

Sustainable Growth

EVERYONE MATTERS

ANNUAL REPORT 2021

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Vision and Mission

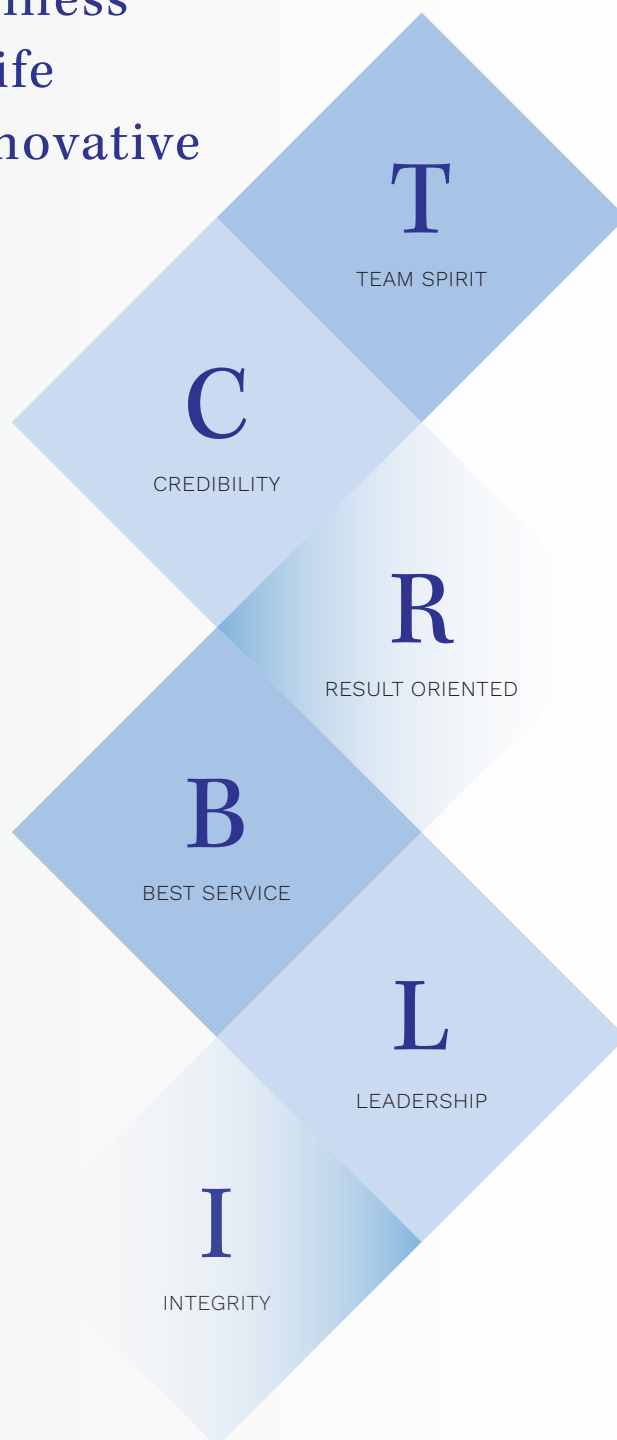
The Thai Credit Retail Bank Public Company Limited

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

Mission

- Provide the best financial services to 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 VALUES



Financial Highlight

The Thai Credit Retail Bank Public Company Limited

Consolidated Financial Statement

		2021	2020
Key Financial Position (MILLION BAHT)	Total Assets	115,333	80,578
	Loans	98,183	68,898
	Deposits	88,515	64,510
	Equity	10,463	8,240
Statements of Profit or Loss (MILLION BAHT)	Interest Income	9,861	7,481
	Interest Expenses	1,307	1,110
	Net Interest Income	8,554	6,371
	Non-Interest Income	188	211
	Total Operating Income	8,742	6,582
	Total Other Operating Expenses	3,698	3,287
	Expected Credit Loss	2,611	1,730
	Income Tax	498	192
	Profit for the Year	1,935	1,373
Financial Ratio	Return on Average Assets (ROAA) (%)	1.97	1.96
	Return on Average Equity (ROAE) (%)	20.74	18.15
	Earning per Share (Baht)	3.87	2.75
	Cost to Income Ratio (%)	42.30	49.94
	Capital Adequacy Ratio (%)	13.32	13.21
	Tier 1 Capital Ratio (%)	12.27	12.17
	Book Value (Baht)	20.93	16.48
	NPLs (%)	2.86	2.73
	Coverage Ratio (%)	199.80	188.79
Number of Branches*	522	517	

*Including Lending Branch and Nano Kiosk

Thai Credit Retail Bank Public Company Limited adheres to the philosophy of “Everyone Matters,” with the belief that big trees were once a seedling.

As a small-sized bank, similar to our small and micro-sized customers, we understand the limitation of business resources. We believe in the potential of the small fighters who possess consistent and astonishing game-changing abilities.

The Bank integrates stability into every moment of business growth, enhances confidence in any opportunity, as well as supports and encourages every business to execute their thoughts and ideas, for strong growth together.

The background is a stylized illustration. In the foreground, a large, golden hand is shown from the side, cupping a pile of gold coins. A small green seedling with two leaves grows out of the top of the coins. In the middle ground, three people are standing on a light blue, hilly landscape. One person is holding a large silver fork. The sky is light blue with a few white clouds and two birds flying. The overall style is soft and illustrative.

Prosperity

Our History

From the determination to support every business dream under the “Everyone Matters” philosophy towards becoming the best retail bank that enhances financial life in a sustainable manner

The history of retail banks show recognition on the importance of economic drivers to promote long-term growth. The Bank, formerly known as Thai Keha Credit Foncier Company Limited, was officially approved on January 18, 2007, operating under the vision “commitment and passion to grow our customers’ business and improve customers’ quality of life by providing unique micro financial services.”

The Bank has continuously developed unique microfinance products and services to create long-term business growth with the objective of offering access to equitable loans to anyone and sustainable financial lifestyles by adhering to business operations according to the Bank’s philosophy of “Everyone Matters.”

The Bank has always focused on expanding its full range of financial services and lending branches across the nation whilst developing financial products and services that meet the demands of the business sector and general public, such as nano finance and micro finance for increasing liquidity and expanding business; SME Loans Dare to Give for Micro SMEs; Home for Cash for full-time employees, self-employed workers, and business owners; and deposit products for individual customers.

The Bank, conscious of its role as a Thai financial institution who generates economic stability for the country, issued remedial measures to aid customers to recuperate and grow their businesses from detrimental effects of the COVID-19 pandemic and natural disasters.



After the COVID-19 pandemic, which has given rise to the “New Normal” and promotes the Micro Pay e-Wallet, an application designed to reduce risk from physical contact

Micro Pay e-Wallet

Simultaneously, the Bank emphasises change in consumer behaviour and financial technology trends worldwide through the development of effective financial innovations and instruments, which maximises convenience for small and micro business customers, particularly after the COVID-19 pandemic, which has given rise to the “New Normal” and promotes the Micro Pay e-Wallet, an application designed to reduce risk from physical contact and the solution in the era of cashless society.

The Bank believes in the foundation of knowledge and understanding of sustainable business operations by continuously promoting finance and business training courses, including savings discipline, debt management, and ideas for fortified sales to generate strong economic growth and progress together for Thailand in addition to the Bank’s funding support for Thais to pursue their business dreams from the beginning to sturdy expansion.



the Bank was awarded as the Fastest Growing Retail Bank in Thailand from UK’s Global Banking & Finance Review magazine

3 consecutive years
in 2017-2019

The dedication of employees and managers is key to the Bank’s present success, which created a leaping growth that has been awarded the “Fastest Growing Retail Bank in Thailand” from UK’s Global Banking & Finance Review magazine for three consecutive years in 2017-2019. The Bank possesses the largest market share in the nano finance and microfinance markets in Thailand.

Thai Credit believes in “Everyone Matters” and is determined to create an organisation comprised of enthusiastic and proud employees and financial partners alongside Thai citizens to endure challenging time periods whilst promoting sustainable growth. The Bank generates value for shareholders with regards to the best interests of all parties in order to become the best retail bank in Thailand and globally recognised.

Milestones

Major Changes and Development

The Bank promotes fair and equitable access to financial services among Thai citizens to ensure good and sustainable financial life, focusing on becoming the best retail bank and drive long-term business growth

2007

-

The Thai Credit Retail Bank Public Company Limited was officially authorised to operate as a retail bank on January 18, 2007.

2009

-

The Bank acquired Thanaban Company Limited, a motorcycle financing and loan business with the fourth largest market share in Bangkok and its vicinity in late 2009 as it saw the opportunity to grow the business and meet the demands of motorcycle-hire-purchase loans to reinforce the commitment in becoming a genuine retail bank.

2012

-

Northstar Group, a private equity firm which managed more than 20 corporate groups in Southeast Asia and investment portfolios of 36.7 billion baht, acquired a 25% stake of Thai Credit Retail Bank, changing the Bank's management structure and ensuring continuous growth in the future. The acquisition strengthened the Bank financially and elevated the efficiency of the Bank's management team.

2013

-

Thai Credit announced the "The Best Retail Bank in Thailand" vision, adjusting its strategic and business plans by strongly focusing on the enhancement of service and product standards as a solution for small and micro business customers across the country. The Bank continued to open lending branches with the objective to provide small and micro business customers nationwide access to funds.

2014

-

Thai Credit's strong will to become the best retail bank in Thailand led to the resolution of selling non-core business Thanaban Company Limited.

2015

-

Thai Credit made history when the Bank launched Nano Finance for small and micro business customers, offering opportunities for customers to access secure and equitable funds without the need for collateral or a guarantor.

2017

Thai Credit Retail Bank was awarded the “Fastest Growing Retail Bank Thailand 2017” award from Global Banking & Finance Review, a leading financial and business magazine from the UK. The Bank won the award thanks to an outstanding net profit growth of over 100% for three consecutive years in 2014–2017.

Moreover, the Bank initiated Corporate Social Responsibility (CSR) campaigns to promote and endorse sustainable business growth and improving the quality of life among small and micro business customers. The Bank launched the “Smart Micro Customer: Hardworking, Savings with Discipline” financial literacy training programme as well as the “Nurturing the Apple from Under the Tree,” writing competition for young participants to win scholarships.

2018

Thai Credit was awarded the “Fastest Growing Retail Bank Thailand 2018” award from the Global Banking & Finance Review for the second consecutive year thanks to a 63% growth in net profit.

2019

Thai Credit's honour and pride lies in the Bank's steady growth as the Bank was awarded the “Fastest Growing Retail Bank Thailand 2019” from the Global Banking & Finance Review magazine for the third consecutive year thanks to a net profit growth of 45%.


The Bank increased operational efficiency and strengthened financially with its partnership with Olympus Capital Asia (OCA), an independent private investment firm specialising in microfinance and SME loans. OCA acquired the 25% stake in Thai Credit Retail Bank from Northstar Group.

Furthermore, the Bank launched the first Thai Credit Retail Bank Learning Center, transforming the Bang Khen-Watcharaphon Lending Branch into a center for sustainable learning, hosting training programmes to enhance knowledge and skills in a variety of fields such as training for commerce and sales skills, or brainstorm ideas for business growth to build a strong foundation for the country's economy.

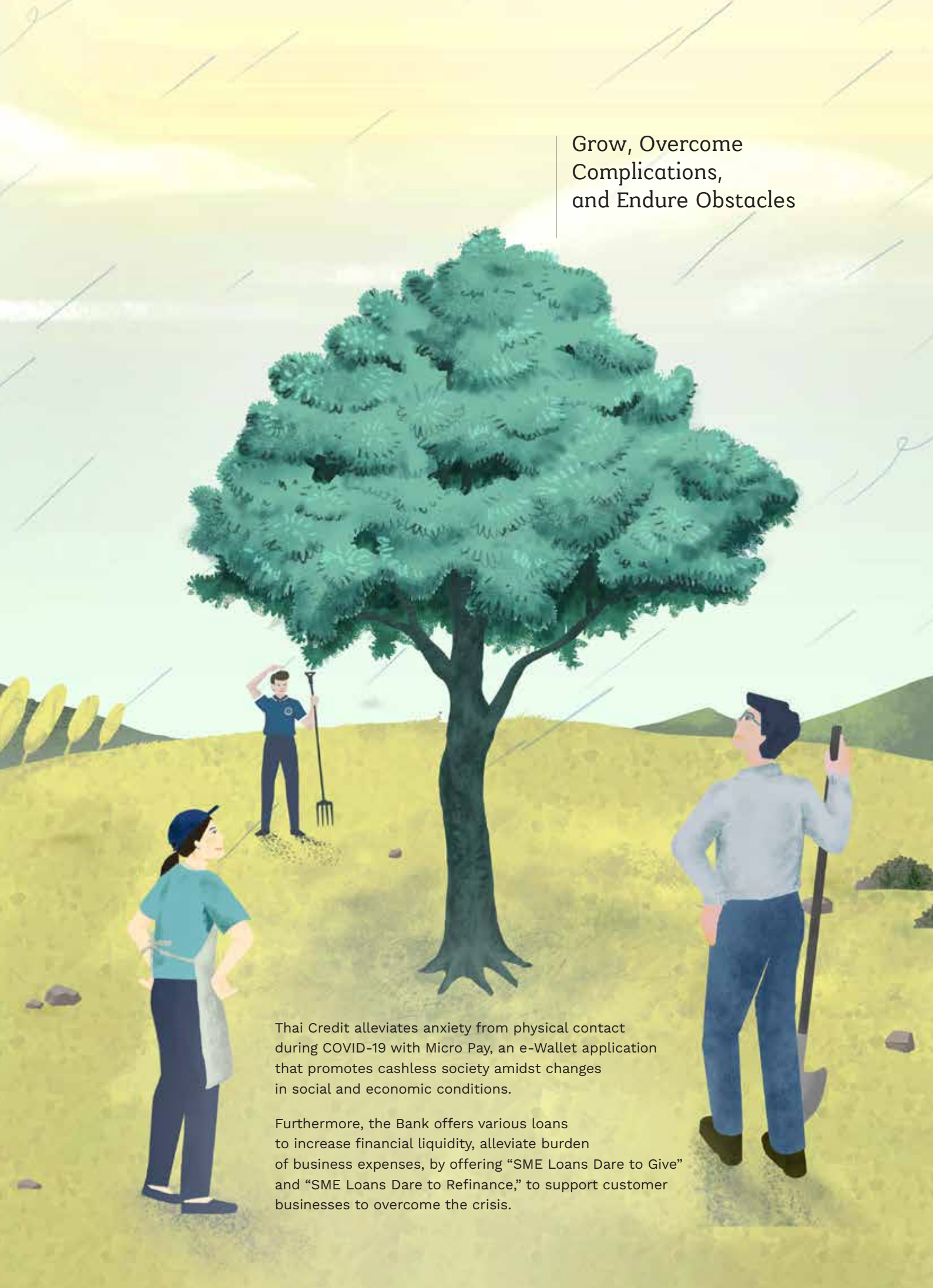
In the same year, Thai Micro Digital Solutions Company Limited, an affiliate of the Bank's financial business, was officially authorised by the Bank of Thailand on June 21, 2019 to provide the “Micro Pay e-Wallet” service.

Thai Credit supports customer businesses of all sizes and types, offering a variety of products and services as well as loans that meet specific needs of customers.

The Bank offers access to equitable and systematic funds to merchants without collateral, in order for small and micro business customers progress forward on their business path with stability and confidence.



Brainstorm Ideas
and Braving
to Step Forward



Grow, Overcome
Complications,
and Endure Obstacles

Thai Credit alleviates anxiety from physical contact during COVID-19 with Micro Pay, an e-Wallet application that promotes cashless society amidst changes in social and economic conditions.

Furthermore, the Bank offers various loans to increase financial liquidity, alleviate burden of business expenses, by offering “SME Loans Dare to Give” and “SME Loans Dare to Refinance,” to support customer businesses to overcome the crisis.

Boost Your Immunity and Grow Beautifully



Thai Credit promotes financial literacy for sustainable growth, with the “Tang To Know-how” project, which covers savings discipline, expense, and debt management to build internal immunity for stability.

The Bank also supports customers to grow financial assets through savings management, with high interest deposit products, both fixed deposit and savings, as well as encouraging ideas for business growth and sales volume increase in order to expand business as required.

Business growth becomes sustainable when the foundation of the society in which the business operates on is strong. Thai Credit adheres to the concept of standing side by side and organises various projects to strengthen communities and the society,

such as “Thai Credit COVID-19 Care,” which gives away survival bags to Nano Finance and Micro Finance customers including their family members who contracted COVID-19, or “Thai Credit Charity,” which promotes careers and stimulate spending to strengthen local economies.

Grow
Strong
Together



Message from the Chairman



“Thai Credit has the aim of enhancing the business quality and quality of life of small and micro business customers to ensure stability and sustainable growth”

In the past two years, every country endured challenging periods from the COVID-19 pandemic and economic downturns despite attempts of governments trying to lead their respective countries through the crises as soon as possible.

The same is true for Thai Credit Retail Bank, which is the country's financial institution for small and micro business customers as the Bank progresses into its 16th anniversary. Regardless of the situation, the Bank and every employee will always attach great importance to every customer by providing prompt, approachable, and friendly services. Employees of the Bank have quickly adapted and are able to cope well with the current situation, leading to excellent results for both employees and the Bank in accordance with "Everyone Matters," the Bank's philosophy, which has led it to achieve outstanding performances compared to previous operating results.

The Bank continues to expand its branches to maximise convenience for customers to access the Bank's products including savings products, Nano Finance, Micro Finance, Loan for Micro SME, SMEs Loan with Gold as Collateral, Home for Cash, and Personal Revolving Loans. Customers can conveniently choose from a variety of products and services based on their respective needs. Simultaneously, the Bank promotes business and financial knowledge for small and micro business customers and non-customers of the Bank, with the aim of enhancing the business quality and quality of life of small and micro business customers to ensure stability and sustainable growth.

As the chairman of the Bank who recently took office at a time of economic turmoil, I would like to reassure the Bank's shareholders, employees, and customers that I, the Board of Directors, and every employee of the Bank will devote our time and capability to perform our duties with honesty, integrity, and due diligence to make Thai Credit Retail Bank a quality bank that serves every type of customers and become a bank with social and environmental responsibility in a sustainable manner as well as generate positive returns for all shareholders.

I would like to take this opportunity to express my gratitude to every customer who has always trusted and supported the Bank. We sincerely hope to continue to receive your support. I would like to thank shareholders, directors, executives, and all employees who are committed to cooperating with the Bank and working to the best of their abilities and efficiency to ensure the Bank's success and steady progress towards becoming the perfect retail bank in the future.



Prof. Kitipong Uraepatanapong

Chairman

Message from Management



Mr. Winyou Chaiyawan

Chief Executive Officer



In 2021, COVID remained the biggest challenge for many of us, impacting not only lives but also businesses globally. Economic recovery has been slower than expected and the vital tourism industry remains in shambles despite some improvements in local tourism. There has been positive news however. The vaccination process has been swift with nearly 70% of Thailand's population receiving at least 2 vaccinations. One thing is for sure, we are all waiting and hoping for a better recovery this year.

COVID provided TCRB with a unique opportunity to demonstrate exactly how we excel and differentiate ourselves for our specific customer segments. During this tough situation many customers were losing their revenues because the lock-downs correlated to less spending and fewer business activities. Unfortunately for some of our customers, their ability to pay back loans were disrupted. TCRB quickly realised that this trend was not because they were not good business owners. Instead, it was caused by negative circumstances. So, what do we do? We stood by our customers! This past year our main priority was to ensure business service continuity for our customer base so that they were still able to function without disruption, whilst, at the same time, ensuring that our employees were able to work in a safe, hygienic and healthy environment.

Through it all, TCRB remained committed to delivering our financial literacy programme Tang To Know-how to our customers who have learnt so much from the content and rely on the curriculum to build more empowered lives. Although our physical face-to-face class sessions with our customers were affected, TCRB moved Tang To Know-how to live online classes. I am extremely proud to say that over 25,000 participants joined our online classes and are working to strengthen their financial well-being with the knowledge that they learned. It was a fruitful experience for both sides, and we are humbled to receive tremendous satisfaction and positive feedback from our customers.

Mr. Jakkrit Manalor, owner of a furniture outlet in Bangkok explained to us that the online financial tools from TCRB's Tang To Know-how program enabled him to take control of his financial stress in lean times. "This is one of the most stressful times for me. My business has taken a hit and so have my finances. [Through Tang To Know-how], I follow experts' instructions and have learned to



Mr. Roy Agustinus Gunara

Managing Director



set aside budgets for what I actually need and what I want so that I can determine where I can save. This knowledge really helped to solve my money headaches and I'm more at ease even in the face of reduced orders during the pandemic." That was his quote!

Despite the pandemic, TCRB's loan portfolio continues to grow. This trend is, in no small part, as result of the trust that our customers have placed into TCRB and is reinforced by TCRB standing by our customers in good times and more importantly during bad ones. In 2021, we achieved 43% growth in loans which, in fact, was higher than the previous year's growth of 35%. Interestingly, we also noticed that many of our customers in the micro segments managed to recover their businesses to pre-COVID performance because most of them are community businesses that serve the fundamental needs of their local communities and are less reliant on the flailing tourism industry.

Portfolio quality was the key focus for TCRB last year. Unlike "normal" times, we decided to offer payment reductions for our customers to help them cope and better manage during this crisis. TCRB team monitored our customers closely by engaging with thousands of our customers every month to better understand their respective situations. This understanding of customer's situation meant that TCRB was able to provide help to our customers fast and accurate. This is how we stand by our customers along difficult times, and a testament to our EVERYONE MATTERS philosophy.

Lastly, I want to mention that our prudent risk management yielded the Bank a 200% LLR (loan loss reserve), making us one of the top performers in the industry.

Despite global and local adversity, Thai Credit is stronger, and we have proven our resilience and adaptability through times of crisis. We are proud of our team, and we are confident that we will continue to thrive, delivering our best along the way. I would like to extend our sincerest appreciation to all of our customers and stakeholders for their trust and continuous support. Importantly, I want to thank all of our team, the Thai Credit Employees for their overwhelming contributions and outstanding performance.

Wishing everyone a safe and successful year 2022.

Board of Directors



Mr. Vanich Chaiyawan

Advisor of the
Board of Directors



Prof. Kitipong Urapeepatanapong

Chairman



Mr. Teerapol Pussadet

Independent Director
and Chairman of
the Audit Committee



Mr. Chamnong Watanagase

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



Mr. Stephen Tirador Briones

Independent Director,
Member of the Audit Committee,
Member of the Nomination and Remuneration Committee,
and Chairman of the Risk Oversight Committee



Mr. Supachai Sukhanindr

Independent Director
and Member of the
Risk Oversight Committee



Miss Krisana Aramkulchai

Director



Mr. Gaurav Malik

Director, Member of the Nomination
and Remuneration Committee,
and Member of the Risk Oversight
Committee



Mr. Winyou Chaiyawan

Director,
Member of the Risk Oversight Committee,
and Chief Executive Officer



Mr. Roy Agustinus Gunara

Director,
Member of the Risk Oversight Committee,
and Managing Director

Executive Officers

No.	Name	Position	Business Unit
1	Mr. Winyou Chaiyawan	Chief Executive Officer	Chief Executive Officer
2	Mr. Roy Agustinus Gunara	Managing Director	Managing Director
3	Mr. Kamolphu Phuredithsakul	Assistant Managing Director	Micro Finance Business and Lending Branch Management Group
4	Mr. Natus Kittawaranon	Assistant Managing Director	Micro SME Business Group
5	Mr. Veeravet Chaiyawan	Assistant Managing Director	Retail and Wealth Banking Group
6	Mr. Kittipant Sriwannawit	Assistant Managing Director	Finance and Accounting
7	Miss Achara Ruangchay	Assistant Managing Director	Credit
8	Mr. Christopher Chan	Assistant Managing Director	Information Technology
9	Mr. Sarawooth Savejnarong	Assistant Managing Director	Human Resource Management
10	Mr. Pichart Roongwarasopit	Assistant Managing Director	Collections and Legal
11	Mr. Songsak Mongkolprachak	Assistant Managing Director	Micro SME Sales Network (BKK1)
12	Mr. Rong Hirunpanich	Executive Vice President	Internal Audit
13	Miss Puckjira Vudhesethakrit	Executive Vice President	Operations
14	Miss Natthita Loveera	Executive Vice President	Compliance
15	Mrs. Suwimol Visavavigrant	Executive Vice President	Risk Management
16	Miss Natasa Suracheewakrit	Executive Vice President	Operations
17	Miss Pratanporn Peetaneelavatt	Executive Vice President	Non-Nano Collections
18	Miss Chonticha Klanjaturas	Executive Vice President	Nano Collections
19	Miss Korkaew Tribamrongsuk	Executive Vice President	Digital Transformation
20	Mrs. Sansanee Reantragoon	Senior Vice President	Micro SME Marketing Management
21	Miss Pornnip Sae Lor	Senior Vice President	Strategic Planning and Analysis
22	Miss Chanida Charnmanoon	Senior Vice President	Business Development
23	Mr. Chodok Theerawigasit	Senior Vice President	TDR Collections and Admin
24	Mr. Kowit Leesirison	Senior Vice President	SME
25	Miss Nathanaporn Tangyosthakijjakul	Senior Vice President	Micro Finance Product Development
26	Mr. Wipoo Pisedsumrit	Senior Vice President	Micro SME Sales and Segment Strategy Management
27	Mrs. Amornrat Chotirosniramit	Senior Vice President	Micro SME Product Management
28	Mr. Phiroonluck Siththikrai	Senior Vice President	Micro SME Regional Office Network 1 Regional 4
29	Mr. O-Larn Skoldaechar	Senior Vice President	Micro SME Sales Network 2
30	Mr. Nimit Rotchanarak	Senior Vice President	Micro SME Sales Network 3
31	Mr. Watchara Phakanansakun	Senior Vice President	Micro SME Regional Office Network 3 Northeast 1
32	Mr. Pharadorn Srikul	Senior Vice President	Micro SME Sales Network 4
33	Mr. Prasit Issarapongsura	Senior Vice President	Micro SME Sales Network 5
34	Mr. Prasert Boontang	Senior Vice President	Fraud Protection
35	Mr. Paisit Sakunsedthakorn	Senior Vice President	Micro SME Credit
36	Mr. Weerasak Tangmanaskul	Senior Vice President	Credit Control and Administration
37	Mr. Wiboon Aroonreungsirilert	Senior Vice President	Enterprise Information Management
38	Mr. Sumit Setthapattana	Senior Vice President	Legal
39	Mrs. Panida Sriphattha	Senior Vice President	Accounting and Taxation
40	Mrs. Thanawan Nitibhon	Senior Vice President	Management Office Support
41	Mrs. Chanyanuch Chaveewong	Senior Vice President	HR Strategic Management
42	Mrs. Jirapat Klinkomut	Senior Vice President	Sales Micro Finance 1
43	Mr. Wirote Ronakiate	Senior Vice President	Branch Management
44	Mrs. Kranthnattha Suppawatcharobon	Senior Vice President	Open Banking Solution
45	Mr. Pakornkiat Sirichoksawat	Senior Vice President	Solution Delivery
46	Mr. Prasert Wongnucha	Senior Vice President	Financial Reporting
47	Mr. Teepyos Earvisanvaravong	Senior Vice President	Business Technology Management
48	Miss Vorachada Charoonmanakit	Senior Vice President	Wealth and Marketing Management
49	Miss Sananuch Pramsaneh	Senior Vice President	Credit Review
50	Mrs. Orathip Wongkajorn	Senior Vice President	Security and Controllershship
51	Mr. Taweepat Charepattanakul	Senior Vice President	Business Intelligence / Process Optimization
52	Mr. Chakri Kosonkijwong	Senior Vice President	Retail Credit
53	Mr. Anurak Kanitjinda	Senior Vice President	SME HP
54	Mr. Pisak Sudsawart	Senior Vice President	SME Credit
55	Mr. Sarayut Sukploy	Senior Vice President	Credit Risk Management
56	Mr. Harit Artamnuaayvipas	Senior Vice President	Electronic Channel
57	Miss Chutharat Chonchol	Senior Vice President	Operational Risk Management
58	Miss Sirima Jindatongdee	Senior Vice President	Market and Liquidity Risk Management
59	Mr. Pornchai Sukwilai	Senior Vice President	Credit Operation

