



# Everyone Matters

Annual Report 2018



# Vision and Mission

## The Thai Credit Retail Bank Public Company Limited

### Vision

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Thai Credit is passionate about growing our customer's business and improving customer's life by providing unique and innovative micro financial services

### Mission

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- Be the best financial service provider to our micro segment customers nationwide
- Help building knowledge and discipline in "Financial Literacy" to all our customers
- Create a passionate organisation that is proud of what we do
- Create shareholders' value and respect stakeholders' interest

### Core Value

**T**

Team Spirit

**C**

Credibility

**R**

Result Oriented

**B**

Best Service

**L**

Leadership

**I**

Integrity

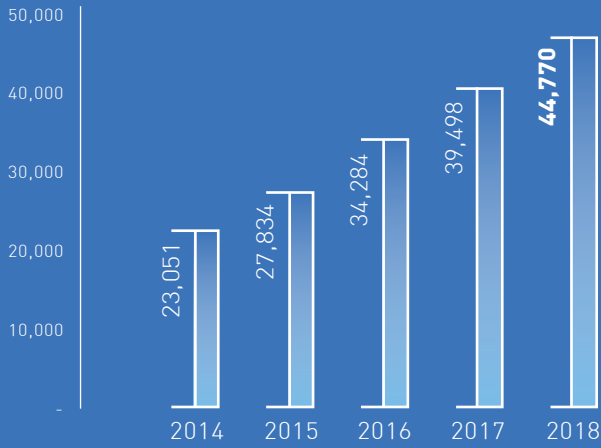
## Financial Highlight

	2018	2018	2017
	Consolidated	The Bank	
<b>Financial Position (Million Baht)</b>			
Total Assets	50,034	50,130	45,230
Loans	44,770	44,770	39,498
Allowance for Doubtful Accounts	2,379	2,379	1,983
Non-Performing Loans (Net NPLs)	1,218	1,218	979
Non-Performing Loans (Gross NPLs)	2,552	2,552	2,142
Liabilities	43,757	43,853	39,728
Deposits	42,037	42,133	37,877
Equity	6,277	6,277	5,502
<b>Statement of Profit and Loss (Million Baht)</b>			
Interest Income	4,951	4,951	3,952
Interest Expenses	901	901	806
Net Interest Income	4,050	4,050	3,146
Fee & Services Income, net	123	123	146
Other Operating Income	61	61	62
Other Operating Expenses	2,416	2,415	1,999
Bad Debt, Doubtful Account and Impairment Loss	854	854	693
Income Tax	193	193	131
Net Profit	771	772	531
<b>Financial Ratio</b>			
Return on Average Assets (ROAA) (%)	1.62	1.62	1.26
Return on Average Equity (ROAE) (%)	13.20	13.21	10.70
Profit per Share (Baht)	1.54	1.54	1.11
Non-Interest Expenses to Total Income (%)	57.06	57.06	59.60
Total Capital Fund to Risk Assets (%)	15.13	15.13	15.87
Total Tier 1 Capital Fund to Risk Assets (%)	14.08	14.08	14.79
Book Value (Baht)	12.55	12.55	11.00
Loans to Deposit (%)	106.50	106.26	104.28
Net NPLs to Total Loans (%)	2.88	2.88	2.66
Gross NPLs to Total Loans (%)	5.70	5.70	5.42
LLR to NPLs (%)	94.06	94.06	93.70
Number of Branches*	316	316	178
Number of Employees	2,467	2,467	1,861

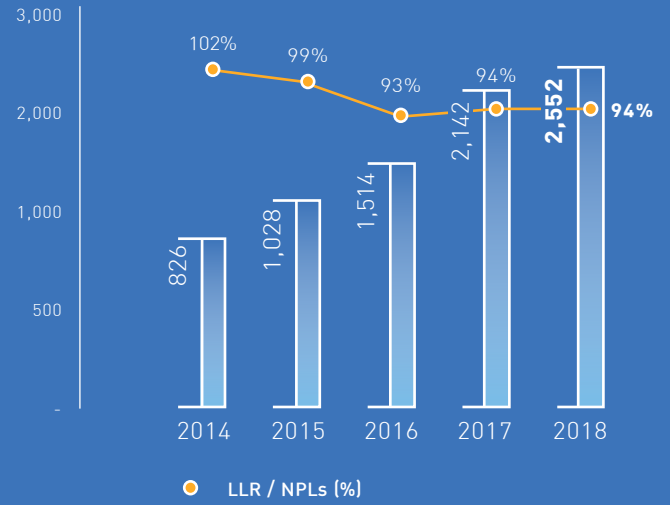
\*Including Lending Branch and Nano Kiosk



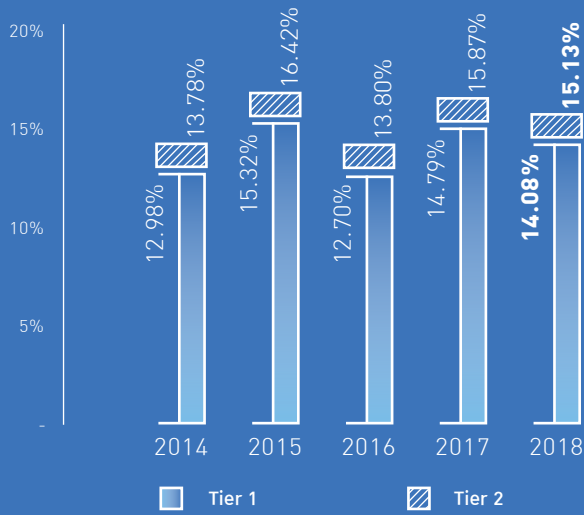
**Loans**  
(Million Baht)



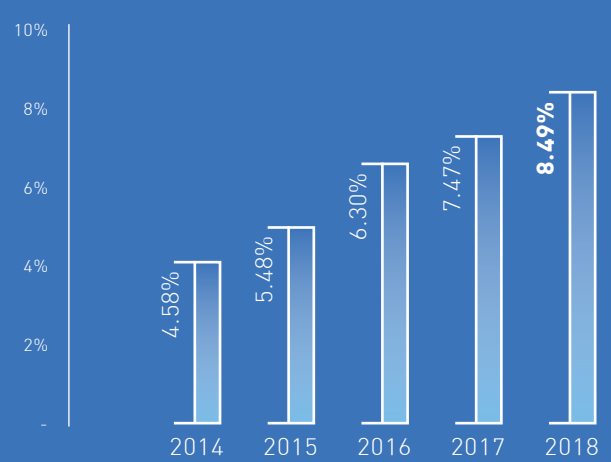
**Non-Performing Loans**  
(Million Baht)



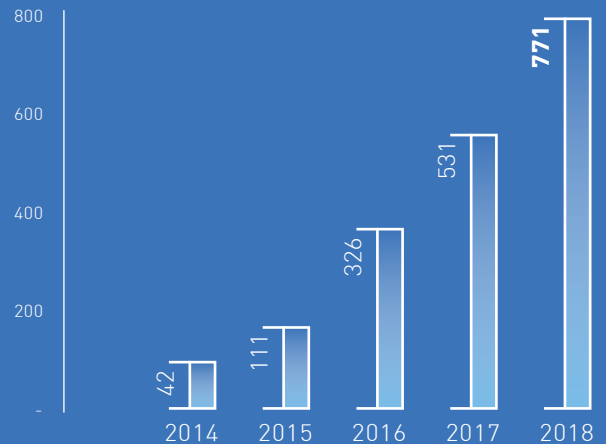
**Total Capital Fund to Risk Assets**



**Net Interest Margin (NIMs)**



**Net Profit**  
(Million Baht)









# Milestones Driven to Success

## 2007

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- The Thai Credit Retail Bank Public Company Limited was officially authorised by the Ministry of Finance to operate as a commercial retail bank on January 18, 2007

## 2009

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- Thai Credit acquired Thanaban Co., Ltd., the motorcycle financing and loan business whose market share size was the fourth largest in Bangkok Metropolitan area at that time, to affirm our intention of being trustworthy retail bank

## 2012

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- Northstar Group, the private equity firm which managed the investment portfolio of 36.7 billion baht for over 20 corporate groups in Southeast Asia, had owned the 25% share of the Bank. The firm also restructured the Bank's management team in order to make it a professional organisation that is focused on sustainable growth

## 2013

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- The Bank adopted a new vision to become "The Best Small Bank in Thailand" for small business and micro segments in Thailand who are the important base for the country's economic growth

## 2014

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- The Bank sold Thanaban Co., Ltd., to Group Lease PCL. since it was not a core business and the Bank wanted to fully focus on small businesses per the Bank's policy and operational plan

## 2015

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- Thai Credit turned a new page in its history with Nano Finance for micro segment. It is the first commercial bank who bridges such service for small business and micro segment customers to access easily

## 2016

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- Thai Credit signed a memorandum of understanding with other 17 financial institutions to support customers who were affected by economic slowdown, and increase opportunity to get loan approved and reduce illegal loan sharks

## 2017

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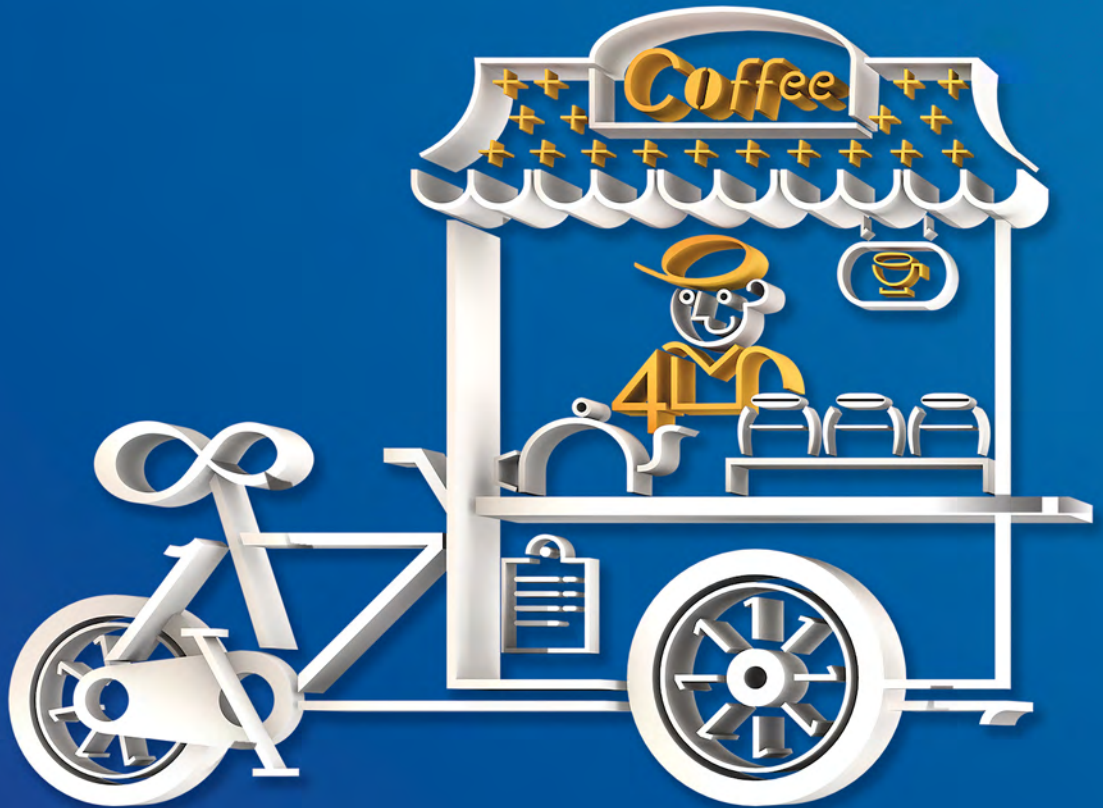
- To confirm the Bank's status of being a truly retail bank for small business and micro segment, the Bank arranged a financial literacy training called "Smart Micro Customer: Hardworking, Savings with Discipline" the joint programme between Thai Credit and Thai Credit Guarantee Corporation (TCG). This programme aimed to improve our prospective customers' quality of living and business manner in order to excel their growth together with us

Thai Credit was awarded the Fastest Growing Retail Bank Thailand 2017 from Global Banking & Finance Review, the leading financial and business magazine from the UK due to the outstanding net profit growth of over 100% for three consecutive years in 2014 - 2016

## 2018

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- Thai Credit was awarded the Fastest Growing Retail Bank Thailand 2018 from Global Banking & Finance Review for the second consecutive year with the net profit growth of more than 60% for 2017







## Everyone Matters

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Micro segment is the major driving force to Thailand's economy

For over a decade, The Thai Credit Retail Bank PCL has always stood by Micro SME and Micro Finance Customers

Giving an easy and flexible access to financial sources to support the sustainable growth

To every business size, no matter how small it is  
"Everyone Matters"



## We value you the most

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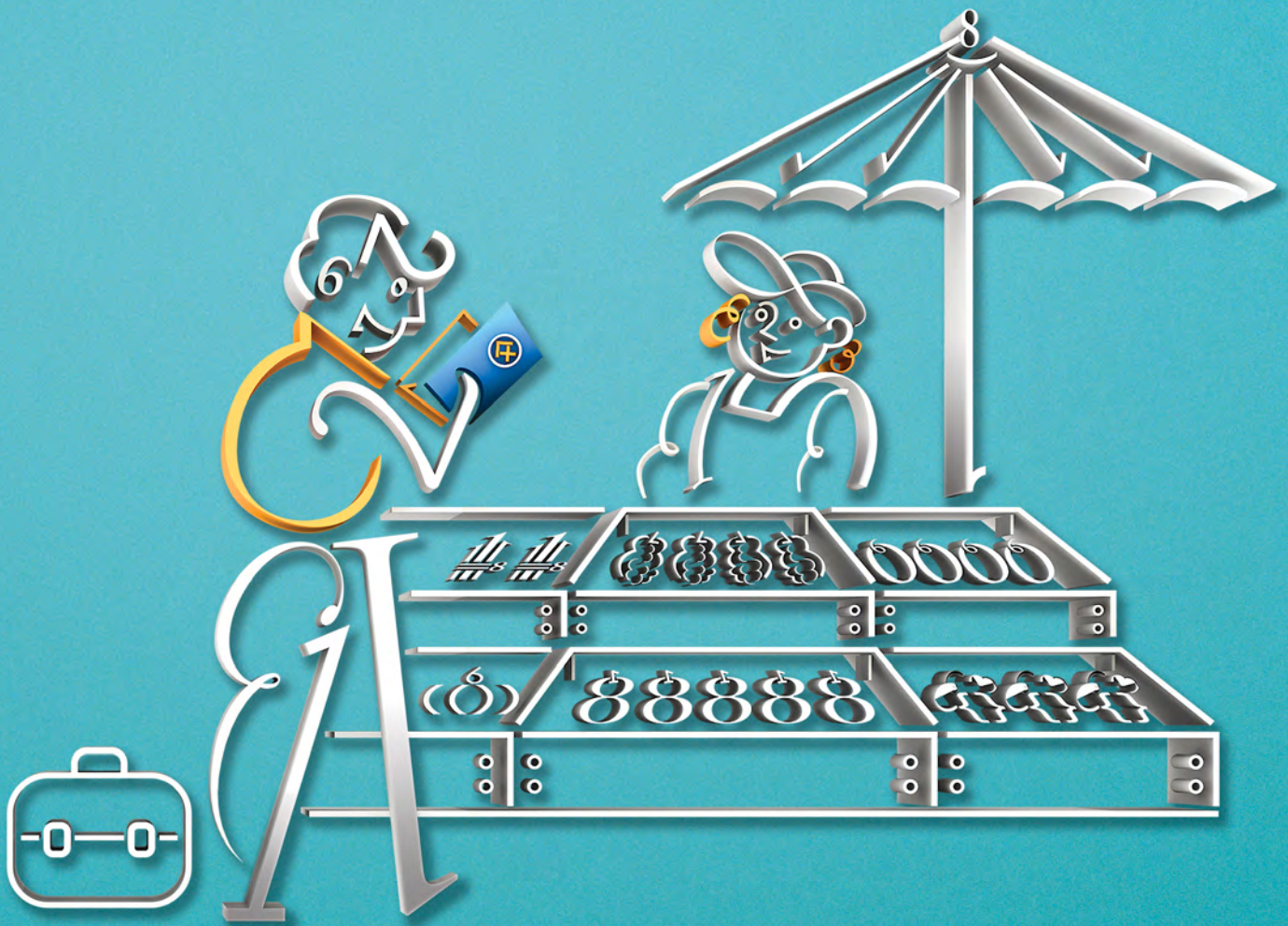
No matter how small you are, we always see you  
Being small is not the obstacle to see you

We are the only financial institution in Thailand  
who offer the best financial product and services  
to micro business customers  
with flexibility and convenience

The two-consecutive-year award of  
the Fastest Growing Retail Bank Thailand  
is the good guarantee







## We understand our customers

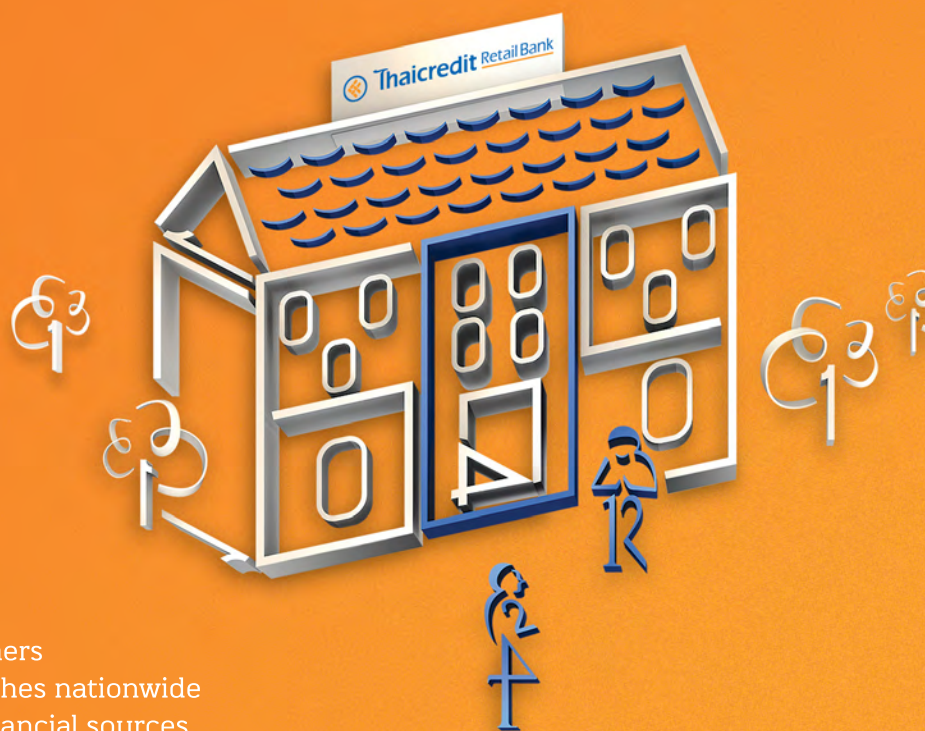
Our Relationship Managers (RM) give personal care to every customer, we understand the nature of micro business customers who need convenience, simplicity and flexibility

We even collect the payment at customer's location

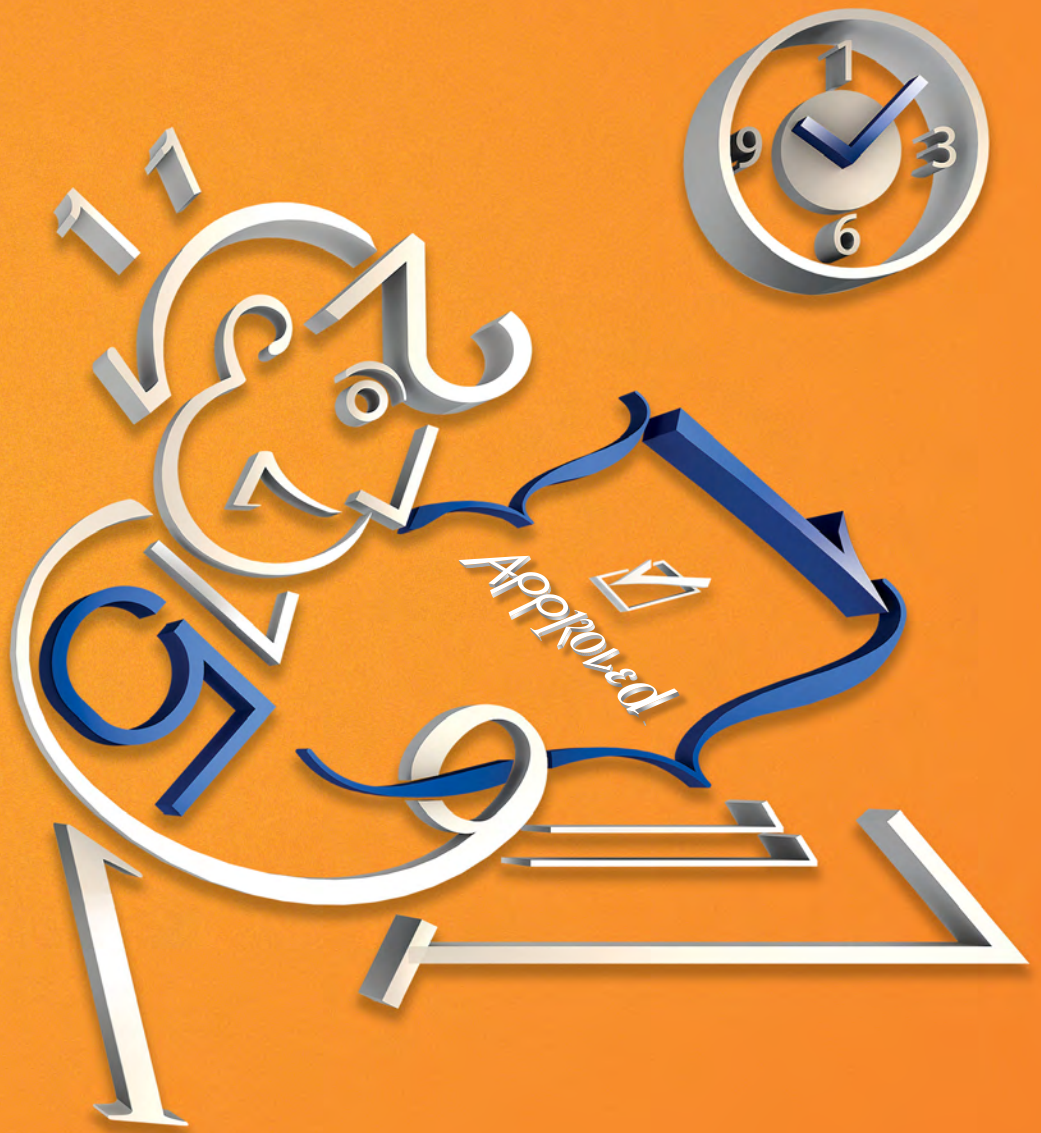


We reach out to you  
wherever you are

We offer convenience to our customers  
by expanding over 300 unique branches nationwide  
in order to give an easy access to financial sources  
for micro business customers







## Always offering new initiatives

As every business has different needs,  
we develop new financial products and services  
that respond to specific needs of each customer  
covering every detail and help towards customer success

## Message from the Chairman

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Year 2018 was another successful year for The Thai Credit Retail Bank Public Company Limited, it has been able to grow in all aspects i.e. loans, mutual funds, deposits and profits





Year 2018 was another successful year for The Thai Credit Retail Bank Public Company Limited, as the Bank have been awarded the Fastest Growing Retail Bank Thailand by the Global Banking & Finance Review, a leading magazine in the United Kingdom for the second year in a row. Thai Credit has been able to grow in all aspects i.e. loans, mutual funds, deposits and profits while increasing its capital and sufficient reserve for loan expansion and its future growth.

Thai Credit continues to provide financial support to customers, small business and micro business customers by adding new suitable products, allowing the underprivileged to have access to financial services at low cost. The Bank is fully committed to maximise customer's satisfaction and benefits by providing a friendly and fast service including the opening of new branches for easy access and convenience to small business and SMEs customers in the same manner as micro business customers so customers can run their business smoothly and successfully.

The Bank have always operated prudently, carefully, effectively, promptly with a good corporate governance, continuous development and modern technology. The Bank also aim for sustainable growth and public trust on savings and other services. Customer's satisfaction is our priority.

We are thankful for your confidence in utilising every Thai Credit services. We also look forward to continue our services to you in the coming future. The Bank would like to thank all shareholders for their great support to our Board of Directors especially the capital increase to further its stability and future growth with no time limit. The Bank appreciate all the contributions and dedications of the Board of Directors, the Management and employees for working together so efficiently that all our performances have been achieved or exceeded the plan as the previous year and also for the future to come.



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**Mr. Samart Buranawattanachoke**  
Chairman

## Message from Management



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We have built a successful organisation, being the fastest growing retail bank in Thailand with an impressive financial performance and distribution expansion and we will continue to do so.

"Everyone Matters" is the new theme that we are introducing in 2018. This theme is not created just as a brand to differentiate ourselves from others, but it is a reflection of who we are and what we do everyday. We have built a successful organisation, being the fastest growing retail bank in Thailand with an impressive financial performance and distribution expansion and we will continue to do so. But this does not fully explain of who we are.

As a Bank that specialises in Micro Finance, we are making a huge impact in financial inclusion. Our customer says no one has come to give them a proper financial help and the only one available are the informal lenders which only increases their daily burden. More than 60% of our customers have borrowed from informal lenders, until Thai Credit open their branches in their market and that is how our customers call us "Thai Credit sees what others don't". Today we have 301 branches with more than 1,000 credit advisors who serve more than 3,000 traditional markets all over Thailand.

However, our business does not just stop at achieving growth and profitability and call it a day. Our team builds the program to provide scholarship to the children of our customers and also provide financial literacy seminars to the Mom and Pop businesses around Thailand. More than 1,500 people participated in the seminar and more than 1,200 children received education support in just 2 years. We made this clear in our vision that we will build the best micro finance and improve our customer's life.

We are proud of our team who has worked hard throughout the year to deliver an impressive growth and performance. It is our personal satisfaction when we put a lot of smiles and happiness to our customers, ease their burden and improve their businesses, no matter how small they are "Everyone Matters". Thank you very much and may we all have a great year ahead.



**Mr. Winyou Chaiyawan**  
Chief Executive Officer



**Mr. Roy Agustinus Gunara**  
Managing Director

# Board of Directors



**Mr. Vanich Chaiyawan**  
Advisor of the Board of Directors



**Mr. Samart Buranawanachoke**  
Chairman



**Mr. Teerapol Pussadet**  
Independent Director and  
Chairman of the Audit Committee



**Mr. Sirichai Sakornratanakul**  
Independent Director and  
Member of the Audit Committee and  
Chairman of the Nomination and  
Remuneration Committee



**Mr. Stephen Tirador Briones**  
Independent Director and Member  
of the Audit Committee and Member  
of the Nomination and Remuneration  
Committee



**Mr. Chamnong Watanagase**  
Independent Director



**Miss Krisana Aramkulchai**  
Director



**Mr. Winyou Chaiyawan**  
Director and Chief Executive Officer



**Mr. Roy Agustinus Gunara**  
Director and Managing Director



**Mr. Tan Choon-Hong**  
Director and Member of the  
Nomination and Remuneration  
Committee

## Executive Officers

No.	Name	Position	Department
1.	Mr.Winyou Chaiyawan	Chief Executive Officer	
2.	Mr.Roy Agustinus Gunara	Managing Director	
3.	Mr.Kamolphu Phuredithsakul	Assistant Managing Director	Sales Group
4.	Mr.Pornthep Permpornpipat	Assistant Managing Director	Risk Management Group
5.	Mr.Natus Kittawaranon	Assistant Managing Director	Product and Marketing Group
6.	Mr.Kittipant Sriwannawit	Assistant Managing Director	Finance and Accounting
7.	Miss Achara Ruangchay	Assistant Managing Director	Credit and Operations
8.	Mr.Christopher Chan	Assistant Managing Director	IT
9.	Mr.Sarawooth Savejnarong	Assistant Managing Director	Human Resource Management
10.	Mr.Veeravet Chaiyawan	Assistant Managing Director	Deposit Branch
11.	Mr.Songsak Mongkolprachak	Assistant Managing Director	Small Business
12.	Mr.David Jeffrey Stone	Consultant	Collections, Legal and Collateral Appraisal
13.	Miss Roengchit Sujarit	Consultant	SME
14.	Mrs.Siriporn Ambhanwong	Consultant	The Office of Managing Director
15.	Mr.Pichart Roongwarasopit	Consultant	Collections, Legal and Collateral Appraisal
16.	Mrs.Sansanee Reantragoon	Senior Vice President	Corporate and Product Marketing
17.	Mr.Rong Hirunpanich	Senior Vice President	Internal Audit
18.	Miss Nara Sanghirundwathana	Senior Vice President	Compliance
19.	Miss Porntip Sae Lor	Senior Vice President	Strategic Planning & Analysis
20.	Mr.Theerayuth Thanarattanavichai	Senior Vice President	Compliance
21.	Miss Chanida Charnmanoon	Senior Vice President	The Office of Managing Director
22.	Mr.Chodok Theerawigast	Senior Vice President	Debt Restructuring
23.	Mr.Isanan Vachiratamma	Senior Vice President	Small Business
24.	Mr.Anurak Kanitjinda	Senior Vice President	SME HP
25.	Mr.Somchai Raweeruengrong	Senior Vice President	SME Strategy and Support
26.	Mr.Kowit Leesirison	Senior Vice President	SME Strategy and Support
27.	Miss Nathanaporn Tangyosthakijjakul	Senior Vice President	Product Strategy and Analysis
28.	Miss Puckjira Vudhesethakrit	Senior Vice President	Business Process Development
29.	Mr.Wipoo Pisedsumrit	Senior Vice President	CRM
30.	Mrs.Amornrat Chotirosniramit	Senior Vice President	Micro SME Product
31.	Mr.Watchara Phakanansakun	Senior Vice President	Lending Branch Network (North East)
32.	Mr.Dulyavit Intapantee	Senior Vice President	Risk Management
33.	Mr.Prasert Boontang	Senior Vice President	Fraud Protection
34.	Miss Natasa Suracheewakrit	Senior Vice President	Operations
35.	Mrs.Phimolphan Kittisuwan	Senior Vice President	Retail Credit
36.	Mr.Paisit Sakunsedthakorn	Senior Vice President	Small Business Credit
37.	Mr.Weerasak Tangmanaskul	Senior Vice President	Credit Control and Quality
38.	Mr.Visith Thanawanichakul	Senior Vice President	Service Delivery
39.	Mr.Wiboon Aroonreungsirilert	Senior Vice President	Enterprise Information Management
40.	Mr.Waiyot Piyakulvoravat	Senior Vice President	Digital Transformation
41.	Miss Pratanporn Peetaneelavat	Senior Vice President	Collections and Debt Restructuring
42.	Mr.Somyos Seangmaneesatien	Senior Vice President	Collections and Debt Restructuring (HP & Makro)
43.	Mrs.Jaruayporn Suwanasakorn	Senior Vice President	Collections and Debt Restructuring
44.	Mr.Sumit Setthapattana	Senior Vice President	Legal and Collateral Appraisal
45.	Mrs.Panida Sriphattha	Senior Vice President	Accounting and Taxation
46.	Miss Thanawan Lauhapunrangsi	Senior Vice President	The Office of Managing Director
47.	Mr.O-Larn Skoldaechar	Senior Vice President	Digital RM Director
48.	Mrs.Chanyanuch Chaveewong	Senior Vice President	Strategic Management and Support
49.	Miss Korkaew Tribamrongsuk	Senior Vice President	The Office of Managing Director
50.	Mr.Nimit Rotchanarak	Senior Vice President	Lending Branch Network (South)
51.	Mrs.Jirapat Klinkomut	Senior Vice President	Nano and Micro Segment (Bangkok)
52.	Mr.Wirote Ronakiate	Senior Vice President	Lending Branch Network
53.	Mr.Pisak Sudsawart	Senior Vice President	SME Credit



## Directorship of Directors in Related Companies



### Mr. Samart Buranawanachoke

Chairman

#### Education

- Bachelor of Accounting (Honors) / Chulalongkorn University
- Master of Accounting / Chulalongkorn University
- Master of Management / Sasin Graduate Institute of Business Administration
- Advance Management Program / Harvard Business School
- Bank of Thailand Program / Harvard University Graduate School of Business Administration

#### Thai Credit Retail Bank Shares Held by Directors

None

#### Directorship in Other Companies

- VNB Holdings Co., Ltd. (Chairman)
- Good Child Co., Ltd. (Authorised Director)
- Pro-Resident Co., Ltd. (Authorised Director)
- Patriot Outfit Co., Ltd. (Authorised Director)
- Infovention Co., Ltd. (Authorised Director)
- Control Insider Co., Ltd. (Authorised Director)
- Patriot Outfit (Thailand) Co., Ltd. (Authorised Director)
- Good Dad Juristic Ordinary Partnership (Partner)
- Good Brother Juristic Ordinary Partnership (Partner)
- Good Mom Juristic Ordinary Partnership (Partner)
- Good Children Limited Partnership (Managing Partner)



### Mr. Teerapol Pussadet

Independent Director and Chairman of the Audit Committee

#### Education

- Bachelor of Arts (Accounting) / Kasetsart University
- M.B.A. (Finance) / University of Detroit, Michigan, USA
- Director Accreditation Program / Thai Institute of Directors Association (IOD)
- Advanced Audit Committee Program / Thai Institute of Directors Association (IOD)
- Anti-Corruption for Executive Program / Thai Institute of Directors Association (IOD)
- IT Governance / Thai Institute of Directors Association (IOD)

#### Thai Credit Retail Bank Shares Held by Directors

None

#### Directorship in Other Companies

- VNB Holdings Co., Ltd. (Independent Director)
- G Steel PCL. (Director and Member of the Audit Committee)
- Dhipaya Insurance PCL. (Advisor of Chairman)



### Mr. Sirichai Sakornratanakul

Independent Director and Member of the Audit Committee and Chairman of the Nomination and Remuneration Committee

#### Education

- Bachelor of Economics (Business Administration) / University of Saar
- Master of Economics / University of Saar
- Financial Analysis & Policy / IMF-Institute
- Hubert H. Humphrey, Fellowship Non-degree study / Boston and American University
- International Board & Director Seminar / Swedish Academy of Directors
- Diploma, The Joint State-Private Sector Course / National Defence College of Thailand
- Director Certification Program, Class 23, / Thai Institute of Directors Association (IOD)
- Financial Institutions Governance Program / Thai Institute of Directors Association (IOD)
- Audit Committee Program / Thai Institute of Directors Association (IOD)

#### Thai Credit Retail Bank Shares Held by Directors

None

#### Directorship in Other Companies

- VNB Holdings Co., Ltd. (Independent Director)
- Cube Real Property Co., Ltd. (Chairman)
- Advance Agro PCL.  
(Independent Director and Member of the Audit Committee)
- Jutha Maritime PCL. (Independent Director)
- T.I.C.Engineering Products Co., Ltd. (Authorised Director)



### Mr. Stephen Tirador Briones

Independent Director and Member of the Audit Committee and Member of the Nomination and Remuneration Committee

#### Education

- Bachelor of Arts (East Asian) / Columbia College
- M.B.A. (Finance & International Business) / Columbia Business School
- Director Accreditation Program / Thai Institute of Directors Association (IOD)

#### Thai Credit Retail Bank Shares Held by Directors

None

#### Directorship in Other Companies

- VNB Holdings Co., Ltd. (Independent Director)
- ING Bank N.V. (Authorised Director)



### Mr. Chamnong Watanagase

Independent Director

#### Education

- Doctor of Philosophy (Political Science, Class 1) / Thammasat University
- M.B.A. / University of Central Missouri
- Bachelor of Laws / Thammasat University
- Bachelor of Business Administration / Chulalongkorn University
- Advanced Certificate of Proficiency in English (Honors) / National Institute of Development Administration
- Certificate in Executive Leadership, Class 6 / Capital Market Academy
- Chartered Director / Thai Institute of Directors Association (IOD)
- DCP Refresher Course / Thai Institute of Directors Association (IOD)
- Audit Committee Program 1-2 / Thai Institute of Directors Association (IOD)
- Director Certification Program / Thai Institute of Directors Association (IOD)

#### Thai Credit Retail Bank Shares Held by Directors

None

#### Directorship in Other Companies

- VNB Holdings Co., Ltd. (Independent Director)
- Pranda Jewelry PCL (Independent Director and Member of the Audit Committee)
- LDC Dental PCL (Chairman of the Audit Committee)
- Thai Investors Association (Director)



### Miss Krisana Aramkulchai

Director

#### Education

- Bachelor of Accounting / Bangkok University
- Director Certification Program / Thai Institute of Directors Association (IOD)

#### Thai Credit Retail Bank Shares Held by Directors

None

#### Directorship in Other Companies

- VNB Holdings Co., Ltd. (Authorised Director)



### Mr. Winyou Chaiyawan

Director and Chief Executive Officer

#### Education

- Bachelor of Business Administration (First Class Honors), Finance and Banking / Thammasat University
- Master of Business Administration (M.B.A.) / UCLA Anderson School of Management
- Chartered Financial Analyst (CFA) / CFA Institute
- Certificate in Senior Executive Program (Class 15) / Capital Market Academy
- Ultra Wealth / Ultra Wealth Management Co., Ltd.
- Director Accreditation Program / Thai Institute of Directors Association (IOD)
- Corporate Governance for Capital Market Intermediaries / Thai Institute of Directors Association (IOD)
- Leadership Development Program / Thai Listed Companies Association (TLCA)

#### Thai Credit Retail Bank Shares Held by Directors

Related to shareholder holding 71.79%

#### Directorship in Other Companies

- Thai Micro Digital Solutions Co., Ltd. (Authorised Director)
- VNB Holdings Co., Ltd. (Managing Director)
- V.C. Sombat Co., Ltd. (Authorised Director)
- Yart Samphan Co., Ltd. (Authorised Director)
- Chaiyawan Co., Ltd. (Authorised Director)
- SBI Thai Online Co., Ltd. (Independent Director)



### Mr. Roy Agustinus Gunara

Director and Managing Director

#### Education

- B.Sc. Electrical Engineering / Drexel University
- M.B.A. Finance / University of Illinois
- Director Accreditation Program / Thai Institute of Directors Association (IOD)

#### Thai Credit Retail Bank Shares Held by Directors

Related to shareholder holding 0.83%

#### Directorship in Other Companies

- Thai Micro Digital Solutions Co., Ltd. (Managing Director)
- VNB Holdings Co., Ltd. (Authorised Director)



### Mr. Tan Choon-Hong

Director and Member of the Nomination and Remuneration Committee

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#### Education

- GCE "A" Level / Victoria Junior College
  - Bachelor of Arts in Electrical & Electronics Engineering (1<sup>st</sup> Class Honors) / Cambridge University
  - Master of Engineering (Distinction) / Cambridge University
  - Chartered Financial Analyst (CFA) / CFA Institute
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#### Thai Credit Retail Bank Shares Held by Directors

None

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#### Directorship in Other Companies

- Northstar Advisors Pte. Ltd. (Authorised Director)
- Nera Telecommunications Co., Ltd. (Director)
- Asia Systems Co., Ltd. (Director)
- Precious Solutions Partners (Director)
- Precious Solutions Group (Director)
- Precious Solutions Limited (Director)
- Precious Solutions Holdings (Director)
- APAC Realty Pte. Ltd. (Director)
- Realty International Associates Pte. Ltd. (Director)
- ERA Real Estate Consulting (Shanghai) Co., Ltd. (Director)
- Orion Capital Co., Ltd. (Director)



## Report of Changes in Thai Credit Shares held by Directors in 2018

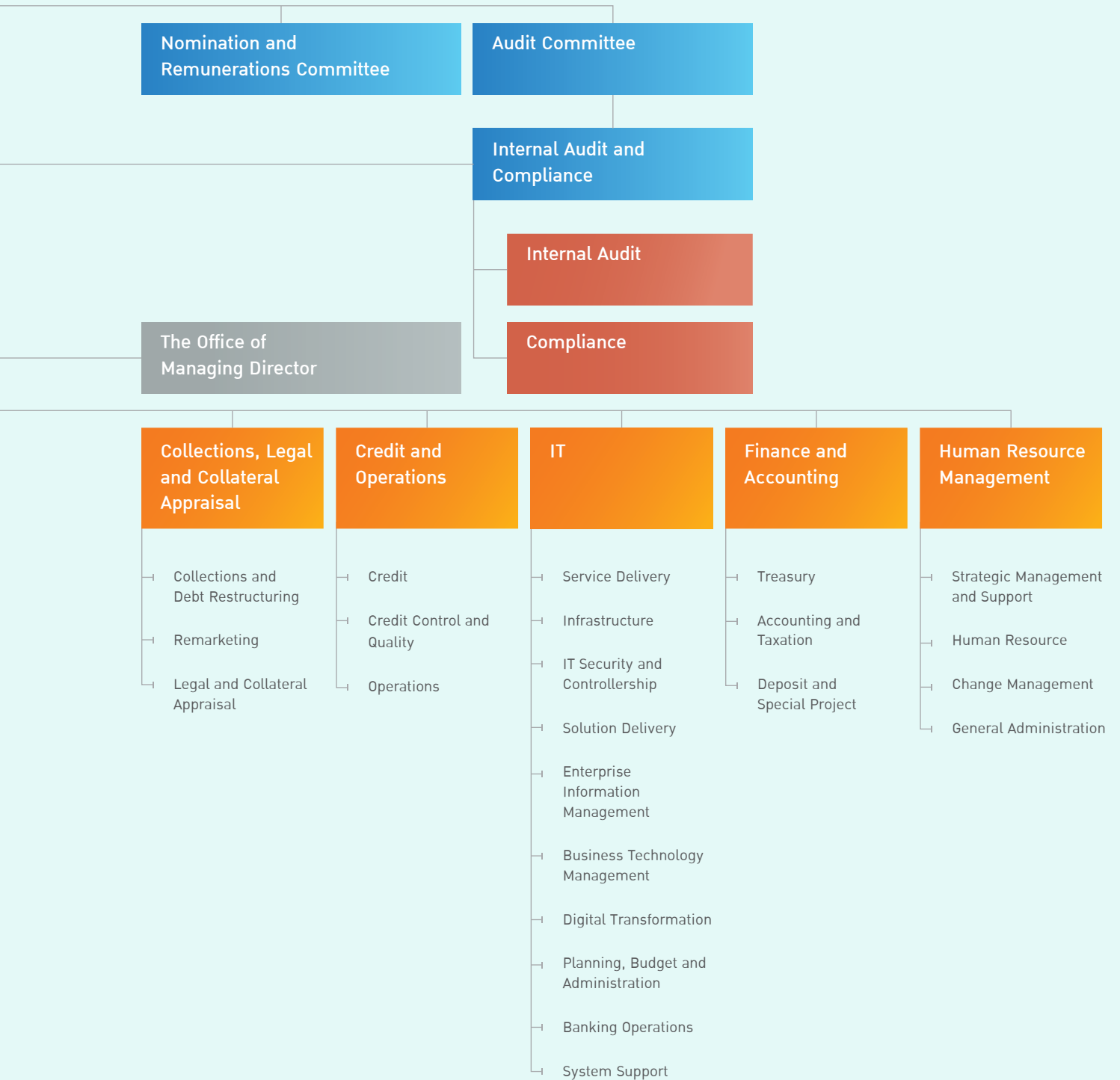
Name	Percentage of shares held*		Increase / Decrease
	As of December 31, 2018	As of December 31, 2017	
Mr. Samart Buranawatanachoke	None	None	-
Mr. Teerapol Pussadet	None	None	-
Mr. Sirichai Sakornratanakul	None	None	-
Mr. Chamnong Watanagase	None	-	-
Mr. Stephen Tirador Briones	None	None	-
Miss Krisana Aramkulchai	None	None	-
Mr. Winyou Chaiyawan	71.79	20.58	51.21
Mr. Roy Agustinus Gunara	0.83	0.83	-
Mr. Tan Choon-Hong	None	None	-

\* **Remark:** The percentage of shares held includes the Bank's shares and those of other related companies.

Board of Directors member list and their Thai Credit bond holding during the accounting year 2018: None  
 Board of Directors member list and their subsidiary share or bond holding during the accounting year 2018: None  
 Board of Directors' interest in either direct or indirect with the Bank during the accounting year 2018: None

# Organisation Chart





## Nature of Business Operation



The Thai Credit Retail Bank PCL. realises the needs of Micro Segment for financial inclusion without depending on informal lenders. By providing an easy access to financial sources, will give them opportunities to enhance their business and a better life.

The Thai Credit Retail Bank Public Company Limited was registered under the Ministry of Finance announcement issued on January 23, 2004. The announcement specified the principles, methods and criteria for applying to set up a commercial bank. The aim was to upgrade existing finance and credit foncier companies and create a competitive environment amongst other financial institutions.

The Bank started to operate as a commercial retail bank on January 18, 2007 and in 2009, it acquired Thanaban Co., Ltd., to be part of the financial business group. The Bank raised its capital from 2.5 billion baht to 3 billion baht in 2013 with the investment from Northstar Group. In 2014, the Bank had sold Thanaban Co., Ltd. In June 2015, the Bank raised another 1 billion baht of its capital to be in the total of



4 billion baht. Later in March 2017, Thai Credit raised another 1 billion baht of its capital to be in the total of 5 billion baht in order to strengthen its financial position and be ready for the future growth.

In line with BOT's notification and relevant regulations, a "commercial retail bank" is an authorised public company limited that is allowed to provide and operate services for retail customers as well as for small and medium-sized enterprises, with restrictions on foreign exchange, derivatives business and other high-risk transactions as stipulated by the BOT.

Since its inception, the Bank is determined to offer differentiated financial product and services to micro business customers to have access to financial sources within the financial system rather than having to go for illegal loan sharks who charge an interest rate excessively.

At the same time, the Bank give financial advice on how to manage their business by offering financial literacy as well as financial access in order to compete and strengthen their business amidst a fierce competitive market.



# Business Overview

## The Thai Credit Retail Bank Public Company Limited

Since establishment, The Thai Credit Retail Bank Public Company Limited has been rapidly expanding in the micro segment providing vital financial services which results in inclusion to the segments that are considered as informal small business owners and they are often forgotten by the financial industry. This business remains the core of Thai Credit business model. The Bank has developed deep understanding of the customers and over time keep improving its business model to better serve the customers' needs.

The Bank is aware that it is important not to only fulfill the financial need of the customers but also help them to improve their business and well-being of retailers and SME customers. We believe that the micro segment customers are hard-working business owners and most of them have special expertise and years of experience in conducting their business but often has limited choice or no access to financial support when facing with challenges. Therefore, this year we have not only delivered fast growth in our business but also expanded our CSR activities to provide free training on financial literacy and help with education funds for the children of our customers.

Our customers are considered as high-risk segments, however since we enter this market we have developed unique understanding and we keep improving our business model, operations and risk management policy as well as introducing new digital technology that result in sustainable asset growth and strong financial performance. This year we made significant improvement in the system that we used for monitoring our employees' performance and also helping them to serve our customers

better. We include modern geo mapping capability to our system to improve our acquisition process and collection productivity. Our portfolio quality continues to maintain strong balance with our fast growth and keep improving year on year.

As the Bank continues its rapid growth and our customer base expanded exponentially in 2018, our brand has been increasingly recognised by consumers and the general media. The media considered Thai Credit not only as a unique bank in Thailand who can truly understand the micro customers but also from the fact that our business model has significant contribution to the society in creating financial inclusion to this segment. Our campaign that we launched in 2018 called "No one sees, we see" has resulted in tremendous brand awareness among segments and general audience and increased our brand value significantly.

### Distribution Expansion

Over 10 years of services, in 2018, the Bank continue to expand its distribution center rapidly in their target segment. The Bank adopted the low cost branches focusing on lending products at the location near or next to the customers' place such as traditional market and local business community. This was proven as the key success in our expansion therefore, in 2018 the Bank expanded its lending branches even faster than the previous years by opening 136 touch points, bringing the total branches from 165 to 301 branches, providing coverage to more than 2,500 traditional markets all over the country, with a total of over a million target customers in the micro segments.

### Core Business Growth

Our target customers can be classified into two segments, the Micro-SME and the Micro-Finance. In 2018, total of both segments enjoyed exponential customer growth of 84% from the previous year, while in terms of loan receivables, we achieved a total of 23% mainly from the small ticket size loan of our micro segments.

### Digitisation

Digitisation is one of our key growth strategies. Over the past few years, our Bank has been developing our digitisation concept to reduce operational cost due to the small ticket size loan. This model was designed to support our credit process and operation in serving our customers using new digital technology through mobile and tablet to enable real time response, reduce mistakes and rework process.

Our systems are almost fully customised besides the core banking. Because our business model is different, we built our own acquisition and operation system attached to our core banking system. We digitise almost all of our monitoring capability so that we can see our loan application process in every step and directly linked to our portfolio quality in real time. At any point in time, we could see, for example, what is happening to a customer's loan process, who is handling at this time, why the application is returned or why it is delayed. You can even see the appointment of each RM with the customers and their report must be recorded.

Today, we have completed the new improvement to our system. Now, we are able to see where the location of our customers business or shop are, how much penetration is in each market, payment record of the customers and the reports can be customised based on branches,

market or even by individual RM. This function enables us to improve the productivity of our employees and manage our portfolio better. Over time, the data that we have collected from our process and customers, will be our next future development.

### Moving towards Cashless Society

There is no doubt in our Bank that the future lies with the technology improvement and the cashless transaction. The market trend on cashless transaction has been increasing and adoption from the customers and the merchants and the infrastructure of PromptPay have increased the volume of cashless and e-commerce. The Bank has established Thai Micro Digital Solutions Co., Ltd with 99.99% ownership as the digital innovation for our future banking services and tapping into e-commerce potential.

We initiated our first project at the Thai Micro Digital Solution to launch a new e-Wallet system designed to serve the Mom and Pop business owners on using the cashless transaction. The Bank has completed the system development and plan to launch the program to the market in 2019. Our target will be to provide this service to our existing customer base in the traditional market where transaction is mostly done in cash and help the customers to adopt cashless transaction using QR code and PromptPay.

### Ultimate Customer Satisfaction

Over the years of working in this segment, we made a clear distinction of our services by offering simple and transparent loan product and services with the supervision from the Bank of Thailand. We design our product and services to fit with customers and most importantly, we train and monitor our people to deliver the highest adherence to "market conduct" policies. We carefully



balance our loan growth with clear policy that we shall not over-lend to our customers that in turn may increase the burden of the customers.

For our micro SME, we continue to build strong relationship with our customers, and our Relationship Managers strive to deliver the best consultation and solution to our customers. Many of our customers face challenges because of their credit qualification and informal business characteristics. Our RM's experience and service is the key in achieving the best services and support. Our process of getting customers' direct feedback now are embedded in the existing operations and every year we will review our customer satisfaction survey results. We are proud that we have been continuously improving our customer satisfaction rating or the NPS score, even higher than the previous year for all of our core products. At the same time, our employee's job satisfaction rating was improving as well.

### Financial Highlights 2018

The 2018 performance clearly reflects the achievement of our phenomenal growth as we continued to strive for excellence, guaranteed with total assets of 50,034 million baht, operating income of 4,234 million baht and net profit of 771 million baht, continuing a strong increase of 45% from the previous year. The Bank delivered a satisfactory Return on Average Equity (ROAE) of 13.20% per annum with the Return on Average Assets (ROAA) of 1.62% per annum.

### Business Plan 2019

Following a success in establishing our presence and foundation in 2018, the Bank is now ready to enter into the new era of changes and expansion in preparation for the challenges of this ever-changing landscape with firm intention to be the best in providing micro finance services to our micro segment customers and improving their life. We have adopted two-pronged strategy in 2019 to achieve our long-term business aspiration as follows:

#### 1. Growing the Micro Segments

The first prong is to continue to accelerate our growth in the micro segments. Our expansion in the lending branches has led to exponential growth in the number of customers. Along with the strong growth and expansion, we have also emphasised on continuous enhancement of our business process including credit, operation and payment collection. With such proven business model and expertise as well as seeing many market opportunities, we will maintain our growth in micro segment, continue to expand our coverage and strengthen the capability to serve the micro segment.

