billion VND.
- In 2024, with a milestone of transformation, continuity, and development through the message "People – Trust – Insurance," PTI brings a new value system, placing **the value of serving people first**, through the commitment to be **dedicated and timely** to bring **trust and peace of mind** to customers.

3. Awards and Achievements

- **Top 100 Private Enterprises Contributing the Most to the State Budget in Vietnam**
PTI ranked 64th in the Top 100 private enterprises contributing the most to the state budget in Vietnam.
- **Top 10 Reputable Non-Life Insurance Companies**
For the 7th time, PTI was honored in the Top 10 Reputable Non-Life Insurance Companies ranking announced by Vietnam Report and Vietnamnet newspaper. In 2024, PTI ranked 7th in the ranking.
- **Top 500 Largest Enterprises in Vietnam**
Listed in the VNR500 - Top 500 Largest Enterprises in Vietnam ranked by Vietnam Report, PTI ranked 3rd in the insurance sector and 148th in the private enterprise group.
- **Top 500 Best Profit Enterprises in Vietnam**
Listed in the Top 500 Best Profit Enterprises in Vietnam ranked by Vietnam Report, PTI ranked 172nd in the private profit enterprise group.
- **Top 500 Leading Employers in Vietnam (VBE500)**
Listed in the Top 500 Leading Employers in Vietnam (VBE500) announced by Investment Newspaper and VietResearch, PTI ranked 105th in the list.

4. Business Fields and Business Areas

4.1. Business Fields

- Non-life insurance business:
 - Motor vehicle insurance;
 - Technical property insurance;
 - Cargo insurance for road, sea, river, rail, and air transport;
 - General liability insurance;
 - Fire and explosion insurance;
 - Business interruption insurance;
 - Satellite insurance;
 - Aviation insurance;
 - Marine insurance;
- Health insurance and personal accident insurance with a term of 1 year or less and insurance products for death risks with a term of 1 year or less.
- Reinsurance business: receiving and ceding reinsurance related to non-life insurance operations.
- Conducting investment activities according to the law.
- Loss assessment.
- Loss assessment agency, claims approval, requiring third parties to reimburse.
- Other activities according to the law.

4.2. Business Area

PTI operates in almost all provinces and cities in Vietnam thanks to a widespread branch network organized under the model of member companies spanning from North to South.

In addition to business operations in Vietnam, since 2010, PTI has also invested abroad by contributing capital together with the Lao Development Bank (LDB) to establish Lane Xang Insurance Joint Stock Company (LAP) in Laos, focusing on non-life insurance business.

4.3. Operational Network

PTI is a joint-stock company, operating under the 2020 Enterprise Law, the Insurance Business Law, the Charter of Organization and Operations of the Corporation and relevant legal regulations.

The Corporation has one head office, one southern regional office and 54-member units operating directly in almost all provinces and cities across the country.

• Head Office

- Address: 95 Tran Thai Tong Street, Dich Vong Ward, Cau Giay District, Hanoi City
- Phone Number: (024) 3772 4466 Fax: (024) 3772 4460/61
- Website: www.pti.com.vn

• Southern Regional Office of Post – Telecommunication Joint – Stock Insurance Corporation

- Address: 2nd Floor, No. 205 Nguyen Xi, Ward 26, Binh Thanh District, Ho Chi Minh City

- Phone Number: 0283.2253.8925 Fax: 028.2253 8945

• **Branches (Member Units)/Subsidiaries:**

(1) Thang Long Postal Insurance Company

Address: 8th Floor, TTG Tower, 174 Thai Ha, Trung Liet Ward, Dong Da District, Hanoi

Phone Number: 024.35375411 Fax: 024.35375400

(2) Ho Chi Minh City Postal Insurance Company

Address: 5th Floor, 90 Pasteur, Ben Nghe Ward, District 1, Ho Chi Minh City

Phone Number: 0283. 9104848 Fax: 0283. 9117007

(3) Da Nang Postal Insurance Company

Address: 5th Floor, Da Nang Post Office Building, 271 Nguyen Van Linh, Vinh Trung Ward, Thanh Khe District, Da Nang City

Phone Number: 0236.3837 839 Fax: 0236.3837 838

(4) Hai Phong Postal Insurance Company

Address: 2nd Floor, 5 Nguyen Trieu Phuong, Minh Khai Ward, Hong Bang District, Hai Phong City

Phone Number: 02253. 530886 Fax: 02253. 530898

(5) Can Tho Postal Insurance Company

Address: 190E, 30/4 Street, Hung Loi Ward, Ninh Kieu District, Can Tho City

Phone Number: 0292. 3751447 Fax: 0292. 3751445

(6) North Central Region Postal Insurance Company

Address: Yen Vinh Block, Hung Phuc Ward, Vinh City, Nghe An Province

Address: 0238.3598 666 - 0238.3598 555 Fax: 0238. 3598 678

(7) North Region Postal Insurance Company

Address: Lot 146, Nguyen Tat Thanh Street, Truong Vuong Ward, Viet Tri City, Phu Tho Province

Phone Number: 0210.385 9568 Fax: 0210 385 9567

(8) Central Highlands Postal Insurance Company

Address: 27 Tran Khanh Du, Tan Loi Ward, Buon Ma Thuot City, Dak Lak Province

Phone Number: 0262. 3955 994 Fax: 0262. 3955 258

(9) Dong Nai Postal Insurance Company

Address: 19th Floor, 53-55 Vo Thi Sau, Quyết Thắng Ward, Bien Hoa City, Dong Nai Province

Điện thoại: 0251.3949 966 Fax: 0251.3949 965

(10) South Central Coast Postal Insurance Company

Address: STH38.20, Streets 2 and 3A, Le Hong Phong II Urban Area, Phuoc Hai Ward, Nha Trang City, Khanh Hoa Province

Phone Number: 0258 356 0555 Fax: 0258 382 8555

(11) Binh Duong Postal Insurance Company

Address: 280, 30th April Street, Area 3, Chanh Nghia Ward, Thu Dau Mot City, Binh Duong Province

Phone Number: 0274 3898708 Fax: 0274 3898711

(12) Quang Ninh Postal Insurance Company

Address: 2nd Floor, Lot 10, LK1, Vietnam-Han High-class Residential Area, Hong Gai Ward, Ha Long City, Quang Ninh Province

Phone Number: 0203 3656 661 Fax: 0203 3656 669

(13) Ca Mau Postal Insurance Company

Address: 3, Luu Tan Tai Street, Ward 5, Ca Mau City, Ca Mau Province

Phone Number: 0290 355 0777 Fax: 0290 355 0666

(14) Binh Dinh Postal Insurance Company

Address: 4th Floor, 02 Tran Thi Ky Street, Quy Nhon City, Binh Dinh Province

Phone Number: 0256 381 8818 Fax: 0256 3522 377

(15) Thanh Hoa Postal Insurance Company

Address: 2nd Floor, 11 Hac Thanh, Dien Bien Ward, Thanh Hoa City, Thanh Hoa Province

Phone Number: 0237 371 4234 Fax: 0237 371 4469

(16) Thua Thien Hue Postal Insurance Company

Address: Land lot No. 19, Map No. 41, Bau Va Residential Area Phase 2 (Batch 3), Phuong Duc Ward, Thuan Hoa District, Hue City

Phone Number: 0234 381 5815 Fax: 0234 381 5444

(17) An Giang Postal Insurance Company

Address: 5/2 Ton Duc Thang Street, My Binh Ward, Long Xuyen City, An Giang Province

Phone Number: 0296 395 5678 Fax: 0296 395 5777

(18) Long An Postal Insurance Company

Address: 37-39 Street No. 5, Ward 6, Tan An City, Long An Province

Phone Number: 0272 352 1464 Fax: 0272 352 1484

(19) Vinh Phuc Postal Insurance Company

Address: 2, Ngo Quyen Street, Vinh Yen City, Vinh Phuc Province

Phone Number: 02113.721 388 Fax: 02113.721 222

(20) Sai Gon Postal Insurance Company

Address: Ground Floor, Lot A, Thuy Loi 4 Apartment Complex, 205 Nguyen Xi, Ward 26, Binh Thanh District, Ho Chi Minh City

Phone Number: 028 3841 0576 Fax: 028 3841 0577

(21) Bac Ninh Postal Insurance Company

Address: Lot B94, Kinh Duong Vuong Street, Vu Ninh Ward, Bac Ninh City, Bac Ninh Province

Phone Number: 0222 3824 667 Fax: 0222 3893 008

(22) Lao Cai Postal Insurance Company

Address: 121 Thanh Nien Street, Coc Leu Ward, Lao Cai City, Lao Cai Province

Phone Number: 0214 823 969 Fax: 0214 823 968

(23) Nam Song Hong Postal Insurance Company

Address: 306 Tran Hung Dao Street, Ninh Khanh Ward, Hoa Lu City, Ninh Binh Province

Phone Number: 0229 389 9446 Fax: 0229 389 1218

(24) Hanoi Postal Insurance Company

Address: VP 3-1, 3rd Floor, Comatee Tower, 61 Nguy Nhu Kon Tum Street, Nhan Chinh Ward, Thanh Xuan District, Hanoi City

Phone Number: 0243 792 5172 Fax: 0243 792 5173

(25) Ben Thanh Postal Insurance Company

Address: 1st Floor, Lot A, Thuy Loi 4 Apartment Complex, 205 Nguyen Xi, Ward 26, Binh Thanh District, Ho Chi Minh City

Phone Number: 028 3932 1968 Fax: 028 3932 1969

(26) Thu Do Postal Insurance Company

Address: Room 2, 8th Floor, TTG Tower, 174 Thai Ha, Trung Liet Ward, Dong Da District, Hanoi

Phone Number: 0243 724 5103 Fax: 0243 724 5105

(27) Hai Hung Postal Insurance Company

Address: Lot 122.BT3-4, Tan Binh Ward, Hai Duong City, Hai Duong Province

Phone Number: 0220 389 8598 Fax: 0220 389 8880

(28) Tien Giang Postal Insurance Company

Address: 59C, 30/4 Street, Ward 1, My Tho City, Tien Giang Province

Phone Number: 0273 3979 188 Fax: 0273 3979 288

(29) Binh Tri Thien Postal Insurance Company

Address: Group 11, Dong Phu Ward, Dong Hoi City, Quang Binh Province

Phone Number: 0232 385 0111 Fax: 0232 385 0444

(30) Phu My Hung Postal Insurance Company

Address: 2nd Floor, Thuy Loi 4 Apartment Complex, 205 Nguyen Xi, Ward 26, Binh Thanh District, Ho Chi Minh City

Phone Number: 028 3820 5111 Fax: 028 3820 5222

(31) Thong Nhat Postal Insurance Company

Address: 2nd Floor, 205 Nguyen Xi, Ward 26, Binh Thanh District, Ho Chi Minh City

Phone Number: 028 6298 9911 Fax: 028 6298 9922

(32) Vung Tau Postal Insurance Company

Address: 2nd Floor, 3 Ba Cu, Ward 1, Vung Tau City, Ba Ria - Vung Tau Province

Phone Number: 0254 357 6577 Fax: 0254 357 6578

(33) Thai Nguyen Postal Insurance Company

Address: 2nd Floor, 09-storey building, Phan Dinh Phung Street, Dong Quang Ward, Thai Nguyen City, Thai Nguyen Province

Phone Number: 0208.385 3888 Fax: 0208.385 8797

(34) Gia Lai Postal Insurance Company

Address: 47 Nguyen Du, Pleiku City, Gia Lai Province

Phone Number: 0269 371 9977 Fax: 0269 371 9978

(35) Ha Thanh Postal Insurance Company

Address: 5th Floor, Lac Hong Building, 85 Le Van Luong, Nhan Chinh Ward, Thanh Xuan District, Hanoi City

Phone Number: 0243 569 0607 Fax: 0243 569 0608

(36) Nam Dinh Postal Insurance Company

Address: 3rd Floor, ACB Branch Building, 67 Le Hong Phong, Nguyen Du Ward, Nam Dinh City, Nam Dinh Province

Phone Number: 0228 3528 075 Fax: 0228 3528 074

(37) Au Lac Postal Insurance Company

Address: Lot 2 - N7B Trung Hoa - Nhan Chinh Urban Area, Nhan Chinh Ward, Thanh Xuan District, Hanoi City

Phone Number: 024.36895588

Fax: 024.38595588

(38) Trang An Postal Insurance Company

Address: 2nd Floor, CT1 Building, 43 Le Van Luong, Nhan Chinh Ward, Thanh Xuan District, Hanoi City

Phone Number: 0243.9726699

Fax: 0243.9766699

(39) Tay Bac Postal Insurance Company

Address: 14, Alley 291, Group 7, Quynh Lam Ward, Tran Hung Dao Street, Hoa Binh City, Hoa Binh Province

Phone Number: 0218.3858699

Fax: 0218.3858234

(40) Soc Trang Postal Insurance Company

Address: 73 Nguyen Chi Thanh, Ward 6, Soc Trang City, Soc Trang Province

Phone Number: 0299 3815 999

Fax: 0299 3814 999

(41) Hai Dang Postal Insurance Company

Address: 2nd Floor, Thanh Dat Building 1, 3 Le Thanh Tong, May To Ward, Ngo Quyen District, Hai Phong City

Phone Number: 02253.655688

Fax: 02253.655698

(42) Thai Binh Postal Insurance Company

Address: 3rd Floor, 328 Ly Thuong Kiet, Tran Lam Ward, Thai Binh City, Thai Binh Province

Phone Number: 0227.3839288

Fax: 0299.3814.999

(43) Tay Nam Postal Insurance Company

Address: 286 Huynh Cong Giai, Ward 3, Tay Ninh City, Tay Ninh Province

Phone Number: 0276 3783 939

Fax: 0276 3763 838

(44) Ha Tuyen Postal Insurance Company

Address: Group 6, Hung Thanh Ward, Tuyen Quang City, Tuyen Quang Province

Phone Number: 0207 3872 696

Fax: 020 7387 2696

(45) PTI Compensation Assessment Representative Office in Hanoi

Address: 2nd Floor, Connecting House No. 2, High-rise Building at CT3 Land Lot, Trung Van New Urban Area, Trung Van Ward, Nam Tu Liem District, Hanoi City.

Phone Number: 0243.9338989

Fax: 0243 8565 588

(46) PTI Compensation Assessment Representative Office in Ho Chi Minh City

Address: 2nd Floor, 205 Nguyen Xi, Binh Thanh District, Ho Chi Minh City.

Phone Number: 028 2253 8925

Fax: 028 2253 8945

(47) Digital Age Postal Insurance Company

Address: VP 3-2, 3rd Floor, Comatce Tower, 61 Nguy Nhu Kon Tum Street, Nhan Chinh Ward, Thanh Xuan District, Hanoi City.

Phone Number: 0247 300 5678

(48) Gia Dinh Postal Insurance Company

Address: 1st Floor, Lot B, Thuy Loi 4 Apartment Complex, 205 Nguyen Xi, Ward 26, Binh Thanh District, Ho Chi Minh City.

Phone Number: 028 3636 0576

Fax: 028 3636 0596

(49) Kien Giang Postal Insurance Company

Address: 801-803 3rd February Street, An Hoa Ward, Rach Gia City, Kien Giang Province.

Phone Number: 0297 389 8999

Fax: 0297 389 8789

(50) Lang Son Postal Insurance Company

Address: 1st & 3rd Floor, 20 17/10 Street, Vinh Trai Ward, Lang Son City, Lang Son Province.

Phone Number: 0205.3868.999

Fax: 0205.3868.999

(51) Bac Giang Postal Insurance Company

Address: 56-58 Nguyen Thi Minh Khai Street, Group 8, Ngo Quyen Ward, Bac Giang City, Bac Giang Province.

Phone Number: 0204 3559 688

(52) Dong Thap Postal Insurance Company

Address: 2-4 Do Cong Tuong Street, Ward 1, Cao Lanh City, Dong Thap Province.

Phone Number: 02773 850 123

(53) Quang Nam Postal Insurance Company

Address: 12 Tran Quoc Toan Street, Tan An Ward, Tam Ky City, Quang Nam Province.

Phone Number: 0235 3822 222

Fax: 0235 3822 333

(54) Ninh Thuan Postal Insurance Company

Address: 2nd Floor, 14 Nguyen Trai Street, Phuoc Hoa Ward, Phan Rang-Thap Cham City, Ninh Thuan Province.

Phone Number: 0259 3888 888

Fax: 0259 3888 999

5. Governance model, business organization and management apparatus

5.1. Governance model

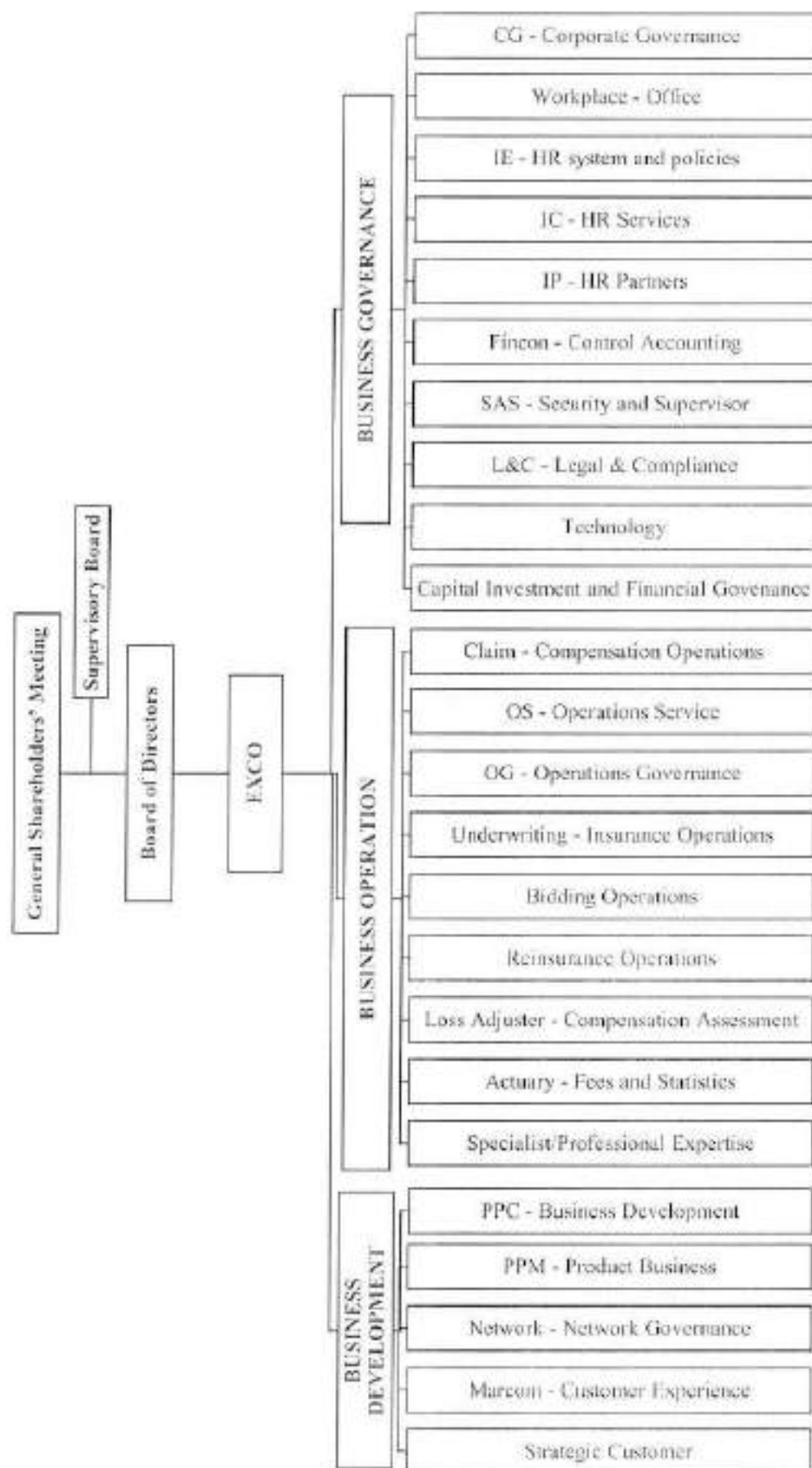
PTI organizes management and operates in accordance with point a clause 1 Article 137 of the 2020 Enterprise Law. Accordingly, the company has a General Shareholders' Meeting, the Board of Directors, the Supervisory Board, and General Director. In which:

- General Shareholders' Meeting (GSM): is the highest authority of the Company. The GSM decides on the organization and dissolution of the Company, determines the development direction of the Company, appoints and dismisses members of the Board of Directors, the Supervisory Board, and decides on other important matters as prescribed by law.
- Board of Directors (BOD): Elected by the GSM and is the highest management agency of the Company, fully authorized to represent the GSM in deciding and implementing issues related to the goals and interests of the Company, except for matters within the authority of the GSM. The BOD of the Company currently has 9 members, including 3 independent members, ensuring transparency in accordance with current Vietnamese law as well as international practices.
- Supervisory Board (SB): Elected by the GSM, operates independently, and supervises the legality of the activities of the BOD, the General Director, and other enterprise operators. The SB is responsible for reporting to the GSM about its supervisory activities.
- General Director's Board: The General Director's Board includes the General Director and the Deputy General Directors appointed and dismissed by the BOD. The General Director's Board is authorized to approve strategic goals, organize and implement strategic tasks assigned by the Chairman of the BOD, according to the strategic goals approved by the BOD and the General Shareholders' Meeting. The General Director is the legal representative of the Company and is the one responsible for the highest management of the daily business activities of the Company.

5.2. Management apparatus

In 2024, the Board of Directors continues to focus on refining the organizational structure while building and adjusting the functions and responsibilities of each leadership position. The goal is to ensure specialization, enhance connectivity capabilities, and promote synergy throughout the organization. The organizational structure is shaped towards specialization, operating based on the main functional axes, with core values at the center: **Customers - Products - Operations Management**. This aims to optimize operational efficiency and create a solid foundation for the sustainable development of the enterprise.

5.3.Organizational Chart



5.4. Subsidiary, Affiliate Company

* PTI's Subsidiaries:

No.	Subsidiaries	License	Business Fields	Business Scope	% capital invested by PTI
1	Post Real Estate Joint Stock Company (Postre)	0102985620 issued by Hanoi Department of Planning and Investment on October 21, 2008	Real Estate Investment and Business	Real Estate Investment and Business	97.6%

(1) Post Real Estate Joint Stock Company (Postre)

- Head Office: 95 Tran Thai Tong, Dich Vong Ward, Cau Giay District, Hanoi City, Vietnam
- Phone Number: 024.36401297; Fax: 024.3640 1295
- Website: www.prc.com.vn
- Charter Capital: 180,730,000,000 VND, Actual contributed capital 180,730,000,000 VND
- PTI's contributed capital up to the time of December 31, 2024: 176.4 billion VND
- Business Plan implementation situation for 2024: Total assets by 31/12/2024 reach 199.9 billion VND; profit before tax for 2024 is 3.3 billion VND. The company has no plan to pay dividends.

* PTI's Affiliate company

No.	Relevant Company	License	Business Fields	Business Scope	% invested by PTI
1	Lane Xang Public Insurance Company (Lane Xang)	347/BKH-ĐTTN	Insurance Services	Insurance	50
2	Kasati Joint Stock Company	0302826473	Production, trade, services	Telecommunications, Informatics, Electronics	21.3

(1) Lane Xang Public Insurance Company (Lane Xang)

- Head Office: 2nd Floor, MB Bank Tower, Kaysone Phomvihane Avenue, Vientiane Capital, Lao People's Democratic Republic.
- Phone Number: 856.21.265.567; Fax: 856.21.264.789
- Website: <https://www.lap.com.la/>
- Charter Capital: 2,000,000 USD, equivalent 38.2 billion VND

- PTI's contributed capital up to the time of December 31, 2024: 1,000,000 USD.
- Business Plan implementation situation for 2024: Revenue reached 168.5 billion VND; profit before tax reached 0.66 billion VND.

(2) Kasati Joint Stock Company

- Head Office: 270A Ly Thuong Kiet, Ward 14, District 10, Ho Chi Minh City
- Phone Number: (84-8) 3865 5343 Fax: (84-8) 3865 2487
- Website: www.kasati.com.vn
- Charter Capital: 59.920.200.000 đồng;
- PTI's contributions (at par value) up to the time of December 31, 2024: 14.292 billion VND
- Business Plan implementation situation for 2024: Total assets as of 31/12/2024 reach 217.4 billion VND; revenue reaches 451 billion VND; pre-tax profit reaches 13 billion VND.

6. Shareholder Information

6.1. Stock Information

- Stock Name: Shares of Post – Telecommunication Joint – Stock Insurance Corporation
- Stock Type: Common Stock
- Stock Code: PTI
- Number of shares outstanding on the date December 31, 2024: 80,397,509 shares
- Number of freely transferable shares: 80,397,509 shares
- Maximum foreign ownership rate: 100%
- Number of treasury shares as of December 31, 2024: 0 share
- Number of restricted transfer shares: 0 share

6.2.Shareholder Structure

- Shareholder Structure of The Corporation as the date of December 31, 2024:

No.	Shareholder Structure	Number of shares	Rate
I	Shareholder structure by ownership ratio	80,397,509	100%
1	Large Shareholders	61,979,141	77.09%
2	Small Shareholders	18,416,568	22.91%
II	Structure of institutional shareholders and individual shareholders	80,397,509	100%
1	Institutional Shareholders	54,852,235	68.23%
2	Individual Shareholders	25,543,474	31.77%
III	Structure of domestic and foreign shareholders	80,397,509	100%
1	Domestic Shareholders	50,263,315	62.52
2	Foreign Shareholders	30,132,394	37.48

6.3. Changes in the owner's investment capital:

- On August 1, 1998, PTI was established under License No. 3633/GP-UB issued by the People's Committee of Hanoi, based on the prior issuance of the Certificate of Eligibility for Insurance Business No. 10/TC/GCN dated June 18, 1998 by the Ministry of Finance. The initial charter capital of PTI is 58,297,500,000 VND.
- On February 01, 2007, PTI was licensed by the Ministry of Finance to establish and operate under license number 41A/GP/KDBH. The charter capital of PTI at the time of this licensing was 105 billion VND.
- On January 25, 2008, PTI implemented an increase in its charter capital to 300 billion VND according to the public offering certificate number 283/UBCK-GCN issued by the State Securities Commission on the date and received the Ministry of Finance's capital adjustment license number 41A/GPDC1/KDBH on April 21, 2008.
- In 2010, PTI increased its charter capital to 450 billion VND according to the public securities offering certificate number 481/UBCK-GCN issued by the State Securities Commission on December 24, 2009, and was granted adjustment license number 41A/GPDC2/KDBH by the Ministry of Finance on March 30, 2010.
- On August 6, 2012, PTI was granted the Adjustment License No. 41A/GPDC8/KDBH by the Ministry of Finance allowing PTI to increase its charter capital from 450 billion VND to 503,957,090,000 VND through the issuance of bonus shares to existing shareholders. The number of additional shares issued is 5,395,709 shares.
- On June 16, 2015, PTI was granted an adjustment license No. 41A/GPDC12/KDBH by the Ministry of Finance approving an increase in charter capital to 803,957,090,000 VND according to the plan to issue private shares to the foreign strategic shareholder, Dongbu Insurance Co., Ltd., which makes Dongbu Insurance - the second-largest insurance company in South Korea officially a strategic shareholder of PTI.
- On April 24, 2024, the annual general meeting of shareholders of PTI approved the issuance of additional shares to increase equity capital from owner's equity. On October 29, 2024, PTI received in-principle approval for the increase of its charter capital from the Ministry of Finance and on December 31, 2024, PTI received a document from the State Securities Commission allowing PTI to issue shares to increase equity capital from owner's equity. On January 20, 2025, PTI completed the issuance of additional shares, thereby raising the Company's charter capital from 803,957,090,000 VND to 1,205,921,290,000 VND.

6.4. Treasury Stock Transactions:

Currently, the Corporation does not have any treasury shares. In 2024, the Corporation will not conduct any transactions related to treasury shares.

6.5. Other securities:

In 2024, besides implementing the issuance of additional shares to increase equity from owner's capital as mentioned in Section 6.2, the Corporation will not issue any other types of securities.

7. Development Orientation

7.1. Vision: PTI is a leading non-life insurance company in the field of personal insurance, truly becoming "the insurance company of the community" ..

7.2. Mission: Aiming for the value of serving people (People), with the commitment and dedication of a reliable team of professionals (Trust) through a comprehensive insurance solution – Security and Mutual Support (Insurance).

7.3. Brand philosophy

P - People: The value of service is directed towards people - All PTI products and services aim to provide value in serving the insurance and support lives of each individual, and the team of professionals with standards and ethics at PTI represents the distinctive competitive edge that the company strives for.