Directorship of Directors in Related Companies

The Thai Credit Retail Bank Public Company Limited



Prof. Kitipong Urapeepatanapong

Chairman

Education

- Bachelor of Laws (Second Class Honours) / Chulalongkorn University
- Thai Bar Association / Office of Legal Education Training of the Thai Bar Association
- Master of Laws / Chulalongkorn University
- Master of Laws / The University of British Columbia
- Honorary Doctorate of Laws Jurisprudence Academic Category / Hat Yai University
- IT Governance and Cyber Resilience Programme (ITG) / Thai Institute of Directors Association (IOD)
- Certificate of Roles and Duties of Chairman / Thai Institute of Directors Association (IOD)
- Director Certification Programme (DCP) / Thai Institute of Directors Association (IOD)
- Certificate of Completion on Company Directors / Australian Institute of Directors
- Certificate of Medical Governance for Executives / King Prajadhipok's Institute
- Diploma in Politics and Governance in Democratic Systems for Executives / King Prajadhipok's Institute
- Diploma of the Programme for Top Executives in Energy Science / Thailand Energy Academy
- Diploma of Top Executive Programme in Commerce and Trade / Commerce Academy, University of Thai Chamber of Commerce
- Diploma of Executive Programme / Capital Market Academy
- Diploma in National Defence Course of the Joint State-Private Sector / National Defence Institute
- Diploma of the Institute of Judicial Administrators / Institute of Judicial Service Development, the Court of Justice
- Certificate in Thai Family Business / Business Institute, Harvard University

- Notary Public Training Certificate / Lawyers Council Under the Royal Patronage
- Certificate in Corporate Governance Programme / School of Management, Yale University

Thai Credit Retail Bank Shares Held by Directors

None

Directorship in Other Companies

- VNB Holding Co., Ltd. (Chairman)
- Chotiwat Manufacturing Industry PCL. (Chairman)
- Siam Piwat Holding Co., Ltd. (Director)
- Siam Piwat Co., Ltd. (Director)
- Chewamit Social Enterprise Co., Ltd. (Chairman)
- SCG Packaging PCL. (Independent Director)
- SCG Chemicals Co., Ltd. (Independent Director)
- Pruksa Holding PCL. (Independent Director)
- Strategic Business Development Center Co., Ltd. (Director)



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 Programme / Thai Institute of Directors Association (IOD)
- Advanced Audit Committee Programme / Thai Institute of Directors Association (IOD)
- Anti-Corruption for Executive Programme / 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 Holding Co., Ltd. (Independent Director)
- Dhipaya Insurance PCL. (Advisor of Chairman)



Mr. Stephen Tirador Briones

Independent Director,
Member of the Audit Committee,
Member of the Nomination and Remuneration Committee,
and Chairman of the Risk Oversight Committee

Education

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

Thai Credit Retail Bank Shares Held by Directors

None

Directorship in Other Companies

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



Mr. Chamnong Watanagase

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

Education

- Doctor of Philosophy (Political Science, Class 1) / Thammasat University
- M.B.A. / University of Central Missouri
- Bachelor of Laws (1978–1981) / Thammasat University
- Bachelor of Business Administration / Chulalongkorn University
- Advanced Certificate of Proficiency in English (Honours) / 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 Programme 1-2 / Thai Institute of Directors Association (IOD)
- Director Certification Programme / Thai Institute of Directors Association (IOD)
- Board Nomination and Compensation Programme / Thai Institute of Directors Association (IOD)

Thai Credit Retail Bank Shares Held by Directors

None

Directorship in Other Companies

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



Mr. Supachai Sukhanindr

Independent Director (Information Technology)
and Member of the Risk Oversight Committee

Education

- Doctor of Philosophy (Computer Systems Management and Information Technology) / Washington University
- Master of Finance / Mercer University
- Bachelor of Business Administration (Quantitative Business Analysis) / Chulalongkorn University
- Director Certification Programme / Thai Institute of Directors Association (IOD)
- Diploma Examination / Thai Institute of Directors Association (IOD)
- Financial Statements for Directors / Thai Institute of Directors Association (IOD)
- IT Governance and Cyber Resilience Programme / Thai Institute of Directors Association (IOD)
- Advanced Audit Committee Programme / Thai Institute of Directors Association (IOD)
- Ultra Wealth / Ultra Wealth Management Co., Ltd.
- Executive Education Programme, Capital Market Academy Greater Mekong Subregion (CMA-GMS) / Capital Market Academy
- Tourism Management Programme for Executives / Tourism Authority of Thailand
- Top Executive Programme in Commerce and Trade (TEPCOT) / University of Thai Chamber of Commerce
- Executive Programme in Energy Literacy for a Sustainable Future / Thailand Energy Academy
- The Fundamentals of Digital Marketing Continuing Professional Education / Google Digital Garage Linked in LEARNING
- Senior Anti-Corruption Strategic Executive Programme / Office of the National Anti-Corruption Commission

Thai Credit Retail Bank Shares Held by Directors

None

Directorship in Other Companies

- VNB Holding Co., Ltd. (Independent Director)
- Sub Sri Thai PCL. (Chairman of the Advisory Board)
- Mudman PCL. (Advisor of the Board of Directors)
- Greyhound Café UK (Director)
- Fivel Co., Ltd. (Authorised Director)
- Ruamsupakit Co., Ltd. (Chairman)
- nForce Secure PCL. (Independent Director)
- Foundation for the Protection of Environment and Tourism (Director)
- One Origin Co., Ltd. (Independent Director)
- Country Group Securities PCL. (Independent Director)



Miss Krisana Aramkulchai

Director

Education

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

Thai Credit Retail Bank Shares Held by Directors

None

Directorship in Other Companies

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



Mr. Winyou Chaiyawan

**Director,
Member of the Risk Oversight Committee,
and Chief Executive Officer**

Education

- Bachelor of Business Administration (First Class Honours), Finance and Banking / Thammasat University
- Master of Business Administration (M.B.A.) / The Anderson School of UCLA
- Chartered Financial Analyst (CFA) / CFA Institute
- Certificate in Senior Executive Programme / Capital Market Academy
- Ultra Wealth / Ultra Wealth Management Co., Ltd.
- Director Accreditation Programme / Thai Institute of Directors Association (IOD)
- Corporate Governance for Capital Market Intermediaries / Thai Institute of Directors Association (IOD)
- Leadership Development Programme / 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 Holding Co., Ltd. (Managing Director)
- V.C. Sombat Co., Ltd. (Authorised Director)
- Thai Life Insurance PCL. (First Senior Executive Vice President)
- Yart Samphan Co., Ltd. (Authorised Director)
- Chaiyawan Co., Ltd. (Authorised Director)
- Thai Health Insurance PLC. (Authorised Director)
- Phasuk Co., Ltd. (Authorised Director)
- Union Land Co., Ltd. (Authorised Director)
- GMO-Z com Securities (Thailand) Ltd. (Chairman)
- Bay Computing Co., Ltd. (Independent Director)



Mr. Roy Agustinus Gunara

Director,
Member of the Risk Oversight Committee,
and Managing Director

Education

- B.Sc. Electrical Engineering / Drexel University
- M.B.A. Finance / University of Illinois
- Director Accreditation Programme / 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. (Authorised Director)
- VNB Holding Co., Ltd. (Authorised Director)



Mr. Gaurav Malik

Director, Member of the Nomination
and Remuneration Committee,
and Member of the Risk Oversight Committee

Education

- Post Graduate Programme in Management / Indian Institute of Management Bangalore
- Master of Science (Mathematics and Computer Applications) / Indian Institute of Technology Delhi

Thai Credit Retail Bank Shares Held by Directors

None

Directorship in Other Companies

- Olympus Capital Holdings Asia India Advisor Pvt. Ltd. (Authorised Director)
- Koi Structure Credit Pte. Ltd. (Authorised Director)
- Olympus Capital Asia Pte. Ltd. (Authorised Director)
- AEP II Holdings Pte. Ltd. (Authorised Director)
- OCA V Holdings Pte. Ltd. (Authorised Director)
- Olympus ACF Pte. Ltd. (Authorised Director)
- OCA Investment Holdings I Pte. Ltd. (Authorised Director)
- Singapore American School (Director)

Report of Changes in Thai Credit Shares held by Directors in 2021

Name	Percentage of shares held*		
	As of	As of	Increase / Decrease
	December 31, 2021	December 31, 2020	
Prof. Kitipong Uraepatanapong	None	-	-
Mr. Teerapol Pussadet	None	None	-
Mr. Chamnong Watanagase	None	None	-
Mr. Stephen Tirador Briones	None	None	-
Miss Krisana Aramkulchai	None	None	-
Mr. Winyou Chaiyawan	71.79	71.79	-
Mr. Roy Agustinus Gunara	0.83	0.83	-
Mr. Supachai Sukhanindr	None	None	-
Mr. Gaurav Malik	None	None	-

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

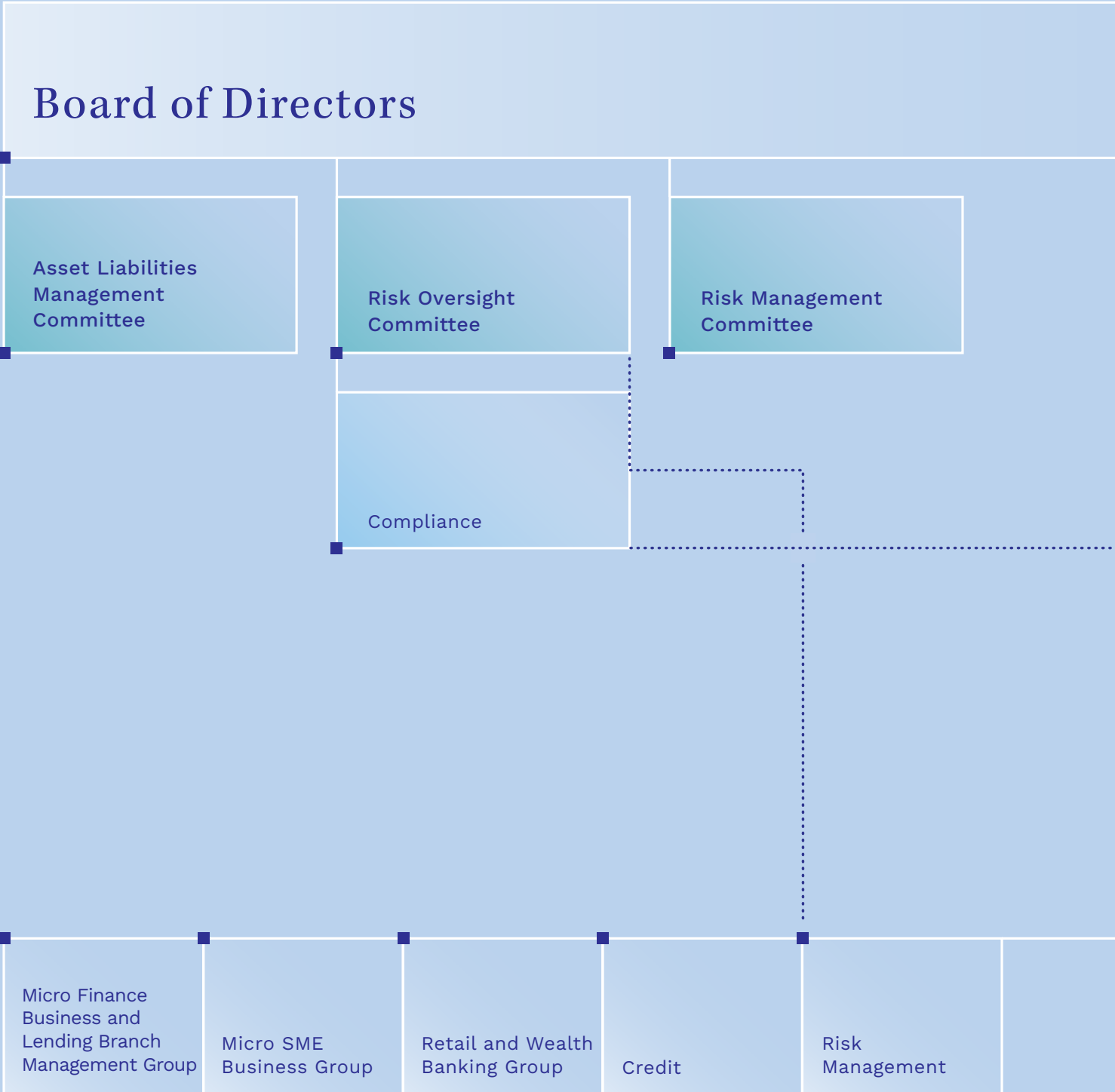
Board of Directors member list and their Thai Credit bond holding during the accounting year 2021: None

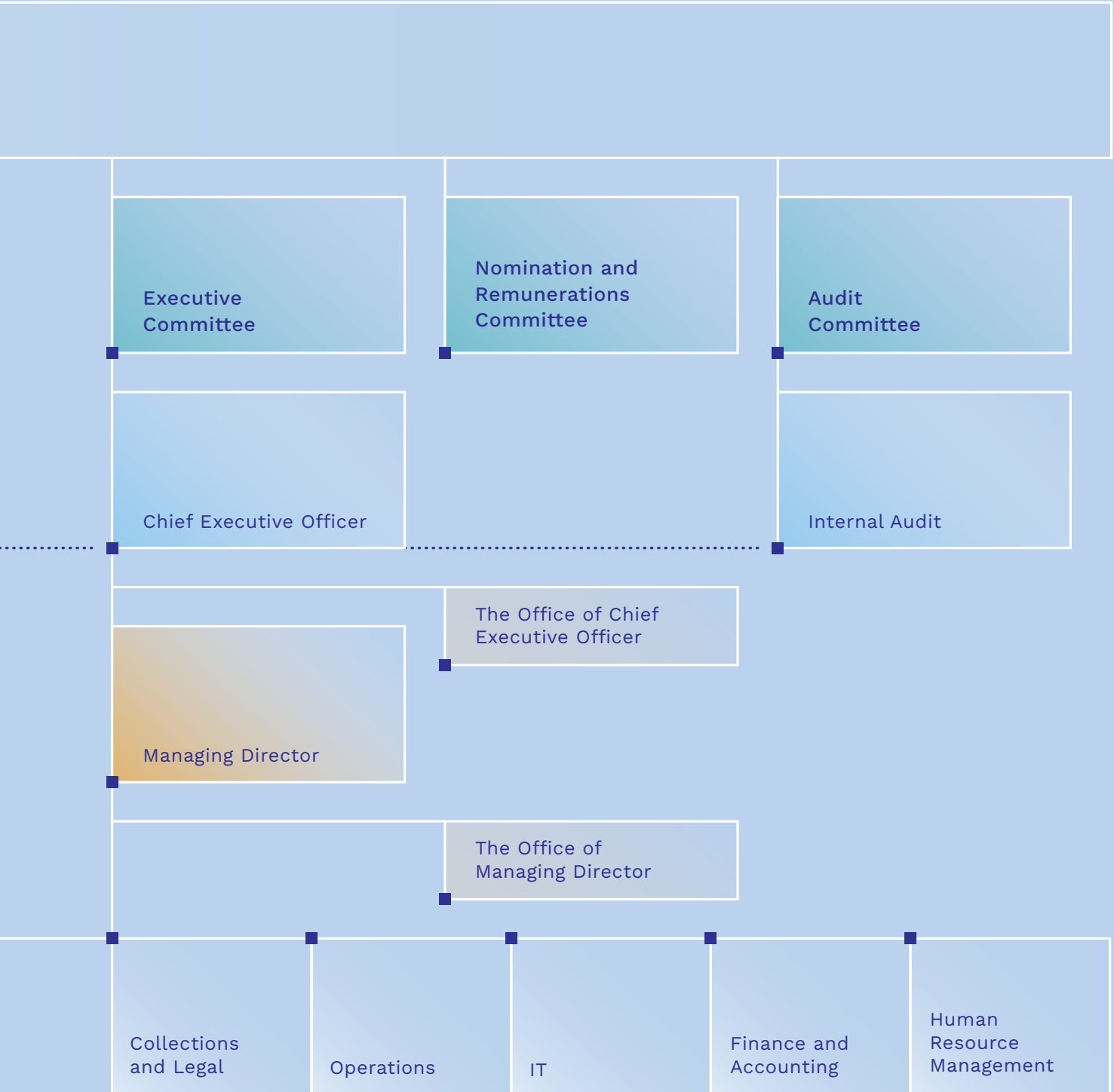
Board of Directors member list and their subsidiary share or bond holding during the accounting year 2021: None

Board of Directors' interest in either direct or indirect with the Bank during the accounting year 2021: None

Organisation Chart

The Thai Credit Retail Bank Public Company Limited





Nature of Business Operation

Thai Credit Retail Bank Public Company Limited is a licensed retail bank registered as a financial institution in accordance with the Ministry of Finance's announcement issued on January 23, 2004. The Bank's qualifications upgraded the Bank into a genuine retail bank with competence equivalent to other financial institutions. The Bank officially started operations on January 18, 2007.

In 2009, the Bank expanded its motorcycle hire purchase business to meet the needs of domestic retail customers through the acquisition of Thanaban Company Limited, as an affiliate. The Bank raised its capital from 2.5 billion baht to 3 billion baht in 2012 with the investment from Northstar Group whilst enhancing the Bank's management efficiency.

The Bank simultaneously sold Thanaban Company Limited in 2014 and announced the vision to become "the Best Retail Bank" to focus on offering loan services for small and micro business customers. The Bank raised its capital by an additional 1 billion baht in 2015 and by another 1 billion baht in March 2017 to a total of 5 billion baht.

In July 2019, OCA Investment Holdings I Pte. Ltd. (OCA), an independent private investment firm specialising in microfinance and SME loans in ASEAN for over 20 years, took over Northstar Group's stake in the Bank in order to strengthen the Bank's business operations and ensure constant growth for the Bank.





The Bank has always been committed to generating long-term competitiveness through unique, simple, and transparent product development

Furthermore, the Bank supports the government’s cashless society policy through the establishment of Thai Micro Digital Solutions Company Limited, a financial business of the Bank which provides electronic financial transactions via “Micro Pay e-Wallet” and services to perfectly respond to customer demands and technological advancements.

The Bank has always been committed to generating long-term competitiveness through unique, simple, and transparent product development under “Market Conduct” and “Responsible Lending” to ensure access to financial sources for Thai citizens nationwide, which results in an improvement in quality of life and economical growth at the national level.

The Bank firmly believes that a solid business foundation can generate stable growth by formulating strategic planning guidelines in line with our mission to provide the best financial services to small and micro business customers nationwide, promote financial knowledge and discipline among every customer, create an organisation with enthusiastic and proud individuals, and generate value for shareholders, taking into account the best interest for stakeholders. The Bank always operates in accordance with our vision, “Thai Credit Retail Bank is committed and passionate to grow our customers’ business and improve their quality of life through the provisions of unique micro financial services.”

Business Overview

Thai Credit Retail Bank Public Company Limited has committed to business development and improvement of quality of life of the Thai people nationwide for over a decade as well as promoting access to systematic, secure, and equitable financial products and services while strengthening the country's economy in the long term.

Simultaneously, the Bank adheres to its vision and mission to support sustainable growth as guidance for strategic planning to drive business to reach the goals of the Bank, which is to become an outstanding loan service provider for small and micro businesses with outstanding financial performances.

Plans and Achievements

Thai Credit overcame business challenges and adjusted its operating plan to generate good growth under the plans and achievements in 2021 despite the COVID-19 pandemic, which continued to have a widespread impact on the economy, society, health systems, and lifestyles of people around the world.

Products and Services

The Bank attaches great importance to continuous development of loan products and services, alongside cautious risk management, ready to assist customers to the best of our ability. In 2021, the Bank studied and understood customers by designing a survey with questions, regarding the customers current situation before being analysed from various perspectives, including customer needs, status of customers' businesses, and business operations in the search for appropriateness and consistency when providing assistance to customers, coupled with the Bank's credit quality management. Survey results can also be used to forecast future demand for customer assistance, which will affect the Bank's business operations in the following periods.

The Bank sent out surveys and hosted various campaigns, such as the “Dare to Give to Fighters” campaign which supports micro SMEs to overcome obstacles, as part of supporting customers’ businesses through difficult periods. The Bank is confident in the potential of customers who never give up by focusing on various products which were developed on the Bank’s understanding of micro SMEs through “SME Loans Dare to Give” in 2021, which offers a maximum loan amount of 30 million baht for customers with collateral and 10 million baht for customers without collateral. The Bank also offers “SME Loans Dare to Refinance,” which reduces monthly interest burdens for customers, as well as loan rehabilitation or “Soft Loans” in accordance with the Bank of Thailand’s policies.

Measures to Assist Business

In addition to approving loans for small and micro business customers to increase their liquidity and working capital, the Bank issued measures to aid customers such as debt moratorium, debt restructuring, reduction on installments, or loan deferment to alleviate the expense burden of customers during the pandemic.

The Bank also collaborated with Thai Credit Guarantee Corporation (TCG) to aid vulnerable micro SME customers who face hardships from the COVID-19 pandemic through the revision the conditions of debt repayment, extension of debt period, and reduction of monthly installments with the original credit guarantee programme, which increases business liquidity and working capital in accordance with the second phase of Loan Rehabilitation Act in correspondence with gradual economic recovery.

Furthermore, the Bank reiterates the “Everyone Matters” philosophy with projects to assist customers who were directly affected by the COVID-19 pandemic including the “Thai Credit COVID-19 Care” project, which provides survival bags with two-weeks’ worth of necessities to nano and micro finance customers and their family members nationwide who were infected by COVID-19. The Bank donated money through government institutions and programmes such as the “Food for Fighters” project, which distributes cooked meals, survival kits, and essential medicines and supplies to patients who are waiting for medical treatment and people who have suffered. The Bank also provided field tents for screening infected patients or quarantining as well as provide PPE kits to medical personnel through the National Institute for Emergency Medicine (NIEM).



business operations in the search for appropriateness and consistency when providing assistance to customers, coupled with

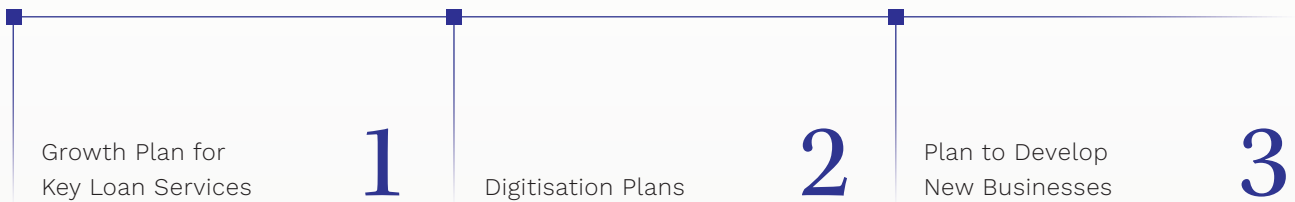
the Bank’s credit quality management



Assists customers who were directly affected by the COVID-19 pandemic including the

“Thai Credit COVID-19 Care” project

Strategy and Business Plan for 2022



The Bank focuses on generating growth in lending by enhancing profitability, productivity and portfolio quality as well as development technologies to increase productivity, support digitisation, and develop new business that are in line with future growth opportunities.

In 2022, the Bank established operational strategies and plans to continue success in three dimensions: growth in key loan services, digitisation, and new business development.

Growth Plan for Key Loan Services



Focuses on the development and adjustment of the product to meet demands

**increase
the Bank's
channels**

The Bank continued to generate growth in the midst of difficult business situations, emphasising on prudent lending through customer screening, rigorous credit analysis, and appropriate credit quality management for Micro Finance, Micro SME Loans, Home Loans, and Personal Revolving Loans.

Each loan product is analysed and action plans are different for each target group, which focuses on the development and adjustment of the product to meet demands and increase the Bank's channels to obtain new customers and retain current customers in accordance with the Bank's loan strategy. The Bank focuses on controlling the quality of portfolios and debt collection processes for customers with financial problems by improving debt restructuring to the best of their ability.

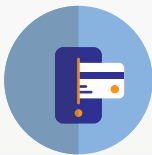
Simultaneously, the Bank's marketing plan to develop brand awareness and become the first bank customers think of is done by enhancing the skills of relationship managers to build strong relationships with customers and support customers with financial literacy to help customers' businesses gradually grow alongside the Bank.

Digitisation Plans

The Bank focuses on technological changes in order to respond to digital trends affecting the banking industry today and, in the future, particularly during the COVID-19 pandemic and new normal, which has changed the behavior of consumers who have opted for digital financial transactions.

The Bank's operational strategy in 2022 is to improve the core platform with a new technology called "Open-source Platform" to enhance the Bank's competitiveness and improve efficiency, work processes, and credit systems to strictly control risks.

Furthermore, the Bank continues to develop the Micro Pay e-Wallet application for users to utilise more services in a variety of ways and more conveniently, including bill payments, installment payments, and credit lines. The Bank is ready to expand its partner network to accept digital payments and invoices as well as leveraging technology to optimise lending for small and micro business customers and cash management.



The Bank continues to develop the application

Micro pay e-Wallet



while grasping new business opportunities to enhance

financial strength

Plan to Develop New Businesses

The Bank has always strived to develop products and service to meet the changing customer demands while grasping new business opportunities to enhance financial strength and improve the quality of lives of Thais nationwide as a driving engine for mutual growth for both customers and the country's economy.

Thai Credit focuses on exploring new business development and developing new initiatives as well as adopting digital technology as a growth engine and reach out to customers through digital channels. The Bank also collaborates with valued business partners in supporting and strengthening the economy for sustainable growth.

Products and Services

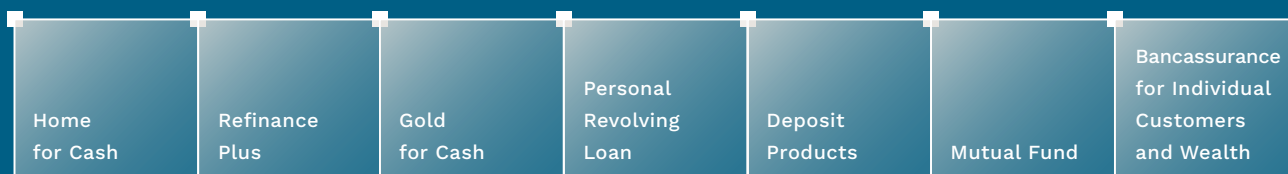
MICRO SMEs



MICRO FINANCE & MICRO PLUS



RETAIL AND WEALTH BANKING



The Thai Credit Retail Bank Public Company Limited has always adhere to supporting retail customers and all Thais to ensure nationwide access to secure and equitable financial system under the supervision of the Bank of Thailand and relevant law, in order to improve customers' quality of life in a sustainable manner.

The "Everyone Matters" philosophy has led to development of various financial products and services such as Micro SME or Micro Finance & Micro Plus, which meets the needs of different segments to generate long-term business growth and financial stability.