The Bank plan to continue to grow using our lending branch model and accelerate the expansion aiming for a total of 500 branches by the end of 2019 from 301 branches of last year. Based on our internal research of the target market, by the end of 2019, we would be able to serve all of the targeted traditional markets and local micro business communities.

The Bank also plan to develop new products using a new platform to enhance the online process on mobile and real time. This new method of customer on-boarding process will significantly improve the turnaround time for credit approval and cash disbursement. The Bank has initiated this development since last year and while the e-KYC and NDID are still in development with the industry, we are ready to test our new product as soon as Q1 2019. This new platform will be implemented starting with our nano and micro loan product.

As the number of our customers are growing, the Bank also plan to develop new process on our collection services to improve productivity and portfolio quality. Our business model provides payment collection services to the customers due to the fact that the customers are unable to leave their business unattended.

The Bank is designing the next phase of collection process with geo mapping formula to shorten the distance of travel to increase our staff's productivity and faster collection time.

The Bank plan to develop new value proposition with the aim to improve customer's business and life. Our existing program and seminar on financial literacy have made significant impact to the customers and we have received a satisfactory response. The customers gave a strong positive feedback because they have received high benefit from learning basic financial knowledge, new skills to improve their accounting and bookkeeping as well as learning how to manage their cash flow. We realise that this education process has made a significant improvement in their life and to sustain the benefit, we must improve the frequency of our financial literacy program and keep the cost lower. Therefore, the Bank decided to invest in a new permanent Learning Center where we can provide more classes and with a full time team to provide this learning program to our customers.

## 2. Initiate Development of Full Digital Banking Platform

The second prong is our development in Digital Banking strategy. As mentioned before, the Bank has started a few initiatives to digitise and improve internal operation, monitoring process and provide real time information to customers by using new technology. However, the market is changing rapidly towards cashless and the adoption of mobile applications by mainstream consumers that continue to increase exponentially. Our Bank believe that we must begin our transformation to be a full digital banking in the future and we must start creating our long term strategy for this transformation.

One of the key challenges in the digital adoption is the transformation from the existing platform to the new design using open architecture. Starting in 2018, we initiated the digital transformation by developing the

strategic roadmap and new design of the future digital platform. A new team to focus on digital development has been created and the work has already begun. Thai Micro Digital Solutions Co., Ltd., specialising in cashless transaction and digital product design, is part of our digital banking transformation.

Our first aim in the Digital Banking roadmap is to design a new platform that will enable the Bank to create an open platform using API interface where new applications and use of mobile devices can be seamlessly attached or detached to the banking platform with solid security protection and scalability.

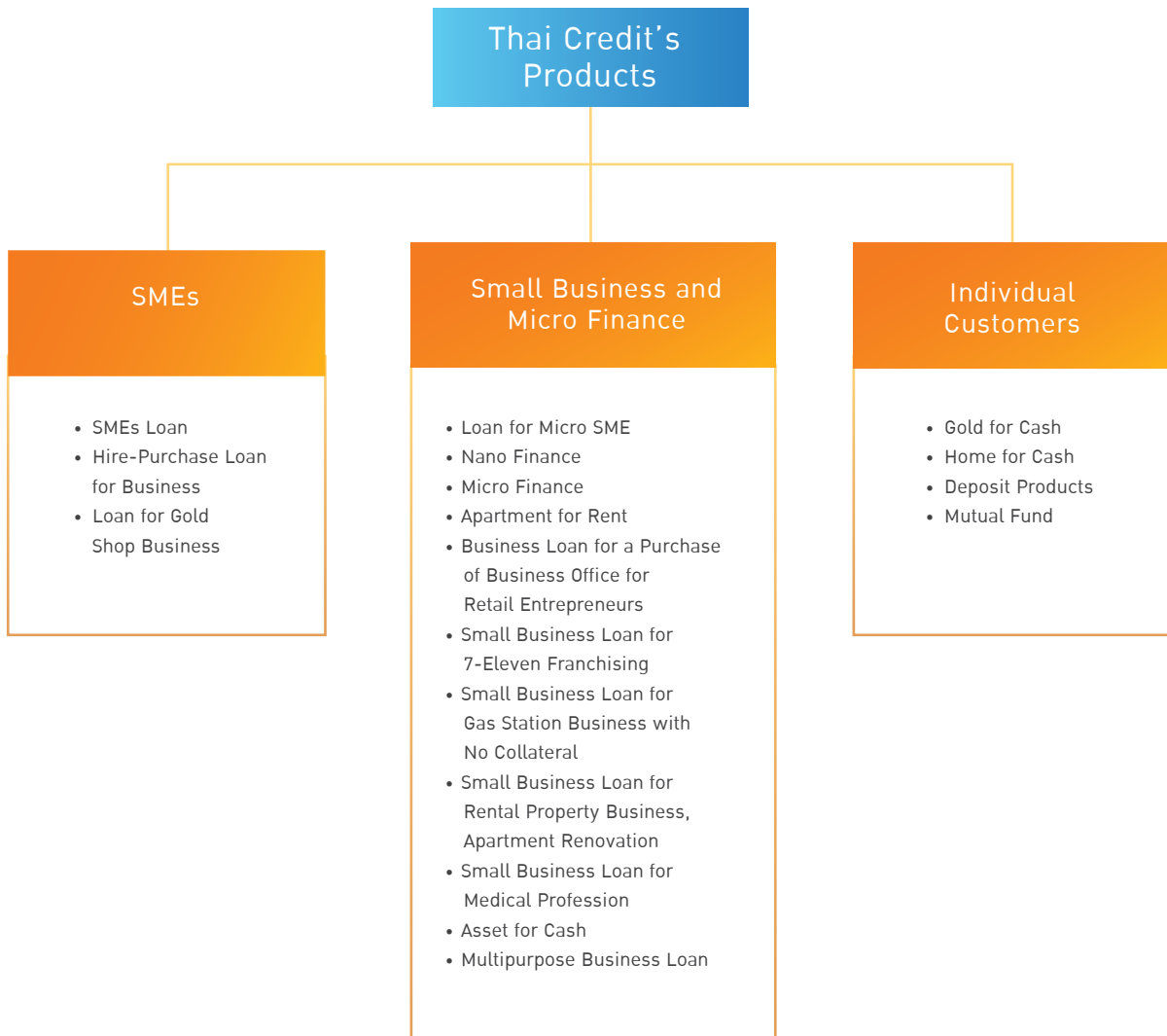
The Bank has successfully expanded Micro SME and Micro Finance businesses and will continue to be one of the key contributors in providing financial solution to micro segment customers who are the backbone of the nation and most of whom have underprivileged access to financing and financial literacy.

Recognising the needs of our customers for access to financial products and services, The Thai Credit Retail Bank PCL.is passionate about growing our customer's business and improving their life by providing unique and innovative micro financial services. With unwavering vision, we are committed to help our customers grow their business, achieve financial literacy and better their life which in turn is a vital fundamental to the nation's economic stability.

# Products and Services

The Thai Credit Retail Bank Public Company Limited is passionate to meet the demand and satisfaction of the customers, based on its key principle of customer centricity through the development of unique financial products. Over the past 10 years, our various types of loan products and services have been widely accessible to ensure business growth among SMEs, small business and micro business customers under the supervision of the Bank of Thailand and relevant law.

In addition, the Bank has encouraged the Thais to have saving habits. This will help them gradually improve their financial status. Hence, introducing various deposit products is one of our important mission. As a financial institution, we aim to support our customers' businesses as well as strengthen Thailand's economic expansion in a sustainable manner with the following products and services:



# SMEs

**ธุรกิจ SMEs** เลือกได้ในแบบของคุณ

- ❖ สินเชื่อ SMEs
- ❖ สินเชื่อเช่าซื้อเพื่อธุรกิจ
- ❖ สินเชื่อเพื่อเจ้าของร้านทอง

Call Center | 0 2697 5454  
www.tcrbank.com

1. SMEs Loan
2. Hire-Purchase Loan for Business
3. Loan for Gold Shop Business

The Thai Credit Retail Bank Public Company Limited is determined to drive SMEs business with an aim to become the Bank who support the growth of the customer’s business. The Bank are aware of the importance of SMEs as they are the key player to national economic development. Several commercial banks may not yet offer financial services that meet the SMEs customer’s need. The Bank have always committed to develop financial products and services to excel SMEs business with no boundary.

### SMEs Loan

This loan product for small and medium-sized enterprises offers various types of financial products suitable for their needs whether it is an investment in business expansion, raw material purchase, investment in machine or equipment for liquidity improvement. Starting from 10-million-baht loan is offered to customers who are individuals, general business, partnership limited and company limited. See below for more details

#### • Overdraft

The Bank provide overdraft services for SMEs who need a short-term fund for their working capital. Customers can easily withdraw money from their accounts with issued personal cheque to facilitate payment for goods, raw materials or other fees and expenses relating to their business.

#### • Short Term Loan

A financial service that will improve liquidity among SMEs who are looking for investment funds and working capital for their business operations, supplying goods, services, raw materials, stocks, trade receivables and other costs.

#### • Long Term Loan

A financial service that will enhance business efficiency among SMEs seeking extra funding for their business operation and expansion including funds for land leasing,

office building, factory or warehouse construction, machinery purchasing or leasing as well as refinancing from their previous financial institutions.

- **Clean Bill Discount**

This financial service provides a working capital for SMEs in the form of discounted purchasing the bill of exchange such as promissory note (P/N), post-dated cheque and bill of exchange while the Bank will promptly discount the value of bills and provide cash in exchange.

- **Contingent Liability**

Services that will help entrepreneurs operate their businesses with effectiveness and efficiency include:

- The Bank can issue a Letter of Guarantee per request for SMEs customer in order to present to the government agencies, financial institutions, companies, stores or other individuals to support business operation
- Aval is the service for SMEs who want the Bank to commit to pay bill of payment such as promissory notes (P/N) etc.
- Acceptance is the service for SMEs who want the Bank to guarantee bill of exchange payment
- Domestic Letter of Credit can be issued per request in order to assure domestic beneficiary of receiving the agreed payment up to the amount of bill of exchange from the issuing bank when documentation is completed and applied to terms and conditions

- **Hire-Purchase Loan for Business**

Hire-purchase loan with a minimum loan amount of one million baht is a product for every individual, small business, partnership limited or company limited. Purchased automobile, machinery and equipment can be used as collateral which allow customers to expand their business without any cash investment. This loan can help customers stabilise their liquidity by owning the machinery after the loan payment is completed.

In addition, this product is a zero risk from interest rate fluctuation throughout the 1-5 years term loan with a monthly installment, customer can also reduce the interest and principle by paying more than the fixed amount payment as well as an early pay-off with no penalty. Below is the type of automobile, machinery and equipment that can be used to apply for hire-purchase loan:

- Crane, Backhoe, Loader, Roller
- CNC Machine-Lathe, Shaper, Grinder, Driller for plastic and metal work etc.
- Filling & Packaging Equipment
- Industrial machine for lifting and moving materials over short distance-Forklift, Crane
- Printer/ Cutter/ Medical Equipment etc.

- **Loan for Gold Shop Business**

This product is for individual and corporate that have experiences in managing gold shop and plan to create more opportunities for their business such as to increase the investment, profit or expand their business. Customers can use gold bullion or gold ornaments as collateral.

# Small Business and Micro Finance

**สินเชื่อเพื่อธุรกิจ Micro SME วงเงินสูงสุด 20 ล้านบาท**

สินเชื่อสำหรับผู้ประกอบการธุรกิจรายย่อย ที่ต้องการเงินทุน เพื่อการขยายกิจการ การเสริมสภาพคล่องทางธุรกิจ

- ✓ ขยายกิจการ
- ✓ เสริมสภาพคล่อง

สินเชื่อเพื่อธุรกิจ Micro SME  
สินเชื่อสำหรับผู้ประกอบการธุรกิจรายย่อย ที่ต้องการเงินทุน เพื่อการขยายกิจการ การเสริมสภาพคล่องทางธุรกิจ

- ◆ ผ่อนนานสูงสุด 10 ปี\*
- ◆ ดอกเบี้ยแบบลดต้นลดดอก\*

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**สินเชื่อมาและไมโครเครดิตเพื่อธุรกิจรายย่อย**

**ใครไม่เห็น ๓ เราเห็น**  
ทุกคนคือคนสำคัญ

**ร้อนเงินมาไทยเครดิต กู้ง่าย อนุมัติไว**

- ✓ ไม่ต้องใช้หลักทรัพย์
- ✓ ไม่ต้องมีคนค้ำ

\*อัตราดอกเบี้ยไม่เกินร้อยละ 36 ต่อปี

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**สินเชื่อธุรกิจเพื่อผู้ประกอบการวิชาชีพแพทย์**

**แค่เป็นหมอ กู้ก็ทำได้ง่ายๆ**

ไม่ว่าคุณจะเป็น แพทย์ กทันแพทย์ สัตวแพทย์ เภสัชกร หรือเทคนิคการแพทย์

- ◆ กู้ได้ไม่ต้องมีหลักทรัพย์ค้ำประกันสูงสุด 5 ล้านบาท\*
- ◆ มีค้ำประกันหรือประกันธุรกิจก็ขอสินเชื่อกับวิชาชีพแพทย์
- ◆ ผ่อนนานสูงสุด 10 ปี\*

\*อัตราดอกเบี้ยไม่เกินร้อยละ 36 ต่อปี ไม่หักภาษี ณที่จ่าย

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1. Loan for Micro SME
2. Nano Finance
3. Micro Finance
4. Apartment for Rent
5. Business Loan for a Purchase of Business Office for Retail Entrepreneurs
6. Small Business Loan for 7-Eleven Franchising
7. Small Business Loan for Gas Station Business with No Collateral
8. Small Business Loan for Rental Property Business, Apartment Renovation
9. Small Business Loan for Medical Profession
10. Asset for Cash
11. Multipurpose Business Loan

Since establishment, The Thai Credit Retail Bank Public Company Limited is determined to develop its businesses and services to meet the needs of the small business customers who are regarded as the foundation of the Thai economy under the vision of "Thai Credit is passionate about growing our customer's business and improving customer's life by providing unique and innovative micro financial services".

The Bank aims to enhance business strength by offering collateral loan for small business owners either as individual or corporate who want to expand their businesses, with a maximum loan amount of 10 million baht for a maximum period of 15 years. Collateral can be real estate such as property with equity of land, apartment and land in community area. Customers with at least 3 years in the business or related area can apply for a maximum of 15% of the loan amount to cover for insurance premium and other expenses.



In addition, the Bank offer loan with no collateral for those who have at least five-year-experience in the business with a maximum loan amount of one million baht for a maximum period of five years. They may apply for an additional top-up loan at the maximum of 15% of the approved loan amount to cover for insurance premium and other expenses.

Moreover, small business such as corporate and company limited who have at least five-year-experience in the area of loan pledging business, can also apply for the loan with no collateral, minimum term loan of three years and maximum of seven years. They can request for an additional top-up at the maximum of 15% of the loan amount to cover for insurance premium and other expenses. Loan limit amount are shown below:

- Loan amount of 1.5 million baht for business with sales volume of 25-50 million baht
- Loan amount of 3 million baht for business with sales volume of 50-80 million baht
- Loan amount of 5 million baht for business with sales volume above 80 million baht

The Bank also provide other types of loan for small business customers such as small business loan, small business loan for 7-Eleven business, small business loan for gas station business, not to mention the loan for medical profession who wish to expand their business.

#### **Loan for Micro SME**

To ensure that customers at all levels be able to access the financial source, the Bank have designed this product for those who have been in the business for over three years and in need of financial source for business expansion, liquidity improvement or refinancing from the previous financial institution. Up to 20 million baht is provided with a maximum loan payment term of 10 years with effective rate that can be used for tax reduction. Collateral can be real estate such as property with equity of land, apartment and land in community area.

#### **Nano Finance**

The Bank realise the needs of micro business customers who want to have access to a sound and fair financial resource. The loan amount is up to 100,000 baht with an effective rate of 36% or 3% fixed rate and three-year-tenor. Applicant must have one-year-experience in the business and located within 15-kilometre-radius from the branch.

As the Bank truly understand its customer's behaviour and need, a unique service of collecting the weekly payment at customer's location is offered.

#### **Micro Finance**

After receiving a positive feedback on nano finance from the market, the Bank have launched a new product called micro finance. The loan amount is up to 200,000 baht with an effective rate of 28% and five-year-tenor. This can help customers expand and increase their business.

#### **Apartment for Rent**

This product is for small business customers, both individuals and legal entity and entrepreneurs who have been in the business for more than a year and wish to purchase additional apartment, properties or refinance from the financial institution or to remunerate construction cost, investment for the business. The loan amount is up to 20 million baht with a maximum of five-million-baht loan for business operation and a maximum tenor of 20 years. In case of applying for the loan to purchase the apartment, customers may use the existing apartment as collateral, no need to mortgage for the new apartment.

#### **Business Loan for a Purchase of Business Office for Retail Entrepreneurs**

This product is for small business owners aiming to strengthen a foundation of their retail business by purchasing offices. The loan amount is up to 10 million baht with a maximum loan tenor of 20 years. Small business owners can use land and housing properties, offices, apartments and community land plots as collateral.



### Small Business Loan for 7-Eleven Franchising

This product is suitable for 7-Eleven franchisee, individual or corporate that has a minimum of one-year-experience who want to expand their business either as a working capital, store equipment maintenance or further expansion. Loan amount is up to 1.5 million baht and 3 to 7 year-tenor. Thai Credit Guarantee Corporation (TCG) is a guarantor for 5 years.

### Small Business Loan for Gas Station Business with No Collateral

The Bank gives support to small business owners of either petrol or LPG station who have at least 3-year-experience with an annual sales volume of at least 25 million baht to expand their business. Loan amount is up to 3 million baht, no collateral and 3 to 7 year-tenor. Thai Credit Guarantee Corporation (TCG) is a guarantor for 5 years.

### Small Business Loan with No Collateral for Apartment Renovation

The Bank understands this type of apartment rental business must upkeep or have decoration to make the property look nice so it has created this special product for individual or legal entity who have a minimum of 5-year-experience and be the land owner or property or property lease with a leasing period not less than the loan tenor. The property must be granted with a residential building permit, minimum of 20 units with 70% occupancy rate.

Loan amount is up to 2 million baht with no collateral. Thai Credit Guarantee Corporation (TCG) is a guarantor for a minimum of 3 years and a maximum of 5 years.

### Small Business Loan for Medical Profession

The Bank is aware of the importance to support the medical profession who would like to take a loan to start the clinic, expand the business, purchase equipment or simply just as working capital. This loan is for physician, dentist, veterinarian, pharmacist or technical specialist

who want to start the business with or without the parents as a joint loan, maximum term loan is 3 years. Loan amount depends on the number of guarantor and medical field.

- Loan amount up to 3 million baht for loan applied with 1 medical specialist as a guarantor
- Loan amount up to 5 million baht for loan applied with 2 medical specialists as a guarantor
- Loan up to 2 million baht for loan applied by veterinarian, pharmacist and technical specialist

### Asset for Cash

This product is suitable for individual who is a business owner with an intention of getting a loan as capital for utility and multipurpose usage. The loan amount is up to 10 million baht with a maximum loan tenor of 10 years. Customers can also apply for a top-up loan at a maximum of 15% of the approved loan for paying other expenses and insurance premium. Customers can use different types of assets, for example, land with housing properties, business offices, apartments or land plots in communities as collateral.

### Multipurpose Business Loan

Business operation needs working capital to ensure company's expense that may arise. The Bank offers a multipurpose business loan for small business customers, both individual and legal entity, with up to three times of the average monthly sales volume. A maximum loan amount of 7 million baht with up to 15 years loan tenor. Small business owners are required to have at least 2-year-experience in business operation relating to the loan submission. Customers can use different types of assets, for example, land with housing properties, business offices, apartments or land plots in communities as collateral.

# Individual Customers



1. Gold for Cash
2. Home for Cash

## Gold for Cash

For emergency cash, customers can get loans with a repayment period up to 18 months by using gold bullion or jewelry with over 93.5% purity as collateral. The Bank offer a low interest rate that is varied by the loan-to-value ratio. Maximum loan amount is 95% of the collateral value.

## Home for Cash

Customers who are either an employee, business owner or freelancer with a property and in need to increase their financial liquidity, can use their title deed of land and house, condominium or property title deed as collateral. The Bank offer loan up to 10 million baht with a minimum of 5.5% interest rate with 20-year-tenor.

## Deposit Products

As saving is one of the methods in building financial security, the Bank offered various types of deposit products with high interest rate and flexibility. These can be divided into 2 categories—General Deposit and Structured Deposit.

3. Deposit Products

## • General Deposit

This general deposit is for the saving or on-demand financial access of every individual or corporate. This product consists of:

**Savings Account** - This account has high flexibility as customers are allowed to make unlimited daily deposits and withdrawals. Service is available through the Bank counters or ATM as well as at other commercial banks nationwide. Loan and utility payment can be automatically deducted from deposit account while interest is calculated daily and paid twice a year, at mid-year and year-end.

**Fixed Deposit Account** - This deposit account cannot be withdrawn as the savings account but it gives a higher interest rate after maturity. Interest is calculated at each deposit amount based on the determined rate and deposit period. Customers can choose different types of deposit period ranging from 3-36 months. There will be a passbook which can also be used as collateral.

### • Structured Deposit

The Bank also have other comprehensive saving choices to offer to the customers with higher return. We have managed to combine the positive attributes of regular savings accounts with those of fixed deposit accounts such as higher interest rate and advance interest earning but still maintain liquidity especially in withdrawal for emergency use. The products include:

**Savings Plus Account** - This account's flexibility and convenience can add value to saving deposits with an interest rate that is comparable to fixed deposit accounts. Monthly interest payment is calculated on the 25<sup>th</sup> of each month and can be withdrawn on the following day.

**Tanjai Plus Account** - This account immediately gives customers interest payment on the day that the account is open. The product offers flexibility and a high interest rate as fixed deposits. Withholding tax is not applied if the interest earned is no more than 20,000 baht according to the regulations of the Revenue Department. Customers can make a deposit of 100,000 – 1,000,000 baht with a chosen deposit period. Customers will receive a regular saving interest rate if they decide to withdraw early.

**Tax-free Fixed Deposit Account** - This account helps to build saving discipline, allowing customers to choose their own monthly deposit amount and period. This product requires a minimum of 1,000 baht and offers a fixed interest rate for the 24-month-period. The interest is tax-free in aligning with the regulations of the Revenue Department. Additionally, customers can deposit at more than 1,400 post offices nationwide with no service fee.

**Current Plus Account** - This account provides an option for customers/ corporate who want to confidently and quickly withdraw cash by cheque. Transaction can be easily traced through statement. Interest can

be earned monthly with the calculation of account balance at the end of the day.

### Mutual Fund

Since June 2010, the Bank have obtained the license from the Ministry of Finance to operate a securities business (license no. lor-ngor-0022-01). It was permitted by the Office of the Securities and Exchange Commission (OSEC) to perform as a broker for mutual fund. This is to support the Bank's fully integrated service in finance and investment by fulfilling customer satisfaction with higher return, investment portfolio organising for money management and efficient risk diversification.

Meanwhile, the Bank realise how important it is to offer an alternative investment in the form of investment unit or mutual fund. Policy and procedures are designed to provide customer service with fair deal while customers are presented with mutual fund based on their completed suitability test. To focus on customer's centricity, the Bank provide a wide selection of mutual funds including Equity Fund, General Fixed Income Fund, Money Market Fund, Balanced Fund, Long Term Equity Fund (LTF), Retirement Mutual Fund (RMF), Foreign Investment Fund (FIF), etc. Customers' desired return can be suitably yielded alongside their acceptable risk level.

Furthermore, the Bank strive to select the products with high potential to accurately meet the demand of customers and facilitate them in their investment selection. At present, the Bank act as selling agent to four asset management companies:

- One Asset Management Company Limited
- MFC Asset Management Public Company Limited
- Krungsri Asset Management Company Limited
- Krungthai Asset Management Public Company Limited

# Important Events in 2018



01



01



09



06



07

**01** **January 19, 2019**  
Miss Krisana Aramkulchai, Director, represented The Thai Credit Retail Bank PCL. in receiving the honourable award from Mr. Charnna Iamsang, Nakhon Pathom Governor, for its support of the "Savings for Life" project, at the Project: Phase II exhibition opening in the "Good Finance: Good Life" Expo at Central Plaza Salaya, Nakhon Pathom.

at Woraburi Ayothaya Convention Hotel and Resort, Phra Nakhon Si Ayutthaya.

Ramkhamhaeng-Bangkapi area zone, at Bangkok Inter Place Hotel, Bangkok.

**02** **January 21, 2018**  
The Thai Credit Retail Bank PCL. participated in the exhibition to promote interesting loan and savings products for the Thai Life Insurance agents at its 2018 Annual Conference at Challenger Hall, Impact, Muang Thong Thani.

**05** **March 27, 2018**  
Mr. Samart Buranawatanachoke, Chairman, Mr. Winyou Chaiyawan, Chief Executive Officer, Mr. Roy Agustinus Gunara, Managing Director, Miss Krisana Aramkulchai, Director, and Mr. Veeravet Chaiyawan, Senior Vice President for Deposit Branch, participated in the opening ceremony of the new Centralplaza Ladprao Branch.

**08** **May 25, 2018**  
Mr. Samart Buranawatanachoke, Chairman, Miss Krisana Aramkulchai, Director, Mr. Roy Agustinus Gunara, Managing Director, and Mr. Veeravet Chaiyawan, Senior Vice President for Deposit Branch, participated in the opening ceremony of the new Season Srinakarin Branch.

**03** **February 2, 2018**  
The Thai Credit Retail Bank PCL. organised a basic financial training session under the "Smart Micro Customer: Hardworking, Savings with Discipline" project for micro business customers in the southern region, at Twin Lotus Hotel, Nakhon Si Thammarat.

**06** **April 18, 2018**  
Miss Krisana Aramkulchai, Director, represented The Thai Credit Retail Bank PCL. in presenting the car worth 461,000 baht as donation to the automotive laboratory of the Department of Mechanical Engineering, King Mongkut's Institute of Technology Ladkrabang for its research and teaching in automotive engineering.

**09** **June 4, 2018**  
Miss Krisana Aramkulchai, Director, represented The Thai Credit Retail Bank PCL. and participated in the cooperation project for the transfer of financial audit data, accounting data or relevant personal data in electronic format between the Office of Public Sector Anti-Corruption Commission (PACC) and the members of the Thai Bankers' Association.

**04** **February 9, 2018**  
The Thai Credit Retail Bank PCL. organised a basic financial training session under the "Smart Micro Customer: Hardworking, Savings with Discipline" project for micro business customers in the central region,

**07** **May 18, 2018**  
Mr. Roy Agustinus Gunara, Managing Director, joined the kick-off session of the "Smart Micro Customer: Hardworking, Savings with Discipline Season 2" project to educate the micro business customers in e-transactions so that they are able to adapt to the cashless society. The first training was organised for those in the

**10** **June 15, 2018**  
Mr. Natus Kittawaranon, Assistant Managing Director of Product and Marketing Group, together with the employees, represented The Thai Credit Retail Bank PCL. in donating necessities to the students of Ban Na Isan Thai Border Patrol Police School in Sanam Chaikhet District, Chachoengsao. On this occasion, they also participated in





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the school landscape improvement and luncheon activities, under the Thai Credit Kit for Society project.

**11** **June 22, 2018**  
The Thai Credit Retail Bank PCL. organised a basic financial and e-transaction training session under the "Smart Micro Customer: Hardworking, Savings with Discipline Season 2" project for micro business customers in the northeastern region, at Kosa Hotel, Khon Kaen.

**12** **July 4, 2018**  
Thai Credit's Lending Branch Network team hosted a talk on "Managing Apartments Stably and Sustainably Through Innovation" in Maha Sarakham province, with Assistant Professor Jakkrich Jearviriyaboonya from Khon Kaen University as the guest speaker, intended to strengthen the business performance of local Micro SME owners in the northeastern region.

**13** **July 13, 2018**  
The Thai Credit Retail Bank PCL. organised a basic financial and e-transaction training session under the "Smart Micro Customer: Hardworking, Savings with Discipline Season 2" project for micro business customers in the western region, at Royal Diamond Hotel, Phetchaburi.

**14** **July 21, 2018**  
The Thai Credit Retail Bank PCL. participated in the exhibition to promote loan and savings products for the Thai Life Insurance agents at its "Day of Honour 2018" event at Impact Arena, Muang Thong Thani.

**15** **July 23, 2018**  
Miss Krisana Aramkulchai, Director of The Thai Credit Retail Bank PCL., signed the memorandum of understanding on the "Provision of Savings Account for Better Access to Basic Financial Service" (Basic Banking Account), under the banking industry's 5-year-strategic plan (2015-2020) to promote every sector's access to finance for a sustainable economic growth. The ceremony was hosted at Pattara Ruamjai Room, Bank of Thailand head office.

**16** **August 9, 2018**  
The Thai Credit Retail Bank PCL. hosted a "Thai Credit SME Customer Exclusive Dinner" to express its appreciation to SME customers for their continual support. The event was held at Buri Sriphu Hotel Hat Yai, Songkhla, and received the honor of presence from Mr. Kavisapong Sirithanonsakul, Chairman of Songkhla Chamber of Commerce, and Mr. Viroj Jongwattanakasem, Assistant Secretary-General of the Federation of Thai Industries Songkhla Chapter, who were

welcomed by Mr. Kamolphu Phuredithsakul, Thai Credit's Assistant Managing Director of Sales Group and Mr. Natus Kittawaranon, Thai Credit's Assistant Managing Director of Product and Marketing Group.

**17** **August 10, 2018**  
Mr. Samart Buranawatanachoke, Chairman, represented the Board of Directors, managements and employees of The Thai Credit Retail Bank PCL. in leading the candle-lit ceremony in honor of Her Majesty Queen Sirikit, held at the Bank's head office, on the occasion of Her Majesty's 86<sup>th</sup> Birthday Anniversary.

**18** **August 10, 2018**  
The Thai Credit Retail Bank PCL. organised a merit-making ceremony for the opening of its new office at G Floor of RS Tower, Ratchadapisek Road.

**19** **August 10, 2018**  
The Thai Credit Retail Bank PCL. organised a basic financial and e-transaction training session under the "Smart Micro Customer: Hardworking, Savings with Discipline Season 2" project for micro business customers in the southern region, at Buri Sriphu Hotel Hat Yai, Songkhla.



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**20 August 16-17, 2018**

Thai Credit's Lending Branch Network team participated in the exhibition to promote business loan for medical professions at the Regional Hand Meeting 2018 "From Research to Routine", the 100<sup>th</sup> Anniversary Memorial Building, Queen Savang Vadhana Memorial Hospital, Si Racha, Chon Buri.

**21 August 22, 2018**

Thai Credit's Lending Branch Network team organised a talk in Chiang Mai on "The Science of Feng Shui and the Business 4.0 Era" and "Innovation for Modern Business", with Ajarn Naphat the Feng Shui Master and Assistant Professor Dr. Kasemsak Uthaichana from Chiang Mai University respectively as guest speakers, for the business strengthening of Micro SME customers in the northern region.

**22 August 24, 2018**

The Thai Credit Retail Bank PCL. organised a basic financial and e-transaction training session under the "Smart Micro Customer: Hardworking, Savings with Discipline Season 2" project for micro business customers in the northern region, at Luck Swan Resort, Chiang Rai.

**23 August 31, 2018**

Mr. Winyou Chaiyawan and Mr. Roy Agustinus Gunara, Thai Credit's Chief Executive Officer and Managing Director, participated in the opening of "Nurturing the Apple from Under the Tree Year 2" Campaign, featuring a writing competition under the topic of

"My Hero Is in the Market" for the students nationwide ranging from elementary to undergraduate level to win scholarship award totaling of more than 1,000,000 baht.

**24 September 5-7, 2018**

Thai Credit's Lending Branch Network team participated in the exhibition to promote business loan for medical professions at the 26<sup>th</sup> Academic Conference on Medical Sciences 2018, at More Dindaeng Meeting Room, 3<sup>rd</sup> Floor, Faculty of Medicine, Khon Kaen University.

**25 September 14, 2018**

The Thai Credit Retail Bank PCL. organised a basic financial and e-transaction training session under the "Smart Micro Customer: Hardworking, Savings with Discipline Season 2" project for micro business customers in the eastern region, at Star Convention Hotel, Rayong.

**26 September 20, 2018**

The Thai Credit Retail Bank PCL. hosted a "Thai Credit SME Customer Exclusive Dinner" to express its appreciation to SME customers in the northeastern region for their continual support. The event was held at Centara Hotel and Convention Centre, Udon Thani, and received the honor of presence from Mr. Veerapong Tengrangsarn, Chairman of Udon Thani Chamber of Commerce, who was welcomed by Mr. Kamolphu Phuridithsakul, Assistant Managing Director of Sales Group and

Mr. Natus Kittawaranon, Assistant Managing Director of Product and Marketing Group of Thai Credit.

**27 September 21, 2018**

The Thai Credit Retail Bank PCL. organised a basic financial and e-transaction training session under the "Smart Micro Customer: Hardworking, Savings with Discipline Season 2" project for micro business customers in the northeastern region, at Centara Hotel and Convention Centre, Udon Thani.

**28 October 8, 2018**

The Thai Credit Retail Bank PCL. held a press conference to announce its brand elevation and broader expansion to the micro business segment together with the launch of its TV commercial called "No one sees, we see" under the concept of "Everyone Matters". Mr. Winyou Chaiyawan, Chief Executive Officer and Mr. Roy Agustinus Gunara, Managing Director, were the spokespersons for the event that took place at Thai Credit's head office.

**29 October 11, 2018**

Thai Credit's Lending Branch Network team organised a talk in Surat Thani on "Business Opportunities in Modern Context", with Mr. Charoensap Aonman, an online marketing expert, and Dr. Warapojn Panrod, an innovation and business management expert, as guest speakers for the business strengthening of Micro SME owners in the southern region.





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**30** **October 17, 2018**  
The Thai Credit Retail Bank PCL. launched its "Basic Banking Account" service for those who earn limited income and are registered under the Government Welfare Program and senior citizen, as part of the Thai Bankers' Association's 5 years Thailand banking industry strategic plan (2015-2020).

**31** **October 19, 2018**  
The Thai Credit Retail Bank PCL. organised a basic financial and e-transaction training session under the "Smart Micro Customer: Hardworking, Savings with Discipline Season 2" project for micro business customers in the central region, at River Kwai Hotel, Kanchanaburi.

**32** **October 26, 2018**  
The Thai Credit Retail Bank PCL. organised a basic financial and e-transaction training session under the "Smart Micro Customer: Hardworking, Savings with Discipline Season 2" project for micro business customers in the southern region, at Nipa Garden Hotel, Surat Thani.

**33** **November 2, 2018**  
Mr. Winyou Chaiyawan, Chief Executive Officer, represented The Thai Credit Retail Bank PCL. in receiving the award of Fastest Growing Retail Bank Thailand 2018 from Global Banking & Finance Review, the leading financial and business magazine in the UK for the second consecutive year with an outstanding net profit growth of more than 60%.

**34** **November 2, 2018**  
The Thai Credit Retail Bank PCL. organised a basic financial and e-transaction training session under the "Smart Micro Customer: Hardworking, Savings with Discipline Season 2" project for micro business owners in the eastern region, at New Travel Lodge Hotel, Chanthaburi.

**35** **November 3, 2018**  
Small Business team led Thai Credit employees to visit Ban Laem Chabang Mangrove Forest, Chon Buri, to help with mangrove seedlings planting and beach cleanup activities before proceeding to present the scholarships to the students of Laem Chabang Municipality School 3 for their better lives and well-being.

**36** **November 15, 2018**  
Thai Credit's Lending Branch Network team organised a talk in Rayong on "Business Opportunities in Modern Context", with Mr. Charoensap Aonman, an online marketing expert, and Mr. Viroj Rommayes, Deputy Chairman of Rayong Chamber of Commerce as guest speakers for the business strengthening of micro SME customers in the eastern region.

**37** **November 16, 2018**  
The Thai Credit Retail Bank PCL. launched a caravan of its 194 branches visiting over 700 fresh markets nationwide as to highlight its TV Commercial called "No one sees, we see" under the concept of "Everyone Matters". Mr. Roy Agustinus Gunara, Managing Director, together with

other executives, was present to lead the team visiting micro business customers at Yingcharoen Market: Saphan Mai-Don Muang.

**38** **November 16, 2018**  
The Thai Credit Retail Bank PCL. organised a basic financial and e-transaction training session under the "Smart Micro Customer: Hardworking, Savings with Discipline Season 2" project for micro business customers in the central region at the Park Hotel, Phitsanulok.

**39** **November 20, 2018**  
Thai Credit's Lending Branch Network team organised a talk in Prachuap Khiri Khan on "Business Opportunities in Modern Context", with Mr. Charoensap Aonman, an online marketing expert, as guest speaker for the business strengthening of micro SME owners in the western region.

**40** **November 22-23, 2018**  
Thai Credit's Lending Branch Network team participated in the exhibition to promote business loan for medical professions at the Academic Conference of the Royal College of Orthopaedic Surgeons of Thailand at the Empress Hotel, Chiang Mai.

**41** **December 14, 2018**  
The Thai Credit Retail Bank PCL. organised a basic financial and e-transaction training session under the "Smart Micro Customer: Hardworking, Savings with Discipline Season 2" project for micro business customers in the Rangsit area at the Asia Airport Hotel Don Muang, Bangkok.

# Grand Opening Lending Branch 2018



Centralplaza Ladprao Branch



Seacon Srinakarin Branch



Nakhon Nayok Lending Branch



Ronpiboon (Nakhon Si Thammarat) Lending Branch



Na Kae (Nakhon Phanom) Lending Branch

## Grand Opening Full Branch March 8, 2018

Centralplaza Ladprao Branch is the 200<sup>th</sup> branch, located at 1697 Centralplaza Ladprao Department Store, Room No. 231/2, 2<sup>nd</sup> Floor, Phahon Yothin Road, Chatuchak, Chatuchak District, Bangkok

## May 8, 2018

Seacon Srinakarin Branch is the 233<sup>rd</sup> branch, located at 55 Seacon Square Department Store, Room No. 3057D-2, 3<sup>rd</sup> Floor, Srinakarin Road, Nongbon, Prawet District, Bangkok

## Grand Opening Lending Branch February 13, 2018

Nakhon Nayok Lending Branch is the 183<sup>rd</sup> branch, located at 74/142 Moo 7, Ban Yai, Mueang Nakhon Nayok District, Nakhon Nayok

Phanat Nikhom (Chonburi) Lending Branch is the 184<sup>th</sup> branch, located at 25/5 Jaruworn Road, Phanat Nikhom, Phanat Nikhom District, Chon Buri

Trat Lending Branch is the 185<sup>th</sup> branch, located at 14 Thoet Charat Road, Bang Phra, Mueang Trat District, Trat

Nakhonloug (Ayutthaya) Lending Branch is the 186<sup>th</sup> branch, located at 84/16 Moo 4, Nakhon Loung, Nakhon Loung District, Phra Nakhon Si Ayutthaya

Banphaeo (Samutsakhon) Lending Branch is the 187<sup>th</sup> branch, located at 345/6 Moo 1, Lak Sam, Ban Phaeo District, Samut Sakhon

Lamphun Lending Branch is the 188<sup>th</sup> branch, located at 182/2 Moo 5, Wiang Yong, Mueang Lamphun District, Lamphun

Sukhothai Lending Branch is the 189<sup>th</sup> branch, located at 19/1 Singhawat Road, Thani, Mueang Sukhothai District, Sukhothai

Ronpiboon (Nakhon Si Thammarat) Lending Branch is the 190<sup>th</sup> branch, located at 241/2 Moo 9, Phetkasem Road, Hin Tok, Ron Phibun District, Nakhon Si Thammarat

Kanchanadit (Surat Thani) Lending Branch is the 191<sup>st</sup> branch, located at 210/6 Moo 1, Kadae, Kanchanadit District, Surat Thani

Na Kae (Nakhon Phanom) Lending Branch is the 192<sup>nd</sup> branch, located at 600/4 Moo 8, Na Kae, Na Kae District, Nakhon Phanom

Amnat Charoen Lending Branch is the 193<sup>rd</sup> branch, located at 560/2 Moo 13, Bung, Mueang Amnat Charoen District, Amnat Charoen





Songpeenong (Suphanburi) Lending Branch



Ban Bung (Chonburi) Lending Branch



Phon (Khon Kaen) Lending Branch



Don Hua Roh (Chonburi) Lending Branch



Yasothon Lending Branch



Satun Lending Branch

Thanon Kasikon Thung Sang (Khon Kaen) Lending Branch is the 194<sup>th</sup> branch, located at 279/27 Moo 13, Kasikon Thung Sang Road, Nai Mueang, Mueang Khon Kaen District, Khon Kaen

Phra Khanong Lending Branch is the 195<sup>th</sup> branch, located at 28/1, Sukhumvit 71 Road, Phra Khanong Nuea, Watthana, Bangkok

**March 5, 2018**

Ban Bung (Chonburi) Lending Branch is the 201<sup>st</sup> branch, located at 8 Witoon Damri Road, Ban Bueng, Ban Bueng District, Chon Buri

Nikhompattana (Rayong) Lending Branch is the 202<sup>nd</sup> branch, located at 239/22 Moo 1, Nikhompattana, Nikhompattana District, Rayong

Photharam (Ratchaburi) Lending Branch is the 203<sup>rd</sup> branch, located at 99/3 Photharam -Ban Lueak Road, Photharam, Photharam District, Ratchaburi

Songpeenong (Suphanburi) Lending Branch is the 204<sup>th</sup> branch, located at 90/15 Bangli-Nongwanpriang Road, Songpeenong, Songpeenong District, Suphan Buri

Lom Sak (Phetchabun) Lending Branch is the 205<sup>th</sup> branch, located at 124/24 Kochaseni Road, Lom Sak, Lom Sak District, Phetchabun

Bueng Sam Phan (Phetchabun) Lending Branch is the 206<sup>th</sup> branch, located at 121/34 Sup Samo Thot, Bueng Sam Phan District, Phetchabun

Chalong Junction (Phuket) Lending Branch is the 207<sup>th</sup> branch, located at 26/152 Moo 9, Chalong, Mueang Phuket District, Phuket

Chandee (Nakhon Si Thammarat) Lending Branch is the 208<sup>th</sup> branch, located at 450/1 Moo 3, Chandee, Chawang District, Nakhon Si Thammarat

Nakhon Phanom Lending Branch is the 209<sup>th</sup> branch, located at 130/1 Nittayo Road, Nai Mueang, Meuang Nakhon Phanom District, Nakhon Phanom

Phon (Khon Kaen) Lending Branch is the 210<sup>th</sup> branch, located at 127/1 Mittraphap Road, Mueang Phon, Phon District, Khon Kaen

Pak Thong Chai (Nakhon Ratchasima) Lending Branch is the 211<sup>th</sup> branch, located at 260/2 Moo 12, Mueang Pak, Pak Thong Chai District, Nakhon Ratchasima

O Ngoen Market Lending Branch is the 212<sup>th</sup> branch, located at 49/765 Sukhaphiban 5 Road Soi 45, O Ngoen, Sai Mai District, Bangkok

Phraya Suren Lending Branch is the 213<sup>th</sup> branch, located at 785 Phraya Suren Road, Bang Chan, Khlong Sam Wa District, Bangkok

**March 7, 2018**

Huai Khwang Lending Branch is the 214<sup>th</sup> branch, located at 1998/4-5 Pracha Songkhro Road, Din Daeng, Din Daeng District, Bangkok

**April 5, 2018**

Don Hua Roh (Chonburi) Lending Branch is the 220<sup>th</sup> branch, located at 87/35 Moo 5, Don Hua Lo, Mueang Chon Buri District, Chon Buri





Lamphun Lending Branch



Banchang (Rayong) Lending Branch



Nakhonchai (Nakhonpathom) Lending Branch



Phang Khon (Sakon Nakhon) Lending Branch



Sukhothai Lending Branch



Thung Yai (Nakhon Si Thammarat) Lending Branch



Kaeng Khro (Chaiyaphum) Lending Branch

Nongkhae (Saraburi) Lending Branch is the 221<sup>st</sup> branch, located at 93/14 Sethasamphan Road, Nong Khae, Nong Khae District, Saraburi

Khoksamrong (Lopburi) Lending Branch is the 222<sup>nd</sup> branch, located at 16 Prachavithi Road, Khok Samrong, Khok Samrong District, Lop Buri

Mae Rim (Chiang Mai) Lending Branch is the 223<sup>rd</sup> branch, located at 399/93 Moo 1, Rim Tai, Mae Rim District, Chiang Mai

Satun Lending Branch is the 225<sup>th</sup> branch, located at 30/12 Satun Thani Road, Phiman, Mueang Satun District, Satun

Yasothon Lending Branch is the 226<sup>th</sup> branch, located at 361 Witthaya Thamrong Road, Nai Mueang, Mueang Yasothon District, Yasothon

**April 10, 2018**

Nonghoi (Chiang Mai) Lending Branch is the 224<sup>th</sup> branch, located at 332/3 Lamphun Road, Wat Ket, Mueang Chiang Mai District, Chiang Mai

Tha Sae (Chumphon) Lending Branch is the 227<sup>th</sup> branch, located at 270/2 Moo 6, Phetkasem-Tha Sae Road (left side), Tha Sae, Tha Sae District, Chumphon

Nong Bua Lamphu Lending Branch is the 228<sup>th</sup> branch, located at 102/1 Moo 10, Udon Thani-Loei Road, Lamphu, Mueang Nong Bua Lamphu District, Nong Bua Lamphu

**May 7, 2018**

Muak Lek (Saraburi) Lending Branch is the 234<sup>th</sup> branch, located at 168/25 Moo 3, Muak Lek, Muak Lek District, Saraburi

Tha Maka (Kanchanaburi) Lending Branch is the 235<sup>th</sup> branch, located at 269/7 Sangchuto Road, Tha Ruea, Tha Maka District, Kanchanaburi

Fang (Chiang Mai) Lending Branch is the 236<sup>th</sup> branch, located at 661/1 Moo 3, Wiang, Fang District, Chiang Mai

Thoeng (Chiang Rai) Lending Branch is the 237<sup>th</sup> branch, located at 193/1 Moo 1, Wiang, Thoeng District, Chiang Rai

Chon Dan (Phetchabun) Lending Branch is the 238<sup>th</sup> branch, located at 78 Moo 12, Chon Daen, Chon Daen District, Phetchabun

Det Udom (Ubon Ratchathani) Lending Branch is the 239<sup>th</sup> branch, located at 904 Moo 24, Muangdet, Det Udom District, Ubon Ratchathani

Phayakkhaphum Phisai (Maha Sarakham) Lending Branch is the 240<sup>th</sup> branch, located at 30 Moo 1, Palan, Phayakkhaphum Phisai District, Maha Sarakham

Phang Nga Lending Branch is the 241<sup>st</sup> branch, located at 202/1 Phetkasem Road, Thai Chang, Mueang Phangnga District, Phangnga

**May 11, 2018**

Chaiya (Surat Thani) Lending Branch is the 242<sup>nd</sup> branch, located at 560/2 Moo 1, Talat Chaiya, Chaiya District, Surat Thani

**May 14, 2018**

Banchang (Rayong) Lending Branch is the 243<sup>rd</sup> branch, located at 50/15 Moo 5, Ban Chang, Ban Chang District, Rayong

Phanomsarakham (Chachoengsao) Lending Branch is the 244<sup>th</sup> branch, located at 1147/32 Moo 1, Phanom Sarakham, Phanom Sarakham District, Chachoengsao

**May 30, 2018**

Nakhonchaisi (Nakhonpathom) Lending Branch is the 247<sup>th</sup> branch, located at 97/19 Moo 2, Bang Krabao, Nakhon Chai Si District, Nakhon Pathom

**June 8, 2018**

Pattananikhom (Lopburi) Lending Branch is the 248<sup>th</sup> branch, located at 162/14 Moo 1, Dilang, Pattana Nikhom District, Lop Buri

Ta Phan Hin (Phichit) Lending Branch is the 249<sup>th</sup> branch, located at 1 Santipalaram Road, Ta Phan Hin, Ta Phan Hin District, Phichit

Koh Kha (Lampang) Lending Branch is the 250<sup>th</sup> branch, located at 291/1 Moo 7, Sala, Koh Kha District, Lampang

Kaeng Khro (Chaiyaphum) Lending Branch is the 251<sup>st</sup> branch, located at 456/3 Moo 9, Chong Sam Mo, Kaeng Khro District, Chaiyaphum

Phang Khon (Sakon Nakhon) Lending Branch is the 252<sup>nd</sup> branch, located at 56/12 Moo 1, Phang Khon, Phang Khon District, Sakon Nakhon

Thung Yai (Nakhon Si Thammarat) Lending Branch is the 253<sup>rd</sup> branch, located at 112/2 Moo 2, Lak Chang Road, Tha Yang, Thung Yai District, Nakhon Si Thammarat

**June 15, 2018**

Sena (Ayutthaya) Lending Branch is the 256<sup>th</sup> branch, located at 401/1 Thaksin Sena Road (Ko), Sena, Sena District, Phra Nakhon Si Ayutthaya

Kabin Buri (Prachin Buri) Lending Branch is the 257<sup>th</sup> branch, located at 1051 Moo 8, Mueang Kao, Kabin Buri District, Prachin Buri

Sawankhalok (Sukhothai) Lending Branch is the 258<sup>th</sup> branch, located at 92/9 Jarod Withi Thong Road, Mueang Sawankhalok, Sawankhalok District, Sukhothai

**June 28, 2018**

Thayang (Phetchaburi) Lending Branch is the 261<sup>st</sup> branch, located at 286/1 Moo 1, Thayang, Thayang District, Phetchaburi



Kabin Buri (Prachin Buri) Lending Branch

Noen Plab Wan (Pattaya) Lending Branch is the 262<sup>nd</sup> branch, located at 42/230 Moo 5, Nong Prue, Banglamung District, Chon Buri

**July 9, 2018**

Phan Thong (Chonburi) Lending Branch is the 259<sup>th</sup> branch, located at 1/2 Moo 3, Phan Thong, Phan Thong District, Chon Buri

Banphe (Rayong) Lending Branch is the 267<sup>th</sup> branch, located at 207/5 Moo 2, Phe, Mueang Rayong District, Rayong

Sawi (Chumphon) Lending Branch is the 268<sup>th</sup> branch, located at 24/3 Moo 5, Na Pho, Sawi District, Chumphon

Salokbat (Kamphaeng Phet) Lending Branch is the 269<sup>th</sup> branch, located at 1497/1 Moo 1, Salok Bat, Khanu Worlaksaburi District, Kamphaeng Phet

Kanthalak (Sisaket) Lending Branch is the 271<sup>st</sup> branch, located at 62/1 Moo 2, Nam Om, Kanthalak District, Si Sa Ket

Damnoensaduak (Ratchaburi) Lending Branch is the 272<sup>nd</sup> branch, located at 277/4 Moo 8, Damnoen Saduak, Damnoen Saduak District, Ratchaburi

**July 13, 2018**

Nang Rong (Buri Ram) Lending Branch is the 275<sup>th</sup> branch, located at 214/7 Pracha Santi Suk Road, Nang Rong, Nang Rong District, Buri Ram

**July 20, 2018**

Hueysaton (Chanthaburi) Lending Branch is the 278<sup>th</sup> branch, located at 247 Moo 3, Thung Bencha, Tha Mai District, Chanthaburi

**July 23, 2018**

U-Thong (Suphanburi) Lending Branch is the 286<sup>th</sup> branch, located at 732 Moo 6, U-Thong, U-Thong District, Suphan Buri

**July 26, 2018**

Warin Chamrap (Ubon Ratchathani) Lending Branch is the 285<sup>th</sup> branch, located at 102/6 Sathon Mark Road, Warin Chamrap, Warin Chamrap District, Ubon Ratchathani

**August 6, 2018**

Chiangkham (Phayao) Lending Branch is the 290<sup>th</sup> branch, located at 85/2 Moo 15, Yuan, Chiang Kham District, Phayao