T - Trust: The value of trust is built and accumulated over time, from lessons learned from mistakes, challenges from the market, customers, and PTI itself, which has helped the company continuously change and improve to win the trust of the Team and Customers in the Company.

I - Insurance: The value of safety and support - All PTI insurance products are designed based on principles of protecting social welfare and aiming for the values of safety and support for the community of insured customers, making insurance products easily accessible and suitable for individuals. Năng lực cốt lõi, giá trị cốt lõi.

- **Integrity ethics**

Integrity has always been the core value prioritized by PTI. We understand that only integrity and a commitment to respecting objective truth can serve as a solid foundation that allows us to confidently build our service reputation and sustainable values; creating a collective of passionate individuals who cherish every opportunity our clients have given, are giving, and will give us.

- **Collective Intelligence**

Each individual proactively and humbly seeks assistance from those with knowledge and experience; at the same time, they explore the foundation of collective intelligence that has been accumulated over time, applying it effectively in work and gradually improving the organization's capacity.

- **Serving cooperation**

Our experiences with each customer are a valuable asset, helping us to always learn and improve ourselves. We respect the unique needs of each customer and always listen to understand each requirement and provide optimal solutions for our customers with all the resources we can.

- **Connect Values**

We share and contribute our experiences and professional knowledge together to create a collective river of intelligence, helping each of us establish a foundation of professional knowledge and the continuous creativity of a strong collective, meeting all customer expectations.

III. RESULTS OF ACTIVITIES IN 2024

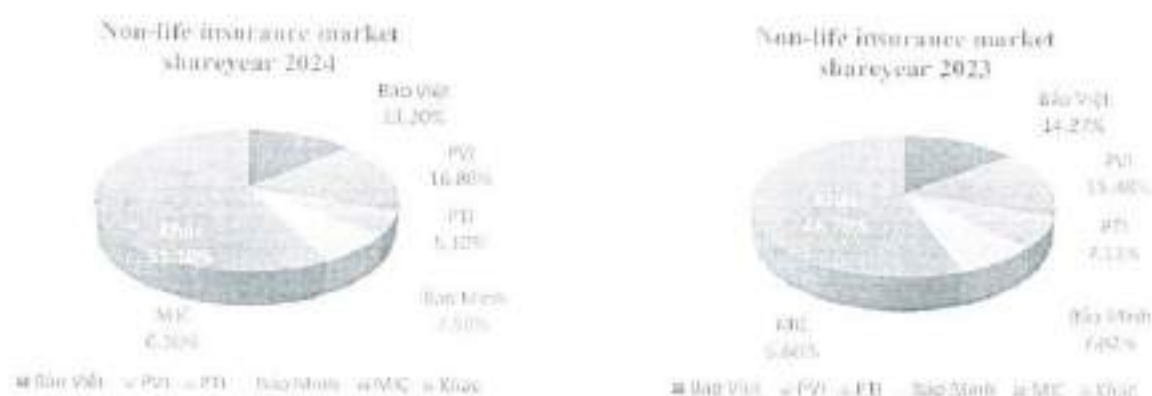
1. Results of Activities in 2024

1.1. Business conditions in 2024

- The year 2024 continues to be evaluated as a difficult year for the Vietnamese non-life insurance market, but the entire market still recorded positive results with revenue reaching

79.348 trillion VND, an increase of 11.7% compared to the same period last year, higher than the growth rate of 2023 which was only about 3%.

- Health insurance continues to lead the market with revenue of 28.744 trillion VND, accounting for 33.5% of total revenue and strong growth of 20.8%. The main growth driver comes from the increasing demand for healthcare among the population, especially when out-of-pocket medical expenses in Vietnam reach 43%, double the WHO's recommendation. However, this sector faces many challenges such as high claims ratios, complex fraud situations, and rising medical costs due to healthcare autonomy policies and the increasing abuse of hospitals by a large majority of insurance participants.
- After a 2% decline in revenue in 2023, the motor vehicle insurance sector experienced a rebound in 2024 with a growth of approximately 5%, achieving revenue of 18.693 trillion VND, capturing 25% of the non-life insurance market share. Following a downturn at the beginning of the year, the market recovered due to a 12.6% increase in car sales driven by the support policy for registration fees. However, with the rising trend of claims ratios, especially for vehicle material damage insurance, maintaining sustainable business control for motor vehicle insurance poses a significant challenge for the majority of non-life insurance companies in the market aiming to ensure long-term profitability for businesses. The year 2024 also marks significant growth for electric vehicles, necessitating that companies develop appropriate product policies for this new vehicle type.
- The year 2024 is marked by a particularly significant loss event for the entire market in general and technical asset insurance in particular, caused by storm number 3 (storm Yagi). The market suffered heavily from damages caused by the storm, with over 6,203 loss cases and total estimated compensation reaching 10.236 trillion VND. The growth rate of the technical asset insurance market also lagged significantly compared to the general market.
- Marine insurance for ships and cargo transport recorded good growth (13.1% and 12.9%) but also faces many challenges. The shipping market is affected by the conflict in the Red Sea and the Suez Canal, while domestic competition over fees and insurance conditions remains fierce. Losses from Typhoon Yagi also caused significant damage with over 590 compensation claims, estimated to pay out more than 174 billion VND.
- With the significant loss impact mentioned above, the international reinsurance market also has assessments and adjustments with the Vietnamese market. Accordingly, the average reinsurance commission shows signs of a decrease of about 1-3% and imposes more regulations on input risk control as well as increases fees for customers with significant losses.
- In general, the Vietnamese non-life insurance market is developing positively but facing many challenges. Competition on premiums and insurance conditions is fierce in nearly all lines of business, while the claims ratio is increasing due to natural disasters and cost inflation. Businesses need to balance revenue growth with risk management, while also complying with new regulations on compulsory insurance, the Insurance Business Law, and other related legal documents to ensure sustainable development by 2025.



Source: Vietnam Insurance Association

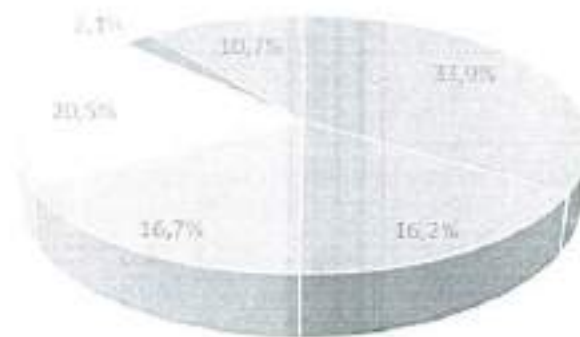
1.2. Business performance results of PTI in 2024

a. Business activities insurance by product



- Revenue from PTI's core insurance business in 2024 reached 4,016 billion VND, growing (-20.9%) compared to 2023.
 - Most of PTI's insurance product revenues in 2024 experienced negative growth compared to 2023 as PTI continues to proactively reassess its product structure, applies strict business policies, and focuses on promoting effective products with low distribution costs instead of solely concentrating on revenue growth at any cost.
- b. Business activities insurance by Channel

Năm 2024



■ PTI CA ■ Brokerage Channel ■ VNPost ■ Bank Channel ■ Financial Institutions (FI) ■ Others

- Overall, the proportion of revenue generated through direct distribution channels (PTI CA) in 2024 will still account for the largest proportion in PTI's revenue structure.
- In addition, PTI's major and traditional distribution channels continue to hold significant proportions such as Brokerage Channel, VNPost, Bank Channel, and financial institutions (FI).
- In 2024, PTI will proactively adjust ineffective products in the channel, study the application of insurance products that are more suitable for the target customer segment on the distribution channel, and at the same time enhance the digitalization of products to increase customer experience and convenience for sellers.

1.3. Financial investment activities in 2024

Investment Results in 2024:



With the guiding principle of "Safety, Caution, and Maximizing Opportunities for Optimal Efficiency" in 2024, PTI's investment portfolio will still focus on high-liquidity assets such as deposits and bonds, accounting for over 90% of the total portfolio.

In the context of market interest rates remaining at a low base level, financial revenue in 2024 is estimated to reach 334 billion VND, of which the investment items with significant revenue in 2024 include:

- Time deposit interest: estimated at ~270 billion VND, thanks to correctly predicting the trend of declining interest rates in the second half of 2023, PTI focused on allocating capital to time deposits of more than 12 months, thus benefiting from attractive yields in the first half of 2024.
- Bond investment interest: estimated at ~64 billion VND, PTI believes that mobilization interest rates have significantly decreased and the bond market shows many signs of recovery beyond the restructuring and market standardization phase. Therefore, PTI carefully selects investments in bonds issued by reputable organizations with high liquidity in the market, achieving significantly higher investment yields compared to deposits.
- Short-term securities trading interest: In 2024, PTI has not allocated an investment portfolio to stocks.

1.4. Core Capacity enhancement activities and enterprise governance foundation

a. Digital transformation and information technology activities

In 2024, PTI continues to strengthen its capabilities with the goal of comprehensive digital transformation for its operations by digitizing business processes alongside improving infrastructure and enhancing information security system capabilities.

In 2024, with a landmark transformation, continuing and developing with the message "People – Trust – Insurance," PTI brings a new value system, prioritizing the value of serving people, through a commitment to be dedicated and timely to instill trust and peace of mind for customers, along with a comprehensive insurance product portfolio providing the best service. Most notably, the PTI Care application allows policyholders to completely manage contracts and process claims online, providing customers with the most seamless and continuous experience.

PTI has also perfected the architecture of the system and data, by building digital solutions based on data – Data-driven transformation. This architecture allows PTI to digitize business processes flexibly and quickly, meeting the demand for business flexibility in a highly volatile market phase. The business processes have been digitized according to the level of risk and the possibility of automation, with some processes being 100% automated alongside semi-automated processes involving human participation in the most critical checkpoints.

In 2024, PTI has also established a multi-platform customer interaction platform and system, based on a centralized customer database, allowing the company to provide information and services to customers in the fastest, most accurate, and closest way to customer needs. Behind the interaction system is the customer relationship management platform, DSB, which enables Through Open API solutions and partner applications, PTI has expanded its ecosystem and partnerships, integrating with banks, e-wallets, and payment intermediaries to provide insured individuals with the simplest experience. Notably, it has integrated with ACB Bank and Momo for two products: Private House and Vehicle Property.

PTI has also strengthened the application of AI in business and operations, combining the use of available market solutions with building internal capabilities. Specifically, PTI has applied

OCR technology and Face matching to accelerate the processing of applications and issuing insurance policies, Computer vision in damage assessment for pricing and compensation activities, and Chatbot in customer service... These technologies have initially brought real value to PTI, especially in increasing productivity and speed, shortening the processing time of requests, and providing a better experience for customers.

Technology in corporate governance has also made significant progress in the past year. Notably, a new accounting system has been fully implemented, ensuring the enterprise operates efficiently, accurately, optimally, and transparently. This is a solid foundation for sustainable development in the future.

Finally, the infrastructure platform has made significant improvements in 2024. Backup solutions and ransomware protection utilizing advanced global systems and technologies such as Veritas, Synology, SAN... have been implemented to ensure that the organization's data is protected at the highest level. In terms of information security, PTI has continued to enhance monitoring and control solutions for information security, building an independent SIEM solution capable of collecting complete security event data for the entire system and conducting 24/7 information security monitoring to promptly detect and address security incidents as they occur, while also implementing strong authentication requirements (2-factor) to protect users when accessing applications.

b. Risk Management

PTI continues to maintain the operation of the three-line model in company operation governance and risk management:



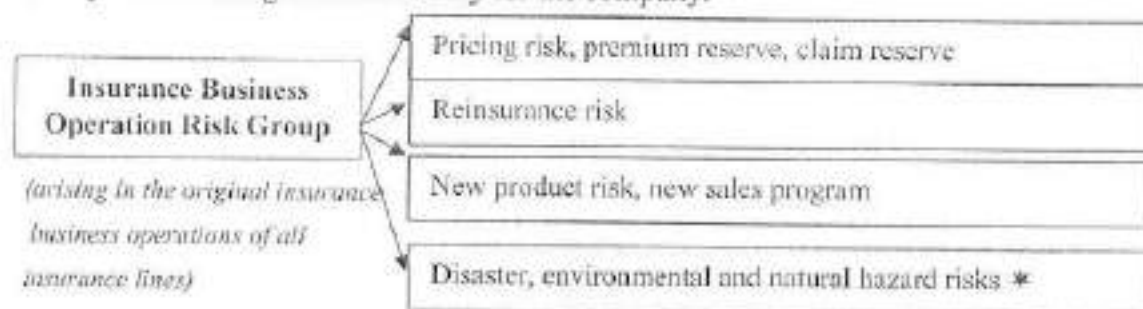
With a comprehensive, consistent system of regulations, governance policies, and operational standards, a risk management culture and centralized governance have been established throughout the system and thoroughly applied in each process of the value chain, ensuring risks are identified, measured, and controlled throughout PTI's operations. The risk management culture helps unify awareness of the importance and responsibility of proactive risk management from the Board of Directors, the Executive Board, down to each department and individual within the PTI system.

Similar to other non-life insurance companies in Vietnam, PTI faces risks affecting business operations and achieving profit goals. Some risk groups include: Financial Risk Group, Insurance Business Operation Risk Group, Operational Risk Group, Strategic Risk Group.

Several key risks can be mentioned as follows :



In 2024, PTI's financial risks were consistently assessed as within satisfactory thresholds: solvency margin, original insurance business profits reached high levels in all four quarters, return on capital was high in the 2nd, 3rd, and 4th quarters of 2024. Interest rate and exchange rate fluctuations were low, not affecting reinsurance transactions with foreign partners. The reinsurance program was built to match the capacity and capital scale of business operations, always maintaining financial safety for the company.



The most notable risk is the aftermath of Typhoon YAGI in September 2024, which caused significant damage, strongly impacting the non-life insurance market in Vietnam in general, and PTI in particular. According to reports, the total compensation costs PTI had to pay due to Typhoon YAGI amounted to 450 billion VND, leading to a surge in insurance claim requests, notably in technical and property insurance, putting pressure on profits. PTI had to advance hundreds of billions to support damage recovery. This event also increased operating costs and affected the company's profits in the last quarter of 2024. However, PTI quickly processed claims and advanced compensation to assist customers in recovering post-typhoon.

Typhoon YAGI also highlighted challenges in managing natural disaster risks and PTI's financial reserve capacity as well as stress testing its financial resilience against major risks. Notably, PTI has always maintained sufficiently Excess of Loss (XOL) reinsurance contracts to ensure payment capacity in case of widespread major risks like natural disasters and storms. Before the event occurred, PTI also provided warning information, guiding customers on preventive measures to protect assets before the storm hit. This somewhat helped minimize PTI's financial damage, particularly maintaining a low compensation liability ratio within retention levels. Despite recording significant profit losses in Q4/2024, with compensation costs potentially extending into early 2025 due to delays in claim processing, PTI is still assessed as a company less severely affected by the YAGI shock in the non-life insurance market.



During the wave of global hacker attacks targeting major corporations and financial companies, on March 24, 2024, PTI's cybersecurity system faced a serious attack using malware from a professional international hacker group targeting the central server, significantly affecting company operations. At that time, facing system disruptions and inability to operate normally, PTI also faced the risk of losing customer trust.

After restoring operations, PTI faced several major challenges. First, the company needed to invest heavily in security systems to prevent similar attacks in the future. This not only required substantial financial costs but also cooperation with leading cybersecurity experts to enhance defense capabilities. Second, PTI had to rebuild customer trust by being transparent about the incident and providing future data safety measures. Immediate and long-term measures have been proposed to decisively prevent similar risks. Accordingly, PTI developed a comprehensive, long-term Information Security strategy including processes, people, and technology. At the same time, PTI hired reputable firm for consulting and implementing comprehensive security solutions to enhance the resilience of the technology system. To meet operational risk management requirements for the entire company, PTI developed a Business Continuity Plan (BCP) for all departments, focusing on IT with BCP scenarios for information security incident response against Ransomware attacks and other forms of attacks to quickly restore business services as soon as possible if similar incidents occur.

Furthermore, this incident also placed greater pressure on PTI when competing with InsurTech companies, which use advanced technology to provide insurance services with higher safety

levels. PTI identified the need to quickly digitize and improve technology systems to avoid falling behind competitors. The event highlighted the importance of cybersecurity in the insurance industry, especially as cyberattacks increase in scale and sophistication.



In 2024, the non-life insurance market faced significant risks, including epidemic risks and socio-economic risks. These factors not only directly affect the business operations of insurance companies but also pose major challenges for risk management strategy and sustainable development. Firstly, epidemic risk remains a potential threat to the non-life insurance market in general and PTI in particular. Although epidemic prevention measures have improved, the risk of new outbreaks or recurrence of old epidemics like avian flu, dengue fever, or new variants of COVID-19 still exists, not to mention strange diseases like monkeypox... These events not only increase medical and health insurance costs but also affect other areas like property insurance, motor vehicle insurance, and civil liability due to supply chain disruptions and business operations. Moreover, PTI faces significant pressure in designing insurance products to meet the increasingly high demands of customers in complex epidemic contexts. Additionally, PTI faces the challenge of classifying customers and products to ensure delivering suitable products to each customer segment, maintaining the motto "community insurance company," so no customer is left behind.

In addition, socio-economic risks are also a major challenge in 2024. The global economy has not fully recovered from the pandemic and geopolitical conflicts, leading to prolonged inflation, slow growth, and increased unemployment. These factors reduce the ability of individual and business customers to pay insurance premiums, with customers tending to cut unnecessary expenses, including insurance, during economic difficulties, causing the insurance market to face revenue decline. At the same time, social issues like political instability, natural disasters, and climate change also increase the risk of large losses for property and liability insurance types. For example, major storms like YAGI in 2024 caused serious damage, forcing insurance companies to pay huge compensation amounts, increasing financial pressure.

To overcome these challenges, PTI has been developing a long-term strategy, focusing on enhancing risk management capabilities, improving products and services, and applying technology to optimize costs and operational efficiency.

c. Human Resources Training and Development

Training and developing human resources has always been a core factor in the sustainable development strategy of the enterprise, contributing to enhancing competitiveness in the context of a constantly changing market. At PTI, the training work is not only aimed at equipping knowledge and skills but also at creating a sustainable working environment where each employee is continuously learning, developing, and connecting with the core values of the organization.

In 2024, with the aim of perfecting and enhancing the quality of the workforce in the spirit of IPAM WAY and the ILEAD leadership culture, PTI has implemented 37 training programs, attracting nearly 3,200 employee participations. The programs implemented include:

- 07 IPAM WAY cultural training courses, helping employees internalize the working philosophy and ethical standards of the profession.
- 18 professional training courses, enhancing in-depth capabilities in specific fields.
- 06 leadership skills training courses, equipping managers with the mindset and tools to effectively lead their teams.
- 06 series of soft skills training, helping employees enhance their ability to apply AI in work, develop digital communication skills, and optimize teamwork in a digitalized environment to improve work efficiency.

Integration training program for new staff, helping employees quickly adapt and develop their capabilities.

Through these programs, employees not only gain a deep understanding of PTI's vision, mission, and core values but are also equipped with essential skills to adapt to the development of artificial intelligence and new technology trends.

2. Organization and Personnel

2.1. List of the General Director Board members

• **Huang Thi Yen – General Director**

Full name: Huang Thi Yen

Gender: Female

Birthday: June 03, 1982

Professional qualification: Master of History

Position: General Director

Number of shares: 0 share, par value of 10,000 VND/share

Experience: Ms. Yen has been with PTI for over 12 years in the insurance finance sector. Since joining PTI, Ms. Yen has made significant contributions to the development of PTI, especially in the digitalization of services and sales channel development. She has held many important positions at PTI such as Director of the Online Sales and Customer Service Center; Director of the Postal Insurance Company of the Digital Age; Executive Director of channel development,

Director of business operations management,... Ms. Yen was appointed as General Director of PTI on October 19, 2023.

- **Luu Phuong Lan – Deputy permanent General Director, Chief Governance of Insurance Professional Activities**

Full name:	Luu Phuong Lan
Gender:	Female
Birthday:	November 25, 1976
Professional qualification:	Master of Economics
Position:	Deputy permanent General Director, Chief Governance of Insurance Professional Activities
Number of shares:	0 share, par value 10,000 VND/share
Experience:	<p>Ms. Luu Phuong Lan joined PTI since the year 2000 and until now, Ms. Lan has 28 years of experience in the insurance field. Throughout her working process, Ms. Luu Phuong Lan has been appointed to hold many important management positions at PTI such as Director of the Human Insurance Department, Director of the Technical Property Insurance Department, Deputy General Director, Director of the insurance business unit,... Ms. Lan is a personnel who has made significant contributions to the development of PTI, especially in the management of insurance business operations.</p> <p>In 2016, Ms. Luu Phuong Lan was appointed as Deputy General Director of PTI.</p> <p>Currently, Ms. Lan is holding the position of Permanent Deputy General Director, Director of Insurance Business Operations Management.</p>

- **Dieu Ngoc Tuan – Deputy Permanent General Director, Chief Governance Officer**

Full name:	Dieu Ngoc Tuan
Gender:	Male
Birthday:	January 02, 1978
Professional qualification:	Master of Laws
Position:	Deputy Permanent General Director, Chief Governance Officer
Number of shares:	0 share, par value 10,000 VND/share

Experience: Mr. Dieu Ngoc Tuan graduated with a Master's degree in Law from Hanoi Law University & Paris II University (France).

Mr. Tuan has more than 20 years of experience working in the fields of legal consulting, corporate management, legal & finance. Before joining PTI, Mr. Dieu Ngoc Tuan held managerial and executive positions at several large companies such as IPA Group, VNDIRECT Securities Company, etc. With his experience, knowledge, and in-depth understanding of law, management, and finance, Mr. Tuan has made significant contributions to the growth and strong development of PTI in organizational management.

Mr. Tuan joined PTI in 2022 as the Director of Management and currently holds the position of Permanent Deputy General Director, Director of Company Operations Management.

- **Le Xuan Bach – Deputy General Director, Chief of Operations Governance**

Full name: Le Xuan Bach
 Gender: Male
 Birthday: September 29, 1981
 Professional qualification: Master of Economics
 Position: Deputy General Director/Chief of Operations Governance
 Number of shares: 0 share, par value 10,000 VND/share
 Experience:

Mr. Le Xuan Bach has been appointed as Deputy General Director of the Corporation from September 24, 2024. Before being appointed as Deputy General Director, Mr. Le Xuan Bach was in charge of the Chief Accountant of the Corporation. Joining PTI since 2011, Mr. Bach has been entrusted with many important positions at PTI such as Deputy Director of the Legal & Internal Audit Division, Deputy Director of the Finance and Accounting Division, Chief Accountant,... With experience and in-depth knowledge in the fields of auditing and insurance, Mr. Le Xuan Bach has made significant contributions to the operational activities of the Corporation during the transition period, enhancing operational efficiency. Currently, Mr. Le Xuan Bach is holding the position of Deputy General Director, Chief of Operations Governance of PTI.

- **Le Trong Hiep – Chief accountant**

Full name: Le Trong Hiep

Gender:	Male
Birthday:	February 16, 1991
Professional qualification:	Bachelor of Economics, Major in Auditing
Position:	Chief of Accountant
Number of shares:	0 share, par value 10,000 VND/share
Experience:	<p>Mr. Le Trong Hiep joined PTI in 2015 and took on the role of specialized manager in the Finance - Accounting department at PTL, also serving as the chief accountant at PTI Nam Dinh and PTI Vinh Phuc. Since 2020, Mr. Le Trong Hiep has been responsible for consolidated accounting at the Group. With experience and in-depth knowledge in auditing and insurance, Mr. Le Trong Hiep has made significant contributions to the financial accounting management activities of PTI.</p> <p>Mr. Le Trong Hiep was appointed as the chief accountant of the Group on September 24, 2024.</p>

2.2.Changes in the Executive Board:

- On September 24, 2024, Mr. Lê Xuân Bách was relieved of his position as Chief Accountant, and Mr. Le Trong Hiep was appointed to take over the role of Chief Accountant from Mr. Le Xuan Bach.
- On September 24, 2024, Mr. Le Xuan Bach was appointed as Deputy General Director of PTL.
- At the same time, members of the General Director Board are assigned/delegated to organize governance and management for activities according to strategic objectives and/or coordinate the management of the operational activities of functional departments under their management according to the Organizational Structure Chart/Functional Organizational Map of PTI and/or according to the specific task assignment decisions of the Board of Directors/Chairman of the Board of Directors for that member .

2.3.Number of staffs, employees

Total number of employees of PTI as of December 31, 2024: 2,040 people, the structure of qualifications is shown in the table below:



2.4. Changes in Labor Policy:

In 2024, PTI will implement planning and personnel management towards the specialization of job positions, helping personnel management to be clearer and each employee can see their long-term career development path at PTI.

Welfare policies will continue to be maintained and improved to support and create conditions for regular and continuous healthcare for employees, such as health insurance, periodic health check-ups... thereby contributing to enhancing employee engagement with PTI.

3. Orientation of activities in 2025

3.1. Business insurance activity orientations in 2025

- The PTI insurance product system in 2025 continues to be positioned according to comprehensive solution groups:
 - + PTI SOS – Accident, vehicle, and personal property insurance
 - + PTI Care – Travel, health, and critical illness insurance
 - + PTI Commercial – Risk insurance solution consulting experts for corporate clients;
- The product strategy of PTI aims to provide customers with easy access to insurance solutions, ensuring they have a full range of options that meet their personal and family protection needs at a truly reasonable cost.
- To realize this strategy, PTI is focusing on strengthening the product management system through data, building product programs based on customer analysis, market analysis, and packaging suitable for each target customer group. Combined with the ability to define product costs, PTI has the capability to offer new products to the market with high reliability regarding benefits and truly has distinct competitive advantages.
- PTI continues to enhance its product operation management capabilities through a centralized management tool system, ensuring product policies are under control and can be adjusted to fit market conditions.
- PTI's health insurance program is also repackaged with the Caring Beyond Insurance positioning to provide customers with a complete service experience, from corporate leadership to individual employees. PTI aims to equip customers with knowledge about health science and life science to help them enhance their awareness of maintaining natural health for themselves

as well as for their families.

- The team of risk insurance solution consultants for corporate clients is planned nationwide, ready to accompany the sales team to support customers in recommending safety in operations as well as building optimal insurance programs for businesses.

In summary, PTI still maintains a sustainable product development strategy aimed at addressing the legitimate needs of the majority of customers and embodies the spirit of Insight – Interbeing – Innovation.

3.2. Financial Investment activity orientations in 2025:

In 2025, PTI will continue to allocate its investment portfolio mainly into fixed interest rate assets such as deposits in credit institutions, credit institution bonds, and corporate bonds.

In addition, in the context of deposit interest rates remaining quite low from 2024 to now, diversifying the investment portfolio into stocks is necessary to enhance PTI's investment efficiency.

The macroeconomic context is and will create more favorable conditions for bonds and stocks, such as: (1) The global economy has passed the monetary tightening cycle, and geopolitical conflicts are easing; (2) The Politburo and the Government are determined to achieve high economic growth (8%) for 2025, laying the foundation for a double-digit growth cycle in the following years, through strong institutional reform measures, administrative reforms, boosting FDI attraction, and creating conditions for the private sector to increase investment, while expanding strong fiscal policy alongside maintaining a loose monetary policy; (3) The profits of listed companies have respectively gone through a difficult phase, marking the beginning of a recovery and growth cycle; (4) Market valuation in general and many stocks are at attractive levels compared to growth potential; (5) The Vietnamese stock market has a high probability of being upgraded to Emerging by FTSE in September 2025. Additionally, PTI continues to enhance caution and aims to reduce real estate investment scale.

Investment activities at PTI always ensure the following principles:

- Compliance with legal regulations regarding investment activities of non-life insurance companies;
- Ensuring safety, liquidity, and flexibility in PTI's investment activities;
- Ensuring PTI's long-term development goals, optimizing cash flow and shareholders' benefits.