Furthermore, as Thailand's retail bank and an important financial institute in raising capital and allocating resources in the economy, the Bank is incumbent and responsible for generating stability for Thailand by developing financial products and ensuring continuous investment to support the philosophy of financial savings as well as generate long-term returns for individual customers and investors through savings products, mutual funds, and bancassurance products.

Micro SME



Loan for Micro SME	1	<p>The Thai Credit Retail Bank Public Company Limited gives importance to the development of financial products and services in a transparent and equitable system as well as respond to the various needs of Micro SME customers, who account for the largest enterprise group in the country and will continue to increase. Micro SME businesses are the main drivers of strong economic growth and sustainability in the Thai economy.</p> <p>The Bank has shown commitment to Micro SME businesses through products and services, particularly during the COVID-19 pandemic, by offering remedial measures under the Bank of Thailand's guidance. Thai Credit offered to grant loan and suspend debt repayment as well as develop alternatives for loans with and without collateral for individual and corporate customers for working capital and increasing liquidity.</p>
Small Business Loan for Medical Profession	2	
SMEs Loan	3	
Hire-Purchase Loan for Business	4	
Loan for Gold Shop Business	5	
SMEs Loan with Gold as Collateral	6	
Bancassurance for Micro SME Customers	7	

1. Loan for Micro SME

Thai Credit offers loans with and without collateral for Micro SMEs including loans of up to 30 million baht with a 10-year tenor to individual and corporate customers. Customers are required to have no less than three years of management experience in related businesses and can apply for loans of up to 15% of the loan amount for other expenses.

Customers can use vacant community land plots, land and housing properties, place of business, apartments, or savings as collateral. The Bank may approve loans worth no more than the collateral or worth more than the collateral under specific conditions in order to meet the demands and limitations of each individual customer.

The Bank also offers loans without collateral of 2–10 million baht with Thai Credit Guarantee Corporation (TCG) as the guarantor with a 3–8-year tenor to individual and corporate customers who have a minimum management experience of five years. Customers can apply for additional loans of up to 15% of the loan amount for other expenses.

2. Small Business Loan for Medical Profession

The Bank recognises the importance of medical professionals, such as physicians, dentists, veterinarians, pharmacists, and technical specialists who want to start a clinic, expand their business, purchase medical equipment, or increase working capital. The loan amount ranges from 2–7 million baht with a minimum loan term of three years and maximum loan term of 10 years. Loan applications do not require any guarantor.



3. SMEs Loan

This product, designed for small and medium-sized enterprises (SMEs), including individual, general business, partnership limited and company limited customers, can be used to invest in business expansion, purchase of raw materials, invest in machinery and equipment for operations, or increase financial liquidity with loans of 10 million baht or more. Details are provided below.

- Overdraft

Thai Credit provides overdraft services to SMEs who require short-term funds for their working capital. Customers can conveniently withdraw cash 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

This financial service improves liquidity among SMEs who are looking for investment funds and working capital for their business operations, as well as funds for supplying goods and services, raw materials, inventory, accounts receivable, and other costs

- Long Term Loan

This financial service enhances business efficiency of 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, and refinancing from their previous financial institutions

- Clean Bill Discount

This financial service offers working capital to SMEs in the form of discounted purchasing of the bill of exchange such as promissory notes (P/N), bill of exchange (B/E) and post-dated cheques

- Contingent Liability

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

- Thai Credit can issue a Letter of Guarantee per request for SME customers to present to government agencies, financial institutions, companies, stores, or other individuals to support business operations
- Aval is a service for SMEs who want the Bank to guarantee bill payments such as promissory notes (P/N)
- Acceptance is a service for SMEs who want the Bank to guarantee bill of exchange

4. Hire-Purchase Loan for Business

Hire-Purchase loans allows customers to invest in new machinery and equipment as well as become a source of working capital in asset procurement for individual, partnership limited, and company limited customers who require machinery and equipment in their factory. The loans offer minimum loan amount of 1 million baht without any cash investment, which can assist customers in the stabilisation of their liquidity.

This product is risk-free from interest rate fluctuations throughout the term loan of 1–7 years. Customers can pay in monthly installments or pay more than the fixed amount to reduce interest and principal for an interest-free early pay-off.

The type of machinery and equipment that can be used to apply for hire-purchase loans are:

- Cranes, Backhoes, Loaders, Rollers
- CNC Machine-Lathe, Sharpers, Grinders, Drillers for Plastic and Metal Work
- Filling & Package Equipment
- Industrial machine for lifting and moving materials over short distance: Forklifts and Cranes
- Printers, Cutters, Medical Equipment

5. Loan for Gold Shop Business

This product is for individual or corporate customers with experience in managing gold shops. The product creates opportunities for customers to increase investment into their business, increase profits, or expand their business by using gold bullions or jewelry as collateral.

6. SMEs Loan with Gold as Collateral

Small and medium-sized enterprises (SMEs), including individual and corporate customers with business experience, can generate business growth through business expansion investment, increase in profits, or obtain constant business growth by using gold bullion or jewelry as collateral for this loan.

7. Bancassurance for Micro SME Customers

The Bank recognises the importance of generating confidence for customers to not agitate about unexpected events that could jeopardise their business or put their family in debt. The Bank selects and offers insurance policies with various benefits and durations suitable to the needs of Micro SME customers as follows:

- Mortgage Reducing Term Assurance (MRTA)

- In the case of temporary disability, the Bank waives regular premiums for up to six months. The Bank also offers a maximum medical expense reimbursement from accidents of up to 30,000 baht (as defined by policy terms and conditions)

- Income Compensation During Hospitalisation

- When hospitalised, the insured is compensated up to 8,000 baht per day for their daily income
- In the case of death or disability from accidents, the compensation is 260,000 baht
- In the case of cancer at any stage, the insured is compensated up to 1,000,000 baht (according to policy terms and conditions)

- Fire Insurance

- Thai Credit offers fire insurance policies to free customers from concerns on unexpected events regarding their residence

Micro Finance & Micro Plus



Nano SS	1
Nano Finance	2
Micro Finance	3
Micro Plus	4
Micro Finance Bancassurance	5

Thai Credit Retail Bank believes in the philosophy “Everyone Matters” because everyone is important, not only Micro SME customers, but also numerous Micro Finance customers in Thailand who are restricted from secure and equitable funds due to lack of collateral. The COVID-19 epidemic is a crisis that aggravated countless vendors who were forced to suspend their operations due to lack of liquidity or working capital.

Therefore, the Bank recognises the importance and necessity of developing loan products and services to meet the needs of small and micro business customers without collateral, particularly market vendors, to ensure access to funds. Thai Credit aims to assist small and micro business customers, who are the foundation of Thailand, to endure the crisis and recover their businesses with various loan products such as nano SS for flea market vendors, nano finance for fresh market vendors or vendors with a business place of their own, micro plus for customers with trade licenses and seek loans above 200,000 baht, and micro finance bancassurance products.

1. Nano SS

The Bank promotes equitable access to funds by providing nano SS loan services in the form of revolving loans to customers who look to start a business, such as flea market vendors who do not have collateral or a guarantor. The short-term loan has a credit limit of 80,000 baht and an effective rate of 33% or 2.75% fixed rate.

Loan applicants are required to have the capability to meet debt payment, have at least one year of professional experience, and a business place of their own that can be inspected. Their business place must be located in a market within a 15-kilometer radius of one of the Bank's main branches in Bangkok and within a 40-kilometer radius from the Bank's main branch in upcountry provinces.

Furthermore, Thai Credit offers payment services to maximise payment convenience for applicants by offering service to collect weekly loan installments from the place of business.

2. Nano Finance

The Bank provides secure and equitable nano finance funds and services to vendors with stores in fresh markets or a place of business who wish to increase liquidity or expand their businesses, offering a maximum loan amount up to 100,000 baht with an effective rate of 33% or 2.75% fixed rate.

Customers can apply without the need for collateral or a guarantor and are required to have at least a one-year experience and a business place of their own that can be inspected. Their business place must be located in a market within a 15-kilometer radius of one of the Bank's branches. The Bank also maximises payment convenience for applicants by offering a service to collect payments from the applicant's business place as well as weekly installment payments in order to increase liquidity and enhance investment management.

3. Micro Finance

Thai Credit recognises the importance of product development to support businesses and provide continuous access to sound financial resources. From the success of nano finance, micro finance services offers revolving loans of up to 200,000 baht with an effective rate of 28% for business owners who need more working capital to expand their businesses and generate sales for constant growth. Micro finance is a solution that meets the needs of customers and is more concerned with the size of the customers' business.

4. Micro Plus

The Bank prioritises the development of loan products to continuously meet the needs of customers and expands services to cover more customer groups with the launch of micro plus, a revolving loan for businesses with no collateral. Retail customers, SMEs, juristic persons with commercial licenses or trade licenses of no less than 2 years can apply for loans up to 500,000 baht with an interest rate of 24% per year to increase working capital, liquidity, and business expansion.

5. Micro Finance Bancassurance

Thai Credit supports and stand alongside microfinance customers to fortify confidence in business operations and dismiss concerns of unexpected events or uncertainties which could put their family in debt or burden their business. The Bank offers bancassurance plans with a variety of benefits and insurance periods for customers to choose insurance plans they deem fit for their needs. The coverage period are as follows:

- **Critical Illness & Personal Accident (CI & PA)**
 - Coverage for 6 critical illnesses including comatose
 - Loss of life, dismemberment, loss of sight or total permanent disability caused by public accident

- **The policy compensates earnings during admittance to the hospital**
 - Customers will receive a maximum compensation of 1,000 baht per day in the case of hospitalisation (according to selected insurance plan)
 - In case of death or total permanent disability from accidents, customers will be compensated up to 20,000 baht (according to selected insurance plan)

- **Fire & Flood Insurance**
 - The policy provides a three-year coverage on business-operations equipment
 - In the case of fire, customers will be compensated up to 80,000 baht throughout the whole policy (according to selected insurance plan)
 - In the case of floods, customers will be compensated 20,000 baht per year (according to selected insurance plan)

- **Personal Accident**
 - Coverage in case of death or total permanent disability caused by public accident as well as provision of medical expenses (according to selected insurance plan)

- **Personal Accident + COVID**
 - Coverage in case of death or total permanent disability caused by public accident as well as provision of medical expenses
 - Coverage in case of coma and medical expenses due to COVID-19 infection

- **Motor Insurance**
 - Customers can choose insurance policies from Type 2+, Type 3+ and Type 3, which provides coverage for car crashes, loss, fire, or coverage only for the third-party vehicle for reduced premiums

Retail and Wealth Banking

- 1 Home for Cash
- 2 Refinance Plus
- 3 Gold for Cash
- 4 Personal Revolving Loan
- 5 Deposit Products
- 6 Mutual Fund
- 7 Bancassurance for Retail and Wealth Customers

Thai Credit Retail Bank Public Company Limited reiterates the status of the best retail bank with an all-round financial products and services development for small and micro business customers as well as all Thai citizens by providing loans to increase financial liquidity for the general public with product that are suitable to different demands.

Furthermore, the Bank promotes economic stability with financial products, investment, and bancassurance as an alternative for individual and wealth customers to increase their savings or long-term investment returns from mutual funds to be more confident in their lives.

The Bank's important products are various savings products including current accounts and savings accounts (CASA), fixed deposit accounts, and mutual fund investment, which the Bank is licensed to operate as a brokerage business that is limited to investment units, being a current dealer of investment units of four asset management companies. The Bank offers insurance options for individual and wealth customers as follows:

1. Home for Cash

The Bank offers services for individual customers, including employees, business owners, and freelancers with a property and in need to increase their financial liquidity. Customers can consolidate several debts into one amount to help make payment in one place by using their title deed of land and house or condominium title deed as collateral. The Bank offers loans of up to 10 million baht with a minimum of 5.45% interest rate with 30-year-tenor.

2. Refinance Plus

Refinance Plus is a solution for individual customers who are in the process of paying home loans with other financial institutions and want to increase their loan amount in order to pay off credit card debt, personal loans, cash advance, or other loans, including daily expenditures. The Bank offers loans of up to 10 million baht with special interest rates to maximise convenience for repayment.

3. Gold for Cash

For emergency cash, individual customers can apply for loans by using gold bullions or jewelry with over 93.5% purity as collateral and a maximum loan amount of 95% of the collateral value. Thai Credit offers low interest rates with repayment period of up to 60 months which is varied by the loan-to-value ratio.

4. Personal Revolving Loan

The Bank offers personal revolving loan products with a limit of up to 2 million baht or no more than 5 times the average monthly income of full-time employees, state enterprise employees, and government officials without the need for collateral or a guarantor. The product meets every need, whether it be ready-to-use revolving loan or refinancing credit card debt or personal loans.

In addition, loan applicants can choose monthly repayments as they desire whether it be full repayment or minimum repayment starting at 500 baht or 3% of the total amount, whichever is higher, for effective financial planning.

5. Deposit Products

The Bank recognises the importance of promoting savings discipline among Thai citizens, the foundation for the country's economic growth for long-term stability, with dedication in creating financial knowledge and understanding to the general public and develop various savings products including current accounts (CA), savings account (SA), and deposit accounts, which include fixed deposit accounts and tax-free fixed deposit accounts.

- Current Account Savings Account (CASA)

Individual and corporate customers in every financial service group can access basic savings financial services and on-demand spending through deposit accounts that offer flexibility in deposits and withdrawals including:

- **Current Plus Account** This account provides an option for customers and corporates who want to confidently and quickly withdraw cash by cheque in order to increase their financial liquidity. Transactions can be easily traced through bank statements and interest is earned monthly with the calculation of account balance at the end of each day.
- **Savings Account** This account has high flexibility as customers are allowed to make unlimited daily deposits and withdrawals. Service is available through Thai Credit counters, Thai Credit ATMs, and ATMs of other commercial banks nationwide. Additionally, loan and utility payments can be automatically deducted from the deposit account. Interest is calculated daily and paid semi-annually, on the 25th of June and December.

- **Savings Plus Account** This account offers monthly interest payment and high interest rates comparable to the fixed deposit account. The Savings Plus account is highly flexible as customers are allowed to make unlimited daily withdrawals conveniently through Thai Credit ATMs nationwide. Withdrawal fees are in accordance with the Bank's announcement.

- **Biz Plus Account** This savings account for corporate customers and non-profit entities offers high interest rates comparable to fixed deposit accounts as well as monthly interest. The Biz Plus Account helps businesses manage their finances conveniently with unlimited amount of cash withdrawals through the Bank's branches. Withdrawal fees are in accordance with the Bank's announcement.

- **Fixed Deposit Accounts**

Fixed deposit accounts offer high interest rates and definite withdrawal restrictions for customers to receive higher return rates while cultivating savings discipline and financial planning in accordance to their long-term goal. These include:

- **Fixed Deposit Account** This product specifies deposit period and restricts withdrawal before maturity but offers higher interest rate after maturity than savings accounts. Customers can select different deposit period options ranging from 3–36 months. Customers are provided a passbook and are required a minimum deposit of 1,000 baht. Customers will receive no interest payment if withdrawal is within the first three months, however, customers who decide to withdraw after the first three months will receive a saving interest rate specified by the Bank.

- **Tanjai Fixed Deposit Account** This 12–month fixed deposit account offers high interest rates and immediately provides customers interest payment when customers make the initial deposit with cash of at least 100,000 baht up to 1,500,000 baht. Customers will receive a saving interest rate specified by the Bank when making premature withdrawals.

- **Tax-free Fixed Deposit Account** This product assists customers in building saving disciplines, offering various monthly deposit and deposit period options. This product offers a fixed interest rate for both the 24-month or 36-month periods. The interest is tax-free in alignment with the Revenue Department's regulations and requires a deposit between 1,000 and 600,000 baht per account (including all accounts with all other commercial banks). Customers can conveniently make deposits via deposit cards at Thailand Post offices with no service fee.

6. Mutual Fund

Thai Credit obtained the securities business licence (licence no.: lor-ngor-0022-01) from the Ministry of Finance. The Bank was permitted by the Office of Securities and Exchange Commission (OSEC) to perform as a broker for mutual funds in June 2010.

Thai Credit offers fully integrated financial and investment services that meet customer demands such as Equity Fund, General Fixed Income Fund, Money Market Fund, Balanced Fund, Long Term Equity Fund (LTF), Retirement Mutual Fund (RMF), and Foreign Investment Fund (FIF).

Simultaneously, the Bank is committed to offering alternative investment plans in the form of investment units or mutual funds with fair-dealing policies and procedures. The products allow customers to invest for higher returns, benefit from tax incentives, and plan for retirement savings via efficient investment portfolio management and risk diversification.

Furthermore, Thai Credit emphasises suitability tests where customers can assess and choose their acceptable risk levels and desired returns in order for investment advisors to present suitable mutual funds primarily aligned with customers' investment goals.

Thai Credit acts as a 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

7. Bancassurance for Retail and Wealth Customers

The Bank recognises the importance of enhancing Thailand's economic stability and social security through life insurance, a source funds that drive sustainable growth for Thailand. The Bank offers a selection of insurance plans that meet the demands of diverse individual customers, in terms of coverage and duration to increase confidence in life, while dismissing concerns of unforeseen events that may jeopardise businesses or put their family in debt.

The Bank offers individual and wealth customers to choose insurance products in accordance with their needs as follows:

- **Savings Life Insurance** Savings Life Insurance allows customers to make financial plans to suit their needs and ensure stable income as a source of an inheritance to their descendants through savings return and coverage. In addition to the maximum tax deduction of 100,000 baht, the customer can choose to pay insurance premiums for 5 years and receive 12 years of coverage.

- **Pension Life Insurance** Pension Life Insurance helps customers plan their finances after retirement, offering customers pensions at 60–85 years old. Premiums can be used for a maximum tax deduction of 200,000 baht, paying premiums for only 10 years and receiving coverage up to 85 years old.

- **Health Insurance** Health Insurance helps customers dismiss concerns regarding hospitalisation costs in the event of injury, general illnesses, or serious illnesses with a fixed amount of coverage up to 5 million baht. Premiums can be used for a maximum tax deduction of 25,000 baht.

- **Mortgage Reducing Term Assurance (MRTA)** Customers who apply for mortgage loans can purchase the Mortgage Reducing Term Assurance, which covers the case of death and total permanent disability in order to protect their families from any negative impact from unexpected events.

Important Events in 2021



1 • January 11, 2021

Mr. Roy Agustinus Gunara, Managing Director, and Mr. Natus Kittawaranon, Assistant Managing Director for Micro SME Business Group, announced an increase in SME Loans Dare to Give up to 30 million baht with 0% interest for three months to reiterate the Bank's support for micro SMEs to overcome the latest COVID-19 outbreak.

2 • January 18, 2021

Mr. Roy Agustinus Gunara, Managing Director, and Mr. Kamolphu Phuredithsakul, Assistant Managing Director of Micro Finance Business and Lending Branch Management Group, together with Dr. Jatuwit Khieochaum, Dean of the Faculty of Accounting, University of the Thai Chamber of Commerce and Assistant, and Professor Linda Patanawittayakul, Project Manager, signed an academic memorandum of understanding (MOU) in the "Tang To Know-how" project to enhance the quality and standards of small and micro business customers at Thai Credit Retail Bank Headquarters.

3 • January 26, 2021

4 • January 27, 2021

The Bank introduced additional measures to aid personal loan, home loan, and Home for Cash customers by extending repayment period and reducing transaction fees to alleviate the burden from the latest COVID-19 outbreak.

5 • March 30, 2021

Mr. Roy Agustinus Gunara, Managing Director; Mr. Kamolphu Phuredithsakul, Assistant Managing Director of Micro Finance Business and Lending Branch Management Group; and Mr. Somsak Sappagosolkul, Deputy Director of the Royal Forestry Department, jointly announced the "Million Trees with Thai Credit Retail Bank" project to distribute 1 million seedlings as part of promoting green areas at Thai Credit Retail Bank Headquarters.

6 • April 7, 2021

Miss Krisana Aramkulchai, Director; Mr. Roy Agustinus Gunara, Managing Director; and Mr. Kamolphu Phuredithsakul, Assistant Managing Director of Micro Finance Business and Lending Branch Management Group, represented the Bank in receiving the certification for the "Tang To Know-how" financial literacy course from Dr. Jatuwit Khieochaum, Dean of the Faculty of Accounting, University of the Thai Chamber of Commerce and Assistant, at Pongsakorn Boutique Resort. The certificate reiterates confidence in the quality and standards of the financial literacy curriculum.

11



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7 • April 9, 2021

Mr. Kamolphu Phuredithsakul, Assistant Managing Director of Micro Finance Business and Lending Branch Management Group, and Mr. Jaroonsak Singhadet, Deputy Governor of Pathum Thani Province, presided over “Thai Credit Charity,” which the Bank joined hands with our partners to promote career building, stimulate local spending, and organise the “Tang To Know-how” financial literacy training at Maruay Market, Hatairat 54, Pathum Thani Province.

8 • May 17, 2021

Mr. Natus Kittawaranon, Assistant Managing Director for Micro SME Business Group, launched “Dare to Give to Fighters” to help micro SME businesses overcome the latest COVID-19 outbreak through “SME Loans Dare to Give” and the issuance of soft loans in accordance to the policies of the Bank of Thailand.

9 • May 18, 2021

Mr. Roy Agustinus Gunara, Managing Director, and Mr. Christopher Chan, Assistant Managing Director of Information Technology, were invited as speakers at the AWS Summit Online ASEAN on the occasion that Thai Credit Retail Bank Public Company Limited was chosen for ASEAN Best Practice by Amazon Web Services (AWS) by virtue of the Bank’s digitisation process.

10 • June 1, 2021

Mr. Roy Agustinus Gunara, Managing Director, and Mr. Kamolphu Phuredithsakul, Assistant Managing Director of Micro Finance Business and Lending Branch Management Group, presided over the launch of “Micro Plus,” loans to small and retail business customers, who are commercially registered or own a personal business registration for at least 2 years, for working capital, increasing financial liquidity, or expanding businesses with a maximum loan amount of 500,000 baht with no collateral required.

11 • June 7, 2021

Mr. Winyou Chaiyawan, Chief Executive Officer, donated 150,000 baht to the National Institute of Emergency Medicine (NIEM) to fund the supply of personal protective equipment (PPE) to medical personnel during the COVID-19 pandemic.

12 • July 17, 2021

The Bank issued a 2-month debt moratorium in accordance with the Bank of Thailand’s policies to aid micro SMEs, nano finance, micro finance, personal loan, and housing-related loan customers who were forced to shut down their businesses in compliance with communicable disease control measures.

13



13 • July 22, 2021

Mr. Natus Kittawaranon, Assistant Managing Director for Micro SME Business Group, announced operation results of the micro SME business group in the first half of 2021, which the Bank had approved loans totalling over 20 billion baht to more than 2,500 small and micro business customers. The Bank is ready to assist new and current customers in accordance to the Bank of Thailand's measures.

16



15



14 • August 2, 2021

Thai Credit Retail Bank Public Company Limited, led by Mr. Winyou Chaiyawan, Chief Executive Officer, donated 200,000 baht in the "Food for Fighters" project to provide food and survival kits to individuals who have suffered from the COVID-19 pandemic as well as COVID-19 patients. The project also provided tents for screening infected patients or individuals in quarantine.

17



15 • August 16, 2021

Thai Credit Retail Bank Public Company Limited, led by Mr. Winyou Chaiyawan, Chief Executive Officer, donated 1,000 sets of essential medicines and medical supplies, totalling 1,000,000 baht through the "Food for Fighters" project to help COVID-19 patients who are under self-isolation and do not have access to medical treatment from hospitals or field hospitals.

16 • August 24, 2021

The Bank donated 2,000 survival kits, which contained food, Fah Talai Jone pills, and necessary medicine kits adequate for two weeks, worth more than 5.2 million baht to nano and micro finance customers and their family members who were infected with COVID-19 across the country under the "Thai Credit COVID-19 Care" programme. The survival kits reinforced the Bank's commitment in standing alongside our customers during challenging times.

17 • September 9, 2021

Thai Credit organised "9.9 Super Surprise Express Loan," offering a minimum interest of 9.99% per annum for a maximum of 120 days, a credit limit of 2 million baht for emergency use, or refinance old debts for more comfortable installments and lower interest burden to full-time employees with a salary of 30,000 baht or more.

18 • November 11, 2021

Mr. Kamolphu Phuredithsakul, Assistant Managing Director of Micro Finance Business and Lending Branch Management Group, and Mr. Songpol Wichaikhatka, Director of the Bureau of Capital Development and Community Finance Organisation, presided over the launch of a training to develop public speaking skills and promote financial literacy under the "Tang To Know-how" programme for personnel from the Office of Capital Development and Community Finance Organisations under the supervision of the Community Development Department, Ministry of Interior.

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18



19



19 • December 13, 2021

Mr. Roy Agustinus Gunara, Managing Director, presided over the donation ceremony of 20 computers and equipment to the Border Patrol Police Headquarters, which will be donated to border patrol police schools with shortages in teaching materials. Police Major General Pairote Khunmuen, Commander-in-Chief of Border Patrol Police Headquarters, received the equipment at Thai Credit Retail Bank Headquarters.

20 • December 22, 2021

Mr. Roy Agustinus Gunara, Managing Director; Mr. Natus Kittawaranon, Assistant Managing Director for Micro SME Business Group; and Mrs. Wasukan Wisansawat, Acting General Manager at Thai Credit Guarantee Corporation (TCG), announced the cooperation to aid vulnerable micro SME business customers through the “Assistance Programme for Existing Customers” to add financial liquidity through the Royal Decree Loan Rehabilitation Act Phase 2 at Thai Credit Retail Bank Headquarters.

21 • December 23, 2021

Mr. Kamolphu Phuredithsakul, Assistant Managing Director of Micro Finance Business and Lending Branch Management Group; Mr. Natus Kittawaranon, Assistant Managing Director for Micro SME Business Group; and the staff of the 21st Money Expo 2021 presided over the official booth opening ceremony. The expo was on December 23–26, 2021 at Booth H4, Hall 9–12, Impact Muang Thong Thani.

Brand DNA

Genetics of Success

The cooperation of the Bank's personnel who are determined to provide positive financial experience and dedicated to help Thai citizens overcome the crisis in the presence of uncertainty and challenges throughout the past year has driven strong growth under the philosophy of "Everyone Matters."

The key to success lies in the Bank's efforts to integrate corporate culture, which adheres to our brand philosophy to meet customer demands and improve the quality of life of all Thais, to achieve their respective goals with the belief that building genuine strength and sustainability must arise from within the organisation.

The Bank always aims to create corporate brand culture by pursuing, cultivating, and enhancing skills and values for every personnel in all departments with the goal to create a universal working method. The Bank also recognises the importance of promoting knowledge, capabilities, competence, and inspiration in the development, management, invention, and presentation of products that meet customer needs as well as superlative and transparent financial services.

Furthermore, the Bank recognises the importance of our personnel, who communicate our brand image directly to customers through positive attitude when delivering quality products and services and dedication to associate our brand with corporate culture. Thai Credit aims to integrate our DNA into every personnel and promote organisational integration for the purpose of robust competitiveness and strong organisational development to become a bank with genuine financial expertise for small and micro business customers.

The brand DNA that every personnel adheres to consist of:

ALWAYS IMPROVING

"We always look for better ideas and ways to improve our bank. We constantly learn and seek better solutions to improve internal processes in order to deliver the best customer experience through our Products and Services at all Touch Points."

ONE DIRECTION

"We break silos and work cross-functionally as one team with one goal. We help each other work end-to-end to deliver customer value together under one bank's direction."

CUSTOMER PASSION

"We are passionate to constantly learn about our customers. We anticipate their needs and provide financial services with value proposition that suit them. We help fulfill their dreams. Their happiness and success are our pride."