**August 21, 2018**

Sadao (Songkhla) Lending Branch is the 296<sup>th</sup> branch, located at 42 Ruamchai Road, Sadao, Sadao District, Songkhla

**August 24, 2018**

Ladyao (Nakhonsawan) Lending Branch is the 298<sup>th</sup> branch, located at 80 Moo 6, Lat Yao, Lat Yao District, Nakhon Sawan

**August 27, 2018**

Takuapa (Phangnga) Lending Branch is the 295<sup>th</sup> branch, located at 6/51 Moo 2, Bang Nai Si, Takua Pa District, Phangnga

Donjadee (Suphanburi) Lending Branch is the 300<sup>th</sup> branch, located at 999/110 Moo 5, Don Chedi, Don Chedi District, Suphan Buri

**September 17, 2018**

Kuiburi (Prachuap Khiri Khan) Lending Branch is the 307<sup>th</sup> branch, located at 235/44 Moo 1, Kui Buri, Kui Buri District, Prachuap Khiri Khan

Paktho (Ratchaburi) Lending Branch is the 308<sup>th</sup> branch, located at 562/22 Moo 1, Pak Tho, Pak Tho District, Ratchaburi





Ruamphoetpon Market (Nakhon Si Thammarat) Nano Credit Kiosk



Amnat Bansam Market Pa Sang (Lamphun) Nano Credit Kiosk



Ruam Namjai Chao Klang Dong Market (Nakhon Ratchasima) Nano Credit Kiosk



Loeng Nok Tha (Yasothon) Nano Credit Kiosk

**Grand Opening Nano Credit Kiosk**

**January 26, 2018**

Siriraj is the 182<sup>nd</sup> branch, located at 839/1-2 Arun Amarin Road, Siriraj, Bangkok-noi District, Bangkok

**February 26, 2018**

Sanam Luang 2 Market is the 196<sup>th</sup> branch, located at 195/1 Moo 1, Rattaprasa Market Building, Thawi Watthana, Thawi Watthana District, Bangkok

Hang Chat (Lampang) is the 197<sup>th</sup> branch, located at 103/2 Moo 1, Hang Chat, Hang Chat District, Lampang

Tha Ruea Market (Ayutthaya) is the 198<sup>th</sup> branch, located at 433/4 Liab Maenam Pa Sak Road, Tha Ruea, Tha Ruea District, Phra Nakhon Si Ayutthaya

Ruamphoetpon Market (Nakhon Si Thammarat) is the 199<sup>th</sup> branch, located at 2/29 Moo 1 Karom Road, Pho Sadet, Mueang Nakhon Si Thammarat District, Nakhon Si Thammarat

**March 19, 2018**

Chumchon Market is the 215<sup>th</sup> branch, located at 17/1 Moo 8, Lam Pho, Bang Bua Thong District, Nonthaburi

Phatthanakan Market is the 216<sup>th</sup> branch, located at 174 Soi Phatthanakan 70, Prawet, Prawet District, Bangkok

Thai Somboon Market is the 217<sup>th</sup> branch, located at 58 Moo 4, Khlong Sam, Khlong Luang District, Pathum Thani

Save Center Market is the 218<sup>th</sup> branch, located at 42/30-42/34 Moo 18, Boromarajajonani Road, Sala Thammasop, Thawi Watthana District, Bangkok

**March 28, 2018**

Sri Tha Kham Market (Surat Thani) is the 219<sup>th</sup> branch, located at 37/18 Chulachomklao Road, Tha Kham, Phunphin District, Surat Thani

**April 25, 2018**

Muban Nakkhila Laemthong is the 229<sup>th</sup> branch, located at 45 Nakkhila Laemthong Road, Thap Chang, Saphan Sung District, Bangkok

**April 27, 2018**

Sahakorn Karn Kaset Ban Lat Market (Phetchaburi) is the 230<sup>th</sup> branch, located at 91 Moo 7, Ban Lat, Ban Lat District, Phetchaburi

Ban Thum (Khonkaen) is the 231<sup>st</sup> branch, located at 134/5 Moo 10, Ban Thum, Mueang Khon Kaen District, Khon Kaen

**April 30, 2018**

Uea Aree Market Lamae (Chumphon) is the 232<sup>nd</sup> branch, located at 186 Moo 7, Lamae, Lamae District, Chumphon

**May 21, 2018**

Khlung (Chanthaburi) is the 245<sup>th</sup> branch, located at 175/4 Thetsaban Sai 5 Road, Khlung, Khlung District, Chanthaburi

Klang Wiang Market (Chiang Rai) is the 246<sup>th</sup> branch, located at 428 Moo 1, Wiang Chai, Wiang Chai District, Chiang Rai

**June 8, 2018**

Talad Mai Rewadee is the 254<sup>th</sup> branch, located at 543/34 Rewadee Road, Talad Khwan, Mueang Nonthaburi District, Nonthaburi

**June 15, 2018**

Amnat Bansam Market Pa Sang (Lamphun) is the 255<sup>th</sup> branch, located at 109 Moo 2, Muang Noi, Pa Sang District, Lamphun

**June 28, 2018**

Sean Tung (Trat) is the 260<sup>th</sup> branch, located at 426/7 Moo 1, Saen Tung, Khao Saming District, Trat

Loeng Nok Tha (Yasothon) is the 263<sup>rd</sup> branch, located at 590 Moo 13, Sam Yaek, Loeng Nok Tha District, Yasothon

Sawang Daen Din (Sakon Nakhon) is the 264<sup>th</sup> branch, located at Community Market Building, Sawang Daen Din Sub District Municipality (opposite the old airport), Room 13, Moo 1, Phromsiri Road, Sawang Daen Din, Sawang Daen Din District, Sakon Nakhon



**June 29, 2018**

Ruam Namjai Chao Klang Dong Market (Nakhon Ratchasima) is the 265<sup>th</sup> branch, located at 99/24 Moo 3, Klang Dong, Pak Chong District, Nakhon Ratchasima

Khunphaen Market (Nakhonpathom) is the 266<sup>th</sup> branch, located at 29/49 Moo 1, Tha Talad, Sam Phran District, Nakhon Pathom

**July 9, 2018**

Serm Suk Market (Trang) is the 270<sup>th</sup> branch, located at 485 Phetkasem Road, Huai Yod, Huai Yod District, Trang

Lamai Market Samui (Surat Thani) is the 273<sup>rd</sup> branch, located at 136/32 Moo 4, Maret, Koh Samui District, Surat Thani

**July 13, 2018**

Srisophon 2 Market Sam Ngam (Phichit) is the 274<sup>th</sup> branch, located at 354 Moo 13, Sam Ngam, Sam Ngam District, Phichit

**July 20, 2018**

Tha Mai (Chanthaburi) is the 276<sup>th</sup> branch, located at 26 Thetsaban Sai 9 Road, Tha Mai, Tha Mai District, Chanthaburi

Khanom (Nakhon Si Thammarat) is the 277<sup>th</sup> branch, located at 194/2 Moo 1, Khanom, Khanom District, Nakhon Si Thammarat

**July 23, 2018**

Tha Bo (Nong Khai) is the 279<sup>th</sup> branch, located at 367/3 Moo 5, Tha Bo, Tha Bo District, Nong Khai

Kumphawapi (Udon Thani) is the 280<sup>th</sup> branch, located at 396/1 Moo 13 Chae Lae Road, Kumphawapi, Kumphawapi District, Udon Thani

Wangthong Samakee Market (Phitsanulok) is the 281<sup>st</sup> branch, located at 504/5 Moo 1, Wangthong, Wangthong District, Phitsanulok

**July 26, 2018**

Wang Nam Yen (Sa Kaeo) is the 283<sup>rd</sup> branch, located at 220/4 Moo 1, Wang Nam Yen, Wang Nam Yen District, Sa Kaeo

Yan Ta Khao (Trang) is the 284<sup>th</sup> branch, located at 61 Moo 1, Trang-Palian Road, Yan Ta Khao, Yan Ta Khao District, Trang

Phu Khiao (Chaiya Phum) is the 287<sup>th</sup> branch, located at 81/2 Moo 1, Phak Pang, Phu Khiao District, Chaiyaphum

**July 31, 2018**

Taweeporn Market (Rayong) is the 288<sup>th</sup> branch, located at 910 Moo 5, Khao Khansong, Si Racha District, Chon Buri

Phan (Chiang Rai) is the 289<sup>th</sup> branch, located at 852 Moo 1, Mueang Phan, Phan District, Chiang Rai

**August 10, 2018**

Ban Na (Nakhon Nayok) is the 292<sup>nd</sup> branch, located at 88/1 Moo 5, Ban Na District, Nakhon Nayok

Luk Kae (Kanchanaburi) is the 293<sup>rd</sup> branch, located at 20 Moo 6, Don Khamin, Tha Maka District, Kanchanaburi

Selaphum (Roi Et) is the 294<sup>th</sup> branch, located at 100 Moo 1, Khwan Mueang, Selaphum District, Roi Et

**August 16, 2018**

Rattaphum (Hat Yai) is the 282<sup>nd</sup> branch, located at 226 Moo 1, Kamphaeng Phet, Rattaphum District, Songkhla

**August 20, 2018**

Ao Luek (Krabi) is the 291<sup>st</sup> branch, located at 117/1 Moo 2, Ao Luek Nuea, Ao Luek District, Krabi

**August 21, 2018**

Somwang Market (Kamphaeng Phet) is the 297<sup>th</sup> branch, located at 23/1 Moo 12, Pa Phutsa, Khanu Woralak saburi District, Kamphaeng Phet

**August 27, 2018**

Somporn Market (Phatthalung) is the 299<sup>th</sup> branch, located at 92/2 Moo 1, Mae Khari, Tamot District, Phatthalung

Hua Tha Le (Nakhon Ratchasima) is the 301<sup>st</sup> branch, located at 296 Moo 3, Phetmatukhla Road, Hua Thale, Mueang Nakhon Ratchasima District, Nakhon Ratchasima

**August 31, 2018**

Bo Thong (Chonburi) is the 302<sup>nd</sup> branch, located at 99/161 Moo 1, Bo Thong, Bo Thong District, Chon Buri

Bankhai (Rayong) is the 303<sup>rd</sup> branch, located at 130/5 Moo 2, Thetsaban 2 Road, Ban Khai, Ban Khai District, Rayong

Kan Khe Ha (Saraburi) is the 304<sup>th</sup> branch, located at 789/632 Phahon Yothin Road, Pak Phrao, Mueang Saraburi District, Saraburi

Thai Rung Thip Market (Samutprakan) is the 305<sup>th</sup> branch, located at 536/1 Moo 11, Khlong Dan, Bang Bo District, Samut Prakan

Ratthammaphon Market (Phitsanulok) is the 306<sup>th</sup> branch, located at 569/3 Moo 7, Bang Rakam, Bang Rakam District, Phitsanulok

**September 17, 2018**

Phanomthuan (Kanchanaburi) is the 309<sup>th</sup> branch, located at 5 Moo 2, Phanom Thuan, Phanom Thuan District, Kanchanaburi

Sikhoraphum (Surin) is the 310<sup>th</sup> branch, located at 137-138 Moo 2, Ra Ngaeng, Sikhoraphum District, Surin

Lam Plai Mat (Buriram) is the 311<sup>th</sup> branch, located at 771 Moo 9, Lam Plai Mat, Lam Plai Mat District, Buri Ram

Yang Talat (Kalasin) is the 312<sup>th</sup> branch, located at 448 Moo 1, Yang Talat, Yang Talat District, Kalasin

**September 28, 2018**

Si Yaek Wang Si Sup (Uttaradit) is the 313<sup>th</sup> branch, located at 7/15 Moo 2, Ngio Ngam, Mueang Uttaradit District, Uttaradit

Bang Phra Market (Chonburi) is the 314<sup>th</sup> branch, located at 54/4 Moo 2, Bang Phra, Si Racha District, Chon Buri

Sung Men (Phrae) is the 315<sup>th</sup> branch, located at 2/11 Moo 4, Don Mun, Sung Men District, Phrae

Nong Chak (Chonburi) is the 316<sup>th</sup> branch, located at 1/19 Moo 3, Nong Chak, Ban Bueng District, Chon Buri

Khun Han (Sisaket) is the 317<sup>th</sup> branch, located at 25 Moo 12, Sukhapiban 1 Road, Si, Khun Han District, Si Sa Ket

Wat Nong Ket Noi Market (Pattaya) is the 318<sup>th</sup> branch, located at 36/11 Moo 6, Nong Pla Lai, Banglamung District, Chon Buri

Kanthararom (Sisaket) is the 319<sup>th</sup> branch, located at 74/16 Moo 13, Dun, Kanthararom District, Si Sa Ket

Maeju Market (Suphanburi) is the 320<sup>th</sup> branch, located at 705 Moo 2, Sam Chuk, Sam Chuk District, Suphan Buri

Phop Phra (Tak) is the 321<sup>st</sup> branch, located at 22/6 Moo 15, Chong Khaep, Phop Phra District, Tak

# People Branding

With our business goal of being the brand of choice for our micro segment, a comprehensive understanding in our customers has become the heart of all principles behind our vision and mission.

The Thai Credit Retail Bank Public Company Limited has always been committed to offer financial products that meet the needs with the understanding that customer’s satisfaction can only be achieved by having knowledgeable Relationship Managers (RMs) with expertise in providing a professional and passionate service.

Our mission is to be the best financial service provider to our micro segment customers nationwide. We offer products and services with credibility, flexibility and speed to respond to the needs of our customers. We believe in building strength and sustainability from within. Our employees are the key drivers who directly communicate our quality products and services to customers through advertising, public relations, CSR and marketing activities at our branches. Apart from staff training for their fully enhanced performance and delivery of utmost satisfaction, we also encourage them to work with “passion”. This incorporates with the Bank’s culture under “People Branding” program in order to drive our people towards shared direction and goal which includes:

1. Reaching out to customers and provide the banking experiences comprehensively.
2. Acknowledging our mission.
3. Valuing and respecting every individual.
4. Simplifying any complexity.
5. Flexible and alternating for new options.

01 Reaching out to customers and provide the banking experiences comprehensively



02 Acknowledging our mission



03 Valuing and respecting every individual



04 Simplifying any complexity



05 Flexible and alternating for new options



## Corporate Social Responsibility (CSR)

Over the past 11 years, The Thai Credit Retail Bank Public Company Limited has operated under the principles of good governance with honesty, transparency and as part of the community

the Bank is well-committed to corporate social responsibility (CSR) in order to build a strong foundation and sustainable growth in order to establish a good long-term relationship with the community. One of the Bank's CSR initiatives is the Thai Credit Kit for Society Project by undertaking different aspects of social responsibilities with an emphasis on Youth's education, community development to uplift the standard of living of micro business customers. All are the attempt to increase opportunity and social equality, according to the TVC called "No one sees, we see" under the Bank's concept of "Everyone Matters".

### Education

#### 1. "Smart Micro Customer: Hardworking, Savings with Discipline"

With the glorious success of all the training programs in 2017 which principally educated the small business owners in basic financial management including financial discipline, basic accounting and savings, the Bank has continued this into 2018. Apart from basic financial management, there has been additional provision on the e-transaction knowledge such as QR code payment and PromptPay service. This is to enable the small business owners to improve, expand and develop their business to be well-prepared for the cashless society. The project was organised for 12 times in 11 provinces, namely Bangkok, Khon Kaen, Phetchaburi, Songkhla, Chiang Rai, Rayong, Udon Thani, Kanchanaburi, Surat Thani, Phitsanulok and Chanthaburi.

#### 2. "Nurturing the Apple from Under the Tree" Project

Given its priority in youth education who are the important force in the future development of the country, the Bank continued the campaign of "Nurturing the Apple from Under the Tree" for the second year. The purpose of this campaign is to support the education of the

micro business owners' children who are outstanding in academic and behaviour but lack of financial resources. We organised the national writing competition award with prizes worth one million baht for students ranging from elementary to undergraduate level under the topic of "My hero is in the market", intentionally to encourage them to realise the value of hard work and being merchants.

#### 3. "Savings for Life" Project

As a member of CSR Club of the Thai Bankers' Association, the Bank is part of the cooperation with the Council of the Child Development Organisation under the Royal Patronage of HRH Princess Maha Chakri Sirindhorn with additional support from other organisations in the country. The project "Savings for Life" has been continuously operating since 2014-2015 (1<sup>st</sup> year project) until present to provide knowledge on personal financial management and discipline for the development of the undergraduate leaders in selected institutions in Nakhon Pathom so that they can make the changes in their community.







#### **4. Car Donation for Educational Support**

The Bank donated a car worth 461,000 baht to the automotive laboratory of the Mechanical Engineering Faculty, King Mongkut's Institute of Technology Ladkrabang, for its research and teaching in automotive engineering and technology via the study of the car's auto parts.

#### **5. Donation for Students of Ban Na Isan Thai Border Patrol Police School**

Thai Credit employees donated money for the purchase of necessities such as plastic chairs, mattress for kindergarten students, food and ingredients for school lunch and stationary to be given to the students of Ban Na Isan Thai Border Patrol Police School in Sanam Chaikhet District, Chachoengsao. Volunteer employees also travelled to the area to participate in school landscape improvement and luncheon activities.

#### **6. Gifts for Kids on National Children's Day 2018**

The Bank presented stationary gifts to the students of Wat Pan Prasit Tharam School, under Samut Prakarn Education Area Office 2, on National Children's Day 2018 for their educational and recreational use.

### **Social**

#### **7. Basic Banking Account**

We are one of the commercial banks offering basic banking service with no specified minimum balance for opening and maintaining the account. Exemption of application and annual fees for the ATM card tied to the account is also applied for those who have limited income and are registered under the Government Welfare Programme as well as the senior customers. This is to be in line with the 5-year-Thailand banking industry strategic plan (2015-2020) of the Thai Bankers' Association which promotes every sector's access to finance for a sustainable economic growth.

#### **8. Volunteer for Mangrove Forest Planting and Beach Clean-up**

Small business team visited Ban Laem Chabang Mangrove Forest, Chonburi to help with mangrove seedlings planting and beach clean-up activities before presenting the scholarship to the students of Laem Chabang Municipality School 3 for their better life and well-being.

#### **9. Charity Concert by Rotary Club of Bangkok**

The Bank donated 50,000 baht to the Charity Concert by Rotary Club of Bangkok held on April 26, 2018, at Grand Ballroom, Grand Hyatt Erawan Hotel, Bangkok.

### **Religion**

#### **10. Kathin Ceremony by National Credit Bureau**

The Bank donated 3,000 baht for the Kathin ceremony hosted by the National Credit Bureau for the offering to Wang Salika Temple, Nong Krathum, Thap Than District, Uthai Thani on November 4, 2018.

#### **11. Royal Kathin Ceremony with the Ministry of Justice**

The Bank donated 5,000 baht for the co-hosting of the Royal Kathin Ceremony 2018 with the Ministry of Justice. The Kathin robe was offered to the Royal Temple of Wat Chin Wararam Worawiharn, Bang Kayang, Muang District, Pathum Thani on November 16, 2018.

#### **12. Royal Kathin Ceremony with Office of Insurance Commission**

The Bank donated 5,000 baht for the co-hosting of the Royal Kathin Ceremony with the Office of Insurance Commission with the Kathin robe offered to Wat Sena Sanaram, Hua Ror, Phra Nakhon Si Ayutthaya District, Phra Nakhon Si Ayutthaya on November 19, 2018.

# Management Discussion and Analysis

## Thailand Economy in 2018 and the Outlook for 2019<sup>1/</sup>

### Overview of 2018 Thailand Economy

Thailand economy showed a strong growth of 4.1% in 2018, compared to 4.0% in 2017 mainly due to an increase in private consumption and investment in the private sector. The growth was also related to the increase in employment and household income in agricultural sector from higher agricultural productivity. The expansion of private consumption expenditure was supported by government measures to support low income group while the growth in private investment continued to be supported by investment from public sector. A number of tourists also continued increasing. Export growth was seen slowing due to the US trade barrier and trade partners' stagnant growth.

In terms of domestic economic stability, the inflation rate during 2018 was at 1.1% following the direction of global crude oil price and the increase in domestic demand. Risk factors particularly from the impact of US-China trade war and fluctuation in the global financial market need to be closely monitored.

### Thailand Economic Outlook for 2019

Growth is projected between 3.5% and 4.5% with the growth in household expenditure being the major driving

force. In addition, overall investment in both public and private sectors as well as tourism are expected to generally improve. Meanwhile, the global trade and economic expansion continue to support export growth which is projected at 4.1%. Private consumption and investment are also expected to grow at 4.2% and 5.1% respectively. Inflation rate projection will be around 0.5-1.5%. Rise of a policy interest rate is expected to have a minimal impact on the overall economic recovery as liquidity in financial system remains high. For the banking industry, loan is expected to continuously expand in line with economic direction, while the increase in non-performing loans (NPLs) should be closely monitored.

### Banking Industry

The overall performance in banking sector in 2018 showed a continuous loan growth at 6.0% in line with economic growth. Non-Performing Loans (NPLs) was at 2.93%, an increase from 2.91% last year. The banking industry's net profit also increased due to higher interest income from loan and gain on sales of investments. Return on assets ratio was at 1.11%, an increase from 1.04% in the previous year. The Thai banking system remains stable with high level of loan loss provision, capital fund and liquidity to facilitate further credit expansion

**Table – Thailand Economic Outlook 2018-2019<sup>1/</sup>**

	Actual Data		Projection 2019	
	2017	2018	2018 as of Nov 19	2019 as of Feb 18
GDP (at current price: billion baht)	15,452.0	16,316.4	17,330.1	17,197.5
Per Capita (baht per year)	228,398.4	240,544.9	254,891.8	252,941.6
GDP (at current price: billion USD)	455.3	505.2	525.2	537.4
Per Capita (USD per year)	6,729.8	7,447.2	7,724.0	7,904.4
GDP Growth (CVM, %)	4.0	4.1	3.5 - 4.5	3.5 - 4.5
Gross Fixed Capital Formation (CVM, %) <sup>2/</sup>	1.8	3.8	5.1	5.1
Private (CVM, %)	2.9	3.9	4.7	4.7
Public (CVM, %)	-1.2	3.3	6.2	6.2
Private Consumption (CVM, %)	3.0	4.6	4.2	4.2
Government Consumption (CVM, %)	0.1	1.8	2.2	2.2
Exports Volume of goods & services (%)	5.4	4.2	3.9	3.9
Exports value of goods (billion USD)	235.3	253.4	263.8	263.8
Growth rate (value, %) <sup>3/</sup>	9.8	7.7	4.6	4.1
Growth rate (volume, %) <sup>3/</sup>	6.0	4.2	3.1	3.1
Imports value of goods & services (%)	6.2	8.6	4.2	4.3
Imports value of goods (billion USD)	201.1	229.8	248.9	243.8
Growth rate (value, %) <sup>3/</sup>	13.2	14.3	6.5	6.1
Growth rate (volume, %) <sup>3/</sup>	7.2	8.2	4.5	4.6
Trade Balance (billion USD) <sup>3/</sup>	34.2	23.6	14.9	20.0
Current Account Balance (billion USD)	50.2	37.7	30.7	33.5
Current Account to GDP (%)	11.0	7.4	5.8	6.2
Inflation (%)				
CPI	0.7	1.1	0.7 - 1.7	0.5 - 1.5
GDP Deflator	2.1	1.4	1.5 - 2.5	0.9 - 1.9

Source: Office of the National Economic and Social Development Board, February 18, 2019

Remark: 1/ The data was calculated based on The Revision of National Accounts of Thailand released by NESDB via [www.nesdb.go.th](http://www.nesdb.go.th)

2/ Mutual fund means gross fixed capital formation.

3/ Exports and imports based on the Bank of Thailand's data.



## Analysis of Performance and Financial Status

### Financial Status and Performance in 2018

In 2018, the Bank reported 771 million baht consolidated net profit and 772 million baht bank-only net profit, increased by 240 million baht or 45% from the previous year. The strong performance in 2018 was attributed to increase in net interest income from loan growth and effective cost management.

The Bank recorded outstanding loans of 44,770 million baht or 13% growth driven by 23% growth in core business (Micro SME and Micro Finance) as well as continuous expansion of bank branches. The Bank has opened 136 new lending branches in 2018. As at end of 2018, the Bank had a total of 301 lending branches nationwide.

ROAE and ROAA have increased from 10.70% and 1.26% in 2017 to 13.20% and 1.62% in 2018 respectively.

In addition, the Bank's cost-to-income ratio has been improved as a result of increasing profitability as well as efficiency from effective cost management.

Statement of Profit or Loss	Consolidated financial statement	Bank-only financial statement		Change
	2018	2018	2017	%
Unit: Million Baht				
Interest Income	4,951	4,951	3,953	25.2%
Interest Expenses	901	901	806	11.8%
<b>Net Interest Income</b>	<b>4,050</b>	<b>4,050</b>	<b>3,147</b>	<b>28.7%</b>
Non-Interest Income	184	184	207	-11.1%
<b>Total Operating Income</b>	<b>4,234</b>	<b>4,234</b>	<b>3,354</b>	<b>26.2%</b>
Total Other Operating Expenses	2,416	2,415	1,999	20.8%
Bad Debts, doubtful accounts and Impairment loss	854	854	693	23.2%
<b>Profit from operating before income tax expenses</b>	<b>964</b>	<b>965</b>	<b>662</b>	<b>45.8%</b>
Income tax	193	193	131	47.3%
<b>Net Profit</b>	<b>771</b>	<b>772</b>	<b>531</b>	<b>45.4%</b>
Return on Average Equity (ROAE)	13.20%	13.21%	10.70%	
Return on Average Assets (ROAA)	1.62%	1.62%	1.26%	

**Net Interest Income**

Net Interest Income	Consolidated financial statement	Bank-only financial statement		Change
	2018	2018	2017	%
Unit: Million Baht				
<b>Interest Income</b>	<b>4,951</b>	<b>4,951</b>	<b>3,953</b>	<b>25.2%</b>
- Loans to customers	4,861	4,861	3,869	25.6%
- Interbank and Money Market Items	68	68	46	47.8%
- Investments	22	22	38	-42.1%
<b>Interest Expenses</b>	<b>901</b>	<b>901</b>	<b>806</b>	<b>11.8%</b>
- Deposit	710	710	638	11.3%
- Contributions to Financial Institution Development Fund and Deposit Protection Agency	191	191	168	13.7%
<b>Net Interest Income</b>	<b>4,050</b>	<b>4,050</b>	<b>3,147</b>	<b>28.7%</b>

In 2018, the Bank's net interest income was at 4,050 million baht, an increase of 28.7% from 3,147 million baht last year driven by loan growth of 13% as well as higher proportion of high-yield loans.

## Operating Expenses

Operating Expenses	Consolidated financial statement	Bank-only financial statement		Change
	2018	2018	2017	%
Unit: Million Baht				
Employee Expenses	1,625	1,625	1,379	17.8%
Premises and Equipment Expenses	341	341	290	17.6%
Tax and Duties	163	163	126	29.4%
Directors' Remuneration	9	9	10	-10.0%
Other Expenses	278	277	194	42.8%
<b>Total Other Operating Expenses</b>	<b>2,416</b>	<b>2,415</b>	<b>1,999</b>	<b>20.8%</b>
Cost to Income Ratio (%)	57.1%	57.1%	59.6%	

The Bank's operating expenses was at 2,416 million baht, an increase of 20.9% from 1,999 million baht in the previous year. An increase was mainly due to the increase of employees' expense by 17.8% as well as premise and equipment expenses by 17.6% driven by branch expansion. The Bank's cost-to-income ratio has continuously improved to 57.1%, decreased from 59.6% of last year, reflecting a continued emphasis on cost control.

## Bad Debts and Doubtful Account

Bad Debts and Doubtful Account	Consolidated financial statement	Bank-only financial statement		Change
	2018	2018	2017	%
Unit: Million Baht				
Bad Debts and Doubtful Account	837	837	646	29.6%
Loss on Troubled Debt Restructuring	17	17	47	-63.8%
<b>Total</b>	<b>854</b>	<b>854</b>	<b>693</b>	<b>23.2%</b>

The Bank has set aside provision for bad debts and doubtful account of 854 million baht in 2018 or 23.2% increase from the previous year in preparation for loan expansion and prudently accommodating future risk.



As of December 31, 2018, the Bank's total assets reached 50,034 million baht, an increase of 4,804 million baht or 11% from 45,230 million baht in 2017 driven by business growth. Details are as follows:

Statement of Financial Position	Consolidated	Bank-only		Change
	financial statement	financial statement		
	December 31	December 31	December 31	
Unit: Million Baht	2018	2018	2017	%
Cash, Interbank and Market Money Items	4,824	4,824	5,205	-7.3%
Investments, Net	1,533	1,533	1,479	3.7%
Investments in Subsidiaries	-	100	-	-
Loans to Customers	44,770	44,770	39,498	13.3%
Accrued Interest Receivables	242	242	211	14.7%
Less Allowance for Doubtful Account	(2,379)	(2,379)	(1,983)	20.0%
Total Loans to Customers and Accrued Interest Receivables, Net	42,633	42,633	37,726	13.0%
Premises and Equipment, Net	320	320	264	21.2%
Properties for Sale, Net	67	67	64	4.7%
Deferred Tax Assets	185	185	133	39.1%
Other Assets, Net	472	468	359	30.4%
<b>Total Assets</b>	<b>50,034</b>	<b>50,130</b>	<b>45,230</b>	<b>10.8%</b>
Deposits	42,037	42,133	37,877	11.2%
Interbank and Money Market Items	811	811	1,100	-26.3%
Other Liabilities	909	909	751	21.0%
<b>Total Liabilities</b>	<b>43,757</b>	<b>43,853</b>	<b>39,728</b>	<b>10.4%</b>
Paid-up Capital Share	5,000	5,000	5,000	0.0%
Retained Earnings	1,277	1,277	502	154.4%
<b>Total Equity</b>	<b>6,277</b>	<b>6,277</b>	<b>5,502</b>	<b>14.1%</b>
<b>Total Liabilities and Equity</b>	<b>50,034</b>	<b>50,130</b>	<b>45,230</b>	<b>10.8%</b>

**Loans to customers**

As of December 31, 2018, the Bank's loan portfolio amount was 44,770 million baht, an increase of 5,272 million baht or 13% from 39,498 million baht at the end of December 2017 with micro SME and micro finance business being the key contributors to the notable growth.

**Liabilities and Equity**

As of December 31, 2018, the Bank had total liabilities of 43,757 million baht, an increase of 4,029 million baht or 10% from 39,728 million baht in 2017, mainly from an increase in deposits of 11% or 4,160 million baht. The Bank's shareholders' equity was 6,277 million baht, an increase from 5,502 million baht in 2017 by 775 million baht or equivalent to an increase of 14%, resulting mainly from net profit of the year 2018. The Bank's book value per share at the end of 2018 was 12.55 baht (500 million ordinary shares as of December 31, 2018), increased from 11.00 baht at the end of 2017.

**Deposits**

As of December 31, 2018, the Bank had deposits of 42,037 million baht, an increase of 11% from 2017. Loans to deposits ratio was at 106.5%.

**Capital Adequacy Ratio**

Since January 1, 2016, the Bank of Thailand (BOT) has urged all Thai commercial banks to gradually increase and maintain a capital conservation buffer at the rate of 0.625% p.a. until reaching the 2.5% target in 2019 according to Basel III. Thus, minimum regulatory capital adequacy ratio in 2018 was 6.375% for common equity Tier 1 capital, 7.875% for Tier 1 capital and 10.375% for total capital. The Bank's capital adequacy ratio as of December 2018 was strong at 15.13%, comprised of 14.08% Tier 1 capital and 1.05% Tier 2 capital. The Bank maintains the internal capital adequacy assessment in accordance with the criteria and methodology prescribed by the Bank of Thailand to ensure that the capital adequacy is aligned with the risk appetite of the Bank and above the Bank's internal minimum threshold of 13%.

**Non-Performing Assets**

The Bank's NPLs was at 5.70% of the total loans as of December 2018, compared with 5.42% at the end of 2017. Loan loss coverage ratio for 2018 was 94.06%, compared with 93.7% at the end of 2017.

# Risk Management and Risk Factors

## 1) Overview of Risk Management

With the continuing downturn in last year's overall economy, the Bank have been prompted to be careful with the excessive loan growth especially in small business and SMEs customers who are the Bank's main target.

The Bank have given an importance to risk management for SME customers with high credit line by adjusting its loan policy to focus more on small business customers, for the existing customers with high credit line (more than 20 million baht), as well as to review the loan status, business status and other effects from the economy.

In the meantime, the Bank still commit to Quality Loan Growth Policy with relentless skill and loan policy development skills. In 2017, the Bank have restructured its product strategies by reducing credit limit for the purpose of risk distribution and adjusting approval criteria for a more controllable and suitable loan fit for the current picture of the economy while also building the balance between SMEs and nano finance portfolio.

In addition, the significant breakthrough in financial industry is Financial Technology or FinTech revolution which has been adopted to facilitate customers with a more convenient banking services, anytime anywhere. This approach has become more tangible as many financial institutions start to offer new line of products i.e. e-Wallet, QR Code, etc. to customers.

The transformation, however, is likely to increase IT risk and cyber threat. Therefore, last year the Bank set up Cyber Resilience Framework to outline a fitting and effective risk management system as well as build IT risk awareness among its IT staff and system users. Also incorporated was the application of key risk management standard as follows:

- Cyber Resilience Framework, as accepted by international standard and recommended by the Bank of Thailand

- ISO/IEC 27001:2013 based information security management of the customer's computer for BAHTNET system and Imaged Cheque Clearing and Archive System (ICAS)
- Data classification and data management based on significance and levels of risk
- Elevation of customer service via formulation of relevant policy, criteria and guidelines which aims for market conduct management

Along with all above, the Bank's risk oversight plan continues to focus on developing and building strength in the system to applicably and inclusively manage all types of risk while also meeting the challenges of loan quality and business plan. For administration, a strategy for efficiency has been developed with internal organising within the risk management cluster to cover all types of risk - the entire process is supervised by risk management committee and based on good corporate governance. A proper risk management can be ensured by risk reporting and monitoring system, management tools and procedures.

Thai Credit's risk management comprises of four key processes;

1. Risk Identification: Overall, the Bank face seven types of risk – strategic risks, credit risks, liquidity risks, price risks, operational risks, risks related to the policies and regulations of the authorities and risks from economic uncertainty.
2. Risk Measurement: Methods and tools used for measuring risks must be of high quality and sufficient in quantity.
3. Risk Monitoring and Control: The Bank control risks by determining proper "risk tolerance" that conforms to the Bank's operational strategies. In addition, the Bank set "triggers" to raise an alarm when pre-determined target risk levels are reached in order to manage risks in a timely manner.



4. Risk Reporting: This is conducted on a regular basis. The Bank's risk reporting is in a form of a "dashboard" that provides not only detailed data for the operational level but also comprehensive summary for executive level.

## 2) Risk Management Structure

The priority of risk management is to promote quality growth and sustainable profitability of our core businesses. The key strategy for risk management is setting accountable and effective structures for the organisation, the Board of Directors and the various committees. The authority and responsibility of each committee are clearly defined as below:

### Board of Directors

The Board of Directors is responsible for considering and approving the Bank's policy, operational framework, and risk management standards. It also determines the scope and framework for risk management systems and procedures to ensure they meet the standards set by the Bank of Thailand.

### Risk Management Committee

This panel is in charge of developing and overseeing the Bank's risk management policy and program to ensure alignment between the risk management strategy and the operational strategy. The committee also develops frameworks for operations, identification, evaluation, controlling and monitoring risk levels. In addition, it annually reviews and provides comments on all the Bank's policies before proposing them to the Board of Directors for approval.

In addition, the risk management committee also oversees IT risk management following the policy and IT compliance for security and ability to deal with any possible cyber threat. IT risk management is also linked to the Bank's overall risk management. The risk management

committee also monitors other sub-committees, for example, credit committee and security committee.

### Asset and Liability Management Committee

This committee is responsible for managing risks caused by interest rate fluctuations, liquidity issues as well as the use of excess liquidity in the most profitable way. Moreover, the panel supervises the Pricing Committee to minimise risks related to price.

### Audit Committee

The committee is responsible for examining the effectiveness of the Bank's risk management, internal control, internal audit, operational processes and financial reports. This is to ensure that the Bank's operations and management meet the banking standard and comply with regulations governing financial institutions.

### Executive Committee

The panel is responsible for overseeing and managing risks according to the Bank's policy, strategies, work plans and regulations. For example, the committee is authorised by the Board of Directors to approve expenses and operational decisions. The committee is responsible to provide suggestions related to risk management policies before proceeding to seek for the Board's approval.

## 3) Risk Management and Key Risk Factors

### Strategic Risks

Strategic risks are caused by the strategic and operational plans that are poorly executed or fail to respond to changes from internal and external factors which negatively affect the Bank's profitability, capital and operations. Thus, the Board and senior management carefully develop strategies and business plans that are based on the principles of good governance. They also set up internal structures to support the Bank's operational activities

such as organisational management, personnel, budget, information system, control and monitoring systems to ensure the Bank achieve its goals and successfully manage unexpected issues.

The framework of strategic risk management comprises of:

1. Short-term and long-term strategic planning
2. Monitoring the Bank's performance against its business plan
3. Overall assessment which considers both internal and external factors
4. Adjusting the strategic plan to current situations. This is to keep pace with the turnover and the latest situation and to report risk management strategies to senior management and related committees in an effort to build confidence that the various operations are proceeding in accordance with the strategic plan that has been laid out.

### **Credit Risk**

A risk caused by customers or partners failing to meet debt obligation, either due to their financial problem or intentionally defaulting, resulting in bank's incurred loss. Credit risk can occur with all types of financial products; both on balance sheet products such as loans, overdrafts, or bills of exchange; and off-balance sheet products such as letters of guarantee.

The Bank aim to balance loan growth with acceptable risk. Due to the impacts of global and domestic economic crisis, the Bank manage credit risks through careful selection of customers, monitoring the performance of those in high-risk industries facing price volatility - the Bank provide them with financial assistance according to the Bank of Thailand's guidelines and effective debt collection process. Above all, the Bank continue to mitigate credit risk by covering loans with guarantee from Thai Credit Guarantee Corporation (TCG).

Key principles for credit risk management include:

- Create check and balance mechanisms in the loan process by clearly separating the marketing, risk analysis and loan approval functions
- Set risk-based authority according to the risk level of the product and credit skills
- Set standards and underwriting criteria to be used under the product programme framework covering the qualification of target customers, conditions, loan limits, collateral and so on
- Create collateral policies guideline which specifies assets by groups to be used for guaranteeing loans, collateral liquidity and appropriate rates for accepting collateral.

### **Credit Risk – Approval Authority**

The Bank's Board of Directors approves and delegates authority to executives and various committees to carry out business operations such as approving loans and accepting associated risks. Power is delegated through the principle of risk-based authority vested in the individual or committee as follows:

1. Authorised committees including the Board of Directors, the Credit Committee and the Credit Sub-Committee who are empowered to approve loans according to specified criteria
2. Individuals authorised by the Bank to approve loans within a set amount and according to set criteria in order to add flexibility and efficiency to the loan approval process - however, at least two of such individuals must co-sign for approval.

### **Credit Risk – Risk Dashboard**

The Credit Risk Management Department is responsible for regularly presenting the risk dashboard to the Risk Management Committee and the Board of Directors. The dashboard identifies key risk indicators, triggers and action plans that must be taken when a trigger point is tripped.

The risk dashboard contains indicators that include portfolio structure and quality, portfolio diversification, loan loss reserve adequacy ratio and so on. It also includes stress testing on the effectiveness of risk management tools to evaluate its effects on capital funds.

### **Liquidity Risk**

Liquidity Risk occurs when the Bank are unable to meet scheduled liability requirement as a result of an inability to liquidate asset into cash, raise adequate funds or secure funding at proper pricing. This risk has an impact on the Bank's profitability and capital, both at present and in the future.

The Bank have already complied with the new regulatory guidelines on Liquidity Coverage Ratio (LCR) and the Net Stable Funding Ratio (NSFR) to manage the liquidity risk.

The Bank also continue to generate Liquidity Risk Dashboards that identify risk indicators and trigger points used in liquidity monitoring. Each risk indicator comes with an action plan that must be followed when trigger points are tripped. Dashboard reports are regularly presented to the Risk Management Committee and the Board of Directors.

The Bank's liquidity risk management strategy focuses on investment in high quality assets and appropriate risk diversification, both in liquid assets and risk management funding. The Bank developed management action triggers and an early warning system for senior management to deal with any liquidity problems. A contingency funding plan is also established to outline procedures and enhance management efficiency in preparation for market crisis which affects the Bank's liquidity. Meanwhile, a goal in liquidity risk management is set to ensure timely payment for all obligations and good relationship with funding sources for a better access to appropriate finance when needed. This provides

the Bank with liquidity and returns fit for conditions in different periods, with conducts of regular reviews whenever significant changes occur in the environment. The Bank have several liquidity risk monitoring tools such as Liquidity Coverage Ratios (LCR), Loan-to-Deposit (LD), diversification of funding source and Liquidity Gap to monitor regular cash inflow/outflow. The Bank also conduct a Stress Test analysis for those ratios in order to design plan for adequate funding.

The Bank also identify the early warning and risk limit to signal an impending liquidity crisis by defining liquidity risk limits that cover both behavioral and stress scenarios. This can reflect market status and ensure timely response to an unexpected change or crisis.

Furthermore, the Bank have developed Contingency Funding Plan in order to cope with both liquidity crisis and unprecedented situation. The plan is developed to manage several liquidity crisis levels, resulting from level of deposit withdrawal. It also provides comprehensive instruction and identities responsible parties in case of emergency.

In general, the Bank have comparatively low liquidity risk with the liquid coverage ratio (LCR) at 248% while the minimum standard is at 80%. The minimum required liquidity for daily transaction support is maintained at 10% of total deposit. Besides, the Bank's investment portfolio primarily consists of high liquid instruments such as Government bonds or bond guaranteed by the government which is attentively and promptly monitored to insure timely management.

### **Market Risk**

Market Risk is caused by changes in exchange and interest rates as well as fluctuations in the prices of Capital Market Instruments, leading to adverse consequences for the Bank's income and capital.



As a retail bank, the Bank have no transaction related to trading books. The market risk is consequently low. The Bank's loan and deposit portfolio has a good maturity diversification. The investment portfolio mainly comprises of high liquidity bonds such as government or state enterprise bonds. These are made for natural low risk market.

Nevertheless, to manage market risks, the Bank have created the policies for financial transactions and liquidity risk management. The Board of Directors, the Assets and Liabilities Management Committee (ALCO) and the Risk Management Committee are responsible for making policies, managing market risks and reviewing the monthly dashboards. Risk tolerance limits and the early warning system are also utilised to manage market risks.

The Bank constantly refine the structure of its balance sheet to respond to future interest rate direction. It closely monitors interest rate movements and customer behaviours in order to have the most accurate risk assessment within an acceptable range.

For greater security, the Bank conduct risk assessment more frequent to see if changes in asset and liability structures are statistically significant. The Bank conduct a repricing gap analysis to monitor interest rate risks and to evaluate net interest income sensitivity within the next 12 months based on a given 1%-2% interest rate change. Furthermore, the Bank have created a model of demonstrating different interest rate changes in order to maintain the stability of net interest in all cases.

### **Operational Risk**

Operational risk refers to the risk for damage and loss resulted from insufficiency or failure of internal operation procedures, staff, work system, information system as well as external factors which can affect the Bank's operating income and funds. Operational risk also relates

to legal issues such as the risk of getting involved in a lawsuit or being subject to penalty.

Operational risk is considered a significant risk. The Bank have assigned risk management roles and responsibilities for units by three lines of defence as in conformity with the check and balance principles. Segregation of duties is in place among working units in charge of operation, risk management and audit to ensure that the whole risk management process is appropriately and thoroughly overseen and that potential corporate risks are minimised to the lowest or acceptable level. The overall risk management system is conducted under the supervision of the Bank's Board of Directors and committees assigned for each step of the process.

On top of that, the Bank supervise and monitor for a consistent management in the making of operational risk dashboard, alongside other risk reports, which is regularly submitted to the Risk Management Committee and the Board of Directors. Beside the operational risk dashboard, the Bank also have other risk tools as follows:

- Risk and Control Self-Assessment (RCSA) is a tool in which all departments can use to assess risk and evaluate the effectiveness of their risk control mechanisms. The tool helps users to ensure fitting and adequate control of operational risks.
- Key Risk Indicators (KRIs) helps all departments develop risk monitoring and risk reporting. KRIs constitutes an early warning signal to make staff aware of risks at a certain period of time and help all departments identify the causes of the risks leading to the development of preventive measures and/or solutions. KRIs also keeps the Bank alert and be prepared for future risks in order to adjust and prevent them before their actual incurrence and impact.
- Incident and Loss Management (ILM) is conducted by overseeing, monitoring and encouraging all departments to regularly report losses and unusual

incidents caused by operational risks with preciseness, thoroughness and timeliness. The practice can help to reduce adverse impacts on the Bank's performance. The data from the reports can be used to improve the effectiveness of the Bank's operational risk management.

Additionally, the Bank also develop data classification and management based on data significance and risk level. Customer service is elevated with policy, criteria and practices aiming for market conduct and focusing on complaint management and customer relations.

Operational risk management also includes risks caused by uncontrollable external factors. The Bank have drafted a Business Continuity Plan (BCP) which is implemented at its headoffice and all branches. The Bank regularly review and adjust the contingency plan to be ready for the emergencies that might occur in different forms and at heightened level. The setup of replacement alternate site supports the Bank's business expansion and insures continuing service for the customer or business partner or at least near-normal or quickly resumed operations. Regular testing and reviews of BCP have been administered for a pragmatic and effective implementation.

### **Regulatory Risk**

The Bank are responsible for complying with the government regulations, Financial Institute Acts, the Bank of Thailand's notifications and circular letters, the laws and regulations of the Securities Exchange of Thailand, the Anti-Money Laundering Act and other relevant regulations.

Compliance department is in charge of providing suggestions and clarification on related regulations as well as monitoring and overseeing the Bank's operation to ensure compliance.

### **Economy Risk**

Although there was a positive recovering sign for Thai economy in 2017, it was still limited to some business sectors. This caused a big effect on small business and micro business customers who are our main target. Customers have more difficulty in repaying debts, the Bank realise this economy risk.

The Bank's risk management plan still focuses on developing and strengthening various risk management systems and to respond to challenges of the loan quality and its business plan. To manage the risks, the Bank regularly conduct loan quality assessment for individual customers, industry groups and loan portfolios. By identifying customers who may be affected by the economic crisis and lose their ability to repay debts, the Bank could find methods to assist them and avert the default.

The Bank also conduct a stress test to assess its capital strength and levels of reserves to non-performing loans (NPLs). These processes are part of the compulsory risk test and assessment regiments that the Bank of Thailand require all commercial banks to adopt.

### **IT Risk and Cyber Threat**

IT risk and cyber threat come with technology advancement that can respond anywhere anytime through complicated but unlimited networking via various methods such as mobile application and omni-channel. As this phenomenon is highly embraced by the consumer behavior demanding anywhere anytime access to technology, gaps and cyber threat occur. And when there is more channels for access, those gaps and threat are automatically increased.

To cope with the situation, the Bank have set up an IT risk management policy for an applicable and efficient encounter, raising awareness among IT staff and system users. An application of Cyber Resilience Management Framework to the Bank's system as suggested by the Bank of Thailand contributes for such risk supervision, with details as follows:

1. Governance: policies guideline and information given to management
2. Risk identification: hardware, software and database monitoring at all time even in the case of end of life or end of support
3. Protect & Detection: checking, testing the architecture, devices before usage
4. Response & Recovery: plan in case of emergency
5. Third Party Management: Expand the Cyber Resilience Framework to third party in order to apply for the same standard

In addition, the Bank also manage its information security according to the ISO/IEC 27001:2013 standard of the customer computer for BAHTNET system and Imaged Cheque Clearing and Archive System (ICAS).

#### 4) Capital Maintenance

The Bank realise that the capital status is a reflection of its financial strength and can affect the image and trust. Therefore, the Bank are determined to maintain sufficient capital reserve to support business growth and comply with Basel III, an international standard for capital adequacy.

Meanwhile, the Bank continue to maintain strong level of capital. The Bank's capital, as of December 31, 2018 develops a BIS ratio increase from last year to 15.13%, with a capital level that turns up higher than Basel standard of 10.375%.

Table 1: Capital and CRAR

(Million Baht)	December 31, 2018	December 31, 2017
Capital Equity Tier 1	<b>5,493.9</b>	4,919.4
Capital Equity Tier 2	<b>412.2</b>	358.3
Total Capital Equity	<b>5,906.1</b>	5,277.7
CRAR	<b>15.13</b>	15.87

The Bank additionally strengthen its financial status, in order to tackle future volatility, with reserve policy as outlined by the Bank of Thailand, together with the preparation for IFRS9 new accounting standard. Having started to follow this policy since 2012, the Bank, as of December 31, 2018 hold an additional or excess reserve of 697.9 million baht.

Table 2: Minimum reserve and general reserve

(Million Baht)	December 31, 2018	December 31, 2017
Regulated Reserve	<b>1,681.3</b>	1,469.7
Excess Reserve	<b>698.0</b>	513.0
Total Reserve	<b>2,379.3</b>	1,982.7

# Report of the Nomination and Remuneration Committee

The Nomination and Remuneration Committee was appointed by the Board of Directors consists of 3 directors who are independent directors and non-executive director. A current list of the committee includes Mr. Sirichai Sakornratanakul as Chairman (Independent Director), Mr. Tan Choon-Hong (Non-Executive Director) and Mr. Stephen Tirador Briones (Independent Director).

The Nomination and Remuneration Committee is responsible for selecting nominees to join the Bank's Board of Directors as well as the Bank's senior executive positions which requires an approval from the Bank of Thailand in order to review the remuneration package before proposing to the Board of Directors or at the Annual General Meeting of Shareholders for approval.

In 2018, the Bank's Nomination and Remuneration Committee performed duties assigned by the Board of Directors with four meetings held in accordance with the following objectives:

1) Review the nomination of persons qualified under legal and regulatory requirements regarding the replacement of directors who are retired by rotation as well as the remuneration of directors and other

sub-committees based on their responsibilities, the Bank's financial status and the standard payment comparing with the same industry in order to propose to the Board of Directors with an approval from the Annual General Meeting of Shareholders.

2) Encourage the Bank to allow shareholders to propose agenda for the 2018 Annual General Meeting of Shareholders as well as the nomination of qualified persons to be considered for the position of Bank's director according to the specified criteria that was in the Invitation to the Annual General Meeting of Shareholders.

3) Review remuneration package for Chief Executive Officer, Managing Director, authorised directors and senior-level executives based on their assigned duties and responsibilities and the Bank's performance in comparison with the goal, economic situation and standard payment in the same industry.

The Nomination and Remuneration Committee conducted its work independently under the good Corporate Governance principles with care, frankness and transparency in order to build confidence among the shareholders and all stakeholders of the Bank.



**Mr. Sirichai Sakornratanakul**  
Chairman of the Nomination  
and Remuneration Committee



# Shareholding Structure

## Ordinary Shares

The Bank have registered capital shares of 5,156,250,000 baht divided into 515,625,000 ordinary shares with a par value of 10 baht and paid-up capital shares of 5,000,000,000 baht divided into 500,000,000 ordinary shares as of December 31, 2018.

## Warrants

The Bank have issued warrants of 15,625,000 units to purchase its ordinary shares.

## Dividend Payment

The Bank's dividend payment must comply with the law and the statutory requirements of the Bank of Thailand as well as the relevant regulations. The Thai Credit Retail Bank Public Company Limited has also made the following provision on dividend payment:

"No 48. dividend payments cannot be made from funds other than the profit of the Bank. It also cannot pay dividends while the Bank has accumulated losses. The rest of the profit after dividend payments can be appropriated made to reserve accounts at the discretion of the Board of Directors. The Board may occasionally pay interim dividends to the shareholders when the Bank have a large enough profit to warrant it, in which case it will be reported to the shareholders at the next meeting.

Dividend payments must be made within 30 days of the resolution being passed by the Board or the shareholders. The Bank have to issue a notice to the shareholders and publish the notice in the newspapers".

## Dividend Payment of Subsidiaries

Dividend payment is in accordance with the following rules and regulations of Thai Micro Digital Solutions Co., Ltd.