3.3. Core capacity and foundational capacity enhancement activity orientation

a. Orientation for core capacity enhancement and technology platform by 2025 :

By 2025, PTI will continue to strongly develop technological capabilities to pursue a customer-oriented approach. Key projects and initiatives include:

- Continue to bring insurance products and services to digital channels, striving to achieve 100% of services that can be implemented on digital channels;
- Build a multi-platform customer experience, allowing individual and business customers to perform all operations seamlessly across all delivery channels, providing the smoothest Online combined with Offline experience;

- Applying new technologies such as Generative AI, Blockchain... to products;
- Continuing to expand the ecosystem and digital partners through Open API;
- Continuing to build a centralized customer data platform (Customer Data Platform), creating customer profiles and providing personalized experiences to each insured individual;
- Continuing to digitize business operations, increasing the STP (Straight Through Processing) rate of processes.
- Continuing to improve and enhance infrastructure systems and platforms, increasing availability, fault tolerance, and safety of the entire system.

b. Risk Management Directions for 2025:

In the context of the increasingly competitive non-life insurance market in Vietnam and impacted by economic, social, and technological factors, enhancing management capacity and building an effective risk management strategy is vital to maintain a leading position in the market. Comprehensive risk management strategies will ensure sustainable development and protect the interests of both businesses and customers. In 2025, PTI builds two main risk management strategies:

Organizing and consolidating risk management activities along multiple lines.

Establish a comprehensive risk control system and closely coordinate to: Early detection, measurement, monitoring, and control of potential risks; Ensure financial safety, legal compliance, and maintain corporate reputation; Support the Executive Board in making risk-based decisions.

Continue to strongly apply digital technology in operations and management to gradually improve risk management work .

In the non-life insurance industry specifically and the financial industry in general, the application of digital technology is not only a trend but has become a core factor to enhance management efficiency, optimize processes, and meet the increasingly high demands of customers. Digital technology applications help non-life insurance companies improve competitiveness, minimize risks, and increase transparency in operations. Below are the main areas where digital technology can be deployed at the Postal Insurance Corporation:

Integrated enterprise management through automated processes, including real-time intelligent management reporting systems

To minimize errors in data processing and accelerate decision-making, increase transparency in system management and minimize disputes, shorten claim processing time, PTI aims to:

- Automate financial management: accounting processes, financial reports, and cash flow control.
- Automate supply chain management: sales processes, insurance contract processing, claims, and reinsurance.

Moreover, today's customers want insurance services to be fast, convenient, and user-friendly. With the support of the technology solution company IPA under the group, PTI will meet these expectations with digital technology solutions.

Enhance customer experience with digital technology, personalize products

Improve customer experience through personalized products and services. PTI applies solutions: build an online customer portal to provide a platform for customers to look up contracts, submit claims, or renew insurance online; Improve and redesign the mobile app to allow customers to manage insurance contracts, pay premiums, and receive 24/7 support. Additionally, use AI Chatbot to support customers in answering common questions, advising products, and quickly processing requests. Especially, PTI pioneers the application of telematics technology in motor vehicle insurance: using IoT devices to monitor driving behavior, thereby pricing insurance premiums based on safety levels, contributing to automating loss assessment. With the motto of focusing on customers, enhancing customer satisfaction and loyalty, the application of digital technology not only helps PTI optimize operational performance but also creates differentiation in providing services and products to customers, improves transparency in the claims process, and reduces workload for the customer care department.

Data classification and security, enhance cybersecurity solutions

In the context of increasing cyberattacks and PTI having been attacked, information security is a top priority for insurance businesses.

PTI continues to focus on deploying cybersecurity solutions; training employees on cybersecurity awareness and incident response processes; data encryption systems to protect customer information and insurance contracts, ensuring data safety for customers and the company's reputation, minimizing legal risks related to data breaches.

- PTI will gradually implement data classification and cleansing processes to optimize the quality and accuracy of existing data layers, ensuring compliance with maximum standards within permissible limits. Based on standardized data, multidimensional report indicators will be systematically designed and built, stemming from the practical and in-depth management needs of specialized department leaders, while meeting the overall management requirements of the company's leadership and the strict control criteria of the risk management department. These reports will be selected for development on the Power BI platform. As a result, businesses can make more accurate strategic decisions, optimize business policies, and promptly identify risks approaching or exceeding control thresholds. This facilitates the construction of flexible adjustment plans and appropriate response measures, ensuring stability and sustainability in the company's business operations.

c. Orientation of training and human resource development work in 2025

As of 2025, PTI continues to focus on building a professional working environment, emphasizing the awakened working culture of IPAM WAY and the culture of autonomy, where every employee is a leader in execution, proactively taking ownership of their work and being responsible for their role to continuously enhance the quality of customer service.

Training and development programs in 2025 will focus on helping employees improve their expertise, proactive thinking, and sense of responsibility including:

- Onboarding training;
- Professional training;
- Skills training;

- Cultural training.

IV. REPORT ON THE ASSESSMENT OF THE GENERAL DIRECTOR'S BOARD ON THE COMPANY'S ACTIVITIES

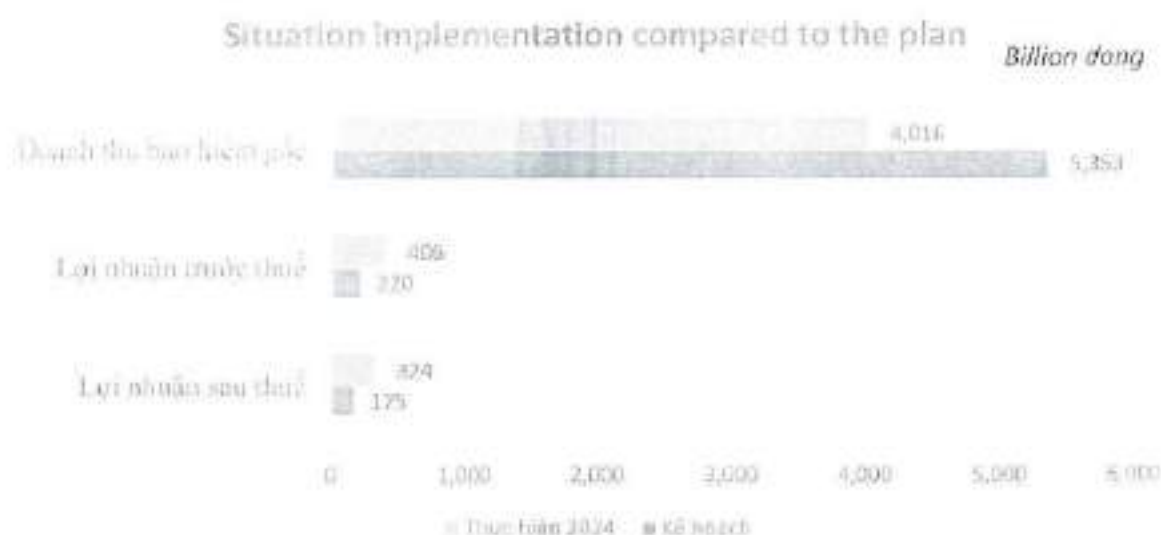
1. Report and evaluation from the General Director's Board on the activities of the Corporation

1.1. Finance Results 2024

With a long-term vision, 2024 continues to be a pivotal year in the process of building a solid foundation to establish PTI as a leading non-life insurance organization in Vietnam. Last year, instead of pushing for short-term growth through revenue and market share targets, PTI prioritized long-term strategic actions to improve internal capabilities in business operation, risk management, and developing human resources and technology, optimizing costs and increasing sustainable business efficiency.

With that strategy, PTI continues to actively cut back on high-risk products, operating costs, and high claims ratios, adjusting premiums according to the risk levels of different customer segments. Therefore, the metrics for premium revenue and market share in 2024 are intentionally declining and within control. The measures for optimizing operations and risk management have yielded positive results as pre-tax profit improved, increasing by 85.8 billion compared to 2023.

a) Situation implementation compared to the plan



Revenue from insurance business activities in 2024 reached 4,016 billion VND, completing 75.0% of the plan.

After-tax profit in 2024 is 322 billion VND, completing 185.1% of the set plan, and increasing 26.0% compared to the realized profit in 2023 (in the same period last year, after-tax profit of PTI was 253 billion VND), the profit in 2024 achieved success, exceeding the plan by a large margin.

b) The main financial indicators

In general, the company maintains its asset structure in a stable and safe direction combined with flexible adjustments depending on macro and micro market conditions to ensure optimal profit while adhering to risk management principles.

1.2. Business performance indicators

The profit of PTI in 2024 reached an impressive figure, far exceeding the plan due to the following reasons:

- + PTI's investment activity continues to achieve good results: deposit investment and bond investment both ensure capital safety and optimal efficiency.
- + The profit from business activities in 2024 is 391 billion VND, an increase of 25.5% compared to the same period last year.
- + The total insurance compensation expenditure in 2024 is 1,642 billion VND, a decrease of 24.9% equivalent to a reduction of 546 billion VND compared to 2023, indicating that PTI's measures to control the compensation ratio are proving effective, especially for PTI Care and PTI SOS products.
- + Corporate management expenses in 2024 are 200 billion VND, a decrease of 4.3% equivalent to a reduction of 9 billion VND compared to 2023.
- + Optimizing business costs, management expenses, and effectively controlling the compensation ratio have led to a reduction in PTI's total insurance business operating costs in 2024, contributing to profit growth. Specifically, the total operating costs of the insurance business in 2024 are 3,450 billion VND, a decrease of 24.47% equivalent to a reduction of 1,118 billion VND compared to 2023.
- + The combined ratio helps assess the ability to generate business profit for the insurance enterprise (a ratio below 100% indicates profit generation). In 2024, PTI's combined ratio is 92.74%, a decrease of 4.94% compared to 2023. The significant decrease in the combined ratio compared to the previous year is a positive signal for PTI's insurance business activities, indicating the financial safety level of the corporation.

Unit: billion dong

Net revenue	5,152.967	4,878.341	3,891.281	-20.23%	-24.48%
Total insurance compensation expenses	2,262.282	2,187.728	1,642.198	-24.94%	-27.41%
Total operating expenses of insurance business	5,353.406	4,567.751	3,450.195	-24.47%	-35.55%

Unit: billion dong

Indicators	2020	2021	2022	Change	
				2021 compared to 2020	2022 compared to 2021
Corporate management expenses	252,912	208,654	199,680	-4.30%	-21.05%
Profit from business activities	-344,675	311,671	390,980	25.45%	-213.43%
Other profit	1,102	8,087	8,991	11.18%	736.03%
Profit before tax	-343,574	319,758	402,743	25.95%	-217.22%
Profit after tax	-347,376	252,869	321,752	27.24%	-192.62%
Combined Ratio	110.36%	97.56%	92.74%	-4.94%	-15.96%

1.3. Structural and Efficiency Indicators of the Balance Sheet

Unit: billion dong

	2020	2021	2022	Change	
				2021 compared to 2020	2022 compared to 2021
Total asset value	8,374.885	8,218.792	8,424.304	2.50%	0.59%
Cash and cash equivalents	239.723	704.507	30.381	-95.69%	-87.33%
Current assets	7,466.558	7,127.718	6,756.022	-5.21%	-9.52%
Non-current assets	908.326	1,091.074	1,668.283	52.90%	83.67%
Current liabilities	6,558.210	6,151.978	6,029.068	-2.00%	-8.07%
Total liabilities	6,563.342	6,154.518	6,038.351	-1.89%	-8.00%
Equity	1,811.543	2,064.274	2,385.953	15.58%	31.71%
Payment capability indicators					
General liquidity ratio	1.28	1.34	1.40	4.47%	9.34%
Current liquidity ratio	1.14	1.16	1.12	-3.28%	-1.57%
Quick liquidity ratio	1.14	1.16	1.12	-3.28%	-1.56%
Target on capital structure					
Debt Ratio/Total Assets	0.78	0.75	0.72	-4.28%	-8.54%
+ Debt Ratio/Total Assets	3.62	2.98	2.53	-15.12%	-30.15%

Unit: billion dong

Performance capacity indicators					
+ Total Asset Rotation	0.61	0.59	0.47	-20.47%	-23.14%

As of December 31, 2024, PTI's total assets reached over 8.424 trillion VND, an increase of 2.50% compared to the end of 2023 and an increase of 0.59% compared to the end of 2022.

- Cash and cash equivalents at the end of 2024 are nearly 30.4 trillion VND, decreasing by 674 billion compared to the beginning of the year, corresponding to an increase rate of 95.69%. The cash equivalents at the end of 2024 decreased significantly compared to the same period last year due to the absence of term deposits under 3 months, while the cash balance in the system is almost 0 VND. This is a necessary preparation because from July 1, 2025, the law requires payment documents to be cashless for the purchase of goods and services.
- The total liabilities of the Corporation at the date of December 31, 2024, are 6,038 billion VND, a decrease of 116 billion VND compared to the beginning of the year, corresponding to a decrease rate of 1.89%. Liabilities as of December 31, 2024, mainly consist of insurance reserves amounting to 4,424 billion VND (accounting for 73.3% of total liabilities).
- The overall payment ratio and the quick payment ratio of the Corporation as of 31/12/2024 are ensured to be at a safe level (greater than 1) at 1.40 and 1.12, respectively.
- The debt/total assets ratio of the Corporation as of December 31, 2024 is 72%, down 4.28% compared to December 31, 2023.

Thus, the asset structure of the Corporation is always maintained at a stable and safe level, reflecting financial safety and the Corporation's commitment to always ensure the rights of customers, shareholders, and other partners.

V. REPORT OF THE BOARD OF DIRECTORS ON THE COMPANY'S OPERATIONS

1. The Board of Directors' assessment of the company's operations in 2024, including evaluations related to environmental and social responsibilities.

- In 2024, the Chairman of the Board of Directors also directed departments to review, propose the issuance, modification, and supplementation of internal regulations, rules, and processes, to build and complete sets of regulations, conditions, and terms to enhance governance efficiency and strengthen the business conditions of the Corporation.
- In 2024, PTI also implemented additional share issuance to increase equity capital from shareholders' equity in accordance with the resolution and authorization of the General Meeting of Shareholders. The issuance of additional shares to increase equity capital from shareholders' equity was completed on January 20, 2025, thereby contributing to enhancing the charter capital capacity of the Corporation. However, compared to the market and the operational scale of PTI, the Corporation's charter capital remains low.

- Regarding human resources work, with the changes of some senior management positions in the Group, contributing to enhancing the operational and management capacity of the Group in the coming time. The members of the Board of General Directors have also been assigned tasks/powers, ensuring that each member of the Board of General Directors has full authority and responsibility for each assigned activity.
- By the end of 2024, revenue from insurance business activities reached 4,016 billion VND, completing 75.0% of the plan. However, the after-tax profit for 2024 is 322 billion VND, completing 183.9% of the set plan, and increasing by 27.2% compared to the achieved profit in 2023 (in the same period last year, after-tax profit of PTI was 253 billion VND), the profit achieved in 2024 was a success, significantly exceeding the plan due to some impressive results that PTI achieved in 2024 worth noting as follows: Profit from insurance business activities in 2024 was 391 billion VND, an increase of 25.54% compared to the same period last year; Total insurance compensation in 2024 was 1,642 billion VND, down 24.9% equivalent to a decrease of 546 billion VND compared to 2023; Corporate management expenses in 2024 were 200 billion VND, down 4.3% equivalent to a decrease of 9 billion VND compared to 2023; Total operating costs of the insurance business in 2024 were 3,450 billion VND, down 24.47% equivalent to a decrease of 1,117 billion VND compared to 2023; The combined ratio of PTI was 92.74% down 4.94% compared to 2023.
- Regarding the company's responsibility related to the environment and society: PTI has always been aware of the responsibility of both the company and its employees concerning environmental and social issues. In 2024, the company and its workers participated in many activities related to environmental and social responsibility across the country: The program accompanying the "UPU – helping children go to school" initiative, organizing a blood donation day for the community, programs supporting those affected by floods and storms,...

2. Assessment of the Board of Directors on the activities of the General Directorate's Board

In 2024, the Board of Directors' supervision of the General Director's Board is conducted in accordance with the provisions in the Charter, Corporate Governance Regulations, internal management regulations, assignment of tasks, and the current laws, specifically:

- The Board of Directors regularly supervises the executive work of the General Director's Board concerning PTI's operating, functioning, and business activities; supervises the implementation of tasks according to the Resolutions/Decisions of the Board of Directors/Chairman of the Board of Directors as well as the General Shareholders' Meeting resolutions issued;
- Organize, direct, and supervise the strict implementation of the reporting regimes, financial disclosures of the Corporation (Financial reports, annual reports, management reports for the year 2023, semi-annual management reports for 2024, periodic, irregular disclosures...);
- Chair, direct, and successfully organize the annual General Shareholders' Meeting in 2024 on April 24, 2024;
- Supervise and prevent conflicts of interest among the Board members, members of the Supervisory Board, General Director, and other managers.

- In monitoring activities, the Chairman of the Board of Directors frequently organizes meetings to discuss strategies with the leadership staff at the Corporation and its affiliated units, to grasp any issues and directly provide timely strategic directions.

The Board of Directors evaluates that the General Director has effectively managed and operated at PTI, ensuring compliance with the resolutions of the General Meeting of Shareholders, the Board of Directors, internal regulations, the Charter of the Corporation, and legal regulations, resulting in good business performance in 2024. In particular, the Board of Directors appreciates that the executive board has provided very timely management directions in governance and operations, so PTI remains stable despite significant incidents such as hacker attacks as well as the major impact of Typhoon Yagi.

At the same time, the General Director's Office has also made many efforts in managing operations and effectively implementing business activities at PTI. PTI has performed well in the comprehensive restructuring of the system - people - processes and business models; it is a pivotal year establishing a foundation, sowing resilient seeds to be ready in mind - spirit, facing the challenges of transformation in the coming years.

3. Orientation of the Board of Directors on activities for 2025

3.1. Organizational Management Objectives Orientation

- Continue to strengthen the operational management apparatus of PTI to enhance organizational capacity and strategic direction and management capabilities for future business development goals.
- Refine the system of regulations, policies, and processes at the Corporation according to the value chain oriented towards customers, monitoring compliance and effectiveness control;
- Continue to implement capital mobilization plans to supplement and enhance the capital capacity of the Corporation;
- Continue to invest in technology infrastructure and digitization to strengthen data infrastructure, applications for exploitation and sales, and information technology systems that provide business data and data for research and development, risk management, and labor performance management.
- Enhance the capacity to use artificial intelligence (AI) to improve the work performance of staff in the system.

3.2. Business activity orientation

- Continue to standardize the recruitment and training process for the sales channel team, meeting the standards and business positioning of PTI;
- Optimize the insurance product portfolio according to the target customer segments to enhance the capacity for developing the direct sales channel, adding sales capacity based on a quota model;
- Implement business expansion by developing more retail points nationwide;
- Select target customer criteria suitable for PTI's capabilities and business position;
- Build and develop the capability of the customer director team, relationship capacity with reinsurers, and customer evaluation capability;
- Continue to maintain a strong business position and market share in automotive insurance and personal insurance;

- Promote business activities in technical property insurance, insurance bidding;
- Refine the business model, build the management capacity for the distribution channel according to the business contract model.

3.3. Financial investment-related orientation

- Investment activities ensure safety and efficiency, providing sustainable profits. In 2025, based on market conditions, the Corporation may also allocate capital, enhancing investments in securities to increase investment profits;
- Strengthening risk control and decisively addressing ineffective investments.

VII. CORPORATE GOVERNANCE REPORT

1. Activity Report of The Board of Directors

1.1. The Members and Structure of the Board of Directors

In 2024, the Board of Directors of PTI will maintain 09 members. At the annual General Meeting of Shareholders on April 24, 2024, the General Meeting of the Corporation removed Mr. Jung Young, Mr. Mai Xuan Dung, and Ms. Vu Nam Huong from their positions as Board members and elected Mr. Lee Kang Jin, Mr. Nguyen Anh Duc, and Ms. Nguyen Thi Hien as Board members for the term 2020-2025. The list of members and the structure of the Board of Directors in 2024 is as follows:

No.	Board of Directors' members	Position/ (Independent members of the Board of Directors, Non-executive members of the Board of Directors)	The date becoming/ceasing to be the member of the Board of Directors		Ratio		Number of positions of the Board of Directors at other organizations
			Date of appointment	Date of dismissal	Represent	Personnel	
1.	Mrs. Pham Minh Huong	The Chairman of the Board of Directors	March 10, 2022		20	0	03
2.	Mr. Vu Hoang Ha	The Vice Chairman of the Board of Directors	April 28, 2022		0	0	05
3.	Mr. Mai Xuan Dung	Non-executive members of the Board of Directors	April 28, 2009	April 24, 2024	0	0	01
4.	Mr. Nguyen Anh Duc	Non-executive members of the	April 24, 2024		0	0	02

		Board of Directors					
5.	Mrs. Tran Thi Minh	Independent members of the Board of Directors	June 24, 2020		0	0.01	0
6.	Mr. Ko Young Joo	Non-executive members of the Board of Directors	June 24, 2020		24.88	0	0
7.	Mrs. Do Thanh Huong	Independent members of the Board of Directors	March 10, 2022		0	0	0
8.	Mrs. Vu Nam Huong	The Member of the Board of Directors	March 10, 2022	April 24, 2024	0	0	01
9.	Mrs. Nguyen Thi Hien	Independent members of the Board of Directors	April 24, 2024		0	0	03
10.	Mr. Park Ki Hyun	Non-executive members of the Board of Directors	April 28, 2022		12.44	0	0
11.	Mr. Jung Young	The Member of the Board of Directors	June 30, 2023	April 24, 2024	0	0	0
12.	Mr. Lee Kang Jin	Independent members of the Board of Directors	April 24, 2024		0	0	0

1.2. Activities of the Board of Directors

• Meetings of the Board of Directors

In 2024, the Board of Directors organized board meetings in the form of quarterly regular meetings and held extraordinary board meetings/obtained opinions in writing for the Board of Directors to vote on the resolutions/decisions of the Corporation. All members of the Board of Directors participated in votes/provided opinions on matters to be considered for approval. The Corporation's Board of Directors issued resolutions/decisions in 2024 as follows.

• **Resolutions/Decisions of the Board of Directors:**

No.	Resolution/Decision No.	Date	Content
1	05/2024/NQ-PTI-HĐQT	January 18, 2024	Approval of the expected business plan for 2024
2	06/2024/NQ-PTI-HĐQT	January 18, 2024	Approval of the conclusion, implementation of contracts, transactions between PTI and related parties in 2024
3	07/2024/NQ-PTI-HĐQT	January 18, 2024	Approving the 2024 Financial Investment Limit
4	08/2024/NQ-PTI-HĐQT	January 18, 2024	Approval of the 2024 Annual General Meeting of Shareholders
5	09/2024/NQ-PTI-HĐQT	January 18, 2024	Approval of the draft report on the issuance of shares to increase charter capital from PTI's equity
6	10/2024/NQ-PTI-HĐQT	January 18, 2024	Approval of the draft proposal for offering shares to increase charter capital of PTI
7	11/2024/NQ-PTI-HĐQT	January 18, 2024	Approval of the transfer of PTI's contributed capital at LaneXang Public Insurance Company
8	12/2024/NQ-PTI-HĐQT	January 18, 2024	Approval of the assignment, decentralization and authorization of the Chairman of the Board of Directors
9	45/2024/NQ-PTI-HĐQT	April 24, 2024	Approval of PTI's 2024 salary unit price
10	50/2024/NQ-PTI-HĐQT	May 28, 2024	Approval of the implementation of the issuance of shares from the Corporation's equity
11	59/2024/NQ-PTI-HĐQT	September 24, 2024	Dismissal of Chief Accountant of PTI for Mr. Le Xuan Bach
12	60/2024/NQ-PTI-HĐQT	September 24, 2024	Appointment of PTI's Deputy General Director for Mr. Le Xuan Bach
13	61/2024/NQ-PTI-HĐQT	September 24, 2024	Appointment of PTI's Chief Accountant for Mr. Le Trong Hiep

14	73/2024/NQ-PTI-HĐQT	December 24, 2024	Approval of the implementation of the issuance of shares to increase share capital from the Corporation's equity
15	74/2024/NQ-PTI-HĐQT	December 24, 2024	Approval of the financial investment limit in 2025
16	75/2024/NQ-PTI-HĐQT	December 31, 2024	Approval of the conclusion, implementation of contracts, transactions between PTI and related parties in 2024

1.3. Activities of the Board of Directors' subcommittees:

The Board of Directors' subcommittees including:

- Subcommittee on Strategy – Business Planning – Information Technology;
- Subcommittee on Asset Management and Financial Business;
- Subcommittee on Human Resources – Salary.

In 2024, the Subcommittees implemented the following major activities:

- **Subcommittee on Strategy – Business Planning – Information Technology :**
 - Consulting, advising on the development, issuance of Regulations on the operation – distribution - sales of insurance products and services, PTI's business continuity plan.
 - Consulting, advising the Board of Directors/The Chairman on Business strategy, system development, improving PTI's business condition, especially those related to information technology.
- **Subcommittee on Asset Management and Financial Business:**
 - Consulting and Proposing to the Board of Directors/The Chairman in developing/amending operating regulations, proposing organizational models for asset management and financial business activities ;
 - Advising the Board of Directors/The Chairman in developing investment and financial business strategies in 2024;
 - Advising the Board of Directors in supervising the Investment Council, approval of financial investment limits and outstanding loan limits at credit institutions,...
- **Subcommittee on Human Resources - Salary:**
 - Advising the Board of Directors/Executive Board to develop a plan on salary unit prices; Mechanism for payment of salaries and remuneration for employees; Internal Labor Regulations of the Corporation ;
 - Approving/advising the Board of Directors/The Chairman in developing the Function map, the map of personnel by occupational group of PTI, the name of departments in the organizational structure of PTI; Approving/advising in the promulgation of PTI's personnel recruitment process/regulations;

- Approving/advising the Board of Directors/The Chairman in resource management (appointment, dismissal, removal, assignment of tasks and scope of responsibilities and powers for members of EXCO, BOM, BOA and other positions delegated and authorized by the Board of Directors/The Chairman).

1.4. Activities of the Independent members of the Board of Directors

Independent members of the Board of Directors participate in offering opinions and contributing to the consulting, appraisal, and issuance of regulations and policies of the Corporation as well as participating in Councils/Committees as assigned by the Board of Directors/Chairman of the Board of Directors.

Independent Board members evaluate that:

- The Board of Directors has successfully established an organizational management structure, making flexible and timely decisions to address issues arising from fluctuations in the financial and insurance markets, especially regarding changes in legal policies and product risks.
- The timely decisions and directives from the Board of Directors, along with the close management by the General Director towards PTI's activities, have contributed to enhancing operational efficiency, controlling risks, minimizing losses and damages in investment and business operations, and improving PTI's competitiveness in the market.
- Additionally, the Board of Directors has directed the Executive Board to carry out timely management activities in governance, business, and operations, ensuring that PTI maintains stable operations in the face of influences from natural disasters and objective risk events, contributing to improving the company's operational efficiency.

2. Activities of the Board of Supervisors

2.1. The Members and Structure of the Board of Supervisors

No.	Members of Board of Supervisors/ Audit Committee	Positions	<i>The date becoming/ceasing to be the member of the Board of Supervisors/ Audit Committee</i>	Qualification	Ratio (%)	
					Represent	Personnel
1	Mrs. Nguyen Thi Ha Ninh	Head of the Supervisory Board	Start date as a Supervisory Board member / Re-election June 24, 2020	Master of Business Finance and Management Control	0	0
2	Mrs. Bui Thanh Hien	Member of the Supervisory Board	Start date as a Supervisory Board member:: April 22, 2015	Bachelor of Economics	1.3	0.01

3	Mr. Lee Tae Hun	Member of the Supervisory Board	Start date as a Supervisory Board member: April 28, 2022 Non-member of the Supervisory Board: April 24, 2024	Bachelor of Business Administration	0	0
4	Mr. Ko Dong Gi	Member of the Supervisory Board	Start date as a Supervisory Board member: June 30, 2023	Bachelor of Economics	0	0
5	Mrs. Nguyen Thi Huong Thao	Supervisory Board	Start date as a Supervisory Board member: June 30, 2023	Bachelor of Accounting, Master of Business Administration	0	0
6	Mr. Yang Young Un	Supervisory Board	Start date as a Supervisory Board member: April 24, 2024	Bachelor of Police Administration	0	0

2.2. Meetings of the Board of Supervisors:

In 2024, the Board of Supervisors organized 02 meetings of the Supervisory Board to assign tasks, define operational directions, and carry out the work related to the functions and duties of the Supervisory Board.

2.3. Supervising Board of Directors, Board of General Directors and shareholders by Board of Supervisors

Within the scope of responsibilities, functions and powers of the Supervisory Board according to the Charter, complying with the provisions of the Law on Enterprises, the operation regulations of the Supervisory Board, and the corporate governance regulations, in 2024, the Supervisory Board of the Company has performed the following tasks:

- Organize a meeting of the Supervisory Board to assign tasks, determine the operational direction of the Supervisory Board, and carry out specific tasks within the functions and responsibilities.
- Monitoring the implementation of resolutions/decisions issued by the General Shareholders' Meeting, Board of Directors/The Chairman in 2024.
- Monitoring and providing input on the implementation of business objectives, participating in providing input in board meetings.