NEVER MISLEAD

"We are honest and trustworthy. We work with integrity both to our customers and fellow employees. We openly disclose the accurate information with transparency. We value the virtue and deny all kinds of fraud."

Corporate Social Responsibility (CSR)

Thai Credit Retail Bank Public Company Limited recognises the importance of sustainable banking, operating under the dimensions of ESG: environment, social and employee, and governance to generate long-term growth for the business and society, which is defined as the Bank's objective with important details as follows:

1. Commitment to responsible lending
2. Stakeholder Engagement
3. Internal Implementation Mechanisms
4. Transparency

ENVIRONMENT



The Bank operates with environmental awareness in various aspects, generating environmental awareness among the Bank's personnel, society, communities, and customers as well as responsible lending under the risk policy and loan approval process for businesses that take into account the environmental impact and do not adversely affect the community in order to increase business opportunities through new products and customer groups.

SOCIAL AND EMPLOYEE



The Bank adheres its mission and operating policies for every stakeholder including shareholders, employees, customers, business partners, society, and the environment, through responsible lending and opportunities for Thai citizens to access a stable, secure, and equitable financial system as well as enhance knowledge in financial management for customers and the general public to implement to create sustainable business growth.

Simultaneously, the Bank cares for its employees by defining employment policies, compensation management including appropriate and fair benefits while providing good working environment and occupational health and safety under labour protection laws and international guidelines. The Bank also conducts continuous training to improve the quality of human resources and internal and external communication for thorough awareness.

GOVERNANCE



The Bank operates under good ethics, code of conduct, and corporate governance as a supporting mechanism of operations and an effective method of internal control to keep up with risks throughout past operations. The Bank promotes corporate culture that takes risk, equity, and transparency into consideration as well as generating long-term value for stakeholders of the Bank and support sustainable growth for the Thai economy and society.

Thai Credit adheres to six of the 17 United Nations' Sustainable Development Goals (SDGs) as follows:



Sustainable Development Goal 1:
End poverty in all its forms everywhere.



Sustainable Development Goal 4:
Ensure inclusive and equitable quality education and promote lifelong learning for all.



Sustainable Development Goal 8:
Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.



Sustainable Development Goal 9:
Build resilient infrastructure, promote inclusive and sustainable industrialisation, and foster innovation.



Sustainable Development Goal 10:
Reduce inequality within and among countries.



Sustainable Development Goal 13:
Take urgent action to combat climate change and its impacts.

Corporate Social Responsibility

Thai Credit organised activities inside and outside the organisation under the commitment to support the United Nations Sustainable Development Goals and generate long-term business growth. The Bank organised projects to show responsibility towards the environment, society, employees, and good governance on an ongoing basis under sustainable banking as follows:

“Tang To Know-how” Project

The Bank recognises the importance of providing financial literacy training to small and micro business customers, particularly market vendors who are the foundation of Thailand’s economic development and the Bank’s main customers. Thai Credit launched the “Smart Micro Customer” in 2017 under the vision of improving business quality and quality of life for microfinance customers and their families as well as to support the United Nations Sustainable Development Goals for equal and inclusive education.

Simultaneously, the Bank is determined to support and enhance the capabilities of business operators by promoting lifelong learning, particularly in debt management, savings discipline, and preparation in the era of cashless society which includes correct knowledge and development of entrepreneurial skills suitable for the business surrounding and livelihood of small and micro business customers. The results of the training programme have reduced household debt problems and maintain bad debt level to create sustainability for small and micro business customers and economic stability for the country.



In 2021, the Bank raised the quality and standards of training courses to ensure maximum efficiency by coordinating with the Faculty of Accounting, University of the Thai Chamber of Commerce, an education institution with expertise and in-depth knowledge on entrepreneurial development, to jointly develop and certify training course standards to pass on knowledge on business and finance to small and micro business customers under the “Tang To Know-how” financial literacy project.

The content in “Tang To Know-how” focuses on marketing and basic business management, digital bank, creation of distribution channels and sales stimulation, basic financial management, accounting for income and expenses, preparations for a loan, and efficient capital and profit management, as well as basic financial knowledge, which is an important tool for small and micro business customers, particularly market vendors, for practical implementation to endure various crises.

In addition, participants will recognise their own potential and see their business opportunities as well as gain knowledge that can be applied to increase business potential, solve problems, and build sustainable business growth. The benefits extend to small entrepreneurs, who look to grow their businesses into micro SMEs in the future, and salaried employees, who are eager to learn about personal finance management, to create stability and wealth which includes retirement preparations. Participants will also receive a certificate upon completion.





Cooperation with the Community Development Department

Thai Credit Retail Bank Public Company Limited partnered with the Community Development Department, Ministry of Interior to participate in projects to promote learning about financial management, promote savings, raise awareness about savings discipline, debt management, and promote career building to increase income with the aim of providing people with knowledge and financial discipline, which are key to business growth and sustainable quality of life.

The Bank participated in important activities as follows:

- Discuss and run a booth at “The 47th Anniversary of the Saving Group for Production Credit to Enhance Quality of Life and Ensure Economic Stability,” Community Development Department, Ministry of Interior
- Organised financial literacy training with the Women’s Role Development Fund, Kamphaeng Phet Province
- Organised online financial literacy training for community fund management center personnel from 18 provinces under the Bureau of Capital Development and Community Finance Organisation, Community Development Department, Ministry of Interior
- Organised online financial literacy training to district community development officers, Master Community Fund Management Center board members, and Community Development Officers (Central) from 49 provinces in a workshop to enhance the capability of the center in terms of debt management through “Good Conscience and Planning for Debt Management”
- Partnered with the Community Development Department to organise the “Train the Trainer” financial literacy training course to enhance financial literacy and professional speaking skills to personnel from the Capital Development Office and the Community Finance Organisation, Community Development Department, Ministry of Interior in preparation for effective communication of financial knowledge to the community
- Organised a workshop on financial management and “Train the Trainer” courses to increase the capability of Saving Group for Production Credit school board members in the region in accordance with the Community Development Department’s strategic plan to empower community leaders to be financial literacy drivers



Other Projects Supported by the Bank

1. “Modern Thais Pay Attention to Financial Discipline” Project

As a member of the Thai Bankers’ Association, the Bank sends volunteer employees to participate in hosting financial literacy training as “The Trainer” through virtual training to university students under “Modern Thais Pay Attention to Financial Discipline” as part of the Thai Bankers’ Association’s five-year framework. The project provides personal financial management knowledge.

2. “reBOX Post Office” Project

Thai Credit joined the environmental conservation campaign and donated unused paper boxes and envelopes to the Thai Post Company, which is used as raw material for medical mask production and packed into a “merit box” to be delivered to hospitals across the country.

3. Computer Donations for Border Patrol Police School

Thai Credit promotes education through the donation of 20 computers and equipment to the Border Patrol Police Headquarters to deliver to border patrol police schools that are in shortage of teaching materials.

MILESTONES

From Smart Micro Customer to “Tang To Know-how” Project



2017

The project hosts basic financial literacy training programmes to cultivate financial discipline, basic accounting, and savings. The Bank held a total of six training sessions in six provinces

with a total of
443
participants
all the year

2018

The Bank continued the Smart Micro Customer project with the addition of electronic financial transaction literacy such as accepting payments via QR Code and how to use PromptPay. In the project’s second year, the Bank held 12 training sessions in 11 provinces

with a total of
1,432
participants
all the year

2019

Training sessions were held at the Bank’s lending branches for nationwide access with the addition of e-commerce. The Bank held 350 training sessions in 73 provinces nationwide

with a total of
7,487
participants
all the year

2020

The Bank focused on in-depth details regarding cashless society and commerce in the disruption era such as online payment channels via the Micro Pay e-Wallet application. Thai Credit hosted a total of 1,068 training sessions in 73 provinces nationwide

with a total of
31,010
participants
all the year

2021

The Bank, in joint development with the Faculty of Accounting, University of the Thai Chamber of Commerce and trusted by the Community Development Department, transformed the “Smart Micro Customers” project into Tang To Know-how,” organising training for 25,482 Thai citizens and enterprise employees throughout 2021. Tang To Know-how registered a total of 65,854 participants.

with a total of
25,482
participants
all the year

Management Discussion and Analysis

Thailand Economy in 2021 and the Outlook for 2022

The Thai economy is projected to increase by 1.2% in 2021, a gradual improvement from a 6.1% decrease in 2020 but slower than expectation and inconsistent recovery due to the latest COVID-19 outbreak, which escalated in magnitude since April 2021. Therefore, strict confinement measures have been implemented in several areas and restricted economic activities. Domestic consumption has been constrained from recovering as the pandemic is more prolonged and intensified. Tourism, a key contributor to Thailand's GDP, has shown deeper shrinkage. In contrast, export of goods has registered double-digit growth, outperforming pre-COVID-19 levels as a result of growing global demand. Headline inflation is expected to be close to the lower bound of the target, reflecting a decline in general demand. Nevertheless, support from government spending, public investment, and significant vaccination progress have also helped Thai economy to gradually recover.

The Thai economic outlook in 2022 is projected to grow in the range of 3.5%–4.5%, likely to recover continuously from the low growth base in 2021 with significant support from an improvement in domestic demand due to the easing of the epidemic situation and the wider distribution of vaccines, along with the recovery trend of the tourism sector from easing international border restrictions to reopen for foreign visitors. However, there are still limitations and risk factors due to uncertainty from the COVID-19 pandemic, which may impact the economic recovery in 2022 to grow less than expected.

Overall, Thai banking system in 2021 has shown continuing signs of recovery following the decline in provisions in line with improving pandemic situation in Thailand. Overall the Bank loans and deposits in 2021 are expected to continuously expand while loan quality is projected to deteriorate slightly. Commercial banks continue to operate their businesses with caution, preparing for the uncertainty from COVID-19 outbreaks. The stability of commercial banks was reflected through high levels of capital, reserves, and liquidity, which further support economic recovery.

Source: Office of the National Economic and Social Development Council, November 15, 2021

Thailand Economic Outlook 2021–2022^{1/}

	Actual Data		Projection		
	2019	2020	2021		2022
			As of Aug 16, 2021	As of Nov 15, 2021	As of Nov 15, 2021
GDP (at current prices: billion baht)	16,898.1	15,698.3	16,169.2	16,200.6	17,026.9
GDP Per Capita (baht per year)	243,787.1	225,845.7	232,024.0	232,474.5	243,761.4
GDP (at current prices: billion USD)	544.1	501.6	508.5	507.9	523.9
GDP Per Capita (USD per year)	7,850.4	7,216.6	7,296.4	7,287.6	7,500.4
GDP Growth (CVM, %)	2.3	-6.1	0.7-1.2	1.2	3.5-4.5
Investment (CVM, %) ^{2/}	2.0	-4.8	5.4	4.4	4.3
Private (CVM, %)	2.7	-8.4	4.7	4.3	4.2
Public (CVM, %)	0.1	5.7	8.7	4.8	4.6
Private Consumption (CVM, %)	4.0	-1.0	1.1	1.2	4.3
Government Consumption (CVM, %)	1.7	0.9	4.3	2.3	0.3
Export Volume of Goods & Services (%)	-3.0	-19.4	9.6	10.0	9.0
Export Value of Goods (billion USD)	242.7	227.0	263.7	265.2	278.1
Growth Rate (%) ^{3/}	-3.3	-6.5	16.3	16.8	4.9
Growth Rate (volume, %) ^{3/}	-3.7	-5.8	13.3	13.3	4.4
Import Volume of Goods & Services (%)	-5.2	-13.3	15.8	17.4	4.3
Import Value of Goods (billion USD)	216.0	186.1	224.5	229.3	242.4
Growth Rate (%) ^{3/}	-5.6	-13.8	20.1	23.2	5.7
Growth Rate (volume, %) ^{3/}	-5.8	-10.5	15.6	18.2	4.7
Trade Balance (billion USD)	26.7	40.9	39.2	35.9	35.7
Current Account Balance (billion USD)	38.0	20.3	-10.3	-12.7	5.4
Current Account to GDP (%)	7.0	4.0	-2.0	-2.5	1.0
Inflation (%)					
CPI	0.7	-0.8	1.0-1.5	1.2	0.9-1.9
GDP Deflator	0.9	-1.1	1.8-2.3	2.0	0.6-1.6

Source: Office of the National Economic and Social Development Council as of November 15, 2021

Remarks: ^{1/} Data were calculated based on new National Accounts Office's series, published on www.nesdc.go.th.

^{2/} Investment means Gross Fixed Capital Formation.

^{3/} Export and import are based on the Bank of Thailand's data, which is in compliance with the Balance of Payment recording system.

Analysis of Performance and Financial Status

Financial Status and Performance in 2021

The Thai economy has been continuously affected from the COVID-19 pandemic in 2021 as severe outbreaks forced the government to impose strict control measures, resulting in a decline in domestic economic activity, particularly in the service industry and private consumption. However, the Thai economy began recovery in the last quarter of the year from accelerated vaccine distribution, eased pandemic control measures, and remedial measures from the government. The Bank closely monitors the situation and continues to take proactive customer support measures to mitigate the impact of the prolonged COVID-19 pandemic in order for stable and sustainable recovery for customers.

In 2021, the Bank reported 1,935 million baht consolidated profit, increased by 562 million baht or 40.9% from 2020 driven by loan growth and efficient cost management. The Bank recorded outstanding loans of 98,183 million baht in 2021, an increase of 42.5% from 2020.

Statements of Profit or Loss	Consolidated Financial Statement		
	2021	2020	Change %
Unit: Million Baht			
Interest Income	9,861	7,481	31.8%
Interest Expenses	1,307	1,110	17.7%
Net Interest Income	8,554	6,371	34.3%
Non-Interest Income	188	211	-10.9%
Total Operating Income	8,742	6,582	32.8%
Total Other Operating Expenses	3,698	3,287	12.5%
Expected Credit Loss	2,611	1,730	50.9%
Profit from Operations Before Income Tax	2,433	1,565	55.5%
Income Tax	498	192	159.4%
Profit for The Year	1,935	1,373	40.9%

Net Interest Income

Net Interest Income	Consolidated Financial Statement		
	2021	2020	Change %
Unit: Million Baht			
Interest Income	9,861	7,481	31.8%
- Loans to Customers	9,807	7,422	32.1%
- Interbank and Money Market Items	39	36	8.3%
- Investments in Debt Securities	15	23	-34.8%
Interest Expenses	1,307	1,110	17.7%
- Deposits	1,063	964	10.3%
- Contribution to Deposit Protection Agency and BoT	191	139	37.4%
- Others	53	7	657.1%
Net Interest Income	8,554	6,371	34.3%

In 2021, the Bank's net interest income was 8,554 million baht, an increase of 34.3% from 6,371 million baht in 2020 driven by loan growth of 42.5% from the previous year.

Other Operating Expenses

Other Operating Expenses	Consolidated Financial Statement		
	2021	2020	Change %
Unit: Million Baht			
Employee Expenses	2,592	2,273	14.0%
Directors' Remuneration	15	11	36.4%
Premises and Equipment Expenses	520	493	5.5%
Taxes and Duties	304	218	39.4%
Others	267	292	-8.6%
Total Other Operating Expenses	3,698	3,287	12.5%
Cost to Income Ratio (%)	42.3%	49.9%	

The Bank's other operating expenses was 3,698 million baht in 2021, an increase of 12.5% from 3,287 million baht in 2020. An increase was mainly due to the increase of employees' expense by 14.0%. The Bank's cost-to-income ratio was 42.3%, decreased from 49.9% of last year, thanks to efficient cost management.

Expected Credit Loss

Expected Credit Loss	Consolidated Financial Statement		
	2021	2020	Change %
Unit: Million Baht			
Expected Credit Loss	2,611	1,730	50.9%
Total	2,611	1,730	50.9%

The Bank had expected credit loss of 2,611 million baht in 2021, an increase of 881 million baht or 50.9% in accordance with prudent risk management policy. Coverage ratio for 2021 was 199.8%, compared to 188.8% at the end of 2020. The Bank continues to closely assess the situation for economic uncertainty during the COVID-19 pandemic.

Statements of Financial Position	Consolidated Financial Statement		
	December 31, 2021	December 31, 2020	Change %
Unit: Million Baht			
Cash, Interbank, and Money Market Items, Net	11,413	8,042	41.9%
Investments, Net	5,696	3,463	64.5%
Loan to Customers and Accrued Interest Receivables, Net	95,513	66,823	42.9%
Properties for Sale, Net	342	157	117.8%
Premises and Equipment, Net	1,221	1,126	8.4%
Deferred Tax Assets	336	260	29.2%
Other Assets, Net	812	707	14.9%
Total Assets	115,333	80,578	43.1%
Deposits	88,515	64,510	37.2%
Interbank and Money Market Items	12,738	5,676	124.4%
Debt Issued and Borrowings	870	-	n/a
Other Liabilities	2,747	2,152	27.6%
Total Liabilities	104,870	72,338	45.0%
Issued and Paid-Up Share Capital	5,000	5,000	0.0%
Others	325	38	755.3%
Retained Earnings	5,138	3,202	60.5%
Total Equity	10,463	8,240	27.0%
Total Liabilities and Equity	115,333	80,578	43.1%

As of December 31, 2021, the Bank's total assets reached 115,333 million baht, an increase of 34,755 million baht or 43.1% from the previous year driven by business growth. Details are as follows.

Loans to Customers

As of December 31, 2021, the Bank's loan was 95,513 million baht, an increase of 28,690 million baht or 42.9% from 66,823 million baht at the end of December 2020 with Micro SME, Micro Finance, and Home for Cash being the key contributors to the notable growth.

Liabilities and Equity

As of December 31, 2021, the Bank had total liabilities of 104,870 million baht, an increase of 32,532 million baht or 45.0% from 72,338 million baht in 2020, mainly from an increase in deposits and interbank and money market items of 24,005 million baht and 7,062 million baht, respectively.

As of December 31, 2021, the Bank's total equity was 10,463 million baht, an increase from 8,240 million baht in 2020 by 2,223 million baht or equivalent to an increase of 27.0%, resulting mainly from net profit of the year 2021.

The Bank's book value per share at the end of 2021 was 20.93 baht (500 million ordinary shares as of December 31, 2021), increased from 16.48 baht at the end of 2020.

Deposits

As of December 31, 2021, the Bank had deposits of 88,515 million baht, an increase of 37.2% from 2020.

Capital Adequacy Ratio

The Bank's capital adequacy ratio as of December 31, 2021 was at 13.32%, comprising of 12.27% Tier 1 capital and 1.05% Tier 2 capital.

NPLs

The Bank's NPLs was 2.86% of the total loans as of December 2021, compared with 2.73% at the end of 2020. Coverage ratio for 2021 was 199.8%, compared with 188.8% at the end of 2020.

Risk Management and Risk Factors

1) Overview of Risk Management

The COVID-19 epidemic and lockdown measures continued to severely affect the Thai economy in the past year, particular in the third quarter of 2021, resulting in a decline in seasonally-adjusted private consumption indicators from the previous quarter, in line with weaker purchasing power despite the government's measures to support purchasing power and exports, which was also in decline due to worsened outbreaks abroad. As a result, demands for trading partner, private investment indicators, and industrial production declined in tandem with demand as some manufacturers were affected by supply disruption.

The Bank of Thailand evaluated that the Thai economy has entered a recovery period after bottoming out in the third quarter of 2021 due to the relaxation of pandemic control measures and reopening of the country as well as accelerated distribution of vaccines, which reduced economic risks. The Bank of Thailand expects GDP growth of 0.7% and 3.9% in 2021, and 2022, respectively.

However, the country's recovery outlook remains vulnerable and uncertain by monitoring the progress of pandemic outbreaks after reopening the country and the continuation of government support as well as the transmission of higher costs from world energy prices, which will affect economic recovery going forward. Financial liquidity remains high but credit risks still hinder credit distributions, particular for SMEs and the household sector, where loan rehabilitation programmes can alleviate fragments of the problem.

Therefore, the Bank has been more cautious in approving new loans and issued measures to assist every customer by allowing a moratorium on principal and interest payment as well as an extension for payment in order to reduce future non-performing loans (NPLs). The Bank closely follow up customers and, despite the end of remedial measures from the Bank of Thailand, the Bank has offered a helping hand to each individual customer who are affected by the pandemic, such as businesses in the tourism sector.

Furthermore, the Bank launched "SME Loans Dare to Give," a loan designed for Micro SME customers to recover and grow their businesses, which is in line with the Bank's mission and vision to be the best retail bank in Thailand from the development of loan products for small and micro customers.

The Bank simultaneously emphasises on the development of the support structure or second line of defense, particularly the structure of credit quality control to be on par with international standards in terms of underwriting policy, collection, and Cyber Resilience Framework, for efficient risk management.

The Bank's risk management plans remain focused on the appropriate development and enhancement of various risk management systems in every aspect as well as respond to credit quality challenges and set aside reserves in accordance with the new TFRS9 accounting standards and business plan. The Bank established managerial strategies to ensure effectiveness by designing an organisational structure within the Risk Management

Department to cover all aspects of risk through the operations of the Risk Oversight Committee and the Risk Management Committee while adhering to good corporate governance and the appropriate utilisation of risk reporting and monitoring systems and management tools and processes.

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

- 1 Risk Identification: Overall, the Bank faces eight types of risk—strategic risks including credit risks, liquidity risks, price risks, operational risks, risks related to the policies and regulations of the authorities, risks from economic uncertainty, and cyber security risks.
- 2 Risk Measurement: Methods and tools used for measuring risk must be of high quality and sufficient in quantity.
- 3 Risk Monitoring and Control: The Bank controls risks by determining proper “risk tolerance” that conforms to the Bank's operational strategies. In addition, the Bank sets “triggers” to raise an alarm when predetermined 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 the executive level.

2) Risk Management Structure

The key principle for risk management is setting accountable and effective structures for the organisation, the Board of Directors, and various committees with the purpose of driving the Bank towards continuous growth and generating long-term stable returns. The authority and responsibility of each committee is defined below:

Board of Directors

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

Risk Oversight Committee

The Risk Oversight Committee is responsible for advising the Board of Directors about the Bank's risk oversight framework as well as compile risk status reports, ensure high-level executives adhere to risk management policies and strategies, including acceptable risk levels. The panel must also revise and review the adequacy and effectiveness of the overall risk management policy and strategy as well as ensure that the Bank's risk management covers every type of risk including emerging risks.

Risk Management Committee

The panel is in charge of developing and overseeing the Bank's risk management policy and programme 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.

Furthermore, the panel monitors other subcommittees, for example, the credit committee and the 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 standards 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 for providing suggestions related to risk management policies before proceeding to seek for the Board's approval.

3) Risk Management and Key Risk Factors**Strategic Risk**

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, operations, and the well-being of the Bank's financial businesses.

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, and 4) Adjusting the strategic plan to current situations in order to keep pace with the turnover and the latest situation as well as to report risk management strategies to senior management and related committees in an effort to build confidence that 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 the 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 aims to balance loan growth with acceptable risk. Due to the impacts of global and domestic economic crisis, the Bank manages credit risks. Above all, the Bank continues 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 policy guidelines, categorising assets for guaranteeing loans, collateral liquidity, and appropriate rates for accepting collateral

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 effect on capital funds.

Liquidity Risk

Liquidity risk occurs when the Bank is unable to meet scheduled liability requirements as a result of an inability to liquidate assets 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 has already complied with the new regulatory guidelines on Liquidity Coverage Ratio (LCR) and Net Stable Funding Ratio (NSFR) to manage the liquidity risk. In addition, the Bank continues 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.

The Bank also identifies 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 developed contingency funding plans and recovery plans in order to cope with both liquidity crisis and unprecedented situations. The plan is developed to manage several liquidity crisis levels, resulting from the level of deposit withdrawal. It also provides comprehensive instruction and identifies responsible parties in case of emergency.

Market Risk

Market risk is caused by changes in exchange rates, interest rates, and 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 is exposed to market risks from trading book transactions due to relatively low fluctuations in interest rates and instrument prices as the Bank has no policy regarding trading account transactions.

In addition, the Bank's credits and deposits have appropriate maturity distributions with the majority of investments in government or state enterprise bonds in order to maintain liquidity in compliance to the law and good management.

Nevertheless, to manage market risks, the Bank 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 systems are utilised to manage market risks.

Furthermore, the Bank conducts 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 created a model to demonstrate 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 resulting 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.

The Bank implemented plans to improve operations, adopt a new system for data governance, data risk management, and personal data management in accordance with the Personal Data Protection Law by hiring an advisor with direct knowledge.

Furthermore, the Bank continues the reporting of operational risk dashboard, alongside other risk reports, which is regularly submitted to the Risk Management Committee and the Board of Directors. The Bank also established guidelines for operational risk management with the following tools:

- 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 constitute 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 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.

Operational risk management also includes risks caused by uncontrollable external factors. The Bank has drafted a Business Continuity Plan (BCP) which is implemented at its headquarters and all branches. The Bank regularly reviews and adjusts the contingency plan to be ready for the emergencies that might occur in different forms and at heightened levels.

The setup of a replacement alternate site supports the Bank's business expansion and ensures 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.

Compliance Risk

Compliance risk is the risk that results from not adhering to the law, regulations, standards, and practices applicable to the Bank's various transactions, which could result in financial damage, defamation, or subjected to government interference.

The Bank is responsible for complying with government regulations, Financial Institute Act, 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.

The Bank's Compliance Department is responsible for providing suggestions and clarifications on related regulation and laws as well as developing a compliance risk management system, which includes identifying and assessing risks and reviewing operations for compliance with rules. The Compliance Department regularly reports to the executives and the Risk Oversight Committee.

Economy Risk

Thailand's economy recovery remains fragile and uncertain, as a result, credit risks remain a challenge to credit distribution, particularly for SMEs business and the household sector.

The Bank remains focused on suitable and thorough development and enhancement of various risk management systems as well as respond to loan quality challenges and its

business plan. The Bank regularly conducts loan quality assessment for individual customers, industry groups, and loan portfolios to manage risks by identifying customers who may be affected by the economic crisis and lose their ability to repay debts, in which the Bank would issue measures to assist them to avert default.

The Bank simultaneously conducts 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.

Cyber Risk

Cyber security risk comes with technology advancement that can be utilised anywhere and anytime through various and complicated but unlimited networking methods such as mobile applications and omni-channel. When there are more channels available for access, the number of gaps and cyber threats naturally increases.

The Bank implemented the Cyber Resilience Management Framework into the system as suggested by the Bank of Thailand for such risk supervision, with details as follows:

- 1 Governance: monitor cyber risks including oversight of compliance with applicable laws and regulations to create risk awareness.
- 2 Risk Identification: monitor hardware, software, and database to assess risks at any moment even in the case of end of life or end of support as well as provide risk management guidelines, review, monitor, and report risks adequately and appropriately according to the risk level.
- 3 Protect & Detection: monitor and examine the architecture, tools, audits in programme development or change management prior to implementation of a new technology or tool as well as detect abnormal behavior and signal warnings.
- 4 Response & Recovery: Prepare, respond, and train for cyber incidents in order to effectively handle the situation.
- 5 Third Party Management: Expand the Cyber Resilience Framework to include a third party or critical systems to prevent intrusion from a concise connection.

4) Capital Maintenance

The Bank emphasises risk and capital management to maintain appropriate levels of capital in order to support business strategies and expansion as well as to comply with official regulations. The Bank regularly assesses capital adequacy under various circumstances, including normal conditions and during times of crisis, to support planning and operations for capital equities as appropriate.

The Bank's capital equity management process is consistent with the strategic plan and the business plan as well as the process for assessing, monitoring, and reporting the adequacy of capital equities regularly to the committee in order to effectively and efficiently manage capital funds.