"18. Every time when the dividend payment is due, the Bank have to attribute at least one twentieth of net profit to reserve until the amount is at least one tenth of the Bank's capital or over."

## Major Shareholders

Thai Credit's top 6 major shareholders, as of December 31, 2018 are:

Major Shareholders	Percentage (%)
1. VNB Holding Company Limited	59.97
2. Polaris Capital Investment Limited	25.00
3. Thai Life Insurance Public Company Limited	11.83
4. Mr. Veeravet Chaiyawan	2.36
5. Mrs. Mijitra Gunara	0.83
6. Nakornpathom Karn-keha Company Limited	0.01

# Corporate Governance Structure

## Structure of the Board of Directors

The Board of Directors has the ultimate responsibility to ensure that business operation is carried out in accordance with the Bank's policies and regulations as well as the policies and guidelines of the Bank of Thailand and other concerned agencies.

### 1. The Board of Directors

The Board of Directors is composed of persons with knowledge, capability, experience and vision who lend their collective wisdom to benefit the business operation of the Bank. A total of nine board members were elected or selected under the legal and regulatory provisions of the Bank. The nine members are:

Mr. Vanich Chaiyawan	Advisor of the Board
1. Mr. Samart Buranawanachoke	Chairman
2. Mr. Teerapol Pussadet	Independent Director
3. Mr. Sirichai Sakornratanakul	Independent Director
4. Mr. Stephen Tirador Briones	Independent Director
5. Mr. Chamnong Watanagase	Independent Director
6. Mr. Tan Choon-Hong	Director
7. Miss Krisana Aramkulchai	Executive Director
8. Mr. Winyou Chaiyawan	Executive Director
9. Mr. Roy Agustinus Gunara	Executive Director
Miss Patanajit Varaphisith	Secretary

### Duties and Responsibilities

No.31 of the Bank's regulations and the announcement of the Bank of Thailand define the Board's power and duty. This concerns board structure and good governance of commercial banks. Duty and responsibility of the Board of Directors of the Bank are divided into two parts: main duties and responsibilities, and specific duties and responsibilities.

### Main Duties and Responsibilities

1. Set policies for the operation of the Bank and closely monitor the operating results by assigning bank officials to regularly submit operational results to the meetings of the Board of Directors.
2. Set the scope of authority for the directors, the Bank's Committees and bank officials of various levels regarding internal control, loan approval, risk analysis, financial obligations, assets trading and contract-related matters. The authority must be appropriate to guard against possible damage to the Bank, stakeholders and general public.
3. Oversee business operations to ensure the Bank is not involved in anything illegal. The Managing Director must immediately inform the Board of any changes in regulations and related laws or other relevant information contained in circular letters from the authorities. He must also inform the Board of any illegal acts that may have been committed and take actions to prevent them from happening again.
4. Assign bank officials to analyse customers' financial status and financial obligations and regularly submit the results to the meetings of the Board of Directors. When debtors run into financial difficulties, solutions have to be found and follow up on how they worked out.
5. Monitor actions on the orders of the Bank of Thailand and on the various reports of both internal and external auditors. The Board must insist that bank officials strictly follow orders and correct all mistakes.
6. Study and understand the roles, duties and responsibilities as enacted in the Offences Related to Registered Partnerships, Limited Partnerships, Limited Companies, Associations and Foundations Act 1956; the Civil and Commercial Code, the Public Companies Act, the Financial Institution Business Act 2008 as well as the regulations, announcements and circular letters that have been or will be issued by the concerned authorities.
7. Set the direction and strategic goals of the Bank in accordance with its overview and approved policies, operational goals, work plan and budget as proposed by the management.
8. Monitor the Bank's performance and progress towards achieving set objectives as well as complying with the laws, regulations, related policies and shareholders meeting resolution.

9. Formulate a provision on the code of ethics, business ethics, code of conduct for directors, executives and employees of the Bank and use them as official guidelines within the organisation.
10. Monitor the Bank's operation constantly to ensure the Board of Directors, executives and management adhere to the law and set policies.
11. Ensure management performs effectively and appoint high-level executives to manage internal affairs.
12. Ensure the management reports important matters to the Board of Directors.
7. Define the power and duty of the Chief Executive Officer and the Managing Director and issue regulations, orders, staff manual, announcements, as well as draft an empowerment document for relevant outsiders.
8. Make it mandatory for all directors to attend at least half of all the Board meetings held each year.
9. Appoint the Board Committees or management teams as deemed appropriate and necessary to manage the affairs of the Bank and ensure they proceed in accordance with the set policies.

#### **Specific Duties and Responsibilities**

1. Ensure management set policies and procedures for risk management which cover loan risk, market and investment risk, liquidity risk, operational risk along with building a good reputation, observing the law and developing the right strategies. The Board of Directors must approve policies as well as regularly review strategies, actions taken by the Bank and the mentioned policies.
2. Approve the roles and responsibilities of the sub-committees as well as any changes that has impacted towards the sub-committee's role.
3. Ensure the Bank set a clear policy in giving loan and personal investment to people or entities related to the Bank.
4. Establish a process for external auditors to submit reports and for management to give their opinions and recommendations to the Board of Directors. Any delay in submission would require clarification with the Board.
5. Maintain an appropriate balance between the management and the major shareholders by giving importance to the ratio of independent directors in the Board of Directors.
6. Arrange for a procedure to hand relevant information to the Board of Directors so they have enough information from the management to carry out their duties and responsibilities with the authority vested in them.

#### **2. Board Committees Appointed by the Board of Directors**

##### **The Audit Committee**

This panel consists of three directors as follows:

- |                                |           |
|--------------------------------|-----------|
| 1. Mr.Teerapol Pussadet        | Chairman  |
| 2. Mr.Sirichai Sakornratanakul | Member    |
| 3. Mr.Stephen Tirador Briones  | Member    |
| Mr.Rong Hirunpanich            | Secretary |

##### **Duties and Responsibilities**

1. Review financial statements of the Bank to ensure any disclosure of information must be correct and sufficient.
2. Review internal control system and internal audit function to ensure its suitability and effectiveness.
3. Review management of the Bank to comply with the Bank's regulations, commercial banking law, orders and advices of the Bank of Thailand.
4. Review risk management processes of the Bank and ensure related staff have knowledge about risk management, techniques and methods.
5. Set professional fees and select the auditors of the Bank while nurturing the independence of the auditors in performing their duty.
6. Approve and review the plans of audit department as well as related policies and charters.
7. Review the findings of audit teams and report to the Board of Directors for comments on any deficiencies

- in operation or managements to prevent damage to the Bank.
8. Consider disclosing information related to the Bank executives or any possible conflicts of interest to assure transparency.
  9. Oversee banking operations to ensure that they are complying with the rules set by the Board of Directors.
  10. Approve the appointment, transfer or dismissal of the auditor management as well as review his/her performance and remuneration.
  11. Set the organisation chart and manpower of the audit team
  12. Prepare the Audit Committee Report for disclosure in the annual report of the Bank.
  13. Submit the report to the Board of Directors to take corrective actions within time limit set by the audit panel when auditors find suspected fraud or violation of law.
  14. Perform other duties assigned by the Board of Directors and the Audit Committee such as reviewing policies on financial, risk management, compliance with the code of ethics by executives, as well as disclosing important reports to the public according to relevant laws.
  15. Perform according to the Bank's code of conduct.

#### **The Nomination and Remuneration Committee**

The panel consists of three directors as follows:

- |                                |           |
|--------------------------------|-----------|
| 1. Mr.Sirichai Sakornratanakul | Chairman  |
| 2. Mr.Stephen Tirador Briones  | Member    |
| 3. Mr.Tan Choon-Hong           | Member    |
| Miss Patanajit Varaphisith     | Secretary |

#### **Duties and Responsibilities**

1. Set clear and transparent policies, principles and methods for selecting bank directors and senior executives. Also determine their remuneration and other benefits for submission to the Board of Directors for approval. These must also be submitted to the Bank of Thailand upon demand.

2. Select and nominate qualified persons to the Board of Directors for the following positions:
  - 2.1 Directors
  - 2.2 Members of the Board Committees set up by the Board of Directors with specific duties and responsibilities.
  - 2.3 Senior Executives
3. Ensure that directors and senior executives of the Bank receive remuneration commensurate with the scope of their duties and responsibilities. Those who are assigned additional duties and responsibilities should get a corresponding increase in remuneration.
4. Ensure that the Board of Directors has the size and structure that is right for the Bank and can be adjusted according to the changing environment.
5. Appraisal guideline for directors and senior executives in order to determine the annual remuneration adjustment measuring from their duties, responsibilities and risks incurred.
6. Disclose the policies and details of the nomination and remuneration procedure as well as other forms of benefit for directors and senior executives in the Bank's annual report.

#### **Executive Committee**

This consists of two executive directors and six executives as follows:

- |                                 |               |
|---------------------------------|---------------|
| 1. Mr.Winyou Chaiyawan          | Chairman      |
| 2. Mr.Roy Agustinus Gunara      | Vice Chairman |
| 3. Mr.Pornthep Permpornpipat    | Member        |
| 4. Mr.Kamolphu Phuredithsakul   | Member        |
| 5. Mr.Natus Kittawaranon        | Member        |
| 6. Mr.Kittipant Sriwannawit     | Member        |
| 7. Mr.David Jeffrey Stone       | Member        |
| 8. Mr.Christopher Tsz Ying Chan | Member        |
| Mrs.Bongkot Sirivallop          | Secretary     |

#### **Duties and Responsibilities**

The Board of Directors has empowered the Management team to handle the following matters:



1. Screen the strategic and business plans that were proposed to the Board of Directors.
2. Ensure the Bank's operations proceed according to its policy, strategic plan and set goals.
3. Direct all operations in accordance with the law as well as the regulations set by the Bank.
4. Consider and approve transactions within the framework set by the Bank.
5. Consider and approve loans or the issuance of instruments for long-term funding for business operation.
6. Consider and approve procurement, operation cost and investment expense within the set limit.
7. Screen the procedures and practices of the Bank and make recommendations to the Board.
8. Discharge work as assigned by the Board of Directors.

### **Risk Management Committee**

The panel comprises of nine members who are executive directors and executives appointed by the Board of Directors as follows:

- |                                 |               |
|---------------------------------|---------------|
| 1. Mr.Winyou Chaiyawan          | Chairman      |
| 2. Mr.Roy Agustinus Gunara      | Vice Chairman |
| 3. Mr.Kittipant Sriwannawit     | Member        |
| 4. Mr.Pornthep Permpornpipat    | Member        |
| 5. Mr.David Jeffrey Stone       | Member        |
| 6. Mr.Christopher Tsz Ying Chan | Member        |
| 7. Miss Achara Ruangchay        | Member        |
| 8. Mr.Natus Kittawaranon        | Member        |
| 9. Mr.Dulyavit Intapantee       | Member        |
| Mrs.Bongkot Sirivallop          | Secretary     |

### **Duties and Responsibilities**

1. Set framework, strategy and direction of risk management so they are allied with the strategy of the Bank and propose to the Board of Directors an overall risk management. The policy must cover various types of risk associated with strategy, credit, marketing, liquidity and operations.
2. Set strategies that conform to the Bank's risk management policies, must be able to identify, measure, monitor and evaluate the Bank's risks at an acceptable level.
3. Review and ensure that the risk management and policies are sufficient as well as the operational systems are effective and comply with set policies. Approval must depend on risk grading, risk monitoring, risk prevention, correction and the appropriate risk control measures.
4. Regulate and manage IT risk management following the policy. Conduct work in accordance to the law and regulations and within IT compliance for technological safety and stability. IT risk management must be linked to the Bank's overall risk management.
5. Regulate, monitor and audit IT risk management, issues or situations that may lead to cyber risk which may cause a wide impact or affect the Bank's reputation.
6. Review and approve the Business Continuity Plan and Framework.
7. Provide recommendations on improvement to the Audit Committee regularly to ensure conformity with set policies and strategies apart from discharging other duties assigned by the Audit Committee.
8. Ensure there are sufficient resources for use in risk management operations such as personnel in the risk management and risk control units and improving work systems to support risk management.
9. Conduct work as assigned by the Board of Directors and the Audit Committee.
10. Appoint committees or assigned individual to collect and analyse information or undertake other actions to support risk management.
11. Approve new products.
12. Approve new product program and review the continuation of existing product program for loans and other products, except for savings, investment and mutual funds.
13. Discharge other work as assigned.

### Other Committee and Sub-Committees

The Board of Directors has appointed 10 Sub-Committees to run work in various business units of the Bank in a quick and flexible manner but conform to the Bank's strategy.

- **Assets and Liabilities Management Committee comprises of:**

1. Mr.Winyou Chaiyawan	Chairman
2. Mr.Roy Agustinus Gunara	Vice Chairman
3. Mr.Kittipant Sriwannawit	Member
4. Mr.Kamolphu Phuredithsakul	Member
5. Miss Roengchit Sujarit	Member
6. Mr.Natus Kittawaranon	Member
7. Mr.Dulyavit Intapantee	Member
8. Mr.Veeravet Chaiyawan	Member
Miss Areerat Ekkosol	Member and Secretary

### Duties and Responsibilities

1. Set policies and practice involving marketing risks, and manage assets and liability structure as well as relevant risk level and liquidity based on the interest rates, prices and the issuer's credit.
2. Set framework to manage balance sheet structure for goal achievement that includes the pre-determination of loan to deposit ratio, level of cash and capital, components and structure of loan and deposit.
3. Determine the variables to control the utilisation of capital acquired from loan and the short-term debt with volatility
4. Identify the method for calculating loan transfer pricing which incorporates cost of capital, administrative and operating expenses, desired profit plus incurred fees and fee exemption. Set options for the application of fixed and floating interest rates.
5. Set investment plan, portfolio size and proportion while monitoring the returns obtained from each investment, the duration-based diversification across each category of securities, annual fundraising plan and capital contingency plan.
6. Determine the proportion of loan by categories, loan amount when compared to deposit, near-maturity loan and numbers of obligations incurred from loan approval.
7. Review and approve the investments and bond trading within the limit predetermined by the Board of Directors for liquidity management.
8. Review and approve interbank loans within the limit predetermined by the Board of Directors for liquidity management.
9. Determine the structure of interest rate for the Bank's reference on both loan and deposit.
10. Review for the proposal of the Bank's long-term loan and fundraising (more than 1 year) for the approval of the Board of Directors.
11. Set administrative framework to ensure an applicable capital adequacy ratio for the predetermined business operation and expansion.
12. Set hypothesis and models to assess possible risks incurred under irregular circumstances and provide the report for the Bank's Risk Management Committee and Board of Directors to further determine the risk management framework. Conduct work as assigned by the Board of Directors and the Management Team.
13. Review and approve the programs of product development, deposit service or other fundraising options to respond to the customer demand and maintain the Bank's competitiveness, considering business possibilities, strategies and new product risk.
14. Review and approve the Bank's products, deposit services or other fundraising options and/or review to cancel the products, deposit services or other fundraising options that do not respond to the customer demand.
15. Plan and approve the selection of asset management company and the unit trust products that the Bank will be an investment planner for.
16. Review to approve and filter the agreements or contracts concerning the Bank's investment planning business.

17. Appoint individual or committees to complete the Board's assignment and fulfil the Bank's objectives.
18. Approve new product program and review the continuation of existing product program for savings, investment and mutual funds.
19. Discharge other work as assigned.

• **Interest Rate Sub-Committee comprises of:**

- |                            |           |
|----------------------------|-----------|
| 1. Mr.Roy Agustinus Gunara | Chairman  |
| 2. Miss Roengchit Sujarit  | Member    |
| 3. Mr.Natus Kittawaranon   | Member    |
| 4. Mr.Veeravet Chaiyawan   | Member    |
| Miss Areerat Ekkosol       | Secretary |

**Duties and Responsibilities**

1. Monitor the trends of interest rate in the money and capital markets for the Bank's rate determination and alteration, both in deposit and loan that are fit for the scenario.
2. Study other's interest rates and strategies to determine the Bank's market and communication strategies.
3. Manage to maintain the differential between received and paid interests at an applicable level and achieve expected revenue.
4. Manage the loan to deposit ratio (L/D ratio) to meet the Bank's goal.
5. Report the operation to the Asset-Liability Committee (ALCO).
6. Set strategies and policies to manage the Bank's business continuity for liquidity and allocate sufficient resources for the operation.
7. Review operational risks and control the operation as according to the business continuity plan for liquidity.
8. Review and approve the determination of risk indicators and the assessment of potential risks and impact caused by the Bank's liquidity crisis.
9. Scrutinise the Bank's business continuity plan for liquidity and relevant budget.
10. Review and announce the implementation of the Bank's business continuity plan for liquidity.

11. Monitor, regulate and report the circumstances to the Business Continuity Planning Committee.
12. Review, approve and mandate crisis management, situation verification, and allocation of supporting resources and equipment as requested. Assign responsibilities and ensure training and communication program to educate the employees.
13. Ensure the testing and review of the business continuity plan for liquidity.
14. Appoint a sub-committee or assigned individual to undertake the operation under appropriate scope of authorisation.
15. Conduct work as assigned by the Business Continuity Planning Committee or the Asset and Liability Management Committee.
16. Approve new product program and review the continuation of existing product program for savings, investment and mutual funds.
17. Discharge other work as assigned.

• **IT Steering Committee comprises of:**

- |                                 |           |
|---------------------------------|-----------|
| 1. Mr.Roy Agustinus Gunara      | Chairman  |
| 2. Mr.David Jeffrey Stone       | Member    |
| 3. Mr.Kittipant Sriwannawit     | Member    |
| 4. Mr.Christopher Tsz Ying Chan | Member    |
| 5. Mr.Sarawooth Savejnarong     | Member    |
| 6. Mr.Natus Kittawaranon        | Member    |
| 7. Mr.Dulyavit Intapantee       | Member    |
| Mr.Visith Thanawanichakul       | Secretary |

**Duties and Responsibilities**

1. Review IT plan to be consistent with the strategy, business plan and operational plan.
2. Determine the policy related to IT system.
3. Review and allocate software as applicable for the business and its highest benefit.
4. Monitor and control the operation of IT outsourced company to achieve its goal.
5. Monitor the updates on IT projects and ensure an operation within the budget.

6. Determine security measures as related to the system and database.
7. Appoint sub-committee, working team or assigned individual to undertake the supporting operation under the committee's authorisation.
8. Set framework to manage and control the operation of information security management structure while encouraging for a continual development as required by ISO/IEC 27001.
9. Appoint working team or assigned individual to undertake the operation supporting information security management.
10. Discharge other work as assigned by the Board of Directors and the Audit Committee.

• **Procurement Committee comprises of:**

- |                                 |               |
|---------------------------------|---------------|
| 1. Miss Krisana Aramkulchai     | Chairman      |
| 2. Mr.Kittipant Sriwannawit     | Vice Chairman |
| 3. Mr.Christopher Tsz Ying Chan | Member        |
| 4. Mr.Sarawooth Savejnarong     | Member        |
| 5. Mr.Siripong Sappayakom       | Member        |
| Miss Suwannee Maneethanyathorn  | Secretary     |

**Duties and Responsibilities**

1. Undertake the procurement of goods/service with the authority to appoint the Tender Envelope Acceptance and Opening Committee and the Inspection and Acceptance Committee as according to the procurement regulations.
2. Provide approval of the procurement regulations.
3. Report to the Managing Director at the end of every month with procurement approval.
4. Discharge other work as assigned.

• **Asset Classification Provisioning Committee comprises of:**

- |   |          |
|---|----------|
| 1. Executive Management in Finance                | Chairman |
| 2. Vice President for Operational Risk Management | Member   |

- |   |          |
|---|----------|
| 3. Vice President for IT                                    | Member   |
| 4. Vice President for Legal and Collateral Appraisal        | Member   |
| 5. Vice President for Accounting and Taxation               | Member   |
| 6. Vice President of Asset Utilisation or Amortisation Unit | Member   |
| Vice President for General Administration                   | Member   |
| Director for Auditing                                       | Observer |

**Duties and Responsibilities**

1. Review and propose comments to support an approval request for the damage write off, amortisation, transfer, renting, donation or demolition of the Bank's operating assets as regulated.
2. Review and set the final price for the amortisation of "operating assets".
3. Be a witness in the damage write off, amortisation, transfer, renting, donation or demolition of the Bank's operating assets with high value or high quantity, as deemed appropriate on a case by case basis.
4. Report to the Management Team at the end of every month with amortisation.
5. Majority rule applies with no less than two thirds of those present at the meeting.

• **Loan Approval Committee 1 comprises of:**

- |                                |           |
|--------------------------------|-----------|
| 1. Miss Krisana Aramkulchai    | Chairman  |
| 2. Miss Roengchit Sujarit      | Member    |
| 3. Mr.Pornthep Permpornpipat   | Member    |
| 4. Mrs.Jaruayporn Suwanasakorn | Member    |
| 5. Miss Natasa Suracheewakrit  | Member    |
| 6. Mr.Sarayuth Sookploy        | Member    |
| Mr.Kowit Leesirison            | Secretary |

**Duties and Responsibilities**

1. Set policy and criteria for all types of loan approval, except for the new product program and the review and renewal of product program.



2. Set practices for all types of loan approval.
3. Set code of practice and solutions for troubled debt.
4. Review and approve interbank loan limit as determined by the Bank's Board of Directors for liquidity management.
5. Review and approve all types of loan and solutions for troubled debt as determined by the Bank's Board of Directors.
6. Review and approve changes in loan objectives, limit increase or reduction, determination or alteration of the approved terms and conditions for loan approval.
7. Review types of asset for guarantee and determine the loan-to-value ratio.
8. Review overall quality of portfolio.
9. Monitor the total number of loan approvals on a regular basis for strategy adjustment. Determine the operation as assigned by the Board of Directors, Management Team and the Risk Management Committee.
10. Appoint individual, loan approval sub-committee, and troubled debt solution sub-committee to be mandated to approve loans within the Committee's authorised limit and as regulated by the Board of Directors.
11. Discharge other work as assigned.

• **Loan Approval Committee 2 comprises of:**

- |                                |           |
|--------------------------------|-----------|
| 1. Mr.Winyou Chaiyawan         | Chairman  |
| 2. Mr.Roy Agustinus Gunara     | Member    |
| 3. Miss Krisana Aramkulchai    | Member    |
| 4. Miss Roengchit Sujarit      | Member    |
| 5. Mr.Pornthep Permpornpipat   | Member    |
| 6. Mrs.Jaruayporn Suwanasakorn | Member    |
| 7. Miss Natasa Suracheewakrit  | Member    |
| 8. Mr.Sarayuth Sookploy        | Member    |
| Mr.Kowit Leesirison            | Secretary |

**Duties and Responsibilities**

1. Review and approve all types of loan and solutions for troubled debt as determined by the Bank's Board of Directors.
2. Review and approve interbank loan limit as determined by the Bank's Board of Directors for liquidity management.
3. Review and approve changes in loan objectives, limit increase or reduction, determination or alteration of the approved terms and conditions for loan approval.
4. Appoint individual, loan approval sub-committee, and troubled debt solution sub-committee to be mandated to approve loans within the Committee's authorised limit and as regulated by the Board of Directors.
5. Review overall quality of portfolio.
6. Monitor the total number of loan approvals on a regular basis for strategy adjustment.
7. Determine the operation as assigned by the Board of Directors, Management Team and the Risk Management Committee.
8. Discharge other work as assigned.

• **Debt Restructuring Committee comprises of:**

- |                                  |           |
|----------------------------------|-----------|
| 1. Mr.David Jeffrey Stone        | Chairman  |
| 2. Mr.Chodok Theerawigasit       | Member    |
| 3. Mr.Dulyavit Intapantee        | Member    |
| 4. Miss Pratanporn Peetaneelavat | Member    |
| 5. Mr.Nipon Iamsaard             | Member    |
| 6. Mrs.Amornrat Chotirosniramit  | Member    |
| 7. Miss Porntip Sae Lor          | Member    |
| Mr.Atthachai Sukprasit           | Secretary |

**Duties and Responsibilities**

1. Review and approve mitigation of debt payment terms or debt restructuring under the total limit regulated or announced by the Bank.

2. Review and approve changes in loan objectives, limit increase or reduction and other alterations such as the reduction or extension of loan term, the reduction or increase of interest rate, the increase or reduction of loan installment, etc. Conditions apply that all are allowed under the limit regulated or announced by the Bank.
3. Review the limit evaluation of the account undergoing debt restructuring and collection.
4. Determine the selling and buying prices for movable and immovable properties from auction.
5. Report the performance to the Risk Management Committee.
6. Appoint assigned individual for the approval of debt mitigation or restructuring within the Committee's authorised limit and as regulated by the Bank.
7. Discharge other work as assigned by the Risk Management Committee.
3. Scrutinise major transaction determination, risk assessment and potential impact caused by major transaction discontinuation. Determine acceptable duration of hiatus and the strategy for a full operation resume as applicable for each transaction.
4. Scrutinise the Bank's business continuity plan and budget.
5. Review and announce the implementation of the Bank's business continuity plan.
6. Review, approve and mandate the selection of location for crisis management center. Verify situation and allocate supporting resources and equipment as requested while also assigning responsibilities to those concerned; for example, report to the Bank of Thailand in the event of major transaction discontinuation.
7. Ensure the testing of the business continuity plan and report to the Risk Management Committee.
8. Consider the review and adjustment of business continuity plan to cope with the changing environment. Ensure training and communication program to educate the employees.
9. Appoint a sub-committee or assigned individual to undertake the operation under appropriate scope of authorisation.
10. Discharge other work as assigned.

• **Business Continuity Planning Committee comprises of:**

- |                                 |           |
|---------------------------------|-----------|
| 1. Mr.Roy Agustinus Gunara      | Chairman  |
| 2. Mr.David Jeffrey Stone       | Member    |
| 3. Mr.Kittipant Sriwannawit     | Member    |
| 4. Mr.Pornthep Permpornpipat    | Member    |
| 5. Mr.Sarawooth Savejnarong     | Member    |
| 6. Mr.Christopher Tsz Ying Chan | Member    |
| 7. Mrs.Sansanee Reantragoon     | Member    |
| 8. Miss Nara Sanghirundwathana  | Member    |
| 9. Miss Natasa Suracheewakrit   | Member    |
| 10. Mr.Veeravet Chaiyawan       | Member    |
| Miss Chutarat Chonchol          | Secretary |

**Duties and Responsibilities**

1. Set strategies and policies to manage the Bank's business continuity and allocate sufficient resources for the operation to fulfil the Bank's objectives.
2. Review risks in business continuity management and control the operation as according to the business continuity plan.

• **Collateral Committee and two Collateral Sub-Committees comprise of:**

Collateral Committee

- |                              |                      |
|------------------------------|----------------------|
| 1. Mr.Sumit Setthapattana    | Chairman             |
| 2. Mr.Somchai Raweeruengrong | Member               |
| 3. Mr.Wiwat Tangkorsakul     | Member               |
| 4. Mr.Sorapong Tansakul      | Member               |
| Mr.Chalermopol Manokan       | Member and Secretary |

**Duties and Responsibilities**

1. Produce and propose policy and practices of the evaluation of the collateral asset for the Board of Directors.
2. Determine the qualifications and select external evaluation company as well as review the company's performance at least once a year.
3. Review and approve the result of collateral evaluation and pricing.
4. Produce monthly report on collateral price acceptance and propose for the acknowledgement of the Management Team and the Board of Directors.
5. Review collateral prices to conform with those regulated by the Bank of Thailand.
6. Consider to operate as assigned by the Board of Directors, Management Team, Risk Management Committee and Loan Approval Committee.

## Collateral Sub-Committee 1

- |                               |                         |
|-------------------------------|-------------------------|
| 1. Mr.Wiwat Tangkorsakul      | Chairman                |
| 2. Mr.Chalernpol Manokan      | Member                  |
| 3. Mr.Somyos Seangmaneesatien | Member                  |
| 4. Mr.Watcharapol Parnprem    | Member                  |
| Mr.Chatchai Poocharoen        | Member<br>and Secretary |

**Duties and Responsibilities**

1. Approve collateral prices or review those with the maximum value of 10 million baht.
2. Produce monthly report on collateral price acceptance and propose to the Collateral Committee.
3. Operate as assigned by the Collateral Committee.

## Collateral Sub-Committee 2

- |                              |                         |
|------------------------------|-------------------------|
| 1. Mr.Chatchai Poocharoen    | Chairman                |
| 2. Mr.Watcharapol Parnprem   | Member                  |
| 3. Mrs.Nanthawadee Nasawaeng | Member                  |
| 4. Mr.Chaiwat Srithongkam    | Member                  |
| 5. Mr.Sanyalak Boonsang      | Member                  |
| Mr.Anusorn Vesurai           | Member<br>and Secretary |

**Duties and Responsibilities**

1. Approve collateral prices or review those with the maximum value of 5 million baht.
2. Produce monthly report on collateral price acceptance and propose to the Collateral Committee.
3. Operate as assigned by the Collateral Committee.

**3. Independent Directors**

Definition of Independent Director: Independent Directors shall not have any financial, administrative or vested interest in the Bank which may interfere with his/her independent judgement. Independent Directors shall also possess all qualifications prescribed under the Capital Market Supervisory Board announcement concerning application and approval for sales of new shares.

Qualifications prescribed under the announcement

- (1) An Independent Director must not hold shares exceeding one percent of the total shares with voting rights of the company, parent company or any subsidiaries, associate companies or any legal entity that may present a conflict of interest. The percentage shall include shares held by persons associated with the Independent Director.
- (2) An Independent Director shall not be or has been an executive director, employee, staff or consultant who receives a regular salary or was in a position of authority in the company, its subsidiaries, associate companies or any legal entity that may present a conflicts of interest unless he/she has not held such positions for at least two years before applying for directorship to the Securities Exchange Commission, Thailand.
- (3) An Independent Director shall not be related by blood or legal registration as father, mother, spouse, sibling or child; including the spouse or a child of another director, executive, major shareholder or

someone in a position of authority in the company or a person to be nominated as an executive or has power in the company or its subsidiaries.

- (4) An Independent Director shall not have or has had a business relationship with the company, parent company, subsidiaries, associate companies or any legal entity that may present a conflict of interest, in a manner which may interfere with his/her independent judgement.

He/she shall not be or has been a major shareholder, director, executive or has a business relationship with the company, parent company, subsidiaries, associate companies or any legal entity that may present a conflict of interest, unless such relationships ended at least two years before the date he/she submitted an application to the SEC Thailand. The business relationship previously mentioned includes any normal business transaction, rental or lease of non-movable property, transaction relating to assets or services or grant or receipt of financial assistance through receiving or extending loans, guarantees, providing assets as collateral, including any other similar actions, which result in the Bank or counterparty being liable to indebtedness payable to other party in the amount of three percent or more of the net tangible assets of the Bank or 20 million baht or more, whichever is lower.

- (5) An Independent Director shall not be or has been an auditor of the company, parent company, subsidiaries, associate companies or any legal entity that may present a conflict of interest, and shall not be a major shareholder, director, executive or a partner in the auditing office in which the auditor of the company, parent company, subsidiaries, associate companies or any legal entity that may present a conflict of interest, unless the foregoing relationship

has ended at least two years before the date of submission of the application to SEC Thailand.

- (6) An Independent Director shall not be or has been a provider of any professional service, including legal advisory or financial advisory service receiving more than two million baht of service charge per year from the company, parent company, subsidiaries, associate companies or any legal entity that may present a conflict of interest. If the advisory service operates as a juristic person, the independent director shall not be a major shareholder, director, executive or partner of any juristic person, unless the foregoing relationship has ended at least two years before the date of submission of the application to the SEC Thailand office.
- (7) An Independent Director shall not be a director appointed to act as an agent of the directors of the company, major shareholders or shareholders connected to a major shareholder.
- (8) An Independent Director shall not operate any similar business to compete with the company or the agent. An Independent Director must not be a major shareholder, shareholders or directors connected involved in administrating works, employees, staff or constant receiving full-time salary or holding more than one-percent of voting shares at other companies which operate similar business which may lead to competition with the Bank.
- (9) An Independent Director shall not possess any other qualities that may obstruct his/her expression of independent opinions on the operation of the Bank

The qualified Independent Directors, who possess the qualifications mentioned from (1) to (9) maybe assigned by the Board of Directors to make decisions in the



form of a collective decision, on the operations of the company, parent company or that of any subsidiaries, associate companies or any legal entity that may present a conflict of interest.

The four independent directors of the Bank are:

1. Mr. Teerapol Pussadet
2. Mr. Sirichai Sakornratanakul
3. Mr. Stephen Tirador Briones
4. Mr. Chamnong Watanagase

#### 4. Remuneration to directors

##### 4.1 Policies

Remuneration to Board of Directors and staff from the level of director upwards is paid according to their duties and responsibilities in working for the Bank, measuring from the Bank's business performance, performance of individual executives, business environment, overall economic situation and resolutions of the shareholders' meetings.

##### 4.2. Remuneration payment

###### 4.2.1 Monetary Remuneration

Payment for directors is set in four parts.

- 1) Monthly remuneration payment for the following positions:
  - Chairman of the Board of Directors and Directors

- Chairman of the Board of Committee, for instance the Audit Committee
- 2) Meeting allowance is paid based on attendance
  - 3) Directors bonus is paid according to the following principles:
    - The Bank has earned profit and
    - The Bank has approved paying dividends to shareholders
  - 4) Other types of remuneration are specified and paid periodically as approved by shareholders at their meetings

Executives in the position of directors and higher receive remuneration, including salaries, special payment, bonuses and living expenses – such as car maintenance, gasoline and phone call allowance from the Bank.

###### 4.2.2 Other types of remuneration are paid according to the rules and regulations set by the Bank:

- Per diem / accommodation cost / transport allowance when travelling on business trip to upcountry or overseas
- Medical welfare, annual medical check-up and life-insurance

### Shares, Debentures, Returns or Other Benefits

The table below shows remuneration to directors and committee members in the form of monthly payment and meeting allowance made in 2018 totaling of 4,510,000 baht.

List of the Company's Directors	The Board of Directors	Management Team	The Audit Committee	The Nomination and Remuneration Committee	Total
1. Mr.Vanich Chaiyawan	-	-	-	-	-
2. Mr.Samart Buranawanachoke	1,250,000	-	-	-	1,250,000
3. Mr.Teerapol Pussadet	390,000	-	720,000	-	1,111,000
4. Mr.Sirichai Sakornratanakul	390,000	-	240,000	100,000	730,000
5. Mr.Chamnong Watanagase	390,000	-	-	-	390,000
6. Mr.Stephen Tirador Briones	360,000	-	220,000	60,000	640,000
7. Mr.Tan Choon-Hong	330,000	-	-	60,000	390,000
8. Miss Krisana Aramkulchai	-	-	-	-	-
9. Mr.Winyou Chaiyawan	-	-	-	-	-
10. Mr.Roy Agustinus Gunara	-	-	-	-	-
<b>Total</b>	<b>3,110,000</b>	<b>-</b>	<b>1,180,000</b>	<b>220,000</b>	<b>4,510,000</b>

#### Note:

1. The above payment does not include the executive directors' monthly compensation and other benefits.
2. Mr.Vanich Chaiyawan declined to accept the monthly compensations.
3. Miss.Krisana Aramkulchai, Mr.Winyou Chaiyawan and Mr.Roy Agustinus Gunara declined to accept the meeting allowances.

Remuneration payments made in 2018 to the Executive Directors were as follows:

Remunerations	Executive Directors	Amount (Baht)
Monthly compensation	3	46,681,173.40
Contributions to the provident fund	2	1,757,250
Contributions to the social security fund	2	18,000
<b>Total</b>	<b>3</b>	<b>48,456,423.40</b>

Remuneration payment such as bonus made in 2018 was as follows:

Remunerations	Executive Directors	Amount (Baht)
Bonus	6	1,750,000
<b>Total</b>	<b>6</b>	<b>1,750,000</b>

Shares, Debentures Returns to the Directors in 2018 was as follows:

Remunerations	Executive Directors	Amount (Baht)
Shares/Debentures	-	-
<b>Total</b>	<b>-</b>	<b>-</b>

Other benefits remuneration made in 2018 was as follows:

Remunerations	Executive Directors	Amount (Baht)
Insurance	4	14,400
<b>Total</b>	<b>4</b>	<b>14,400</b>

## 5. The Rights of Stakeholders

The Board of Directors is aware of the rights of all stakeholders and strives to ensure that each group receives full benefit based on fairness and in accordance with the provision of law, relevant regulations and the Bank's policies to achieve good performance for a secure and sustainable growth. Directions and regulations for all stakeholders are as follows:

1. Dividing units and staff having conflicts of interest or having classified information from conducting duties.
2. Identifying internal control, regulatory and audit framework to prevent hacking of information among units and staff.
3. Identifying prevention and management of any action that could lead to conflicts of interest

### Shareholders

The Bank are determined to achieve good performance for a secure and sustainable growth for all as well as to gain the utmost benefits for our shareholders according to our corporate governance structure, ethical standards and business ethics.

### Employees

The Bank have focused on the importance of employees, our forceful source to drive success by valuing their living and building family environment for them. The Bank continues to build and develop knowledge and capability of employees to respond to the customer's need with a high standard of service. The Bank allows them the opportunity to make professional progress and receive appropriate compensation which can motivate them to contribute more.

### Customers

The Bank aim to provide service-minded service. We focus on customer's satisfaction and a good relationship by offering cordial, speedy and high-quality products and services.

### Partners

The Bank have operated the business with fairness and sincerity to all partners, alliances who help to increase business opportunities and cooperate long-term and sustainable growth. The cooperation has strived to seek more partners for more opportunities and find exchanging information would yield business benefit.

### Creditors

The Bank have committed to all agreements made with creditors and will repay loans and interest by their due dates. We will also strictly comply with all loan conditions to assure creditors of the Bank's financial status and ability to repay debts.

### Regulatory Agencies

The Bank have determined to operate the business strictly in accordance with the law and regulations issued by the concerned authorities.

### Social Responsibility

The Bank operate the business under the principles of good governance in parallel with social responsibility obligations for our customers through several CSR projects, focusing at the grassroot segment with the

Bank's product and services. We provide free training on financial literacy, for example, the "Smart Micro Customer: Hardworking, Savings with Discipline" project to improve customers' basic financial knowledge as well as financial discipline. The Bank give out scholarship to micro business customers' children through the essay competition, car and stationery donation for education as well as supporting access for those with limited income and senior citizens with the "Basic Banking Account".

## 6. Conference

List of the Company's Directors	The Board of Directors	Management Team	The Audit Committee	The Nomination and Remuneration Committee
Mr.Samart Buranawanachoke	13/13	-	-	-
Mr.Teerapol Pussadet	13/13	-	12/12	-
Mr.Sirichai Sakornratanakul	13/13	-	12/12	4/4
Mr.Stephen Tirador Briones	12/13	-	12/12	4/4
Mr.Chamnong Watanagase	13/13	-	-	-
Mr.Tan Choon-Hong	11/13	-	-	4/4
Miss.Krisana Aramkulchai	13/13	-	-	-
Mr.Winyou Chaiyawan	13/13	12/12	-	-
Mr.Roy Agustinus Gunara	12/13	11/12	-	-

## 7. Business Ethics

The Board is committed to promote ethical standards in various fields in order to maintain the honour and reputation of the Bank which leads to belief and trust as well as maximum benefits to the banking industry, shareholders and stakeholders. All directors and employees are obliged to follow the guidelines as agreed with other bank members of the Thai Bankers' Association. Code of conduct is provided to employees at all levels as follows:

- Carry out the duties with honesty, morality, and responsibility in accordance with the law, official rules

and regulations. This includes policies to prevent and combat corruption, money laundering and financial support for terrorism

- Prevent and avoid actions that may bring a conflict of interest
- Perform the duties as professionals with high standards of knowledge, ability, expertise and meticulous care
- Guard secrets and confidential information without using internal information to seek benefits for themselves or their associates



## 8. Conflicts of Interest Prevention

The Bank have established the following measures to administer and manage conflicts of interest in its business operation:

### 8.1 Preventing the use of internal information

The Bank have set measures to control the trading of securities; the buying, selling and renting of assets; and to disclose / report the transactions of its directors, executives and employees or related persons who may have access to inside information in order to prevent them from using such information or abusing their position and power to seek benefits for themselves or their associates in an improper manner.

### 8.2 Transaction with concerned individuals and related undertakings

- 8.2.1 Transaction between the Bank and its directors, executives, major shareholders and other concerned individuals, must not bear in nature a transfer of benefits from the Bank to such persons.
- 8.2.2 Bank employees who have a stake or were involved in a transaction, cannot take part in the decision-making process of that transaction. This is to ensure that decisions will be made to the full benefit of the Bank.
- 8.2.3 Regulations are set to govern related transactions and their consideration process in detail for the sole benefit of the Bank and its shareholders.

### 8.3 Reception and offer of gifts, services and other benefits

The Bank employees at all levels must not bribe, offer inducement or demand any type of benefit, directly or indirectly, from clients, state and private agencies, or a third party. This is to prevent the creation of undue influence on the exercise of good judgement or the performance of duties by others, so as to solicit unwarranted benefits.

## 9. Internal Control and Auditing

The Bank have placed particular emphasis on internal control system by establishing the appropriate and sufficient internal control policies including developing them to reach their effectiveness. With the recognition of the importance of internal control that can drive the Bank's business operations and employees' practices to be effective and efficient in order to achieve long-term profitability and goals. The following is the essence of these principles:

1. Appropriating segregation of organisation in accordance with the Bank's size and business goals.
2. The Audit Committee has the responsible duty to review the effectiveness and adequacy of the internal control system of the Bank. By overseeing the operations of group of internal audit and compliance as well as working closely with the auditor of the Bank who focus on the adequacy of internal controls, directing, practices according to the regulatory and the review of significant accounting policies including disclosures.
3. The Bank have particularly focused on risk management with the Committee and the Risk Management department is responsible for risk analysis and monitoring of various types of Bank risks at an acceptable level according to the Commission defined by report to the Board of Directors and the Audit Committee on a monthly basis.
4. The Bank have a procedure for determining the powers and responsibilities of the management and operational levels, including process control at each step of the operation. Duties of the operational review and approval are apart. In order to achieve balance and to check as appropriate and has prepared a practical guide for the operator to follow with no errors.
5. Information systems have continuously been upgraded to provide financial data as well as operational and compliance data, to monitor the effectiveness of the internal control system and to promptly correct

action against significant deficiencies. The adequate information is provided for timely decision-making by the management and the Board of Directors.

6. Internal Audit and compliance has responsibility to review and direct the operations of the Bank by using risk-based criteria and complying with the regulatory and the Bank’s regulation as guideline. The internal audit and compliance are independent in their tasks as well as from the Management and report directly to the Audit Committee.

### 10. Disclosure

The Bank are committed to operate with transparency following the rules and regulations of the Bank by disclosing a complete and transparent information whether it is general information, financial reports or capital fund maintenance information in accordance with the Bank of Thailand’s notification. Disclosure also includes information on our products and services as well as the annual report of the Board of Directors for financial report both in Thai and English, they must be published on the Bank’s website [www.tcrbank.com](http://www.tcrbank.com).

### 11. Customer Relationship Management

The Bank focus on customer’s centricity under the motto “Everyone Matters” to give our customers access to a wide range of financial products and services. We aim to respond to customer’s need including the utmost satisfaction and a good relationship. Customer relationship management is crucial to fortify the sustainable growth. Therefore, we strive to manage our customers under the following 4R principles:

- Retention** Retaining existing customers by introducing new financial products and services
- Relationship** Building a good relationship with each customer to create total satisfaction

**Referral** Earning customer’s acceptance to the point where they tell those around them how impressed they are with our services

**Recovery** Taking action to correct mistakes with a clear, quick and accountable process, to build confidence to our customers that the Bank stand by its motto

### 12. Complaints and Feedback

Customer’s complaint received by the Bank are processed and resolved with care and fairness. We maintain confidentiality of customer information and strictly adhere to contractual terms. Because we are committed to serve customers under the motto “Everyone Matters”, all customers are important and must equally receive the best service. The Bank acknowledge and appreciate every opinion, advice and criticism. All complaints will be handled in a timely manner. Customers can make a complaint or suggestion directly to our Bank officers, Call Center or online channel as we will be using them to improve our services.

### 13. Human Resource Development

The Thai Credit Retail Bank Public Company Limited is committed to build and maintain its credibility and reliability among customers, shareholders and general public. Our business is operated under regulations, legislations and responsibilities, built up with honesty, virtue and morality on the basis of highest ethics, for the success and benefit of the Bank as well as the responsibilities towards the society and the country. Market conduct is applied in the supervision for both financial business and product marketing in order to protect the customers and ensure equal justice and fairness in our service. The Bank put its effort into recruitment process for high-quality staff and provide training and communication programs to educate

employees at all levels. All are included in the Action Plan 2018 and continuing in 2019.

Meanwhile, to encourage overall development and change in the concept of best service for customers, society and fellow employees, the Bank also provides service excellence training, as a continual course from 2018 to 2019, to create and promote an awareness in the importance of good service provision for both internal and external customers which can lead to its sustainable success. The training incorporates personality improvement, understanding of customer behavior, development of employees' understanding on the organisation's core value.

In addition, for human resource development, the Bank also organise high-level training programs for management executives and selected staff to develop skills in order to lead employees and organisation to a prosperous future.

#### **14. Corporate Governance Policy**

The Bank are aware of the importance of doing business with transparency, honesty and fairness in accordance with the good corporate governance by setting principles of good governance, legal framework and the relevant rules to comply with the risk assessment guideline and up to international standard which are as follows:

1. Educate employees so they have knowledge and understanding of relevant laws and Banking regulations. Make them aware of the risks of non-compliance which may affect not only the Bank's image, reputation and business operation, but also carry implications for the employees themselves since they are bound by their duties and responsibilities.
2. Establish a regulatory body to oversee compliance and ensure that laws and regulations are followed. This body operates independently and does not

report to the management of the Bank, it must be provided sufficient personnel and resources.

3. Provide oversight to review the operation of all concerned units and see that they comply with relevant laws and regulations and follow the Bank's rules and policies conscientiously. Arrangements must be made to manage this function as well as set corrective and preventive measures under the framework of the law, the principle of good governance, the policy and practice of the Bank.
4. Disciplinary actions must be taken against those who do not abide by laws and regulations. The severity of punitive measures will be proportional to the degree of damage that the wrongdoing is deemed to have caused. Fair consideration will be given to all sides without bias.






## Report of the Board of Directors' Responsibility for the Financial Report

The Thai Credit Retail Bank PCL's Board of Directors is responsible for preparing and presenting financial statements in accordance with the Thai Financial Reporting Standards and generally accepted accounting practice, with appropriate accounting policies applied on a consistent basis. Where judgement and estimates were required, these were made with careful and reasonable consideration, adequate disclosure have been made in the notes to financial statements. Independent certified auditors, who have given their unbiased opinions, have audited these financial statements.

The Board of Directors has established and maintained a risk management system, an internal control system, an internal audit, and compliance measures that are appropriate, under good corporate governance and ensured that the financial records are accurate and

complete. These present the actual and proper financial position in accordance with the Thai Financial Reporting Standards to give confidence that the Bank has financial stability and ability to effectively manage risks from economic deterioration. In addition, the Board of Directors has appointed the Audit Committee, which consists of three independent directors, to ensure the quality of financial reports, internal control system, and the disclosure of related transactions are complete, adequate and appropriate. The Audit Committee has expressed its opinions with regard to the stated matters as presented in this annual report.

The Board of Directors is of the opinion that the Bank has disclosed appropriate and transparent information and can reasonably assure the credibility of the financial statements of the Bank for the year ending December 31, 2018.



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**Mr. Samart Buranawattanachoke**  
Chairman

# Report of the Audit Committee

The Audit Committee of the Thai Credit Retail Bank Public Company Limited comprises of three independent directors:

- |                                 |                                    |
|---------------------------------|------------------------------------|
| 1. Mr. Teerapol Pussadet        | Chairman of the<br>Audit Committee |
| 2. Mr. Sirichai Sakornratanakul | Member of the<br>Audit Committee   |
| 3. Mr. Stephen Tirador Briones  | Member of the<br>Audit Committee   |

Mr. Rong Hirunpanich, Senior Vice President of Internal Audit, is the Secretary to the Audit Committee.

The Audit Committee performs their duties within the scope of responsibilities stipulated in the Charter of Audit Committee which had been assigned by the Bank's Board of Directors. In 2018, the Audit Committee held 12 meetings and reported monthly to the Board of Directors. The achievements of the Audit Committee were as follows:

## 1. Financial Reports

The Audit Committee reviewed the Bank's financial reports half-year and annually under generally accepted auditing standards. The Audit Committee regularly discussed with the auditors and executives to ensure the accuracy and reliability of the data, the adequacy

of disclosure and transparency, as well as considering audit results, significant risks and the Bank's risk management plans.

## 2. Internal Control and Audit

The Audit Committee was responsible for ensuring that the Bank has an appropriate, adequate and effective internal control. The Audit Committee has approved the annual auditing plan and providing guidance to the internal auditors so they could build an effective team to work independently. Moreover, the Audit Committee worked closely with the BOT's and the Bank's auditors.

## 3. Regulatory Compliance

The Audit Committee has considered and approved the annual plan of compliance and monitoring performance of compliance closely to ensure that the Bank complied with the law and regulatory requirement.

## 4. Risk Management

The Audit Committee reviewed the risk management of the Bank by monitoring the performance of the risk management unit to ensure that the Bank's risk managements are effective and the encountered risks are at the acceptable levels designated by the Board of Directors.

### **5. Transactions with Related Parties and Conflicts of Interests**

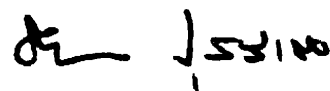
The Audit Committee reviewed transactions with related parties and transactions that may have conflicts of interests before reporting to the Bank's Board of Directors for consideration. The Audit Committee focuses on transparency, adequacy of disclosure and principles of good governance in their practice.

### **6. External Auditors**

The Audit Committee has selected the auditor for the Bank based on knowledge, ability, experience, credibility, resource adequacy and the results from independence assessment. Regarding remuneration, a consideration was made on the scope of auditor's responsibility together with the comparable reference of audit fees paid by other offices.

The Audit Committee has decided to choose the auditor from KPMG Phoomchai Audit Company Limited for the Bank's 2018 audit and proposed the applicable remuneration to the Board of Directors for the shareholders' job appointment. Related comments and recommendations have also been submitted to the Board for consideration.

The Audit Committee has reviewed and evaluated the activities mentioned above and had opinions that the Board of Directors and executive members have the good governance policies. They have put a great deal of commitment and disciplinary to ensure that the Bank's goals are achieved, risk managements are effective with adequate internal controls. The internal auditors are independent and audit process are set according to the internal audit standard, including the credit review and compliance to be complied with the Bank's policies as well as the law and regulations.



**Mr. Teerapol Pussadet**

Chairman of the Audit Committee

# Independent Auditor's Report

To the Shareholders of The Thai Credit Retail Bank Public Company Limited

## **Opinion**

I have audited the consolidated and the Bank's financial statements of The Thai Credit Retail Bank Public Company Limited and its subsidiary (the Group), and of The Thai Credit Retail Bank Public Company Limited (the Bank), respectively, which comprise the consolidated and the Bank's statements of financial position as at 31 December 2018, the consolidated and the Bank's statements of profit or loss and other comprehensive income, changes in equity and cash flows for the year then ended and notes, comprising a summary of significant accounting policies and other explanatory information.

In my opinion, the accompanying consolidated and the Bank's financial statements present fairly, in all material respects, the financial position of the Group and the Bank, respectively, as at 31 December 2018 and their financial performance and cash flows for the year then ended in accordance with Thai Financial Reporting Standards (TFRSs).

## **Basis for Opinion**

I conducted my audit in accordance with Thai Standards on Auditing (TSAs). My responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Consolidated and the Bank's Financial Statements section of my report. I am independent of the Group and the Bank in accordance with the Code of Ethics for Professional Accountants issued by the Federation of Accounting Professions that is relevant to my audit of the consolidated and the Bank's financial statements, and I have fulfilled my other ethical responsibilities in accordance with these requirements. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

## **Other Matter**

The financial statements of the Bank for the year ended 31 December 2017 were audited by another auditor who expressed an unmodified opinion on those statements on 28 February 2018.