- Monitoring financial investments; participate in appraisal and evaluation of construction investment within the scope assigned and assigned tasks.
- Audit financial reports to assess the authenticity and reasonableness of financial data in accordance with current national accounting standards, regulations, and policies.

2.4. The coordination among the Board of Supervisors, the Board of Directors, the Board of General Directors and other managers:

The Board of Directors, General Director, other executives, and the Supervisory Board have properly performed their functions and duties as stipulated by corporate law, the charter, and internal governance regulations of the Corporation. They have collaborated in the planning, governance, operation, and control of the Corporation. Regarding the coordination between the Supervisory Board's evaluation of the activities of the Board of Directors, General Director, and other executives as follows:

- For the Board of Directors and the General Director, at the Board meetings, the members of the Supervisory Board participate with opinions on the issues presented, to make decisions that bring the highest efficiency for the Corporation and its shareholders
- For other management staff: During the working process, the Supervisory Board closely cooperates with the finance and accounting department, legal department, internal control, and corporate governance to ensure that PTT's management activities are conducted in accordance with the law and PTT's regulations.

The Supervisory Board performs its duties honestly and cautiously for the common development goal of the Corporation and does not hinder the activities of the Board of Directors and the executive board.

3. Transactions, remuneration/allowances and benefits of the Board of Directors, The Board of General Director and The Board of Supervisors

3.1. Salary, bonus, remuneration, allowances, benefits :

No.	Content	Amount (VND)
1	Salary, bonuses of the General Director and members of the Executive Board:	11,058,513,566
2	Compensation and allowances for members of the Board of Directors and the Board of Supervisors, including: - Compensation and allowances for each member of the Board of Directors: - Compensation/allowance for each member of the Board of Supervisors:	996,000,000 7,000,000 4,000,000
Total		12,054,513,566

3.2. Insider trading of stocks:

No occurrence

3.3. Contract or transaction with insiders and related parties of insiders:

Transactions relating to Resolution 06/2024/NQ-PTI-HĐQT dated January 18, 2024, on the approval/consent for the conclusion and execution of contracts and transactions between PTI and related parties in 2024 and to be specifically reported in the 2024 management report of the Corporation.

4. Training on Company Management

The training on corporate governance is always a priority for the Corporation. Members of the Board of Directors, the Executive Board, other internal members, and management staff are regularly involved in corporate governance training programs to stay updated on legal regulations applicable to the Company's governance activities.

Some members of the Board of Directors and the Executive Board of the Corporation have been awarded certificates for corporate governance training organized by the Scientific Research and Securities Training Center - State Securities Commission (SRTC).

5. Assessment of the implementation of corporate governance regulations

The corporation always focuses on corporate governance activities to build and develop the company increasingly stronger. In the course of operations, PTI always proactively researches, implements, and adjusts internal management tasks and policies to comply with legal regulations and requirements of state management agencies. In particular, the corporation has issued internal management regulations, assigned dedicated staff to ensure that the reporting and disclosure of information from the corporation are carried out accurately, timely, and thoroughly.

VII. ESG REPORT

1. Sustainable Development Philosophy

- After 26 years of development, the Postal Insurance Corporation (PTI) has affirmed its position as one of the leading non-life insurance companies in Vietnam, offering over 100 comprehensive insurance products with three main solution packages: PTI Care: Health and Travel Insurance, Accident, Critical Illness; PTI SOS – Rescue & Insurance, and PTI Commercial: Consulting and Insurance Solutions for corporate clients based on the core value system: People, Technology, and Value Chain focused on customers.
- PTI is committed to sustainable development based on a sustainable development strategy built on the three main pillars of ESG (Environment, Social, and Governance). These are the core factors that help the business not only create economic value but also contribute positively to society and protect the environment.

2. Responsibility for the environment (Environment)

- Respect the resources
- Nowadays, natural resources are becoming increasingly scarce, especially non-renewable resources. Meanwhile, the rising consumption demand exacerbates the resource shortage. Aware of this, PTI places great importance on the effective use of resources. With the belief that creating a lifestyle of efficient resource use not only internally among employees but also spreading to customers and partners to create positive impacts on the community and society.

PTI always implements practical and meaningful programs and actions for employees, customers, partners, the community, and society.

- In the internal environment, PTI has specific actions, whether directly or indirectly, starting from the smallest tasks to protect the environment.
- Paper, sourced from forest trees, is used in daily tasks at PTI. Therefore, saving paper is always prioritized by PTI to minimize the impact on resource sources and protect forests. In addition, paper materials such as calendar bags, gift boxes, etc., are reused to limit waste released into the environment.
- Along with paper, plastic is a material that takes a very long time to decompose in the natural environment. To minimize plastic items, PTI takes practical actions by replacing plastic items in the office and meeting rooms with cups and glass bottles. In internal events, employees minimize the use of plastic bottles; instead, staff actively bring their personal water bottles to use, avoiding plastic waste in the environment. Fingerprint timekeeping and facial recognition are also forms to help avoid using plastic employee identification cards.
- Besides paper and plastic, the main energy sources consumed at PTI are electricity and gasoline for transportation. To use this energy efficiently, the office space is designed to maximize natural light instead of using electric lights. PTI also actively uses public transportation that does not run on gasoline to help reduce emissions into the environment. The air conditioning system in the office area is scheduled to turn off to limit electricity consumption as well as the greenhouse effect (types of refrigerant gases CFC, HCFC).
- To provide employees with a clean, cool atmosphere and reduce heat effects during high temperatures, the office space is enhanced with greenery to create a fresh atmosphere, which also helps limit temperature increases, thereby reducing air conditioning consumption. In the restroom area, a small board is installed with reminders for employees to conserve water and electricity in the meeting room. Cleaning products (handwashing solutions, dishwashing liquids, etc.) in the office area use bio products made from natural herbs to minimize harmful chemicals released into the environment, causing water pollution.

3. Responsibility for the Social (SOCIAL)

Investment in resource development

- In 2024, PTI marks a strong focus on training, especially in new skill enhancement programs that meet the competency requirements of personnel in the AI era. Notably, there is a training program using AI tools to optimize work and enhance operational effectiveness, along with specialized professional training programs that help the workforce improve their knowledge and skills in specific fields, such as the series of training programs for PTI SOS compensation assessors in the North and South with a total of over 120 assessors participating. These are strategic steps that help PTI better meet market demands and increase value for customers. As a result, PTI personnel have proficiently used AI, turning this tool into a powerful and effective assistant in their professional work.
- In 2024, PTI implemented over 50 internal training programs and 20 team-building programs to enhance professional competencies and work ethics. The IPAM Day event series helps

employees absorb and practice efficient work culture. Additionally, the series of 20 IPAM training sessions with the participation of 802 students has helped convey the IPAM work culture and the ILEAD autonomy culture shared directly by the leadership team, helping to install culture into the organization's operations and the daily professional behavior of employees. These courses not only equip staff with necessary professional skills but also assist them in enhancing observation, action, and creative thinking abilities. Furthermore, the company organized a series of "Living Well" workshops to raise employee awareness about sustainable living, environmental protection, and responsible consumption.

- With an operational principle based on human values and technology, 2024 marks PTI's significance in the field of satellite insurance in Vietnam. To equip personnel with adequate knowledge in this specific field, PTI collaborates with Marsh, a leading global reinsurance brokerage, to organize an intensive training program aimed at enhancing professional capacity in this specialized area, including comprehensive knowledge about satellite insurance, technical skills, and risk management with guidance from experienced international instructors. PTI's training program for the Viettel satellite center provides in-depth content on satellite technology, risk identification, and appropriate insurance solutions.
- People are the core factor in PTI's sustainable development strategy. Therefore, the corporation always emphasizes building a professional, transparent, and fair working environment, where every employee has the opportunity to develop and advance. PTI not only focuses on recruiting outstanding talents but also strongly invests in training and developing the current team.
- PTI also places special emphasis on building a succession team. 2024 is the first year of implementing the training and development program for awakened leadership, specifically designed for potential leaders, helping them to be ready to take on important positions in the future. The program not only allows the succession team to participate in the organization's innovative projects but also provides a focused internship environment, personal emotion control, thereby enhancing work efficiency and decision-making. These efforts not only help PTI maintain stability and continuity in business operations but also create a strong workforce ready to face the challenges of the digital age.
- 2024 is also the year to consolidate the organizational structure and operational flow of the organization. To help employees understand the organizational structure, especially the operational flow according to CMAP and FMAP, culture-based management, thereby effectively coordinating towards the goal of delivering value to customers, the ILEAD management training program for PTI's nationwide management staff has equipped a cultural foundation, people as well as embedding culture into the governance and operations of the Corporation, thereby helping culture to thrive in the daily lives and work of employees at all levels.
- Specially, the OTOOB working culture was first completed and implemented in the operational flow of the organization, helping to connect the work goals of each individual employee with PTI's strategic objectives. OTOOB ensures that the work goals of each member in the organization are closely connected with the overall strategic goals of the organization, focusing

on the end-to-end experience of customers, products, strategic services, long-term strategic orientation, process optimization, increasing operational efficiency between departments, and ensuring the connectivity of the value chain...This also helps each employee see the significance of their work in contributing to the realization of the organization's Vision and Mission. This also helps ensure the output goals in the daily work of each member in the organization are effective, avoiding waste of organizational resources.

Recruitment

- PTI has recruitment policies focused on attracting and building a workforce of talent with vision and a sense of ownership of their careers. To create resources for development, alongside recruitment channels such as recruitment platforms, company websites, and internal communications, the company collaborates with top universities specializing in finance and economics in Vietnam to create a pipeline of well-trained, quality personnel that meet job requirements. To meet the demands of digital transformation, in 2024, PTI focuses on recruiting positions related to digital transformation, information technology, and data analysis.
- In the recruitment process, alongside the specialized requirements for each position, the company always emphasizes the cultural fit of candidates, which is assessed through IPAM questions that gauge the candidate's compatibility with PTI's culture. This helps initially filter suitable personnel for the organization, enabling them to have a long-term partnership, contribute value to the organization, and develop their careers at PTI.

Career Development

- 2024 is the year PTI completes its organizational structure and operation flow according to C MAP and F MAP to optimize resources with a customer-centered focus. Each employee is provided with a comprehensive iLEAD journey, from recruitment interviews to onboarding, working, and career development at PTI. At each touchpoint in the iLEAD journey, there are adequate tools to support and evaluate personnel, helping them clearly identify their capabilities through the ICM competency map as well as discover their potentials, thereby creating an environment for them to perform at their best. During the working and development process, personnel are always periodically evaluated to continuously enhance their competencies through the competency map, allowing them to clearly see their own development roadmap and the competencies needed to advance their careers at PTI.
- At PTI, personnel are given opportunities to rotate positions to help employees explore their potential, experience new things, diversify their work, and expand their responsibilities, avoiding confinement to a specific field, thus aiding their personal development. By fostering a spirit of continuous self-learning, managers at all levels become coaches for employees, continuously training and guiding new skills to meet the demands of new requirements in work during the AI era. This rapid transformation helps the entire PTI team quickly adapt and make significant progress.

Enhance leadership capacity

- In 2024, PTI will organize a training program for mindfulness leadership - IPAM Leadership. The unique aspect of this program, in addition to building a succession team for the

organization, is to develop a management team with mindfulness capabilities and high concentration in their work to complete tasks in the best way possible.

- The program is specially designed, focusing on the practice and real-life experiences of participants with guidance from mentors who are members of the company's and Group's leadership, thereby enhancing each individual's intrinsic capabilities, inheriting and promoting the experiential knowledge of previous generations, and thereby acquiring special, unique competencies at PTI.
- In addition, a series of training programs for system-wide management personnel is also continuously organized to update knowledge, operational flow, and work processes to ensure the organization's standards. PTI also invites senior external consultants to train and equip key personnel with essential skills, especially in personnel management and team development.

Treating regime

- The welfare and compensation programs of PTI are competitive based on labor market surveys and are constantly adjusted and improved to ensure fairness and transparency, attracting and retaining talent.
- Team bonding programs such as monthly birthday celebrations for employees, appreciation events for long-serving staff, and team building activities are organized nationwide to connect and preserve the valuable traditions of PTI built over 26 years. Regular health check-up programs, birthday benefits for employees, and various occasions are fully attended to by the Company. In addition, PTI employees are equipped with health insurance and comprehensive health care to ensure personnel are in good health for their work.
- At the main offices, the company sets up tea areas as spaces for employees to connect, where everyone can share their stories to better understand one another and to support each other in achieving the common goals of the organization.

Ensure workplace safety

- Workplace safety and employee safety are always a priority in PTI's comprehensive care programs for employees. Specifically, PTI continuously reviews and ensures the best and most suitable working conditions for employees, such as open office spaces, safety equipment for employees like fire extinguishing systems, drinking water from reputable suppliers, quality assurance, and an air conditioning system that is regularly maintained to ensure air quality for employees working in office environments. The field assessment team is equipped with all necessary tools to ensure safety while working, such as flashlights, helmets, reflective vests...
- In addition, PTI implements risk identification and assessment related to business activities, products, processes, and conducts regular evaluations to recognize potential risks related to safety and occupational health. PTI develops plans to ensure safety and security during and outside of working hours to eliminate hazards such as fire safety regulations, regular drills to ensure the system operates well, and to guarantee safety for employees and customers against unexpected events that may occur.
- PTI publishes a monthly health bulletin, helping employees obtain updated information about health, seasonal illnesses, as well as fostering natural living habits, green living, and healthy

living, enabling employees to develop and nurture sustainable physical, mental, and intellectual health.

Respect for equality and diversity

- People are a crucial factor in realizing PTI's Vision and Mission, therefore, the company always values the dedication and contributions of the entire staff for the common success of the organization. The diversity of personnel brings PTI various experiences and ideas, promoting innovative thinking to tackle business challenges and drive sustainable development.
- PTI provides development opportunities for all staff through continuous chances for employees to expand their scope and responsibilities at work (SOA), experience new jobs, regardless of their hierarchical level as an employee or manager, each person is trusted and empowered to take ownership of their tasks, thereby actively connecting with other resources and personnel to fulfill their assigned duties.
- Diversity is clearly reflected from the recruitment process to development learning, empowering in work, and appointing staff, thus creating diversity regardless of gender, age, or region... everyone has equal opportunities for development. All employees at PTI have the chance to enhance their capabilities, unlock their potential, and develop their careers, helping young personnel to have many opportunities to express themselves and achieve rapid development.

Working Environment

- PTI creates a work environment to help employees balance work and life, always providing new experiences and self-renewal.
- In 2024, the PTI cycling club's meaningful journey back to the roots to Cu Lxa. The program not only provides an opportunity for members to improve their health but also embodies the spirit of training and connection to historical values, national roots, affirming solidarity and the will to pursue PTI's beautiful traditional values. Additionally, the charity program Understanding and Caring of PTI people reaches out to those in difficult situations affected by floods in Lao Cai to visit, encourage, and offer loving gifts from the company's employees.
- After Typhoon Yagi, PTI took meaningful actions to ensure livelihoods and promptly encourage employees at affected units. With the spirit of PTI people supporting each other, ready to share and provide the fastest, most timely, and responsible assistance, PTI reached out to units with employees affected by the historic typhoon in Tuyen Quang, Phu Tho, Quang Ninh, and Thai Nguyen to encourage them to quickly overcome the difficult period and stabilize their lives.
- The humanitarian blood donation program with the active participation of PTI employees is one of the noble gestures that brings PTI's humanitarian values to the community. With the theme "Love" signifying the giving of joy, this activity is a beautiful gesture deeply imbued with humanitarian values. The photo contest "Rescue and Assessment Roads" for the SOS assessment team has brought meaningful stories, reflecting the dedicated service mindset of PTI employees towards customers.

- Throughout the year, PTI implemented a series of workshops for employees with guidance from experts in the medical field to promote a naturally nourishing lifestyle, helping everyone apply it to their daily lives to achieve good health, both physically and mentally.
- 4. Transparent business governance (Governance)**
- In 2024, PTI is intensifying the implementation of digitizing operations to reduce processing time, optimize human resources, and provide customers with convenience and speed. Digitalization also helps minimize the use of printed paper, which comes from forest trees, protecting the environment.
 - With the online tool for submitting compensation documents for customers, PTI has eliminated the printing and storage of original documents. Currently, customers no longer have to submit printed original documents as before. Instead, documents are sent via online channels, reducing the time and effort for customers' travel while helping the company reduce storage of printed documents. Currently, PTI has implemented digitization for about 70% of compensation files.
 - In addition, digitizing the insurance claims operation process for individuals also helps reduce printing, signing, and storing documents. Currently, 100% of signing documents are digitized, and notifications sent to customers are done through digital channels instead of printed paper notifications as before, helping reduce operational tasks and optimize the operation process.
 - Previously, printed document records were stored. Currently, there is no need to print attached reports, reducing storage space, decreasing the number of boxes for document storage, and cutting down the time spent printing attached reports... to accompany the stored records.
 - For the area of vehicle compensation, digitization helps reduce the time and resources of previous processes and procedures, decreasing customer waiting time during compensation assessment incidents, as well as helping the team enhance productivity. Specifically, all previously printed reports that were presented directly are now digitized for online approval on the system. Customer files no longer need to be printed in hard copies to be sent to the company as they have been digitized on the system, thereby reducing paper print volume and minimizing the use of transport vehicles, contributing to lower emissions into the environment.
 - The digitization of processes and procedures also helps reduce the storage space for paper records as before, thereby saving and minimizing warehouse resources, physical storage tools, conserving internal resources, and reducing the use of storage materials, which could impact the environment after their expiration or disposal in case of damage. Digitization also helps reduce customer and assessment time as the previously handwritten records are now used through an app, enabling assessors to enter data and customers to sign off directly via the app, eliminating the need for printed paper records, thus reducing paper usage.
 - Aiming for a digital economy, in 2024, PTI continues to systematically enhance comprehensive digital transformation, prominently featuring the launch of the website hosobaohiem.pti.com.vn, which demonstrates PTI's commitment to digitization, improving customer experience, reducing processing time, and increasing transparency in the claims process. The launch of hosobaohiem.pti.com.vn reflects PTI's commitment to digitalization and upgrading customer experience, helping to shorten processing time and enhance transparency.

in the claims process. With a user-friendly and easy-to-use interface, hosobaohiem.pti.com.vn will be a reliable companion for our customers in managing insurance and ensuring absolute peace of mind.

- To help customers and the community raise awareness about cybersecurity, identify risks, and implement protective measures to safeguard themselves and others, PTI organizes the ITALK program with leading cybersecurity experts sharing about the methods of attack from malicious actors as well as important principles that help customers and everyone proactively protect their safety in the online space. This activity also reaffirms PTI's commitment to customers, always ready to accompany customers and businesses in the endeavor to protect assets and reputation against increasingly complex cybersecurity risks. Insurance products such as cybersecurity risk insurance and liability insurance not only serve as evidence of efforts to protect the assets and reputation of businesses but also reflect PTI's long-term vision to become the insurance company of the community, providing absolute peace of mind for customers in the digital world.
- In the coming time, PTI will continue to cooperate closely with leading experts and organizations in cybersecurity to research, develop, and implement customized protection solutions tailored to each business's specific characteristics, meeting the increasingly stringent security requirements in the digital age. These efforts not only enhance product value but also affirm PTI's pioneering position in building a comprehensive cybersecurity insurance ecosystem. With a strategy of continuous innovation and a vision of becoming "the community insurance company," PTI is committed to providing absolute peace of mind for customers and a sustainable development platform, ready to face and overcome all challenges in the rapidly changing digital world.
- PTI's sustainable development strategy, based on three ESG pillars (Environment, Social, Governance), not only helps the company maintain its leading position in the non-life insurance industry but also creates long-term value for shareholders, customers, employees, and the community. With relentless efforts in environmental protection, social contribution, and transparent governance, PTI is gradually asserting its role as a pioneering enterprise in promoting the sustainable development of the Vietnamese economy.

VIII. FINANCIAL STATEMENTS

1. Audit opinion

"In our opinion, the consolidated financial statements fairly and accurately reflect, in all material respects, the consolidated financial position of the Corporation and its subsidiaries as of December 31, 2024, as well as the consolidated results of operations and cash flows for the financial year then ended, in accordance with Vietnamese Accounting Standards, the Vietnamese accounting regime for enterprises, accounting guidance applicable to insurance enterprises, and relevant legal regulations regarding the preparation and presentation of consolidated financial statements".

2. Audited Financial Statements

The audited consolidated financial statements for the year 2024 of PTI are attached to this Annual Report .

Recipient:

- As above;
- Save: Company.

CONFIRMATION OF LEGAL REPRESENTATIVE OF THE COMPANY
GENERAL DIRECTOR



HOANG THI YEN



Post and Telecommunication Joint Stock Insurance Corporation

Consolidated financial statements

For the year ended 31 December 2024



Post and Telecommunication Joint Stock Insurance Corporation

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Post and Telecommunication Joint Stock Insurance Corporation

GENERAL INFORMATION

CORPORATION

Post and Telecommunication Joint Stock Insurance Corporation ("the Corporation") is a joint stock company established in Vietnam in accordance with Business License No. 3633/GP-UB issued by The Hanoi People's Committee on 1 August 1998, Business Establishment and Operation License No. 41A GP/KDBH issued by the Ministry of Finance on 1 February 2007 and the subsequent amendments. The most current amendment No. 41A/GPDDC32/KDBH was issued on 5 January 2022.

The current principal activities of the Corporation are to provide non-life insurance products, reinsurance business, risk and loss prevention, loss adjusting, investment activities and other business operations that are in line with prevailing laws and regulations.

The Corporation's head office is located at 95 Tran Thai Tong Street, Dich Vong Ward, Cau Giay District, Hanoi City; 02 claim representative offices in Hanoi and Ho Chi Minh City; 01 representative office in the Southern area and 52 branches nationwide.

BOARD OF DIRECTORS

Members of the Corporation's Board of Directors during the year and at the date of this report are:

Ms. Pham Minh Huong	Chairwoman	Appointed on 10 March 2022
Mr. Vu Hoang Ha	Vice Chairman	Appointed on 28 April 2022
Ms. Nguyen Thi Hien	Member	Appointed on 24 April 2024
Mr. Mai Xuan Dung	Member	Reappointed on 24 June 2020 Resigned on 24 April 2024
Ms. Tran Thi Minh	Member	Reappointed on 24 June 2020
Mr. Ko Young Joo	Member	Reappointed on 24 June 2020
Ms. Do Thanh Huong	Member	Appointed on 10 March 2022
Ms. Vu Nam Huong	Member	Appointed on 10 March 2022 Resigned on 24 April 2024
Mr. Park Ki Hyun	Member	Appointed on 28 April 2022
Mr. Jung Young	Member	Appointed on 30 June 2023 Resigned on 24 April 2024
Mr. Lee Kang Jin	Member	Appointed on 24 April 2024
Mr. Nguyen Anh Duc	Member	Appointed on 24 April 2024

BOARD OF SUPERVISORS

Members of the Corporation's Board of Supervisors during the year and at the date of this report are:

Ms. Nguyen Thi Ha Ninh	Head of the Board	Reappointed on 24 June 2020
Ms. Bui Thanh Hien	Member	Appointed on 22 April 2015
Mr. Lee Tae Hun	Member	Appointed on 28 April 2022 Resigned on 24 April 2024
Mr. Ko Dong Gi	Member	Appointed on 30 June 2023
Ms. Nguyen Thi Huong Thao	Member	Appointed on 30 June 2023
Mr. Yang Young Un	Member	Appointed on 24 April 2024

Post and Telecommunication Joint Stock Insurance Corporation

GENERAL INFORMATION (continued)

BOARD OF EXECUTIVE

Members of the Corporation's Board of Executive during the year and at the date of this report are:

Ms. Hoang Thi Yen	General Director	Appointed on 19 October 2023
Ms. Luu Phuong Lan	Deputy General Director / Director of Insurance Operations Governance	Appointed on 25 October 2022
Mr. Dieu Ngoc Tuan	Deputy General Director / Director of Corporate Governance	Appointed on 31 October 2022
Mr. Le Xuan Bach	Deputy General Director/ Director of Operations Management	Appointed on 24 September 2024

LEGAL REPRESENTATIVE

The legal representative of the Corporation during the year and at the date of this report is Ms. Hoang Thi Yen – Title: General Director.

AUDITOR

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

Post and Telecommunication Joint Stock Insurance Corporation

REPORT OF BOARD OF EXECUTIVE

Board of Executive of Post and Telecommunication Joint Stock Insurance Corporation is pleased to present this report and the consolidated financial statements of the Corporation and its subsidiary (collectively referred to as "the Corporation") for the year ended 31 December 2024.

STATEMENT OF BOARD OF EXECUTIVE'S RESPONSIBILITY FOR THE CONSOLIDATED FINANCIAL STATEMENTS

Board of Executive is responsible for the consolidated financial statements of each financial period which give a true and fair view of the consolidated financial position of the Corporation and its subsidiary and of their consolidated results of operations and their consolidated cash flows for the year. In preparing those consolidated financial statements, Board of Executive is required to:

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

Board of Executive is responsible for ensuring that proper accounting records are kept which disclose, with reasonable accuracy at any time, the consolidated financial position of the Corporation and its subsidiary and for ensuring that the accounting records comply with the applied accounting system. It is also responsible for safeguarding the assets of the Corporation and its subsidiary and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Board of Executive has complied with the above requirements in preparing the accompanying consolidated financial statements.

STATEMENT BY BOARD OF EXECUTIVE

Board of Executive does hereby state that, in its opinion, the accompanying consolidated financial statements give a true and fair view of the consolidated financial position of the Corporation and its subsidiary as at 31 December 2024 and of the consolidated results of their operations and their consolidated cash flows for the year then ended in accordance with the Vietnamese Accounting Standards, Vietnamese Enterprise Accounting System, accounting guidance applicable to insurance companies and the statutory requirements relevant to preparation and presentation of consolidated financial statements.

For and on behalf of Board of Executive



Ms. Hoàng Thị Yen
General Director

Hanoi, Vietnam

29 March 2025



Shape the future
with confidence

EY
Ernst & Young Vietnam Limited
20th Floor, Bitexco Financial Tower
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Ho Chi Minh City, Vietnam

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Website (EN): ey.com/vn
Website (VN): ey.com/vn

Reference: 13429249/E-68514420-HN

INDEPENDENT AUDITORS' REPORT

**To: The Shareholders
Post and Telecommunication Joint Stock Insurance Corporation**

We have audited the accompanying consolidated financial statements of Post and Telecommunication Joint Stock Insurance Corporation and its subsidiary ("the Corporation") as prepared on 29 March 2025 and set out on pages 6 to 70, which comprise the consolidated balance sheet as at 31 December 2024, the consolidated income statement and the consolidated cash flow statement for the year then ended and the notes thereto.

Board of Executive's responsibility

Board of Executive of the Corporation is responsible for the preparation and fair presentation of these consolidated financial statements in accordance with Vietnamese Accounting Standards, Vietnamese Enterprise Accounting System, accounting guidance applicable to insurance companies and the statutory requirements relevant to preparation and presentation of the consolidated financial statements, and for such internal control as Board of Executive determines is necessary to enable the preparation and presentation 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 auditor considers internal control relevant to the Corporation'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 Corporation's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the consolidated financial statements.

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



Shape the future
with confidence

Opinion

In our opinion, the consolidated financial statements give a true and fair view, in all material respects, of the consolidated financial position of the Corporation and its subsidiary as at 31 December 2024 and of the consolidated results of their operations and their consolidated cash flows for the year then ended in accordance with Vietnamese Accounting Standards, Vietnamese Enterprise Accounting System, accounting guidance applicable to insurance companies and the statutory requirements relevant to preparation and presentation of consolidated financial statements.

Other Matter

The consolidated financial statements of the Corporation and its subsidiary for the year ended 31 December 2023 were audited by another audit firm which expressed an unmodified opinion on those statements on 22 March 2024.