Table 1: Capital and CRAR

Million Baht	December 31, 2021	December 31, 2020
Capital Equity Tier 1	9,745.25	7,235.91
Capital Equity Tier 2	836.91	621.95
Total Capital Equity	10,582.16	7,857.86
CRAR	13.32	13.21

According to the Basel III regulatory framework, the Bank of Thailand stipulates that Thai Credit Retail Bank must comply with Basel III Pillar 1 in order to accommodate the three types of risk-weighted assets: credit risk, market risk, and operational risks. The framework states that banks must maintain a minimum Capital to Risk Assets Ratio (CRAR) of 8.5% and a conservation buffer of 2.5%, totalling 11%. As of December 31, 2021, the Bank has a CRAR of 13.32%, turning up higher than the minimum ratio set by the Bank of Thailand.

The Bank additionally strengthens its financial status through its management overlay policy to cope with situations affecting the Thai economy, including the COVID-19 pandemic in addition to the reserve funds according to the Expected Credit Loss Model. As of December 31, 2021, holds an additional or excess reserve of 1,339.7 million baht.

Table 2: Minimum reserve and general reserve

Million Baht	December 31, 2021	December 31, 2020
Regulated Reserve	4,338.6	2,713.9
Excess Reserve	1,339.7	894.7
Total Reserve	5,678.3	3,608.6

Report of the Nomination and Remuneration Committee

The Nomination and Remuneration Committee (NRC) of the Thai Credit Retail Bank Public Company Limited, appointed by the Board of Directors and comprised of three directors: Mr. Chamnong Watanagase (Independent Director) as Chairman, Mr. Stephen Tirador Briones (Independent Director), and Mr. Gaurav Malik (Non-authorized Director), supports the operations of the Bank's Board of Directors in accordance with the Bank of Thailand, law, and related regulations.

The NRC held a total of three meetings in 2021 and performed duties and responsibilities with independence and transparency in accordance with the principles of good corporate governance. The NRC's duties and responsibilities are as follows:

Nomination

- 1) Examine and appoint new members of the Bank's Board of Directors in replacement for members who have completed their term before requesting approval from the Board of Directors prior to the approval from the Bank of Thailand.
- 2) Examine, propose, and appoint suitable candidates as members of the Board of Directors to replace vacant positions to the Board of Directors and the Bank of Thailand for approval.
- 3) Examine and appoint suitable candidates based on their qualifications, education, experience, and skill for management-level positions, assistant managing director-level positions, or other titles of equivalent level as well as evaluate appropriate remuneration in accordance with the duties assigned whilst considering the standard remuneration rates in the industry.

Remuneration

- 1) Review remuneration rates for the Board of Directors and sub-committees based on duties and responsibilities, performance, and the Bank's financial status, whilst adhering to the principles of good corporate governance, prior to proposing to the Board of Directors and shareholders for approval.
- 2) Review employee's bonus payment for 2020 (which was paid in 2021) based on corporate KPIs before requesting approval from the Board of Directors.
- 3) Determine appropriate remuneration for the Chief Executive Officer, Managing Director, and Authorized Directors in accordance with their duties and responsibilities in 2020 (which was paid in 2021) prior to requesting approval from the Board of Directors.

Others

- Examine, review, and offer recommendations for organisational restructuring in accordance with the Bank's corporate strategy
- Examine and screen the Bank's directors to serve as members of various committees of the Bank



Mr. Chamnong Watanagase

Chairman of the Nomination and Remuneration Committee

Shareholding Structure

Ordinary Shares

The Bank registered capital shares of 5,903,750,000 baht, divided into 590,375,000 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, 2021.

Subordinated Bonds

The Bank issued “Tier 1 Subordinated Bonds of Thai Credit Retail Bank Public Company Limited No. 1/2021, which the issuer has the right to redeem prior to the maturity date under the requirement of writing off bad debt (in whole or in part) when government authorities decide to provide financial assistance to the issuer or when the issuer has a Common Equity Tier 1 (CET 1 Ratio) lower than the amount specified by the issuer” of 1,150,000 units valued at 1,000 baht per unit, totalling 1.15 billion baht. The bonds are offered to less than 10 specific investors in accordance with the guidelines of the Notification of the Capital Market Supervisory Board TorJor. 16/2014 on Subordinated Bond Sales as Capital of Commercial Banks, dated June 16, 2014 (Codified Edition), as detailed in the Rights and Duties of Bond Issuers and Bond Holders.

Warrants

The Bank issued warrants of 90,375,000 units to purchase its ordinary shares.

Dividend Payment

The Bank’s dividend payment must comply with the law and 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:

“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 has 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 1 month of the resolution being passed by the Board or the shareholders. The Bank is required to issue a notice to 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 the dividend payment is due, the Bank is required to attribute at least one twentieth of net profit to reserve until the amount is at least one tenth or more of the Bank’s capital.”

Major Shareholders

Thai Credit’s top six major shareholders, as of December 31, 2021 are:

Major Shareholders	Percentage (%)
1. VNB Holding Company Limited	59.97
2. OCA Investment Holdings I Pte. Ltd.	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

Mr. Vanich Chaiyawan is the Advisor of the Board. As of December 31, 2021, the nine board members are as follows:

1. Prof. Kitipong Urapeepatanapong	Chairman
2. Mr. Teerapol Pussadet	Independent Director
3. Mr. Stephen Tirador Briones	Independent Director
4. Mr. Chamnong Watanagase	Independent Director
5. Mr. Supachai Sukhanindr	Independent Director
6. Mr. Gaurav Malik	Director
7. Miss Krisana Aramkulchai	Authorised Director
8. Mr. Winyou Chaiyawan	Authorised Director
9. Mr. Roy Agustinus Gunara Miss Pattanajit Varaphisith	Authorised Director 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 regarding corporate governance of financial institutions. 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 the general public.
3. Oversee business operations to ensure the Bank operates legally. 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 approve policies, risk governance frameworks, operational goals, work plan, and budget as proposed by the management by considering sustainable business operations.
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 as well as provide succession plans for chief executives.
12. Ensure the management reports important matters to the Board of Directors.

Specific Duties and Responsibilities

1. Ensure the management team sets policies and procedures for all types of risk management. The Board of Directors must approve policies as well as regularly review strategies and actions taken by the Bank.
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 sets 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.
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 outsider.
8. Make it mandatory for all directors to attend at least 75% of all Board meetings held each year during their period in office.
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.

2. Board Committees Appointed by the Board of Directors

2.1 The Audit Committee

This panel consists of three directors as follows:

- | | |
|--------------------------------|-----------|
| 1. Mr. Teerapol Pussadet | Chairman |
| 2. Mr. Stephen Tirador Briones | Member |
| 3. Mr. Chamnong Watanagase | 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 advice 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 and related policies and charters of the internal audit department.
7. Review the findings of audit teams and report to the Board of Directors for recommendations and suggestions on any deficiencies in operation or management to prevent damage to the Bank.
8. Consider disclosing information related to executives or any possible conflicts of interest to assure transparency.
9. Approve the appointment, transfer, or dismissal as well as review the performances and remuneration of the head of the internal audit.
10. Set the organisation chart and manpower of the audit team.
11. Prepare the Audit Committee Report for disclosure in the annual report of the Bank.
12. Submit the report to the Board of Directors to take corrective actions within the time limit set by the audit panel when auditors find suspected fraud or violation of the law in accordance with the Financial Institutions Business Act, the Securities and Exchange Act, simplified regulations of the Stock Exchange of Thailand, regulations of the Bank of Thailand, other regulations concerned with financial institutions, the stock exchange, and other related regulations. If the Bank's Board of Directors or executives do not proceed and improve the situation, the Audit Committee must disclose these actions in the annual report and report to the Board of the Bank of Thailand.
13. Perform other duties assigned by the Board of Directors and the Audit Committee such as reviewing policies on finance, risk management, compliance

with the code of ethics by executives, as well as disclosing important reports to the public according to relevant laws.

14. Perform according to the Bank's code of conduct.

2.2 The Nomination and Remuneration Committee

The Nomination and Remuneration Committee's term according to the position of Director. As of December 31, 2021, the panel consists of three directors, two Independent Directors and one non-executive, as follows:

1. Mr. Chamnong Watanagase Chairman
2. Mr. Stephen Tirador Briones Member
3. Mr. Gaurav Malik Member
Mr. Sarawooth Savejnarong 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. Provide appraisal guidelines 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 procedures as well as other forms of benefit for directors and senior executives in the Bank's annual report.

2.3 Risk Oversight Committee

This panel consists of five directors as follows:

1. Mr. Stephen Tirador Briones Chairman
2. Mr. Supachai Sukhanindr Member
3. Mr. Gaurav Malik Member
4. Mr. Winyou Chaiyawan Authorised Director
5. Mr. Roy Agustinus Gunara Authorised Director
Mrs. Suwimol Visavavigrant Secretary

Duties and Responsibilities

1. Advise the Board of Directors regarding the Bank's risk oversight framework.
2. Ensure senior executives and top management executives of the risk management department comply with risk management policies, strategies, and acceptable risk levels.
3. Ensure the strategies for capital management and liquidity management conform with the Bank's acceptable risk levels.
4. Review and inspect the adequacy and effectiveness of the policies, the overall risk management strategy, and acceptable risk level at least once a year or when there are significant changes. The Risk Committee should discuss and exchange ideas with the Audit Committee to assess whether the Bank's risk management policies and strategies cover all types of risks, including emerging risks. The Committee must implement the policies and strategies efficiently and effectively.
5. Report the risk status, efficiency of risk management, and the status of compliance with corporate culture that considers risk to the Board of Directors. The panel must also report significant factors and problems as well as strategies that need to be revised to be in line with the Bank's risk management policies and strategies.
6. Express opinions and participate in evaluating the efficiency and operational effectiveness of the chairman of the risk management team.
7. Approve and review the compliance programme's plan.
8. Determine the structure and manpower of the compliance agency.
9. Consider scrutinising the compliance work on the following matters before presenting to the Board of Directors for consideration:
 - 9.1. Compliance Policy.
 - 9.2. Compliance Unit Charter.

9.3. Assess the performance of compliance risk management.

9.4. Assign, appoint, transfer, and assess annual performance and remuneration for the Compliance Unit Charter.

9.5. Annual Compliance Report.

10. Discharge other work as assigned by the Board of Directors or the regulations set by the government.

2.4 Executive Committee

This panel consists of two authorised directors and seven executives as follows:

1. Mr. Winyou Chaiyawan	Chairman
2. Mr. Roy Agustinus Gunara	Vice Chairman
3. Mr. Kamolphu Phuredithsakul	Member
4. Mr. Natus Kittawaranon	Member
5. Mr. Kittipant Sriwannawit	Member
6. Mr. Christopher Chan	Member
7. Mr. Pichart Roongwarasopit	Member
8. Mr. Veeravet Chaiyawan	Member
9. Mrs. Suwimol Visavavigrant	Member
Mrs. Bongkot Sirivallop	Secretary

Duties and Responsibilities

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.

The three committees and subcommittees under the supervision of the Executive Committee are as follows:

2.4.1 IT Steering Committee comprises of:

1. Mr. Roy Agustinus Gunara	Chairman
2. Mr. Kittipant Sriwannawit	Member
3. Mr. Christopher Chan	Member
4. Miss Korkaew Tribamrongsuk	Member
5. Mr. Natus Kittawaranon	Member
6. Miss Chutharat Chonchol	Member
7. Miss Puckjira Vudhesethakrit	Member
8. Miss Natthita Loveera	Member
Miss Sureeluck Suthiprapa	Secretary

Duties and Responsibilities

1. Determine strategies, policies, and plans related to the IT system in accordance with the Bank's strategy and business practices.
2. Review and approve the IT Disaster Recovery Plan to support business continuity.
3. Supervise and review appropriate resources used in IT operations such as personnel, infrastructure and system improvements to support business continuity.
4. Review and approve Information Technology operation projects.
5. Supervise and monitor the progress of IT projects, control expenses to be within the budget frame, and report the progress of significant IT projects to relevant committees.
6. Supervise, monitor, and control operations to ensure risk management and security including the use of connection services or access to information from third parties in compliance with the policy, relevant laws, and regulations.
7. Supervise, monitor and control IT management issues or situations with broad impacts or affect the Bank's reputation and report to relevant committees.
8. Appoint sub-committees, working teams, or assigned individuals to undertake the supporting operation under the committee's authorisation as well as carry out information systems security management.
9. 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.

2.4.2 Procurement Committee comprises of:

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

Duties and Responsibilities

1. Undertake the procurement of goods and services 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.

2.4.3 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 | Member |
| 5. Vice President for Accounting and Taxation | Member |
| 6. Vice President for Asset Utilisation or Amortisation Unit | Member |
| 7. Vice President for General Administration | Member and Secretary |
| 8. Vice President for Auditing | Observer |

Remarks: Those appointed in the Asset Classification Provisioning Committee in accordance from 1) to 8), the designated positions at the specified level or higher are required to join the committee. If the department has many executives at the specified level of positions, the highest executive will join the committee or assign a lower-level executive to join the committee.

Duties and Responsibilities

1. Review and propose comments to support approval requests 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 amortisation transactions to the Executive Committee at the end of every month.

2.5 Risk Management Committee

The panel comprises of two authorised directors and nine executives as follows:

- | | |
|--------------------------------|---------------|
| 1. Mr. Winyou Chaiyawan | Chairman |
| 2. Mr. Roy Agustinus Gunara | Vice Chairman |
| 3. Mr. Kamolphu Phuredithsakul | Member |
| 4. Mr. Natus Kittawaranon | Member |
| 5. Mr. Kittipant Sriwannawit | Member |
| 6. Mr. Christopher Chan | Member |
| 7. Mr. Pichart Roongwarasopit | Member |
| 8. Mr. Veeravet Chaiyawan | Member |
| 9. Mrs. Suwimol Visavavigrant | Member |
| 10. Miss Achara Ruangchay | Member |
| 11. Miss Natthita Loveera | Member |
| Mrs. Bongkot Sirivallop | Secretary |

Duties and Responsibilities

1. Set framework, strategy, and direction of risk management in line with the strategy of the Bank and propose an overall risk management to the Board of Directors. 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. The strategies must be able to identify, measure, monitor, and evaluate the Bank's risks at an acceptable level.
3. Review and ensure the adequacy and efficiency of risk management and operational systems as well as its compliance with set policies. Approval must depend on risk grading, risk monitoring, risk prevention, correction, as well as the appropriate risk control measures.
4. Regulate and manage IT risk management in compliance with 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 lead to a wide impact or affect the Bank's reputation.
6. Review and approve the Business Continuity Plan and Framework.
7. Review and approve new products.
8. Review and approve new product programmes as well as revise and prolong current credit and other product programmes except savings, investment, and fundraising product programmes.
9. 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.
10. 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.
11. Appoint committees or assign an individual to collect and analyse information or undertake other actions to support risk management.

The seven committees and subcommittees under the supervision of the Risk Management Committee are as follows:

2.5.1 Loan Approval Committee 1 comprises of:

- | | |
|-------------------------------|-----------|
| 1. Miss Krisana Aramkulchai | Chairman |
| 2. Mr. Natus Kittawaranon | Member |
| 3. Mrs. Suwimol Visavavigrant | Member |
| 4. Miss Natasa Suracheewakrit | Member |
| 5. Mr. Kowit Leesirison | Member |
| 6. Mr. Sarayut Sukploy | Member |
| Mr. Somchai | Secretary |
| Raweeruengrong | |

Duties and Responsibilities

1. Set policy and criteria for all types of loan approval except for new product programmes as well as review and renew existing product programmes.
2. Set practices for all types of loan approval.
3. Set code of practice and solutions for troubled debt.
4. Scrutinise and approve the interbank loan limit as determined by the Bank's Board of Directors for liquidity management.

5. Scrutinise 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.
10. Appoint an individual to mandate loan approval within the Committee's authorised limit and as regulated by the Board of Directors.

2.5.2 Loan Approval Committee 2 comprises of:

- | | |
|-------------------------------|-----------|
| 1. Mr. Winyou Chaiyawan | Chairman |
| 2. Mr. Roy Agustinus Gunara | Member |
| 3. Miss Krisana Aramkulchai | Member |
| 4. Mr. Natus Kittawaranon | Member |
| 5. Mrs. Suwimol Visavavigrant | Member |
| 6. Miss Natasa Suracheewakrit | Member |
| 7. Mr. Kowit Leesirison | Member |
| 8. Mr. Sarayut Sukploy | Member |
| Mr. Somchai | Secretary |
| Raweeruengrong | |

Duties and Responsibilities

1. Scrutinise and approve all types of loan and solutions for troubled debt as determined by the Bank's Board of Directors.
2. Scrutinise 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. Review the overall quality of the portfolio.
5. Monitor the total number of loan approvals on a regular basis for strategy adjustment.

2.5.3 Debt Restructuring Committee comprises of:

- | | |
|-------------------------------|----------|
| 1. Mr. Pichart Roongwarasopit | Chairman |
| 2. Mr. Chodok Theerawigasi | Member |
| 3. Miss Pratanporn | Member |
| Peetaneelavat | |

4. Miss Porntip Sae Lor	Member
5. Mrs. Amornrat Chotirosniramit	Member
6. Mrs. Bongkot Sirivallop	Member
7. Mr. Nibondh Iamsa-ard	Member
Miss Suntaree Pansombat	Secretary

Duties and Responsibilities

- Review and approve mitigation of debt payment terms or debt restructuring under the total limit regulated or announced by the Bank.
- 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.
- Review the limit evaluation of the account undergoing debt restructuring and collection.
- Determine the selling and buying prices for movable and immovable properties from auction.
- Report the performance to the Risk Management Committee.
- Appoint assigned individual for the approval of debt mitigation or restructuring within the Committee's authorised limit and as regulated by the Bank.
- Review risks in business continuity management and control the operation as according to the business continuity plan.
- Scrutinise major transaction determination, risk assessment, and potential impact caused by major transaction discontinuation. Determine acceptable duration of hiatus and the strategy to fully resume operations as applicable for each transaction.
- Scrutinise the Bank's business continuity plan and budget.
- Review and announce the implementation of the Bank's business continuity plan.
- Review, approve, and mandate the selection of location for crisis management center. Verify situation and allocate supporting resources and equipment as requested whilst assigning responsibilities to those concerned; for example, report to the Bank of Thailand in the event of major transaction discontinuation.
- Ensure the testing of the business continuity plan and report to the Risk Management Committee.
- Consider the review and adjustment of business continuity plan to cope with the changing environment. Ensure training and communication programmes to educate employees.
- Appoint a sub-committee or assigned individual to undertake the operation under appropriate scope of authorisation.

2.5.4 Business Continuity Planning Committee

comprises of:

1. Mr. Roy Agustinus Gunara	Chairman
2. Mr. Kamolphu Phuredithsakul	Member
3. Mr. Natus Kittawaranon	Member
4. Mr. Sarawooth Savejnarong	Member
5. Mr. Christopher Chan	Member
6. Mr. Veeravet Chaiyawan	Member
7. Mr. Kittipant Sriwannawit	Member
8. Mr. Pichart Roongwarasopit	Member
9. Miss Puckjira Vudhesethakrit	Member
10. Miss Natthita Loveera	Member
11. Mrs. Suwimol Visavavigrant	Member
12. Miss Natasa Suracheewakrit	Member
Miss Chutharat Chonchol	Secretary

Duties and Responsibilities

- Set strategies and policies to manage the Bank's business continuity and allocate sufficient resources for the operation to fulfill the Bank's objectives.

2.5.5 Collateral Committee comprises of:

1. Mr. Sumit Setthapattana	Chairman
2. Mr. Sorapong Tansakul	Member
3. Mr. Korawit Thongchok	Member
4. Mr. Chatchai Poojaroen	Member
5. Mr. Watcharapol Panprem	Member
6. Mr. Chalermphol Manokhan	Member and Secretary

Duties and Responsibilities

- Produce and propose policies and practices of the evaluation of the collateral asset for the Board of Directors.
- Determine the qualifications and select external evaluation company as well as review the Bank's performance at least once a year.
- Review and approve the result of collateral evaluation and pricing.
- Produce monthly report on collateral price acceptance and propose for the acknowledgement of the Executive Committee and the Board of Directors.

- Review collateral prices to conform with those regulated by the Bank of Thailand.

2.5.6 Collateral Sub-Committee 1 comprises of:

- Mr. Chalermphol Manokhan Chairman
- Mr. Watcharapol Panprem Member
- Mr. Anusorn Siritap Member
- Mrs. Nunthawadee Nasawang Member
- Mr. Chatchai Poojaroen Member and Secretary

Duties and Responsibilities

- Approve collateral prices or review those with the maximum value of 10 million baht.
- Produce monthly reports on collateral price acceptance and propose to the Collateral Committee.

2.5.7 Collateral Sub-Committee 2 comprises of:

- Mr. Chatchai Poojaroen Chairman
- Mr. Watcharapol Panprem Member
- Mrs. Nunthawadee Nasawang Member
- Mr. Chaiwat Srithongkum Member
- Mr. Sanyaluck Boonsang Member
- Mr. Anusorn Vesaurai Member and Secretary

Duties and Responsibilities

- Approve collateral prices or review those with the maximum value of 5 million baht.
- Produce monthly reports on collateral price acceptance and propose to the Collateral Committee.

2.6 Assets and Liabilities Management Committee

comprises of:

- Mr. Roy Agustinus Gunara Chairman
- Mr. Kittipant Sriwannawit Vice Chairman
- Mr. Kamolphu Phuredithsakul Member
- Mr. Natus Kittawaranon Member
- Mr. Veeravet Chaiyawan Member
- Miss Sirima Jindatongdee Member
- Miss Areerat Ekkosol Member and Secretary

Duties and Responsibilities

- Set policies and practices involving marketing risks and strategies in managing assets and liability structure as well as relevant risk level and liquidity.

- Set framework to manage balance sheet structure for goal achievement that includes the predetermination of loan to deposit ratio, level of cash and capital, components, and structure of loan and deposit.
- 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.
- Set investment plans, 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.
- Scrutinise and approve the investments and bond trading within the limit predetermined by the Board of Directors.
- Scrutinise and approve interbank loans within the limit predetermined by the Board of Directors.
- Determine the interest rate structure for the Bank's reference on both loan and deposit.
- Review and scrutinise the proposal of the Bank's long-term loan and fundraising (longer than 1 year) for the approval of the Board of Directors.
- Set administrative framework to ensure an applicable capital adequacy ratio for the predetermined business operation and expansion.
- 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.
- Review and approve the deposit and fundraising product programmes to respond to customer demand in order to maintain the Bank's competitiveness. Review and finalise decision to prolong or cancel deposit or fundraising product programmes that do not respond to customer demand.
- Review and scrutinise new deposit products and fundraising through other financial instruments of the Bank to respond to customer demand and maintain the Bank's competitiveness, considering business possibilities, strategies, and new product risk.
- Review and approve operations and liquidity contingency plan in the case of a crisis.

14. Plan and approve the selection of asset management company and the unit trust products that the Bank will be an investment planner for as well as the agreements and contracts concerning the Bank's investment planning business.
15. Appoint an individual or committees to complete the Board's assignment.

The committees and sub-committees under the supervision of the Asset and Liability Management Committee are as follows:

2.6.1 Interest Rate Sub-Committee comprises of:

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

Duties and Responsibilities

1. Review and determine the interest rate structure for the Bank for both loans and deposits.
2. Hypothesise and determine models to assess risks that may occur in abnormal circumstances and report results to the Risk Management Committee and the Bank's Board of Directors in order to set further risk management guidelines.
3. Review and approve operations and liquidity contingency plan in the case of a crisis.
4. Review and approve measures to solve liquidity crisis as well as monitor and inspect situations, recruit employees and purchase equipment as notified, and allocate responsibility to those involved. The responsibilities include reporting and publicising information to employees, executives, the general public, and related departments.
5. Ensure the testing and review of the business continuity plan in terms of liquidity at least once a year.
6. Appoint an individual or committees to complete the Board's assignment.

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. Qualification prescribed under the announcement are as follows:

- (1) An Independent Director must not hold shares exceeding one percent of total shares with voting rights of the Bank, the parent company, subsidiaries, associated 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 authorised director, employee, staff, or consultant who received a regular salary or was in a position of authority in the Bank, its subsidiaries, associated companies, or any legal entity that may present a conflict of interest unless he/she has not held such positions for at least two years before applying for directorship to the Securities and Exchange Commission, of Thailand (SEC). This does not apply to Independent Directors who were government officials or consultants for governmental organisations that are major shareholders of the Bank.
- (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 Bank, its subsidiaries, associated companies, any legal entity, or has power in the company.
- (4) An Independent Director shall not have or has had a business relationship with the Bank, the parent company, subsidiaries, associate companies, or any legal entity that may present conflicts 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 last two years before the date he/she submitted an application to 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, grant, or receipt of financial assistance through receiving or extending loans; guarantees; providing assets as collateral, including any other similar actions, which results 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.

Indebtedness payable calculations must follow the Capital Market Supervisory Board announcement. The debt can be deferred and combined with other debt occurred over the past year prior to the day of business relationship with the individual.

- (5) An Independent Director shall not be or has been an auditor of the Bank, the 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 Bank, the parent company, subsidiaries, associate companies, or any legal entity that may present a conflict of interest, unless the foregoing relationship ended at least two years prior to the date of application submission to SEC Thailand.
- (6) An Independent Director shall not be or has been a provider of any professional services, including legal advisory or financial advisory service receiving more than 2 million baht of service charge per year from the Bank, the 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 ended at least two years prior.
- (7) An Independent Director shall not be a director appointed to act as an agent of the directors of the Bank, 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 administration, employees,

staff, or constantly receiving full-time salary or holding more than one percent of voting shares at other companies which operates a similar business, which may lead to competition with the Bank and its subsidiaries.

- (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) may be assigned by the Board of Directors to make decisions in the form of a collective decision, on the operations of the Bank, the parent company, or that of any subsidiaries, associate companies, or any legal entity that may present a conflict of interest.

The five independent directors of the Bank are:

1. Prof. Kitipong Urapeepatanapong
2. Mr. Teerapol Pussadet
3. Mr. Chamnong Watanagase
4. Mr. Stephen Tirador Briones
5. Mr. Supachai Sukhanindr

The second to fifth independent directors have no business relationship or provide professional services with the Bank, subsidiaries, associated companies, major shareholders, or the Bank's authorised personnel except for the first independent director who previously served as the chairman of a company, served as legal advisor of the Bank, a major shareholder, and received a service fee of more than 2 million baht per year. The committee approved the appointment of the first independent director, which does not affect the performance of duties and individual opinions and has been waived by the Bank of Thailand.

4. Remuneration to Directors

4.1 Policies

Remuneration to the 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 2021 totalling 6,750,000 baht.

List of the Company's Directors	The					Total
	The Board of Directors	The Executive Committee	The Audit Committee	Nomination and Remuneration Committee	The Risk Oversight Committee	
1. Mr. Vanich Chaiyawan	-	-	-	-	-	-
2. Prof. Kitipong Urapeepatanapong	1,020,000	-	-	-	-	1,020,000
3. Mr. Teerapol Pussadet	480,000	-	1,080,000	-	-	1,560,000
4. Mr. Chamnong Watanagase	480,000	-	330,000	140,000	-	950,000
5. Mr. Stephen Tirador Briones	480,000	-	360,000	80,000	600,000	1,520,000
6. Mr. Supachai Sukhanindr	480,000	-	-	-	300,000	780,000
7. Mr. Gaurav Malik	480,000	-	-	80,000	360,000	920,000
8. Miss Krisana Aramkulchai	-	-	-	-	-	-
9. Mr. Winyou Chaiyawan	-	-	-	-	-	-
10. Mr. Roy Agustinus Gunara	-	-	-	-	-	-
Total	3,420,000	-	1,770,000	300,000	1,260,000	6,750,000

Note:

^{1/} The above payment does not include the authorised directors' monthly compensation and other benefits.