## **Other Information**

Management is responsible for the other information. The other information comprises the information included in the annual report, but does not include the consolidated and the Bank's financial statements and my auditor's report thereon. The annual report is expected to be made available to me after the date of this auditor's report.

My opinion on the consolidated and the Bank's financial statements does not cover the other information and I will not express any form of assurance conclusion thereon.

In connection with my audit of the consolidated and the Bank's financial statements, my responsibility is to read the other information identified above when it becomes available and, in doing so, consider whether the other information is materially inconsistent with the consolidated and the Bank's financial statements or my knowledge obtained in the audit, or otherwise appears to be materially misstated.

When I read the annual report, if I conclude that there is a material misstatement therein, I am required to communicate the matter to those charged with governance and request that the correction be made.

*Responsibilities of Management and Those Charged with Governance for the Consolidated and the Bank's Financial Statements*



Management is responsible for the preparation and fair presentation of the consolidated and the Bank's financial statements in accordance with TFRSs, and for such internal control as management determines is necessary to enable the preparation of consolidated and the Bank's financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the consolidated and the Bank's financial statements, management is responsible for assessing the Group's and the Bank's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Group and the Bank or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Group's and the Bank's financial reporting process.

*Auditor's Responsibilities for the Audit of the Consolidated and the Bank's Financial Statements*

My objectives are to obtain reasonable assurance about whether the consolidated and the Bank's financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with TSAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these consolidated and the Bank's financial statements.

As part of an audit in accordance with TSAs, I exercise professional judgment and maintain professional skepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the consolidated and the Bank's financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 Group's and the Bank's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Group's and the Bank's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the consolidated and the Bank's financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Group and the Bank to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the consolidated and the Bank's financial statements, including the disclosures, and whether the consolidated and the Bank's financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the Group to express an opinion on the consolidated financial statements. I am responsible for the direction, supervision and performance of the group audit. I remain solely responsible for my audit opinion.

I communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.




**(Pantip Gulsantithamrong)**  
Certified Public Accountant  
Registration No. 4208


KPMG Phoomchai Audit Ltd.  
Bangkok  
26 February 2019

# Statement of Financial Position

The Thai Credit Retail Bank Public Company Limited and its subsidiary  
As at 31 December 2018

(in thousand Baht)	Note	Consolidated	The Bank	
		31 December 2018	31 December 2018	31 December 2017
<b>Assets</b>				
Cash		550,920	550,920	520,849
Interbank and money market items, net	7	4,273,434	4,273,434	4,684,413
Investments, net	8	1,532,422	1,532,422	1,478,957
Investments in subsidiary, net	9	-	100,000	-
Loans to customers and accrued interest receivables, net	10			
Loans to customers		44,770,044	44,770,044	39,497,525
Accrued interest receivables		241,881	241,881	211,445
Total loans to customers and accrued interest receivables		45,011,925	45,011,925	39,708,970
Less allowance for doubtful accounts	10.4, 11	(2,124,790)	(2,124,790)	(1,745,053)
Less revaluation allowance for debt restructuring	12	(254,542)	(254,542)	(237,655)
Total loans to customers and accrued interest receivables, net		42,632,593	42,632,593	37,726,262
Properties for sale, net	13	66,801	66,801	63,714
Premises and equipment, net	14	320,051	320,051	263,888
Intangible assets, net	15	151,429	147,555	124,906
Deferred tax assets	16	185,422	185,276	132,565
Other assets, net	17, 27	320,588	320,802	234,092
<b>Total assets</b>		<b>50,033,660</b>	<b>50,129,854</b>	<b>45,229,646</b>

  
..... Director  
(Mr. Winyou Chaiyawan)

  
..... Director  
(Mr. Roy Agustinus Gunara)

The accompanying notes are an integral part of these financial statements.

## Statement of Financial Position (Cont'd)

The Thai Credit Retail Bank Public Company Limited and its subsidiary  
As at 31 December 2018

(in thousand Baht)	Note	Consolidated	The Bank	
		31 December 2018	31 December 2018	31 December 2017
<b>Liabilities and equity</b>				
<b>Liabilities</b>				
Deposits	18, 27	42,036,743	42,132,879	37,876,754
Interbank and money market items	19	811,443	811,443	1,099,530
Liabilities payable on demand		90,257	90,257	78,272
Provisions	20	87,876	87,876	65,590
Other liabilities	21, 27	730,926	730,401	607,526
<b>Total liabilities</b>		<b>43,757,245</b>	<b>43,852,856</b>	<b>39,727,672</b>
<b>Equity</b>				
Share capital	22			
Authorised share capital				
515,625,000 ordinary shares of Baht 10 each		5,156,250	5,156,250	5,156,250
Issued and paid-up share capital				
500,000,000 ordinary shares of Baht 10 each		5,000,000	5,000,000	5,000,000
Other reserves		20,745	20,745	21,063
Retained earnings				
Appropriated				
Legal reserve	24	64,787	64,787	2,300
Unappropriated		1,190,883	1,191,466	478,611
<b>Equity attributable to equity holders of the Bank</b>		<b>6,276,415</b>	<b>6,276,998</b>	<b>5,501,974</b>
<b>Total equity</b>		<b>6,276,415</b>	<b>6,276,998</b>	<b>5,501,974</b>
<b>Total liabilities and equity</b>		<b>50,033,660</b>	<b>50,129,854</b>	<b>45,229,646</b>



..... Director  
(Mr. Winyou Chaiyawan)



..... Director  
(Mr. Roy Agustinus Gunara)

The accompanying notes are an integral part of these financial statements.



# Statement of Profit or Loss and other Comprehensive Income

The Thai Credit Retail Bank Public Company Limited and its subsidiary  
For the year ended 31 December 2018

(in thousand Baht)	Note	Consolidated	The Bank	
		For the year ended 31 December 2018	For the years ended 31 December 2018	For the years ended 31 December 2017
Interest income	31	4,951,102	4,951,102	3,952,523
Interest expenses	27, 32	(900,963)	(901,132)	(805,987)
<b>Net interest income</b>		<b>4,050,139</b>	<b>4,049,970</b>	<b>3,146,536</b>
Fees and service income	27	299,141	299,141	266,513
Fees and service expenses		(175,869)	(175,869)	(120,857)
<b>Net fees and service income</b>	<b>33</b>	<b>123,272</b>	<b>123,272</b>	<b>145,656</b>
Losses on foreign exchange transactions, net		(138)	(138)	-
Gains on investments, net	34	1,735	1,735	6,798
Other operating income	27	58,963	59,303	54,979
<b>Total operating income</b>		<b>4,233,971</b>	<b>4,234,142</b>	<b>3,353,969</b>
<b>Other operating expenses</b>				
Employee expenses	28	1,625,048	1,625,048	1,379,124
Directors' remuneration	28	8,770	8,770	9,713
Premises and equipment expenses		341,566	341,566	290,001
Taxes and duties		162,777	162,777	126,524
Others	27	277,924	277,366	193,556
<b>Total other operating expenses</b>		<b>2,416,085</b>	<b>2,415,527</b>	<b>1,998,918</b>
Impairment loss on loans and debt securities	35	854,155	854,155	693,009
<b>Profit from operations before income tax</b>		<b>963,731</b>	<b>964,460</b>	<b>662,042</b>
Income tax	36	192,621	192,767	130,746
<b>Profit for the year</b>		<b>771,110</b>	<b>771,693</b>	<b>531,296</b>



..... Director  
(Mr. Winyou Chaiyawan)



..... Director  
(Mr. Roy Agustinus Gunara)

The accompanying notes are an integral part of these financial statements.

# Statement of Profit or Loss and other Comprehensive Income (Cont'd)

The Thai Credit Retail Bank Public Company Limited and its subsidiary  
For the year ended 31 December 2018

(in thousand Baht)	Note	Consolidated	The Bank	
		For the year ended 31 December 2018	For the years ended 31 December 2018	For the years ended 31 December 2017
<b>Other comprehensive income</b>				
<b><i>Items that will be reclassified subsequently to profit or loss</i></b>				
Losses (gains) on remeasuring available-for-sale investments		(2,722)	(2,722)	3,030
Income tax relating to items that will be reclassified subsequently to profit or loss	36	544	544	(606)
		<b>(2,178)</b>	<b>(2,178)</b>	<b>2,424</b>
<b><i>Items that will not be reclassified to profit or loss</i></b>				
Gains on remeasurements of defined benefit obligations		4,561	4,561	705
Income tax relating to items that will not be reclassified to profit or loss	36	(912)	(912)	(141)
		<b>3,649</b>	<b>3,649</b>	<b>564</b>
<b>Total other comprehensive income for the year, net of income tax</b>		<b>1,471</b>	<b>1,471</b>	<b>2,988</b>
<b>Total comprehensive income for the year</b>		<b>772,581</b>	<b>773,164</b>	<b>534,284</b>



..... Director  
(Mr. Winyou Chaiyawan)




..... Director  
(Mr. Roy Agustinus Gunara)


The accompanying notes are an integral part of these financial statements.

# Statement of Profit or Loss and other Comprehensive Income (Cont'd)

The Thai Credit Retail Bank Public Company Limited and its subsidiary  
For the year ended 31 December 2018

(in thousand Baht)	Note	Consolidated	The Bank	
		For the year ended 31 December 2018	For the years ended 31 December 2018	For the years ended 31 December 2017
<b>Profit attributable to:</b>				
Equity holders of the Bank		771,110	771,693	531,296
Non-controlling interest		-	-	-
<b>Profit for the year</b>		<b>771,110</b>	<b>771,693</b>	<b>531,296</b>
<b>Total comprehensive income attributable to:</b>				
Equity holders of the Bank		772,581	773,164	534,284
Non-controlling interest		-	-	-
<b>Total comprehensive income for the year</b>		<b>772,581</b>	<b>773,164</b>	<b>534,284</b>
<b>Earnings per share</b>	37			
Basic earnings per share (in Baht)		1.54	1.54	1.11
Diluted earnings per share (in Baht)		1.50	1.50	1.08

  
..... Director  
(Mr. Winyou Chaiyawan)

  
..... Director  
(Mr. Roy Agustinus Gunara)

The accompanying notes are an integral part of these financial statements.

# Statement of Changes in Equity

The Thai Credit Retail Bank Public Company Limited and its subsidiary  
For the year ended 31 December 2018

(in thousand Baht)	Consolidated								
	Note	Issued and paid-up share capital	Reserve for share-based payments (Note 23)	Other reserves		Retained earnings		Equity attributable to equity holders of the Bank	Total equity
				Revaluation surplus on available-for-sale investments, net (Note 8)	Total other reserve	Legal reserve	Unappropriated		
<b>For the year ended 31 December 2018</b>									
<b>Balance at 1 January 2018</b>		5,000,000	18,675	2,388	21,063	2,300	478,611	5,501,974	5,501,974
<b>Contributions by owners of the Bank</b>									
Share-based payment transactions	23	-	1,860	-	1,860	-	-	1,860	1,860
<b>Total contributions by owners of the Bank</b>		-	1,860	-	1,860	-	-	1,860	1,860
<b>Comprehensive income for the year</b>									
Profit for the year		-	-	-	-	-	771,110	771,110	771,110
Other comprehensive income		-	-	(2,178)	(2,178)	-	3,649	1,471	1,471
<b>Total comprehensive income for the year</b>		-	-	(2,178)	(2,178)	-	774,759	772,581	772,581
Transfer to legal reserve	24	-	-	-	-	62,487	(62,487)	-	-
<b>Balance at 31 December 2018</b>		5,000,000	20,535	210	20,745	64,787	1,190,883	6,276,415	6,276,415

The accompanying notes are an integral part of these financial statements.



## Statement of Changes in Equity (Cont'd)

The Thai Credit Retail Bank Public Company Limited and its subsidiary  
For the year ended 31 December 2018

(in thousand Baht)	The Bank							
	Note	Issued and paid-up share capital	Reserve for share-based payments (Note 23)	Other reserves		Retained earnings		Total equity
				Revaluation surplus on available-for-sale investments, net (Note 8)	Total other reserve	Legal reserve	Unappropriated	
<b>For the year ended 31 December 2017</b>								
<b>Balance at 1 January 2017</b>		<b>4,000,000</b>	<b>15,412</b>	<b>(36)</b>	<b>15,376</b>	<b>2,300</b>	<b>(53,249)</b>	<b>3,964,427</b>
<b>Contributions by owners of the Bank</b>								
Issue of ordinary shares	22	1,000,000	-	-	-	-	-	1,000,000
Share-based payment transactions	23	-	3,263	-	3,263	-	-	3,263
<b>Total contributions by owners of the Bank</b>		<b>1,000,000</b>	<b>3,263</b>	<b>-</b>	<b>3,263</b>	<b>-</b>	<b>-</b>	<b>1,003,263</b>
<b>Comprehensive income for the year</b>								
Profit for the year		-	-	-	-	-	531,296	531,296
Other comprehensive income		-	-	2,424	2,424	-	564	2,988
<b>Total comprehensive income for the year</b>		<b>-</b>	<b>-</b>	<b>2,424</b>	<b>2,424</b>	<b>-</b>	<b>531,860</b>	<b>534,284</b>
<b>Balance at 31 December 2017</b>		<b>5,000,000</b>	<b>18,675</b>	<b>2,388</b>	<b>21,063</b>	<b>2,300</b>	<b>478,611</b>	<b>5,501,974</b>

The accompanying notes are an integral part of these financial statements.

# Statement of Changes in Equity (Cont'd)

The Thai Credit Retail Bank Public Company Limited and its subsidiary  
For the year ended 31 December 2018

	The Bank							
	Note	Issued and paid-up share capital	Reserve for share-based payments (Note 23)	Other reserves		Retained earnings		Total equity
				Revaluation surplus on available-for-sale investments, net (Note 8)	Total other reserve	Legal reserve	Unappropriated	
<b>For the year ended 31 December 2018</b>								
<b>Balance at 1 January 2018</b>		5,000,000	18,675	2,388	21,063	2,300	478,611	5,501,974
<b>Contributions by owners of the Bank</b>								
Share-based payment transactions	23	-	1,860	-	1,860	-	-	1,860
<b>Total contributions by owners of the Bank</b>		-	1,860	-	1,860	-	-	1,860
<b>Comprehensive income for the year</b>								
Profit for the year		-	-	-	-	-	771,693	771,693
Other comprehensive income		-	-	(2,178)	(2,178)	-	3,649	1,471
<b>Total comprehensive income for the year</b>		-	-	(2,178)	(2,178)	-	775,342	773,164
Transfer to legal reserve	24	-	-	-	-	62,487	(62,487)	-
<b>Balance at 31 December 2018</b>		5,000,000	20,535	210	20,745	64,787	1,191,466	6,276,998

The accompanying notes are an integral part of these financial statements.

# Statement of Cash Flows

The Thai Credit Retail Bank Public Company Limited and its subsidiary  
For the year ended 31 December 2018

(in thousand Baht)	Note	Consolidated	The Bank	
		For the year ended 31 December 2018	For the years ended 31 December 2018	For the years ended 31 December 2017
<b>Cash flows from operating activities</b>				
Profit from operations before income tax		963,731	964,460	662,042
<b>Adjustments to reconcile profit from operations before income tax to net cash provided by (used in) operating activities</b>				
Depreciation and amortisation		79,419	79,419	70,894
Impairment losses on loans and debt securities		831,133	831,133	637,701
Impairment losses on other assets		6,135	6,135	8,295
Provision for employee benefits		26,729	26,729	17,335
Provision for decommissioning cost of leasehold improvement		1,861	1,861	2,482
Share-base payment		1,860	1,860	3,263
Losses on troubled debts restructuring		16,887	16,887	47,013
Losses on write-off of premises and equipment		1,421	1,421	1,167
Losses on reclassification of intangible assets		-	-	608
Losses (gains) on sales of properties for sale		80	80	(4,841)
Losses on disposal of premises and equipment		10	10	432
Gains on disposal of investments		(1,735)	(1,735)	(6,798)
Net amortisation of discount on investments		(6,569)	(6,569)	(9,792)
Net interest income		(4,050,139)	(4,049,970)	(3,146,536)
Interest received		4,898,544	4,898,544	3,915,604
Interest paid		(939,490)	(939,659)	(835,013)
Dividend income		(34)	(34)	(26)
Income tax paid		(196,955)	(196,955)	(100,625)
<b>Profit from operations before changes in operating assets and liabilities</b>		<b>1,632,888</b>	<b>1,633,617</b>	<b>1,263,205</b>

The accompanying notes are an integral part of these financial statements.

## Statement of Cash Flows (Cont'd)

The Thai Credit Retail Bank Public Company Limited and its subsidiary  
For the year ended 31 December 2018

(in thousand Baht)	Note	Consolidated	The Bank	
		For the year ended 31 December 2018	For the years ended 31 December 2018	For the years ended 31 December 2017
<b><i>Decrease (increase) in operating assets</i></b>				
Interbank and money market items		411,328	411,328	(2,395,539)
Loans to customers		(5,723,915)	(5,723,915)	(5,327,210)
Properties for sale		(3,167)	(3,167)	(42,906)
Other assets		(97,342)	(97,556)	(19,844)
<b><i>Increase (decrease) in operating liabilities</i></b>				
Deposits		4,198,194	4,294,330	4,971,650
Interbank and money market items		(288,087)	(288,087)	(693,130)
Liabilities payable on demand		11,985	11,985	(14,969)
Provision for employee benefits		(1,743)	(1,743)	(4,477)
Other liabilities		69,580	69,181	72,170
<b>Net cash provided by (used in) operating activities</b>		<b>209,721</b>	<b>305,973</b>	<b>(2,191,050)</b>
<b><i>Cash flows from investing activities</i></b>				
Interest received		25,478	25,478	-
Dividend received		34	34	26
Purchase of available-for-sale investments		(2,351,931)	(2,351,931)	(3,124,130)
Purchase of general investments		(113)	(113)	-
Proceeds from sales and redemption of available-for-sale investments		2,304,163	2,304,163	4,570,667
Purchase of investment in subsidiary		-	(100,000)	-
Purchase of premises and equipment		(119,752)	(119,752)	(149,827)
Proceeds from sales of premises and equipment		68	68	306
Purchase of intangible assets		(37,597)	(33,849)	(26,715)
<b>Net cash (used in) provided by investing activities</b>		<b>(179,650)</b>	<b>(275,902)</b>	<b>1,270,327</b>

The accompanying notes are an integral part of these financial statements.

## Statement of Cash Flows (Cont'd)

The Thai Credit Retail Bank Public Company Limited and its subsidiary  
For the year ended 31 December 2018

	Note	Consolidated	The Bank	
		For the year ended 31 December 2018	For the years ended 31 December 2018	For the years ended 31 December 2017
(in thousand Baht)				
<b>Cash flows from financing activities</b>				
Proceeds from issue of share	22	-	-	1,000,000
<b>Net cash provided by financing activities</b>		<b>-</b>	<b>-</b>	<b>1,000,000</b>
<b>Net increase in cash</b>		<b>30,071</b>	<b>30,071</b>	<b>79,277</b>
Cash at 1 January		520,849	520,849	441,572
<b>Cash at 31 December</b>		<b>550,920</b>	<b>550,920</b>	<b>520,849</b>
<b>Supplementary disclosures of cash flow information</b>				
Non-cash transactions:				
Increase in properties for sale due to debts settlement	13	36,571	36,571	104,964
(Decrease) increase in other payables - purchases of assets		(4,998)	(5,123)	12,018

The accompanying notes are an integral part of these financial statements.



# Notes to the Financial Statements

The Thai Credit Retail Bank Public Company Limited and its subsidiary  
For the year ended 31 December 2018

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10	Loans to customers and accrued interest receivables, net	147	30	Financial position and results of operations classified by domestic and foreign business	181
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15	Intangible assets, net	160	35	Impairment loss on loans and debt securities	183
16	Deferred tax assets	163	36	Income tax expense	184
17	Other assets, net	166	37	Earnings per share	186
18	Deposits	166	38	Thai Financial Reporting Standards (TFRSs) not yet adopted	187
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# Notes to the Financial Statements

The Thai Credit Retail Bank Public Company Limited and its subsidiary  
For the year ended 31 December 2018

These notes form an integral part of the financial statements.

The financial statements issued for Thai statutory and regulatory reporting purposes are prepared in the Thai language. These English language financial statements have been prepared from the Thai language statutory financial statements, and were approved and authorised for issue by the Board of Directors on 26 February 2019.

## 1 General information

The Thai Credit Retail Bank Public Company Limited, (“the Bank”), was incorporated as a limited company in Thailand on 6 October 1970 and was transformed to a public company limited on 28 July 2005. The Bank has been approved by the Ministry of Finance to operate as a retail bank in Thailand effective from 22 December 2006 and commenced its operations on 18 January 2007 onwards. The Bank registered to change its name from “Thai Keha Credit Foncier Public Co., Ltd.” to “The Thai Credit Retail Bank Public Company Limited”.

The Bank has its registered head office at 123 Thai Life Insurance Building, Ratchadaphisek Road, Dindaeng, Bangkok 10400.

As at 31 December 2018, the ultimate parent company and the immediate parent company were V.C. Sombat Co., Ltd. and VNB Holding Company Limited which were incorporated in Thailand.

The principal business of the Bank are financial services under the scope of retail banking license. Its subsidiary is incorporated as a limited company under Thai laws and has been operating in Thailand. Details of the Bank’s subsidiary as at 31 December 2018 are given in note 9.

## 2 Basis of preparation of the financial statements

### (a) Statement of compliance

The financial statements are prepared in accordance with Thai Financial Reporting Standards (TFRSs); guidelines promulgated by the Federation of Accounting Professions (“FAP”); and presented as prescribed by the Bank of Thailand (“BoT”) notification number Sor Nor Sor. 21/2558, directive dated 4 December 2015, regarding “The preparation and announcement of the financial statements of commercial banks and holding companies which are the parent company of a group of companies offering financial services”.

The FAP has issued new and revised TFRSs effective for annual accounting periods beginning on or after 1 January 2018. The initial application of these new and revised TFRSs has resulted in changes in certain of the Bank and its subsidiary’s accounting policies. These changes has no material effect on the financial statements.

In addition to the above new and revised TFRSs, the FAP has issued a number of new and revised TFRSs which are not yet effective for current periods. The Bank and its subsidiary have not early adopted these standards in preparing these financial statements. Those new and revised TFRSs that are relevant to the Bank and its subsidiary's operations are disclosed in note 38.

**(b) Basis of measurement**

The financial statements have been prepared on the historical cost basis except for the following items.

<b>Item</b>	<b>Measurement base</b>
Available-for-sale investments	Fair value
Defined benefit liability	Present value of the defined benefit obligation as explained in note 3 (n)

**(c) Functional and presentation currency**

The financial statements are prepared and presented in Thai Baht, which is the Bank's functional currency. All financial information presented in Thai Baht has been rounded to the nearest thousand unless otherwise stated.

**(d) Use of judgements and estimates**

The preparation of financial statements in conformity with TFRSs requires management to make judgements, estimates and assumptions that affect the application of accounting policies and the reported amounts of assets, liabilities, income and expenses. Actual results may differ from these estimates.

Estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised prospectively.

*Assumptions and estimation uncertainties*

Information about assumption and estimation uncertainties that have a significant risk of resulting in a material adjustments to the carrying amount of assets and liabilities within the year ending 31 December 2019 is included in the following notes:

Note 5	Fair value of assets and liabilities
Note 11	Allowance for doubtful accounts
Note 16	Deferred tax assets
Note 20	Provisions

### *Measurement of fair values*

The Bank and its subsidiary's accounting policies and disclosures require the measurement of fair values, for both financial and non-financial assets and liabilities.

The Bank and its subsidiary have an established control framework with respect to the measurement of fair values. This includes a valuation team that has overall responsibility for overseeing all significant fair value measurements, including Level 3 fair values, and reports directly to the Assistant Managing Director, Finance.

The valuation team regularly reviews significant unobservable inputs and valuation adjustments. If third party information, such as broker quotes or pricing services, is used to measure fair values, then the valuation team assesses the evidence obtained from the third parties to support the conclusion that these valuations meet the requirements of TFRSs, including the level in the fair value hierarchy in which the valuations should be classified.

When measuring the fair value of an asset or a liability, the Bank and its subsidiary use observable market data as far as possible. Fair values are categorised into different levels in a fair value hierarchy based on the inputs used in the valuation techniques as follows:

- *Level 1:* quoted prices (unadjusted) in active markets for identical assets or liabilities.
- *Level 2:* inputs other than quoted prices included in Level 1 that are observable for the asset or liability, either directly (i.e. as prices) or indirectly (i.e. derived from prices).
- *Level 3:* inputs for the asset or liability that are not based on observable market data (unobservable inputs).

If the inputs used to measure the fair value of an asset or liability might be categorised in different levels of the fair value hierarchy, then the fair value measurement is categorised in its entirety in the same level of the fair value hierarchy as the lowest level input that is significant to the entire measurement.

Further information about the assumptions made in measuring fair values is included in note 5 Fair value of assets and liabilities.

### **3 Significant accounting policies**

The accounting policies set out below have been applied consistently to all periods presented in these financial statements.

**(a) Basis of consolidation**

The consolidated financial statements relate to the Bank and its subsidiary (together referred to as “the Group”).

*Business combinations*

The Group applies the acquisition method for all business combinations when control is transferred to the Group, as describe in subsidiary section, other than those with entities under common control.

The Group controls an entity when it is exposed to, or has right to, variable returns from its involvement with the entity and has the ability to affect those returns through its power over the entity. The acquisition date is the date on which control is transferred to the acquirer. Judgement is applied in determining the acquisition date and determining whether control is transferred from one party to another.

Goodwill is measured as the fair value of the consideration transferred including the recognised amount of any non-controlling interest in the acquiree, less the net recognised amount (generally fair value) of the identifiable assets acquired and liabilities assumed, all measured as of the acquisition date. Any gain on bargain purchase is recognised in profit or loss immediately.

Consideration transferred includes the fair values of the assets transferred, liabilities incurred by the Group to the previous owners of the acquiree, and equity interests issued by the Group. Consideration transferred also includes the fair value of any contingent consideration of the acquiree that are replaced mandatorily in the business combination.

A contingent liability of the acquiree is assumed in a business combination only if such a liability represents a present obligation and arises from a past event, and its fair value can be measured reliably.

Transaction costs that the Group incurs in connection with a business combination, such as legal fees, and other professional and consulting fees are expensed as incurred.

*Acquisitions from entities under common control*

Business combination under common control are accounted for using a method similar to the pooling of interest method. Under that method the acquirer recognises assets and liabilities of the acquired businesses at their carrying amounts in the consolidated financial statements of the ultimate parent company at the moment of the transaction. The difference between the carrying amount of the acquired net assets and the consideration transferred is recognised as surplus or discount from business combinations under common control in shareholder’s equity. The surplus or discount will be transferred to retained earnings upon divestment of the businesses acquired.



The results from operations of the acquired businesses will be included in the consolidated financial statements of the acquirer from the beginning of the comparative period or the moment the businesses came under common control, whichever date is later, until control ceases.

#### *Subsidiary*

Subsidiary is an entity controlled by the Group. The Group controls an entity when it is exposed to, or has rights to, variable returns from its involvement with the entity and has the ability to affect those returns through its power over the entity. The financial statements of subsidiaries are included in the consolidated financial statements from the date on which control commences until the date on which control ceases.

#### *Non-controlling interests*

At the acquisition date, the Group measures any non-controlling interest at its proportionate interest in the identifiable net assets of the acquiree.

Changes in the Group's interest in a subsidiary that do not result in a loss of control are accounted for as equity transactions.

#### *Loss of control*

When the Group loses control over a subsidiary, it derecognises the assets and liabilities of the subsidiary, and any related non-controlling interests and other components of equity. Any resulting gain or loss is recognised in profit or loss. Any interest retained in the former subsidiary is measured at fair value when control is lost.

#### *Transactions eliminated on consolidation*

Intra-group balances and transactions, and any unrealised income or expenses arising from intra-group transactions, are eliminated in preparing the consolidated financial statements.

### **(b) Foreign currencies**

#### *Foreign currency transactions*

Transactions in foreign currencies are translated to the respective functional currencies of Group entities at exchange rates at the dates of the transactions.

Monetary assets and liabilities denominated in foreign currencies are translated to the functional currency at the exchange rate at the reporting date.

Non-monetary assets and liabilities measured at cost in foreign currencies are translated to the functional currency at the exchange rates at the dates of the transactions.

Foreign currency differences are generally recognised in profit or loss. However, foreign currency differences arising from the translation of available-for-sale equity investments are recognised in other comprehensive income.

**(c) Cash**

Cash consist of cash on hand and cash on collection of the Group.

**(d) Investments**

*Investments in subsidiary*

Investments in subsidiary in the Bank's financial statements are accounted for using the cost method.

*Investments in debt and equity securities*

Debt securities and marketable equity securities held for trading are stated at fair value, with any resulting gain or loss recognised in profit or loss.

Debt securities that the Group has the positive intent and ability to hold to maturity are classified as held-to-maturity investments. Held-to-maturity investments are stated at amortised cost, less allowance for impairment losses. The difference between the acquisition cost and redemption value of such debt securities is amortised using the effective interest rate method over the period to maturity.

Debt securities and marketable equity securities, other than those securities held for trading or intended to be held to maturity, are classified as available-for-sale investments. Available-for-sale investments are, subsequent to initial recognition, stated at fair value, and changes therein, other than impairment losses and foreign currency differences on available-for-sale monetary items, are recognised directly in equity. Impairment losses and foreign exchange differences are recognised in profit or loss. When these investments are derecognised, the cumulative gain or loss previously recognised directly in equity is recognised in profit or loss. Where these investments are interest-bearing, interest calculated using the effective interest method is recognised in profit or loss.

Equity securities which are not marketable are stated at cost less any allowance for impairment losses.

The fair value of financial instruments classified as held-for-trading and available-for-sale is determined as the quoted bid price at the reporting date.

For government debt securities, state enterprise bonds and other domestic debt securities listed in The Thai Bond Market Association (ThaiBMA), the fair values are calculated using the bidding prices at The Thai Bond Market Association or other financial institutions, depending on the case of the mentioned fair value determination of debt securities.

In the event of transferring between investment portfolios, such investments are adjusted to their fair values at the transfer dates. Differences between the carrying amount of the investments and their fair values on those dates are either recognised as gains (losses) in profit or loss or presented as item an equity, depending on the type of the transferred investments.

#### *Recognition*

Purchases and sales of investments are recorded on settlement date.

#### *Disposal of investments*

On disposal of an investment, the difference between net disposal proceeds and the carrying amount together with the associated cumulative gain or loss that was reported in equity is recognised in profit or loss.

If the Group disposes of part of its holding of a particular investment, the deemed cost of the part sold is determined using the weighted average method applied to the carrying value of the total holding of the investment.

### **(e) Loans to customers**

Overdrafts are carried at the principal amounts including accrued interest receivables.

Hire-purchase and financial lease receivables are carried at the principal amounts including deferred initial commission expenses and direct costs at the inception of the contracts.

Other loans to customers are carried at the principal amounts.

Deferred revenues are deducted from loans to customers.

### **(f) Allowance for doubtful accounts**

According to the BoT's regulations, the Bank is allowed to categorise loans and set up the allowance for doubtful accounts on either an account-by-account basis or on a customer basis. In this respect, the Bank has chosen to categorise loans and set up the allowance for doubtful accounts on a customer basis, such that all loans extended to a customer are classified at the lowest quality category of such customer and

the allowance for doubtful accounts is determined according to that classification. The Bank also performs qualitative reviews of loans and commitments in accordance with the guidelines of the BoT.

The Bank determines the minimum allowance for doubtful accounts in accordance with the BoT's notifications, regarding the Classification and Allowance of Financial Institutions dated 10 June 2016 and regarding the Collateral Appraisal and Immovable Assets for Sale Received from Debt Repayment of Finance Institutions dated 10 June 2016 including individual loan analysis and assessment with respect to the Bank's experience in credit risk evaluation and collateral value.

The Bank determines the minimum allowance for doubtful accounts in accordance with the percentage under the BoT's guidelines of the difference between the book value of outstanding loan and the present value of estimated future cash flows from the debtor, or the difference between the book value of outstanding loan and the present value of the estimated future cash flows from the disposal of collateral. Furthermore, the Bank has set aside an additional allowance for doubtful accounts in excess of the minimum BoT's requirement by consideration the additional potential loss arising from changes in economic and legal environment and other factors that may impact the ability of the debtors in meeting their obligations under the loan agreements.

Bad debts written-off are made in accordance with the requirements of the BoT.

Bad debts recovery is recorded as other operating income in profit or loss.

**(g) Troubled debt restructuring**

The Bank's troubled debt restructuring methodology include the modification of payment schedule, reduction of principal and/or accrued interest receivables and asset transfer.

The Bank records assets transferred for debt settlements at the lower of the fair values of assets net of estimated selling expenses (if any), or the amount of investment in receivables (including accrued interest receivables).

In case of modifying repayment terms, fair value of investment in receivables after restructuring is based on the present value of the expected future cash flows discounted by the interest rates as stated on the original loan agreements. The Bank recognises loss on debt restructuring net of allowance for bad debts as expenses in profit or loss when debt restructuring incurred.

Legal fees and other direct costs incurred from debt restructuring are recognised as expenses when incurred.

**(h) Properties for sale**

Properties for sale except for repossessed vehicles are stated at the lower of costs or net realisable value which referred to the latest appraisal value net of estimated selling expenses.

The repossessed vehicles are stated at the lower of the outstanding loan principal including accrued interest receivables and output VAT submitted to the Revenue Department or fair value, net of selling costs and expenses. Fair value of the repossessed vehicles is based on the net realisable value.

The impairment of the property for sales carrying amount will be realised as the allowance for impairment of the property for sales when incurred.

Gain or loss on sales of such properties for sale is realised upon disposition of the underlying asset and is included in other operating income in profit or loss.

**(i) Premises and equipment***Recognition and measurement**Owned assets*

Premises and equipment are measured at cost less accumulated depreciation and allowance for impairment losses.

Cost includes expenditure that is directly attributable to the acquisition of the asset. The cost of self-constructed assets includes the cost of materials and direct labour, any other costs directly attributable to bringing the assets to a working condition for their intended use, the costs of dismantling and removing the items and restoring the site on which they are located, and capitalised borrowing costs. Purchased software that is integral to the functionality of the related equipment is capitalised as part of that equipment.

When parts of an item of premises and equipment have different useful lives, they are accounted for as separate items (major components) of premises and equipment.

Any gains or losses on disposal of an item of premises and equipment are determined by comparing the proceeds from disposal with the carrying amount of premises and equipment, and are recognised in profit or loss.



*Subsequent costs*

The cost of replacing a part of an item of premises and equipment is recognised in the carrying amount of the item if it is probable that the future economic benefits embodied within the part will flow to the Group, and its cost can be measured reliably. The carrying amount of the replaced part is derecognised. The costs of the day-to-day servicing of premises and equipment are recognised in profit or loss as incurred.

*Depreciation*

Depreciation is calculated based on the depreciable amount, which is the cost of an asset, or other amount substituted for cost, less its residual value.

Depreciation is charged to profit or loss on a straight-line basis over the estimated useful lives of each component of an item of premises and equipment. The estimated useful lives are as follows:

Premises	25 years
Leasehold improvements	3 - 10 years
Furniture, fixtures and equipment	3 - 5 years
Computers and accessories	3- 5 years
Vehicles	5 years

No depreciation is provided on assets under construction.

Depreciation methods, useful lives and residual values are reviewed at each financial year-end and adjusted if appropriate.

**(j) Intangible assets***Research and development*

Expenditure on research activities, undertaken with the prospect of gaining new scientific or technical knowledge and understanding, is recognised in profit or loss as incurred.

Development activities involve a plan or design for the production of new or substantially improved products and processes. Development expenditure is capitalised only if development costs can be measured reliably, the product or process is technically and commercially feasible, future economic benefits are probable, and the Group intends to and has sufficient resources to complete development and to use or sell the asset. The expenditure capitalised includes the cost of materials, direct labour, overhead costs that are directly

attributable to preparing the asset for its intended use, and capitalised borrowing costs. Other development expenditure is recognised in profit or loss as incurred.

Capitalised development expenditure is measured at cost less accumulated amortisation and allowance for impairment losses.

#### *Other intangible assets*

Other intangible assets that are acquired by the Group and have finite useful lives are measured at cost less accumulated amortisation and allowance for impairment losses.

Other intangible assets that are acquired by the Group and have indefinite useful lives are measured at cost less allowance for impairment losses.

#### *Subsequent expenditure*

Subsequent expenditure is capitalised only when it increases the future economic benefits embodied in the specific asset to which it relates. All other expenditure is recognised in profit or loss as incurred.

#### *Amortisation*

Amortisation is based on the cost of the asset, or other amount substituted for cost, less its residual value.

Amortisation is recognised in profit or loss on a straight-line basis over the estimated useful lives of intangible assets from the date that they are available for use, since this most closely reflects the expected pattern of consumption of the future economic benefits embodied in the asset. The estimated useful lives for the current and comparative periods are as follows:

Computer software	3- 10 years
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Amortisation methods, useful lives and residual values are reviewed at each financial year-end and adjusted if appropriate.

### **(k) Leasehold rights**

Leasehold rights are measured at cost less accumulated amortisation and are presented as a part of “other assets” in the statements of financial position.

The amortisation of leasehold rights is calculated by the straight-line method over the lease period of 3 - 20 years.

The amortisation is recognised as other operating expenses in profit or loss.

**(l) Operating lease**

Lease not transferring a significant portion of the risks and rewards of ownership to lessee are classified as operating lease.

Payments made under operating leases are recognised in profit or loss on a straight-line basis over the term of the lease.

Contingent lease payments are accounted for by revising the minimum lease payments over the remaining term of the lease when the lease adjustment is confirmed.

**(m) Impairment**

The carrying amounts of the Group's assets are reviewed at each reporting date to determine whether there is any indication of impairment. If any such indication exists, the assets' recoverable amounts are estimated. For intangible assets that have indefinite useful lives or are not yet available for use, the recoverable amount is estimated each year at the same time.

An impairment loss is recognised if the carrying amount of an asset or its cash-generating unit exceeds its recoverable amount. The impairment loss is recognised in profit or loss.

When a decline in the fair value of an available-for-sale financial asset has been recognised directly in equity and there is objective evidence that the value of the asset is impaired, the cumulative loss that had been recognised directly in equity is recognised in profit or loss even though the financial asset has not been derecognised. The amount of the cumulative loss that is recognised in profit or loss is the difference between the acquisition cost and current fair value, less any allowance for impairment loss on that financial asset previously recognised in profit or loss.

*Calculation of recoverable amount*

The recoverable amount of held-to-maturity investments carried at amortised cost is calculated as the present value of the estimated future cash flows discounted at the original effective interest rate.

The recoverable amount of available-for-sale financial assets is calculated by reference to the fair value.

The recoverable amount of a non-financial asset is the greater of the asset's value in use and fair value less costs to sell. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset. For an asset that does not generate cash inflows largely independent of those from other assets, the recoverable amount is determined for the cash-generating unit to which the asset belongs.

#### *Reversals of impairment*

An impairment loss in respect of a financial asset is reversed if the subsequent increase in recoverable amount can be related objectively to an event occurring after the impairment loss was recognised in profit or loss. For financial assets carried at amortised cost and available-for-sale investments that are debt securities, the reversal is recognised in profit or loss. For available-for-sale investments that are equity securities, the reversal is recognised in other comprehensive income.

Impairment losses recognised in prior periods in respect of other non-financial assets are assessed at each reporting date for any indications that the loss has decreased or no longer exists. An impairment loss is reversed if there has been a change in the estimates used to determine the recoverable amount. An impairment loss is reversed only to the extent that the asset's carrying amount does not exceed the carrying amount that would have been determined, net of depreciation or amortisation, if no impairment loss had been recognised.

### **(n) Employee benefits**

#### *Defined contribution plans*

Obligations for contributions to defined contribution plans are expensed in profit or loss as the related service is provided.

#### *Defined benefit plans*

The Group's net obligation in respect of defined benefit plans is calculated separately for each plan by estimating the amount of future benefit that employees have earned in the current and prior periods, discounting that amount

The calculation of defined benefit obligations is performed annually by a qualified actuary using the projected unit credit method.

Remeasurements of the net defined benefit liability, actuarial gain or loss are recognised immediately in other comprehensive income. The Group determines the interest expense on the net defined benefit liability for the period by applying the discount rate used to measure the defined benefit obligation at the beginning of the annual period, taking into account any changes in the net defined benefit liability during the period as a result of contributions and benefit payments. Net interest expense and other expenses related to defined benefit plans are recognised in profit or loss.

When the benefits of a plan are changed or when a plan is curtailed, the resulting change in benefit that relates to past service or the gain or loss on curtailment is recognised immediately in profit or loss. The Group recognises gains and losses on the settlement of a defined benefit plan when the settlement occurs.

#### *Termination benefits*

Termination benefits are expensed at the earlier of when the Group can no longer withdraw the offer of those benefits and when the Group recognises costs for a restructuring. If benefits are not expected to be settled wholly within 12 months of the end of the reporting period, then they are discounted.

#### *Short-term employee benefits*

Short-term employee benefits are expensed as the related service is provided. A liability is recognised for the amount expected to be paid if the Group has a present legal or constructive obligation to pay this amount as a result of past service provided by the employee and the obligation can be estimated reliably.

### **(o) Share-based payments**

The grant-date fair value of equity-settled share-based payment awards granted to certain senior management is generally recognised as an expense, with a corresponding increase in equity, over the vesting period of the awards. The amount recognised as an expense is adjusted to reflect the number of awards for which the related service and non-market performance conditions are expected to be met, such that the amount ultimately recognised is based on the number of awards that meet the related service and non-market performance conditions at the vesting date.

### **(p) Provisions**

A provision is recognised if, as a result of a past event, the Group has a present legal or constructive obligation that can be estimated reliably, and it is probable that an outflow of economic benefits will be required to settle the obligation. Provisions are determined by discounting the expected future cash flows at a pre-tax rate that reflects current market assessments of the time value of money and the risks specific to the liability. The unwinding of the discount is recognised as a finance cost.



**(q) Revenue***Interest income and discount on loans to customers*

Interest income is recognised on an accrual basis. The Bank discontinues recognition of overdue interest income more than three months since the due date or there is uncertainty of collectability, a collection basis is applied. The Bank also reverses interest income on such loans in order to comply with the BoT's notifications. The Bank continues its income recognition on the accrual basis when the entire amount of the principal and overdue interest have been paid.

The Bank recognises interest income on restructured loans on cash basis.

*Interest income on factoring*

The Bank recognises interest income on factoring on an accrual basis, except in the case of interest on factoring which is defaulted over three months from the due date where interest is recognised on collection basis.

The Bank reverses accrued interest income on loan to customers and factoring when its principal or interest payment has become over three months past due to comply with the BoT's notifications. The Bank continues its income recognition on the accrual basis which the entire amount of the principal and overdue interest have been paid.

*Interest income from hire-purchase and leasing*

Hire-purchase and leasing income are recorded as income through the installment period using the effective interest method. Interest income on hire-purchase and leasing which is over three months past due from the due date is recognised on collection basis.

The Bank reverses accrued interest income on hire-purchase and leasing when the principal or interest payment has become over three months past due to comply with the BoT's notifications. The Bank continues its income recognition on the accrual basis when the entire amount of the principal and overdue interest have been paid.

*Interest income from investment in debt securities*

Interest income from investment in debt securities is recognised on an effective interest rates over the holding periods.

*Dividend income*

Dividend income is recognised in profit or loss on the date the Group's right to receive payments is established.

*Fees and services income*

The Bank recognises fees and services income when services have been rendered.

*Gains (losses) on sales of properties for sale*

Gains (losses) on sales of properties are recognised as income or expenses in profit or loss when the significant risks and rewards in ownership of properties for sale have been transferred to the buyer.

*Gains (losses) on sales of investments*

Gains (losses) on sales of investments are recognised as income or expenses on the settlement date.

*Brokerage fee*

When the Group acts in the capacity of an agent rather than as the principal in a transaction, the revenue recognised is the net amount of commission made by the Group. The Group recognises brokerage fee on an accrual basis.

*Other income*

The Group recognises other income on an accrual basis.

**(r) Expenses**

The Group recognises expenses on an accrual basis.

*Contributions to the Deposit Protection Agency and the Financial Institutions Development Fund*

Contributions to the Deposit Protection Agency and the Financial Institutions Development Fund are recorded as expenses in profit or loss on an accrual basis.

*Initial commission expenses and direct cost of hire-purchase and leasing contracts*

The Bank records initial commission expenses and direct cost arising from hire-purchase and leasing contracts as a part of loan to customers then recognise them as expenses using the effective interest method throughout the installment period and present these expenses net from interest income from hire-purchase and leasing.

**(s) Income tax**

Income tax expense for the period comprises current and deferred tax. Current and deferred tax are recognised in profit or loss except to the extent that they relate to a business combination, or items recognised directly in equity or in other comprehensive income.

Current tax is the expected tax payable or receivable on the taxable income or loss for the period, using tax rates enacted or substantively enacted at the reporting date, and any adjustment to tax payable in respect of previous years.

Deferred tax is recognised in respect of temporary differences between the carrying amounts of assets and liabilities for financial reporting purposes and the amounts used for taxation purposes. Deferred tax is not recognised for the following temporary differences: the initial recognition of goodwill; the initial recognition of assets or liabilities in a transaction that is not a business combination and that affects neither accounting nor taxable profit or loss; and differences relating to investments in subsidiaries to the extent that it is probable that they will not reverse in the foreseeable future.

The measurement of deferred tax reflects the tax consequences that would follow the manner in which the Group expects, at the end of the reporting period, to recover or settle the carrying amount of its assets and liabilities.

Deferred tax is measured at the tax rates that are expected to be applied to the temporary differences when they reverse, using tax rates enacted or substantively enacted at the reporting date.

In determining the amount of current and deferred tax, the Group takes into account the impact of uncertain tax positions and whether additional taxes and interest may be due. The Group believes that its accruals for tax liabilities are adequate for all open tax years based on its assessment of many factors, including interpretations of tax law and prior experience. This assessment relies on estimates and assumptions and may involve a series of judgements about future events. New information may become available that causes the Group to change its judgement regarding the adequacy of existing tax liabilities; such changes to tax liabilities will impact tax expense in the period that such a determination is made.

Deferred tax assets and liabilities are offset if there is a legally enforceable right to offset current tax liabilities and assets, and they relate to income taxes levied by the same tax authority on the same taxable entity, or on different tax entities, but they intend to settle current tax liabilities and assets on a net basis or their tax assets and liabilities will be realised simultaneously.

A deferred tax asset is recognised to the extent that it is probable that future taxable profits will be available against which the temporary differences can be utilised. Future taxable profits are determined based on the reversal of relevant taxable temporary differences. If the amount of taxable temporary differences is insufficient to recognise a deferred tax asset in full, then future taxable profits, adjusted for reversals of existing temporary differences, are considered, based on the business plans for individual subsidiaries in the Group. Deferred tax assets are reviewed at each reporting date and reduced to the extent that it is no longer probable that the related tax benefit will be realised.

#### **(t) Earnings per share**

The Group presents basic and diluted earnings per share (EPS) data for its ordinary shares. Basic EPS is calculated by dividing the profit attributable to ordinary shareholders of the Bank by the weighted average number of ordinary shares outstanding during the period. Diluted EPS is determined by adjusting the profit attributable to ordinary shareholders and the weighted average number of ordinary shares outstanding, for the effects of all dilutive potential ordinary shares, which comprise share options granted to senior management.

#### **(u) Offsetting**

Financial assets and liabilities are offset and the net amount is reported in the statements of financial position when the Group has a legal, enforceable right to set off the recognised amounts and the transactions are intended to be settled on a net basis.

### **4 Risk management**

The Bank's activities expose them to a variety of finance risks: market risk (including fair value interest rate risk, cash flow interest rate risk and price risk), credit risk and liquidity risk. The Bank's overall risk management programme focuses on the unpredictability of financial markets and seeks to minimise potential adverse effects on its financial performance.

Risk management is carried out under policies approved by the Board of Directors. The Bank's treasury identify, evaluate and hedge financial risks in close co-operation with its operating units. The Risk Committee provides written principles for overall risk management, as well as written policies covering specific areas, such as foreign exchange risk, interest rate risk, credit risk, use of derivative and non-derivative financial instruments, and investment excess liquidity.

#### 4.1 Credit risk

Credit risk is risk that borrowers or counterparties fail to fulfill their obligations under the financial instruments, probably due to the fact that the borrowers or counterparties had financial problems or decided not to comply with the obligations resulting in loss to the Bank. Credit risks exist in all types of financial products and activities on statement of financial position such as loans, bank overdrafts, notes and contingent liabilities such as various types of letters of guarantee. The maximum exposure of credit risk is the carrying amount of the financial instruments net of allowance for loss as shown on the statements of financial position and risks of that off-statement of financial position items arising from bank guarantee and other transactions.

The Bank defines its credit risk management policies under the supervision of the Financial Group Risk Management Committee. The main objective is to efficiently manage the Bank credit risks in all aspects: policies, organisational structures, processes, and systems within an appropriated risks stated in the Bank business strategies as well as comply with regulations.

The Bank applies credit risk management in credit examination and approval process, risk and repayment ability analysis, credit operation process after credit approval, credit review, credit monitoring and debt reschedule or restructure in order to prevent and resolve any problems might occur in the future.

The Bank has set the credit risk preventing policy by setting up the “Check and Balance” in credit approval process, setting up risk-based authority, setting up various standard procedures for credit facilities under “Product Program” and setting up appropriate collateral consideration policy.

#### 4.2 Interest rate risk

Interest rate risk is the risk that arises from the potential of changes in interest rates which have an adverse effect on the net interest earnings of the Bank in the current reporting year and future. Interest rate risk arises from the structure and the characteristics of the Bank’s assets and liabilities and the repricing mismatch of assets and liabilities.

The Bank defines policies to adjust the structure of their financial positions to be conformed to the interest direction in the future and the defined risk frame. The Bank monitors the interest direction movement and customer’s behavior closely in order to assess the most realistic risk. The Bank also monitors its risk position more frequently when there are significant changes in asset and liability structures through “Repricing Gap” reporting in order to follow up the interest rate risks and net interest income sensitivity in the next 12 months.

Furthermore, the Bank also simulates the situations by increasing or decreasing its interest rate to manage its stability of net interest income regardless of the interest direction.