Ernst & Young Vietnam Limited



Saman Wijaya Bandara
Deputy General Director
Audit Practising Registration Certificate No.
2036-2023-004-1

Huynh Nhat Hung
Auditor
Audit Practising Registration Certificate
No. 5040-2024-004-1

Ho Chi Minh City, Vietnam

29 March 2025

Post and Telecommunication Joint Stock
Insurance Corporation

B01 - DNPNT/HN

CONSOLIDATED BALANCE SHEET
as at 31 December 2024

Currency: VND

Code	ASSETS	Notes	Ending balance	Beginning balance
100	A. CURRENT ASSETS		6,756,021,842,951	7,127,718,366,908
110	I. Cash and cash equivalents	4	30,380,550,719	704,507,364,233
111	1. Cash		30,380,550,719	109,983,364,233
112	2. Cash equivalents		-	594,524,000,000
120	II. Short-term investments	5	3,667,221,984,035	3,370,890,674,865
123	1. Held-to-maturity investments	5.1	3,667,221,984,035	3,370,890,674,865
130	III. Short-term receivables	6	1,053,587,782,485	906,463,417,586
131	1. Short-term trade receivables		593,749,977,231	471,635,434,103
131.1	1.1. Insurance receivables		593,749,977,231	471,635,434,103
132	2. Short-term advances to suppliers		269,379,260,128	209,868,831,806
136	3. Other short-term receivables		34,000,000,000	34,000,000,000
137	4. Provision for short-term doubtful receivables		294,031,502,173	323,783,092,801
139	5. Shortage of assets waiting for resolution		(137,572,957,047)	(132,921,941,124)
140	IV. Inventories	7	627,726,443	569,540,982
141	1. Inventories		627,726,443	569,540,982
150	V. Other short-term assets		341,260,751,141	504,303,230,759
151	1. Prepaid expenses		333,189,067,331	495,379,692,523
151.1	1.1. Unallocated commission expense	8	242,815,443,918	316,726,457,512
151.2	1.2. Other prepaid expenses	16	90,373,623,413	178,653,235,011
152	2. Deductible value-added tax		5,858,407,023	7,261,185,703
154	3. Tax and other receivables from the State	9	2,213,276,787	1,662,352,533
190	VI. Reinsurance assets	21	1,662,943,048,128	1,640,984,138,483
191	1. Reinsurance assets from unearned premium reserve	21.1	665,698,926,324	888,727,759,342
192	2. Reinsurance assets from claims reserve	21.2	997,244,121,804	752,256,379,141

Post and Telecommunication Joint Stock
Insurance Corporation

B01 - DNPNT/HN

CONSOLIDATED BALANCE SHEET (continued)
as at 31 December 2024

Currency: VND

Code	ASSETS	Notes	Ending balance	Beginning balance
200	B. NON-CURRENT ASSETS		1,668,282,568,939	1,091,073,755,278
210	I. Long-term receivables		13,931,347,831	15,238,095,200
218	1. Other long-term receivables		13,931,347,831	15,238,095,200
218.1	1.1. Statutory deposit	10	8,000,000,000	8,000,000,000
218.2	1.2. Other long-term receivables		5,931,347,831	7,238,095,200
220	II. Fixed assets		502,520,737,180	418,698,664,996
221	1. Tangible fixed assets	11	395,229,044,533	346,280,166,874
222	Cost		554,036,641,341	481,209,781,475
223	Accumulated depreciation		(158,807,596,808)	(134,929,614,601)
227	2. Intangible fixed assets	12	44,779,944,264	26,300,321,713
228	Cost		64,639,890,396	42,810,515,527
229	Accumulated amortisation		(19,859,946,132)	(16,510,193,814)
230	3. Construction in progress	13	62,511,748,383	46,118,176,409
240	III. Investment properties	14	36,935,595,114	110,177,237,332
241	1. Cost		45,964,826,380	132,477,569,642
242	2. Accumulated depreciation		(9,029,231,266)	(22,300,332,310)
250	IV. Long-term investments	5	1,092,988,008,152	528,752,675,942
252	1. Investments in jointly controlled entities and associates	5.2	26,781,618,385	24,847,796,489
253	3. Investment in other entities	5.3	30,129,400,000	30,129,400,000
254	4. Provision for diminution in value of long-term investments	5.3	(15,000,000,000)	(15,000,000,000)
255	4. Held-to-maturity investments	5.1	1,051,076,989,767	488,775,479,453
260	V. Other long-term assets		21,906,880,662	18,207,081,808
261	1. Long-term prepaid expenses	16	21,889,439,353	18,207,081,808
262	2. Deferred tax assets		17,441,309	-
270	TOTAL ASSETS		8,424,304,411,890	8,218,792,122,186

Post and Telecommunication Joint Stock
Insurance Corporation

B01 - DNPNT/HN

CONSOLIDATED BALANCE SHEET (continued)
as at 31 December 2024

Currency: VND

Code	RESOURCES	Notes	Ending balance	Beginning balance
300	C. LIABILITIES		6,038,351,160,010	6,154,517,813,935
310	I. Current liabilities		6,029,068,165,104	6,151,978,041,952
312	1. Short-term trade payables	17	583,091,429,376	533,062,844,946
312.1	1.1. Insurance payables		489,229,005,138	504,003,790,589
312.2	1.2. Other payables		93,862,424,238	29,059,054,357
313	2. Short-term advance from customers		5,723,175,750	5,868,795,741
314	3. Statutory obligations	18	41,869,484,162	57,631,747,237
315	4. Payables to employees		170,463,066,290	105,498,478,062
316	5. Short-term accrued expenses		8,452,187,444	9,560,862,141
318	6. Short-term unearned revenues		136,021,242,850	215,272,498,067
319	7. Other short-term payables	19	182,096,837,895	105,055,767,092
319.1	8. Unearned commission revenue	20	175,796,385,085	255,473,085,946
320	9. Short-term loans and finance lease liabilities	15	301,659,453,071	58,586,928,581
321	10. Provision for short term payables		-	100,858,627,020
323	11. Bonus and welfare funds		43,513,466	43,513,466
329	12. Technical reserves	21	4,423,851,389,715	4,705,258,993,653
329.1	12.1. Gross unearned premium reserve	21.1	2,284,466,445,222	2,910,828,587,889
329.2	12.2. Gross claims reserve	21.2	1,942,795,192,972	1,627,059,863,199
329.3	12.3. Catastrophe reserve	21.3	196,589,751,521	167,368,542,565
330	II. Non-current liabilities		9,282,994,906	2,539,771,983
337	1. Other long-term liabilities		7,359,000,000	15,000,000
341	2. Deferred tax liabilities	32.3	1,923,994,906	2,524,771,983

Post and Telecommunication Joint Stock
Insurance Corporation

B01 - DNPNT/HN

CONSOLIDATED BALANCE SHEET (continued)
as at 31 December 2024

Currency: VND

Code	RESOURCES	Notes	Ending balance	Beginning balance
400	D. OWNERS' EQUITY		2,385,953,251,880	2,064,274,308,251
410	I. Owners' equity	22	2,385,953,251,880	2,064,274,308,251
411	1. Charter capital	22.1	803,957,090,000	803,957,090,000
411a	1.1. Ordinary shares with voting rights		803,957,090,000	803,957,090,000
412	2. Share premium		827,943,052,804	827,943,052,804
417	3. Investment and development fund		28,642,118,155	28,642,118,155
419	4. Statutory reserve		80,395,709,000	80,395,709,000
421	5. Undistributed earnings		640,921,418,484	319,322,298,187
421a	5.1. Accumulated undistributed earnings by the end of prior year		319,169,128,651	66,453,041,188
421b	5.2. Undistributed earnings of current year		321,752,289,833	252,869,256,999
429	6. Non-controlling interests		4,093,863,437	4,014,040,105
440	TOTAL LIABILITIES AND OWNERS' EQUITY		8,424,304,411,890	8,218,792,122,186

Hanoi, Vietnam

29 March 2025

Mr. Duong Duc Minh
Preparer

Mr. Le Trong Hiep
Chief Accountant



Ms. Hoang Thi Yen
General Director

Post and Telecommunication Joint Stock
Insurance Corporation

B02 - DNPNT/HN

CONSOLIDATED INCOME STATEMENT
PART 1: CONSOLIDATED COMPREHENSIVE INCOME STATEMENT
for the year ended 31 December 2024

Currency: VND

Code	ITEMS	Current year	Previous year
10	1. Total operating income	3,891,280,789,473	4,878,341,417,315
11	2. Income from investment properties	2,298,575,758	9,418,837,405
12	3. Finance income	204,949,122,053	271,717,873,523
13	4. Other income	12,148,548,802	11,319,582,517
20	5. Total direct operating expenses	(3,450,194,976,418)	(4,567,751,176,949)
21	6. Cost of investment properties	(1,240,113,102)	(6,241,431,877)
22	7. Finance expenses	(56,433,960,821)	(65,750,330,310)
23	8. General and administrative expenses	(199,679,912,689)	(208,653,643,293)
24	9. Other expenses	(3,157,583,733)	(3,232,415,996)
27	10. Income from jointly controlled entities and associates	2,772,876,101	589,515,849
50	11. Accounting profit before tax (50=10+11+12+13+20+22+23+24+27)	402,743,365,424	319,758,228,184
51	12. Current corporate income tax expense	(81,609,293,976)	(67,587,986,244)
52	13. Deferred tax income	618,218,386	709,015,059
60	14. Net profit after tax (60=50+51+52)	321,752,289,834	252,869,256,999
61	15. Net profit after tax attributable to shareholders of the parent	321,672,466,502	252,788,326,364
62	16. Net profit after tax attributable to non-controlling interests	79,823,332	80,930,635
70	17. Basic earnings per share	4,002	3,145

Hanoi, Vietnam

29 March 2025

Mr. Duong Duc Minh
Preparer

Mr. Le Trong Hiep
Chief Accountant



Ms. Hoang Thi Yen
General Director

Post and Telecommunication Joint Stock
Insurance Corporation

B02 - DNPNT/HN

CONSOLIDATED INCOME STATEMENT (continued)

PART 2: CONSOLIDATED OPERATIONAL INCOME STATEMENT
for the year ended 31 December 2024

Currency: VND

Code	ITEMS	Notes	Current year	Previous year
01	1. Insurance revenue (01 = 01.1 + 01.2 + 01.3) In which:	23	4,725,346,643,382	5,911,877,013,885
01.1	- Direct written premiums	23.1	4,016,112,654,444	5,076,713,036,122
01.2	- Reinsurance premium assumed	23.2	82,871,846,270	114,202,830,347
01.3	- Decrease in unearned premium reserve		626,362,142,668	720,961,147,416
02	2. Reinsurance premium ceded (02 = 02.1 + 02.2) In which:	24	(1,399,892,438,157)	(1,735,278,784,163)
02.1	- Reinsurance premium ceded		(1,176,863,605,138)	(1,611,113,744,727)
02.2	- Decrease in ceded premium reserve		(223,028,833,019)	(124,165,039,436)
03	3. Net insurance premiums (03 = 01 + 02)		3,325,454,205,225	4,176,598,229,722
04	4. Commission on reinsurance ceded and other insurance incomes (04 = 04.1 + 04.2) In which:		585,826,584,248	701,743,187,593
04.1	- Commission on reinsurance ceded	25	360,511,111,438	447,333,231,753
04.2	- Other income from insurance activities		205,315,472,810	254,409,955,840
10	5. Total net revenue from insurance business (10 = 03 + 04)		3,891,280,789,473	4,878,341,417,315
11	6. Claim expenses (11 = 11.1 + 11.2) In which:	26	(2,121,029,905,014)	(2,908,782,855,993)
11.1	- Claim expenses		(2,146,325,503,245)	(2,939,866,470,684)
11.2	- Claim expense reductions		25,295,598,231	31,083,614,691
12	7. Recoveries from reinsurance ceded	26.3	549,579,945,312	722,095,895,492
13	8. Increase in direct and assumed claims reserve		(315,735,329,773)	(111,791,652,755)
14	9. Increase in ceded claims reserve		244,987,742,663	110,750,674,061
15	10. Net claim expenses (15 = 11 + 12 + 13 + 14)		(1,642,197,546,812)	(2,187,727,939,195)
16	11. Increase in catastrophe reserve		(29,221,208,956)	(35,798,021,217)
17	12. Other operating expenses (17 = 17.1 + 17.2) In which:	27	(1,778,776,220,650)	(2,344,225,216,537)
17.1	- Commission expense		(493,542,616,650)	(618,820,553,687)
17.2	- Other underwriting expenses		(1,285,233,604,000)	(1,725,404,662,850)

Post and Telecommunication Joint Stock
Insurance Corporation

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CONSOLIDATED INCOME STATEMENT (continued)

PART 2: CONSOLIDATED OPERATIONAL INCOME STATEMENT (continued)
for the year ended 31 December 2024

Currency: VND

Code	ITEMS	Notes	Current year	Previous year
18	13. Total direct operating expenses (18 = 15 + 16 + 17)		(3,450,194,976,418)	(4,567,751,176,949)
19	14. Gross insurance operating profit (19 = 10 + 18)		441,085,813,055	310,590,240,366
20	15. Revenue from investment properties		2,298,575,758	9,418,837,405
21	16. Cost of investment properties		(1,240,113,102)	(6,241,431,877)
22	17. Net income from investment properties		1,058,462,656	3,177,405,528
23	18. Finance income	28	204,949,122,053	271,717,873,523
24	19. Finance expenses	29	(56,433,960,821)	(65,750,330,310)
25	20. Net income from financial activities (25 = 23 + 24)		148,515,161,232	205,967,543,213
26	21. General and administrative expenses	30	(199,679,912,689)	(208,653,643,293)
27	22. Income from jointly controlled entities and associates		2,772,876,101	589,515,849
30	23. Net operating income (30 = 19 + 22 + 25 + 26 + 27)		393,752,400,355	311,671,061,663
31	24. Other income	31	12,148,548,802	11,319,582,517
32	25. Other expenses	31	(3,157,583,733)	(3,232,415,996)
40	26. Net other profit (40 = 31 + 32)		8,990,965,069	8,087,166,521
50	27. Accounting profit before tax (50 = 30 + 40)		402,743,365,424	319,758,228,184
51	28. Current corporate income tax expense	32.1	(81,609,293,976)	(67,597,966,244)
52	29. Deferred tax income	32.3	618,218,386	709,015,059
60	30. Net profit after corporate income tax (60 = 50 + 51 + 52)		321,752,289,834	252,869,256,999
61	31. Net profit after tax attributable to shareholders of the parent		321,672,466,502	252,788,326,364
62	32. Net profit after tax attributable to non-controlling interests		79,823,332	80,930,635
70	33. Basic earnings per share	33	4,002	3,145

Hanoi, Vietnam

29 March 2025

Mr. Duong Duc Minh
Preparer

Mr. Le Trong Hiep
Chief Accountant



Ms. Hoang Thi Yen
General Director

Post and Telecommunication Joint Stock
Insurance Corporation

B03 - DNPNT/HN

CONSOLIDATED CASH FLOW STATEMENT
for the year ended 31 December 2024

Currency: VND

Code	ITEMS	Notes	Current year	Previous year
	I. CASH FLOWS FROM OPERATING ACTIVITIES			
01	Accounting profit before tax		402,743,365,424	319,758,228,184
	Adjustments for:			
02	Depreciation of tangible fixed assets and investment properties and amortisation of intangible fixed assets		27,615,857,047	30,415,007,580
03	Reversal of provisions		(298,713,497,660)	(347,045,489,497)
04	Foreign exchange losses arisen from revaluation of monetary accounts		87,206,543	711,227,808
05	Profits from investing activities		(339,746,041,085)	(421,459,174,457)
06	Interest expenses		8,663,798,429	15,047,138,379
08	Operating loss before changes in working capital		(199,349,311,302)	(402,673,062,003)
09	(Increase)/Decrease in receivables		(228,566,641,045)	73,937,676,954
10	(Increase)/Decrease in inventories		(58,185,461)	954,969,729
11	Decrease in payables (other than interest, corporate income tax)		(62,698,579,955)	(128,126,760,227)
12	Decrease in prepaid expenses		158,508,267,647	210,113,148,210
14	Interest paid		(7,195,756,834)	(14,932,637,604)
15	Corporate income tax paid	18	(97,901,131,557)	(13,061,608,207)
20	Net cash flow used in operating activities		(437,261,338,507)	(273,688,273,148)
	II. CASH FLOWS FROM INVESTING ACTIVITIES			
21	Purchase of fixed assets and other long-term assets		(10,012,545,589)	(10,487,024,927)
22	Disposal of fixed assets and other long-term assets		11,449,972,512	4,234,739,999
23	Loans to other entities and payments for purchase of debt instruments of other entities		(7,476,888,281,339)	(7,385,750,929,703)
24	Collections from borrowers and proceeds from sale of debt instruments of other entities		6,618,255,461,855	7,818,218,100,546
27	Interest and dividend received		377,548,876,385	453,502,568,179
30	Net cash flows (used in)/from investing activities		(479,646,516,196)	679,717,454,094

Post and Telecommunication Joint Stock
Insurance Corporation

B03 - DNPNT/HN

CONSOLIDATED CASH FLOW STATEMENT (continued)
for the year ended 31 December 2024

Currency: VND

Code	ITEMS	Notes	Current year	Previous year
	III. CASH FLOWS FROM FINANCING ACTIVITIES			
33	Drawdown of borrowings		986,659,453,071	358,596,928,581
34	Repayment of borrowings		(743,596,928,581)	(300,000,000,000)
36	Dividends paid		(194,276,758)	(542,904,899)
40	Net cash flow from financing activities		242,868,247,732	58,054,023,682
50	Net (decrease)/increase in cash for the year		(674,039,606,971)	464,083,204,628
60	Cash and cash equivalents at the beginning of the year		704,507,364,233	239,722,746,305
61	Impact of foreign exchange rate fluctuation		(87,206,543)	701,413,300
70	Cash and cash equivalents at the end of the year	4	30,380,550,719	704,507,364,233

Hanoi, Vietnam

29 March 2025



Mr. Duong Duc Minh
Preparer



Mr. Le Trong Hiep
Chief Accountant



Ms. Hoang Thi Yen
General Director

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS
as at 31 December 2024 and for the year then ended

1. CORPORATION INFORMATION

Post and Telecommunication Joint Stock Insurance Corporation ("the Corporation") is a joint stock company established in Vietnam in accordance with Business License No. 3633/GP-UB issued by the Hanoi's People Committee on 1 August 1998 Business Establishment and Operation License No. 41A GP/KDBH issued by the Ministry of Finance on 1 February 2007 and the subsequent amendments. The most current amendment No. 41A/GPDDC32/KDBH was issued on 5 January 2022.

The current principal activities of the Corporation are to provide non-life insurance products, reinsurance business, risk and loss prevention, loss adjusting, investment activities and other business operations that are in line with prevailing laws and regulations.

The Corporation's head office is located at 95 Tran Thai Tong Street, Dich Vong Ward, Cau Giay District, Hanoi City; 02 claim representative offices in Hanoi and Ho Chi Minh City; 01 representative office in the Southern area and 52 branches nationwide.

As at 31 December 2024, the Corporation has one (01) subsidiary and two (02) associates as followed:

<i>Name</i>	<i>Address</i>	<i>Principal activities</i>	<i>Percentage of ownership of the Company</i>	<i>Voting rights of the Company</i>
Subsidiary				
- Post Real Estate Joint Stock Company	Hanoi, Vietnam	Real estate investments; financial investments	97.6%	97.6%
Associates				
- Lanexang Assurance Public Company	Vientian, Laos	Insurance business	50%	50%
- Kasati Joint Stock Company	Ho Chi Minh, Vietnam	Telecom, informatics and electronic devices	21.3%	21.3%

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (continued)
as at 31 December 2024 and for the year then ended

2. BASIS FOR PREPARATION

2.1 Accounting standards and system

The consolidated financial statements of the Corporation and its subsidiary ("the Corporation") expressed in Vietnam dong ("VND") are prepared in accordance with the Vietnamese Accounting System for non-life insurance companies issued by the Ministry of Finance in Circular No. 232/2012/TT-BTC ("Circular 232") dated 28 December 2012 providing guidance on the accounting applicable to non-life insurance companies, reinsurance companies and branches of foreign non-life insurance companies, Vietnamese Enterprise Accounting System, Vietnamese Accounting Standard No. 27 - Financial Reporting and other Vietnamese Accounting Standards issued by the Ministry of Finance as per:

- ▶ Decision No. 149/2001/QĐ-BTC dated 31 December 2001 on the Issuance and Promulgation of Four Vietnamese Accounting Standards (Series 1);
- ▶ Decision No. 165/2002/QĐ-BTC dated 31 December 2002 on the Issuance and Promulgation of Six Vietnamese Accounting Standards (Series 2);
- ▶ Decision No. 234/2003/QĐ-BTC dated 30 December 2003 on the Issuance and Promulgation of Six Vietnamese Accounting Standards (Series 3);
- ▶ Decision No. 12/2005/QĐ-BTC dated 15 February 2005 on the Issuance and Promulgation of Six Vietnamese Accounting Standards (Series 4); and
- ▶ Decision No. 100/2005/QĐ-BTC dated 28 December 2005 on the Issuance and Promulgation of Four Vietnamese Accounting Standards (Series 5).

Accordingly, the accompanying consolidated financial statements, including their utilisation are not designed for those who are not informed about Vietnam's accounting principles, procedures and practices and furthermore are not intended to present the consolidated financial position, the consolidated results of operations and the consolidated cash flows in accordance with accounting principles and practices generally accepted in countries other than Vietnam.

2.2 Applied accounting documentation system

The Corporation's applied accounting documentation system is General Journal Voucher System.

2.3 Fiscal year

The Corporation's fiscal year applied to prepare the consolidated financial statements on 1 January and ends on 31 December.

2.4 Accounting currency

The consolidated financial statements are prepared in VND which is also the Corporation's accounting currency.

2.5 Basis of consolidation

The consolidated financial statements comprise the financial statements of the parent company and its subsidiary for the year ended 31 December 2024.

Subsidiary is fully consolidated from the date of acquisition, being the date on which the Corporation obtains control, and continued to be consolidated until the date that such control ceases.

The financial statements of the subsidiary are prepared for the same reporting period as the parent company, using consistent accounting policies.

All intra-company balances, income and expenses and unrealised gains or losses resulting from intra-company transactions are eliminated in full.

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (continued)
as at 31 December 2024 and for the year then ended

2. BASIS FOR PREPARATION (continued)

2.5 Basis of consolidation (continued)

Non-controlling interests represent the portion of profit or loss and net assets not held by the Corporation and are presented separately in the consolidated income statement and within equity in the consolidated balance sheet.

Impact of change in the ownership interest of a subsidiary, without a loss of control, is recorded in accumulated loss.

3. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

3.1 Change in accounting policies and disclosures

The accounting policies adopted by the Corporation in preparation of the consolidated financial statement are consistent with those followed in the preparation of the consolidated financial statements for the year ended 31 December 2023.

3.2 Cash and cash equivalents

Cash and cash equivalents comprise cash on hand, cash at banks and short-term, highly liquid investments with an original maturity of not more than three months that are readily convertible into known amounts of cash and that are subject to an insignificant risk of change in value.

3.3 Receivables

Receivables are presented in the consolidated balance sheet at the carrying amounts due from customers and other debtors, after provision for doubtful debts.

The provision for doubtful debts represents amounts of outstanding receivables at the balance sheet date which are doubtful of being recovered. Increases or decreases to the provision balance are recorded as general and administrative expenses in the consolidated income statement.

3.4 Statutory deposit

In accordance with current regulations, the Corporation has to maintain compulsory deposits at a commercial bank in Vietnam, equivalent to 2% of its minimum charter capital, minimum capital at the time of establishing an insurance company or reinsurance company. The compulsory deposit earns interest as agreed with the bank and is permitted to withdraw only upon cessation of business operation. The deposit will be used for meeting commitments with the policyholders only when payment ability is inadequate, and it must be preapproved by the Ministry of Finance in writing.

3.5 Tangible fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation.

The cost of a tangible fixed asset comprises of its purchase price and any directly attributable costs of bringing the asset to working condition for its intended use and the costs of dismantling and removing the asset and restoring the site on which it is located, if any.

Expenditure for additions, improvements and renewals are added to the carrying amount of the assets and expenditure for maintenance and repairs is charged to the consolidated income statement as incurred.

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (continued)
as at 31 December 2024 and for the year then ended

3. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

3.5 *Tangible fixed assets* (continued)

When tangible fixed assets are sold or retired, any gain or loss resulting from their disposal (the difference between the net disposal proceeds and the carrying amount) is included in the consolidated income statement.

3.6 *Intangible fixed assets*

Intangible fixed assets are stated at cost less accumulated amortisation.

The cost of an intangible fixed asset comprises of its purchase price and any directly attributable costs of bringing the asset to working condition for its intended use.

Expenditure for additions, improvements and renewals are added to the carrying amount of the assets and expenditure for maintenance and repairs is charged to the consolidated income statement as incurred.

When intangible fixed assets are sold or retired, any gain or loss resulting from their disposal (the difference between the net disposal proceeds and the carrying amount) is included in the consolidated income statement.

3.7 *Depreciation and amortisation*

Depreciation of tangible fixed assets and amortisation of intangible fixed assets are calculated on a straight-line basis over the estimated useful life of each asset as follows:

Buildings	25 - 50 years
Motor vehicles	5 - 10 years
Office equipment	3 - 5 years
Software	3 - 4 years

3.8 *Investment properties*

Investment properties are stated at cost including transaction costs less accumulated depreciation and/or amortisation. Investment properties held for capital appreciation are not depreciated/amortised but subject to impairment review.

Subsequent expenditure relating to an investment property that has already been recognised is added to the net book value of the investment property when it is probable that future economic benefits, in excess of the originally assessed standard of performance of the existing investment property, will flow to the Group.

Depreciation and amortisation of investment properties are calculated on a straight-line basis over the estimated useful life of approximately from 20 to 50 years.

Investment properties are derecognised when either they have been disposed of or when the investment properties are permanently withdrawn from use and no future economic benefit is expected from its disposal. The difference between the net disposal proceeds and the carrying amount of the assets is recognised in the consolidated income statement in the year of retirement or disposal.

Transfers are made to investment properties when, and only when, there is a change in use, evidenced by ending of owner-occupation, commencement of an operating lease to another party or ending of construction or development. Transfers are made from investment properties when, and only when, there is change in use, evidenced by commencement of owner-occupation or commencement of development with a view to sale. The transfer from investment property to owner-occupied property or inventories does not change the cost or the carrying value of the property for subsequent accounting at the date of change in use.

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (continued)
as at 31 December 2024 and for the year then ended

3. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

3.8 Investment properties (continued)

According to the regulations in Vietnamese Accounting Standard No. 05 - Investment Property, the fair value of the investment property as of 31 Dec, 2024, needs to be presented. However, the Corporation has not yet determined this fair value, so the fair value of the investment property as of 31 December 2024, has not been presented in the consolidated financial statement notes. To determine this fair value, the Corporation will have to hire an independent consulting firm to assess the fair value of the investment property. Currently, the Corporation has not found a suitable consulting firm to carry out this task.

3.9 Construction in progress

Construction in progress represents the costs of acquiring new assets that have not yet been fully installed or the costs of construction that have not yet been fully completed. Construction in progress is stated at cost, which includes all necessary costs to construct, repair, renovate, expand, or re-equip the projects with technologies, such as construction costs, tools and equipment costs, project management costs, construction consulting costs, and borrowing costs that are eligible for capitalization.

Construction in progress will be transferred to the appropriate fixed asset account when these assets are fully installed or the construction project is fully completed, and depreciation of these assets will commence when they are ready for their intended use.

Construction costs are recognized as expenses when such costs do not meet the conditions to be recognized as fixed assets.

3.10 Borrowing costs

Borrowing costs consist of interest and other costs that the Corporation incurs in connection with the borrowing of funds. Borrowing costs are recorded as expense during the year in which they are incurred, except to the extent that they are capitalised.

3.11 Financial expenses

Financial expenses include aggregate expenses directly incurred in investment activities and general allocated expenses.

Direct aggregate expenses include: salary expenses for the investment department, portfolio management expenses, provisions for investments, losses from securities trading, securities transaction expenses, expenses related to real estate activities.

The Corporation allocates general expenses for investment activities according to the ratio of revenue from financial activities to total revenue recorded in the year. This allocation principle has been approved by the Ministry of Finance in Official Letter No. 7034/BTC-QLBH dated 14 June 2018.

3.12 Prepaid expenses

Prepaid expenses are reported as short-term or long-term prepaid expenses on the consolidated balance sheet and amortised over the year for which the amounts are paid or the year in which economic benefits are generated in relation to these expenses.

The following types of expenses are recorded as long-term prepaid expense and are amortised to the consolidated income statement:

- Unallocated commission expenses;
- Represent unallocated operating expenses relating to insurance activities in the year. These expenses are recorded and allocated in line with the unearned premium reserves method of this insurance.
- Office rental;
- Tools, supplies issued for consumption.
- Other prepaid expenses

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (continued)
as at 31 December 2024 and for the year then ended

3. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

3.13 Investments

Investments in associates

The Corporation's investment in its associate is accounted for using the equity method of accounting. An associate is an entity in which the Corporation has significant influence that is neither subsidiaries nor joint ventures. The Corporation generally deems they have significant influence if they have over 20% of the voting rights.