^{2/} Mr. Vanich Chaiyawan declined to accept the monthly compensations.

^{3/} Prof. Kitipong Urapeepatanapong was appointed as Chairman of the Board of Directors as of July 16, 2021.

^{4/} Miss Krisana Aramkulchai, Mr. Winyou Chaiyawan, and Mr. Roy Agustinus Gunara declined to accept the meeting allowances.

Remuneration payments made in 2021 to the Authorised Directors were as follows:

Remunerations	Number of Directors	Amount (Baht)
Monthly Compensation	3	79,805,986.80
Contributions to the provident fund	2	2,809,080
Contributions to the social security fund	2	11,700
Total	3	82,626,766.80

Remuneration payment such as bonus made in 2021 was as follows:

Remunerations	Number of Directors	Amount (Baht)
Bonus	6	3,392,000
Total	6	3,392,000

Shares, Debentures Returns to the Directors in 2021 was as follows:

Remunerations	Number of Directors	Amount (Baht)
Shares/Debentures	-	-
Total	-	-

Other benefits remuneration made in 2021 was as follows:

Remunerations	Number of Directors	Amount (Baht)
Insurance	3	11,808.40
Total	3	11,808.40

5. The Rights of Stakeholders

Thai Credit Retail Bank Public Company Limited is committed to managing and operating business with honesty, trustworthiness, and transparency under the principles of good corporate governance. The Bank adheres to social and environmental responsibilities under the philosophies of “good market conduct” and “responsible lending” as well as the belief in “Everyone Matters.”

The Bank is committed to create unique, simple, and transparent products by defining policies, measures, and systems to prevent and manage conflicts of interest, as well as control, monitor, and ensure compliance with policies, measures, and systems up to reviewing the appropriateness of relevant policies and guidelines on a regular basis for the benefit of every group of stakeholders as follows:

Customers: The Bank is committed to financially promote access to equitable funds nationwide for every Thai citizen, particularly small and micro business customers with transparent and equitable terms and conditions to ensure customers can utilise and revolve funds to generate stability and long-term business growth.

Therefore, the Bank developed financial products that meet various customer demands, fast service processes, and uncomplicated loan approvals as well as consistently retains a positive relationship with customers because the Bank truly understand the needs of every target customer group. As a result, customers are confident of the Bank’s quality and the Bank can generate maximum customer satisfaction from the Bank’s financial products and services.

Shareholders: The Bank continuously develops products and services to generate growth and sustainability, taking responsibility for creating strong commercial foundation and growth as well as establish a positive, long-term relationship with members of the society. The Bank takes into account the best interests in order to generate value for shareholders under the vision and mission of operating business with good corporate governance on the foundation of honest and transparency.

Employees: The Bank has a policy to continuously maintain the high quality of knowledge development and skills of employees in order to meet customer needs and create maximum customer satisfaction. The Bank offers employees the opportunity to progress in their career path and receive appropriate compensation as incentives in working cooperatively in a family-like work environment.

Partners: The Bank prioritises operating with honesty and fairness towards business partners, focusing on conducting long-term business and generating sustainable growth. The Bank is also interested in seeking partners to increase business opportunities as well as cooperation in exchange for useful information in joint business operations to drive the Bank's operations to quickly achieve the target.

Creditors: The Bank adheres to the policy and strictly complies with all loan conditions under the agreement made with creditors by supervising repayment of loans and interest to all types of loan creditors in full by their due dates while generating growth in operating results

to increase the creditor's confidence in the Bank's financial status and ability to repay debts.

Regulatory Agencies: The Bank is determined to operate business strictly in accordance with the law and regulations issued by the concerned authorities.

Society: The Bank contributes to social development by supporting small and micro business customers as they start and continue to strongly expand their businesses, which is an important factor for creating economic stability, under the vision and mission of the Bank to operate business with ethics and good corporate governance.

Environment: The Bank helps mitigate the impacts of climate change and the environment in a sustainable manner by implementing projects related to promoting environmental awareness to young individuals and every employee of the Bank as well as determining characteristics for businesses that the Bank does not offer loan services to due to environmental, social, and governance effects. The Bank announced these policies as part of the customer screening process.

6. Conference

List of the Company's Directors	The Board of Directors	The Executive Committee	The Audit Committee	The Nomination and Remuneration Committee	The Risk Oversight Committee
Prof. Kitipong Urapeepatanapong	6/6	-	-	-	-
Mr. Teerapol Pussadet	12/12	-	12/12	-	-
Mr. Stephen Tirador Briones	12/12	-	12/12	3/3	12/12
Mr. Chamnong Watanagase	12/12	-	11/12	3/3	-
Mr. Supachai Sukhanindr	12/12	-	-	-	10/12
Mr. Gaurav Malik	12/12	-	-	3/3	12/12
Miss Krisana Aramkulchai	12/12	-	-	-	-
Mr. Winyou Chaiyawan	11/12	12/12	-	-	10/12
Mr. Roy Agustinus Gunara	12/12	12/12	-	-	12/12

Note:

^{1/} Prof. Kitipong Urapeepatanapong was appointed on July 16, 2021.

^{2/} Mr. Supachai Sukhanindr was appointed as a member of the Risk Oversight Committee on February 24, 2021.

7. Business Ethics

The Board's policy requires employees at all levels to participate in ethics training in order to strengthen belief and trust as well as maximise benefits toward the banking industry, shareholders, and stakeholders. All directors and employees are obliged to strictly abide by the guidelines for the Bank, customers, society, and personnel in the organisation. The Code of Conduct is provided as follows:

- Strictly carry out the duties with honesty, morality, and responsibility in accordance with the law, official rules, and the Bank's regulations. This includes policies to prevent and combat corruption, money laundering, financial support for terrorism, and proliferation of weapons of mass destruction
- 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
- Safeguard secrets and confidential information without using internal information to seek benefits for themselves or their associates

8. Conflicts of Interest Prevention

The Bank has 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 operates within the scope of retail banks by providing services only to small and micro business customers, SMEs, and a limited number of large or publicly listed corporations, hence, there is low risk of receiving and utilising material nonpublic information. The Bank included a clause in the Employee Code of Conduct concerning confidentiality and the prohibition of utilising information regarding the Bank and customers for the benefit of an individual or others.

8.2 Transaction with concerned individuals and related undertakings

The Bank established a policy on conducting transactions with related stakeholders to enhance

corporate governance, prevent conflicts of interest, and provide a framework to oversee compliance risks with transaction requirements as follows:

- 8.2.1 Transactions must not include special conditions or requirements in normal course of trading with the same level of risk.
- 8.2.2 The Bank's benefits must be based on good corporate governance, taking into account the conditions of the transaction, risk management, internal control, and relevant legal disclosures.
- 8.2.3 Transactions must be documented as a contract that is legally enforced and has the same normal terms and conditions as a transaction with an ordinary person with the same level of risk.
- 8.2.4 Transaction reviews must be carried out in a transparent and beneficial manner to the Bank as emphasis is placed on the prevention of transactions that may cause a conflict of interest whereby concerned persons with high-level positions or management authority of the Bank must not participate in the approval of the transaction.
- 8.2.5 Transactions that do not comply with the Bank's policy must be approved by the Audit Committee and the Board of Directors.

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

The Bank sets written guidelines against corruption. Employees at all levels of the Bank's branches, subsidiaries, brokers and agents, including shareholders or any person acting on behalf of the Bank, 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, the performance of duties by others, or to obtain a business advantage, so as to solicit unwarranted benefits.

9. Internal Control and Auditing

The Bank placed particular emphasis on internal control systems by establishing appropriate and sufficient internal control policies including development towards maximum efficiency. The Bank's recognition on the importance of internal control leads to the

Bank's effective and efficient business operations and employees' practices 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's duty is to review the effectiveness and adequacy of the internal control system of the Bank by overseeing the operations of internal audit and compliance as well as work closely with the auditor of the Bank, focusing on the adequacy of internal controls, practices according to the regulations, and the review of significant accounting policies including disclosures.
3. The Bank is particularly focused on risk management with the Committee and the Risk Management Department is responsible for risk analysis and monitor various types of bank risks at an acceptable level according to the Commission's regulations, which is regularly reported to the Board of Directors and the Audit Committee.
4. The Bank has 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 separated in order to achieve balance and appropriate inspection. The operator is provided with a practical guideline for maximum accuracy.
5. Information systems have continuously been upgraded to provide financial, operational, and compliance data in order 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 is responsible for reviewing the operations of the Bank based on the risk-based criteria, official regulations, and the Bank's regulations. The internal audit and compliance are independent in their tasks from the management team and report directly to the Audit Committee.

10. Disclosure

The Bank is committed to operate with transparency following the rules and regulations of the Bank by disclosing complete, thorough, and transparent information to shareholders and the general public 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. The reports must be published on the Bank's website www.tcrbank.com and social media accounts.

11. Customer Relationship Management

The Bank recognises the importance of understanding genuine customer needs as well as focusing on offering the best experience and solution to customers through every service channel. The Bank established a customer relationship management team and a call center to provide response to customer queries and provide product and service information as well as listen to customer satisfaction feedback and suggestions in order to improve services and operations to continuously create positive customer experiences.

The Bank also advertises financial product information through various channels such as Facebook, instant messengers, and websites in order to provide customers thorough access to financial products. Therefore, the Bank established a team to respond to interested customers and deliver uninterrupted experiences in every service channel as well as assigned a team to coordinate and preserve qualified existing customers.

12. Complaints and Feedback

The Bank operates under righteousness, honesty, and transparency by establishing a Complaint Management team, which handles customer complaints and corruption clues. Customers can file their complaints through the Bank's online channels, branches, and call center where staff members can immediately handle the issues, including issues related to other departments in order to maximise convenience and

retain satisfaction for the complainant. After this process, the team must provide the complainant with information on the procedure and the amount of time required.

In addition, the Bank has established a Code of Ethics/ Employee Code of Conduct for employees at all levels in order to thoroughly cover inspections and operations in accordance with the laws, rules, regulations, and relevant operating manuals. Employees who commit serious offenses will be punished fairly and accordingly based on the Bank's disciplinary procedures. Furthermore, the Bank promotes the monitoring of offenses among every individual member of the organisation.

13. Human Resource Development

Human resources management has three areas of responsibility: Human Resource Management, Change Management in the organisation, and General Administration.

Operational Guidelines

Human resources management continued to face challenges in 2021 from the new and more intense COVID-19 outbreak than 2020. All three departments under HR Development were required to urgently adjust their management plans to care for the Bank's employees and handle the continuous COVID-19 outbreak.

In accordance with the Bank's business plan in 2021, the number of employees of the Bank grew from 3,244 to 3,825 by the end of 2021. The Change Management department formulated strategies after an increase in workforce in order to accelerate the transfer of necessary knowledge for employees to apply as well as training and procedures to ensure salespeople have all the necessary licences required by law while integrating corporate culture and core values of the organisation through DNA to new and existing employees. The Bank is also responsible for the welfare of all employees through the employee welfare system.

The Bank foresees the trend of significant changes occurring in the banking system, particularly an increase in changes of laws, regulations, and control in 2021, therefore, the Bank aims to educate employees on Market Conduct, Insurance Licensing and Insurance Act, Data Protection Act (PDPA), Collections Law & Regulations, Labour Law and work ethics in order to provide accurate and professional service to the Bank's customers.

Furthermore, the Bank continuously offers ESG courses, operating under the Sustainable Banking Policy to encourage the development and holistic transformation of the concept of providing the best service to customers, society, and fellow employees within the Bank as well as various training programmes such as on-site trainings, online training, and e-Learning to create and promote awareness of the importance of providing good service to internal and external customers that will lead the Bank towards sustainability.

The Bank simultaneously focuses on developing management personnel and selected personnel to acquire key skills in leading employees and the organisation to long-term growth.

14. Corporate Governance Policy

The Bank supports the development of good corporate governance through policies and the Bank's Code of Ethics/Employee Code of Conduct as a framework for retail banking business operations and the Bank's employees. The Bank adheres to morals, integrity, and honesty as well as compliance with various laws and regulations following the guidelines of good corporate governance. The policies are as follows:

1. Every executive and employee must sign and accept compliance with the Bank's Code of Ethics and Employee Code of Conduct. Training on the topic of good corporate governance and ethics is provided to new employees on a monthly basis.

2. Stipulate the Bank's Code of Ethics with significant information on overall governance as follows:
 - 2.1. Provide employees at all levels with knowledge and understanding of the risks of non-compliance with laws and regulations that could impact business operations, the Bank's image and reputation, as well as the duties and responsibilities of the employees.
 - 2.2. Establish a regulatory compliance agency to independently oversee the compliance with laws and regulations as well as allocate adequate personnel and various resources.
 - 2.3. Provide oversight to review compliance with the law, regulations of relevant government agencies, and policies and procedures of the Bank on a regular basis by offering solutions and preventive measures in accordance with the legal framework, regulations, corporate governance principles, policies, and procedures of the Bank.
 - 2.4. Establish operational regulations to impose disciplinary action against those who do not comply with the laws, rules, and regulations as deemed appropriate for the effects and the nature of offenses with fairness to all parties.
3. Establish practical compliance and anti-corruption policies to ensure fair market conduct.

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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 practices, with appropriate accounting policies applied on a consistent basis. Judgement and estimates were made with careful and reasonable consideration. Adequate disclosure has 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 ensure the credibility of the Bank in terms of financial stability and capability to effectively manage risks from economic deterioration. In addition, the Board of Directors 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, 2021.



Prof. Kitipong Urapeepatanapong

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 Audit Committee |
| 2. Mr. Stephen Tirador Briones | Member of the Audit Committee |
| 3. Mr. Chamnong Watanagase | Member of the Audit Committee |
| Mr. Rong Hirunpanich | Executive 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 the Audit Committee, which had been assigned by the Bank's Board of Directors. In 2021, 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 semi-annually and annually under globally 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 appropriateness, adequacy, and effective internal control as well as approving the annual auditing plan and the Internal Audit Department's operation manual while monitoring performances and results of department on a monthly basis. The Audit Committee also provides advice and oversee solutions for significant issues as well as arrange an internal audit quality assessment from external experts to create good corporate governance and increase efficiency and effectiveness in auditing operations. The committee ensures suitable and adequate personnel in the department in accordance to emerging risks such as cyber risks. Moreover, the Audit Committee worked closely with auditors from the Bank of Thailand and the Bank.

3. 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.

4. Transactions with Related Parties and Conflicts of Interests

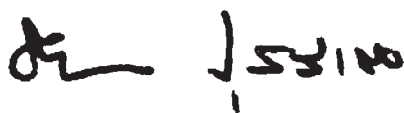
The Audit Committee reviewed transactions with related parties and transactions that may have conflicts of interests before reporting to the Bank's Board of Directors for consideration. The Audit Committee focuses on transparency, adequacy of disclosure, and principles of good governance in their practice.

5. 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 2021 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 good governance policies. They have put a great deal of commitment and discipline to ensure that the Bank's goals are achieved and risk management is effective with adequate internal controls. The internal auditors are independent and audit process is set according to the internal audit standard, including 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

The Thai Credit Retail Bank Public Company Limited and its Subsidiary

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 2021, 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 2021 and their financial performance and cash flows for the year then ended in accordance with Thai Financial Reporting Standards (TFRSs) and the regulations of the Bank of Thailand.

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 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 the regulations of the Bank of Thailand, 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.



(Aorapin Sinthawornkul)
Certified Public Accountant
Registration No. 9441

KPMG Phoomchai Audit Ltd.
Bangkok
24 February 2022

Statements of Financial Position

The Thai Credit Retail Bank Public Company Limited and its Subsidiary
As at 31 December 2021

Assets	Note	Consolidated		The Bank	
		31 December		31 December	
		2021	2020	2021	2020
		<i>(in thousand Baht)</i>			
Cash		464,430	521,068	464,430	521,068
Interbank and money market items, net	9	10,948,838	7,521,365	10,947,346	7,521,365
Investments, net	10	5,695,814	3,463,280	5,695,814	3,463,280
Investments in subsidiary, net	11	-	-	250,000	150,000
Loans to customers and accrued interest receivables, net	12	95,512,820	66,822,686	95,512,820	66,822,686
Properties for sale, net	14	341,926	156,496	341,926	156,496
Premises and equipment, net	15, 34	1,221,568	1,126,480	1,219,186	1,126,123
Intangible assets, net	16	173,786	162,036	156,861	150,136
Deferred tax assets	17	335,869	259,746	335,714	259,658
Other assets, net	18, 32	638,366	544,943	656,076	550,088
Total assets		115,333,417	80,578,100	115,580,173	80,720,900

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

Statements of Financial Position (Cont'd)

The Thai Credit Retail Bank Public Company Limited and its Subsidiary
As at 31 December 2021

Liabilities and equity	<i>Note</i>	Consolidated		The Bank	
		31 December		31 December	
		2021	2020	2021	2020
		<i>(in thousand Baht)</i>			
Liabilities					
Deposits	19, 32	88,514,778	64,510,062	88,736,490	64,626,468
Interbank and money market items	20	12,737,750	5,675,614	12,737,750	5,675,614
Liabilities payable on demand		88,924	63,288	88,924	63,288
Debt issued and borrowings	21, 32	869,935	-	869,935	-
Provisions	22	215,550	169,036	214,861	168,595
Other liabilities	23, 32, 34	2,443,465	1,919,913	2,395,078	1,908,778
Total liabilities		104,870,402	72,337,913	105,043,038	72,442,743
Equity					
Share capital	26				
Authorised share capital					
590,375,000 ordinary shares of Baht 10 each		5,903,750		5,903,750	
515,625,000 ordinary shares of Baht 10 each			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	5,000,000
Warrants	27	288,938	-	288,938	-
Other reserves		36,043	38,060	36,043	38,060
Retained earnings					
Appropriated					
Legal reserve	29	269,389	170,821	269,389	170,821
Unappropriated		4,868,645	3,031,306	4,942,765	3,069,276
Equity attributable to equity holders of the Bank		10,463,015	8,240,187	10,537,135	8,278,157
Total equity		10,463,015	8,240,187	10,537,135	8,278,157
Total liabilities and equity		115,333,417	80,578,100	115,580,173	80,720,900



Mr. Winyou Chaiyawan
Director



Mr. Roy Agustinus Gunara
Director

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

Statements 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 2021

	Note	Consolidated Years ended 31 December		The Bank Years ended 31 December	
		2021	2020	2021	2020
<i>(in thousand Baht)</i>					
Interest income	37	9,861,376	7,480,538	9,861,376	7,480,538
Interest expenses	32, 38	<u>(1,307,386)</u>	<u>(1,109,674)</u>	<u>(1,307,689)</u>	<u>(1,109,890)</u>
Net interest income		<u>8,553,990</u>	<u>6,370,864</u>	<u>8,553,687</u>	<u>6,370,648</u>
Fees and service income	32	435,553	403,053	444,373	405,844
Fees and service expenses		<u>(543,696)</u>	<u>(392,866)</u>	<u>(555,241)</u>	<u>(393,835)</u>
Net fees and service (expenses) income	39	<u>(108,143)</u>	<u>10,187</u>	<u>(110,868)</u>	<u>12,009</u>
Gains (losses) on foreign exchange transactions, net		10	(8)	10	(8)
Gains (losses) on investments, net	40	97	(61)	97	(61)
Other operating income	32	296,164	201,004	302,073	207,004
Total operating income		<u>8,742,118</u>	<u>6,581,986</u>	<u>8,744,999</u>	<u>6,589,592</u>
Other operating expenses					
Employee expenses	33	2,591,901	2,272,594	2,573,627	2,263,244
Directors' remuneration	33	15,280	10,920	15,280	10,920
Premises and equipment expenses		520,197	493,514	518,144	492,298
Taxes and duties		304,272	217,977	304,263	217,939
Others	32	<u>267,045</u>	<u>292,402</u>	<u>253,811</u>	<u>283,803</u>
Total other operating expenses		<u>3,698,695</u>	<u>3,287,407</u>	<u>3,665,125</u>	<u>3,268,204</u>
Expected credit loss	41	2,610,553	1,729,802	2,610,553	1,729,802
Profit from operations before income tax		<u>2,432,870</u>	<u>1,564,777</u>	<u>2,469,321</u>	<u>1,591,586</u>
Income tax	42	497,853	191,931	497,966	192,019
Profit for the year		<u>1,935,017</u>	<u>1,372,846</u>	<u>1,971,355</u>	<u>1,399,567</u>
Other comprehensive income					
<i>Items that will be reclassified subsequently to profit or loss</i>					
(Losses) gains on investment in debt instruments at fair value through other comprehensive income		(2,341)	1,840	(2,341)	1,840
Income tax relating to items that will be reclassified subsequently to profit or loss	42	<u>468</u>	<u>(368)</u>	<u>468</u>	<u>(368)</u>
Total items that will be reclassified subsequently to profit or loss		<u>(1,873)</u>	<u>1,472</u>	<u>(1,873)</u>	<u>1,472</u>
<i>Items that will not be reclassified to profit or loss</i>					
(Losses) gains on investment in equity instruments designated at fair value through other comprehensive income		(180)	252	(180)	252
Gains on remeasurements of defined benefit obligations	22	1,112	5,739	878	5,739
Income tax relating to items that will not be reclassified to profit or loss	42	<u>(186)</u>	<u>(1,198)</u>	<u>(140)</u>	<u>(1,198)</u>
Total items that will not be reclassified subsequently to profit or loss		<u>746</u>	<u>4,793</u>	<u>558</u>	<u>4,793</u>
Total other comprehensive income for the year, net of income tax		<u>(1,127)</u>	<u>6,265</u>	<u>(1,315)</u>	<u>6,265</u>
Total comprehensive income for the year		<u>1,933,890</u>	<u>1,379,111</u>	<u>1,970,040</u>	<u>1,405,832</u>

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

Statements 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 2021

	Note	Consolidated		The Bank	
		Years ended 31 December 2021	2020	Years ended 31 December 2021	2020
		<i>(in thousand Baht)</i>			
Profit attributable to:					
Equity holders of the Bank		1,935,017	1,372,846	1,971,355	1,399,567
Non-controlling interest		-	-	-	-
Profit for the year		1,935,017	1,372,846	1,971,355	1,399,567
Total comprehensive income attributable to:					
Equity holders of the Bank		1,933,890	1,379,111	1,970,040	1,405,832
Non-controlling interest		-	-	-	-
Total comprehensive income for the year		1,933,890	1,379,111	1,970,040	1,405,832
Earnings per share					
	43				
Basic earnings per share <i>(in Baht)</i>		3.87	2.75	3.94	2.80
Diluted earnings per share <i>(in Baht)</i>		3.45	2.66	3.52	2.71



Mr. Winyou Chaiyawan
Director



Mr. Roy Agustinus Gunara
Director

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

Statements of Changes in Equity

The Thai Credit Retail Bank Public Company Limited and its Subsidiary

	Consolidated							Total equity		
	Other reserves			Retained earnings			Equity attributable to equity holders of the Bank			
Note	Issued and paid-up share capital	Warrants (Note 27)	Reserve for share-based payments (Note 28)	Revaluation surplus on investments in debt instruments at fair value through other comprehensive income	Revaluation surplus on investments in equity instruments designated at fair value through other comprehensive income	Total other reserves		Legal reserve	Unappropriated	
	5,000,000	-	34,906	2,774	380	38,060	170,821	3,031,306	8,240,187	8,240,187
<i>(in thousand Baht)</i>										
For the year ended 31 December 2021										
Balance at 1 January 2021										
Contributions by owners of the Bank										
27	-	288,938	-	-	-	-	-	-	288,938	288,938
Total contributions by owners of the Bank										
Comprehensive income for the year										
	-	-	-	(1,873)	(144)	(2,017)	-	890	1,935,017	1,935,017
	-	-	-	(1,873)	(144)	(2,017)	-	1,935,907	(1,127)	(1,127)
Total comprehensive income for the year										
29	-	-	-	-	-	-	98,568	(98,568)	1,933,890	1,933,890
Balance at 31 December 2021										
	5,000,000	288,938	34,906	901	236	36,043	269,389	4,868,645	10,463,015	10,463,015

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

Statements of Changes in Equity (Cont'd)

The Thai Credit Retail Bank Public Company Limited and its Subsidiary

	Consolidated							Total equity	
	Other reserves			Retained earnings			Equity attributable to equity holders of the Bank		
Note	Issued and paid-up share capital	Reserve for share-based payments	Revaluation surplus on available-for-sale investments, net	Revaluation surplus on investments in debt instruments at fair value through other comprehensive income	Revaluation surplus on investments in equity instruments designated at fair value through other comprehensive income	Total other reserves		Legal reserve	Unappropriated
	5,000,000	34,906	1,302	-	-	36,208	100,843	1,865,518	7,002,569
	-	-	(1,302)	1,302	178	178	-	(141,493)	(141,493)
	5,000,000	34,906	-	1,302	178	36,386	100,843	1,723,847	6,861,076
<i>(in thousand Baht)</i>									
For the year ended 31 December 2020									
Balance at 31 December 2019 - as reported									
Impact of changes in accounting policies									
Balance at 1 January 2020 - restated									
Comprehensive income for the year									
Profit for the year	-	-	-	-	-	-	-	1,372,846	1,372,846
Other comprehensive income	-	-	-	1,472	202	1,674	-	4,591	6,265
Total comprehensive income for the year	-	-	-	1,472	202	1,674	-	1,377,437	1,379,111
Transfer to legal reserve	-	-	-	-	-	-	69,978	(69,978)	-
Balance at 31 December 2020	5,000,000	34,906	-	2,774	380	38,060	170,821	3,031,306	8,240,187

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

Statements of Changes in Equity (Cont'd)

The Thai Credit Retail Bank Public Company Limited and its Subsidiary

		The Bank					
		Other reserves				Retained earnings	
		Revaluation surplus on investments in debt instruments at fair value through other comprehensive income	Revaluation surplus on investments in equity instruments designated at fair value through other comprehensive income	Reserve for share-based payments	Warrants	Total other reserves	Total equity
Note	Issued and paid-up share capital	(Note 27)	(Note 28)	(Note 28)	(Note 27)	Legal reserve	Unappropriated
	5,000,000	-	34,906	2,774	380	170,821	3,069,276
<i>(in thousand Baht)</i>							
For the year ended 31 December 2021							
Balance at 1 January 2021							
Contributions by owners of the Bank							
27	-	288,938	-	-	-	-	288,938
Total contributions by owners of the Bank							
Comprehensive income for the year							
	-	-	-	(1,873)	(144)	-	1,971,355
	-	-	-	(1,873)	(144)	(2,017)	702
Total comprehensive income for the year							
29	-	-	-	-	-	98,568	(98,568)
Balance at 31 December 2021							
	5,000,000	288,938	34,906	901	236	36,043	4,942,765
							10,537,135

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

Statements of Changes in Equity (Cont'd)