As at 31 December 2018 and 2017, financial assets and liabilities classified by types of interest rates were as follows:

(in thousand Baht)	Consolidated			Total
	2018			
	Floating interest rate	Fixed interest rate	Non-interest bearing	
<b>Financial assets</b>				
Cash	-	-	550,920	550,920
Interbank and money market items, net	-	3,637,320	636,114	4,273,434
Investments, net	-	1,530,589	1,833	1,532,422
Loans to customers, net of				
deferred revenue	32,179,568	10,038,588	2,551,888	44,770,044
Other financial assets	-	2,468	220,997	223,465
<b>Total financial assets</b>	<b>32,179,568</b>	<b>15,208,965</b>	<b>3,961,752</b>	<b>51,350,285</b>
<b>Financial liabilities</b>				
Deposits	-	41,945,579	91,164	42,036,743
Interbank and money market items	-	811,443	-	811,443
Liabilities payable on demand	-	-	90,257	90,257
Other financial liabilities	-	-	715,188	715,188
<b>Total financial liabilities</b>	<b>-</b>	<b>42,757,022</b>	<b>896,609</b>	<b>43,653,631</b>

<b>The Bank</b>				
<b>2018</b>				
(in thousand Baht)	Floating interest rate	Fixed interest rate	Non-interest bearing	Total
<b><i>Financial assets</i></b>				
Cash	-	-	550,920	550,920
Interbank and money market items, net	-	3,637,320	636,114	4,273,434
Investments, net	-	1,530,589	1,833	1,532,422
Investment in subsidiary, net	-	-	100,000	100,000
Loans to customers, net of deferred revenue	32,179,568	10,038,588	2,551,888	44,770,044
Other financial assets	-	2,468	221,338	223,806
<b>Total financial assets</b>	<b>32,179,568</b>	<b>15,208,965</b>	<b>4,062,093</b>	<b>51,450,626</b>
<b><i>Financial liabilities</i></b>				
Deposits	-	41,945,579	187,300	42,132,879
Interbank and money market items	-	811,443	-	811,443
Liabilities payable on demand	-	-	90,257	90,257
Other financial liabilities	-	-	714,664	714,664
<b>Total financial liabilities</b>	<b>-</b>	<b>42,757,022</b>	<b>992,221</b>	<b>43,749,243</b>

## The Bank

(in thousand Baht)	2017			Total
	Floating interest rate	Fixed interest rate	Non-interest bearing	
<b>Financial assets</b>				
Cash	-	-	520,849	520,849
Interbank and money market items, net	-	4,051,000	633,413	4,684,413
Investments, net	-	1,476,011	2,946	1,478,957
Loans to customers, net of				
deferred revenue	27,563,486	9,791,980	2,142,059	39,497,525
Other financial assets	-	2,422	174,616	177,038
<b>Total financial assets</b>	<b>27,563,486</b>	<b>15,321,413</b>	<b>3,473,883</b>	<b>46,358,782</b>
<b>Financial liabilities</b>				
Deposits	-	37,797,643	79,111	37,876,754
Interbank and money market items	-	1,099,530	-	1,099,530
Liabilities payable on demand	-	-	78,272	78,272
Other financial liabilities	-	-	592,852	592,852
<b>Total financial liabilities</b>	<b>-</b>	<b>38,897,173</b>	<b>750,235</b>	<b>39,647,408</b>

As at 31 December 2018 and 2017, the financial assets and liabilities classified by maturity of interest repricing periods are as follows:

<b>Consolidated</b>							
<b>2018</b>							
(in thousand Baht)	Repricing periods						Total
	Within 3 months	Over 3 months to 1 year	Over 1 year to 5 years	Over 5 years	Non- performing assets	Non- interest bearing	
<b>Financial assets</b>							
Cash	-	-	-	-	-	550,920	550,920
Interbank and money market items, net	3,637,320	-	-	-	-	636,114	4,273,434
Investments, net	769,881	679,803	80,905	-	-	1,833	1,532,422
Loans to customers, net of deferred revenue	33,500,190	2,223,267	5,518,841	975,858	2,551,888	-	44,770,044
Other financial assets	2,468	-	-	-	-	220,997	223,465
<b>Total financial assets</b>	<b>37,909,859</b>	<b>2,903,070</b>	<b>5,599,746</b>	<b>975,858</b>	<b>2,551,888</b>	<b>1,409,864</b>	<b>51,350,285</b>
<b>Financial liabilities</b>							
Deposits	31,416,948	7,454,797	3,073,834	-	-	91,164	42,036,743
Interbank and money market items	690,782	34,017	86,644	-	-	-	811,443
Liabilities payable on demand	-	-	-	-	-	90,257	90,257
Other financial liabilities	-	-	-	-	-	715,188	715,188
<b>Total financial liabilities</b>	<b>32,107,730</b>	<b>7,488,814</b>	<b>3,160,478</b>	<b>-</b>	<b>-</b>	<b>896,609</b>	<b>43,653,631</b>

The Bank

(in thousand Baht)	2018						Total
	Repricing periods				Non-performing assets	Non-interest bearing	
	Within 3 months	Over 3 months to 1 year	Over 1 year to 5 years	Over 5 years			
<b>Financial assets</b>							
Cash	-	-	-	-	-	550,920	550,920
Interbank and money market items, net	3,637,320	-	-	-	-	636,114	4,273,434
Investments, net	769,881	679,803	80,905	-	-	1,833	1,532,422
Investments in subsidiary, net	-	-	-	-	-	100,000	100,000
Loans to customers, net							
deferred revenue	33,500,190	2,223,267	5,518,841	975,858	2,551,888	-	44,770,044
Other financial assets	2,468	-	-	-	-	221,338	223,806
<b>Total financial assets</b>	<b>37,909,859</b>	<b>2,903,070</b>	<b>5,599,746</b>	<b>975,858</b>	<b>2,551,888</b>	<b>1,510,205</b>	<b>51,450,626</b>
<b>Financial liabilities</b>							
Deposits	31,416,948	7,454,797	3,073,834	-	-	187,300	42,132,879
Interbank and money market items	690,782	34,017	86,644	-	-	-	811,443
Liabilities payable on demand	-	-	-	-	-	90,257	90,257
Other financial liabilities	-	-	-	-	-	714,664	714,664
<b>Total financial liabilities</b>	<b>32,107,730</b>	<b>7,488,814</b>	<b>3,160,478</b>	<b>-</b>	<b>-</b>	<b>992,221</b>	<b>43,749,243</b>



<b>The Bank</b>							
2017							
(in thousand Baht)	Repricing periods				Non- performing assets	Non- interest bearing	Total
	Within 3 months	Over 3 months to 1 year	Over 1 year to 5 years	Over 5 years			
<b>Financial assets</b>							
Cash	-	-	-	-	-	520,849	520,849
Interbank and money market items, net	4,051,000	-	-	-	-	633,413	4,684,413
Investments, net	685,938	687,978	101,033	1,062	-	2,946	1,478,957
Loans to customers, net of deferred revenue	29,631,780	1,611,095	4,525,632	1,586,959	2,142,059	-	39,497,525
Other financial assets	-	2,422	-	-	-	174,616	177,038
<b>Total financial assets</b>	<b>34,368,718</b>	<b>2,301,495</b>	<b>4,626,665</b>	<b>1,588,021</b>	<b>2,142,059</b>	<b>1,331,824</b>	<b>46,358,782</b>
<b>Financial liabilities</b>							
Deposits	27,828,698	7,456,715	2,512,230	-	-	79,111	37,876,754
Interbank and money market items	915,594	68,675	115,261	-	-	-	1,099,530
Liabilities payable on demand	-	-	-	-	-	78,272	78,272
Other financial liabilities	-	-	-	-	-	592,852	592,852
<b>Total financial liabilities</b>	<b>28,744,292</b>	<b>7,525,390</b>	<b>2,627,491</b>	<b>-</b>	<b>-</b>	<b>750,235</b>	<b>39,647,408</b>

The Bank and its subsidiary have earning financial assets and interest-bearing financial liabilities. The average balances of such financial assets or liabilities are calculated based on outstanding balances and averaged interest rates for the years ended 31 December 2018 and 2017 were as follows:

	<b>Consolidated</b>		
	<b>2018</b>		
	Average balance (in thousand Baht)	Interest	Average interest rate (% per annum)
<b><i>Earning financial assets</i></b>			
Interbank and money market items	3,656,161	68,628	1.88
Investments	1,416,170	21,773	1.54
Loans to customers	42,303,714	4,860,701	11.49
<b>Total</b>	<b>47,376,045</b>	<b>4,951,102</b>	
<b>Interest-bearing financial liabilities</b>			
Deposits	40,084,292	896,880	2.24
Interbank and money market items	907,715	4,083	0.45
<b>Total</b>	<b>40,992,007</b>	<b>900,963</b>	

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	2018			2017		
	Average balance (in thousand Baht)	Interest	Average interest rate (% per annum)	Average balance (in thousand Baht)	Interest	Average interest rate (% per annum)
<b><i>Earning financial assets</i></b>						
Interbank and money market items	3,656,161	68,628	1.88	3,059,345	46,207	1.51
Investments	1,416,170	21,773	1.54	2,323,422	37,632	1.62
Loans to customers	42,303,714	4,860,701	11.49	36,645,876	3,868,684	10.56
<b>Total</b>	<b>47,376,045</b>	<b>4,951,102</b>		<b>42,028,643</b>	<b>3,952,523</b>	
<b><i>Interest-bearing financial liabilities</i></b>						
Deposits	40,152,089	897,049	2.23	35,063,593	801,900	2.29
Interbank and money market items	907,715	4,083	0.45	1,341,783	4,087	0.30
<b>Total</b>	<b>41,059,804</b>	<b>901,132</b>		<b>36,405,376</b>	<b>805,987</b>	

#### 4.3 Foreign exchange rate risk

Foreign exchange rate risk is the risk that arises from the change in foreign exchange rate which may effect the value change in the financial instruments or may cause fluctuation in the earning of income or in value of the financial assets or liabilities.

The Bank and its subsidiary have no material foreign currency transactions or balances.

#### 4.4 Equity price risk

Investments in equity securities consist of investment in general investment held from troubled debts restructuring settlement.

Such investments in equity securities are not marketable securities. They are presented in the statements of financial positions at cost net of valuation allowance for impairment. Loss on impairment of such investments is recognised in profit or loss.

#### **4.5 Liquidity risk**

Liquidity risk is the risk that the Bank may not be able to meet its financial obligations when they are due. This risk arises from an inability to convert their assets into cash or acquire adequate funds at the appropriate cost and time which results in a loss to the Bank.

The Bank defines its liquidity risk management policies under the supervision of the Assets and Liabilities Management Committee who monitors and reviews the liquidity position on a regular basis.

The Bank will disclose Liquidity Coverage Ratio (LCR) information for the Bank as at 31 December 2018 through the Bank's website at [www.tcrbank.com](http://www.tcrbank.com) within April 2019.

The following tables present the Bank and its subsidiary's and the Bank's maturities of financial assets and liabilities as at 31 December 2018 and 2017.

		<b>Consolidated</b>						
		<b>2018</b>						
(in thousand Baht)	At call	Within 3 months	Over 3 months to 1 year	Over 1 year to 5 years	Over 5 years	No maturity	Total	
<b>Financial assets</b>								
Cash	-	-	-	-	-	550,920	550,920	
Interbank and money market items, net	634,638	3,638,796	-	-	-	-	4,273,434	
Investments, net	-	769,881	679,803	80,905	-	1,833	1,532,422	
Loans to customers, net of deferred revenue	619,278	1,614,652	912,791	13,842,267	27,781,056	-	44,770,044	
Other financial assets	-	168,593	41	-	44,017	10,814	223,465	
<b>Total financial assets</b>	<b>1,253,916</b>	<b>6,191,922</b>	<b>1,592,635</b>	<b>13,923,172</b>	<b>27,825,073</b>	<b>563,567</b>	<b>51,350,285</b>	
<b>Financial liabilities</b>								
Deposits	28,537,749	2,970,363	7,454,797	3,073,834	-	-	42,036,743	
Interbank and money market items	526,572	164,210	34,017	86,644	-	-	811,443	
Liabilities payable on demand	90,257	-	-	-	-	-	90,257	
Other financial liabilities	-	71,184	619,029	23,133	-	1,842	715,188	
<b>Total financial liabilities</b>	<b>29,154,578</b>	<b>3,205,757</b>	<b>8,107,843</b>	<b>3,183,611</b>	<b>-</b>	<b>1,842</b>	<b>43,653,631</b>	
<b>Net liquidity gap</b>	<b>(27,900,662)</b>	<b>2,986,165</b>	<b>(6,515,208)</b>	<b>10,739,561</b>	<b>27,825,073</b>	<b>561,725</b>	<b>7,696,654</b>	



		The Bank						Total
		2018						
(in thousand Baht)	At call	Within 3 months	Over 3 months to 1 year	Over 1 year to 5 years	Over 5 years	No maturity		
<b>Financial assets</b>								
Cash	-	-	-	-	-	550,920	550,920	
Interbank and money market items, net	634,638	3,638,796	-	-	-	-	4,273,434	
Investments, net	-	769,881	679,803	80,905	-	1,833	1,532,422	
Investments in subsidiary, net	-	-	-	-	-	100,000	100,000	
Loans to customers, net of deferred revenue	619,278	1,614,652	912,791	13,842,267	27,781,056	-	44,770,044	
Other financial assets	-	168,934	41	-	44,017	10,814	223,806	
<b>Total financial assets</b>	<b>1,253,916</b>	<b>6,192,263</b>	<b>1,592,635</b>	<b>13,923,172</b>	<b>27,825,073</b>	<b>663,567</b>	<b>51,450,626</b>	
<b>Financial liabilities</b>								
Deposits	28,633,885	2,970,363	7,454,797	3,073,834	-	-	42,132,879	
Interbank and money market items	526,572	164,210	34,017	86,644	-	-	811,443	
Liabilities payable on demand	90,257	-	-	-	-	-	90,257	
Other financial liabilities	-	71,184	618,505	23,133	-	1,842	714,664	
<b>Total financial liabilities</b>	<b>29,250,714</b>	<b>3,205,757</b>	<b>8,107,319</b>	<b>3,183,611</b>	<b>-</b>	<b>1,842</b>	<b>43,749,243</b>	
<b>Net liquidity gap</b>	<b>(27,996,798)</b>	<b>2,986,506</b>	<b>(6,514,684)</b>	<b>10,739,561</b>	<b>27,825,073</b>	<b>661,725</b>	<b>7,701,383</b>	

## The Bank

2017

(in thousand Baht)	At call	Within 3 months	Over 3 months to 1 year	Over 1 year to 5 years	Over 5 years	No maturity	Total
<b>Financial assets</b>							
Cash	-	-	-	-	-	520,849	520,849
Interbank and money market items, net	631,961	4,052,452	-	-	-	-	4,684,413
Investments, net	-	687,164	687,978	101,033	1,062	1,720	1,478,957
Loans to customers, net of deferred revenue	841,506	2,129,753	699,911	10,085,737	25,740,618	-	39,497,525
Other financial assets	-	45,647	38,171	36,760	-	56,460	177,038
<b>Total financial assets</b>	<b>1,473,467</b>	<b>6,915,016</b>	<b>1,426,060</b>	<b>10,223,530</b>	<b>25,741,680</b>	<b>579,029</b>	<b>46,358,782</b>
<b>Financial liabilities</b>							
Deposits	25,038,290	2,869,519	7,456,715	2,512,230	-	-	37,876,754
Interbank and money market items	690,464	225,130	68,675	115,261	-	-	1,099,530
Liabilities payable on demand	78,272	-	-	-	-	-	78,272
Other financial liabilities	185	87,528	490,644	10,609	-	3,886	592,852
<b>Total financial liabilities</b>	<b>25,807,211</b>	<b>3,182,177</b>	<b>8,016,034</b>	<b>2,638,100</b>	<b>-</b>	<b>3,886</b>	<b>39,647,408</b>
<b>Net liquidity gap</b>	<b>(24,333,744)</b>	<b>3,732,839</b>	<b>(6,589,974)</b>	<b>7,585,430</b>	<b>25,741,680</b>	<b>575,143</b>	<b>6,711,374</b>

## 5 Fair value of assets and liabilities

### 5.1 Financial assets and liabilities measured at fair value

The following table analyses financial assets and liabilities measured at fair value at the reporting date, by the level in the fair value hierarchy into which the fair value measurement is categorised.

<b>Consolidated and the Bank</b>				
(in thousand Baht)	Fair value			Total
	Level 1	Level 2	Level 3	
<b>31 December 2018</b>				
<b>Financial assets</b>				
Investments				
- Available-for-sale investments	-	1,530,589	-	1,530,589
<b>The Bank</b>				
(in thousand Baht)	Fair value			Total
	Level 1	Level 2	Level 3	
<b>31 December 2017</b>				
<b>Financial assets</b>				
Investments				
- Available-for-sale investments	-	1,477,237	-	1,477,237

Fair values of available-for-sale debt investments are Level 2. The fair values are based on the bid prices at The ThaiBMA or other financial institutions at the last business day of the period.

The Bank and its subsidiary recognise transfers between levels of the fair value hierarchy at the end of the reporting period during which the change has occurred. There were no transfers between Level 1 and Level 2 of the fair value hierarchy during the years ended 31 December 2018 and 2017.

### 5.2 Financial assets and liabilities not measured at fair value

The following table shows financial assets and liabilities not measured at fair value at the reporting date. It does not include fair value information for financial assets and liabilities not measured at fair value if the carrying amount is reasonable approximation of fair value.

<b>Consolidated</b>					
(in thousand Baht)	Carrying amount	Fair value			Total
		Level 1	Level 2	Level 3	
<b>31 December 2018</b>					
<b><i>Financial assets</i></b>					
Investments					
- General investments	1,833	-	-	1,985	1,985
Loans to customers and accrued					
interest receivables, net	42,632,593	-	-	43,073,097	43,073,097
<b><i>Financial liabilities</i></b>					
Deposits	42,036,743	-	42,090,566	-	42,090,566
Interbank and money market items	811,443	-	811,065	-	811,065
<b>The Bank</b>					
(in thousand Baht)	Carrying amount	Fair value			Total
		Level 1	Level 2	Level 3	
<b>31 December 2018</b>					
<b><i>Financial assets</i></b>					
Investments					
- General investments	1,833	-	-	1,985	1,985
Loans to customers and accrued					
interest receivables, net	42,632,593	-	-	43,037,097	43,037,097
<b><i>Financial liabilities</i></b>					
Deposits	42,132,879	-	42,186,702	-	42,186,702
Interbank and money market items	811,443	-	811,065	-	811,065

<b>The Bank</b>					
(in thousand Baht)	Carrying amount	Fair value			Total
		Level 1	Level 2	Level 3	
<b>31 December 2017</b>					
<b>Financial assets</b>					
Investments					
- General investments	1,720	-	-	1,815	1,815
Loans to customers and accrued interest receivables, net	37,762,262	-	-	37,769,216	37,769,216
<b>Financial liabilities</b>					
Deposits	37,876,754	-	37,885,499	-	37,855,499
Interbank and money market items	1,099,530	-	1,098,670	-	1,098,670

The following methods and assumptions were used by the Bank and its subsidiary in estimating the fair value of financial assets and liabilities not measured at fair value as disclosed herein.

*Interbank and money market items (assets and liabilities)*

The interbank and money market items (assets) are deposits at the BoT, deposits at other financial institutions and loans to financial institutions which are short-term or at call. Accordingly, their carrying amount is a reasonable approximation of fair value.

The interbank and money market items (liabilities) are deposits and borrowing from the BoT and other financial institutions. Some are short-term or at call. Accordingly, their carrying amount is a reasonable approximation of fair value. Whereas deposits and borrowing from other financial institutions with longer than 1-year maturity, the fair values are estimated using discounted cash flow by current effective interest rates of similar remaining maturities.

*Held-to-maturity debt securities*

Fair values are calculated by using the bid prices at The ThaiBMA or other financial institutions, as the case may be.

*General investments*

Fair values are determined mainly based on the net asset value of the investee company.

#### *Loans to customers*

For floating-rate loans, the fair value is equal to the carrying amount.

Fair fixed rate loans which are classified as normal or special mention, the fair value is equal to the present value of future cash flows discounted by the contractual rate of loans.

For non-performing fixed rate loans, the fair value is equal to the carrying amount.

#### *Deposits*

Deposits are saving deposits, current accounts, fixed or certificate of deposits. These deposits are typically short-term or at call in nature. The management has assessed the existing effective rate of the deposit is a reasonable approximation of market effective rate. Accordingly, carrying amounts of saving deposits, current accounts and fixed or certificate of deposits with the 1-year maturity or less are reasonable approximation of their fair values. Whereas fixed or certificate of deposits with longer than 1-year maturity, the fair values are estimated using discounted cash flow, applying current effective interest rates offered for fixed deposits of similar remaining maturities.

#### *Liabilities payable on demand*

Liabilities payable on demand are call liabilities. Accordingly, their carrying amount is a reasonable approximation of fair value.

#### *Other financial instruments*

The fair value of other financial instruments approximate the carrying value at which they are stated on the statement of financial position.

## **6 Maintenance of capital fund**

The Bank's objectives when managing capital are to safeguard the ability to continue as a going concern in order to provide returns for shareholders and benefits for other stakeholders, and to maintain an optimal capital structure to reduce the cost of capital.

In order to maintain or adjust the capital structure, the Bank may adjust the amount of dividends paid to shareholders, return capital to shareholders, issue new shares or sell assets to reduce debt obligations.



Moreover, the Bank is required to manage its capital funds in accordance with the Act on Undertaking of Banking Business B.E. 2551. As at 31 December 2018 and 2017, the Bank's total capital funds could be categorised as follows:

(in thousand Baht)	The Bank	
	2018	2017
<b>Tier 1 Capital</b>		
Paid-up share capital	5,000,000	5,000,000
Warrants	20,535	18,675
Legal reserve	64,787	2,300
Net profits after appropriation	741,218	128,977
Other reserves	210	1,910
Less Capital deduction items on CET1	(332,832)	(232,490)
<b>Total Tier 1 Capital</b>	<b>5,493,918</b>	<b>4,919,372</b>
<b>Tier 2 Capital</b>		
Allowance for classified assets of "pass" category	412,148	358,357
<b>Total Tier 2 Capital</b>	<b>412,148</b>	<b>358,357</b>
<b>Total Capital funds</b>	<b>5,906,066</b>	<b>5,277,729</b>
<b>Total Risk-Weighted Assets</b>	<b>39,027,081</b>	<b>33,263,456</b>

	The BoT's regulation minimum requirement [%]	2018 [%]	The BoT's regulation minimum requirement [%]	2017 [%]
Capital Adequacy Ratio/Total Risk-Weighted Asset	10.375	15.13	9.75	15.87
Tier 1 Capital Ratio/Total Risk-Weighted Asset	7.875	14.08	7.25	14.79
Common Equity Tier 1 Capital Ratio/ Total Risk-Weighted Asset	6.375	14.08	5.75	14.79

According to BoT's notification number For Nor Sor (23) Wor 263/2556 dated 22 February 2013, the Bank is required to disclose CET1 after deducting capital add-on arising from Single Lending Limit, effective at the end of January 2015. As at 31 December 2018 and 2017, the Bank has no add-on arising from Single Lending Limit.

The Bank will disclose capital adequacy and capital risk exposure information for the Bank as at 31 December 2018 through the Bank's website at [www.tcrbank.com](http://www.tcrbank.com) within April 2019.

### **Capital management**

The primary objectives of the Bank's capital management are to maintain the Bank's ability to continue as a going concern and to maintain a capital adequacy ratio in accordance with the Act on Undertaking of Banking Business B.E. 2551.

## **7 Interbank and money market items, net (assets)**

	Consolidated and the Bank			The Bank		
	2018			2017		
(in thousand Baht)	At call	Term	Total	At call	Term	Total
<b>Domestic</b>						
Bank of Thailand	496,559	37,000	533,559	582,155	351,000	933,155
Commercial banks	138,074	2,400,000	2,538,074	49,806	2,100,000	2,149,806
Specialised financial institutions	-	1,200,000	1,200,000	-	1,600,000	1,600,000
<b>Total</b>	<b>634,633</b>	<b>3,637,000</b>	<b>4,271,633</b>	<b>631,961</b>	<b>4,051,000</b>	<b>4,682,961</b>
Add accrued interest receivables	-	1,801	1,801	-	1,452	1,452
<b>Total domestic</b>	<b>634,633</b>	<b>3,638,801</b>	<b>4,273,434</b>	<b>631,961</b>	<b>4,052,452</b>	<b>4,684,413</b>

## 8 Investments, net

### 8.1 Classified by type of investments

	Consolidated and the Bank	The Bank
(in thousand Baht)	2018	2017
<b><i>Available-for-sale investments - Fair value</i></b>		
Government and state enterprise securities	1,455,545	1,172,400
Private enterprises debt securities	75,044	304,837
<b>Total</b>	<b>1,530,589</b>	<b>1,477,237</b>
<b><i>General investment - Cost</i></b>		
Domestic non-marketable equity securities	1,833	1,720
<b>Total</b>	<b>1,833</b>	<b>1,720</b>
<b>Total investments</b>	<b>1,532,422</b>	<b>1,478,957</b>

As at 31 December 2018 and 2017, the Bank and its subsidiary had some investments in securities pledged as collateral as disclosed in note 25.

As at 31 December 2018 and 2017, the Bank and its subsidiary did not have investment in any entity in which the Bank and its subsidiary held 10% or more of the paid up share capital of the investee company.

## 8.2 Revaluation surplus (deficit) on available-for-sale investments

As at 31 December 2018 and 2017, revaluation surplus (deficit) on investments is summarised as follows:

	Consolidated and the Bank	The Bank
(in thousand Baht)	2018	2017
<b><i>Debt securities</i></b>		
Revaluation surplus on investments	229	1,227
Revaluation deficit on investments	(457)	(1)
Surplus on reclassification	490	1,760
<b>Net revaluation surplus on investments</b>	<b>262</b>	<b>2,986</b>
<i>Less deferred tax</i>	(52)	(598)
<b>Net</b>	<b>210</b>	<b>2,388</b>

During the year ended 31 December 2017, the Bank reclassified some held-to-maturity debt securities to available-for-sale investments with carrying amortised cost of Baht 205.33 million. The Bank recognised unrealised gains from the reclassification amounting of Baht 7.94 million and gains from sales of such investments for amounting of Baht 6.18 million.

There was no reclassification of investments during the year ended 31 December 2018.

### 8.3 Classified by the remaining periods to maturity of the debt securities

	Consolidated and the Bank				The Bank			
	2018				2017			
	Remaining periods				Remaining periods			
	Within 1 year	Over 1 year to 5 years	Over 5 years	Total	Within 1 year	Over 1 year to 5 years	Over 5 years	Total
<b>Available-for-sale investments</b>								
Government and state enterprises securities	1,394,522	61,177	-	1,455,699	1,089,410	81,033	1,062	1,171,505
Private enterprise debt securities	55,119	20,000	-	75,119	284,506	20,000	-	304,506
<b>Total</b>	<b>1,449,641</b>	<b>81,177</b>	<b>-</b>	<b>1,530,818</b>	<b>1,373,916</b>	<b>101,033</b>	<b>1,062</b>	<b>1,476,011</b>
Add/less allowance for revaluation	43	(272)	-	(229)	751	449	26	1,226
<b>Total</b>	<b>1,449,684</b>	<b>80,905</b>	<b>-</b>	<b>1,530,589</b>	<b>1,374,667</b>	<b>101,482</b>	<b>1,088</b>	<b>1,477,237</b>

## 9 Investments in subsidiary, net

Company	Type of business	Type of share	Percentage of ownership interest	Dividend income for the year ended	
				Cost	2018
				2018	2018
Subsidiary					
Thai Micro Digital Solutions Co., Ltd.	Financial services	Ordinary	100.0	100,000	-
<b>Total</b>				<b>100,000</b>	<b>-</b>

## 10 Loans to customers and accrued interest receivables, net

### 10.1 Classified by loan type

	Consolidated and the Bank	The Bank
(in thousand Baht)	2018	2017
Overdrafts	347,699	451,746
Loans	41,098,783	35,283,143
Notes	1,624,339	1,952,980
Hire-purchase receivables	1,699,223	1,809,656
Loans to customers net of deferred revenue	44,770,044	39,497,525
Add accrued interest receivables	241,881	211,445
<b>Total loans to customers net of deferred revenue and accrued interest receivables</b>	<b>45,011,925</b>	<b>39,708,970</b>
Less allowance for doubtful accounts		
- Minimum provision according to the BoT's requirement	(1,426,809)	(1,232,072)
- Excess provision	(697,981)	(512,981)
Less revaluation allowance for debt restructuring	(254,542)	(237,655)
<b>Loans to customers and accrued interest receivables, net</b>	<b>42,632,593</b>	<b>37,726,262</b>

As at 31 December 2018, there were non-performing loans amounting to Baht 2,551.89 million for which the Bank has ceased recognition of interest income on accrual basis (2017: Baht 2,142.06 million).

For the year ended 31 December 2018, the Bank sold a part of its loans to customers to a third party at the price of Baht 261.94 million (2017: Baht 90.82 million). The Bank had already received the full payment in July 2018. (2017: November 2017).



### 10.2 Classified by currency and residency of debtors

(in thousand Baht)	Consolidated and the Bank	The Bank
	2018 Domestic	2017 Domestic
Baht	44,770,044	39,497,525
<b>Total*</b>	<b>44,770,044</b>	<b>39,497,525</b>

\* Loans to customers net of deferred revenue

### 10.3 Classified by business type and quality of loan classification

(in thousand Baht)	Consolidated and the Bank					
	2018					
	Pass	Special mention	Sub- standard	Doubtful	Doubtful of loss	Total
Agriculture and mining	624,460	33,993	11,339	12,069	1,076	682,937
Manufacturing and commerce	19,237,216	1,670,495	413,862	491,783	829,511	22,642,867
Property development and construction	4,095,592	359,539	41,089	48,458	55,915	4,600,593
Infrastructure and services	6,620,572	411,728	65,452	64,066	124,661	7,286,479
Housing loans	2,598,334	387,928	59,641	88,822	72,069	3,206,794
Others	5,861,933	316,366	28,460	40,901	102,714	6,350,374
<b>Total*</b>	<b>39,038,107</b>	<b>3,180,049</b>	<b>619,843</b>	<b>746,099</b>	<b>1,185,946</b>	<b>44,770,044</b>

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(in thousand Baht)	2017					Total
	Pass	Special mention	Sub-standard	Doubtful	Doubtful of loss	
Agriculture and mining	589,669	23,900	2,079	623	4,064	620,335
Manufacturing and commerce	16,434,868	1,150,863	263,377	421,324	594,581	18,865,013
Property development and construction	4,039,819	205,798	20,231	30,121	51,461	4,347,430
Infrastructure and services	6,172,148	327,880	53,973	88,259	178,888	6,821,148
Housing loans	2,887,084	413,529	73,220	57,101	133,694	3,564,628
Others	4,713,823	396,086	41,239	47,848	79,975	5,278,971
<b>Total*</b>	<b>34,837,411</b>	<b>2,518,056</b>	<b>454,119</b>	<b>645,276</b>	<b>1,042,663</b>	<b>39,497,525</b>

\* Loans to customers net of deferred revenue.

## 10.4 Classified by loan classification

## Consolidated and the Bank

	2018			
	Loans to customers and accrued interest receivables (in thousand Baht)	Net amount used to set the allowance for doubtful accounts	Minimum rates required (%)	Allowance for doubtful accounts (in thousand Baht)
Minimum provision according to the BoT's requirement				
Pass	39,249,603	12,739,501	1	123,572
Special mention	3,210,434	799,052	2	12,249
Sub-standard	619,843	358,091	100	350,301
Doubtful	746,099	449,426	100	431,923
Doubtful of loss	1,185,946	534,037	100	508,764
<b>Total*</b>	<b>45,011,925</b>	<b>14,880,107</b>		<b>1,426,809</b>
Excess provision				697,981
<b>Total</b>				<b>2,124,790</b>

<b>The Bank</b>				
2017				
	Loans to customers and accrued interest receivables  (in thousand Baht)	Net amount used to set the allowance for doubtful accounts  (in thousand Baht)	Minimum rates required  (%)	Allowance for doubtful accounts  (in thousand Baht)
Minimum provision according to the BoT's requirement				
Pass	35,025,380	10,607,956	1	102,290
Special mention	2,541,532	563,072	2	7,212
Sub-standard	454,120	217,305	100	212,261
Doubtful	645,275	330,041	100	320,905
Doubtful of loss	1,042,663	608,186	100	589,404
<b>Total*</b>	<b>39,708,970</b>	<b>12,326,560</b>		<b>1,232,072</b>
Excess provision				512,981
<b>Total</b>				<b>1,745,053</b>

\* Loans to customers net of deferred revenue add accrued interest receivables

## 10.5 Non-performing loans

As at 31 December 2018 and 2017, the Bank and its subsidiary had non-performing loans (NPLs) according to the BoT's regulations. Such non-performing loans consisted of loans classified as sub-standard, doubtful and doubtful of loss under the BoT's regulations, as follows:

(in thousand Baht)	Consolidated and the Bank		The Bank
	2018	2017	
<b>Net NPLs (principal net of allowance for doubtful accounts)</b>			
NPLs after allowance for doubtful accounts on NPLs (in thousand Baht)	1,260,900	1,019,488	
Total loans after allowance for doubtful accounts on NPLs (in thousand Baht)	43,479,056	38,374,955	
Percentage of net NPLs (%)	2.90	2.66	
<b>NPLs (principal)</b>			
NPLs (in thousand Baht)	2,551,888	2,142,058	
Total loans (in thousand Baht)	44,770,044	39,497,525	
Percentage of NPLs (%)	5.70	5.42	

## 10.6 Troubled debt restructuring

Detail of customers whose debts have been restructured as at 31 December 2018 and 2017 compared with the total customers, in the financial statements, were as follows:

	Consolidated and the Bank		The Bank	
	2018		2017	
	Number of loans (items)	Outstanding balance after restructuring (in thousand Baht)	Number of loans (items)	Outstanding balance after restructuring (in thousand Baht)
Restructured debts	2,917	7,151,710	2,489	5,873,027
Total customers	144,347	44,770,044	82,883	39,497,525

Details of customers whose debts have been restructured during the year ended 31 December 2018 and 2017 were as follows:

For the year ended	Consolidated and the Bank				The Bank			
	2018				2017			
31 December	Number of loans (items)	Outstanding balance before restructuring (in thousand Baht)	Fair value of assets	Outstanding balance after restructuring	Number of loans (items)	Outstanding balance before restructuring (in thousand Baht)	Fair value of assets	Outstanding balance after restructuring
Transfer of properties	-	-	-	-	1	25,947	13,580	11,816
Modifications of terms of receivables	428	1,438,288	-	1,278,683	454	1,197,594	-	1,041,124
<b>Total</b>	<b>428</b>	<b>1,438,288</b>	<b>-</b>	<b>1,278,683</b>	<b>455</b>	<b>1,223,541</b>	<b>13,580</b>	<b>1,052,940</b>

Most of the assets transferred for settlement are land and buildings.

As at 31 December 2018 and 2017, the weighted average terms of the above mentioned restructuring were 9.48 years and 9.11 years, respectively.

For the year ended 31 December 2018 and 2017, the Bank and its subsidiary recognised losses from troubled debt restructuring amounting to Baht 16.89 million and Baht 47.01 million, respectively in the consolidated profit or loss and the profit or loss. The Bank and its subsidiary also recognised interest income from the restructured loans amounting to Baht 336.33 million and Baht 267.44 million, respectively in the consolidated profit or loss and the profit or loss.

As at 31 December 2018 and 2017, the outstanding balances of troubled debt restructuring receivables were classified as follows:

(in thousand Baht)	<b>Consolidated and the Bank</b>	<b>The Bank</b>
	<b>2018</b>	<b>2017</b>
Pass	3,662,885	3,056,574
Special mention	2,177,232	1,620,496
Sub-standard	244,127	152,569
Doubtful	322,107	424,521
Doubtful loss	745,359	618,867
<b>Total</b>	<b>7,151,710</b>	<b>5,873,027</b>

### 10.7 Hire-purchase receivables

(in thousand Baht)	<b>Consolidated and the Bank</b>			Total
	<b>2018</b>			
	Portion due within 1 year	Portion due over 1 year but within 5 years	Portion due over 5 years	
Hire-purchase receivables	727,099	966,812	5,312	1,699,223
<i>Less</i> unearned interest income	-	-	-	-
Present value of minimum lease payments receivable	727,099	966,812	5,312	1,699,223
<i>Less</i> allowance for doubtful accounts				(110,283)
<b>Hire-purchase receivables, net</b>				<b>1,588,940</b>



<b>The Bank</b>				
2017				
(in thousand Baht)	Portion due within 1 year	Portion due over 1 year but within 5 years	Portion due over 5 years	Total
Hire-purchase receivables	821,432	984,215	4,009	1,809,656
Less unearned interest income	-	-	-	-
Present value of minimum lease payments receivable	821,432	984,215	4,009	1,809,656
Less allowance for doubtful accounts				(110,236)
<b>Hire-purchase receivables, net</b>				<b>1,699,420</b>

## 11 Allowance for doubtful accounts

The movements in the allowance for doubtful accounts during the year were as follow:

<b>Consolidated and the Bank</b>							
2018							
(in thousand Baht)	Minimum provision according to the BoT's requirement						Total
	Pass	Special mention	Sub- standard	Doubtful	Doubtful of loss	Excess provision	
At 1 January	102,290	7,212	212,261	320,905	589,404	512,981	1,745,053
Allowance for doubtful accounts	21,680	21,526	138,072	132,746	323,619	185,000	822,643
Bad debt written-off	(53)	(16,489)	-	(5,285)	(9,497)	-	(31,324)
Allowance for doubtful accounts of the disposed debt	(345)	-	(32)	(16,443)	(394,762)	-	(411,582)
<b>At 31 December</b>	<b>123,572</b>	<b>12,249</b>	<b>350,301</b>	<b>431,923</b>	<b>508,764</b>	<b>697,981</b>	<b>2,124,790</b>

<b>The Bank</b>							
2017							
Minimum provision according to the BoT's requirement							
(in thousand Baht)	Pass	Special mention	Sub- standard	Doubtful	Doubtful of loss	Excess provision	Total
At 1 January	71,988	7,649	121,440	111,243	363,132	530,581	1,206,033
Allowance for doubtful accounts (reversal)	30,388	(437)	91,573	215,997	304,403	(17,600)	624,324
Bad debt written-off	(66)	-	-	-	(57,463)	-	(57,529)
Transferred out	-	-	-	(348)	(242)	-	(590)
Allowance for doubtful accounts of the disposed debt	(20)	-	(752)	(5,987)	(20,426)	-	(27,185)
<b>At 31 December</b>	<b>102,290</b>	<b>7,212</b>	<b>212,261</b>	<b>320,905</b>	<b>589,404</b>	<b>512,981</b>	<b>1,745,053</b>

## 12 Revaluation allowance for debt restructuring

(in thousand Baht)	Consolidated and the Bank	The Bank
	2018	2017
At 1 January	237,655	190,642
Increase during the year	16,887	47,013
<b>At 31 December</b>	<b>254,542</b>	<b>237,655</b>

### 13 Properties for sale, net

During the years 2018 and 2017, changes to the properties for sale, net were as follows:

<b>Consolidated and the Bank</b>				
(in thousand Baht)	<b>At 1 January 2018</b>	Additions	Disposals	<b>At 31 December 2018</b>
Assets from settlement of debts				
- Immovable assets	60,183	6,353	-	66,536
- Movable asset	3,711	30,218	(33,484)	445
Total	63,894	36,571	(33,484)	66,981
Less allowance for impairment losses	(180)	-	-	(180)
<b>Net</b>	<b>63,714</b>	<b>36,571</b>	<b>(33,484)</b>	<b>66,801</b>

<b>The Bank</b>				
(in thousand Baht)	<b>At 1 January 2017</b>	Additions	Disposals	<b>At 31 December 2017</b>
Assets from settlement of debts				
- Immovable assets	13,646	61,050	(14,513)	60,183
- Movable asset	2,501	43,914	(42,704)	3,711
Total	16,147	104,964	(57,217)	63,894
Less allowance for impairment losses	(180)	-	-	(180)
<b>Net</b>	<b>15,967</b>	<b>104,964</b>	<b>(57,217)</b>	<b>63,714</b>

As at 31 December 2018 and 2017, the value of all immovable assets from debt repayment was appraised by external and internal appraisers as follows:

	<b>Consolidated and the Bank</b>	<b>The Bank</b>
(in thousand Baht)	<b>2018</b>	2017
Assets from settlement of debts		
Immovable assets		
- Appraised by external appraisers	37,124	30,771
- Appraised by internal appraisers	29,412	29,412
<b>Total</b>	<b>66,536</b>	<b>60,183</b>

#### 14 Premises and equipment, net

During the years 2018 and 2017, changes in premises and equipment were as follows:

	<b>Consolidated</b>					
(in thousand Baht)	Premises	Leasehold improvement	Furniture, fixtures and equipment	Computers and accessories	Others	Total
<b>Cost</b>						
At 1 January 2018	66,090	179,779	159,265	141,849	467	547,450
Additions	-	41,321	33,039	32,233	13,994	120,587
Transfers in (out)	-	5,610	58	-	(5,668)	-
Disposals	-	-	(1,828)	-	-	(1,828)
Write-off	-	(4,045)	(1,866)	(2,632)	(467)	(9,010)
<b>At 31 December 2018</b>	<b>66,090</b>	<b>222,665</b>	<b>188,668</b>	<b>171,450</b>	<b>8,326</b>	<b>657,199</b>

<b>Consolidated</b>						
(in thousand Baht)	Premises	Leasehold improvement	Furniture, fixtures and equipment	Computers and accessories	Others	Total
<b><i>Accumulated depreciation and allowance for impairment losses</i></b>						
At 1 January 2018	(1,854)	(62,099)	(113,076)	(106,531)	(2)	(283,562)
Depreciation charge for the year	(2,644)	(22,140)	(20,628)	(17,485)	(28)	(62,925)
Disposals	-	-	1,750	-	-	1,750
Write-off	-	3,242	1,703	2,615	29	7,589
<b>At 31 December 2018</b>	<b>(4,498)</b>	<b>(80,997)</b>	<b>(130,251)</b>	<b>(121,401)</b>	<b>(1)</b>	<b>(337,148)</b>
<b><i>Net book value</i></b>						
<b>At 1 January 2018</b>	<b>64,236</b>	<b>117,680</b>	<b>46,189</b>	<b>35,318</b>	<b>465</b>	<b>263,888</b>
<b>At 31 December 2018</b>	<b>61,592</b>	<b>141,668</b>	<b>58,417</b>	<b>50,049</b>	<b>8,325</b>	<b>320,051</b>

The gross amount of the Bank and its subsidiary's fully depreciated premises and equipment that were still in use as at 31 December 2018 amounted to Baht 151.51 million.

Depreciation presented in the consolidated profit or loss for the year ended 31 December 2018 amounted to Baht 62.93 million.

<b>The Bank</b>						
(in thousand Baht)	Premises	Leasehold improvement	Furniture, fixtures and equipment	Computers and accessories	Others	Total
<b>Cost</b>						
At 1 January 2017	-	140,804	137,372	137,119	-	415,295
Additions	66,090	38,162	25,332	15,443	6,125	151,152
Transfers in (out)	-	5,658	-	-	(5,658)	-
Disposals	-	(755)	(3,268)	(10,713)	-	(14,736)
Write-off	-	(4,090)	(171)	-	-	(4,261)
<b>At 31 December 2017 and 1 January 2018</b>	<b>66,090</b>	<b>179,779</b>	<b>159,265</b>	<b>141,849</b>	<b>467</b>	<b>547,450</b>
Additions	-	41,321	33,039	32,233	13,994	120,587
Transfers in (out)	-	5,610	58	-	(5,668)	-
Disposals	-	-	(1,828)	-	-	(1,828)
Write-off	-	(4,045)	(1,866)	(2,632)	(467)	(9,010)
<b>At 31 December 2018</b>	<b>66,090</b>	<b>222,665</b>	<b>188,668</b>	<b>171,450</b>	<b>8,326</b>	<b>657,199</b>
<b>Accumulated depreciation and allowance for impairment losses</b>						
At 1 January 2017	-	(48,880)	(99,396)	(103,173)	-	(251,449)
Depreciation charge for the year	(1,854)	(16,383)	(16,973)	(13,992)	(2)	(49,204)
Disposal	-	227	3,137	10,634	-	13,998
Write-off	-	2,937	156	-	-	3,093
<b>At 31 December 2017 and 1 January 2018</b>	<b>(1,854)</b>	<b>(62,099)</b>	<b>(113,076)</b>	<b>(106,531)</b>	<b>(2)</b>	<b>(283,562)</b>
Depreciation charge for the year	(2,644)	(22,140)	(20,628)	(17,485)	(28)	(62,925)
Disposals	-	-	1,750	-	-	1,750
Write-off	-	3,242	1,703	2,615	29	7,589
<b>At 31 December 2018</b>	<b>(4,498)</b>	<b>(80,997)</b>	<b>(130,251)</b>	<b>(121,401)</b>	<b>(1)</b>	<b>(337,148)</b>



<b>The Bank</b>						
(in thousand Baht)	Premises	Leasehold improvement	Furniture, fixtures and equipment	Computers and accessories	Others	Total
<b>Net book value</b>						
<b>At 1 January 2017</b>	-	<b>91,924</b>	<b>37,976</b>	<b>33,946</b>	-	<b>163,846</b>
<b>At 31 December 2017 and 1 January 2018</b>	<b>64,236</b>	<b>117,680</b>	<b>46,189</b>	<b>35,318</b>	<b>465</b>	<b>263,888</b>
<b>At 31 December 2018</b>	<b>61,592</b>	<b>141,668</b>	<b>58,417</b>	<b>50,049</b>	<b>8,325</b>	<b>320,051</b>

The gross amount of the Bank's fully depreciated premises and equipment that were still in use as at 31 December 2018 amounted to Baht 151.51 million (2017: Baht 135.88 million).

Depreciation presented in the profit or loss for the years ended 31 December 2018 and 2017 amounted to Baht 62.93 million and Baht 49.20 million, respectively.

## 15 Intangible assets, net

During the years 2018 and 2017, changes in intangible assets were as follows:

<b>Consolidated</b>				
(in thousand Baht)	Computers software	Initial service fee of ITMX	Computer software under developments	Total
<b>Cost</b>				
At 1 January 2018	166,920	32,621	21,399	220,940
Additions	16,811	-	25,200	42,011
Transfers in (out)	6,623	-	(6,623)	-
<b>At 31 December 2018</b>	<b>190,354</b>	<b>32,621</b>	<b>39,976</b>	<b>262,951</b>
<b>Accumulated amortisation and allowance for impairment losses</b>				
At 1 January 2018	(96,034)	-	-	(96,034)
Amortisation for the year	(15,488)	-	-	(15,488)
<b>At 31 December 2018</b>	<b>(111,522)</b>	-	-	<b>(111,522)</b>

<b>Consolidated</b>				
(in thousand Baht)	Computers software	Initial service fee of ITMX	Computer software under developments	Total
<b>Net book value</b>				
<b>At 1 January 2018</b>	<b>70,886</b>	<b>32,621</b>	<b>21,399</b>	<b>124,906</b>
<b>At 31 December 2018</b>	<b>78,832</b>	<b>32,621</b>	<b>39,976</b>	<b>151,429</b>

The gross amount of the Bank and its subsidiary's fully amortised intangible assets that were still in use as at 31 December 2018 amounted to Baht 67.28 million.

Amortisation presented in the consolidated profit or loss for the year ended 31 December 2018 amounted to Baht 15.49 million.

<b>The Bank</b>				
(in thousand Baht)	Computers software	Initial service fee of ITMX	Computer software under developments	Total
<b>Cost</b>				
At 1 January 2017	107,941	32,621	46,404	186,966
Additions	13,770	-	20,980	34,750
Transfers in (out)	45,209	-	(45,209)	-
Adjustment	-	-	(776)	(776)
<b>At 31 December 2017 and</b>				
<b>1 January 2018</b>	<b>166,920</b>	<b>32,621</b>	<b>21,399</b>	<b>220,940</b>
Additions	16,811	-	21,326	38,137
Transfers in (out)	6,623	-	(6,623)	-
<b>At 31 December 2018</b>	<b>190,354</b>	<b>32,621</b>	<b>36,102</b>	<b>259,077</b>

## The Bank

(in thousand Baht)	Computers software	Initial service fee of ITMX	Computer software under developments	Total
<b>Accumulated amortisation and allowance for impairment losses</b>				
At 1 January 2017	(75,349)	-	-	(75,349)
Amortisation for the year	(20,685)	-	-	(20,685)
<b>At 31 December 2017 and</b>				
<b>1 January 2018</b>	<b>(96,034)</b>	-	-	<b>(96,034)</b>
Amortisation for the year	(15,488)	-	-	(15,488)
At 31 December 2018	(111,522)	-	-	(111,522)
<b>Net book value</b>				
<b>At 1 January 2017</b>	<b>32,592</b>	<b>32,621</b>	<b>46,404</b>	<b>111,617</b>
<b>At 31 December 2017 and</b>				
<b>1 January 2018</b>	<b>70,886</b>	<b>32,621</b>	<b>21,399</b>	<b>124,906</b>
<b>At 31 December 2018</b>	<b>78,832</b>	<b>32,621</b>	<b>36,102</b>	<b>147,555</b>

The gross amount of the Bank's fully amortised intangible assets that were still in use as at 31 December 2018 amounted to Baht 67.28 million (2017: Baht 49.22 million).

Amortisation presented in the profit or loss for the years ended 31 December 2018 and 2017 amounted to Baht 15.49 million and Baht 20.69 million respectively.

## 16 Deferred tax assets

Movements in deferred tax assets and liabilities during the years ended 31 December 2018 and 2017 were as follows:

	Consolidated			At 31 December 2018
	At 1 January 2018	(Charged) / Credited to:		
(in thousand Baht)		Profit or loss (note 36)	Other comprehensive income (note 36)	
<b>Deferred tax assets</b>				
Loans to customers and accrued				
interest receivables	117,696	47,339	-	165,035
Properties for sale	36	-	-	36
Provisions	13,117	5,370	(912)	17,575
Reserve for share-based payment	3,736	372	-	4,108
Others	-	146	-	146
<b>Total</b>	<b>134,585</b>	<b>53,227</b>	<b>(912)</b>	<b>186,900</b>
<b>Deferred tax liabilities</b>				
Loans to customers and accrued				
interest receivables	(114)	114	-	-
Premises and equipment	(1,308)	(116)	-	(1,424)
Others	(598)	-	544	(54)
<b>Total</b>	<b>(2,020)</b>	<b>(2)</b>	<b>544</b>	<b>(1,478)</b>
<b>Net</b>	<b>132,565</b>	<b>53,225</b>	<b>(368)</b>	<b>185,422</b>

<b>The Bank</b>				
(Charged) / Credited to:				
(in thousand Baht)	<b>At 1 January 2018</b>	Profit or loss (note 36)	Other comprehensive income (note 36)	<b>At 31 December 2018</b>
<b>Deferred tax assets</b>				
Loans to customers and accrued				
interest receivables	117,696	47,339	-	165,035
Properties for sale	36	-	-	36
Provisions	13,117	5,370	(912)	17,575
Reserve for share-based payment	3,736	372	-	4,108
Others	-	-	-	-
<b>Total</b>	<b>134,585</b>	<b>53,081</b>	<b>(912)</b>	<b>186,754</b>
<b>Deferred tax liabilities</b>				
Loans to customers and accrued				
interest receivables	(114)	114	-	-
Premises and equipment	(1,308)	(116)	-	(1,424)
Others	(598)	-	544	(54)
<b>Total</b>	<b>(2,020)</b>	<b>(2)</b>	<b>544</b>	<b>(1,478)</b>
<b>Net</b>	<b>132,565</b>	<b>53,079</b>	<b>(368)</b>	<b>185,276</b>

<b>The Bank</b>				
(in thousand Baht)	(Charged) / Credited to:			<b>At 31 December 2017</b>
	<b>At 1 January 2017</b>	Profit or loss (note 36)	Other comprehensive income (note 36)	
<b><i>Deferred tax assets</i></b>				
Loans to customers and accrued				
interest receivables	116,956	740	-	117,696
Properties for sale	36	-	-	36
Provisions	10,191	496	2,430	13,117
Reserve for share-based payment	3,083	653	-	3,736
Others	161	-	(161)	-
<b>Total</b>	<b>130,427</b>	<b>1,889</b>	<b>2,269</b>	<b>134,585</b>
<b><i>Deferred tax liabilities</i></b>				
Loans to customers and accrued				
interest receivables	(547)	433	-	(114)
Premises and equipment	(998)	(310)	-	(1,308)
Others	(152)	-	(446)	(598)
<b>Total</b>	<b>(1,697)</b>	<b>123</b>	<b>(446)</b>	<b>(2,020)</b>
<b>Net</b>	<b>128,730</b>	<b>2,012</b>	<b>1,823</b>	<b>132,565</b>



## 17 Other assets, net

(in thousand Baht)	Consolidated	The Bank	
	2018	2018	2017
Deferred leasehold rights	7,709	7,709	8,715
Accrued fee income	38,069	38,069	29,866
Accrued interest income	2,175	2,175	5,880
Prepaid expenses	110,888	110,770	75,827
Supplies	3,678	3,678	1,997
Deposits and guarantee	44,017	44,017	36,759
Accounts receivable - counter service	38,192	38,192	7,739
Other receivables, net	12,297	12,297	27,413
Advance to customers	28,917	28,917	21,170
Others	34,646	34,978	18,726
<b>Total</b>	<b>320,588</b>	<b>320,802</b>	<b>234,092</b>

## 18 Deposits

### 18.1 Classified by type of deposits

(in thousand Baht)	Consolidated	The Bank	
	2018	2018	2017
Current	91,164	187,300	79,111
Savings	28,446,585	28,446,585	24,959,179
Term	13,498,994	13,498,994	12,838,464
<b>Total</b>	<b>42,036,743</b>	<b>42,132,879</b>	<b>37,876,754</b>

## 18.2 Classified by currency and residency of depositors

(in thousand Baht)	Consolidated	The Bank	
	2018 Domestic	2018 Domestic	2017 Domestic
Thai Baht	42,036,743	42,132,879	37,876,754
<b>Total</b>	<b>42,036,743</b>	<b>42,132,879</b>	<b>37,876,754</b>

## 19 Interbank and money market items (liabilities)

(in thousand Baht)	Consolidated and the Bank			The Bank		
	2018			2017		
	At call	Term	Total	At call	Term	Total
<b>Domestic</b>						
Bank of Thailand	-	-	-	-	3,598	3,598
Specialised financial institutions	-	281,823	281,823	-	386,438	386,438
Other financial institutions	526,572	3,048	529,620	690,464	19,030	709,494
<b>Total domestic</b>	<b>526,572</b>	<b>284,871</b>	<b>811,443</b>	<b>690,464</b>	<b>409,066</b>	<b>1,099,530</b>

## 20 Provisions

(in thousand Baht)	Consolidated and the Bank	The Bank
	2018	2017
Provision for post-employment benefits	77,199	56,774
Provision for decommissioning cost of leasehold improvement	10,677	8,816
<b>Total</b>	<b>87,876</b>	<b>65,590</b>

### Provision for post-employment benefits

	Consolidated and the Bank	The Bank
(in thousand Baht)	2018	2017
<b>Statement of financial position</b>		
<b>Provisions for</b>		
Post-employment benefits		
Defined benefit plan	77,199	56,774
<b>Total</b>	<b>77,199</b>	<b>56,774</b>

	Consolidated and the Bank	The Bank
(in thousand Baht)	2018	2017
<i>For the years ended 31 December</i>		
<b>Statement of profit or loss and other comprehensive income</b>		
<b>Recognised in profit or loss</b>		
Post-employment benefits		
Defined benefit plan	26,729	17,334
	<u>26,729</u>	<u>17,334</u>
<b>Recognised in other comprehensive income</b>		
Actuarial gains recognised in the year	(4,561)	(705)

The Bank and its subsidiary operate a defined benefit plan based on the requirement of Thai Labour Protection Act B.E 2541 (1998) to provide retirement benefits to employees based on pensionable remuneration and length of service.

