**NVB: Annual General Mandate 2024**

On April 13, 2024, National Citizen Commercial Joint Stock Bank announced General Mandate No. 1001/2024 NQ-DHDCD as follows:

‎‎Article 1. Approve:

* 1. Report on the performance in 2023 and the orientation in 2024 of the Board of Directors according to Report No. 810/2024/HDQT-NCB dated April 10, 2024

Business results in 2023

Unit: Billion VND

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| No. | Target | 2023 Plan | 2023 Results | Results | Results (%) |
| 1 | Total assets | 94,500 | 96,265 | 1,765 | 102% |
| 2 | Total loan balance | 57,700 | 55,344 | -2,356 | 96% |
| 3 | Capital mobilization | 78,000 | 80,043 | 2,043 | 103% |
| 4 | Profit before tax | 16 | -656 | -672 | 0% |
| 5 | Customer size | 1 million customers | 1 million customers |  | 100% |

Business targets in 2024

Unit: Billion VND/customer

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| --- | --- | --- | --- | --- | --- |
| No. | Target | 2023 Results | 2024 Plan | Increase/Decrease | Increase/Decrease (%) |
| 1 | Total assets | 96,265 | 105,892 | 9,627 | 10% |
| 2 | Loans to customers | 55,344 | 64,344 | 9,000 | 16.27% |
| 3 | Customer mobilization | 80,043 | 86,050 | 6,007 | 7.51% |
| 4 | Customer size | 01 million | 1.15 million | 0.15 million | 15% |
| 5 | Accumulated customers using iziMobile App | 444,051 | 595,051 | 151,000 | 34% |
| 6 | Accumulated number of credit cards | 24,991 | 31,991 | 7,000 | 28% |
| 7 | CASA | 4,888 | 6,075 | 1,187 | 24% |
| 8 | Profit before tax | (656.5) | NCB commits to using all revenue to fulfill obligations under the restructuring plan | | |

* 1. Report on progress and results of building the restructuring plan associated with bad debt handling for the period 2023-2025, with an orientation to 2030 (restructuring plan until 2030) according to Report No. 810/2024/HDQT-NCB dated April 10, 2024.
  2. Report on activities in 2023 and orientation in 2024 of the Supervisory Board according to Report No. 05/2024/BKS-NCB dated April 08, 2024.
  3. Report on evaluating business activities in 2023 and action plan 2024 No. 1898/2024/BC-TGD dated April 10, 2024 of the Executive Board.
  4. Results of total actual remuneration expenses used in the fiscal year 2023 of the Board of Directors and the Supervisory Board according to Proposal No. 06/2024/TTr- HDQT dated April 10, 2024.
  5. Remuneration fund for the Board of Directors and the Supervisory Board in 2024 according to Proposal No. 06/2024/TTr-HDQT dated April 10, 2024.
  6. Audited Financial Statement 2023 and profit distribution plan 2023 according to Proposal No. 01/2024/TTr-HDQT.NCB dated March 18, 2024.

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| --- | --- | --- |
| No. | Targets | Profit distribution (million VND) |
| 1 | Net profit from business activities before risk response expenses | -519,569 |
| 2 | Profit before tax | -666,519 |
| 3 | Corporate income tax | 3,037 |
| 4 | Consolidated profit after tax in 2023 (4=2-3) | -669,556 |
| 5 | Dividend payment | 0 |

* 1. Business plan 2024 according to Proposal No. 02/2024/TTr- HDQT.NCB dated March 18, 2024.

|  |  |  |  |
| --- | --- | --- | --- |
| No. | Target | Unit | Business plan 2024 |
| 1 | Total assets | Billion VND | 105,892 |
| 2 | Customer mobilization | Billion VND | 86,050 |
| 3 | Loans to customers | Billion VND | 64,344 |
| 4 | Profit before tax | Billion VND | NCB commits to using all revenue to fulfill obligations under the restructuring plan |
| 5 | Customer size | Customer | 1,150,000 |
| 6 | Accumulated customers using App iziMobile | Customer | 595,051 |
| 7 | Accumulated number of credit cards | Card | 31,991 |
| 8 | CASA | Billion VND | 6,075 |

* 1. List and selection of independent audit companies to audit/review Financial Statements and internal control systems for the year and internal control systems for 2025 according to Proposal No. 01/2024/TTr-BKS dated March 15, 2024.