The Thai Credit Retail Bank Public Company Limited and its Subsidiary

		The Bank								
		Other reserves			Retained earnings					
	Note	Issued and paid-up share capital	Reserve for share-based payments	Revaluation surplus on available-for-sale investments, net	Revaluation surplus on investments in debt instruments at fair value through other comprehensive income	Revaluation surplus on investments in equity instruments designated at fair value through other comprehensive income	Total other reserves	Legal reserve	Unappropriated	Total equity
<i>(in thousand Baht)</i>										
For the year ended 31 December 2020										
Balance at 31 December 2019 - as reported		5,000,000	34,906	1,302	-	-	36,208	100,843	1,876,767	7,013,818
Impact of changes in accounting policies		-	-	(1,302)	1,302	178	178	-	(141,671)	(141,493)
Balance at 1 January 2020 - restated		5,000,000	34,906	-	1,302	178	36,386	100,843	1,735,096	6,872,325
Comprehensive income for the year										
Profit for the year		-	-	-	-	-	-	-	1,399,567	1,399,567
Other comprehensive income		-	-	-	1,472	202	1,674	-	4,591	6,265
Total comprehensive income for the year		-	-	-	1,472	202	1,674	-	1,404,158	1,405,832
Transfer to legal reserve	29	-	-	-	-	-	-	69,978	(69,978)	-
Balance at 31 December 2020		5,000,000	34,906	-	2,774	380	38,060	170,821	3,069,276	8,278,157

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

Statements of Cash flows

The Thai Credit Retail Bank Public Company Limited and its Subsidiary
For the year ended 31 December 2021

	Consolidated		The Bank	
	Years ended 31 December		Years ended 31 December	
	2021	2020	2021	2020
	<i>(in thousand Baht)</i>			
<i>Cash flows from operating activities</i>				
Profit from operations before income tax	2,432,870	1,564,777	2,469,321	1,591,586
<i>Adjustments to reconcile profit from operations before income tax to net cash provided by (used in) operating activities</i>				
Depreciation and amortisation	248,957	285,401	247,229	284,585
Expected credit losses	2,610,553	1,729,802	2,610,553	1,729,802
Provision for employee benefits	45,915	39,884	45,433	39,443
Provision for decommissioning cost of leasehold improvement	1,507	344	1,507	344
Contract liabilities	86	-	-	-
(Gains) losses on sales of properties for sale	(1,969)	4,146	(1,969)	4,146
(Gains) losses on disposal of premises and equipment	(223)	7	(223)	7
Losses on write-off of premises and equipment	5,098	148,596	5,098	148,596
(Gains) losses on disposal of investments	(97)	61	(97)	61
Net amortisation of premium on investments	922	133	922	133
Net interest income	(8,553,990)	(6,370,864)	(8,553,687)	(6,370,648)
Interest received	8,376,684	6,274,224	8,376,684	6,274,224
Interest paid	(1,207,814)	(1,050,784)	(1,208,118)	(1,051,000)
Dividend income	(38)	(55)	(38)	(55)
Income tax paid	(477,113)	(292,964)	(477,113)	(292,964)
Profit from operations before changes in operating assets and liabilities	3,481,348	2,332,708	3,515,502	2,358,260
<i>Decrease (increase) in operating assets</i>				
Interbank and money market items	(3,427,430)	(3,106,966)	(3,425,938)	(3,106,966)
Loans to customers	(29,825,500)	(18,824,536)	(29,825,500)	(18,824,536)
Properties for sale	(183,461)	(2,306)	(183,461)	(2,306)
Other assets	(112,832)	(86,884)	(100,728)	(101,274)
<i>Increase (decrease) in operating liabilities</i>				
Deposits	24,031,510	17,289,307	24,109,119	17,274,462
Interbank and money market items	7,062,136	4,540,493	7,062,136	4,540,493
Liabilities payable on demand	25,636	4,572	25,636	4,572
Provision for employee benefits	(1,507)	(10,370)	(1,507)	(10,370)
Other liabilities	210,489	67,897	174,740	70,068
Net cash provided by operating activities	1,260,389	2,203,915	1,349,999	2,202,403

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

Statements of Cash flows (Cont'd)

The Thai Credit Retail Bank Public Company Limited and its Subsidiary
For the year ended 31 December 2021

	Note	Consolidated Years ended 31 December		The Bank Years ended 31 December	
		2021	2020	2021	2020
<i>(in thousand Baht)</i>					
Cash flows from investing activities					
Interest received		10,287	22,154	10,287	22,154
Dividend received		38	55	38	55
Purchase of investments measured at fair value through other comprehensive income		(8,380,000)	(11,645,000)	(8,380,000)	(11,645,000)
Proceeds from sales and redemption of investments measured at fair value through other comprehensive income		6,144,097	9,836,939	6,144,097	9,836,939
Purchase of investment in subsidiary		-	-	(100,000)	-
Purchase of premises and equipment		(80,171)	(62,517)	(77,961)	(62,297)
Proceeds from sales of premises and equipment		470	257	470	257
Purchase of intangible assets		(41,964)	(25,928)	(33,784)	(24,636)
Net cash used in investing activities		(2,347,243)	(1,874,040)	(2,436,853)	(1,872,528)
Cash flows from financing activities					
Cash received from issuance of subordinated debentures and warrants		1,150,000	-	1,150,000	-
Cash paid for finance cost of subordinated debentures		(2,101)	-	(2,101)	-
Cash paid for lease liabilities		(117,683)	(282,429)	(117,683)	(282,429)
Net cash provided by (used in) financing activities		1,030,216	(282,429)	1,030,216	(282,429)
Net (decrease) increase in cash		(56,638)	47,446	(56,638)	47,446
Cash at 1 January		521,068	473,622	521,068	473,622
Cash at 31 December		464,430	521,068	464,430	521,068
Supplementary disclosures of cash flow information					
Non-cash transactions:					
(Losses) gains on investment in debt instruments at fair value through other comprehensive income		(2,341)	1,840	(2,341)	1,840
(Losses) gains on investment in equity instruments designated at fair value through other comprehensive income		(180)	252	(180)	252
Increase in properties for sale due to debts settlement	14	191,708	43,177	191,708	43,177
Increase (decrease) in payable for purchases of equipment		6,706	(935)	6,710	(935)
(Decrease) increase in payable for purchases of intangible assets		(1,608)	2,983	-	-

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

Notes to the Financial Statement

The Thai Credit Retail Bank Public Company Limited and its Subsidiary
For the year ended 31 December 2021

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Notes to the Financial Statement

The Thai Credit Retail Bank Public Company Limited and its Subsidiary
For the year ended 31 December 2021

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 24 February 2022.

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.

The ultimate parent company and the immediate parent company during the financial year were V.C. Property Co., Ltd. and VNB Holding Company Limited which were incorporated in Thailand.

The principal business of the Bank is 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 2021 are given in note 11.

2 Basis of preparation of the financial statements

(a) Statement of compliance

The financial statements are prepared in accordance with Thai Financial Reporting Standards, guidelines promulgated by the Federation of Accounting Professions and applicable rules and regulations of Bank of Thailand (“BoT”); and presented as prescribed by the Bank of Thailand (“BoT”) notification number Sor Nor Sor 21/2561, directive dated 31 October 2018, regarding “*The preparation and announcement of the financial statements of a commercial bank and a holding companies which are the parent company of a financial group*”, and the BoT Circular number Thor Por Tor. For Nor Sor. (23) Wor. 276/2563, directive dated 28 February 2020 regarding “*Relief programs to debtors who are adversely affected by the Thai economy*”.

The Bank and its subsidiary (together referred to as the “Group”) has initially applied revised TFRSs that are effective for annual periods beginning on or after 1 January 2021. The application has no material impact on the financial statements.

In addition, the Group has not early adopted a number of new and revised TFRSs, which are not yet effective for the current year in preparing these financial statements. The Group has assessed the potential initial impact on the financial statements of these new and revised TFRSs and expects that there will be no material impact on the financial statements in the year of initial application.

(b) Functional and presentation currency

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

(c) *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 the Group's accounting policies. Actual results may differ from these estimates. Estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised prospectively.

Judgements

Information about judgements made in applying accounting policies that have the most significant effects on the amounts recognised in the financial statements is included in the following notes:

- Note 4 Impact of COVID-19 pandemic;
- Note 8 Classification of financial assets: assessment of the business model within which the assets are held and assessment of whether the contractual terms of the financial asset are solely payments of principal and interest ("SPPI") on the principal amount outstanding;
- Note 13 Establishing the criteria for determining whether credit risk of the financial asset has increased significantly since initial recognition, determining the methodology for incorporating forward-looking information into the measurement of expected credit loss ("ECL") and selection and approval of models used to measure ECL; and
- Note 34 Leases
- whether an arrangement contains a lease;
 - whether the Group is reasonably certain to exercise extension options;
 - whether the Group exercises termination options;
 - whether the Group has transferred substantially all the risks and rewards incidental to the ownership of the assets to lessees.

Assumptions and estimation uncertainties

Information about assumption and estimation uncertainties at 31 December 2021 that have a significant risk of resulting in a material adjustments to the carrying amount of assets and liabilities in the next financial year is included in the following notes:

- Note 4 Impact of COVID-19 pandemic;
- Note 6 Measurement of the fair value of financial instruments with significant unobservable inputs;
- Note 13 Impairment of financial assets: determination of inputs into the ECL measurement model, including key assumptions used in estimating recoverable cash flows and incorporation of forward-looking information;
- Note 17 Recognition of deferred tax assets; and
- Note 22 Measurement of defined benefit obligations; key actuarial assumptions.

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 Group.

Subsidiary

The 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 subsidiary 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.

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) Investments in subsidiary

Investments in subsidiary in the separate financial statements are measured at cost less allowance for impairment losses. Dividend income is recognised in profit or loss on the date on which the Bank's right to receive payment is established.

(c) Foreign currencies

Foreign currency transactions

Transactions in foreign currencies including non-monetary assets and liabilities denominated in foreign currencies are translated to the respective functional currencies of each entity in the Group at exchange rates at the dates of the transactions. Monetary assets and liabilities denominated in foreign currencies are translated at the exchange rate at the reporting date.

Foreign currency differences are generally recognised in profit or loss. However, foreign currency differences arising from the translation of equity investments designated at FVOCI are recognised in other comprehensive income.

(d) Cash

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

(e) Financial instruments

(1) Initial recognition and measurement

The Group initially recognises financial assets or financial liabilities (including regular way purchases and sales of financial assets) in its statement of financial position on the transaction date, which is the date on which the Group becomes party to the contractual provisions of the instrument, except for investments in debt instruments which are recognised and derecognised on the settlement date.

Financial assets or financial liabilities not measured at fair value through profit or loss are initially measured at its fair value plus transaction costs that are directly attributable to the acquisition or issue of the financial assets or financial liabilities.

(2) Classification and subsequent measurement

Classification of financial assets

On initial recognition, a financial asset is classified as measured at: amortised cost, fair value through other comprehensive income (“FVOCI”) or fair value through profit or loss (“FVTPL”). The classification is based on the cash flow characteristics of the financial asset and the business model in which they are managed.

A financial asset which is not designated as at FVTPL is measured at amortised cost if it meets both of the following conditions:

- the asset is held within a business model whose objective is to hold assets to collect contractual cash flows; and
- the contractual terms of the financial asset give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

A debt instrument which is not designated as at FVTPL is measured at FVOCI only if it meets both of the following conditions:

- the asset is held within a business model whose objective is achieved by both collecting contractual cash flows and selling financial assets; and
- the contractual terms of the financial asset give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

On initial recognition of an equity investment that is not held for trading, the Group may irrevocably elect to present subsequent changes in fair value in OCI. This election is made on an investment-by-investment basis.

On initial recognition, the Group may irrevocably designate a financial asset that otherwise meets the requirements to be measured at amortised cost or at FVOCI as measured at FVTPL if doing so eliminates or significantly reduces an accounting mismatch that would otherwise arise.

Business model assessment

The Group makes an assessment of the objective of a business model in which an asset is held at a portfolio level because this best reflects the way the business is managed and information is provided to management. The information considered includes:

- the stated policies and objectives for the portfolio and the operation of those policies in practice. In particular, whether management's strategy focuses on earning contractual interest revenue, maintaining a particular interest rate profile, matching the duration of the financial assets to the duration of the liabilities that are funding those assets or realising cash flows through the sale of the assets;
- how the performance of the portfolio is evaluated and reported to the Group's management;
- the risks that affect the performance of the business model (and the financial assets held within that business model) and the way in which those risks are managed;
- how managers of the business are compensated (e.g. whether compensation is based on the fair value of the assets managed or on contractual cash flows collected); and
- frequency, volume and timing of sales in prior year, the reasons for those sales and expectations about future sales activity. However, information about sales is not considered in isolation, but as part of an overall assessment of how the Group's stated objective for managing the financial assets is achieved and how cash flows are realised.

Assessment of whether contractual cash flows are solely payments of principal and interest on the principal amount outstanding

For the purposes of this assessment, 'principal' is defined as the fair value of the financial asset on initial recognition. 'Interest' is defined as consideration for the time value of money, credit risk, other basic lending risks (e.g. liquidity risk) and costs (e.g. administrative costs), as well as profit margin associated with holding the financial assets for a particular period of time.

In assessing whether the contractual cash flows are solely payment of principal and interest on the principal amount outstanding, the Group considers the contractual terms of the instrument. This includes assessing whether the financial asset contains a contractual term that could change the timing or amount of contractual cash flows such that it would not meet this condition. In making the assessment, the Group considers:

- contingent events that would change the amount and timing of cash flows;
- leverage features;
- terms that limit the Group's claim to cash flows from specified assets (e.g. non-recourse loans); and
- features that modify consideration of the time value of money (e.g. periodic reset of the interest rates).

Subsequent measurement and gains and losses of financial assets

Financial assets measured at amortised cost	These assets are subsequently measured at amortised cost using the effective interest method. The amortised cost is reduced by expected credit losses. Interest income, foreign exchange gains and losses, expected credit loss, gain or loss on derecognition are recognised in profit or loss.
Debt instruments measured at FVOCI	These assets are subsequently measured at fair value. Interest income, calculated using the effective interest method, foreign exchange gains and losses and expected credit loss are recognised in profit or loss. Other net gains and losses are recognised in OCI. On derecognition, gains and losses accumulated in OCI are reclassified to profit or loss.
Equity instruments measured at FVOCI	These assets are subsequently measured at fair value. Dividends are recognised as income in profit or loss on the date on which the Group's right to receive payment is established. Other net gains and losses are recognised in OCI and are never reclassified to profit or loss

Reclassifications

Financial assets are not reclassified subsequent to their initial recognition unless the Bank changes its business model for managing financial assets, in which case all affected financial assets are reclassified prospectively from the reclassification date.

Modifications of financial assets

If the terms of a financial asset are modified, then the Group evaluates whether the cash flows of the modified asset are substantially different.

If the cash flows are substantially different, then the contractual rights to cash flows from the original financial asset are deemed to have expired. In this case, the original financial asset is derecognised and a new financial asset is recognised at fair value plus any eligible transaction costs. Any fees received as part of the modification are accounted for as follows:

- fees that are considered in determining the fair value of the new asset and fees that represent reimbursement of eligible transaction costs are included in the initial measurement of the asset; and
- other fees are included in profit or loss as part of the gain or loss on derecognition.

If cash flows are modified when the borrower is in financial difficulties, then the objective of the modification is usually to maximise recovery of the original contractual terms rather than to originate a new asset with substantially different terms. If the Group plans to modify a financial asset in a way that would result in forgiveness of cash flows, then it first considers whether a portion of the asset should be written off before the modification takes place. This approach impacts the result of the quantitative evaluation and means that the derecognition criteria are not usually met in such cases.

If the modification of a financial asset measured at amortised cost or FVOCI does not result in derecognition of the financial asset, then the Group first recalculates the gross carrying amount of the financial asset using the original effective interest rate of the asset and recognises the resulting adjustment as a modification gain or loss in profit or loss. For floating-rate financial assets, the original effective interest rate used to calculate the modification gain or loss is adjusted to reflect current market terms at the time of the modification. Any costs or fees incurred and fees received as part of the modification adjust the gross carrying amount of the modified financial asset and are amortised over the remaining term of the modified financial asset.

If such a modification is carried out because of financial difficulties of the borrower then the gain or loss is presented together with expected credit loss. In other cases, it is presented as interest income calculated using the effective interest rate method.

Classification, subsequent measurement and gains and losses of financial liabilities

On initial recognition, financial liabilities, except undrawn loan commitments and financial guarantee contracts, are classified and subsequently measured at amortised cost using the effective interest method. Interest expense and foreign exchange gains and losses are recognised in profit or loss. Any gain or loss on derecognition is also recognised in profit or loss.

Modifications of financial liabilities

The Bank derecognises a financial liability when its terms are modified and the cash flows of the modified liability are substantially different. In this case, a new financial liability based on the modified terms is recognised at fair value. The difference between the carrying amount of the financial liability derecognised and consideration paid is recognised in profit or loss. The consideration paid includes any assets transferred and new liabilities assumed.

If the modification of a financial liability is not accounted for derecognition, then the amortised cost of the liability is recalculated by discounting the modified cash flows at the original effective interest rate and the resulting gain or loss is recognised in profit or loss. For floating-rate financial liabilities, the original effective interest rate used to calculate the modification gain or loss is adjusted to reflect current market terms at the time of the modification. Any costs and fees incurred are recognised as an adjustment to the carrying amount of the liability and amortised over the remaining term of the modified financial liability by re-computing the effective interest rate on the instrument.

(3) *Derecognition and offsetting*

Derecognition of financial assets

The Group derecognises a financial asset when the contractual rights to the cash flows from the financial asset expire, or it transfers the rights to receive the contractual cash flows in a transaction in which substantially all of the risks and rewards of ownership of the financial asset are transferred or in which the Group neither transfers nor retains substantially all of the risks and rewards of ownership and it does not retain control of the financial asset.

On derecognition of a financial asset, the difference between the carrying amount of the asset (or the carrying amount allocated to the portion of the asset derecognised) and the sum of (i) the consideration received (including any new asset obtained less any new liability assumed) and (ii) any cumulative gain or loss that had been recognised in OCI is recognised in profit or loss.

Any cumulative gain or loss recognised in OCI in respect of equity investment securities designated as at FVOCI is not recognised in profit or loss on derecognition of such securities. Any interest in transferred financial assets that qualify for derecognition that is created or retained by the Group is recognised as a separate asset or liability.

The Group enters into transactions whereby it transfers assets recognised on its statement of financial position, but retains either all or substantially all of the risks and rewards of the transferred assets or a portion of them. In such cases, the transferred assets are not derecognised. Examples of such transactions are securities lending and sale-and-repurchase transactions.

Derecognition of financial liabilities

The Group derecognises a financial liability when its contractual obligations are discharged, cancelled or expired.

Offsetting

Financial assets and liabilities are offset and the net amount is reported in the statements of financial position when the Group has a legally enforceable right to set off the recognised amounts and the Group intends either to settle them on a net basis or to realise the asset and settle the liability simultaneously.

(f) Properties for sale

Properties for sale include properties foreclosed transferred under the Bank of Thailand's supportive measure to acquire collateral assets for debt repayment, which the customers have the right to buy back the assets at transferring price with maintenance expenses within an agreed period not exceed 5 years since transferred date and the customers have the right to rent the assets for doing their businesses.

Properties for sale except for repossessed vehicles are stated at the lower of cost or net realisable value which based on 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.

The impairment of the property for sale will be realised as the allowance for impairment of the property for sale 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.

(g) Premises and equipment

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

Cost includes expenditure that is directly attributable to the acquisition of the asset. The cost of self-constructed assets includes capitalised borrowing cost and the costs of dismantling and removing the items and restoring the site on which they are located. Purchased software that is integral to the functionality of the related equipment is capitalised as part of that equipment.

Differences between proceeds from disposal and the carrying amount of premises and equipment 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 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 on a straight-line basis over the estimated useful lives of each component of an asset and recognised in profit or loss. The estimated useful lives are as follows:

Premises	25	years
Leasehold improvements	Less than 10	years
Furniture and equipment	3 - 5	years
Computers and accessories	3 - 5	years
Vehicles	5	years

No depreciation is provided on assets under construction.

(h) Leases

At inception of a contract, the Group assesses whether a contract is, or contains, a lease when it conveys the right to control the use of an identified asset for a period of time in exchange for consideration.

As a lessee

At commencement of a contract, the Group allocates the consideration in the contract to each lease component on the basis of its relative stand-alone prices. For the leases of property which their non-lease components could not be separated, the Group has accounted for the lease and non-lease components wholly as a single lease component.

The Group recognises a right-of-use asset and a lease liability at the lease commencement date, except for leases of low-value assets or short-term leases which are recognised as an expense on a straight-line basis over the lease term.

Right-of-use asset is measured at cost, less any accumulated depreciation and impairment losses, and adjusted for any remeasurement of lease liabilities. The cost of right-of-use asset includes the initial amount of the lease liability adjusted for any prepaid lease payments, plus any initial direct costs incurred and an estimate of restoration costs, less any lease incentives received. Right-of-use assets are presented as parts of premises and equipment in the statements of financial position. Depreciation is charged to profit or loss on a straight-line method from the commencement date to the end of the lease term.

The lease liability is initially measured at the present value of all lease payments that shall be paid under the lease. The Group uses the Group's incremental borrowing rate to discount the lease payments to the present value.

The lease liability is measured at amortised cost using the effective interest method. It is remeasured when there is a modification, or change in the assessment of options specified in the lease. When the lease liability is remeasured, a corresponding adjustment is made to the carrying amount of the right-of-use asset or is recorded in profit or loss if the carrying amount of the right-of-use asset has been reduced to zero.

As a lessor

At inception or on modification of a contract, the Group allocates the consideration in the contract to each component on the basis of their relative standalone selling prices.

At lease inception, the Group considers to classify a lease that transfers substantially all of the risks and rewards incidental to ownership of the underlying asset to lessees as a finance lease. A lease that does not meet this criteria is classified as an operating lease.

When the Group is an intermediate lessor, the Group classifies the sub-lease either as a finance lease or an operating lease with reference to the right-of-use asset arising from the head lease. In case of a head lease is a short-term lease, the sub-lease is classified as an operating lease.

The Group recognises lease payments received under operating leases in profit or loss on a straight-line basis over the lease term as part of deduction to premises and equipment expenses. Initial direct costs incurred in arranging an operating lease are added to the carrying amount of the leased asset and recognised over the lease term.

The Group recognises finance lease receivables at the net investment of the leases, which includes the present value of the lease payments, and any unguaranteed residual value, discounted using the interest rate implicit in the lease. Finance lease income reflects a constant periodic rate of return on the Group's net investment outstanding in respect of the leases.

The Group derecognises and determines impairment on the lease receivables as disclosed in note 3 (e) (3) and 3 (j), respectively.

(i) Intangible assets

Intangible assets that have indefinite useful lives are measured at cost less impairment losses. Other intangible assets are measured at cost less accumulated amortisation and impairment losses. Subsequent expenditure is capitalised only when it will generate the future economic benefits.

Amortisation is calculated on a straight-line basis over the estimated useful lives of intangible assets and recognised in profit or loss. The estimated useful are as follows:

Computer software	3 - 10	years
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(j) Impairment of financial assets and lease receivables

Significant estimates and judgements

The Group's expected credit loss ("ECL") calculations are based on complex models with a series of underlying assumptions. The significant judgements and estimates in determining expected credit loss include criteria for assessing if there has been a significant increase in credit risk and development of expected credit loss models, including the choice of inputs relating to macroeconomic variables. The calculation of expected credit loss also involves expert credit judgement to be applied by management based upon counterparty information they receive from various internal and external. Expert credit judgement is also applied to determine whether any post-model adjustments are required for credit risk elements which are not captured by the model under a "management overlay" framework, such as identified model deficiencies, debtors' risk concentration and other factors.

Measurement of ECL

Expected credit losses are computed as unbiased, probability weighted amounts which are determined by evaluating a range of reasonably possible outcomes, the time value of money, and considering all reasonable and supportable information. This includes forward-looking information.

ECL are a probability-weighted estimated of credit losses. They are measured as follows:

- financial assets: as the present value of all cash shortfalls (i.e., the difference between the contractual cash flows and the cash flows that the Group expects to receive);
- undrawn loan commitments: as the present value of the difference between the contractual cash flows that are due to the Group if the commitment is drawn down and the cash flows that the Group expects to receive if the loan is drawn down; and
- financial guarantee contracts: the expected payments to reimburse the holder less any amounts that the Group expects to recover.

Estimate of expected cash shortfalls is determined by multiplying the probability of default ("PD") with percentage of the loss given default ("LGD") with the expected exposure at the time of default ("EAD").

Forward-looking macroeconomic assumptions are incorporated into the PD, LGD and EAD where relevant and where they have been identified to influence credit risk such as gross domestic product (“GDP”), inflation rate and unemployment rate. These assumptions are determined using all reasonable and supportable information, which includes both internally developed forecasts and those available externally and are consistent with those used for financial and capital planning.

Multiple forward-looking scenarios are incorporated into the range of reasonably possible outcomes for all material portfolios both in terms of determining the PD, LGD and EAD, where relevant, and in determining the overall expected credit loss amounts.

The estimate of expected cash shortfalls on a collateralised financial instrument reflects the amount and timing of cash flows that are expected from foreclosure on the collateral less the costs of obtaining and selling the collateral, irrespective of whether foreclosure is probable.

Cash shortfalls are discounted using the effective interest rate on the financial instrument.

Staging

For ECL recognition, financial assets are classified in any of the below 3 stages at each reporting date by being assessed on individual basis. A financial asset can move between stages during its lifetime. The stage are based on changes in credit quality since initial recognition and defined as follows:

- Stage 1: Financial assets that have not had a significant increase in credit risk (Performing)

Financial assets that have not had a significant increase in credit risk (“SICR”) since initial recognition (i.e. no Stage 2 or 3 triggers apply) or debt investment that considered to have low credit risk at each reporting date with the exception of purchased or originated credit impaired (POCI) assets. The allowance for ECL is 12-month ECL. 12-month ECL is the portion of lifetime ECL that result from default events on a financial instrument that are possible within the 12 months after the reporting date.

- Stage 2: Financial assets have a SICR (Under - performing)

When financial assets have a SICR since initial recognition, expected credit losses are recognised for possible default events over the lifetime of the financial assets. SICR is assessed by using a number of quantitative and qualitative factors that are significant to the increase in credit risk. Financial assets that are 30 days or 1 month past due or more and not credit-impaired will always be considered to have experienced a significant increase in credit risk.

Qualitative factor assessments are part of current credit risk management processes, such as an assessment of significant deterioration in the customers’ ability to repay. Qualitative indicators include operating results, financial liquidity and other reliable indicators.

Financial assets can be transferred to Stage 1 in case they have proven that their ability to repay are back to normal.

- Stage 3: Lifetime ECL credit impaired (Non - performing)

Financial assets that are credit-impaired or in default represent those that are at least 90 days or 3 months past due in respect of principal and/or interest. Financial assets are also considered to be credit-impaired where the customers are unlikely to repay on the occurrence of one or more observable events that have a negative impact on the estimated future cash flows of the financial assets.

Evidence that a financial asset is credit impaired includes observable data about the following events:

- Significant financial difficulty of the issuer or borrower;
- In process of asset repossession;
- In process of litigation.

Expected credit losses of credit-impaired financial assets are determined based on the difference between the present value of the recoverable cash flows under a range of scenarios, including the realisation of any collateral held where appropriate, discounted at the financial assets' effective interest rate, and the gross carrying amount of the financial assets prior to any credit impairment.

Financial assets that are credit-impaired require a lifetime provision.

Modifications of financial instruments

Where the original contractual terms of a financial asset have been modified for credit reasons and the instrument has not been derecognised, the resulting modification loss is recognised within expected credit loss in profit or loss with a corresponding decrease in the gross carrying amount of the asset.

Expected credit losses for modified financial assets that have not been derecognised and are not considered to be credit-impaired will be recognised on a 12-month basis, or a lifetime basis, if there is a significant increase in credit risk. These assets are assessed to determine whether there has been a significant increase in credit risk subsequent to the modification.

Loans renegotiated or modified of contractual cash flows, the Group might consider them as financial assets that have a SICR except there is an evidence that the risk of not receiving contractual cash flows significantly reduces and there is no indicator of the impairment. The Group then considers the aforementioned financial assets as the ones that does not have a SICR.