The defined benefit plans expose the Group to actuarial risks, such as longevity risk, interest rate risk and market (investment) risk.

Movement in the present value of the defined benefit obligations.

	Consolidated and the Bank	The Bank
(in thousand Baht)	2018	2017
At 1 January	56,774	44,622
<b>Include in profit or loss</b>		
Current service cost	25,394	16,442
Interest on obligation	1,335	892
	<b>26,729</b>	<b>17,334</b>
<b>Included in other comprehensive income</b>		
Actuarial gains	(4,561)	(705)
	<b>(4,561)</b>	<b>(705)</b>
<b>Other</b>		
Benefit paid	(1,743)	(4,477)
	<b>(1,743)</b>	<b>(4,477)</b>
<b>At 31 December</b>	<b>77,199</b>	<b>56,774</b>

Actuarial (gains) losses recognised in other comprehensive income arising from:

	Consolidated and the Bank	The Bank
(in thousand Baht)	2018	2017
Demographic assumptions	1,216	3,229
Financial assumptions	(537)	(911)
Experience adjustment	(5,240)	(3,023)
<b>Total</b>	<b>(4,561)</b>	<b>(705)</b>

*Actuarial assumptions*

The following were the principal actuarial assumptions at the reporting date (expressed as weighted averages).

	<b>Consolidated and the Bank</b>	<b>The Bank</b>
(% per annum)	<b>2018</b>	2017
Discount rate	2.33	2.22
Future salary growth	5.00	5.00

Assumptions regarding future mortality have been based on published statistics and mortality tables.

At 31 December 2018, the weighted-average duration of the defined benefit obligation was 7.14 years [2017: 7.94 years].

***Sensitivity analysis***

Reasonably possible changes at the reporting date to one of the relevant actuarial assumptions, holding other assumptions constant, would have affected the defined benefit obligation by the amounts shown below.

(in thousand Baht)	<b>Consolidated</b>		<b>The Bank</b>	
	Increase	Decrease	Increase	Decrease
<b>At 31 December 2018</b>				
Discount rate (1% movement)	(4,637)	5,198	(4,637)	5,198
Future salary growth (1% movement)	4,710	(4,293)	4,710	(4,293)
<b>At 31 December 2017</b>				
Discount rate (1% movement)	-	-	(3,622)	4,079
Future salary growth (1% movement)	-	-	3,710	(3,368)

Although the analysis does not take account of the full distribution of cash flows expected under the plan, it does provide an approximation of the sensitivity of the assumptions shown.

## 21 Other liabilities

(in thousand Baht)	Consolidated		The Bank	
	2018	2018	2018	2017
Value added tax payable	4,502	4,502	5,445	
Other payables - purchase of assets	7,725	7,725	12,848	
Accrued interest expenses	97,189	97,189	97,510	
Other payables	25,385	25,385	13,523	
Accrued fee and service expenses	425,137	424,622	356,590	
Withholding tax payable	11,245	11,235	9,229	
Accrued specific business tax	14,288	14,288	11,877	
Corporate income tax	141,862	141,862	94,492	
Others	3,593	3,593	6,012	
<b>Total</b>	<b>730,926</b>	<b>730,401</b>	<b>607,526</b>	

## 22 Share capital

	Par value per share (in Baht)	2018		2017	
		Number (in thousand shares / thousand Baht)	Amount	Number (in thousand shares / thousand Baht)	Amount
<b>Authorised</b>					
At 1 January					
- ordinary shares	10	515,625	5,156,250	412,500	4,125,000
Increase of ordinary share	10	-	-	103,125	1,031,250
<b>At 31 December</b>					
<b>- ordinary shares</b>	<b>10</b>	<b>515,625</b>	<b>5,156,250</b>	<b>515,625</b>	<b>5,156,250</b>

	Par value per share (in Baht)	2018		2017	
		Number (in thousand shares / thousand Baht)	Amount	Number (in thousand shares / thousand Baht)	Amount
<b>Issued and paid-up</b>					
At 1 January					
- ordinary shares	10	500,000	5,000,000	400,000	4,000,000
Increase of ordinary share	10	-	-	100,000	1,000,000
<b>At 31 December</b>					
<b>- ordinary shares</b>	<b>10</b>	<b>500,000</b>	<b>5,000,000</b>	<b>500,000</b>	<b>5,000,000</b>

On 28 February 2017, the shareholders at the Bank's extraordinary shareholders' meeting passed a resolution to increase the authorised share capital from 412.50 million ordinary shares with a par value of Baht 10 per share to 515.63 million ordinary shares with a par value of Baht 10 per share. The Bank registered the increased share capital with the Ministry of Commerce on 7 March 2017. On 21 March 2017, the Bank received subscription of 100 additional million shares at Baht 10 per share in the total of Baht 1,000 million already.

## 23 Share-based payments

### Stock options

The Bank awards stock options of the Bank to certain senior management.

The Extraordinary General Shareholders' Meeting dated 28 February 2017 passed a resolution to issue the second program of warrants for certain senior management of the Bank to purchase additional registered ordinary share capital of The Thai Credit Retail Bank Public Company Limited at par value of Baht 10 each in the total amount of 3.13 million shares. Exercise ratio is 1 warrant for 1 ordinary share at the exercise price of Baht 10 per ordinary share.

The Annual General Shareholders' Meeting dated 27 March 2014 passed a resolution to issue the warrants for certain senior management of the Bank to purchase additional registered ordinary share capital of The Thai Credit Retail Bank Public Company Limited at par value of Baht 10 each in the total amount of 12.5 million shares. Exercise ratio is 1 warrant for 1 ordinary share at the exercise price of Baht 10 per ordinary share.

All of these awards contain clawback provisions that may result in cancellation prior to vesting under certain specified circumstances.



Movements in the number of share options outstanding and their related weighted average exercise prices are as follows:

	Weighted – average exercise price (Baht/share)	Number of options (million shares)
At 1 January 2017	10	12.50
Granted	10	3.13
<b>At 31 December 2017 and 1 January 2018</b>	<b>10</b>	<b>15.63</b>
<b>At 31 December 2018</b>	<b>10</b>	<b>15.63</b>

As at 31 December 2018 and 2017, share options outstanding and its expiry date and exercise prices were as follow:

	Exercise price (Baht/share)	<b>2018</b> (million shares)	2017 (million shares)
Expired date:			
27 March 2019	10	15.63	15.63

Management has estimated the fair value using the Binomial valuation model by engaging the valuation specialist. The weighted-average option price as at 28 February 2017 is Baht 1.24 per option and the weighted-average option price as at 27 March 2014 is Baht 1.37 per option. The risk-free interest rate is the implied yield on zero-coupon Thailand government bonds, with a remaining life equal to the expected life of the option. The expected volatility is estimated for giving consideration to, amongst other things, the historical volatility of pass listed in the Stock Exchange of Thailand for the period that commensurate with the expected life of the option. The 0% dividend yield assumption has been adopted for valuation.

As at 31 December 2018, the remaining contractual life of the total 15.63 million options (2017: 15.63 million options) was 0.25 years (2017: 1.25 years).

For the years ended 31 December 2018 and 2017, the Bank had stock options expense recognised during the year amounting to Baht 1.86 million and Baht 3.26 million, respectively.

## 24 Reserve

Reserves comprise:

*Appropriations of profit and/or retained earnings*

### Legal reserve

Section 116 of the Public Companies Act B.E. 2535 requires that a public company shall allocate not less than 5% of its annual net profit, less any accumulated losses brought forward, to a reserve account (“legal reserve”), until this account reaches an amount not less than 10% of the registered authorised capital. The legal reserve is not available for dividend distribution.

*Other components of equity*

Fair value changes in available-for-sale investments

The fair value changes in available-for-sale investments account within equity comprises the cumulative net change in the fair value of available-for-sale investments until the investments are derecognised or impaired.

### Movements in reserves

Movements in reserves are shown in the statements of changes in equity.

## 25 Assets pledged as collateral and under restriction

As at 31 December 2018 and 2017, the Bank and its subsidiary had investments in securities under obligations and restrictions were as follow:

	Consolidated and the Bank	The Bank
(in thousand Baht)	2018	2017
Investments in securities		
Pledged as collateral for private repo under the BoT	261,000	150,000
Pledged as other collaterals	50	834
<b>Total</b>	<b>261,050</b>	<b>150,834</b>

## 26 Contingent liabilities and commitments

### 26.1 Contingent liabilities

	Consolidated and the Bank	The Bank
(in thousand Baht)	2018	2017
Avals to bills	3,963	18,680
Other contingencies		
Other guarantees	140,740	169,911
Amount of unused bank overdrafts	183,106	183,898
<b>Total</b>	<b>327,809</b>	<b>372,489</b>

As at 31 December 2018 and 2017, the Bank and its subsidiary had no commitments from providing other guarantees to listed companies, which meet criteria for delisting conditions from the Stock Exchange of Thailand.

### 26.2 Commitments

As at 31 December 2018 and 2017, the Bank and its subsidiary had commitments resulted by entering into a number of contracts of installation and computer software development as follow:

	Consolidated	The Bank	
(in thousand Baht)	2018	2018	2017
<b>Capital commitments</b>			
Contracted but not provided for:			
Intangible assets	24,775	17,763	20,260
<b>Total</b>	<b>24,775</b>	<b>17,763</b>	<b>20,260</b>
<b>Other commitments</b>			
Other agreements	20,078	19,882	-
<b>Total</b>	<b>20,078</b>	<b>19,882</b>	<b>-</b>

## 27 Related parties

For the purposes of these financial statements, parties are considered to be related to the Group if the Group has the ability, directly or indirectly, to control or jointly control the party or exercise significant influence over the party in making financial and operating decisions, or vice versa, or where the Group and the party are subject to common control or common significant influence. Related parties may be individuals or other entities.

Relationships with subsidiary are described in note 9. As at 31 December 2018, relationships with key management and other related parties were as follows:

Name of entity	Country of incorporation/ nationality	Nature of relationship
Key management personnel	Thai and other nationalities	Persons having authority and responsibility for planning, directing and controlling the activities of the Bank and its subsidiary, directly or indirectly, including any director of the Bank and its subsidiary.
V.C. Sombat Co., Ltd.	Thailand	The ultimate parent company of the Bank
VNB Holding Company Limited	Thailand	The parent company of the Bank owning 59.97% of the Bank's paid-up share capital.
Thai Life Insurance Public Company Limited	Thailand	The major shareholder of the Bank owning over 10% of the Bank's paid-up share capital.
Polaris Capital Investment Limited	Hong Kong	The major shareholder of the Bank owning over 10% of the Bank's paid-up share capital.
Thai Micro Digital Solutions Co., Ltd.	Thailand	Subsidiary, 99.99% shareholding
Thai Health Insurance Public Company Limited	Thailand	Entity in the same group company
Thai Paiboon Insurance Public Company Limited	Thailand	Entity in the same group company
Thachaisri Co., Ltd.	Thailand	Entity in the same group company
Piam Anan Co., Ltd.	Thailand	Entity in the same group company
Pathum Thani Jutemill Co., Ltd.	Thailand	Entity in the same group company
C.Laing Co., Ltd.	Thailand	Entity in the same group company
Sakhorn Liquor Co., Ltd.	Thailand	Entity in the same group company
V.One Asset Co., Ltd.	Thailand	Entity in the same group company

<b>Name of entity</b>	<b>Country of incorporation/ nationality</b>	<b>Nature of relationship</b>
Chaiyawan Co., Ltd.	Thailand	Entity in the same group company
Yad Sampan Co., Ltd.	Thailand	Entity in the same group company
Thaikhum Co.,Ltd.	Thailand	Entity in the same group company
V.73 Co., Ltd.	Thailand	Entity in which key management personnel or their close family members are major shareholders
C.12 Co., Ltd.	Thailand	Entity in which key management personnel or their close family members are major shareholders
Thunchai Co., Ltd.	Thailand	Entity in which key management personnel or their close family members are major shareholders
Siengkong Co., Ltd.	Thailand	Entity in which key management personnel or their close family members are major shareholders
Chai Brothers Co., Ltd.	Thailand	Entity in which key management personnel or their close family members are major shareholders

The pricing policies for particular types of transactions were explained further below:

<b>Transactions</b>	<b>Pricing policies</b>
Interest expenses	Market rate
Fee and service income	Contractually agreed price
Other operating income	Contractually agreed price
Other operating expenses	Contractually agreed price

Significant related parties transactions for the years ended 31 December 2018 and 2017 with related parties were as follows:

(in thousand Baht)	Consolidated	The Bank	
	2018	2018	2017
<b>For the years ended 31 December</b>			
<b>Interest expenses</b>			
Parent company	4	4	-
Subsidiary	-	169	-
Major shareholders	1,221	1,221	1,396
Other related parties	2,711	2,711	3,026
Key management personnel of the Bank	803	803	700
<b>Fees and service income</b>			
Major shareholders	185,389	185,389	184,648
Other related parties	85,938	85,938	64,000
<b>Other operating income</b>			
Parent company	113	113	-
Subsidiary	-	340	-
<b>Other operating expenses</b>			
Major shareholders	8,199	8,199	8,325
Other related parties	30,421	30,421	28,593

Balances as at 31 December 2018 and 2017 with related parties were as follows:

(in thousand Baht)	Consolidated	The Bank	
	2018	2018	2017
<b>Other assets</b>			
Parent company	113	113	-
Subsidiary	-	340	-
Major shareholders	19,795	19,795	17,258
Other related parties	27,667	27,667	21,089
<b>Deposits</b>			
Parent company	37	37	-
Subsidiary	-	96,136	-
Major shareholders	369,537	369,537	453,153
Other related parties	178,608	178,608	150,846
Key management personnel of the Bank	67,298	67,298	72,865
<b>Other liabilities</b>			
Major shareholders	22	22	27
Other related parties	93	93	699
Key management personnel of the Bank	60	60	62

#### *Significant agreements with related parties*

The Bank has office rental agreements with the parent and the subsidiary for a period of 3 years. The Bank receives the rental fee as specified in the agreements.

#### *Commitment with related parties*

The Bank has served as a shared service agreement with the parent and the subsidiary. The scope of services comprises of Accounting, Information technology, Human resource, Compliance and internal audit, Legal, Operational risk management, Operations, General administration, Financial analysis and strategic planning and Product development and digital product development. The Bank receives the service fee as agreed.



## 28 Other benefits to directors and persons with managing authority

For the years ended 31 December 2018 and 2017, benefits to key management personnel were as follows:

	Consolidated and the Bank	The Bank
(in thousand Baht)	2018	2017
<i>For the years ended 31 December</i>		
Short-term benefits	95,171	127,072
Post-employment benefits	4,926	10,375
Reserve for share based payment	1,860	3,263
<b>Total</b>	<b>101,957</b>	<b>140,710</b>

## 29 Operating leases

The Bank and its subsidiary have entered into a number of lease agreements and service agreements. The future payments from the dates on the statements of financial position were summarised as follows:

*Future minimum lease payment*

	Consolidated and the Bank	The Bank
(in thousand Baht)	2018	2017
Within 1 year	186,866	161,419
Over 1 year but within 5 years	181,948	233,189
Over 5 years	154	141
<b>Total</b>	<b>368,968</b>	<b>394,749</b>

*Amounted recognised in profit or loss*

	Consolidated and the Bank	The Bank
(in thousand Baht)	2018	2017
<b><i>For the years ended 31 December</i></b>		
Lease expense	198,310	176,598

### 30 Financial position and results of operations classified by domestic and foreign business

The Bank and its subsidiary operates in a single segment, which is banking business carrying out in Thailand only. Most revenues, expenses, profit, assets and liabilities are as reflected in the financial statements pertaining to the aforementioned industry and geographic area.

### 31 Interest income

	Consolidated and the Bank	The Bank
(in thousand Baht)	2018	2017
<b><i>For the years ended 31 December</i></b>		
Interbank and money market items	68,628	46,207
Investments in debt securities	21,773	37,632
Loans to customers	4,716,836	3,700,257
Hire-purchase	143,865	168,427
<b>Total</b>	<b>4,951,102</b>	<b>3,952,523</b>

### 32 Interest expenses

(in thousand Baht)	Consolidated	The Bank	
	2018	2018	2017
<i>For the years ended 31 December</i>			
Deposits	705,497	705,666	634,328
Interbank and money market items	4,083	4,083	4,087
Contribution to Deposit Protection Agency and BoT	191,383	191,383	167,572
<b>Total</b>	<b>900,963</b>	<b>901,132</b>	<b>805,987</b>

### 33 Net fees and service income

(in thousand Baht)	Consolidated and the Bank	The Bank
	2018	2017
<i>For the years ended 31 December</i>		
<b>Fees and service income</b>		
- Acceptances, aval and guarantees	2,925	2,626
- Management fee	51,732	46,760
- Brokerage fee	236,357	208,493
- Others	8,127	8,634
<b>Total</b>	<b>299,141</b>	<b>266,513</b>
<b>Fees and service expenses</b>		
- Fee and service expenses on ATM	(10,191)	(10,023)
- Loan guarantee commission expenses	(128,716)	(87,288)
- Others	(36,962)	(23,546)
<b>Total</b>	<b>(175,869)</b>	<b>(120,857)</b>
<b>Net</b>	<b>123,272</b>	<b>145,656</b>

### 34 Gains on investments, net

	Consolidated and the Bank	The Bank
(in thousand Baht)	2018	2017
<i>For the years ended 31 December</i>		
<b>Gains on sales</b>		
- Available-for-sale investments	1,735	6,798
<b>Total</b>	<b>1,735</b>	<b>6,798</b>

### 35 Impairment loss on loans and debt securities

	Consolidated and the Bank	The Bank
(in thousand Baht)	2018	2017
<i>For the years ended 31 December</i>		
Bad debts and doubtful accounts		
- Loans to customers	831,133	637,701
- Other receivables	6,135	8,295
Loss on debt restructuring	16,887	47,013
<b>Total</b>	<b>854,155</b>	<b>693,009</b>

### 36 Income tax expense

#### *Income tax recognised in profit or loss*

(in thousand Baht)	Note	Consolidated		The Bank	
		2018	2018	2018	2017
<b>For the years ended 31 December</b>					
<b>Current tax</b>					
Current period		244,224	244,224	132,758	
Under provided in prior years		1,622	1,622	-	
		<b>245,846</b>	<b>245,846</b>	<b>132,758</b>	
<b>Deferred tax income</b>					
Movements in temporary differences	16	(53,225)	(53,079)	(2,012)	
<b>Total</b>		<b>192,621</b>	<b>192,767</b>	<b>130,746</b>	

#### *Income tax recognised in other comprehensive income*

(in thousand Baht)	Consolidated and the Bank			The Bank		
	2018			2017		
	Before tax	Tax benefit (expense)	Net of tax	Before tax	Tax expense	Net of tax
<b>For the years ended 31 December</b>						
Available-for-sale investments	(2,722)	544	(2,178)	3,030	(606)	2,424
Defined benefit plan actuarial gains	4,561	(912)	3,649	705	(141)	564
<b>Total</b>	<b>1,839</b>	<b>(368)</b>	<b>1,471</b>	<b>3,735</b>	<b>(747)</b>	<b>2,988</b>

**Reconciliation of effective tax rate**

	<b>Consolidated</b>	
	<b>2018</b>	
	Rate (%)	(in thousand Baht)
<b>For the year ended 31 December</b>		
Profit before income tax		963,731
Income tax using the Thai corporation tax rate	20.00	192,746
Tax effect of income or expenses that are not taxable income or expenses	(0.18)	(1,747)
Under provided in prior years	0.17	1,622
<b>Total</b>	<b>19.99</b>	<b>192,621</b>

	<b>The Bank</b>			
	<b>2018</b>		2017	
	Rate (%)	(in thousand Baht)	Rate (%)	(in thousand Baht)
<b>For the years ended 31 December</b>				
Profit before income tax		964,460		662,042
Income tax using the Thai corporation tax rate	20.00	192,892	20.00	132,408
Tax effect of income or expenses that are not taxable income or expenses	(0.18)	(1,747)	(0.25)	(1,662)
Under provided in prior years	0.17	1,622	-	-
<b>Total</b>	<b>19.99</b>	<b>192,767</b>	<b>19.75</b>	<b>130,746</b>

### 37 Earnings per share

#### *Basic earnings per share*

The calculations of basic earnings per share for the years ended 31 December 2018 and 2017 were based on the profit for the years attributable to ordinary shareholders of the Bank and the weighted average number of ordinary shares outstanding during the years as follows:

	Consolidated	The Bank	
(in thousand Baht / thousand shares)	2018	2018	2017
<i>For the years ended 31 December</i>			
<b>Profit attributable to ordinary shareholders of the Bank (basic)</b>	<b>771,110</b>	<b>771,693</b>	<b>531,296</b>
Number of ordinary shares outstanding			
at 1 January	500,000	500,000	400,000
Effect of shares issued on 21 March 2017	-	-	78,082
<b>Weighted average number of ordinary shares outstanding (basic)</b>	<b>500,000</b>	<b>500,000</b>	<b>478,082</b>
<b>Earnings per share (basic) (in Baht)</b>	<b>1.54</b>	<b>1.54</b>	<b>1.11</b>

#### *Diluted earnings per share*

The calculations of diluted earnings per share for the years ended 31 December 2018 and 2017 were based on the profit for the years attributable to ordinary shareholders of the Bank and the weighted average number of ordinary shares outstanding during the years after adjusting for the effects of all dilutive potential ordinary shares as follows:



	Consolidated	The Bank	
(in thousand Baht / thousand shares)	2018	2018	2017
<b><i>For the years ended 31 December</i></b>			
<b>Profit attributable to ordinary shareholders of the Bank (diluted)</b>	<b>771,110</b>	<b>771,693</b>	<b>531,296</b>
Weighted average number of ordinary shares outstanding (basic)	500,000	500,000	478,082
Effect of exercise of share options	15,625	15,625	15,120
<b>Weighted average number of ordinary shares outstanding (diluted)</b>	<b>515,625</b>	<b>515,625</b>	<b>493,202</b>
<b>Earnings per share (diluted) (in Baht)</b>	<b>1.50</b>	<b>1.50</b>	<b>1.08</b>

### 38 Thai Financial reporting standards (TFRSs) not yet adopted

A number of new and revised TFRSs which relevant to the Group's operations are expected to have significant impact on the consolidate and the Bank's financial statements on the date of initial application. Those TFRSs become effective for annual financial reporting periods beginning on or after 1 January of the following years.

TFRS	Topic	Effective
TFRS 7*	Financial Instruments: Disclosures	2020
TFRS 9*	Financial Instruments	2020
TFRS 15	Revenue from Contracts with Customers	2019
TAS 32*	Financial Instruments: Presentation	2020
TFRIC 16*	Hedges of a Net Investment in a Foreign Operation	2020
TFRIC 19*	Extinguishing Financial Liabilities with Equity Instruments	2020

\* TFRS - Financial instruments standards

**(a) TFRS 15 Revenue from Contracts with Customers**

*Rendering of services*

Under TFRS 15, the total consideration in the service contracts will be allocated to all services based on their stand-alone selling prices. The stand-alone selling prices will be determined based on the list prices at which the Group sells the services in separate transactions.

The Bank and its subsidiary has completed assessment of the potential initial impact on the consolidated and the Bank's financial statements of TFRS 15 and expects that there will be no material impact on the financial statements in the period of initial application.

**(b) TFRS - Financial instruments standards**

These TFRSs establish requirements related to definition, recognition, measurement, impairment and derecognition of financial assets and financial liabilities, including accounting for derivatives and hedge accounting.

Management is presently considering the potential impact of adopting and initially applying TFRS - Financial instruments standards on the consolidated and the Bank's financial statements.

# Type of Business

## Type of Business

The Thai Credit Retail Bank PCL. is the financial institution providing services under the scope of commercial retail bank operations.

## Initial Registered Capital

Registered capital	1,000,000,000 Baht
Paid-up capital	1,000,000,000 Baht
Issued and paid-up common stock	100,000,000 Shares
Issued and paid-up preferred stock	None
The par value per share	10 Baht

## Registered Capital in 2018

Registered capital	5,156,250,000 Baht
Paid-up capital	5,000,000,000 Baht
Issued and paid-up common stock	500,000,000 Shares
Issued and paid-up preferred stock	None
The par value per share	10 Baht

## The Auditors

The Audit Committee reviewed auditors' qualifications and performance and reported to the Board of Directors in order to present its proposal for consideration of auditor's appointment and audit fee in the Annual General Meeting of Shareholders.

The proposed auditors must obtain the approval from the BOT. As the BOT had approved and issued a notification no. For Kor Kor. 117/2018 Re: Approval of Auditors dated March 12, 2018, approving 3 auditors from KPMG Phoomchai Audit Co., Ltd:

1. Miss Aorapin Sinthawornkul  
(Certified Public Accountant (Thailand) No. 9441)  
or
2. Mr. Chanchai Sakulkoedsin  
(Certified Public Accountant (Thailand) No. 6827)  
or
3. Miss Pantip Gulsantithamrong  
(Certified Public Accountant (Thailand) No. 4208)

## The Relationship between Auditors and the Bank

Appointed auditors do not have other relationship with the Bank.

## Branch Office

### Head Office

123 Thai Life Insurance Bldg., Ratchadaphisek Road,  
Din Daeng District, Bangkok 10400

### Ratchadaphisek Business Office

123 Thai Life Insurance Bldg. 1<sup>st</sup> fl.,  
Ratchadaphisek Road, Din Daeng District,  
Bangkok 10400

**Office hours:** Monday - Friday 08.30 hrs. - 17.00 hrs.

**Tel.** 0 2697 5454

**Fax** 0 2642 3112

### Yaowarat Business Office Branch

222-224 Yaowarat Road, Chakkrawat,  
Samphanthawong District, Bangkok 10100

**Office hours:** Monday - Friday 08.30 hrs. - 17.00 hrs.

**Tel.** 0 2222 3760-1, 0 2222 3180-1

**Fax** 0 2222 3120

### Central Pinklao Branch

Room 426/2, 4<sup>th</sup> fl., Central Plaza Pinklao,  
7/222 Boromarajonani Road, Arun Ammarin,  
Bangkok Noi District, Bangkok 10700

**Office hours:** Everyday 11.00 hrs. - 19.30 hrs.

**Tel.** 0 2884 7797-9

**Fax** 0 2884 7890

### CentralPlaza Westgate Branch

Room 342, 3<sup>rd</sup> fl., CentralPlaza Westgate,  
199,199/1,199/2 Moo 6, Sao Thong Hin,  
Bang Yai District, Nonthaburi 11140

**Office hours:** Everyday 11.00 hrs. - 20.00 hrs.

**Tel.** 0 2086 2211, 0 2086 5934-35

**Fax** 0 2086 5936

### CentralPlaza Chonburi Branch

Room 173, 1<sup>st</sup> fl., CentralPlaza Chon Buri  
55/88-89, 55/91 Moo 1, Samet,  
Mueang District, Chon Buri 20000

**Office hours:** Everyday 10.30 hrs. - 19.30 hrs.

**Tel.** 0 3805 3999, 0 3805 3773-74

**Fax** 0 3805 3775

### The Mall Bang Khae Branch

Room 3S-R2-3B, 3<sup>rd</sup> fl.,  
The Mall Bang Khae Department Store,  
518 Phetkasem Road, Bang Khae Nuea,  
Bang Khae District, Bangkok 10160

**Office hours:** Everyday 10.30 hrs. - 19.30 hrs.

**Tel.** 0 2803 8488-92

**Fax** 0 2803 8493

### Ngam Wong Wan The Mall Department Store Branch

Room 3 S-C 4B, 3<sup>rd</sup> fl.,  
The Mall Ngam Wong Wan Department Store  
408, 410, 412, 414, 416, 418, 420, 422, 424, 426,  
428, 430, 430/1 Moo 2, Ngam Wong Wan Road,  
Bang Khen, Mueang District, Nonthaburi 11000

**Office hours:** Everyday 11.00 hrs. - 19.30 hrs.

**Tel.** 0 2550 0690-2

**Fax** 0 2550 0693

### Seacon Bang Khae Branch

Room 329, 3<sup>rd</sup> fl., Seacon Bang Khae Department Store,  
607 Phetkasem Road, Bang Wa,  
Phasi Charoen District, Bangkok 10160

**Office hours:** Everyday 11.00 hrs. - 19.30 hrs.

**Tel.** 0 2458 2818-20

**Fax** 0 2458 2821

### Nakhon Pathom Branch

17-18 Bo Ream Road, Phra Pathom Chedi,  
Mueang District, Nakhon Pathom 73000

**Office hours:** Monday - Friday 08.30 hrs. - 17.00 hrs.

**Tel.** 0 3421 9695-8

**Fax** 0 3421 9699

### Nakhon Ratchasima Branch

1282/12-14 Mittraphap Road, Nai Mueang,  
Mueang District, Nakhon Ratchasima 30000

**Office hours:** Monday - Friday 08.30 hrs. - 17.00 hrs.

**Tel.** 0 4434 2342, 0 4434 2688-90

**Fax** 0 4434 2665

**Bangkapi The Mall Department Store Branch**

Room 2S-C13A, B, 2<sup>nd</sup> fl.,  
The Mall Bangkapi Department Store,  
3522 Lat Phrao Road, Klong Chan,  
Bang Kapi District, Bangkok 10240

**Office hours:** Everyday 11.00 hrs. - 19.30 hrs.

**Tel.** 0 2704 7500, 0 2704 7891-3

**Fax** 0 2704 7894

**CentralPlaza Rama 2 Branch**

Room G30/1, G fl., CentralPlaza Rama 2,  
160 Rama 2 Road, Samae Dam,  
Bang Khun Thian District, Bangkok 10150

**Office hours:** Everyday 11.00 hrs. - 19.30 hrs.

**Tel.** 0 2416 1900, 0 2416 1688-9

**Fax** 0 2416 1901

**Rangsit Future Park Branch**

Room PLZ.2.SHP030, 2<sup>nd</sup> fl., Future Park Rangsit,  
94 Phahon Yothin Road, Prachathipat,  
Thanyaburi District, Pathum Thani 12130

**Office hours:** Everyday 11.00 hrs. - 19.30 hrs.

**Tel.** 0 2958 5276-9

**Fax** 0 2958 5377

**Raminthra Fashion Island Branch**

Room S15, 1<sup>st</sup> fl., Fashion Island Department Store,  
587, 589, 589/7-9 Ram Inthra Road, Khan Na Yao,  
Khan Na Yao District, Bangkok 10230

**Office hours:** Everyday 11.00 hrs. - 19.30 hrs.

**Tel.** 0 2947 5656, 0 2947 5694-5, 0 2947 5681

**Fax** 0 2947 5680

**Srinakarin Paradise Park Department Store Branch**

Room 2 C001, 2<sup>nd</sup> fl., Paradise Park Department Store,  
61 Srinakarin Road, Nongbon, Prawet District,  
Bangkok 10250

**Office hours:** Everyday 10.30 hrs. - 19.30 hrs.

**Tel.** 0 2780 2209-11

**Fax** 0 2780 2208

**Samut Prakan Branch**

156 Srisamut Road, Pak Nam,  
Mueang District, Samut Prakan 10270

**Office hours:** Monday - Friday 08.30 hrs. - 17.00 hrs.

**Tel.** 0 2730 9160-3

**Fax** 0 2730 9159

**Samut Sakhon Branch**

920/30 Ekkachai Road, Maha Chai,  
Mueang District, Samut Sakhon 74000

**Office hours:** Monday - Friday 08.30 hrs. - 17.00 hrs.

**Tel.** 0 3442 4200, 0 3442 4343-4, 0 3442 4446

**Fax** 0 3442 4445

**Asoke PS Tower Branch**

36/11 G fl., PS Tower, Sukhumvit 21 (ASOKE),  
Khleng Toei Nuea, Vadhana District, Bangkok 10110

**Office hours:** Monday - Friday 08.30 hrs. - 17.30 hrs.

**Tel.** 0 2261 9958-9

**Fax** 0 2261 9957

**Omyai Big C Supercenter Branch**

Room GJA 001/3, Big C Supercenter,  
17/17 Moo 8, Phetkasem Road, Omyai,  
Sampran District, Nakhon Pathom 73160

**Office hours:** Everyday 10.30 hrs. - 19.30 hrs.

**Tel.** 0 2431 2590-92

**Fax** 0 2431 2589

**Seacon Srinakarin Branch**

Room 3057D-2, 3<sup>rd</sup> fl., Seacon Square Department Store  
55 Srinakarin Road, Nongbon, Prawet District,  
Bangkok 10250

**Office hours:** Everyday 10.30 hrs. - 19.30 hrs.

**Tel.** 0 2054 0776-8

**Fax** 0 2054 0789

**CentralPlaza Ladprao Branch**

Room 231/2, 2<sup>nd</sup> fl., CentralPlaza Ladprao,  
1697 Phahon Yothin Road, Chatuchak District,  
Bangkok 10900

**Office hours:** Everyday 11.00 hrs. - 20.00 hrs.

**Tel.** 0 2056 9576-8

**Fax** 0 2056 9579

## Lending Branch

### Bangkok Metropolitan Area

**Rangsit Lending Branch**

81 Rangsit-Pathum Thani 3, Prachathipat,  
Thanyaburi District, Pathum Thani 12130

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 2567 0060-2

**Fax** 0 2567 0063

**Bangyai Lending Branch**

89/4 Moo 6, Sao Thong Hin, Bang Yai District,  
Nonthaburi 11140

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 2595 0420-2

**Fax** 0 2595 0423

**Minburi Lending Branch**

Minburi Market Platapeantong Building 2<sup>nd</sup> fl.,  
521/7 Moo 18, Sihaburanukit Road,  
Min Buri District, Bangkok 10510

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 2540 0190-2

**Fax** 0 2540 0193

**Bang Khen-Watcharaphon Lending Branch**

2/18 Watcharaphon Road, Tha Raeng,  
Bang Khen District, Bangkok 10230

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 2347 0441

**Fax** 0 2347 0182

**Lam Luk Ka Lending Branch**

169/33 Moo 3, Lam Luk Ka Road, Khu Khot,  
Lam Luk Ka District, Pathum Thani 12130

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 2531 5012, 0 2531 5014

**Fax** 0 2531 5013

**Bang Bon Lending Branch**

701 Ekkachai Road, Bang Bon District, Bangkok 10150

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 2415 5644-5

**Fax** 0 2415 5646

**Bang Khun Non Lending Branch**

21/45 Bang Khun Non Road, Bang Khun Non,  
Bangkok Noi, Bangkok Noi District, Bangkok 10700

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 2433 7406-7

**Fax** 0 2433 7407

**Bangkapi Lending Branch**

171 Soi Happyland 2, Khlong Chan,  
Bang Kapi District, Bangkok 10240

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 2377 2985-6

**Fax** 0 2377 2940

**Ramkhamhaeng Lending Branch**

38, Soi Ramkhamhaeng 37/1 (Vikorn Village),  
Huamark, Bang Kapi District, Bangkok 10240

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 2318 2673-4

**Fax** 0 2318 2674

**Pak Kret Lending Branch**

121/23 Room PB 03 Moo 3, Chaengwattana Road,  
Pak Kret District, Nonthaburi 11120

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 2583 5615-6

**Fax** 0 2583 5617

**Nonthaburi Lending Branch**

77/63 Moo 4, Pracharat Road, Suan Yai,  
Mueang Nonthaburi District, Nonthaburi 11000  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 2526 8524-5  
**Fax** 0 2526 8540

**Thung Khru Lending Branch**

381/4 Pracha Uthit Road, Bang Mod,  
Thung Khru District, Bangkok 10140  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 2426 2663  
**Fax** 0 2426 2664

**Pathum Thani Lending Branch**

24/159 Poonlap Pathum Market,  
Pathum Krungthep Road, Bang Prok,  
Mueang District, Pathum Thani 12000  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 2581 1046-7  
**Fax** 0 2581 1048

**Rama 2 Lending Branch**

179/10 Thakham Road, Samae Dam,  
Bang Khun Thian District, Bangkok 10150  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 2408 4850-1  
**Fax** 0 2408 4852

**Prachaniwet Lending Branch**

3/1 Room A1, Prachaniwet 1 Square,  
Baan Prachaniwet 1, Thetsaban Nimit Nuea Road,  
Lat Yao, Chatuchak District, Bangkok 10900  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 2591 9180-1  
**Fax** 0 2591 9182

**Wongwian Yai Lending Branch**

388 Lat Ya Road, Klong San,  
Klong San District, Bangkok 10600  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 2437 8730-1  
**Fax** 0 2437 8732

**Sukhumvit 101/1 Lending Branch**

1 Room 101, Soi Wachirathamsathit 23,  
Sukhumvit 101/1 Road, Bang Chak,  
Phra Khanong District, Bangkok 10260  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 2397 0736-7  
**Fax** 0 2397 0738

**Bangkae Lending Branch**

100/2 Moo 15, Phetkasem Road, Bang Wa,  
Phasi Charoen District, Bangkok 10160  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 2413 3504-5  
**Fax** 0 2413 3503

**Phra Pradaeng Lending Branch**

265/2 Moo 17, Nakhon Khuean Khan Road, Bang Pung,  
Phra Pradaeng District, Samut Prakan 10130  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 2464 2471  
**Fax** 0 2464 2472

**Ladkrabang Lending Branch**

2654/39 Lat Krabang Road, Lat Krabang,  
Lat Krabang District, Bangkok 10250  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 2327 0384-5  
**Fax** 0 2327 0386



**Thanon Chan Lending Branch**

34 Sathupradit Road, Thung Wat Don,  
Sathon District, Bangkok 10120

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 2212 8670-1

**Fax** 0 2212 8672

**Nong Khaem Lending Branch**

1711 Phetkasem Road, Lak Song,  
Bang Khae District, Bangkok 10160

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 2421 7570-1

**Fax** 0 2421 7572

**Talad Thai Lending Branch**

31/26 Moo 9, Talad Thai, Khlong Nueng,  
Khlong Luang District, Pathum Thani 12120

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 2516 4035-6

**Fax** 0 2516 4037

**Si Yan Lending Branch**

Adison Department Store, 664 Samsen Road,  
Thanon Nakhon Chai Si, Dusit District, Bangkok 10300

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 2241 7363-4

**Fax** 0 2241 7365

**Thanyaburi (Khlong Hok) Lending Branch**

40/67 Moo 1, Khlong Hok, Khlong Luang District,  
Pathum Thani 12120

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 2577 1383-4

**Fax** 0 2577 1385

**Nong Chok Lending Branch**

1 Chueam Samphan Road, Krathum Rai,  
Nong Chok District, Bangkok 10530

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 2548 2797-8

**Fax** 0 2548 2799

**Nak Niwat - Lad Prao Lending Branch**

2 Room 104, Soi Nak Niwat 37, Nak Niwat Road,  
Lat Phrao, Lat Phrao District, Bangkok 10310

**Office hour:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 2538 5073, 0 2538 5083

**Fax** 0 2538 5421

**Kam Paeng Saen Lending Branch**

111/2 Moo 1, Kam Phaeng Saen,  
Kam Phaeng Saen District, Nakhon Pathom 73140

**Office hour:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 3430 0637-8

**Fax** 0 3430 0639

**Kluaynamtai Lending Branch**

4062 Rama IV Road, Phra Khanong,  
Khlong Toei District, Bangkok 10110

**Office hour:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 2249 3517, 0 2249 5165

**Fax** 0 2249 5236

**Banphaeo (Samutsakhon) Lending Branch**

345/6 Moo 1, Laksam, Ban Phaeo District,  
Samut Sakhon 74120

**Office hour:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 3448 0300-1

**Fax** 0 3448 0301

**Phra Khanong Lending Branch**

28/1 Sukhumvit 71 Road, Phra Khanong Nuea,  
Wattana District, Bangkok 10110

**Office hour:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 2130 7625-6

**Fax** 0 2130 7626

**O Ngoen Market Lending Branch**

49/765 Soi Sukhaphiban 5 Soi 45, O Ngoen,  
Sai Mai District, Bangkok 10220

**Office hour:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 2532 2285-6

**Fax** 0 2532 2286

**Phraya Suren Lending Branch**

785 Phraya Suren Road, Bang Chan,  
Klong Sam Wa District, Bangkok 10510

**Office hour:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 2136 6842-3

**Fax** 0 2136 6843

**Huai Khwang Lending Branch**

1998/4-5 Pracha Songkhro Road, Din Daeng,  
Din Daeng District, Bangkok 10320

**Office hour:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 2275 5245-6

**Fax** 0 2275 5246

**Bang Plee Lending Branch**

200/60 Moo 1, Thepharak, Bang Sao Thong,  
Bang Sao Thong District, Samut Prakan 10540

**Office hour:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 2181 7971-2

**Fax** 0 2181 7973

**Northern****Chiang Mai Lending Branch**

265/4 Chang Phueak Road, Chang Phueak,  
Mueang District, Chiang Mai 50300

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 5321 6238-9

**Fax** 0 5321 6237

**San Kamphaeng Lending Branch**

108/46 Moo 3, Tonpao,  
San Kamphaeng District, Chiang Mai 50130

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 5333 9474-5

**Fax** 0 5333 9476

**Mae Rim (Chiang Mai) Lending Branch**

399/93 Moo 1, Rim Tai,  
Mae Rim District, Chiang Mai, 50180

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 5311 1651

**Fax** 0 5311 1652

**Nonghoi (Chiang Mai) Lending Branch**

332/3 Lamphun Road, Wat Ket,  
Mueang Chiang Mai District, Chiang Mai 50000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 5311 1639

**Fax** 0 5311 1638

**Fang (Chiang Mai) Lending Branch**

661/1 Moo 3, Wiang, Fang District, Chiang Mai 50110

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 5345 1349

**Fax** 0 5345 1348

**Chiang Rai Lending Branch**

180/24 Moo 12, Rop Wiang,  
Mueang District, Chiang Rai 57000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 5371 9056-7

**Fax** 0 5371 9058

**Mae Sai (Chiang Rai) Lending Branch**

2/5 Moo 5, Wiangpangkam,  
Mae Sai District, Chiang Rai 57130

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 5373 1481-2

**Fax** 0 5373 1483

**Thoeng (Chiang Rai) Lending Branch**

193/1 Moo 1, Wiang, Thoeng District, Chiang Rai 57160

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 5372 7293

**Fax** 0 5372 7294

**Lampang Lending Branch**

357/42 Boonyawat Road, Suandok,

Mueang Lampang District, Lampang 52100

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 5422 5300-3

**Fax** 0 5422 5304

**Koh Kha (Lampang) Lending Branch**

291/1 Moo 7, Sala, Koh Kha District, Lampang 52130

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 5426 0348

**Fax** 0 5426 0347

**Lamphun Lending Branch**

182/2 Moo 5, Wiang Yong,

Mueang Lamphun District, Lamphun 51000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 5309 6182-4

**Fax** 0 5309 6184

**Phayao Lending Branch**

112 Pahon Yothin Road, Mae Tam,

Mueang Phayao District, Phayao 56000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 5443 1029-30

**Fax** 0 5443 1028

**Chiangkham (Phayao) Lending Branch**

85/2 Moo 15, Yuan, Chiangkham District, Phayao 56110

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 5443 0970

**Fax** 0 5443 0971

**Phrae Lending Branch**

96/15 Chohae Road, Naiwiang,

Mueang Phrae District, Phrae 54000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 5453 1352-5

**Fax** 0 5453 1351

**Uttaradit Lending Branch**

1/19 Charoentam Road, Tha It,

Mueang Uttaradit District, Uttaradit 53000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 5541 6541, 0 5541 6543

**Fax** 0 5541 6542

**Central****Ang Thong Lending Branch**

49/9 Anghong-Singburi Road, Yan Sue,

Mueang Ang Thong District, Ang Thong 14000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 3561 2050, 0 3561 2052

**Fax** 0 3561 2051

**Ayutthaya Lending Branch**

94/6 Moo 6, Phailing, Phra Nakhon Si Ayutthaya District,

Phra Nakhon Si Ayutthaya 13000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 3534 5666, 0 3534 5668

**Fax** 0 3534 5667

**Nakhonloug (Ayutthaya) Lending Branch**

84/16, Moo 4, Nakhonloug, Nakhonloug District,

Phra Nakhon Si Ayutthaya 13260

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 3538 1971-2

**Fax** 0 3538 1972

**Pratunam Phra-in Lending Branch**

92/71-72 Moo 7, Chiang Rak Noi, Bang Pa-In District,

Phra Nakhon Si Ayutthaya 13180

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 3535 4194, 0 3535 4235

**Fax** 0 3535 4380

**Sena (Ayutthaya) Lending Branch**

401/1 Thaksin Sena(A) Road, Sena, Sena District,  
Phra Nakhon Si Ayutthaya 13110

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 3524 6400

**Fax** 0 3524 6401

**Kamphaengphet Lending Branch**

91/4 Ratroumjai Road, Nai Mueang,  
Mueang Kamphaeng Phet District,  
Kamphaeng Phet 62000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 5571 3101-4

**Fax** 0 5571 3105

**Salokbat (Kamphaeng Phet) Lending Branch**

1497/1 Moo 1, Salokbat, Khanu Worakabsaburi District,  
Kamphaeng Phet 62130

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 5574 1865

**Fax** 0 5574 1864

**Lop Buri Lending Branch**

43/3 Moo 4, Tha Sala, Mueang District, Lop Buri 15000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 3677 6642-3

**Fax** 0 3642 1992

**Khoksamrong (Lopburi) Lending Branch**

16, Prachavithi Road, Khoksamrong,  
Khoksamrong District, Lop Buri 15120

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 3677 6815

**Fax** 0 3677 6814

**Pattananikhom (Lopburi) Lending Branch**

162/14 Moo 1, Deelung,  
Pattananikhom District, Lop Buri 15220

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 3677 6848

**Fax** 0 3677 6847

**Nakhonnayok Lending Branch**

74/142 Moo 7, Ban Yai,  
Mueang Nakhon Nayok District, Nakhon Nayok 26000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 3731 4247-9

**Fax** 0 3731 4249

**Nakhonchaisi (Nakhonpathom) Lending Branch**

97/19 Moo 2, Bangkrabao,  
Nakhon Chai Si District, Nakhon Pathom 73120

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 3431 0326

**Fax** 0 3431 0327

**Nakhonsawan Lending Branch**

49/39 Moo 5, Nakhon Sawan Tok,  
Mueang District, Nakhon Sawan 60000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 5688 2133-4

**Fax** 0 5688 2135

**Ladyao (Nakhonsawan) Lending Branch**

80 Moo 6, Lat Yao, Lat Yao District, Nakhon Sawan 60150

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 5627 1390

**Fax** 0 5627 1389

**Phetchabun Lending Branch**

19/23 Ket Panya Road, Nai Meuang,  
Mueang Phetchabun District, Phetchabun 67000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 5672 1219, 0 5672 1419

**Fax** 0 5672 1243

**Lom Sak (Phetchabun) Lending Branch**

124/24 Kochaseni Road, Lom Sak,  
Lom Sak District, Phetchabun 67110

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 5671 3340-1

**Fax** 0 5671 3341

**Bueng Sam Phan (Phetchabun) Lending Branch**

121/34 Sup Samo Thot,  
Bueng Sam Phan District, Phetchabun 67160  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 5671 3396-7  
**Fax** 0 5671 3397

**Chon Dan (Phetchabun) Lending Branch**

78 Moo 12, Chon Daen,  
Chon Daen District, Phetchabun 67150  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 5671 3386  
**Fax** 0 5671 3387

**Phichit Lending Branch**

20/277 Sa Luang Road, Nai Mueang,  
Mueang Phichit District, Phichit 66000  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 5661 1251, 0 5661 1253  
**Fax** 0 5661 1252

**Ta Phan Hin (Phichit) Lending Branch**

1 Santipalaram Road, Ta Phan Hin,  
Ta Phan Hin District, Phichit 66110  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 5661 9709  
**Fax** 0 5661 9708

**Phitsanulok Lending Branch**

371/8 Borommatrailokanat 2 Road,  
Nai Mueang, Mueang District, Phitsanulok 65000  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 5525 2804-5  
**Fax** 0 5525 2803

**Samut Songkhram Lending Branch**

130/2 Soi Bang Kaew, Kao Mueang Road,  
Mae Klong, Mueang Samut Songkhram District,  
Samut Songkhram 75000  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 3475 6770, 0 3475 6772  
**Fax** 0 3475 6771

**Saraburi Lending Branch**

173/39 Sut Banthat Road, Pak Phriao,  
Mueang District, Saraburi 18000  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 3622 0861-2  
**Fax** 0 3622 0863

**Muak Lek (Saraburi) Lending Branch**

168/25 Moo 3, Muak Lek,  
Muak Lek District, Saraburi 18180  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 3634 0470  
**Fax** 0 3634 0471

**Nongkhae (Saraburi) Lending Branch**

93/14, Settha Samphan Road, Nong Khae,  
Nong Khae District, Saraburi, 18140  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 3634 0469  
**Fax** 0 3634 0468

**Singburi Lending Branch**

154/165 Bang Phutsa,  
Mueang Sing Buri District, Sing Buri 16000  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 3651 0350, 0 3651 0348  
**Fax** 0 3651 0349

**Sukhothai Lending Branch**

19/1 Singhawat Road, Thani,  
Mueang Sukhothai District, Sukhothai 64000  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 5561 5658-9  
**Fax** 0 5561 5659

**Sawankhalok (Sukhothai) Lending Branch**

92/9 Jarodwithithong Road, Mueang Sawankhalok,  
Sawankhalok District, Sukhothai 64110  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 5564 3191  
**Fax** 0 5564 3192

**Suphan Buri Lending Branch**

56/2 Nen Kao Road, Tha Phi Liang,  
Mueang District, Suphan Buri 72000  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 3544 6548-9  
**Fax** 0 3552 3200

**Donjadee (Suphanburi) Lending Branch**

999/110 Moo 5, Don Chedi,  
Don Chedi District, Suphan Buri 72170  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 3552 8513  
**Fax** 0 3552 8514

**Songpeenong (Suphanburi) Lending Branch**

90/15 Bangli-Nongwanpriang Road, Songpeenong,  
Songpeenong District, Suphan Buri 72110  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 3552 8424-5  
**Fax** 0 3552 8425

**U-Thong (Suphanburi) Lending Branch**

732 Moo 6, U-Thong,  
U-Thong District, Suphan Buri 72160  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 3552 4072  
**Fax** 0 3552 4073

**North Eastern****Amnat Charoen Lending Branch**

560/2 Moo 13, Bung, Mueang Amnat Charoen District,  
Amnat Charoen 37000  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 4552 5821-2  
**Fax** 0 4552 5822

**Bueng Kan Lending Branch**

218/2 Moo 1, Bueng Kan,  
Mueang District, Bueng Kan 38000  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 4249 0762-3  
**Fax** 0 4249 1545

**Buriram Lending Branch**

112 Jira Road, Nai Mueang,  
Mueang District, Buri Ram 31000  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 4461 3444, 0 4461 3433  
**Fax** 0 4461 3466

**Nang Rong (Buri Ram) Lending Branch**

214/7 Pracha Santi Suk Road, Nang Rong,  
Nang Rong District, Buri Ram 31110  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 4463 4528  
**Fax** 0 4463 4529

**Chaiyaphum Lending Branch**

293/63 Yuttitham Road, Nai Mueang,  
Mueang District, Chaiyaphum 36000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 4481 1404, 0 4481 1406

**Fax** 0 4481 1405

**Kaeng Khro (Chaiyaphum) Lending Branch**

456/3 Moo 9, Chong Sam Mo,  
Kaeng Khro District, Chaiyaphum 36150

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 4405 6860

**Fax** 0 4405 6861

**Kalasin Lending Branch**

18/12 Thung Si Mueang Road, Kalasin,  
Mueang Kalasin District, Kalasin 46000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 4381 1351, 0 4381 1358

**Fax** 0 4381 1356

**Khon Kaen Lending Branch**

381/49 Moo 17, Nai Mueang,  
Mueang District, Khon Kaen 40000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 4346 8808-9

**Fax** 0 4346 8810

**Chum Phae Lending Branch**

92/5 Moo 15, Chum Phae,  
Chum Phae District, Khon Kaen 40130

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 4331 3099-102

**Fax** 0 4331 3096

**Phon (Khon Kaen) Lending Branch**

127/1 Mittraphap Road, Mueang Phon,  
Phon District, Khon Kaen 40120.