Under the equity method, the investment is carried in the consolidated balance sheet at cost plus post-acquisition changes in the Corporation's share of net assets of the associates. Goodwill arising on acquisition of the associate is included in the carrying amount of the investment. Goodwill is not amortised and subject to annual review for impairment.

The share of post-acquisition profit/(loss) of the associates is presented on the consolidated income statement and its share of post-acquisition movements in reserves is recognised in reserves. The cumulative post-acquisition movements are adjusted against the carrying amount of the investment. Dividend/profit sharing receivable from associates reduces the carrying amount of the investment.

The financial statements of the associates are prepared for the same reporting period and use the same accounting policies as the Corporation. If necessary, adjustments are made to bring the accounting policies in line with those of the Corporation.

Investments in other entities

Investments in other entities are stated at their acquisition costs.

Provision for diminution in value of investments

Provision for diminution in value of the investment is made when there are reliable evidence of the diminution in value of those investments at the balance sheet date.

Increases or decreases to the provision balance are recorded as finance expense in the consolidated income statement.

Held-to-maturity investments

Held-to-maturity investments are stated at their acquisition costs. After initial recognition, held-to-maturity investments are measured at recoverable amount. Any impairment loss incurred is recognised as finance expense in the consolidated income statement and deducted against the value of such investments.

3.14 Payables and accruals

Payables and accruals are recognised for the amount to be paid in the future for goods and services received, whether or not billed to the Corporation.

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (continued)
as at 31 December 2024 and for the year then ended

3. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

3.15 Technical reserves

The technical reserves are calculated based on method, which was approved by the Ministry of Finance, include (a) technical reserves for non-life insurance and (b) technical reserve of health insurance. Details of such reserving methodologies are as follows:

a) Technical reserves for non-life insurance

(i) Unearned premium reserve

The Corporation applies the rate of total insurance premium and coefficients of insurance policy period to calculate unearned premium reserve, following the formula:

- ▶ For insurance policies and reinsurance agreements of cargo delivered by road, water, inland water, railway and airway with terms of less than or equal to 01 year: Unearned premium reserve accounts for 25% of total insurance premium in the year of above lines of insurance.
- ▶ For insurance policies and reinsurance agreements of other lines with terms of less than or equal to 01 year: Unearned premium reserve accounts for 50% of total insurance premium in the fiscal year of above lines of insurance.
- ▶ For other lines of insurance policies and reinsurance agreements of other lines with terms of more than 01 year: Unearned premium reserve is calculated using the following daily method:

$$\text{Unearned premium reserve} = \frac{\text{Insurance premiums} \times \text{Remaining day of insurance policy}}{\text{Number of coverage days}}$$

(ii) Claims reserve

Claims reserve includes the reserve for outstanding claim and for claim incurred but not reported:

- ▶ Outstanding claims reserve is established based on the estimated claim payments for each claim for which the insurer is liable, which is either notified to the insurer or requested for payment but is still unresolved at the end of the fiscal year, in accordance with the prevailing regulation; and
- ▶ Claims reserve for covered losses that have occurred but have not been reported or claimed shall be set aside according to the following formula:

$$\begin{array}{l} \text{Claims reserve for covered losses that have occurred but have not been reported or claimed of the current fiscal year} \\ = \end{array} \frac{\begin{array}{l} \text{Total indemnities for losses that have occurred but have not been reported or claimed of last three consecutive fiscal years} \\ \text{Total indemnities of last three consecutive fiscal years} \end{array}}{\begin{array}{l} \text{Indemnity of current fiscal year} \end{array}} \times \frac{\begin{array}{l} \text{Net revenue earned from insurance business of current fiscal year} \\ \text{Net revenue earned from insurance business of last fiscal year} \end{array}}{\begin{array}{l} \text{Average deferred time of claims of current fiscal year} \\ \text{Average deferred time of claims of last fiscal year} \end{array}}$$

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (continued)
as at 31 December 2024 and for the year then ended

3. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

3.15 Technical reserves (continued)

a) Technical reserves for non-life insurance (continued)

(i) Claims reserve (continued)

In which:

Indemnity that has occurred in a fiscal year includes indemnity that has been paid in the year plus increase/decrease in claims reserve for covered losses but have not been resolved at the end of fiscal year.

Average deferred time of claims refers to average time that starts from the occurrence of loss and finishes when the non-life insurer, foreign branch, or reinsurer receives the report of loss or claim (expressed as days).

Gross and assumed reinsurance claims reserve is presented as liabilities; claims reserve of outward reinsurance is presented as reinsurance asset.

(ii) Catastrophe reserve

Catastrophe reserve of the Corporation is accrued annually for significant fluctuations in losses. The catastrophe reserve rate adopted by the Corporation for the year is 1% of total retained premiums of each type of insurance. The catastrophe reserve maximum of the Corporation is equal to 100% of the retained premiums of the current fiscal year (except for health insurance).

On 28 December 2005, the Ministry of Finance issued Decision No. 100/2005/QĐ-BTC governing the publication of four new accounting standards, one of which is Vietnamese Accounting Standard ("VAS") 19 – Insurance Contract. Following the issuance of this Standard, starting from January 2006, the provision of catastrophe reserve is no longer required since it represents "possible claims under contracts that are not in existence at the reporting date". However, since the Ministry of Finance has not issued detailed guidance for the implementation of VAS 19 and in accordance with the effective regulations, the Corporation has elected to adopt the policy of providing for the catastrophe reserve in the consolidated financial statements for the year ended 31 December 2024.

b) Technical reserves of health insurance

(i) Unearned premiums reserve

For insurance policies and reinsurance agreements of other lines with terms of less than or equal to 01 year; Unearned premium reserve accounts for 50% of total insurance premium in the fiscal year of above lines of insurance.

(ii) Mathematical reserve

For health insurance policies and reinsurance agreements with terms of more than 01 year, the Corporation applies the "daily basis" to calculate follow this formula:

$$\text{Unearned premium reserve} = \frac{\text{Insurance premiums} * \text{Remaining day of insurance policy}}{\text{Number of coverage days}}$$

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (continued)
as at 31 December 2024 and for the year then ended

3. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

3.15 Technical reserves (continued)

b) Technical reserve of health insurance (continued)

(iii) Claims reserve

Claims reserve includes the reserve for outstanding claims and for claims incurred but not reported:

- Outstanding claims reserve is established based on the estimated claim payments for each claim for which the insurer is liable, which is either notified to the insurer or requested for payment but is still unresolved at the end of the fiscal year; and
- Claims reserve for covered losses that have occurred but have not been reported (IBNR) or claimed shall be set aside according to the following formula:

$$\begin{array}{ccccccc}
 \begin{array}{c} \text{Claims} \\ \text{reserve for} \\ \text{covered} \\ \text{losses that} \\ \text{have} \\ \text{occurred but} \\ \text{have not} \\ \text{been} \\ \text{reported or} \\ \text{claimed of} \\ \text{the current} \\ \text{fiscal year} \end{array} & = & \begin{array}{c} \text{Total indemnities} \\ \text{for losses that} \\ \text{have occurred but} \\ \text{have not been} \\ \text{reported or} \\ \text{claimed of last} \\ \text{three consecutive} \\ \text{fiscal years} \end{array} & \times & \begin{array}{c} \text{Indemnity of} \\ \text{current fiscal} \\ \text{year} \end{array} & \times & \begin{array}{c} \text{Net revenue} \\ \text{earned from} \\ \text{insurance} \\ \text{business of} \\ \text{current fiscal} \\ \text{year} \end{array} & \times & \begin{array}{c} \text{Average} \\ \text{deferred time} \\ \text{of claims of} \\ \text{current fiscal} \\ \text{year} \end{array} \\
 & & \begin{array}{c} \text{Total indemnities} \\ \text{of last three} \\ \text{consecutive fiscal} \\ \text{years} \end{array} & & & & \begin{array}{c} \text{Net revenue} \\ \text{earned from} \\ \text{insurance} \\ \text{business of last} \\ \text{fiscal year} \end{array} & & \begin{array}{c} \text{Average} \\ \text{deferred time} \\ \text{of claims of} \\ \text{last fiscal year} \end{array}
 \end{array}$$

In which:

Indemnity that has occurred in a fiscal year includes indemnity that has been paid in the year plus increase/decrease in claims reserve for covered losses but have not been resolved at the end of fiscal year.

Average deferred time of claims refers to average time that starts from the occurrence of loss and finishes when the non-life insurer, foreign branch, or reinsurer receives the report of loss or claim (expressed as days).

Gross and assumed reinsurance claims reserve is presented as liabilities; claims reserve of outward reinsurance is presented as reinsurance asset.

(iv) Equalization reserve

Equalization reserve for health insurance is established at 1% of net premium and recognised in catastrophe reserve account on the consolidated balance sheet.

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (continued)
as at 31 December 2024 and for the year then ended

3. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

3.16 Statutory reserve fund

The Corporation establishes statutory reserve fund as per requirement of the Decree No. 46 which requires the Corporation to deduct 5% of its annual after-tax profit for setting up such fund until it reaches 10% of the Corporation's charter capital.

Net profit after tax can be appropriated to investors/shareholders upon approval of the appropriate level of authority/Members' Council and after being allocated to statutory reserves in accordance with the Corporation's Charter and Vietnam's regulatory requirements.

3.17 Transactions in foreign currencies

Transactions in currencies other than the Corporation's reporting currency of VND/USD are recorded at the actual transaction exchange rates at transaction dates which are determined as follows:

- ▶ Transactions resulting in receivables are recorded at the buying exchange rates of the commercial banks designated for collection;
- ▶ Transactions resulting in liabilities are recorded at the selling exchange rates of the commercial banks designated for payment;
- ▶ Capital contributions are recorded at the buying exchange rates of the commercial banks designated for capital contribution; and
- ▶ Payments for assets or expenses without liabilities initially being recognised is recorded at the buying exchange rates of the commercial banks that process these payments.

At the end of the year, monetary balances denominated in foreign currencies are translated at the actual transaction exchange rates at the balance sheet dates which are determined as follows:

- ▶ Monetary assets are translated at buying exchange rate of the commercial bank where the Corporation conducts transactions regularly; and
- ▶ Monetary liabilities are translated at selling exchange rate of the commercial bank where the Corporation conducts transactions regularly.

All foreign exchange differences incurred are taken to the consolidated income statement.

3.18 Share capital

Ordinary shares

Ordinary shares are recognised at issuance price less incremental costs directly attributable to the issue of shares, net of tax effects. Such costs are recognised as a deduction from share premium.

Share premium

Share premium is the difference between the par value and the issuance price of the shares, minus the actual expenses incurred for the issuance of the shares.

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (continued)
as at 31 December 2024 and for the year then ended

3. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

3.19 Appropriation of net profits

Net profit after tax is available for appropriation to shareholders after approval in the annual general meeting, and after making appropriation to reserve funds and remuneration to Board of Directors in accordance with the Corporation's Charter and Vietnam's regulatory requirements.

The Corporation maintains the following reserve funds which are appropriated from its net profit as proposed by the Board of Directors and subject to approval by shareholders at the annual general meeting:

- ▶ Statutory reserve fund is set in order to supplement the Corporation's charter capital and ensure its solvency. This fund shall deduct 5% of the Corporation's profit for this period after tax until it equals to 10% of the Corporation's charter capital based on Article 54, Decree 46/2023/ND-CP dated 1 July 2023, issued by the Government.
- ▶ Bonus and welfare fund are set aside for the purpose of pecuniary rewarding and encouraging, common benefits and improvement of the employees' benefits, and presented as a liability on the consolidate balance sheet.

3.20 Revenue recognition

Revenue is recognised to the extent that it is probable that the economic benefits will flow to the Corporation and the revenue can be reliably measured. The following specific recognition criteria must also be met before revenue is recognised:

(i) Gross written premiums

Premium revenue is recognized in accordance with current regulation guidelines for the financial regime applicable to insurance companies, reinsurance companies, insurance brokerage companies, and branches of foreign non-life insurance companies.

Gross written premiums are recognized in revenue of insurance business at the time as follows: (1) the insurance contract has been entered into between the insurance company, the branch of a foreign non-life insurance company, and the insured party has fully paid the insurance premium; (2) there is evidence that the insurance contract has been entered into and the insurance premium has been fully paid by the insured party; (3) when the insurance contract has been entered into, the company has an agreement with the insured party on the insurance premium payment term and records the insurance business revenue the insured party must pay as agreed in the insurance contract when the insurance term begins; (4) when the insurance contract has been entered into and there is an agreement for the insured party to pay the insurance premiums periodically in the insurance contract, the company records the insurance business revenue for the insurance premiums corresponding to the year or periods in which the insurance premiums were incurred and does not record the insurance business revenue for the insurance premiums not yet due for payment by the insured party as agreed in the insurance contract. The insurance premium payment term must be specified in the insurance contract.

Refunds or reductions of the original insurance premium are deductions from sales and are separately monitored; at the end of the year, they are transferred to the account of the original insurance premium revenue to calculate net revenue.

Insurance contracts entered into before the effective date of the 2022 Insurance Business Law and still valid shall continue to be performed under the law in force at the time of entering into the insurance contract, unless the parties to the insurance contract agree on the amendment, supplement of the contract to be compatible with the 2022 Insurance Business Law and to apply the provisions of the 2022 Insurance Business Law.

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (continued)
as at 31 December 2024 and for the year then ended

3. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

3.20 Revenue recognition (continued)

(ii) Interest income

Interest is recognized on an accrual basis based on the time and actual interest rate for each period.

(iii) Dividend and profit distribution income

Dividend and profit distribution income are recognized when the Corporation is entitled to receive dividends or when the Corporation are entitled to receive profits from its capital contributions.

(iv) Other income

Other income is recognised on an accrual basis in the consolidated income statement.

The allocation principles for assets, resources, revenue, general expenses related to Shareholders fund and Policyholders fund approved by the Ministry of Finance in Official Letter No. 7034/BTC-QLBH dated 14 June 2018 were applied to allocate revenue from investment activities using technical reserves for insurance operation.

3.21 Expense recognition

(i) Claim expense

Claim expense is recognized at the point of time when the claim documents are completed and approved by authorized persons. In case that the final claim amount has not been finalized but the Corporation is certain that the loss is within its insured liabilities and has been paid an advance to the customer as per their request, such advance would also be recognized as claim expense. Any claim that is not yet approved by authorized persons at the end of the financial period is considered as an outstanding claim and included in claims reserve.

(ii) Commission expense, agent commendation and support expenses

The Corporation calculates the commission payable for each type of insurance product according to a certain percentage of the direct premium specified in the agent contracts, in accordance with current regulatory ratios and only record in expenses with the portion of commission expenses allocated during the year appropriate with direct premium earned. The unallocated commission will be recorded as a prepaid expense and will be allocated to expenses for subsequent periods.

For the Health and Personal Accident product: The agent reward, support expenses and other benefits must not exceed 100% of the commissions of the health insurance policies written during the financial period.

For non-life insurance: Total agent reward, support expenses and other benefits of agents do not exceed 50% of insurance agent commissions of all insurance contracts under non-life insurance that has been exploited during the financial year.

(iii) General administrative expenses

General and administrative expenses are recorded in the consolidated income statement as they are incurred.

(iv) Operating lease

Rentals paid under operating leases are charged to the consolidated income statement on a straight-line basis over the term of the lease.

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (continued)
as at 31 December 2024 and for the year then ended

3. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

3.22 Recognition of reinsurance activities

(i) Reinsurance ceded

Reinsurance premium ceded under treaty reinsurance agreements are recognized when gross written premiums within the scope of the treaty agreements are recognized.

Reinsurance premium ceded under facultative reinsurance agreements is recognized when the facultative reinsurance agreement has been entered into by the Corporation and when gross written premiums within the scope of the facultative agreements are recognized.

Reinsurance recovery is recognized when there is evidence of liability on the part of the reinsurer.

Reinsurance commission is recognized when there is a corresponding reinsurance premium ceded. At the end of the year, the part of reinsurance commission which is not included in income of current period corresponding to unearned premium of reinsurance ceded shall be determined and allocated in the subsequent periods based on the registered method of unearned premium reserve.

(ii) Reinsurance assumed

Revenue and expenses relating to reinsurance assumed under treaty arrangements are recognized when the statement of account is received from the cedants.

Reinsurance premium assumed is recognized when the facultative reinsurance agreement has been entered into by the Corporation and a statement of account (for each facultative reinsurance agreement) has been received from the cedants.

Claim expenses for reinsurance assumed is recognized when there is evidence of liability of the Corporation and when a statement of account has been sent to the Corporation; and

Reinsurance commission is recognized when the reinsurance premium is ceded and when a statement of account has been sent to the Corporation. At the end of fiscal year, the part of reinsurance commission which is not included in expense of current year corresponding to unearned premium of reinsurance assumed shall be determined and allocated in the subsequent financial period based on the registered method for unearned premium reserve.

3.23 Taxation

(i) Current income tax

Current income tax assets and liabilities for the current and prior periods are measured at the amount expected to be recovered from or paid to the taxation authorities. The tax rates and tax laws used to compute the amount are those that are enacted as at the consolidated balance sheet date.

Current income tax is charged or credited to the consolidated income statement, except when it relates to items recognised directly to equity, in which case the current income tax is also dealt with in equity.

Current income tax assets and liabilities are offset when there is a legally enforceable right for the Corporation to off-set current tax assets against current tax liabilities and when the Corporation intends to settle its current tax assets and liabilities on a net basis.

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (continued)
as at 31 December 2024 and for the year then ended

3. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

3.23 Taxation (continued)

(ii) Deferred tax

Deferred tax is provided using the liability method on temporary differences at the balance sheet date between the tax base of assets and liabilities and their carrying amount for financial reporting purposes.

Deferred tax liabilities are recognised for all taxable temporary differences, except:

- ▶ where the deferred tax liability arises from the initial recognition of an asset or liability in a transaction which at the time of the related transaction affects neither the accounting profit nor taxable profit or loss; and
- ▶ in respect of taxable temporary differences associated with investments in subsidiaries and associates, and interests in joint ventures where timing of the reversal of the temporary difference can be controlled and it is probable that the temporary difference will not reverse in the foreseeable future.

Deferred tax assets are recognised for all deductible temporary differences, carried forward unused tax credit and unused tax losses, to the extent that it is probable that taxable profit will be available against which deductible temporary differences, carried forward unused tax credit and unused tax losses can be utilised, except:

- ▶ where the deferred tax asset in respect of deductible temporary difference which arises from the initial recognition of an asset or liability which at the time of the related transaction, affects neither the accounting profit nor taxable profit or loss; and
- ▶ in respect of deductible temporary differences associated with investments in subsidiaries, associates, and interests in joint ventures, deferred tax assets are recognized only to the extent that it is probable that the temporary differences will reverse in the foreseeable future and taxable profit will be available against which the temporary differences can be utilized.

The carrying amount of deferred tax assets is audited at each consolidated balance sheet date and reduced to the extent that it is no longer probable that sufficient taxable profit will be available to allow all or part of the deferred tax asset to be utilised. Previously unrecognised deferred tax assets are re-assessed at each consolidated balance sheet date and are recognised to the extent that it has become probable that future taxable profit will allow the deferred tax assets to be recovered.

Deferred tax assets and liabilities are measured at the tax rates that are expected to apply in the fiscal year when the asset is realised, or the liability is settled based on tax rates and tax laws that have been enacted at the consolidated balance sheet date.

Deferred tax is charged or credited to the consolidated income statement, except when it relates to items recognised directly to equity, in which case the deferred tax is also dealt with in the equity account.

Deferred tax assets and liabilities are offset when there is a legally enforceable right for the Corporation to offset current tax assets against current tax liabilities and when they relate to income taxes levied by the same taxation authority on:

- ▶ either the same taxable entity; or
- ▶ when the Corporation intends either to settle current tax liabilities and assets on a net basis or to realise the assets and settle the liabilities simultaneously, in each future period in which significant amounts of deferred tax liabilities or assets are expected to be settled or recovered.

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (continued)
as at 31 December 2024 and for the year then ended

3. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

3.24 Use of estimates

The preparation of the consolidated financial statements requires the management to make estimates and assumptions that affect the reported amount of assets and liabilities and disclosure of contingent liabilities. These estimates and assumptions also affect the income and expenses and the resultant provisions. Such estimates are necessarily based on assumptions about several factors involving varying degrees of judgment and uncertainty and actual results may differ resulting in future changes in such provisions.

3.25 Earnings per share

Basic earnings per share amounts are calculated by dividing net profit after tax for the year attributable to ordinary shareholders of the Corporation (after adjusting for the bonus and welfare fund) by the weighted average number of ordinary shares outstanding during the year.

Diluted earnings per share amounts are not presented due to the Corporation does not have any intentions which could be impacted to the number of ordinary shares outstanding.

3.26 Related parties

Parties are considered to be related parties of the Corporation if one party has the ability to, directly or indirectly, control the other party or exercise significant influence over the other party in making financial and operating decisions, or when the Corporation and other party are under common control or under common significant influence. Related parties can be enterprises or individuals, including close members of their families.

Post and Telecommunication Joint Stock
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NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (continued)
as at 31 December 2024 and for the year then ended

4. CASH AND CASH EQUIVALENTS

	<i>Ending balance VND</i>	<i>Beginning balance VND</i>
Cash on hand	15,478,585	145,673,761
Cash at banks	30,365,072,134	109,836,216,372
Cash in transit	-	1,474,100
Cash equivalents (*)	-	594,524,000,000
TOTAL	30,380,550,719	704,507,364,233

(*) This is a deposit with an original term of less than 3 months from the date of deposit with an interest rate of 3.3% - 11%/year as at 31 December 2023.

5. INVESTMENTS

	<i>Notes</i>	<i>Ending balance VND</i>	<i>Beginning balance VND</i>
Held-to-maturity investments	5.1		
Short-term		3,667,221,984,035	3,370,890,674,865
- Term deposits		3,621,929,812,235	2,770,634,375,444
- Certificates of deposits		-	53,713,000,000
- Bonds		45,292,171,800	546,543,299,421
Long-term		1,051,076,989,767	488,775,479,453
- Term deposits		450,000,000,000	388,775,479,453
- Bonds		601,076,989,767	100,000,000,000
		4,718,298,973,802	3,859,666,154,318
Other financial investments			
Investments in jointly controlled entities and associates	5.2	26,781,618,385	24,847,796,489
Investments in other entities	5.3	30,129,400,000	30,129,400,000
Provision for diminution in value of long-term investments	5.3	(15,000,000,000)	(15,000,000,000)
		41,911,018,385	39,977,196,489
Net value of investments		4,760,209,992,187	3,899,643,350,807

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NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (continued)
as at 31 December 2024 and for the year then ended

5. INVESTMENTS (continued)

5.2 Investments in jointly controlled entities and associates

	Lanexang Public Insurance Company	Kasati Joint Stock Company	Total
	VND	VND	VND
Cost of investment:			
Beginning balance	20,152,200,000	14,292,700,000	34,444,900,000
Ending balance	20,152,200,000	14,292,700,000	34,444,900,000
Accumulated share in post-acquisition profit/(loss) of the associates:			
Beginning balance	(10,507,633,404)	910,529,893	(9,597,103,511)
Share in post-acquisition profit of the associates for the year	568,183,499	2,204,692,602	2,772,876,101
Dividends distributed during the year	-	(765,708,000)	(765,708,000)
Bonus and welfare fund	-	(73,346,205)	(73,346,205)
Ending balance	(9,939,449,905)	2,276,168,290	(7,663,281,615)
Net carrying amount:			
Beginning balance	9,644,566,596	15,203,229,893	24,847,796,489
Ending balance	10,212,750,095	16,568,868,290	26,781,618,385

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5. INVESTMENTS (continued)

5.3 Investments in other entities

	Ending balance				Beginning balance			
	% owner- ship	Cost VND	Provision VND	Net realizable value VND	% owner- ship	Cost VND	Provision VND	Net realizable value VND
Investments in other entities								
Ut Xi Aquatic Products Processing Corporation	4.24%	15,000,000,000	(15,000,000,000)	-	4.24%	15,000,000,000	(15,000,000,000)	-
Post and Telecommunications Tourism Joint Stock Company	3.03%	2,940,000,000	-	2,940,000,000	3.00%	2,940,000,000	-	2,940,000,000
Global Data Service Joint Stock Company	4.55%	5,699,400,000	-	5,699,400,000	4.55%	5,699,400,000	-	5,699,400,000
Huawei Vietnam Joint Stock Company	19.16%	5,800,000,000	-	5,800,000,000	19.16%	5,800,000,000	-	5,800,000,000
Phuong Nam Real Estate Investment Joint Stock Company	0.18%	65,000,000	-	65,000,000	0.18%	65,000,000	-	65,000,000
Technology and Media Investment Development Joint Stock Company	2.50%	625,000,000	-	625,000,000	2.50%	625,000,000	-	625,000,000
TOTAL		30,129,400,000	(15,000,000,000)	15,129,400,000		30,129,400,000	(15,000,000,000)	15,129,400,000

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6. SHORT-TERM RECEIVABLES

	Ending balance VND	Beginning balance VND
Insurance receivables		
Gross written premium receivables	253,965,898,382	200,250,805,127
<i>Receivables from policyholders</i>	97,170,047,917	108,073,539,954
<i>Receivables from agents, brokers</i>	126,850,407,192	64,105,580,131
<i>Receivables from co-insurers</i>	29,938,775,598	28,067,046,606
<i>Other receivables</i>	6,667,675	4,638,436
Other reinsurance receivables	219,355,097,906	135,321,590,207
Reinsurance ceded receivables	120,428,980,943	136,063,038,769
	593,749,977,231	471,635,434,103
Short-term advances to suppliers		
Advances for direct claim insurance	228,037,814,472	175,862,969,076
Other advances for insurance activities	3,804,106,277	4,432,137,773
Other advances to suppliers	37,537,339,379	29,671,724,957
	269,379,260,128	209,966,831,806
Other receivables		
Interest receivables from financial activities	210,115,729,890	260,143,283,822
<i>Receivables from interest on deposits</i>	100,036,291,590	148,600,824,261
<i>Receivables from interest on bonds</i>	7,547,408,609	9,118,344,452
<i>Receivables from interest on dividends and distributed profits</i>	4,222,895,919	4,222,895,919
<i>Receivables from other financing activities</i>	98,309,133,772	98,201,219,190
Advances for business activities	17,756,200,660	10,617,084,887
Short-term mortgages, deposits	23,950,943,803	27,609,843,310
Other receivables	42,208,627,820	25,412,880,782
	294,031,502,173	323,783,092,801
Receivables for short-term loans	34,000,000,000	34,000,000,000
Total receivables	1,191,160,739,532	1,039,385,358,710
Provision for doubtful short-term receivables	(137,572,957,047)	(132,921,941,124)
Net receivables	1,053,587,782,485	906,463,417,586

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7. INVENTORIES

	<i>Ending balance</i>		<i>Beginning balance</i>	
	<i>Cost VND</i>	<i>Provision VND</i>	<i>Cost VND</i>	<i>Provision VND</i>
Raw materials	529,431,441	-	431,461,435	-
Tools and instruments	98,295,002	-	138,079,547	-
TOTAL	627,726,443	-	569,540,982	-

8. UNALLOCATED COMMISSION EXPENSE

	<i>Current year VND</i>	<i>Previous year VND</i>
Opening balance	316,726,457,512	416,369,417,375
Commission paid during the year	419,631,603,056	519,177,593,824
Allocated to expenses during the year	(493,542,616,650)	(618,820,553,687)
Closing balance	242,815,443,918	316,726,457,512

9. TAX AND OTHER RECEIVABLES FROM THE STATE

	<i>Ending balance VND</i>	<i>Beginning balance VND</i>
Personal income tax	1,993,798,483	102,545,455
Corporate income tax	102,545,455	1,487,828,270
Other tax	116,932,849	71,978,808
TOTAL	2,213,276,787	1,662,352,533

10. STATUTORY DEPOSIT

The Corporation has made a statutory deposit equivalent to VND 5,000,000,000 according to Article 96 of Law Insurance Business No. 08/2022/QH15 dated 16 June 2022.