‎‎Article 2. The Board of Directors, the Supervisory Board and the General Manager of the Bank are responsible for thoroughly grasping and implementing the content of the General Mandate approved above with the highest efficiency. The Board of Directors is responsible for reporting the results of this General Mandate at the next annual meetings.

‎‎Article 3. This General Mandate takes effect from April 13, 2024. Members of the Board of Directors, members of the Supervisory Board, the General Manager, and other relevant units and individuals are responsible for implementing this General Mandate./. The General Manager and related units and individuals are responsible for implementing this General Mandate./.

On April 13, 2024, National Citizen Commercial Joint Stock Bank announced General Mandate No. 1002/2024/NQ-DHDCD on approving the charter and regulations of National Citizen Commercial Joint Stock Bank as follows:

Article 1. Approve:

* 1. Charter of National Citizen Commercial Joint Stock Bank as proposed in Proposal No. 05/2024/TTr-HDQT.NCB dated April 10, 2024;
  2. Regulations on organization and operation of the Board of Directors as proposed in Proposal No. 05/2024/TTr-HDQT.NCB dated April 10, 2024;
  3. Regulations on organization and operation of the Supervisory Board as proposed in Proposal No. 02/2024/TTr-HDQT.NCB dated April 05, 2024;
  4. Regulations on internal governance of the Bank as proposed in Proposal No. 05/2024/TTr-HDQT.NCB dated April 10, 2024.

‎‎Article 2. Assign the Board of Directors and the Supervisory Board to carry out necessary procedures according to the provisions of law related to promulgation of the Charter, Regulations on organization and operation of the Board of Directors, Regulations on organization and operation of the Supervisory Board, and Regulations on internal governance of the Bank after approval by the General Meeting of Shareholders.

‎‎Article 3. This General Mandate takes effect from April 13, 2024. Within the scope of duties and powers, members of the Board of Directors, members of the Supervisory Board, the General Manager, and related units and individuals are responsible for implementing this General Mandate./.

On April 13, 2024, National Citizen Commercial Joint Stock Bank announced General Mandate No. 1003/2024/NQ-DHDCD on approving the continued implementation of the private placement plan and the plan on using the proceeds from the offering as follows:

‎‎Article 1. Approve the continued implementation of the private placement plan and the plan on using the proceeds from the offering according to detailed content in Proposal No. 04/2024/TTr-HDQT.NCB dated March 18, 2024.

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| --- | --- | --- | --- |
| No. | Capital use plan | Value (Billion VND) | Expected disbursement time |
| 1. | Renovate and upgrade facilities | 200 | In 2024 - 2025 |
| 2. | Build brand recognition | 200 | In 2024 - 2025 |
| 3. | Technology and digital transformation | 500 | In 2024 - 2025 |
| 4. | Supplement capital for business activities to serve the needs of:   * Improve financial capacity and targets to ensure the safety of banking operations; * Improve the ability to prevent risks arising during operations; * Expand business activities in key economic areas, improve the ability to meet capital needs of a number of strategic corporate customers and related customers. | 5,300 | According to the bank's business needs in 2024 and 2025 |

‎‎Article 2. Assign the Board of Directors/Chair of the Board of Directors to carry out necessary procedures according to the law after approval of the General Meeting of Shareholders.

‎‎Article 3. This General Mandate takes effect from April 13, 2024. Within the scope of duties and powers, members of the Board of Directors, members of the Supervisory Board, the General Manager, and related units and individuals are responsible for implementing this General Mandate./.