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 4342 4398-9

**Fax** 0 4342 4399

**Thanon Kasikon Thung Sang (Khon Kaen) Lending Branch**

279/27 Moo 13, Nai Mueang,  
Mueang District, Khon Kaen, 40000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 4342 4370-1

**Fax** 0 4342 4372

**Loei Lending Branch**

83/2 Charoenrat Road, Kut Pong,  
Mueang District, Loei 42000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 4281 5476-7

**Fax** 0 4281 5478

**Maha Sarakham Lending Branch**

157/2 Teenanon Road, Talat,  
Mueang District, Maha Sarakham 44000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 4371 0811, 0 4371 0813

**Fax** 0 4371 0812

**Phayakkhaphum Phisai (Maha Sarakham) Lending Branch**

30 Moo 1, Palan, Phayakkhaphum Phisai District,  
Maha Sarakham 44110

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 4375 0615

**Fax** 0 4375 0614

**Mukdahan Lending Branch**

89/8 Mukdahan-Don Tan Road, Si Bun Rueang,  
Mueang Mukdahan District, Mukdahan 49000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 4261 4030-1

**Fax** 0 4261 4034



**Nakhon Phanom Lending Branch**

130/1 Nittayo Road, Nai Mueang, Mueang Nakhon Phanom District, Nakhon Phanom 48000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 4253 0772-3

**Fax** 0 4253 0773

**Na Kae (Nakhon Phanom) Lending Branch**

600/4 Moo 8, Na Kae, Na Kae District, Nakhon Phanom 48130

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 4253 0758-9

**Fax** 0 4253 0759

**Bua Yai (Nakhon Ratchasima) Lending Branch**

11/42 Thetsaban 4 Road, Bua Yai, Bua Yai District, Nakhon Ratchasima 30120

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 4491 3707, 0 4491 3709

**Fax** 0 4491 3708

**Pak Chong (Nakhon Ratchasima) Lending Branch**

939/19 Mittraphap Road, Pak Chong, Pak Chong District, Nakhon Ratchasima 30130

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 4431 6801-2

**Fax** 0 4431 6803

**Pak Thong Chai (Nakhon Ratchasima) Lending Branch**

260/2 Moo 12, Mueang Pak, Pak Thong Chai District, Nakhon Ratchasima 30150

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 4493 8766-7

**Fax** 0 4493 8767

**SaveOne Market Lending Branch**

2/32 Soi Mittraphap 15, Nai Mueang, Mueang Nakhon Ratchasima District, Nakhon Ratchasima 30000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 4421 1831-2

**Fax** 0 4421 1833

**Nong Bua Lamphu Lending Branch**

102/1 Moo 10, Udon Thani-Loei Road, Lamphu, Mueang Nong Bua Lamphu District, Nong Bua Lamphu 39000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 4231 5415

**Fax** 0 4231 5414

**Nong Khai Lending Branch**

148/34 Moo 3, Mi Chai, Mueang Nong Khai District, Nong Khai 43000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 4241 4041, 0 4241 4043

**Fax** 0 4241 4042

**Roi Et Lending Branch**

56/2 Thewaphiban Road, Nai Mueang, Mueang District, Roi Et 45000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 4351 6711, 0 4351 8237

**Fax** 0 4351 8236

**Sakon Nakhon Lending Branch**

218/23 Rattha Phatthana Road, That Choeng Chum, Mueang District, Sakon Nakhon 47000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 4271 2511, 0 4271 3404

**Fax** 0 4271 6404

**Phang Khon (Sakon Nakhon) Lending Branch**

56/12 Moo 1, Phang Khon, Phang Khon District, Sakon Nakhon 47160

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 4270 7530

**Fax** 0 4270 7529

**Sisaket Lending Branch**

983/69 Kuang Heng Road, Mueang Tai,  
Mueang Sisaket District, Si Sa Ket 33000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 4561 3317-8

**Fax** 0 4561 3319

**Kantharaluk (Sisaket) Lending Branch**

62/1 Moo 2, Nam Om, Kantharaluk District, Si Sa Ket 33110

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 4582 6530

**Fax** 0 4582 6531

**Surin Lending Branch**

142/4 Sanitnikhomrat Road, Nai Mueang,  
Mueang District, Surin 32000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 4451 3232, 0 4451 3113

**Fax** 0 4451 3233

**Ubon Ratchathani Lending Branch**

234/1 Moo 18, Kham Yai, Mueang District,  
Ubon Ratchathani 34000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 4531 4421-2

**Fax** 0 4531 4423

**Det Udom (Ubon Ratchathani) Lending Branch**

904 Moo 24, Mueang Det, Det Udom District,  
Ubon Ratchathani 34160

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 4525 1713

**Fax** 0 4525 1724

**Warin Chamrap (Ubon Ratchathani) Lending Branch**

102/6 Sathonlamak Road, Warin Chamrap,  
Warin Chamrap District, Ubon Ratchathani 34190

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 4521 0885

**Fax** 0 4521 0884

**Udon Thani Lending Branch**

213 Udon Dusadi Road, Mak Khaeng,  
Mueang District, Udon Thani 41000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 4224 2555, 0 4224 1347-8

**Fax** 0 4224 2504

**Udon (Ban Chan) Lending Branch**

844/4 Thahan (Dong Wat) Road, Mak Khaeng,  
Mueang Udon Thani District, Udon Thani 41000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 4221 1657, 0 4221 1659

**Fax** 0 4221 1658

**Yasothon Lending Branch**

361 Witthaya Thamrong Road, Nai Mueang,  
Mueang Yasothon District, Yasothon 35000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 4575 6635

**Fax** 0 4575 6634

**Eastern****Chachoengsao Lending Branch**

560/3 Chachoengsao-Bangpakong Road,  
Na Mueang, Mueang District, Chachoengsao 24000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 3851 2090-1

**Fax** 0 3851 2092

**Phanomsarakham (Chachoengsao) Lending Branch**

1147/32 Moo 1, Phanomsarakham,  
Phanomsarakham District, Chachoengsao 24120

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 3808 8499

**Fax** 0 3808 8498

**Chanthaburi Lending Branch**

87/2 Maharaj Road, Talat,  
Mueang District, Chanthaburi 22000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 3932 1578-9

**Fax** 0 3932 0809

**Hueysaton (Chanthaburi) Lending Branch**

247 Moo 3, Thung Bencha,  
Thamai District, Chanthaburi 22170

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 3948 0637

**Fax** 0 3948 0638

**Chon Buri Lending Branch**

112/36 Moo 1, Phraya Satcha Road, Samet,  
Mueang District, Chon Buri 20000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 3828 6986-7

**Fax** 0 3828 6985

**Banbung (Chonburi) Lending Branch**

8 Vitoondamri Road, Banbueng,  
Banbueng District, Chon Buri 20170

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 3819 9667-8

**Fax** 0 3819 9668

**Don Hua Roh (Chonburi) Lending Branch**

87/35 Moo 5, Don Hua Lo,  
Mueang Chon Buri District, Chon Buri 20000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 3819 5015

**Fax** 0 3819 5014

**Noen Plab Wan (Pattaya) Lending Branch**

42/230 Moo 5, Nong Prue,  
Bang Lamung District, Chon Buri 20150

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 3819 6522

**Fax** 0 3819 6523

**Pattaya Lending Branch**

509/78 Moo 9, Sukhumvit Road, Nong Prue,  
Bang Lamung District, Chon Buri 20150

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 3841 0234-5

**Fax** 0 3841 0238

**Phanat Nikhom (Chonburi) Lending Branch**

25/5 Jaruworn Road, Phanat Nikhom,  
Phanat Nikhom District, Chon Buri 20140

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 3819 9162-3

**Fax** 0 3819 9163

**Phan Thong (Chonburi) Lending Branch**

1/2 Moo 3, Phan Thong,  
Phan Thong District, Chon Buri 20160

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 3819 8515

**Fax** 0 3819 8516

**Sattahip Lending Branch**

426/1 Moo 2, Sattahip, Sattahip District, Chon Buri 20180

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 3843 9192-3

**Fax** 0 3843 9194

**Sriracha Lending Branch**

399/10 Moo 11, Sukhapiban 8 Road, Nong Kham,  
Si Racha District, Chon Buri 20110

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 3848 1003-4

**Fax** 0 3848 1005

**Prachinburi Lending Branch**

64/20 Prachin-takham Road, Na Mueang,  
Mueang Prachin Buri District, Prachin Buri 25000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 3721 1990, 0 3721 1992

**Fax** 0 3721 1991

**Kabin Buri (Prachin Buri) Lending Branch**

1051 Moo 8, Mueang Kao,  
Kabin Buri District, Prachin Buri 25240  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 3721 0606  
**Fax** 0 3721 0605

**Sri Maha Phot Lending Branch**

633/28 Moo 10, Tha Tum,  
Si Maha Phot District, Prachin Buri 25140  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 3748 0949-50  
**Fax** 0 3748 0948

**Rayong Lending Branch**

144/49 Sukhumvit Road, Tha Pradu,  
Mueang District, Rayong 21000  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 3862 2900-2  
**Fax** 0 3862 2904

**Banchang (Rayong) Lending Branch**

50/15 Moo 5, Ban Chang,  
Ban Chang District, Rayong 21130  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 3801 7669  
**Fax** 0 3801 7668

**Banphe (Rayong) Lending Branch**

207/5 Moo 2, Phe, Mueang Rayong District, Rayong 21160  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 3801 6539  
**Fax** 0 3801 6546

**Nikhompattana (Rayong) Lending Branch**

239/22 Moo 1, Nikhompattana,  
Nikhompattana District, Rayong 21180  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 3802 9175-6  
**Fax** 0 3802 9176

**Rayong-Klaeng Lending Branch**

99/9 Sukhumvit Road, Thangkwian,  
Klaeng District, Rayong 21110  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 3867 7123, 0 3867 7102  
**Fax** 0 3867 7101

**Rayong-Pluakdaeng Lending Branch**

499/3 Moo 5, Pluak Daeng,  
Pluak Daeng District, Rayong 21140  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 3802 5979-80  
**Fax** 0 3802 5978

**Sakaeo Lending Branch**

70/1 Suwannasorn Road, Sa Kaeo,  
Mueang Sa Kaeo District, Sa Kaeo 27000  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 3742 1890, 0 3742 1896  
**Fax** 0 3742 1894

**Aranyaprathet Lending Branch**

200/5 Moo 2, Tanavitee Road, Ban Mai Nong Sai,  
Aranyaprathet District, Sa Kaeo 27120  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 3724 7517-8  
**Fax** 0 3723 1572

**Trat Lending Branch**

14 Thoet Charat Road, Bang Phra,  
Mueang Trat District, Trat 23000  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 3951 0215-6  
**Fax** 0 3951 0216

## Western

### Kanchanaburi Lending Branch

250/2 Saeng Chootoh Road, Baan Nuea,  
Mueang District, Kanchanaburi 71000  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 3451 5234, 0 3451 5317  
**Fax** 0 3451 5318

### Tha MaKa (Kanchanaburi) Lending Branch

269/7 Saeng Chootoh Road, Tha Ruea,  
Tha MaKa District, Kanchanaburi 71120  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 3454 0451  
**Fax** 0 3454 0452

### Phetchaburi Lending Branch

15 Surinruechai Road, Tharap,  
Mueang District, Phetchaburi 76000  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 3240 1756-7  
**Fax** 0 3240 1758

### Cha-am Lending Branch

388/23 Phetkasem Road, Cha-am,  
Cha-am District, Phetchaburi 76120  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 3247 2773-4  
**Fax** 0 3247 2775

### Thayang (Phetchaburi) Lending Branch

286/1 Moo 1, Thayang,  
Thayang District, Phetchaburi 76130  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 3247 3473  
**Fax** 0 3247 3474

### Prachuap Khiri Khan Lending Branch

179 Phithak Chat Road, Prachuap Khiri Khan,  
Mueang Prachuap Khiri Khan District,  
Prachuap Khiri Khan 77000  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 3260 3466, 0 3260 3464  
**Fax** 0 3260 3465

### Hua Hin Lending Branch

11/194 Phetkasem Road, Hua Hin,  
Hua Hin District, Prachuap Khiri Khan 77110  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 3251 1657-8  
**Fax** 0 3251 1659

### Pranburi Lending Branch

73/15 Moo 4, Khao Noi, Pran Buri District,  
Prachuap Khiri Khan 77120  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 3262 1502-3  
**Fax** 0 3262 1504

### Kuiburi (Prachuap Khiri Khan) Lending Branch

235/44 Moo 1, Kuiburi, Kuiburi District,  
Prachuap Khiri Khan 77150  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 3264 6580-1  
**Fax** 0 3264 6581

### Bang Saphan Lending Branch

87/12 Moo 1, Kamnoet Noppakhun,  
Bang Saphan District, Prachuap Khiri Khan 77140  
**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.  
**Tel.** 0 3269 1176-7  
**Fax** 0 3269 1178

**Ratchaburi Lending Branch**

286/34 Srisuriyawong Road, Na Mueang,  
Mueang District, Ratchaburi 70000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 3232 1225-6

**Fax** 0 3232 1227

**Ban Pong (Ratchaburi) Lending Branch**

5/2 Saengchuto Road, Ban Pong,  
Ban Pong District, Ratchaburi 70110

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 3222 2682, 0 3222 2680

**Fax** 0 3222 2681

**Damnoensaduak (Ratchaburi) Lending Branch**

277/4 Moo 8, Damnoensaduak,  
Damnoensaduak District, Ratchaburi 70130

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 3272 0391

**Fax** 0 3272 0392

**Photharam (Ratchaburi) Lending Branch**

99/3 Photharam-Banlueak Road, Photharam,  
Photharam District, Ratchaburi 70120

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 3272 0358-9

**Fax** 0 3272 0359

**Paktho (Ratchaburi) Lending Branch**

562/22 Moo 1, Paktho, Paktho District, Ratchaburi 70140

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 3227 0441-2

**Fax** 0 3227 0442

**Tak Lending Branch**

399/2 Mahadthaibamrung Road, Rahaeng,  
Mueang Tak District, Tak 63000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 5551 2210-11

**Fax** 0 5551 2212

**Mae Sot Lending Branch**

64/1 Prasatwithi Road, Mae Sot,  
Mae Sot District, Tak 63110

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 5553 3673-4

**Fax** 0 5553 3675

**Southern****Chumphon Lending Branch**

64/2 Moo 11, Wang Phai,  
Mueang District, Chumphon 86190

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 7751 0815-6

**Fax** 0 7765 8561

**Lang Suan (Chumphon) Lending Branch**

6/20 Moo Ban Auay Chai Road, Khan Ngoen,  
Lang Suan District, Chumphon, 86110

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 7754 1244, 0 7754 1232

**Fax** 0 7754 1235

**Sawi (Chumphon) Lending Branch**

24/3 Moo 5, Na Pho, Sawi District, Chumphon, 86130

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 7763 0200

**Fax** 0 7763 0201

**Tha Sae (Chumphon) Lending Branch**

270/2 Moo 6, Phetkasem-Tha Sae Left Side Road,  
Tha Sae, Tha Sae District, Chumphon 86140

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 7761 3669

**Fax** 0 7761 3668

**Krabi Lending Branch**

238/11 Maharaj Road, Pak Nam,  
Mueang District, Krabi 81000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 7562 0213-4

**Fax** 0 7562 0215

**Nakhon Si Thammarat Lending Branch**

132/5 Nakorn-Pakphanang Road, Nai Mueang,  
Mueang Nakhon Si Thammarat District,  
Nakhon Si Thammarat 80000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 7544 6025-6

**Fax** 0 7544 6028

**Chandee (Nakhon Si Thammarat) Lending Branch**

450/1, Chandee, Chawang District,  
Nakhon Si Thammarat 80250

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 7535 5480, 0 7535 5918

**Fax** 0 7535 5918

**Ronpiboon (Nakhon Si Thammarat) Lending Branch**

241/2 Moo 9, Phetkasem Road, Hintok,  
Ronpiboon District, Nakhon Si Thammarat 80350

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 7544 1033-4

**Fax** 0 7544 1034

**Si Chon (Nakhon Si Thammarat) Lending Branch**

148/3 Moo 1, Sichon, Sichon District,  
Nakhon Si Thammarat 80120

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 7553 5380, 0 7553 5382

**Fax** 0 7553 5381

**Tha Sala (Nakhon Si Thammarat) Lending Branch**

274/43 Moo 1, Tha Sala, Tha Sala District,  
Nakhon Si Thammarat 80160

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 7545 0901, 0 7545 0903

**Fax** 0 7545 0902

**Thung Song Lending Branch**

42/3 Thung Song-Huai Yot Road, Pak Phraek,  
Thung Song District, Nakhon Si Thammarat 80110

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 7542 1085-6

**Fax** 0 7542 0945

**Thung Yai (Nakhon Si Thammarat) Lending Branch**

112/2 Moo 2, Lak Chang Road, Tha Yang,  
Thung Yai District, Nakhon Si Thammarat 80240

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 7545 0762

**Fax** 0 7545 0763

**Phang Nga Lending Branch**

202/1 Phetkasem Road, Thai Chang,  
Mueang Phang Nga District, Phang Nga 82000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 7641 0123

**Fax** 0 7641 0122

**Takuapa (Phang Nga) Lending Branch**

6/51 Moo 2, Bangnaisi, Takuapa District, Phang Nga 82110

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 7641 0161

**Fax** 0 7641 0162

**Phatthalung Lending Branch**

230/4 Moo 2, Khao Chiak,  
Mueang District, Phatthalung 93000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 7460 6402, 0 7460 6404

**Fax** 0 7460 6411



**Phuket Lending Branch**

32/174 Phunphon Road, Talat Nuea,  
Mueang District, Phuket 83000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 7635 5333

**Fax** 0 7634 5845

**Chalong Junction (Phuket) Lending Branch**

26/152 Moo 9, Chalong,  
Mueang Phuket District, Phuket 83130

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 7654 0723-4

**Fax** 0 7654 0724

**Si Yaek Tha Rua (Phuket) Lending Branch**

114/51 Moo 5, Sri Sunthorn,  
Thalang District, Phuket 83110

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 7637 9677

**Fax** 0 7637 9675

**Ranong Lending Branch**

999/18 Chaloe Phrakiat Road, Khao Niwet,  
Mueang Ranong District, Ranong 85000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 7782 8392-3

**Fax** 0 7782 8394

**Satun Lending Branch**

30/12 Satun Thani Road, Phiman,  
Mueang Satun District, Satun 91000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 7474 0631

**Fax** 0 7474 0632

**Songkhla Lending Branch**

155 Talay Luang Road, Bo Yang,  
Mueang Songkhla District, Songkhla 90000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 7430 0840-1

**Fax** 0 7430 0842

**Hat Yai Lending Branch**

26/22 Ratyindee Road, Hat Yai,  
Hat Yai District, Songkhla 90110

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 7423 5345, 0 7422 0803

**Fax** 0 7422 0804

**Sadao (Songkhla) Lending Branch**

42, Ruam Jai Road, Sadao,  
Sadao District, Songkhla 90120

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 7453 6230

**Fax** 0 7453 6231

**Surat Thani Lending Branch**

159/27 Sriwichai Road, Makamtia,  
Mueang District, Surat Thani 84000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 7727 5678-79

**Fax** 0 7727 5680

**Chaiya (Surat Thani) Lending Branch**

560/2 Moo 1, Chaiya Market,  
Chaiya District, Surat Thani 84110

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 7731 3800

**Fax** 0 7731 3801

**Kanchanadit (Surat Thani) Lending Branch**

210/6 Moo 1, Kadae,  
Kanchanadit District, Surat Thani 84160

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 7731 3832-3

**Fax** 0 7731 3833

**Ko Samui Lending Branch**

11/6 Moo 1, Maenam,  
Ko Samui District, Surat Thani 84330

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.

**Tel.** 0 7733 2807-8

**Fax** 0 7733 2806

**Wiang Sa (Surat Thani) Lending Branch**

468 Moo 4, Ban Song,

Wiang Sa District, Surat Thani 84190

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.**Tel.** 0 7736 1045**Fax** 0 7736 1046**Trang Lending Branch**

59/45 Huai Yot Road, Thap Thiang,

Mueang District, Trang 92000

**Office hours:** Monday - Friday 09.00 hrs. - 17.30 hrs.**Tel.** 0 7559 0411-2**Fax** 0 7559 0413**Nano Credit Kiosk****Bangkok Metropolitan Area****Talad Yingcharoen Market Nano Credit Kiosk**

Yingcharoen Market, 651 Phahon Yothin Road,

Anusawari, Bang Khen District, Bangkok 10220

**Office hours:** Monday, Wednesday, Friday

09.00 hrs. - 15.00 hrs.

**Tel.** 0 2347 0441-2**Fax** 0 2347 0443**Lung Perm Market (Vibhavadi 22) Nano Credit Kiosk**

222 Soi Thong Lo, Lat Yao,

Chatuchak District, Bangkok 10900

**Office hours:** Monday, Wednesday, Friday

09.00 hrs. - 15.00 hrs.

**Tel.** 0 2275 5245-6**Fax** 0 2275 5246**Kosum Ruamjai Market Nano Credit Kiosk**

Kosum Ruamjai Market, 312/3 Kosum Ruamjai Road,

Don Mueang, Don Mueang District, Bangkok 10210

**Office hours:** Monday, Wednesday, Friday

09.00 hrs. - 15.00 hrs.

**Tel.** 0 2583 5615-6**Fax** 0 2583 5617**Phahurat Nano Credit Kiosk**

Phahurat Market Tower, 95/103-106, Triphet Road,

Wang Burapha Phirom, Phra Nakhon District, Bangkok 10200

**Office hours:** Monday, Thursday, Friday

09.00 hrs. - 15.00 hrs.

**Tel.** 0 2437 8730-1**Fax** 0 2437 8732**Ramkhamhang 2 Nano Credit Kiosk**

197/ 199/ 201/ 203/ 205 Number One Plaza,

Ramkhamhang 2 Road, Dokmai, Prawet District,

Bangkok 10250

**Office hours:** Monday, Wednesday, Friday

09.00 hrs. - 15.00 hrs.

**Tel.** 0 2397 0736-7**Fax** 0 2397 0738**One @ Bobae Nano Credit Kiosk**

299 Damrongrak Road, Khlong Maha Nak,

Pom Prap Sattru Phai District, Bangkok 10100

**Office hours:** Monday, Wednesday, Friday

09.00 hrs. - 15.00 hrs.

**Tel.** 0 2433 7406-7**Fax** 0 2433 7408**Sam Yaek Pha Samut Chedi Nano Credit Kiosk**

107/11 Moo 3, Suk Sawat Road, Pak Khlong Bang Pla Kot,

Phra Samut Chedi District, Samut Prakan 10290

**Office hours:** Tuesday, Wednesday, Thursday

09.00 hrs. - 15.00 hrs.

**Tel.** 0 2464 2471**Fax** 0 2464 2472**Nikhom Bang Pu Market Nano Credit Kiosk**

Nikhom Bang Pu Market, 548 Moo 6,

Putahracs Road, Phraeksa,

Mueang Samut Prakan District, Samut Prakan 10280

**Office hours:** Monday, Wednesday, Friday

09.00 hrs. - 15.00 hrs.

**Tel.** 0 2702 7049-50**Fax** -

**Talad Numchai Nano Credit Kiosk**

127 Lat Krabang Road, Lat Krabang,  
Lat Krabang District, Bangkok 10520  
**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. - 15.00 hrs.

**Tel.** 0 2327 0384-5

**Fax** 0 2327 0386

**Lam Luk Ka Klong 8 Nano Credit Kiosk**

Chareonkan Market, 9/18 Moo 5, Lam Luk Ka,  
Lam Luk Ka District, Pathum Thani 12150  
**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. - 15.00 hrs.

**Tel.** 0 2531 5236-7

**Fax** 0 2531 5238

**Talad Krathum Baen Nano Credit Kiosk**

1345/14 Sukhonthawit Road, Krathum Baen,  
Krathum Baen District, Samut Sakhon 74110  
**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. - 15.00 hrs.

**Tel.** 0 3442 5802-3

**Fax** 0 3442 4520

**Muang Thong Thani Nano Credit Kiosk**

101-101/1, Popular Road, Ban Mai,  
Pak Kret District, Nonthaburi 11120  
**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. - 15.00 hrs.

**Tel.** 0 2583 5615-6

**Fax** 0 2583 5617

**Talad Udomsap Nano Credit Kiosk**

Udomsap Market, 89/85 Moo 1, Sai 346 Road,  
Koo Kwang, Lat Lum Kaeo District,  
Pathum Thani 12140  
**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. - 15.00 hrs.

**Tel.** 0 2581 1046-7

**Fax** 0 2581 1048

**Talad Thipkason Nano Credit Kiosk**

99/71 Moo 8, Bang Chalong,  
Bang Phli District, Samut Prakan 10540  
**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. - 15.00 hrs.

**Tel.** 0 2327 0384-5

**Fax** 0 2327 0386

**Talad On Nut 58 Nano Credit Kiosk**

1932 On Nut Road, Suan Luang,  
Suan Luang District, Bangkok 10250  
**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. - 15.00 hrs.

**Tel.** 0 2397 0736-7

**Fax** 0 2397 0738

**Talad Pakee Nano Credit Kiosk**

49/5 Moo 5, Phan Thai Norasing,  
Mueang Samut Sakhon District, Samut Sakhon 74000  
**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. - 15.00 hrs.

**Tel.** 0 2408 4850-1

**Fax** 0 2408 4852

**Lad Phrao Wang Hin Nano Credit Kiosk**

760 Lad Phrao-Wang Hin Road, Lat Phrao,  
Lat Phrao, Bangkok 10230  
**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. - 15.00 hrs.

**Tel.** 0 2591 9180-1

**Fax** 0 2591 9182

**Talad Salaya Nano Credit Kiosk**

139/32 Moo 5, Salaya, Phutthamonthon,  
Nakhon Pathom 73170  
**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. - 15.00 hrs.

**Tel.** 0 2431 2590-92

**Fax** 0 2431 2589

**Talad Bawon Romklao Nano Credit Kiosk**

Bawon Romklao Market, 123/23, Soi Kheha Romklao 1/3,  
Klong Song Ton Nun, Lat Krabang District, Bangkok 10520

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. - 15.00 hrs.

**Tel.** 0 2540 0190-2

**Fax** 0 2540 0193

**Talad Aek Center Nano Credit Kiosk**

16/24 Moo 11, Ban Len, Bang Pa-in District,  
Phra Nakhon Si Ayutthaya 13160

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. - 15.00 hrs.

**Tel.** 0 3535 4194, 0 3535 4235

**Fax** 0 3535 4380

**Talad Khlong 16 Nano Credit Kiosk**

20/8 Moo 18, Don Chimphli,  
Bang Nam Prieo District, Chachoengsao 24170

**Office hours:** Monday, Tuesday, Friday  
09.00 hrs. - 15.00 hrs.

**Tel.** 0 2548 2797-8

**Fax** 0 2548 2799

**Pratunam Nano Credit Kiosk**

Room 127, 1<sup>st</sup> fl. Krungthong Plaza 2 Bldg.,  
833 Phetchaburi Road, Thanon Phaya Thai,  
Ratchathewi District, Bangkok 10400

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. - 15.00 hrs.

**Tel.** 0 2275 5245-6

**Fax** 0 2275 5246

**Talad Bang Len Nano Credit Kiosk**

116 Moo 6, Bang Len, Bang Len District,  
Nakhon Pathom 73130

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. - 15.00 hrs.

**Tel.** 0 3430 0637-8

**Fax** 0 3430 0639

**Suwintawong-Chachoengsao Nano Credit Kiosk**

25/7 Moo 1, Khlong Udom Chonlachon,  
Mueang Chachoengsao District, Chachoengsao 24000

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. - 15.00 hrs.

**Tel.** 0 2548 2797-8

**Fax** 0 2548 2799

**Talad Pho Chae Center Nano Credit Kiosk**

24/310 Moo 2, Bang Nam Chuet,  
Mueang Samut Sakhon District, Samut Sakhon 74000

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. - 15.00 hrs.

**Tel.** 0 2415 5644-5

**Fax** 0 2415 5646

**Don Tum Nano Credit Kiosk**

129/19 Moo 1, Sam Ngam, Don Tum District,  
Nakhon Pathom 73150

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. - 15.00 hrs.

**Tel.** 0 3421 9695-8, 0 3427 1231-2

**Fax** 0 3421 9699

**Silom Nano Credit Kiosk**

Room 40, Trinity Mall 1, 425/128 Soi Siri Chul Sawek,  
Silom Road, Silom, Bangrak District, Bangkok 10500

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. - 15.00 hrs.

**Tel.** 0 2212 8670-1

**Fax** 0 2212 8672

**Tha Sai Nano Credit Kiosk**

304/237 Soi Prachachuen 12 Yaek 1-2,  
Thung Song Hong, Lak Si District, Bangkok 10210

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. - 15.00 hrs.

**Tel.** 0 2591 9180-1

**Fax** 0 2591 9182

**Srongprapha Nano Credit Kiosk**

8/2 Soi Srongprapha 9, Srongprapha Road, Don Mueang,  
Don Mueang District, Bangkok 10210

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 2567 0060-2

**Fax** 0 2567 0063

**Sai Tai Mai Nano Credit Kiosk**

89 Moo 8, Boromarajajonani Road,  
Chimphli, Taling Chan District, Bangkok 10170

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 2433 7406-7

**Fax** 0 2433 7407

**Siriraj Nano Credit Kiosk**

839/1-2 Arun Ammarin Road, Siriraj,  
Bangkok Noi District, Bangkok 10700

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 2433 7406-7

**Fax** 0 2433 7407

**Talad Si Yaek Bang Na Nano Credit Kiosk**

47/10 Sanphawut Road, Bang Na,  
Bang Na District, Bangkok 10260

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 2702 7049-50

**Fax** 0 2730 9159

**Khu Bon 27 Nano Credit Kiosk**

4 Soi Khu Bon 27 Yeak 24, Tha Raeng,  
Bang Khen District, Bangkok 10220

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 2347 0441-2

**Fax** 0 2347 0443

**Bang Bua Thong Nano Credit Kiosk**

59/2 Moo 2, Sano Loi, Bang Bua Thong District,  
Nonthaburi 11110

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 2595 0420-2

**Fax** 0 2595 0423

**Zeer Rangsit Nano Credit Kiosk**

Room F001, Zeer Rangsit, 68/3 Moo 8,  
Phahon Yothin Road, Khu Khot,  
Lam Luk Ka District, Pathum Thani 12130

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 2567 0060-2

**Fax** 0 2567 0063

**Center One Nano Credit Kiosk**

Room 99, G fl., Center One Shopping Plaza,  
1 Soi Loet Punya, Ratchawithi Road, Thanon Phaya Thai,  
Ratchathewi District, Bangkok 10400

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 2275 5245-6

**Fax** 0 2275 5246

**Sanam Luang 2 Market Nano Credit Kiosk**

Ratpracha Market, 195/1 Moo 1, Thawi Watthana,  
Thawi Watthana District, Bangkok 10170

**Office hours:** Monday, Thursday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 2421 7570-1

**Fax** 0 2421 7572

**Chumchon Market Nano Credit Kiosk**

17/1 Moo 8, Lam Pho, Bang Bua Thong District,  
Nonthaburi, 11110

**Office hours:** Wednesday, Thursday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 2595 0420-22

**Fax** 0 2595 0423

**Phatthanakan Market Nano Credit Kiosk**

174 Soi Phatthanakan 70, Prawet,  
Prawet District, Bangkok 10250

**Office hours:** Wednesday, Thursday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 2318 2673-4

**Fax** 0 2318 2674

**Thai Somboon Market Nano Credit Kiosk**

58 Moo 4, Klong Sam, Klong Luang District,  
Pathum Thani 12120

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 2516 4035-6

**Fax** 0 2516 4037

**Save Center Market Nano Credit Kiosk**

42/30-42/34 Moo 18, Boromarajonani Road,  
Sala Thammasop, Thawi Watthana District,  
Bangkok 10170

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 2413 3504-5

**Fax** 0 2413 3503

**Muban Nakkhila Laemthong Nano Credit Kiosk**

45 Nakkhila Laem Thong Road, Thap Chang,  
Saphan Sung District, Bangkok 10240

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 2377 2985-6

**Fax** 0 2377 2940

**Num Thai Market (Bang Phli) Nano Credit Kiosk**

99/5 Moo 5, Bang Phli Noi, Bang Bo District,  
Samut Prakan 10560

**Office hours:** Tuesday, Wednesday, Thursday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 2181 7971-2

**Fax** 0 2181 7973

**Thai Rung Thip Market (Samutprakan) Nano Credit Kiosk**

Thai Rung Thip Market, 536/1 Moo 11,  
Khlung Dan, Bang Bo District, Samut Prakan 10550

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 2181 7971-2

**Fax** 0 2181 7973

**Talad Mai Rewadee Nano Credit Kiosk**

543/34 Rewadee Road, Talat Kwan,  
Mueang Nonthaburi District, Nonthaburi 11000

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 2526 8524-5

**Fax** 0 2526 8540

**Northern****Mae Hia Market Nano Credit Kiosk**

32 Moo 2, Mae Hia, Mueang Chiang Mai District,  
Chiang Mai 50100

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 5321 6238-9

**Fax** 0 5321 6237

**Huai Khrai Market (Mae Sai) Nano Credit Kiosk**

282 Moo 7, Huai Khrai, Mae Sai District, Chiang Rai 57220

**Office hours:** Monday, Tuesday, Thursday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 5373 1481-2

**Fax** 0 5373 1483

**Hang Chat (Lampang) Nano Credit Kiosk**

103/2 Moo 1, Hang Chat, Hang Chat District, Lampang 52190

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 5422 5300-3

**Fax** 0 5422 5304

**Klang Wiang Market (Chiang Rai) Nano Credit Kiosk**

428 Moo 1, Wiang Chai, Wiang Chai District, Chiang Rai 57210

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 5371 9056-7

**Fax** 0 5371 9058

**Wangthong Samakee Market (Phitsanulok) Nano Credit Kiosk**

504/5 Moo 1, Wangthong, Wangthong District, Phitsanulok 65130

**Office hours:** Tuesday, Wednesday, Thursday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 5525 2804-5

**Fax** 0 5525 2803

**Phan (Chiang Rai) Nano Credit Kiosk**

852 Moo 1, Mueang Phan, Phan District, Chiang Rai 57120

**Office hours:** Tuesday, Wednesday, Thursday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 5371 9056-7

**Fax** 0 5371 9058

**Somwang Market (Kamphaeng Phet) Nano Credit Kiosk**

23/1 Moo 12, Paphutsa, Khanu Woralaksuburi District, Kamphaeng Phet 62130

**Office hours:** Tuesday, Wednesday, Thursday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 5574 1864-5

**Fax** 0 5574 1864

**Ratthammaphon Market (Phitsanulok) Nano Credit Kiosk**

569/3 Moo 7, Bangrakam, Bangrakam District, Phitsanulok 65140

**Office hours:** Tuesday, Wednesday, Thursday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 5525 2804-5

**Fax** 0 5525 2803

**Sung Men (Phrae) Nano Credit Kiosk**

2/11 Moo 4, Don Mun, Sung Men District, Phrae 54130

**Office hours:** Tuesday, Wednesday, Thursday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 5453 1352-5

**Fax** 0 5453 1351

**Si Yaek Wang Si Sup (Uttaradit) Nano Credit Kiosk**

7/15 Moo 2, Ngio-Ngam, Mueang Uttaradit District, Uttaradit 53000

**Office hours:** Tuesday, Wednesday, Thursday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 5541 6541, 0 5541 6543

**Fax** 0 5541 6542

**Phop Phra (Tak) Nano Credit Kiosk**

22/6 Moo 15, Chong Khaep, Phop Phra District, Tak 63160

**Office hours:** Monday, Tuesday, Wednesday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 5553 3673-4

**Fax** 0 5553 3675



**Amnat Bansam Market Pa Sang (Lamphun)  
Nano Credit Kiosk**

109 Moo 2, Muang Noi, Pa Sang District,  
Lamphun 51120

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 5309 6182-4

**Fax** 0 5309 6184

**Srisophon 2 Market Samngam (Phichit)  
Nano Credit Kiosk**

354 Moo 13, Samngam, Samngam District,  
Phichit 66140

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 5661 1251, 0 5661 1253

**Fax** 0 5661 1252

**Central**

**Si Khwa Phatthana Market Ayutthaya  
Nano Credit Kiosk**

268/14 Moo 7, Lam Ta Sao, Wang Noi District,  
Phra Nakhon Si Ayutthaya 13170

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 3534 5666, 0 3534 5668

**Fax** 0 3534 5667

**Phutthabucha Market (Saraburi) Nano Credit Kiosk**

167 Moo 7, Pra Phutthabat,  
Pra Phutthabat District, Saraburi 18120

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 3677 6642-3

**Fax** 0 3642 1992

**Tha Rueae Market (Ayutthaya) Nano Credit Kiosk**

433/4 Liab Maenam Pasak Road, Tha Ruea,  
Tha Ruea District, Phra Nakhon Si Ayutthaya 13130

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 3538 1971-2

**Fax** 0 3538 1972

**Sahakorn Karn Kaset Ban Lat Market (Phetchaburi)  
Nano Credit Kiosk**

91 Moo 7, Ban Lat, Ban Lat District, Phetchaburi 76150

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 3240 1756-7

**Fax** 0 3240 1758

**Kan Khe Ha (Saraburi) Nano Credit Kiosk**

789/632 Phahon Yothin Road, Pak Phriao,  
Mueang Saraburi District, Saraburi 18000

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 3622 0861-2

**Fax** 0 3622 0863

**Maeju Market (Suphanburi) Nano Credit Kiosk**

705 Moo 2, Sam Chuk, Sam Chuk District,  
Suphan Buri 72130

**Office hours:** Tuesday, Wednesday, Thursday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 3552 8513

**Fax** 0 3552 8514

**Khunphaen Market (Nakhonpathom)  
Nano Credit Kiosk**

29/49 Moo 1, Thatalat, Samphran District,  
Nakhon Pathom 73110

**Office hours:** Tuesday, Thursday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 2431 2590-2

**Fax** 0 2431 2589

**Luk Kae (Kanchanaburi) Nano Credit Kiosk**

20 Moo 6, Don Khamin, Tha Maka District,  
Kanchanaburi 71120

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 3222 2680, 0 3222 2682

**Fax** 0 3222 2681

**Phanomthuan (Kanchanaburi) Nano Credit Kiosk**

5 Moo 2, Phanom Thuan, Phanom Thuan District,  
Kanchanaburi 71140

**Office hours:** Monday, Thursday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 3451 5234, 0 3451 5317

**Fax** 0 3451 5318

**Eastern**

**Bowin Plaza Market (Sriracha) Nano Credit Kiosk**

271/364 Moo 3, Bowin, Si Racha District, Chon Buri 20230

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 3848 1003-4

**Fax** 0 3848 1005

**Map Ta Phut Market (Rayong) Nano Credit Kiosk**

88/14-15 Noenpayom Road, Map Ta Phut,  
Mueang Rayong District, Rayong 21150

**Office hours:** Tuesday, Thursday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 3862 2900-2

**Fax** 0 3862 2904

**Khlung (Chanthaburi) Nano Credit Kiosk**

175/4 Thetsaban Sai 5 Road, Khlung,  
Khlung District, Chanthaburi 22110

**Office hours:** Monday, Wednesday, Thursday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 3932 1578-9

**Fax** 0 3932 0809

**Taweeporn Market (Rayong) Nano Credit Kiosk**

910 Moo 5, Khaokhansong,  
Si Racha District, Chon Buri 20110

**Office hours:** Tuesday, Thursday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 3802 5979-80

**Fax** 0 3802 5978

**Wang Nam Yen (Sa Kaeo) Nano Credit Kiosk**

220/4 Moo 1, Wang Nam Yen,  
Wang Nam Yen District, Sa Kaeo 27210

**Office hours:** Monday, Tuesday, Wednesday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 3742 1890, 0 3742 1896

**Fax** 0 3742 1894

**Bo Thong (Chonburi) Nano Credit Kiosk**

99/161 Moo 1, Bo Thong,  
Bo Thong District, Chon Buri 20270

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 3819 9162-3

**Fax** 0 3819 9163

**Ban Na (Nakhon Nayok) Nano Credit Kiosk**

88/1 Moo 5, Ban Na District, Nakhon Nayok 26110

**Office hours:** Tuesday, Wednesday, Thursday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 3731 4247-9

**Fax** 0 3731 4249

**Bang Phra Market (Chonburi) Nano Credit Kiosk**

54/4 Moo 2, Bang Phra,  
Si Racha District, Chon Buri 20110

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 3848 1003-4

**Fax** 0 3848 1005

**Nong Chak (Chonburi) Nano Credit Kiosk**

1/19 Moo 3, Nong Chak, Ban Bueng District,  
Chon Buri 20170

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 3819 9667-8

**Fax** 0 3819 9668

**Wat Nong Ket Noi Market (Pattaya)****Nano Credit Kiosk**

36/11 Moo 6, Nong Pla Lai,  
Bang Lamung District, Chon Buri 20150

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 3841 0234-5

**Fax** 0 3841 0238

**Sean Tung (Trat) Nano Credit Kiosk**

426/7 Moo 1, Saen Tung,  
Khao Samung District, Trat 23150

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 3951 0215-6

**Fax** 0 3951 0216

**Bankhai (Rayong) Nano Credit Kiosk**

130/5 Moo 2, Thetsaban 2 Road, Ban Khai,  
Ban Khai District, Rayong 21120

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 3862 2900-2

**Fax** 0 3862 2904

**Tha Mai (Chanthaburi) Nano Credit Kiosk**

26 Thetsaban Sai 9 Road, Tha Mai,  
Tha Mai District, Chanthaburi 22120

**Office hours:** Monday, Wednesday, Thursday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 3948 0637-8

**Fax** 0 3948 0638

**North Eastern****Pratunam Market (Khonkaen) Nano Credit Kiosk**

456 Mittraphap Road, Mueang Kao,  
Mueang Khon Kaen District, Khon Kaen 40000

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 4346 8808-9

**Fax** 0 4346 8810

**Mae Sombun Market Jo Ho (Nakhon Ratchasima)****Nano Credit Kiosk**

82 Moo 3, Jo Ho, Mueang Nakhon Ratchasima District,  
Nakhon Ratchasima 30310

**Office hours:** Tuesday, Wednesday, Thursday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 4421 1831-2

**Fax** 0 4421 1833

**Ban Thum (Khonkaen) Nano Credit Kiosk**

134/5 Moo 10, Ban Thum,  
Mueang Khon Kaen District, Khon Kaen 40000

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 4342 4370-1

**Fax** 0 4342 4372

**Kumphawapi (Udon Thani) Nano Credit Kiosk**

396/1 Moo 13, Chae Lae Road, Kumphawapi,  
Kumphawapi District, Udon Thani 41110

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 4221 1657, 0 4221 1659

**Fax** 0 4221 1658

**Hua Tha Le (Nakhon Ratchasima) Nano Credit Kiosk**

296 Moo 3, Phetmatukla Road, Hua Thale,  
Mueang Nakhon Ratchasima District,  
Nakhon Ratchasima 30000

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 4425 1456

**Fax** 0 4434 2715

**Sikhoraphum (Surin) Nano Credit Kiosk**

137-138 Moo 2, Ra Ngang,  
Sikhoraphum District, Surin 32110

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 4451 3232, 0 4451 3113

**Fax** 0 4451 3233

**Lam Plai Mat (Buriram) Nano Credit Kiosk**

771 Moo 9, Lam Plai Mat,  
Lam Plai Mat District, Buri Ram 31130

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 4461 3444, 0 4461 3433

**Fax** 0 4461 3466

**Yang Talat (Kalasin) Nano Credit Kiosk**

448 Moo 1, Yang Talat, Yang Talat District, Kalasin 46120

**Office hours:** Tuesday, Wednesday, Thursday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 4381 1351, 0 4381 1358

**Fax** 0 4381 1356

**Kanthararom (Sisaket) Nano Credit Kiosk**

74/16 Moo 13, Dun, Kanthararom District, Si Sa Ket 33130

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 4561 3317-8

**Fax** 0 4561 3319

**Khun Han (Sisaket) Nano Credit Kiosk**

25 Moo 12, Sukhaphiban 1 Road,  
Si, Khun Han District, Si Sa Ket 33150

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.30 hrs.

**Tel.** 0 4582 6530

**Fax** 0 4582 6531

**Sawang Daen Din (Sakon Nakhon) Nano Credit Kiosk**

Chumchon Thetsaban Sawang Daen Din Market Building,  
Room 13, Moo 1, Phrom Siri Road, Sawang Daen Din,  
Sawang Daen Din District, Sakon Nakhon 47110

**Office hours:** Tuesday, Wednesday, Thursday  
09.30 hrs. – 16.00 hrs.

**Tel.** 0 4270 7530

**Fax** 0 4270 7529

**Ruam Namjai Chao Klang Dong Market (Nakhon Ratchasima) Nano Credit Kiosk**

99/24 Moo 3, Klang Dong, Pak Chong District,  
Nakhon Ratchasima 30130

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 4431 6801-2

**Fax** 0 4431 6803

**Loeng Nok Tha (Yasothon) Nano Credit Kiosk**

590 Moo 13, Sam Yaek, Loeng Nok Tha District,  
Yasothon 35120

**Office hours:** Tuesday, Wednesday, Thursday  
09.30 hrs. – 16.00 hrs.

**Tel.** 0 4261 4030-1

**Fax** 0 4261 4034

**Selaphum (Roi Et) Nano Credit Kiosk**

100 Moo 1, Kwan Mueang, Selaphum District, Roi Et 45120

**Office hours:** Tuesday, Wednesday, Thursday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 4351 6711, 0 4351 8237

**Fax** 0 4351 8236

**Tha Bo (Nong Khai) Nano Credit Kiosk**

367/3 Moo 5, Tha Bo, Tha Bo District, Nong Khai 43110

**Office hours:** Tuesday, Wednesday, Thursday  
09.00 hrs. – 15.30 hrs.**Tel.** 0 4241 4043, 0 4241 4041**Fax** 0 4241 4042**Phu Khiao (Chaiya Phum) Nano Credit Kiosk**81/2 Moo 1, Phak Pang, Phu Khiao District,  
Chaiyaphum 36110**Office hours:** Monday, Wednesday, Friday  
11.00 hrs. – 17.00 hrs.**Tel.** 0 4331 3099-102**Fax** 0 4331 3096**Southern****Green Way Market Hat Yai Nano Credit Kiosk**1406/3 Kanjanavanit Road, Hat Yai,  
Hat Yai District, Songkhla 90110**Office hours:** Wednesday, Thursday, Friday  
15.30 hrs. – 19.00 hrs.**Tel.** 0 7423 5345, 0 7422 0803**Fax** 0 7422 0804**Ruamphoetpon Market (Nakhon Si Thammarat)  
Nano Credit Kiosk**2/29 Moo 1, Karom Road, Pho Sadet, Mueang Nakhon  
Si Thammarat District, Nakhon Si Thammarat 80000**Office hours:** Tuesday, Wednesday, Thursday  
09.00 hrs. – 15.00 hrs.**Tel.** 0 7544 6023, 0 7544 6025-6, 0 7544 6210**Fax** 0 7544 6028**Sri Tha Kham Market (Surat Thani) Nano Credit Kiosk**37/18 Chulachomklao Road, Tha Kham,  
Phunphin District, Surat Thani 84130**Office hours:** Monday, Thursday, Friday  
09.00 hrs. – 15.00 hrs.**Tel.** 0 7727 5678-9**Fax** 0 7727 5680**Uea Aree Market Lamae (Chumphon)  
Nano Credit Kiosk**

186 Moo 7, Lamae, Lamae District, Chumphon 86170

**Office hours:** Monday, Tuesday, Wednesday  
09.00 hrs. – 15.00 hrs.**Tel.** 0 7754 1232, 0 7754 1244**Fax** 0 7754 1235**Rattaphum (Hat Yai) Nano Credit Kiosk**226 Moo 1, Kamphaeng Phet,  
Rattaphum District, Songkhla 90180**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.**Tel.** 0 7423 5345, 0 7422 0803**Fax** 0 7422 0804**Yan Ta Khao (Trang) Nano Credit Kiosk**61 Moo 1, Trang-Palian Road, Yan Ta Khao,  
Yan Ta Khao District, Trang 92140**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.**Tel.** 0 7559 0411-2**Fax** 0 7559 0413**Ao Luek (Krabi) Nano Credit Kiosk**117/1 Moo 2, Ao Luek Nuea,  
Ao Luek District, Krabi 81110**Office hours:** Monday, Tuesday, Friday  
09.00 hrs. – 15.00 hrs.**Tel.** 0 7562 0213-4**Fax** 0 7562 0215

**Somporn Market (Phatthalung) Nano Credit Kiosk**

92/2 Moo 1, Mae Khari,

Tamot District, Phatthalung 93160

**Office hours:** Tuesday, Wednesday, Friday  
09.00 hrs. – 16.00 hrs.

**Tel.** 0 7460 6402, 0 7460 6404

**Fax** 0 7460 6411

**Serm Suk Market (Trang) Nano Credit Kiosk**

485 Phetkasem Road, Huai Yot,

Huai Yot District, Trang, 92130

**Office hours:** Monday, Wednesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 7559 0411-2

**Fax** 0 7559 0413

**Lamai Market Samui (Surat Thani) Nano Credit Kiosk**

136/32 Moo 4, Maret, Koh Samui District,

Surat Thani 84310

**Office hours:** Monday, Thursday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 7733 2807-8

**Fax** 0 7733 2806

**Khanom (Nakhon Si Thammarat) Nano Credit Kiosk**

194/2 Moo 1, Khanom, Khanom District,

Nakhon Si Thammarat 80210

**Office hours:** Monday, Tuesday, Friday  
09.00 hrs. – 15.00 hrs.

**Tel.** 0 7553 5380, 0 7553 5382

**Fax** 0 7553 5381







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