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11. TANGIBLE FIXED ASSETS

	Buildings and structures VND	Means of transportation VND	Office equipment VND	Total VND
Costs:				
Beginning balance	320,266,567,110	107,633,714,998	53,309,499,367	481,209,781,475
- New purchase	-	-	930,774,451	930,774,451
- Disposals	-	(14,274,345,120)	(342,312,727)	(14,616,657,847)
- Reclassification from investment property	86,512,743,262	-	-	86,512,743,262
Ending balance	406,779,310,372	93,359,369,878	53,897,961,091	554,036,641,341
<i>In which:</i>				
<i>Fully depreciated</i>	36,350,000	17,614,141,328	36,788,183,647	54,438,674,975
Accumulated depreciation:				
Beginning balance	23,895,833,179	68,455,098,276	42,578,683,146	134,929,614,501
- Depreciation for the year	7,904,756,832	8,064,007,052	5,437,371,479	21,406,135,363
- Disposals	-	(13,334,938,189)	(324,287,377)	(13,659,223,566)
- Reclassification from investment property	16,131,070,410	-	-	16,131,070,410
Ending balance	47,931,660,421	63,184,169,139	47,691,767,248	158,807,596,808
Net carrying amount:				
Beginning balance	296,370,733,931	39,178,616,722	10,730,816,221	346,280,166,874
Ending balance	358,847,649,951	30,175,200,739	6,206,193,843	395,229,044,533

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12. INTANGIBLE FIXED ASSETS

	<i>Land use rights VND</i>	<i>Computer software VND</i>	<i>Total VND</i>
Costs:			
Beginning balance	19,181,218,618	23,629,296,909	42,810,515,527
- New purchase	-	12,126,152,329	12,126,152,329
- Reclassification from construction in progress	8,383,222,540	1,320,000,000	9,703,222,540
Ending balance	27,564,441,158	37,075,449,238	64,639,890,396
<i>In which:</i>			
<i>Fully amortised</i>	-	13,359,905,987	13,359,905,987
Accumulated amortisation:			
Beginning balance	-	16,510,193,814	16,510,193,814
- Amortisation for the year	-	3,349,752,318	3,349,752,318
Ending balance	-	19,859,946,132	19,859,946,132
Net carrying amount:	-	-	-
Beginning balance	19,181,218,618	7,119,103,095	26,300,321,713
Ending balance	27,564,441,158	17,215,503,106	44,779,944,264

13. CONSTRUCTION IN PROGRESS

	<i>Ending balance VND</i>	<i>Beginning balance VND</i>
Purchasing fixed assets	16,904,363,582	8,608,222,540
Basic construction (*)	45,607,384,801	37,509,953,869
TOTAL	62,511,748,383	46,118,176,409

(*) Construction in progress includes works under construction as of 31 December 2024 and 31 December 2023 as follows:

	<i>Ending balance VND</i>	<i>Beginning balance VND</i>
HUD Me Linh project	38,814,003,621	30,716,572,689
Other projects	6,793,381,180	6,793,381,180
TOTAL	45,607,384,801	37,509,953,869

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14. INVESTMENT PROPERTIES

	<i>Ending balance VND</i>	<i>Beginning balance VND</i>
Investment property for rent	13,527,905,114	86,769,547,332
Investment property for capital appreciation	23,407,690,000	23,407,690,000
TOTAL	36,935,595,114	110,177,237,332

14.1 Investment property for rent

	<i>Buildings and land use rights VND</i>	<i>Total VND</i>
Cost:		
Beginning balance	109,069,879,642	109,069,879,642
- Classify to building in-used	(86,512,743,262)	(86,512,743,262)
Ending balance	22,557,136,380	22,557,136,380
Accumulated depreciation:		
Beginning balance	22,300,332,310	22,300,332,310
- Amortization for the year	2,859,969,366	2,859,969,366
- Classify to building in-used	(16,131,070,410)	(16,131,070,410)
Ending balance	9,029,231,266	9,029,231,266
Net carrying amount:		
Beginning balance	86,769,547,332	86,769,547,332
Ending balance	13,527,905,114	13,527,905,114

14.2 Investment property for capital appreciation

	<i>Buildings and land use rights VND</i>	<i>Total VND</i>
Cost:		
Beginning balance	23,407,690,000	23,407,690,000
Ending balance	23,407,690,000	23,407,690,000
Impairment loss:		
Beginning balance	-	-
Ending balance	-	-
Net carrying amount:		
Beginning balance	23,407,690,000	23,407,690,000
Ending balance	23,407,690,000	23,407,690,000

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15. SHORT-TERM LOANS

	Beginning balance Value/Ability to Repay Debt	During the year	Ending balance Value/Ability to Repay Debt
	VND	Increase VND	Decrease VND
Woori Vietnam Limited Liability Bank - Hoan Kiem Branch (i)	58,596,928,581	825,000,000,000	743,596,928,581
Vietnam Commercial Joint Stock Export Import Bank (ii)	-	150,000,000,000	-
Overdraft (iii)	-	11,659,453,071	-
	<u>58,596,928,581</u>	<u>986,659,453,071</u>	<u>743,596,928,581</u>
			<u>301,659,453,071</u>

(i) Reflects the loan from Woori Vietnam Limited Liability Bank - Hoan Kiem Branch according to the Credit Contract No. VN122007706-005/2023-HDCVHMMWBVN101 dated 18 January 2023, with a credit limit of VND 300,000,000,000 aimed at supplementing working capital for business operations. The maximum loan term for each loan is 6 months. Interest on the loan is paid monthly at an interest rate set on each debt receipt at the average 1-month deposit interest rate of state-owned banks at the time of disbursement plus a margin of 1.68% per year. The loans are secured by deposit contracts with a total amount of VND 328,000,000,000 as per the appendix of Financial Contract No. 101-2023-HDTC/DN/002-PL08 between Woori Bank and PTI.

(ii) Reflects a loan from Vietnam Export-Import Bank - Ba Dinh Branch under Credit Contract No. 1700LAV240156687, dated 27 December 2024, with a credit limit of 500,000,000,000 VND to supplement working capital for business operations. The maximum loan term for each loan is 6 months, with interest payment terms and interest rates stipulated in each debt receipt. The loans are secured by short-term deposit contracts totalling 180,000,000,000 VND according to two Guarantee Contracts No. 1700HDBD20241227.1 and No. 1700HDBD20241227.2 between Eximbank Hang Bong and PTI.

(iii) This is an overdraft loan under the Overdraft Service Contract No. 01/2024/HDDVTCMSB-PTI, dated 19 January 2024, with the Vietnam Maritime Commercial Joint Stock Bank, with an overdraft limit of 81,340,000,000 VND.

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16. PREPAID EXPENSES

	Ending balance VND	Beginning balance VND
Short-term		
Other short-term prepaid expenses	337,391,772	204,079,482
Short-term insurance prepaid expenses	90,036,231,641	178,449,155,529
TOTAL	90,373,623,413	178,653,235,011
Long-term		
Tools and supplies	3,738,303,830	4,982,920,811
Office rental expenses	3,002,322,436	3,637,618,113
Agent development expenses	280,389,608	859,624,352
Office Repair and renovation expenses	7,654,881,008	2,704,708,059
Other long-term expenses	7,213,542,471	6,022,210,473
TOTAL	21,889,439,353	18,207,081,808

17. SHORT-TERM TRADE PAYABLES

	Ending balance VND	Beginning balance VND
Payable for Direct Insurance Activities	489,229,005,138	504,003,790,589
<i>Direct claim payables</i>	68,502,582,441	70,430,759,882
<i>Commissions payables</i>	57,408,444,181	77,182,923,598
<i>Other payables related to insurance activities</i>	343,783,478,898	337,809,928,367
<i>Payables for ceding activities</i>	4,063,684,248	3,540,084,793
<i>Payables to co-insurers</i>	15,470,815,370	15,040,093,949
Other payables	93,882,424,238	29,059,054,357
TOTAL	583,091,429,376	533,062,844,946

18. STATUTORY OBLIGATIONS

	Beginning balance VND	Movement during the year		Ending balance VND
		Payables VND	Paid VND	
Value added tax	18,191,719,705	127,319,201,745	(126,881,748,724)	18,629,172,726
Corporate income tax	32,903,724,259	81,809,293,976	(97,901,131,557)	16,811,886,678
Personal income tax	6,152,673,587	28,332,989,064	(27,961,880,796)	6,523,781,835
Other taxes	383,629,706	1,992,110,246	(2,271,097,029)	104,642,923
TOTAL	57,631,747,237	239,253,595,031	(255,015,858,106)	41,869,484,162

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19. OTHER PAYABLES

	<i>Ending balance</i> VND	<i>Beginning balance</i> VND
Short-term		
Compulsory insurance	10,538,140,376	217,265,926
Trade union fee	41,063,147	8,344,660,919
Short-term deposits received	-	50,000,000
Dividends payables and profits	9,110,022,625	9,304,299,383
Insurance fund contribution payables	8,396,723,593	14,980,106,867
Unreconciled insurance premium receipts	-	2,912,248,147
Other payables	154,010,888,154	69,247,185,850
TOTAL	182,096,837,895	105,055,767,092
Long-term		
Other long-term payables	7,359,000,000	15,000,000
TOTAL	7,359,000,000	15,000,000

20. UNEARNED COMMISSION REVENUE

Unearned commission revenue is the deferred commission on reinsurance ceded which is not included in income of current year corresponding to unearned premium of reinsurance ceded and shall be allocated in subsequent fiscal years in accordance with Circular No. 232/2012/TT-BTC of the Ministry of Finance.

	<i>Current year</i> VND	<i>Previous year</i> VND
Opening balance	255,473,085,946	214,929,260,307
Increased during the year	(440,187,812,299)	(406,789,406,114)
Allocated during the year	360,511,111,438	447,333,231,753
Closing balance	175,796,385,085	255,473,085,946

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21. TECHNICAL RESERVES

	<i>Reserve for direct insurance and inward reinsurance VND</i>	<i>Reserve for outward reinsurance (reinsurance assets) VND</i>	<i>Net reserve VND</i>
Opening balance			
Unearned premium reserve	2,910,828,587,889	(888,727,759,342)	2,022,100,828,547
Mathematical reserve and unearned premium reserve for health insurance	342,946,350,835	(54,120,373,106)	288,825,977,729
Unearned premium reserve for non-life insurance	2,567,882,237,054	(834,607,386,236)	1,733,274,850,818
Claims reserve	1,627,059,863,199	(752,256,379,141)	874,803,484,058
Outstanding claims reserve	1,454,948,461,121	(687,812,892,971)	767,135,568,150
Incurred but not reported reserve	172,111,402,078	(64,443,486,170)	107,667,915,908
Catastrophe reserve	167,368,542,565	-	167,368,542,565
TOTAL	4,705,256,993,653	(1,640,984,138,483)	3,064,272,855,170
Closing balance			
Unearned premium reserve	2,284,466,445,222	(665,698,926,324)	1,618,767,518,898
Mathematical reserve and unearned premium reserve for health insurance	885,284,900,869	(290,254,202,316)	595,030,698,553
Unearned premium reserve for non-life insurance	1,399,181,544,353	(375,444,724,008)	1,023,736,820,345
Claims reserve	1,942,795,192,972	(997,244,121,804)	945,551,071,168
Outstanding claims reserve	1,823,596,687,363	(944,539,386,858)	879,057,300,505
Incurred but not reported reserve	119,198,505,609	(52,704,734,946)	66,493,770,663
Catastrophe reserve	196,589,751,521	-	196,589,751,521
TOTAL	4,423,851,389,715	(1,662,943,048,128)	2,760,908,341,587

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21. TECHNICAL RESERVES (continued)

21.1 Unearned premium reserve

21.1.1 Gross unearned premium reserve

<i>Product</i>	<i>Ending balance VND</i>	<i>Beginning balance VND</i>
Automobile Insurance	824,736,614,550	1,069,300,011,560
Health and Personal Accident Insurance	885,284,900,869	1,148,690,949,311
Property and Damages Insurance	344,492,512,560	383,348,237,867
Fire Insurance	120,125,334,500	156,212,830,414
Cargo Insurance	28,225,625,164	30,133,951,528
Hull and P&I Insurance	40,361,934,595	48,395,090,637
General Liability Insurance	31,833,058,789	59,359,051,025
Aviation Insurance	3,604,025,860	7,658,876,201
Business Interruption Insurance	5,089,230,439	7,554,253,809
Agriculture Insurance	713,207,896	175,335,537
TOTAL	2,284,466,445,222	2,910,828,587,889

21.1.2 Ceded unearned premium reserve (reinsurance assets)

<i>Product</i>	<i>Ending balance VND</i>	<i>Beginning balance VND</i>
Automobile Insurance	38,598,762,390	77,733,797,059
Health and Personal Accident Insurance	290,254,202,316	370,739,613,264
Property Insurance	187,662,999,108	166,185,770,988
Fire Insurance	112,464,142,800	234,289,808,674
Cargo Insurance	10,053,979,508	11,938,551,062
Hull and P&I Insurance	16,900,775,564	16,453,272,356
General Liability Insurance	6,812,875,157	6,020,052,431
Aviation Insurance	2,429,356,503	5,246,309,987
Agriculture Insurance	521,832,978	120,583,521
TOTAL	665,698,926,324	888,727,759,342

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21. TECHNICAL RESERVES (continued)

21.2 Claims reserve

21.2.1 Gross claims reserve

<i>Product</i>	<i>Ending balance VND</i>	<i>Beginning balance VND</i>
Automobile Insurance	297,816,702,185	283,667,885,115
Health and Personal Accident Insurance	204,280,136,269	288,770,715,048
Property Insurance	1,118,293,710,073	743,264,654,150
Cargo Insurance	44,023,933,883	36,869,847,458
Hull and P&I Insurance	244,719,784,039	215,768,608,518
General liability Insurance	33,660,926,523	39,164,287,082
Aviation Insurance	-	19,563,865,828
TOTAL	<u>1,942,795,192,972</u>	<u>1,627,059,863,199</u>

21.2.2 Ceded reinsurance claims reserve (reinsurance assets)

<i>Product</i>	<i>Ending balance VND</i>	<i>Beginning balance VND</i>
Automobile Insurance	21,031,454,028	14,013,958,679
Health and Personal Accident Insurance	70,877,136,291	95,551,306,193
Property Insurance	759,881,581,683	492,230,423,959
Cargo Insurance	11,643,281,185	9,246,499,939
Hull and P&I Insurance	127,131,626,665	121,427,608,548
General liability Insurance	6,679,041,952	19,788,581,823
TOTAL	<u>997,244,121,804</u>	<u>752,256,379,141</u>

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21. **TECHNICAL RESERVES** (continued)

21.3 *Catastrophe reserve*

Catastrophe reserve for non-life insurance

	<i>Ending balance VND</i>	<i>Beginning balance VND</i>
Opening balance	125,326,198,698	100,688,660,675
Increased during the year	19,806,703,380	24,637,538,023
Closing balance	145,132,902,078	125,326,198,698

Equalization reserve for health insurance

	<i>Ending balance VND</i>	<i>Beginning balance VND</i>
Opening balance	42,042,343,867	30,881,860,673
Increased during the year	9,414,505,576	11,160,483,194
Ending balance	51,456,849,443	42,042,343,867

Catastrophe reserve is made annually at 2% of total retained premium.

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22. OWNERS' EQUITY

22.1 Increase and decrease in owners' equity

	Contributed charter capital VND	Investment and development fund VND	Statutory reserve VND	Foreign exchange differences reserve VND	Undistributed earnings VND	Non-controlling interest VND	Total VND
Previous year							
Beginning balance	803,957,090,000	827,943,052,804	28,642,118,155	80,395,709,000	66,671,645,763	3,933,109,470	1,811,542,725,212
Net profit for the year	-	-	-	-	252,768,326,354	80,930,635	252,869,256,989
Decrease due to Associate's distribution of Bonus and Welfare fund	-	-	-	-	(137,673,960)	-	(137,673,960)
Ending balance	803,957,090,000	827,943,052,804	28,642,118,155	80,395,709,000	319,322,298,157	4,014,040,105	2,064,274,305,251
Current year							
Beginning balance	803,957,090,000	827,943,052,804	28,642,118,155	80,395,709,000	319,322,298,157	4,014,040,105	2,064,274,305,251
Net profit for the year	-	-	-	-	320,252,198,128	79,823,332	320,332,021,460
Decrease due to Associate's distribution of Bonus and Welfare fund	-	-	-	-	(73,346,204)	-	(73,346,204)
Ending balance	803,957,090,000	827,943,052,804	28,642,118,155	80,395,709,000	639,501,150,111	4,093,863,437	2,384,532,983,507

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22. OWNERS' EQUITY (continued)

22.2 Contributed charter capital

	Ending balance			Beginning balance		
	Shares	% of ownership	Charter capital	Shares	% of ownership	Charter capital
DB Insurance Co., Ltd	30,000,000	37.32	300,000,000,000	30,000,000	37.32	300,000,000,000
VNDirect Securities Jsc.	16,079,141	20.00	160,791,410,000	16,079,141	20.00	160,791,410,000
Vu Thi Thu	7,950,000	9.89	79,500,000,000	7,950,000	9.89	79,500,000,000
Hoang Thi Minh Phuong	7,950,000	9.89	79,500,000,000	7,950,000	9.89	79,500,000,000
Other shareholders	18,416,568	22.90	184,165,680,000	18,416,568	22.90	184,165,680,000
TOTAL	80,395,709	100.00	803,957,090,000	80,395,709	100.00	803,957,090,000

Currency: VND

22.3 Shares

	Quantity	
	Ending balance	Beginning balance
Authorized shares	80,400,000	80,400,000
Issued shares	80,395,709	80,395,709
Ordinary shares	80,395,709	80,395,709
Preference shares	-	-
Shares in circulation	80,395,709	80,395,709
Ordinary shares	80,395,709	80,395,709
Preference shares	-	-

Par value of outstanding shares (VND/share): 10,000.

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23. INSURANCE REVENUE

	<i>Current year VND</i>	<i>Previous year VND</i>
Direct written premiums	4,090,207,035,526	5,180,228,128,885
Direct premium deductions	(74,094,381,082)	(103,515,092,763)
Direct written premiums after deduction	4,016,112,654,444	5,076,713,036,122
Reinsurance premium assumed	84,175,011,851	119,746,566,145
Reinsurance premium deductions	(1,303,165,581)	(5,543,735,798)
Decrease in gross and assumed unearned premium reserve	626,362,142,668	720,961,147,416
TOTAL	4,725,346,643,382	5,911,877,013,885

23.1 Direct written premiums

<i>Product</i>	<i>Current year VND</i>	<i>Previous year VND</i>
Automobile Insurance	1,649,062,525,214	2,137,740,701,970
Health and Personal Accident Insurance	1,490,865,371,991	1,748,540,105,897
Property and Damages Insurance	374,405,779,808	525,424,648,065
Fire Insurance	236,725,342,386	310,693,297,310
Cargo Insurance	108,976,958,332	115,903,705,643
Hull and P&I Insurance	74,608,249,020	93,885,894,754
General Liability Insurance	62,664,396,042	113,775,628,120
Aviation Insurance	7,208,051,719	15,317,752,401
Business Interruption Insurance	10,178,460,877	15,108,507,618
Agriculture Insurance	1,417,519,055	322,794,344
TOTAL	4,016,112,654,444	5,076,713,036,122

23.2 Reinsurance premium assumed

<i>Product</i>	<i>Current year VND</i>	<i>Previous year VND</i>
Automobile Insurance	410,703,883	859,321,150
Health and Personal Accident Insurance	441,573,004	746,693,816
Property and Damages Insurance	67,442,461,994	98,357,714,217
Fire Insurance	3,525,326,620	1,732,363,519
Cargo Insurance	3,925,542,325	4,632,100,469
Hull and P&I Insurance	6,115,620,170	2,904,286,520
General Liability Insurance	1,001,721,537	4,942,473,929
Agriculture Insurance	8,896,737	27,876,727
TOTAL	82,871,846,270	114,202,830,347

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24. REINSURANCE PREMIUM CEDED

	<i>Current year</i> VND	<i>Previous year</i> VND
Reinsurance premium ceded	1,176,863,605,138	1,611,113,744,727
Decrease in ceded unearned premium reserve	223,028,833,019	124,165,039,436
TOTAL	1,399,892,438,157	1,735,278,784,163

Reinsurance premium ceded:

<i>Product</i>	<i>Current year</i> VND	<i>Previous year</i> VND
Automobile Insurance	77,197,524,782	155,467,594,115
Health and Personal Accident Insurance	549,856,387,323	633,238,480,316
Property and Damages Insurance	231,335,809,001	409,651,866,084
Fire Insurance	224,928,285,599	309,321,163,371
Cargo Insurance	40,215,918,032	47,754,204,249
Hull and P&I Insurance	33,801,551,127	32,906,544,712
General Liability Insurance	13,625,750,312	12,040,104,863
Aviation Insurance	4,858,713,006	10,492,619,974
Agriculture Insurance	1,043,665,956	241,167,043
TOTAL	1,176,863,605,138	1,611,113,744,727

25. COMMISSION ON REINSURANCE CEDED

	<i>Current year</i> VND	<i>Previous year</i> VND
Commission on reinsurance ceded	360,686,210,311	455,167,899,127
Commission deductions (Refund and reduction of commission)	(175,098,873)	(7,834,667,374)
TOTAL	360,511,111,438	447,333,231,753

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26. CLAIM EXPENSES

	<i>Current year VND</i>	<i>Previous year VND</i>
Direct claim expenses and claim expenses on reinsurance assumed	2,146,325,503,245	2,939,866,470,684
- <i>Direct claim expenses</i>	2,121,326,348,626	2,889,125,177,251
- <i>Claim expense on reinsurance assumed</i>	24,999,154,619	50,741,293,433
Salvage and sub-rogation (collection of claims from third parties for reimbursement, collection of goods with 100% compensation)	(25,295,598,231)	(31,083,614,691)
Recoveries from reinsurance ceded	(549,579,945,312)	(722,095,895,492)
Increase in gross claims reserve	315,735,329,773	111,791,652,755
Increase in ceded reinsurance claims reserve	(244,987,742,663)	(110,750,674,061)
TOTAL	1,642,197,546,812	2,187,727,939,195

26.1 Direct claim expenses

<i>Product</i>	<i>Current year VND</i>	<i>Previous year VND</i>
Automobile Insurance	952,138,367,837	1,338,242,927,336
Health and Personal Accident Insurance	908,940,452,974	1,177,903,645,642
Property and Damages Insurance	81,035,381,876	101,128,468,363
Fire Insurance	104,981,964,097	104,974,289,665
Cargo Insurance	29,559,821,556	106,222,064,939
Hull and P&I Insurance	27,236,621,325	28,284,777,322
General Liability Insurance	17,433,738,961	12,805,138,157
Aviation Insurance	-	19,563,865,828
TOTAL	2,121,326,348,626	2,889,125,177,251

26.2 Claim expenses on reinsurance assumed

<i>Product</i>	<i>Current year VND</i>	<i>Previous year VND</i>
Automobile Insurance	997,048,930	183,990,808
Health and Personal Accident Insurance	176,103,622	(10,384,207)
Property and Damages Insurance	17,477,212,173	46,960,792,135
Fire Insurance	43,385,243	-
Cargo Insurance	1,269,439,810	1,547,580,858
Hull and P&I Insurance	3,775,121,438	2,010,099,312
General Liability Insurance	1,249,652,221	48,730,660
Aviation Insurance	9,438,580	483,867
Agriculture Insurance	1,752,602	-
TOTAL	24,999,154,619	50,741,293,433

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26. CLAIM EXPENSES (continued)

26.3 Recoveries from reinsurance ceded

Product	Current year VND	Previous year VND
Automobile Insurance	87,758,479,640	20,009,533,353
Health and Personal Accident Insurance	343,632,546,600	419,771,437,140
Property and Damages Insurance	24,034,627,534	170,846,215,047
Fire Insurance	71,478,615,299	53,917,119,685
Cargo Insurance	(3,304,619,542)	34,070,804,393
Hull and P&I Insurance	18,657,796,663	15,807,904,579
General Liability Insurance	7,322,499,118	(232,040,762)
Aviation Insurance	-	7,904,922,057
TOTAL	549,579,945,312	722,095,895,492

27. OTHER OPERATING EXPENSES

	Current year VND	Previous year VND
Commission expenses	493,542,616,650	618,820,553,687
Employee expenses	531,561,151,652	884,690,712,812
Agent bonus, allowance and management expenses	430,234,682,785	521,809,885,766
Loss prevention expenses	2,923,600,620	16,402,810,954
Contributions to insurance funds	6,363,528,420	7,371,486,884
Tool and equipment expenses	14,303,537,678	18,257,151,797
Depreciation expenses	6,778,103,347	7,983,919,928
Tax, fee and charge	13,465,873,820	27,533,046,531
Expenses for external services	73,061,790,606	107,346,997,982
Other expenses (*)	206,541,335,072	134,008,650,196
TOTAL	1,778,776,220,650	2,344,225,216,537

(*) Other expenses include the expenses related to underwriting activities such as consultation fees, IT expenses, marketing expenses, and other service expenses.

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28. FINANCE INCOME

	<i>Current year VND</i>	<i>Previous year VND</i>
Interest income on term deposits	272,518,667,924	325,402,058,834
Interest income on demand deposits	276,978,422	154,247,713
Dividends and profit received	122,744,852	147,641,749
Realized foreign exchange gains	9,170,164,750	9,951,548,945
Gain on bonds, long-term investments and securities	54,602,931,234	124,724,222,106
Other financial income	64,822,806	74,442,066
TOTAL	336,756,309,988	460,454,161,413
Financial incomes allocated for insurance operation	131,807,187,935	188,736,287,890
Financial incomes after allocation	204,949,122,053	271,717,873,523

29. FINANCE EXPENSES

	<i>Current year VND</i>	<i>Previous year VND</i>
Interest expense on loans	8,663,798,429	17,356,183,914
Foreign exchange losses	5,924,172,615	7,447,198,773
Securities trading and other investment expenses	31,544,953,165	29,980,664,908
Provision for diminution in value of held-for-trading securities and impairment loss of investments	-	1,149,587,499
Other finance expenses	281,533,449	487,935,083
TOTAL	46,414,457,658	56,421,570,157
Financial expenses allocated for insurance operation	10,019,503,163	9,328,760,153
Financial expenses after allocation	56,433,960,821	65,750,330,310

30. GENERAL AND ADMINISTRATIVE EXPENSES

	<i>Current year VND</i>	<i>Previous year VND</i>
Employee expenses	61,033,995,909	100,488,834,757
Raw materials expenses	1,776,242,622	-
Office expenses	2,059,058,982	6,053,349,382
Depreciation expenses	19,597,640,598	19,972,674,139
Tax, fee, and charge	12,677,567,249	7,115,468,342
Provision for doubtful debts	4,651,015,923	568,665,252
Expenses for external services	82,709,694,123	38,880,300,819
Other expenses	15,174,697,283	35,574,350,602
TOTAL	199,679,912,689	208,653,643,293

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31. OTHER INCOME AND EXPENSES

	<i>Current year VND</i>	<i>Previous year VND</i>
Other income	12,148,548,802	11,319,582,517
Income from disposal of assets, tools & equipments	4,225,763,740	3,934,959,113
Other income	7,922,785,062	7,384,623,404
Other expenses	(3,157,583,733)	(3,232,415,996)
Administrative penalty	(1,468,518,957)	(1,179,927,619)
Other expenses	(1,689,064,776)	(2,052,488,377)
Net other profit	8,990,965,069	8,087,166,521

32. CORPORATE INCOME TAX

The statutory corporate income tax ("CIT") rate applicable to parent company is 20% of taxable income. The statutory CIT rate applicable to the subsidiary is 20% of taxable income.

The tax returns filed by the Corporation and its subsidiary are subject to examination by the tax authorities. As the application of tax laws and regulations is susceptible to varying interpretations, the amounts reported in the consolidated financial statements could change at a later date upon final determination by the tax authorities.

32.1 CIT expense

	<i>Current year VND</i>	<i>Previous year VND</i>
Current CIT expense	81,609,293,976	24,540,002,750
Deferred tax income	(618,218,386)	607,218,785
TOTAL	80,991,075,590	25,147,221,535

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (continued)
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32. CORPORATE INCOME TAX (continued)

32.1 Corporate income tax (continued)

Reconciliation between CIT expense and the accounting profit multiplied by CIT rate is presented below:

	<i>Current year VND</i>	<i>Previous year VND</i>
Accounting profit before tax	402,743,365,424	110,796,291,812
At CIT rate of 20% applicable to the Corporation	80,548,673,085	22,159,258,362
Adjustments to increase:	1,639,745,081	2,706,636,788
Depreciation charge of car that has historical cost more than VND 1.6 billion	219,241,900	108,156,275
Other non-deductible expenses	1,420,503,181	2,598,480,513
Adjustments to decrease	(579,124,190)	(325,892,400)
Dividends earned profit distributed	(24,548,970)	(27,028,350)
Other decreases	(554,575,220)	(298,864,050)
CIT expenses	81,609,293,976	24,540,002,750

32.2 Current tax

The current tax payable is based on taxable income for the current year. The taxable income of the Parent company and its subsidiary for the year differs from the profit as reported in the consolidated income statement because it excludes items of income or expense that are taxable or deductible in other years and it further excludes items that are not taxable or deductible. The Parent company and its subsidiary' liability for current tax is calculated using tax rates that have been enacted by the consolidated balance sheet date.

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32. CORPORATE INCOME TAX (continued)

32.3 Deferred tax

The following are the deferred tax assets and deferred tax liabilities recognized by the Corporation, and the movements thereon, during the current and previous years.

	Consolidated balance sheet		Consolidated income statement	
	Ending balance VND	Beginning balance VND	Current year VND	Previous year VND
Deferred tax assets	17,441,309	-	17,441,309	-
Loss on exchange rate difference				
valuation of receivable items	17,441,309	-	17,441,309	-
Deferred tax payables	1,923,994,906	2,524,771,983	(600,777,077)	(709,015,059)
Provision of investment in subsidiary	1,923,994,906	2,524,771,983	(600,777,077)	(709,015,059)
Net deferred tax charge to consolidated income statement	-	-	618,218,386	709,015,059

No deferred tax assets were recognised in respect of tax losses because future taxable income cannot be ascertained at this stage.

33. BASIC EARNINGS PER SHARE

	Current year VND	Previous year VND
Accounting profit after corporate income tax	321,752,289,834	252,869,256,999
Profit used to calculate basic earnings per share	321,752,289,834	252,869,256,999
Average ordinary shares in circulation for the year	80,395,709	80,395,709
Basic earnings per share	4,002,11	3,145

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34. TRANSACTIONS WITH RELATED PARTIES

List of related parties with significant transactions with the Corporation and the relationships between the Corporation and the related parties are as follows:

<i>List of related parties</i>	<i>Relationship</i>
Members of the Board of Directors, Board of Executive, and Board of Supervisors	Significant influence
DongBu Insurance Co., Ltd.	Shareholder owning more than 10% of voting rights Two members of the Board of Directors are authorized representatives of shareholders representing over 10% of shares
VNDirect Securities Corporation	Shareholder owning more than 10% of voting rights The Chairman of the Board of Directors of the company is also the Chairman of the Board of Directors and Legal Representative of the related party
Kasati Joint Stock Company	Associate company The Vice Chairman of the Board of Directors of the company is also a member of the Board of Directors of the related party
Lanexang Public Insurance Company	Associate company The company's Chief Operations Manager is also a member of the Board of Directors of the related party
Vietnam National Reinsurance Corporation	A member of the company's Board of Directors is the Investment Director of the related party
IPA Securities Investment Fund Management Co., Ltd.	The Chairman of the company's Board of Directors is also the Chairman, Director, and Legal Representative of the related party

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34. TRANSACTIONS WITH RELATED PARTIES (continued)

Key transactions of the Corporation with related parties for the fiscal years ending 31 December 2024 and 31 December 2023, include:

Related parties	Relationship	Transactions	Revenue/(Expense)	
			Current year VND	Previous year VND
Lanexang Assurance Public Company	Associate	Inward reinsurance premium	5,093,282,633	11,924,161,836
		Commission expense from inward reinsurance	1,220,339,117	2,490,389,407
		Claim settlements for inward reinsurance	1,976,998,628	768,410,832
Kasati Joint Stock Company	Associate	Dividend declared	766,708,000	1,365,512,600
Vietnam National Reinsurance Corporation	Company with key personnel	Outward reinsurance premium	128,261,619,736	274,301,477,561
		Commission income from outward reinsurance	33,168,799,485	132,223,461,667
		Claim receipt from ceded policies	23,510,194,865	65,973,237,927
		Other income from insurance activities	-	(19,711,949,002)
		Inward reinsurance premium	32,120,188,062	49,801,685,736
		Commission expense from inward reinsurance	7,329,927,923	12,276,834,646
		Claim settlements for inward reinsurance	13,570,742,898	30,407,001,312
		Other income from insurance activities	-	(28,719,308)
VNDIRECT Securities Corporation	Major shareholder	Securities purchasing transactions, deposit contracts	1,765,258,661,000	-
		Securities selling transactions, deposit contracts	1,846,665,000,000	-
		Transaction fees	130,468,720	144,536,895
		Interest income	2,148,658,743	20,867,226
		Income from other services	5,780,480,448	5,103,850,778
Dongbu Insurance Company Limited	Major shareholder	Inward reinsurance premium	8,276,830,595	17,618,575,054
		Commission expense from inward reinsurance	4,045,262,551	6,100,123,482
		Claim settlements for inward reinsurance	2,148,621,604	3,985,270,788
		Other income/(expense) from insurance activities	-	(1,529,105,483)
I.P.A Securities Investment Fund Management Limited Company	Company with key personnel	Management fees payable	27,762,000,000	-

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (continued)
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34. TRANSACTIONS WITH RELATED PARTIES (continued)

Amounts due to and due from related parties at the consolidated balance sheet date are as follows:

<i>Related parties</i>	<i>Relationship</i>	<i>Transaction</i>	<i>Ending balance</i> VND	<i>Beginning balance</i> VND
VNDirect Securities Corporation	Major shareholder	Demand deposits	305,078,165	703,357,592
Dongbu Insurance Company Limited	Major shareholder	Reinsurance receivables	183,686,660	2,187,461,434
		Reinsurance payables	1,022,546,653	4,255,796,667
I.P.A Securities Investment Fund Management Limited Company	Company with key personnel	Management fees payable	27,762,000,000	-

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34. TRANSACTIONS WITH RELATED PARTIES (continued)

Transactions with other related parties

Remuneration to members of Board of Directors, Board of Executive and Board of Supervisors of Post and Telecommunication Joint Stock Insurance Corporation:

	Position	Current year VND	Previous year VND
Pham Minh Huong	Chairwoman	84,000,000	84,000,000
Vu Hoang Ha	Vice Chairman	1,684,000,000	1,284,000,000
Nguyen Thi Hien	Member	56,000,000	-
Mai Xuan Dung	Member	28,000,000	84,000,000
Tran Thi Minh	Member	435,000,000	436,428,571
Ko Young Joo	Member	84,000,000	84,000,000
Do Thanh Huong	Member	324,000,000	397,428,571
Vu Nam Huong	Member	28,000,000	84,000,000
Park Ki Hyun	Member	84,000,000	84,000,000
Jung Young	Member	28,000,000	42,000,000
Lee Kang Jin	Member	56,000,000	-
Nguyen Anh Duc	Member	56,000,000	-
Hoang Thi Yen	General Director	4,150,613,567	420,187,272
Members of Board of Executive		6,907,899,999	5,117,412,453
Board of Supervisors		240,000,000	240,000,000
TOTAL		14,245,513,566	8,357,456,867

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35. SEGMENT INFORMATION

The following table presents operating result of the Corporation's business segments:

	Insurance business segment VND	Other business segment VND	Deduction VND	Total VND
For the financial year ended 2024				
Net revenue from external sales	3,891,280,789,473	2,298,575,758	-	3,893,579,365,231
Net profit from operating activities	241,958,762,750	505,600,272	-	242,464,363,022
Revenue from financial activities	198,047,244,810	7,667,585,243	(765,708,000)	204,949,122,053
Financial activity expenses	(49,648,492,710)	(3,781,582,725)	(3,003,885,386)	(56,433,960,821)
Profit from investments in associates	2,772,876,101	-	-	2,772,876,101
Other incomes	12,148,548,802	-	-	12,148,548,802
Other expenses	(3,156,192,081)	-	-	(3,156,192,081)
Current corporate income tax expenses	(81,609,293,976)	-	-	(81,609,293,976)
Deferred corporate income tax income	618,218,386	-	-	618,218,386
Profit after corporate income tax	321,752,289,834	-	-	321,752,289,834
At 31 December 2024				
Departmental assets	8,227,704,895,595	213,479,913,867	(16,880,397,572)	8,424,304,411,890
Departmental payables	6,025,547,261,169	29,078,119,847	(16,274,221,006)	6,038,351,160,010
For the financial year ended 2023				
Net revenue from external sales	4,878,341,417,315	9,418,837,405	-	4,887,760,254,720
Net profit from operating activities	111,516,382,483	(6,402,379,882)	-	105,114,002,601
Revenue from financial activities	260,638,211,652	12,445,174,471	(1,365,512,600)	271,717,873,523
Financial activity expenses	(61,201,823,209)	-	(4,548,507,101)	(65,750,330,310)
Profit from investments in associates	589,515,849	-	-	589,515,849
Other incomes	11,319,582,517	-	-	11,319,582,517
Other expenses	(3,232,415,996)	-	-	(3,232,415,996)
Current corporate income tax expenses	(67,597,986,244)	-	-	(67,597,986,244)
Deferred corporate income tax income	709,015,059	-	-	709,015,059
Profit after corporate income tax	252,869,256,999	-	-	252,869,256,999
At 31 December 2023				
Departmental assets	7,968,329,327,098	276,053,142,310	(25,590,347,222)	8,218,792,122,186
Departmental payables	6,151,878,121,078	28,230,040,079	(25,590,347,222)	6,154,517,813,935

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (continued)
as at 31 December 2024 and for the year then ended

36. COMMITMENTS AND CONTINGENCIES

Operating lease commitments

The Corporation leases office premises under an operating lease. Future rental amounts due under operating leases as at the end of the year were as follows:

	<i>Ending balance</i> VND	<i>Beginning balance</i> VND
Operating lease commitments due:		
- Less than 1 year	26,017,424,806	31,559,690,326
- From 1 - 5 years	42,024,659,010	44,078,686,695
- Over 5 years	-	213,749,425
TOTAL	68,042,083,816	75,852,126,445

37. OFF-BALANCE SHEET ITEMS

<i>ITEMS</i>	<i>Ending balance</i>	<i>Beginning balance</i>
Insurance policies signed but not yet effective (VND)	154,275,958,588	197,468,186,758
United States Dollar (USD)	324,785.64	158,075.95
Euro (EUR)	22.27	149,559.79
British Pound (GBP)	1,858.57	301.73

38. RISK MANAGEMENT FRAMEWORK

38.1 *Governance framework*

The primary objective of the Corporation's risk and financial management framework is to achieve sustainable financial performance objectives. The Board of Directors and Management recognise the importance of having efficient and effective risk management systems in place.

The Corporation has established a risk management function which agreed clear terms of reference by the Board of Directors and committees. This is supplemented with a clear organisational structure with documented delegated authorities and responsibilities from the Board of Directors to the Board of Executive and other senior management. A policy framework has been developed and implemented which sets out the risk profiles for the Corporation, risk management, control and business conduct standards for the Corporation's operations. Each policy has a member of the Board of Executive charged with overseeing compliance with the policy throughout the Corporation.

The primary insurance activity carried out by the Corporation is the assumption of risk of loss from persons or organisations that are directly subject to the risk. Such risks may relate to property, liability, accident, health, financial or other perils that may arise from an insurable event. As such the Corporation is exposed to the uncertainty surrounding the timing and severity of claims under the contract. The Corporation also has exposure to market risk through its insurance and investment activities.

The Corporation manages its insurance risk through underwriting limits, approval procedures for transactions that involve new products or those exceed set limits, risk diversification, pricing guidelines, reinsurance and monitoring of emerging issues.

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (continued)
as at 31 December 2024 and for the year then ended

38. RISK MANAGEMENT FRAMEWORK (continued)

38.2 Capital management and regulatory framework

The primary capital management objective of the Corporation is to maintain a strong capital base to support the development of its business and to comply with regulatory capital requirements at all times. The Corporation recognises the impact on shareholders returns of the level of equity capital employed and seek to maintain a prudent balance.

Regulatory capital requirements arising from the operations of the Corporation require the Corporation to hold assets sufficient to cover liabilities and satisfy the solvency margin requirements in Vietnam. The solvency requirements that apply to the Corporation is those set out in prevailing regulations. Regulators are primarily interested in protecting the rights of policyholders and monitor them closely to ensure that the insurance subsidiaries are satisfactorily managing affairs for their benefit. At the same time, regulators are also interested in ensuring that the Corporation maintain appropriate solvency position to meet unforeseen liabilities arising from economic turmoil or natural disasters.

The table below summarises the minimum regulatory solvency margin for the Corporation and the solvency capital held against each of them.

	<i>Corporation Solvency Margin (mil VND)</i>	<i>Minimum Solvency Margin (mil VND)</i>	<i>Solvency Margin Ratio (%)</i>
31 December 2024	1,707,039	730,530	233.67
31 December 2023	1,696,233	894,950	189.53

39. INSURANCE RISK MANAGEMENT

Insurance risk is the possibility of events causing financial loss or legal disputes arising from the terms and conditions of insurance contracts, reinsurance contracts that the Corporation signed. Insurance risk is the direct business object of the Corporation and is one of the two main risk groups that the Corporation faces. Through the process of assessing, assuming managing and ceding of insurance risks, the Corporation creates profits as well as forms the foundation for other profitable activities such as financial investment, survey, etc.

39.1 Insurance Risk

The Corporation's goal of insurance risk management is to control the size and extent of losses arising from insurance risks and ensure that, with management expenses, selling expenses and other expenses elsewhere, the Corporation has a profit from its insurance activities.

The Corporation does not aim to maximize profits from insurance activities, but to maximize total profits on the basis of profits from insurance activities.

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (continued)
as at 31 December 2024 and for the year then ended

39. INSURANCE RISK MANAGEMENT (continued)

39.2 Insurance risk management framework and policy

To achieve the goals set by insurance risk management, the Corporation has established and fully applied risk assessment processes before accepting insurance policy, transferring insurance risks (reinsurance), loss assessment and claims settlement.

The Corporation also thoroughly applies risk transfer solutions to share risks with other insurance companies and with the insured itself such as co-insurance, reinsurance, the application of exemptions for insurance product line that do not directly buy reinsurance. For the remaining insurance lines, the Corporation requires reinsurance by case before issuing policy as well as buying reinsurance policies that exceed the claim rate by case and by product line.

Loss assessment and settlement is processed in 2 levels. The large and complicated cases have been handled and compensated centrally at the Corporation. Small losses that member Company have experience are received and handled by member Companies. The Corporation also advocates speeding up the processing of claims and settlement of claims to avoid risks that may arise during the loss survey and claim payment process such as increased exchange rate risk, inflation, and increased losses, ethical risks, etc.

39.3 Terms and conditions of insurance policy and cashflow

An insurance contract requires the insured to pay the premium right after the contract is signed. In some cases, the Corporation may apply a deadline for payment and extension of premium payment in accordance with the provisions of prevailing regulation. Since 2015, the Corporation has eliminated credit risk in paying premium by using stricter provisions on premium payment extension and refusal or termination of policy in cases of inability to pay premiums on time.

For cash flows incurred when making claim payments, the time and value are not foreseen in terms and conditions of the contract. However, most insurance policies provide a maximum indemnity level. In the case of cumulative risks and catastrophic risks, after purchasing reinsurance contracts that exceed compensation and protection reinsurance contracts, the maximum level of liability of the Corporation is also determined. On the other hand, with regulations on time limit to declare claim when losses occur as well as time for claim settlement, the Corporation ensures proactivity before the need for claim payment.

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (continued)
as at 31 December 2024 and for the year then ended

40. FINANCIAL RISK MANAGEMENT

40.1 Credit risk

The Corporation faces credit risk arising from both insurance operation and investment activities.

Credit risk arising from insurance operation

Despite the terms and conditions of the insurance contract defined the obligations and the deadline to pay premium, there is possibility that the policyholders may not pay premium fully and timely. To reduce these risks, the Corporation issued regulations on payment term extension process and required all the member companies to strictly comply with. Accordingly, the Corporation only delegate to member companies to extend payment term for insurance policies when they met the requirements prescribed by prevailing regulations. The Corporation will terminate the contracts with policyholders who are at low credit rating or inability to pay premium. The Corporation will keep track of non-performing debts to recover or write off later. For premiums which are not paid on time, the Corporation will make provision in accordance with current regulation on doubtful debts and write off if there is sufficient evidence.

Though the reinsurer liability under reinsurance agreement is defined, the Corporation still faces credit risk of being unable to recover claim loss from the reinsurers. To manage that risk, the Corporation has only performed reinsurance placement with international counterparties that have a good credit rating accredited by well-known rating firms. For local reinsurers who are not rated, the Corporation also has performed its own assessment as well as closely monitored their financial capacity.

Credit risk arising from investment

The Corporation's bank balances are mainly maintained with well-known banks in Vietnam. Credit risk from balances with banks is managed by the Corporation's treasury department in accordance with the Corporation's policy. The Corporation's maximum exposure to credit risk for the components of the balance sheet at each reporting dates are the carrying amounts as illustrated in Note 5. The Corporation evaluates the concentration of credit risk in respect to bank deposit as low.

Except for the financial assets for which provision have been made as disclosed in Note 5 and Note 6, the Corporation's Executive evaluate all financial assets are neither past due nor impaired as they related to recognised and creditworthy counterparties.

Details of credit risk for each group of financial assets as at 31 December 2024 are as follows:

	Total	Neither past due nor impaired	Past due but not impaired				Provision for doubtful- debt
			< 90 days	91-180 days	181-210 days	> 210 days	
	VND	VND	VND	VND	VND	VND	VND
Receivables from insurance activities	440,258	313,625	85,937	3,068	686	1,563	35,380
Receivables from financing activities	156,575	107,956	-	-	-	48,619	39,749

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (continued)
as at 31 December 2024 and for the year then ended

40. FINANCIAL RISK MANAGEMENT (continued)

40.2 Liquidity risk

The Corporation's liquidity risk arises under the following two cases: The Corporation's total payment source does not meet the total arising payment requirements; source of payment at a time does not meet the requirement when a claim arises. For the Corporation, claim payment requirements can give rise to liquidity risk while for other claim, the Corporation can actively decide to implement and reserve the liquidity source. The risk of immediate insolvency for the Corporation is not high because with many years of experience in the insurance industry, the Corporation has maintained a stable business situation and fully applied risk transfer and dispersal measures.

The Corporation aims to make the most of idle capital to make profit while maintaining adequate liquidity and meeting regular payment requirements for claim. The Corporation also has a policy of minimizing credit risk to avoid risk of capital loss, ensuring highest autonomy in payment sources, thereby reducing liquidity risk. The Corporation has made a prudent provision for insurance operations. Reserve funds are also required to invest a large proportion in a highly liquid portfolio, with term that is suitable for the term of the claim to avoid the risk of immediate insolvency.

Contractual maturity

The table below summarizes the maturity profile of the Corporation's financial liabilities based on contractual undiscounted payments as at 31 December 2024 and 31 December 2023:

	On demand	Less than 1 year	From 1 to 5 years	Total
	VND	VND	VND	VND
Closing balance				
Loans	-	301,659,453,071	-	301,659,453,071
Insurance payables	145,445,526,240	-	-	145,445,526,240
Reinsurance payables	-	343,783,478,898	-	343,783,478,898
Accrued expenses	-	8,452,187,444	-	8,452,187,444
Claims reserve (*)	1,942,795,192,972	-	-	1,942,795,192,972
Other payables	-	498,164,268,403	7,359,000,000	505,523,268,403
TOTAL	2,088,240,719,212	1,152,059,387,816	7,359,000,000	3,247,659,107,028
	On demand	Less than 1 year	From 1 to 5 years	Total
	VND	VND	VND	VND
Opening balance				
Loans	-	58,596,928,581	-	58,596,928,581
Insurance payables	166,193,862,222	-	-	166,193,862,222
Reinsurance payables	-	337,809,928,367	-	337,809,928,367
Accrued expenses	-	9,560,862,141	-	9,560,862,141
Claims reserve (*)	1,627,059,863,199	-	-	1,627,059,863,199
Other payables	-	407,664,435,909	15,000,000	407,679,435,909
TOTAL	1,793,253,725,421	813,632,154,998	15,000,000	2,606,900,880,419

(*) Excluding gross and assumed unearned premium reserve and catastrophe reserve.

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (continued)
as at 31 December 2024 and for the year then ended

40. FINANCIAL RISK MANAGEMENT (continued)

40.3 Market risk

Market risk is the risk that the fair value of future cash flows of a financial instrument will fluctuate because of changes in market prices. Market prices comprise four types of risk: interest rate risk, currency risk, commodity price risk and other price risk, such as equity price risk. Financial instruments affected by market risk include loans and borrowings, deposits and available-for-sale investments.

The sensitivity analyses in the following sections relate to the position as at 31 December 2024 and 31 December 2023.

The sensitivity analyses have been prepared on the basis that the amount of net debt, the ratio of fixed to floating interest rates of the debt and the proportion of financial instruments in foreign currencies are all constant.

In calculating the sensitivity analyses, Board of Director assumed that:

- ▶ the sensitivity of the consolidated balance sheet relates to available-for-sale debt instrument;
- ▶ the sensitivity of the relevant consolidated income statement item is the effect of the assumed changes in respective market risks. This is based on the financial assets and financial liabilities held at 31 December 2024 and 31 December 2023.

Foreign currency risk

Foreign currency risk is the risk of gain/loss resulting from changes in foreign currency exchange rates.

In the Corporation's debt portfolio, a part of reinsurance debt is paid in USD. The main method of payment is clearing and paying the difference. The table below indicates the effect of a reasonably possible movement of the foreign currency exchange rate against the VND, with all other variables held constant, on the consolidated income statement and statement of financial position of the Corporation.

Foreign currency sensitivity

The following table demonstrates the sensitivity to a reasonably possible change in the foreign currency exchange rate, with all other variables held constant, of the Corporation's profit before tax (due to changes in the fair value of monetary assets and liabilities).

	Change in foreign currency rate	Effect on profit/(loss) before tax VND
Current year	5%	(1,028,078,693)
	-5%	1,028,078,693
Previous year	5%	(2,882,726,433)
	-5%	2,882,726,433

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (continued)
as at 31 December 2024 and for the year then ended

40. FINANCIAL RISK MANAGEMENT (continued)

40.3 Market risk (continued)

Interest rate risk

Interest rate risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate with changes in market interest rates.

In the Corporation's portfolio, investments in bonds and fixed term deposits account for a large proportion and are held to meet payment requirements. The trend of falling interest rates does not affect the effective fixed-rate investment contracts but has a strong impact on the reinvestment rate. The Corporation always aims to invest in long term to limit the impact of interest rate risk while maintaining a reasonable proportion of investment resources to support the sale insurance product through banking channels. With the sharp fall in interest rates during the past time and the trend has not stopped, the Corporation identifies interest rate risk as one of the main risks affecting business performance.

Equity price risk

The Corporation's listed and unlisted equity securities are susceptible to market price risk arising from uncertainty about future values of the investment securities. The Corporation manages equity price risk by placing a limit on equity investments. The Corporation's Board of Directors reviews and approves all equity investment decisions.

41. FINANCIAL ASSETS AND FINANCIAL LIABILITIES

41.1 Financial assets

According to Circular No. 210/2009/TT-BTC issued by the Ministry of Finance on 6 November 2009 guiding the application of International Financial Reporting Standards on financial statements presentation and disclosures to public Financial instruments ("Circular 210"), financial assets that are appropriately classified, for disclosure purposes in the consolidated financial statements, are recognized at fair values through consolidated statement of income, loans and receivables, held-to-maturity investments and financial assets available for sale. The Corporation decides to classify these financial assets at the time of initial recognition.

At the time of initial recognition, financial assets are stated at cost plus related direct transaction costs.

The Corporation's financial assets include cash and short-term deposits, trade and other receivables, loans, and listed and unlisted financial instruments.

41.2 Financial liabilities

Financial liabilities under Circular 210, for disclosure purposes in the consolidated financial statements, are appropriately classified as financial liabilities recognized through the statement of income. Financial liabilities are determined at amortized value. The Corporation determines the classification of financial liabilities at initial recognition.

All financial liabilities are initially stated at cost less directly related transaction costs.

The Corporation's financial liabilities include trade and other payables and debts.

Post and Telecommunication Joint Stock Insurance Corporation

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NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (continued)
as at 31 December 2024 and for the year then ended

41. FINANCIAL ASSETS AND FINANCIAL LIABILITIES (continued)

41.3 Offsetting of financial assets and financial liabilities

Financial assets and financial liabilities are offsets, and the net amount are presented on the balance sheet if, and only if, the Corporation has the legal right to offset the amounts. This record is recognized and is intended to offset on a net basis or obtain the assets and settle the liabilities at the same time.

This table below presents carrying amount and fair value of the Corporation's assets and liabilities:

	Carrying amount			Fair value	
	Ending balance		Beginning balance		Beginning balance
	Cost VND	Provision VND	Cost VND	Provision VND	
Financial assets					VND
Held for trading investments	30,380,550,719	-	704,507,354,233	-	704,507,354,233
Trade and other receivables	886,045,201,831	(137,572,957,047)	795,418,525,904	(132,921,941,124)	662,496,585,780
Non-current financial assets	3,657,221,984,035	-	3,370,890,674,865	-	3,370,890,674,865
Cash and cash equivalents	1,115,651,289,767	(15,000,000,000)	553,349,779,453	(15,000,000,000)	531,415,966,049
TOTAL	5,699,299,026,352	(152,572,957,047)	5,424,166,345,455	(147,921,941,124)	5,269,310,590,927

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (continued)
as at 31 December 2024 and for the year then ended

41. FINANCIAL ASSETS AND FINANCIAL LIABILITIES (continued)

41.3 Offsetting of financial assets and financial liabilities (continued)

	Carrying amount		Fair value	
	Ending balance	Beginning balance	Ending balance	Beginning balance
	VND	VND	VND	VND
Financial liabilities				
Loans	301,659,453,071	58,596,928,581	301,659,453,071	58,596,928,581
Trade and other payables	994,752,273,541	911,683,226,498	994,752,273,541	911,683,226,498
Accrued expenses	8,452,187,444	9,560,862,141	8,452,187,444	9,560,862,141
TOTAL	1,304,863,914,056	979,841,017,220	1,304,863,914,056	979,841,017,220

The fair values of these financial assets and liabilities cannot be determined due to Vietnamese Accounting Standards and the Vietnamese Enterprise Accounting System do not have specific guidance on determining fair values of financial instruments.

The following method and assumption are used to estimate the fair values:

- ▶ Cash and short-term deposits, trade receivables, trade payables and other current liabilities approximate their carrying amounts largely due to the short-term maturities of these instruments.
- ▶ Fair value of listed shares is determined based on the price on a nearest closing day having transactions to the time of making the annual financial investment.
- ▶ Fair value of unlisted shares is determined based on their consolidated financial statements.
- ▶ Where the active market information was not available to determine fair value of financial assets, financial liabilities at the reporting date, impairment information was considered or their carrying amounts were used.

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (continued)
as at 31 December 2024 and for the year then ended

42. EVENTS AFTER THE CONSOLIDATED BALANCE SHEET DATE

There is no matter or circumstance that has arisen since the balance sheet date that requires adjustment or disclosure to be made in the consolidated financial statements of the Corporation.

Hanoi, Vietnam

29 March 2025



Mr. Duong Duc Minh
Preparer



Mr. Le Trong Hiep
Chief Accountant



Ms. Hoang Thi Yen
General Director



No: *994* /2025/PTI-FINCON

RE Explanation of changes in business results
for 2024

Hanoi, March 31, 2025

To: State Securities Commission;

Vietnam Exchange;

Hanoi Stock Exchange.

Based on Clause 4, Article 14, Chapter III, Circular 96/2022/TT-BTC guiding the disclosure of information on the securities market, the Post – Telecommunication Joint – Stock Insurance Corporation would like to explain the reasons for the fluctuation in after-tax profit in the consolidated financial statements for 2024, which has changed by over 10% compared to 2023, specifically as follows:

Unit: Billion Dong

Indicator	Year 2024	Year 2023	Increase/Decrease	
			+/-	%
Profit before tax	402,743	319,758	82,985	26,0%
Profit after tax	321,752	252,869	68,883	27,2%

The after-tax profit in the consolidated financial statements for 2024 is 321,752 billion VND compared to the after-tax profit in the consolidated financial statements for 2023, which is 252,869 billion VND, an increase of 68,883 billion VND, corresponding to a decrease of 27,2%.

The main reason is that the profit of the parent company, the Post – Telecommunication Joint – Stock Insurance Corporation, increased compared to the same period last year, leading to a increase in the profit of the Consolidate Financial Statements. The fluctuation in the increase of the parent company's profit after tax has been explained by Post and Telecommunication Joint Stock Insurance Corporation in Official Letter No. *993*./2025/PTI-FINCON dated March 31, 2025.

The Post – Telecommunication Joint – Stock Insurance Corporation respectfully reports

Recipients:

- As above;
- Archive at Clerical Office,
FINCON

FOR AND ON BEHALF OF
GENERAL DIRECTOR
CHIEF ACCOUNTANT