Write-offs of credit-impaired instruments and reversal of expected credit loss

To the extent a financial instrument is considered irrecoverable, the applicable portion of the gross carrying amount is written off against the related allowance for expected credit loss. Such financial instruments are written off after all the necessary procedures have been completed, it is decided that there is no realistic probability of recovery and the amount of the loss has been determined. Subsequent recoveries of amounts previously written off decrease the amount of expected credit loss in the profit or loss or as specified by the BoT's regulations.

If, in a subsequent period, the amount of the allowance for expected credit loss decreases and the decrease can be related objectively to an event occurring after the credit impairment was recognised, the previously recognised expected credit loss is reversed by adjusting the allowance for expected credit loss. The amount of the reversal is recognised in the profit or loss.

Improvement in credit risk

A period may elapse from the point at which instruments enter stage 2 or stage 3 and are reclassified back to stage 1.

For financial assets with credit-impaired (Stage 3) and no trouble debt restructured will transfer to stage 2 or stage 1 if it is considered that no more qualify as a financial asset with credit-impaired.

For financial assets within stage 2, these can only be transferred to stage 1 when they are no longer considered to have experienced a significant increase in credit risk.

Where significant increase in credit risk was determined using quantitative measures, the instruments will automatically transfer back to stage 1 when the days past due criteria is no longer met. Where instruments were transferred to stage 2 due to an assessment of qualitative factors, the issues that led to the reclassification must be cured before the instruments can be reclassified to stage 1. This includes the action to be resolved before the instruments are reclassified to stage 1.

For debt restructuring receivables, exposures under stage 3 can transfer to stage 2 when the customer performs under the revised terms of the contract for a longer of three months or three consecutive payments. Further nine months are required for such customers to be transferred to stage 1 on the basis that there is no overdue balance on the account and the customer is expected to repay its remaining obligations in full.

For debt restructuring receivables, exposures under stage 2 that were not previously credit impaired can transfer to stage 1 when the customer performs under the revised terms of the contract for three months or three consecutive payments, whichever is longer.

(k) *Impairment for non-financial assets*

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 in profit or loss if the carrying amount of an asset or its cash-generating unit exceeds its recoverable amount

Calculation of recoverable amount

The recoverable 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

Impairment losses of assets recognised in prior periods 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.

(l) Employee benefits

Defined contribution plans

Obligations for contributions to the group's provident fund are recognised as employee expenses 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 by estimating the amount of future benefit that employees have earned in the current and prior years. The defined benefit obligations is discounted to the present value, which 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 year by applying the discount rate used to measure the defined benefit obligation at the beginning of the year, taking into account any changes in the net defined benefit liability during the year 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.

(m) 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.

Allowance for expected credit losses on obligation having credit risk exposures

The Group provides allowance for expected credit losses on undrawn loan commitments and financial guarantee contracts by the same methods applied to allowance for expected credit losses as described in note 3 (j).

(n) Warrants

Warrants offered to subordinated debenture holders are measured at amount received from issuance of subordinated debenture less the initial fair value of the subordinated debenture.

(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 investing date.

The modification which increases the fair value of the stock option, the Group shall include the incremental fair value in the measurement of the amount recognised for services received as consideration for the stock option granted. The incremental fair value is the difference between the fair value of modified stock option and that of the original stock option, both estimated as at the date of modification. If the modification occurs after vesting date, the incremental fair value is recognised immediately.

(p) Measurement of fair values

‘Fair value’ is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date in the principal or, in its absence, the most advantageous market to which the Group’s has access at that date. The fair value of a liability reflects its non-performance risk.

When measuring the fair value of an asset or a liability, the Group 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 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 or indirectly.
- *Level 3*: inputs for the asset or liability that are based on unobservable inputs.

The Group recognises transfers between levels of the fair value hierarchy at the end of the reporting period during which the change has occurred.

If an asset or a liability measured at fair value has a bid price and an ask price, then the Group measures assets and long positions at a bid price and liabilities and short positions at an ask price.

The best evidence of the fair value of a financial instrument on initial recognition is normally the transaction price – i.e. the fair value of the consideration given or received. If the Group determines that the fair value of a financial instrument on initial recognition differs from the transaction price, the financial instrument is initially measured at fair value, adjusted for the difference between the fair value on initial recognition and the transaction price and the difference is recognised in profit loss immediately. However, for the fair value categorised as level 3, such difference is deferred and will be recognised in profit or loss on an appropriate basis over the life of the financial instrument or until the fair value level is transferred or the transaction is closed out.

(q) Interest

Effective interest rate

Interest income and interest expense are recognised in profit or loss using the effective interest method. The 'effective interest rate' is the rate that exactly discounts estimated future cash payments or receipts through the expected life of the financial instrument to the gross carrying amount of the financial asset or the amortised cost of the financial liability.

When calculating the effective interest rate for financial instruments other than purchased or originated credit-impaired assets, the Group estimates future cash flows considering all contractual terms of the financial instrument, but not allowance for expected credit loss.

The calculation of the effective interest rate includes transaction costs and fees that are an integral part of the effective interest rate. Transaction costs include incremental costs that are directly attributable to the acquisition or issue of a financial asset or financial liability.

The amortised cost of a financial asset or financial liability is the amount at which the financial asset or financial liability is measured on initial recognition minus the principal repayments, plus or minus the cumulative amortisation using the effective interest method of any difference between that initial amount and the maturity amount and, for financial assets, adjusted for any allowance for expected credit loss.

The gross carrying amount of a financial asset is the amortised cost of a financial asset before adjusting for any allowance for expected credit loss.

Calculation of interest income and interest expense

The effective interest rate of a financial asset or a financial liability is calculated on initial recognition of a financial asset or a financial liability. In calculating interest income and interest expense, the effective interest rate is applied to the gross carrying amount of the asset (when the asset is not credit-impaired) or to the amortised cost of the liability. The effective interest rate is revised as a result of periodic re-estimation of cash flows of floating rate instrument to reflect movements in market rates of interest.

However, for financial assets that are not purchased or originated credit-impaired financial assets but subsequently have become credit-impaired financial assets, interest income is calculated by applying the effective interest rate to the amortised cost of the financial asset. If the asset is no longer credit-impaired, then the calculation of interest income reverts to the gross basis of assets.

(r) Revenue

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.

Fees and services income

Fees and service income are recognised when a customer obtains control of the service in an amount that reflects the consideration to which the Group expects to be entitled, excluding those amounts collected on behalf of third parties and value added tax. Judgement is required in determining the timing of the transfer of control for revenue recognition at a point in time or over time. The related costs are recognised in profit or loss when they are incurred.

Brokerage income

For the contracts that the Group is arranging for the provision of the goods or services on behalf of its customers and does not control the goods or services before the primary sellers or service providers will provide the goods or services to the customers. The Group acts in the capacity of an agent and recognises the net amount of consideration as commission revenue.

(s) 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.

(t) Income tax

Income tax expense for the year comprises current and deferred tax, which is 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 recognised in respect of the taxable income or loss for the year, 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 temporary differences: 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, using tax rates enacted or substantively enacted at the reporting date. Current deferred tax assets and liabilities are offset in the Bank financial statements.

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. 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.

(u) Earnings per share

Basic EPS is calculated by dividing the profit attributable to ordinary shareholders of the Bank by the number of ordinary shares outstanding during the year. Diluted EPS is determined by adjusting the profit attributable to ordinary shareholders and the number of ordinary shares outstanding, for the effects of all dilutive potential ordinary shares, including share options granted to senior management.

(v) **Related parties**

Related parties are a person or entity that has direct or indirect control or joint control, or has significant influence over the financial and managerial decision-making of the Group; a person or entity that are under common control or under the same significant influence as the Group; or the Group has direct or indirect control or joint control or has significant influence over the financial and managerial decision-making of a person or entity.

(w) **Segment reporting**

Segment results that are reported to the Group's Executive Committee (the chief operating decision maker) include items directly attributable to a segment as well as those that can be allocated on a reasonable basis.

4 Impact of COVID-19 pandemic

COVID-19 pandemic is still on-going, while vaccines for the COVID-19 are being rolled out during 2021. As a result of the COVID-19 having a widespread impact on all business sectors and customer segments across Thailand, the Bank of Thailand ("BoT") has issued a series of measures, covering payment moratoriums, government guarantee as well as a loan repayment holiday to help affected borrowers and industries that are encountering short-term cash flow problems to resume repayment ability at the end. In 2021, relief measures provided by the Group are as follows:

- Repayment holiday or decrease instalment or instalment period extension or debt consolidation subject to the Group's criteria
- Asset warehousing

In addition, the Group has provided a 2-month repayment holiday to SME customers and retail customers who are affected by certain risk control measures implemented by the Government.

As at 31 December 2021, the Group provided relief measures by extending the term combined with decreasing instalments by approximately 26.48% (2020: 28.69%) and by granting the repayment holiday by approximately 1.28% (2020: 0.37%) of the gross carrying amount of loans to customers.

In relation to financial reporting, the Group has adopted accounting relief on the use of new effective interest rate (EIR) at the time contracts are changed. This has been applied for all customers under relief measures. In addition, the Group has adopted accounting relief on the stage classification which the Group classifies modified loans as stage 1 (performing) if they have ability to repay.

As the COVID-19 pandemic is ongoing, management considered the impact of the COVID-19 to the financial assets based on available information and the potential impact on the initial ECL estimates. As at 31 December 2021 and 2020, management provided additional ECL as management overlay especially for the customers under relief measures.

On 7 April 2020, the BoT announced a reduction in rate of contribution from financial institutions to the Financial Institutions Development Fund (FIDF) from 0.46% of deposit base to 0.23% per annum temporarily for the year 2020 to 2021 which is retrospectively effective from 1 January 2020.

In August 2021, the BoT has announced to extend the period of the reduction in rate of contribution from financial institutions to the FIDF from 0.46% per annum to 0.23% per annum to end of 2022.

5 Risk management

The Group's activities expose them to a variety of finance risks: credit risk, market risk (including fair value interest rate risk, cash flow interest rate risk and price risk), and liquidity risk. The Group'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 Risk Oversight Committee and the Risk Management Committee provide written principles for overall risk management, as well as written policies covering specific areas, such as credit risk, foreign exchange risk, interest rate risk and use of investment excess liquidity.

5.1 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 Group. 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 expected credit 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 Group defines its credit risk management policies under the supervision of the Risk Management Committee. The main objective is to efficiently manage the Group credit risks in all aspects: policies, organisational structures, processes, and systems within an appropriated risk stated in the Bank business strategies as well as comply with regulations.

The Group 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 Group 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.

Credit quality analysis

The following tables set out information about the credit quality as at 31 December 2021 and 2020 without taking into account collateral or other credit enhancement.

	Consolidated 2021			Total
	Stage 1	Stage 2	Stage 3	
	<i>(in thousand Baht)</i>			
<i>Interbank and money market items (assets)</i>				
Current	10,948,838	-	-	10,948,838
Gross carrying amount	<u>10,948,838</u>	<u>-</u>	<u>-</u>	<u>10,948,838</u>
Net carrying amount	<u>10,948,838</u>	<u>-</u>	<u>-</u>	<u>10,948,838</u>

	Consolidated			Total
	Stage 1	Stage 2	Stage 3	
	2021			
	<i>(in thousand Baht)</i>			
<i>Loans to customers and accrued interest receivables and undue interest receivables</i>				
Current	85,739,827	4,715,504	7,646	90,462,977
Overdue 1 - 30 days	3,304,342	793,405	18,531	4,116,278
Overdue 31 - 60 days	664,991 ⁽¹⁾	1,180,181	51,772	1,896,944
Overdue 61 - 90 days	-	1,197,972	40,594	1,238,566
Overdue more than 90 days	-	212,911 ⁽²⁾	3,193,950	3,406,861
Gross carrying amount	89,709,160	8,099,973	3,312,493	101,121,626
Less allowance for expected credit loss	(3,095,532)	(887,821)	(1,625,453)	(5,608,806)
Net carrying amount	86,613,628	7,212,152	1,687,040	95,512,820
<i>Investments in debt instruments measured at FVOCI</i>				
Low credit risk ⁽³⁾	5,692,457	-	-	5,692,457
Credit impaired	-	-	40,470	40,470
Gross carrying amount	5,692,457	-	40,470	5,732,927
Allowance for expected credit loss	(57)	-	(40,470)	(40,527)
Carrying amount - Fair value	5,693,436	-	-	5,693,436
<i>Undrawn loan commitments and financial guarantee contracts</i>				
Unconditional unused credit line	99,548	-	42,199	141,747
Allowance for expected credit loss	-	-	(20,889)	(20,889)

(1) Financial assets that are not more than 1 month past due

(2) Financial assets that are not more than 3 months past due

(3) Investment grade

	The Bank			Total
	Stage 1	Stage 2	Stage 3	
	2021			
	<i>(in thousand Baht)</i>			
<i>Interbank and money market items (assets)</i>				
Current	10,947,346	-	-	10,947,346
Gross carrying amount	10,947,346	-	-	10,947,346
Net carrying amount	10,947,346	-	-	10,947,346
<i>Loans to customers and accrued interest receivables and undue interest receivables</i>				
Current	85,739,827	4,715,504	7,646	90,462,977
Overdue 1 - 30 days	3,304,342	793,405	18,531	4,116,278
Overdue 31 - 60 days	664,991 ⁽¹⁾	1,180,181	51,772	1,896,944
Overdue 61 - 90 days	-	1,197,972	40,594	1,238,566
Overdue more than 90 days	-	212,911 ⁽²⁾	3,193,950	3,406,861
Gross carrying amount	89,709,160	8,099,973	3,312,493	101,121,626
Less allowance for expected credit loss	(3,095,532)	(887,821)	(1,625,453)	(5,608,806)
Net carrying amount	86,613,628	7,212,152	1,687,040	95,512,820

	The Bank			Total
	Stage 1	Stage 2	Stage 3	
	2021			
	<i>(in thousand Baht)</i>			
Investments in debt instruments measured at FVOCI				
Low credit risk ⁽³⁾	5,692,457	-	-	5,692,457
Credit impaired	-	-	40,470	40,470
Gross carrying amount	<u>5,692,457</u>	<u>-</u>	<u>40,470</u>	<u>5,732,927</u>
Allowance for expected credit loss	(57)	-	(40,470)	(40,527)
Carrying amount - Fair value	5,693,436	-	-	5,693,436
Undrawn loan commitments and financial guarantee contracts				
Unconditional unused credit line	99,548	-	42,199	141,747
Allowance for expected credit loss	-	-	(20,889)	(20,889)

(1) Financial assets that are not more than 1 month past due

(2) Financial assets that are not more than 3 months past due

(3) Investment grade

	Consolidated and the Bank			Total
	Stage 1	Stage 2	Stage 3	
	2020			
	<i>(in thousand Baht)</i>			
Interbank and money market items (assets)				
Current	7,521,365	-	-	7,521,365
Gross carrying amount	<u>7,521,365</u>	<u>-</u>	<u>-</u>	<u>7,521,365</u>
Net carrying amount	7,521,365	-	-	7,521,365
Loans to customers and accrued interest receivables and undue interest receivables				
Current	62,280,304	2,248,980	21,854	64,551,138
Overdue 1 - 30 days	2,004,502	477,613	10,078	2,492,193
Overdue 31 - 60 days	208,135 ⁽¹⁾	701,844	41,920	951,899
Overdue 61 - 90 days	-	406,150	8,285	414,435
Overdue more than 90 days	-	27,672 ⁽²⁾	1,929,725	1,957,397
Gross carrying amount	<u>64,492,941</u>	<u>3,862,259</u>	<u>2,011,862</u>	<u>70,367,062</u>
Less allowance for expected credit loss	(1,670,154)	(1,127,027)	(747,195)	(3,544,376)
Net carrying amount	62,822,787	2,735,232	1,264,667	66,822,686
Investments in debt instruments measured at FVOCI				
Low credit risk ⁽³⁾	3,457,379	-	-	3,457,379
Credit impaired	-	-	40,470	40,470
Gross carrying amount	<u>3,457,379</u>	<u>-</u>	<u>40,470</u>	<u>3,497,849</u>
Allowance for expected credit loss	(35)	-	(40,470)	(40,505)
Carrying amount - Fair value	3,460,722	-	-	3,460,722
Undrawn loan commitments and financial guarantee contracts				
Unconditional unused credit line	93,938	-	41,778	135,716
Allowance for expected credit loss	-	-	(19,178)	(19,178)

(1) Financial assets that are not more than 1 month past due

(2) Financial assets that are not more than 3 months past due

(3) Investment grade

Collateral held and other credit enhancements

The reliability of the debtors is associated with an indicator of a debtor's profile, capital, and ability to repay. These are a significant aspect of credit quality consideration. In addition, the collateral is used as one type of credit risk mitigation to reduce potential credit losses in the event of default. To ensure that the collateral accepted by the Group is marketable and legally enforceable, the Group reviews collateral value following the collateral policy and the BoT's guidelines and regulations.

In addition, in the event that the collateral does not cover the credit limit or no collateral, the Group still has other credit enhancements such as participating in a credit guarantee program with the Thai Credit Guarantee Corporation ("TCG") which is a state-owned specialised financial institution governed by the Ministry of Finance. TCG acts as a guarantor for SME and micro finance in order to mitigate the risk of lending.

As at 31 December 2021 and 2020, the Group holds collateral and other credit enhancements as follows:

Type of credit expense	Consolidated 2021		Principal type of collateral held and other credit enhancements
	Credit exposure (in thousand Baht)	Collateral*	
Interbank and money market items			
- Reverse repurchase agreements	7,000,205	7,062,907	Government and state enterprise securities and private debt securities
- Deposits at BoT and domestic commercial banks	3,948,633	-	None
Investments in debt instruments			
- Government and state enterprise securities	5,692,457	-	None
- Private debt securities	40,470	-	None
Loans to SME and micro SME customers			
- Loans	69,037,442	60,904,869	Deposits, gold, land, building, residence, machine, equipment, and TCG
- Hire purchase	1,650,939	3,262,341	Machine, equipment, and vehicle
Loans to micro finance customers	14,910,639	-	TCG
Loans to retail customers			
- Housing loans	5,562,203	7,787,746	Residence
- Other loans to retail customers	9,960,403	15,797,855	Gold, residence, and vehicle

* Most recent appraisal value

Type of credit expense	The Bank 2021		Principal type of collateral held and other credit enhancements
	Credit exposure (in thousand Baht)	Collateral*	
Interbank and money market items			
- Reverse repurchase agreements	7,000,205	7,062,907	Government and state enterprise securities and private debt securities
- Deposits at BoT and domestic commercial banks	3,947,141	-	None
Investments in debt instruments			
- Government and state enterprise securities	5,692,457	-	None
- Private debt securities	40,470	-	None

Type of credit expense	The Bank 2021		Principal type of collateral held and other credit enhancements
	Credit exposure (in thousand Baht)	Collateral*	
Loans to SME and micro SME customers			
- Loans	69,037,442	60,904,869	Deposits, gold, land, building, residence, machine, equipment, and TCG
- Hire purchase	1,650,939	3,262,341	Machine, equipment, and vehicle
Loans to micro finance customers	14,910,639	-	TCG
Loans to retail customers			
- Housing loans	5,562,203	7,787,746	Residence
- Other loans to retail customers	9,960,403	15,797,855	Gold, residence, and vehicle

* Most recent appraisal value

Type of credit expense	Consolidated and the Bank 2020		Principal type of collateral held and other credit enhancements
	Credit exposure (in thousand Baht)	Collateral*	
Interbank and money market items			
- Reverse repurchase agreements	6,000,162	6,057,862	Government and state enterprise securities and private debt securities
- Deposits at BoT and domestic commercial banks	1,521,203	-	None
Investments in debt instruments			
- Government and state enterprise securities	3,457,379	-	None
- Private debt securities	40,470	-	None
Loans to SME and micro SME customers			
- Loans	45,763,515	64,301,230	Deposits, gold, land, building, residence, machine, equipment, and TCG
- Hire purchase	1,621,138	3,127,227	Machine, equipment, and vehicle
Loans to micro finance customers	11,459,477	-	TCG
Loans to retail customers			
- Housing loans	2,142,049	3,035,703	Residence
- Other loans to retail customers	9,380,883	16,051,752	Gold, residence, and vehicle

* Most recent appraisal value

Concentrations of credit risk

The Group monitors concentrations of credit risk by sector and by nature of transactions. Analyses of concentrations of credit risk from interbank and money market items (assets), investments in debt instruments, loans to customers and accrued interest receivables and undue interest receivables, undrawn loan commitments and financial guarantee contracts as at 31 December 2021 and 2020 are shown below.

	Interbank and money market items (asset)	Investments in debt instruments	Consolidated Loans to customers and accrued interest receivables and undue interest receivables <i>(in thousand Baht)</i>	Undrawn loan commitments	Financial guarantee contracts
2021					
Gross carrying amount	10,948,838	5,732,927	101,121,626	-	-
Undrawn loan commitments and financial guarantee contracts	-	-	-	99,969	41,778
<i>Concentration</i>					
<i>Financial institutions</i>					
Government and state enterprises	3,847,778	5,692,457	-	-	-
Commercial banks	4,700,995	-	-	-	-
Specialised financial institutions	2,400,065	-	-	-	-
<i>Business loans</i>					
Agriculture and mineral	-	-	745,285	-	-
Manufacture and trading	-	-	54,217,431	8,327	-
Real estate and construction	-	-	14,308,976	66,835	41,778
Utilities and services	-	40,470	15,307,245	7,611	-
Others	-	-	343,130	-	-
<i>Consumer loans</i>					
Housing loans	-	-	6,169,074	360	-
Other lendings	-	-	10,030,485	16,836	-
			The Bank Loans to customers and accrued interest receivables and undue interest receivables <i>(in thousand Baht)</i>	Undrawn loan commitments	Financial guarantee contracts
2021					
Gross carrying amount	10,947,346	5,732,927	101,121,626	-	-
Undrawn loan commitments and financial guarantee contracts	-	-	-	99,969	41,778
<i>Concentration</i>					
<i>Financial institutions</i>					
Government and state enterprises	3,847,778	5,692,457	-	-	-
Commercial banks	4,699,503	-	-	-	-
Specialised financial institutions	2,400,065	-	-	-	-
<i>Business loans</i>					
Agriculture and mineral	-	-	745,285	-	-
Manufacture and trading	-	-	54,217,431	8,327	-
Real estate and construction	-	-	14,308,976	66,835	41,778
Utilities and services	-	40,470	15,307,245	7,611	-
Others	-	-	343,130	-	-
<i>Consumer loans</i>					
Housing loans	-	-	6,169,074	360	-
Other lendings	-	-	10,030,485	16,836	-

	Consolidated and the Bank				
	Interbank and money market items (asset)	Investments in debt instruments	Loans to customers and accrued interest receivables and undue interest receivables <i>(in thousand Baht)</i>	Undrawn loan commitments	Financial guarantee contracts
2020					
Gross carrying amount	7,521,365	3,497,849	70,367,062	-	-
Undrawn loan commitments and financial guarantee contracts	-	-	-	93,938	41,778
<i>Concentration</i>					
<i>Financial institutions</i>					
Government and state enterprises	1,401,267	3,457,379	-	-	-
Commercial banks	3,720,033	-	-	-	-
Specialised financial institutions	2,400,065	-	-	-	-
<i>Business loans</i>					
Agriculture and mineral	-	-	746,785	647	-
Manufacture and trading	-	-	36,402,991	13,889	-
Real estate and construction	-	-	8,555,017	54,869	41,778
Utilities and services	-	40,470	12,183,987	3,098	-
Others	-	-	340,994	-	-
<i>Consumer loans</i>					
Housing loans	-	-	4,401,624	3,085	-
Other lendings	-	-	7,735,664	18,350	-

Information related to ECL

Significant increase in credit risk (SICR)

When determining whether the probability of default on a financial instrument has increased significantly since initial recognition, the Group considers reasonable and supportable information that is relevant and available without undue cost or effort. This includes both quantitative and qualitative information and analysis, based on the Group's historical experience and expert credit assessment and including forward-looking information.

Definition of default

The Group considers a financial asset to be in default when the borrower is unlikely to pay its credit obligations to the Group in full, without recourse by the Group to actions such as realising security (if any is held).

In assessing whether a borrower is in default, the Group considers indicators that are:

- quantitative: e.g., the borrower is more than 90 days or 3 months past due on any material credit obligation to the Group. Overdrafts are considered as being past due once the customer has breached an advised limit or been advised of a limit smaller than the current amount outstanding;
- qualitative: e.g., it is becoming probable that the borrower will restructure the asset as a result of bankruptcy due to the borrower's inability to pay its credit obligations.

Inputs into the assessment of whether a financial instrument is in default and their significance may vary over time to reflect changes in circumstances. The definition of default applied by the Group largely aligns with the BoT criteria.

Probability of default

Credit risk grades are a primary input into the determination of the probability of default. The Group has collected repayment performance data of each receivable and input into statistical models to analyse the data collected and generate estimates of the lifetime PD based on contractual repayment. Then, the Group uses the PD to estimate ECL.

Incorporation of forward-looking information

ECL has been estimated by the probability weighted risk of default over the expected life of the financial instrument. It is based on the present value of all expected cash shortfalls carried by historical loss experience data for the group of assets that the Group considers credit risk to be similar such as types of loans to customers, types of collateral, contract terms and other relevant factors and adjusted by current observed data, along with supportable and reasonable future forecasts if statistically correlated can be proved.

The Group formulates three forward-looking economic scenarios; a base case, which is the baseline scenario, slow down scenario and recession scenario. These scenarios are weighted by different level of probabilities. Examples of the macro economic variables used in the forward-looking information are Gross Domestic Product (GDP), inflation rate, unemployment rate, etc.

The Group uses judgements to assess how much relevant macroeconomic changes should affect to ECL of the Group's portfolio. However, the Group reviews the assumptions and forecasts of the future economic situations on a regular basis. In addition, the Group also considers providing the management overlay as a part of ECL.

5.2 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 Group in the current reporting year and future. Interest rate risk arises from the structure and the characteristics of the Group's assets and liabilities and the repricing mismatch of assets and liabilities.

The Group defines policies to adjust the structure of their financial positions to conform to the interest direction in the future and the defined risk framework. The Group monitors the interest direction movement and customer's behavior closely in order to assess the most realistic risk. The Group 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 Group 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 2021 and 2020, the financial assets and liabilities classified by maturity of interest repricing periods are as follows:

	Consolidated 2021							Total
	Repricing periods					Non- performing assets	Non- interest bearing	
	Immediate repricing	Within 3 months	Over 3 months to 1 year	Over 1 year to 5 years	Over 5 years			
	<i>(in thousand Baht)</i>							
Financial assets								
Cash	-	-	-	-	-	-	464,430	464,430
Interbank and money market items, net	1,569	7,000,000	-	-	-	-	3,947,269	10,948,838
Investments, net	-	3,227,298	2,425,085	41,053	-	-	2,378	5,695,814
Loans to customers	353,493	70,872,930	11,069,414	11,770,135	1,306,001	2,811,319	-	98,183,292
Other financial assets, net	-	-	-	-	-	-	358,265	358,265
Total financial assets	355,062	81,100,228	13,494,499	11,811,188	1,306,001	2,811,319	4,772,342	115,650,639
Financial liabilities								
Deposits	32,474,060	13,251,447	34,489,451	8,299,820	-	-	-	88,514,778
Interbank and money market items	586,259	111,198	4,216,269	7,824,024	-	-	-	12,737,750
Liabilities payable on demand	-	-	-	-	-	-	88,924	88,924
Debt issued and borrowings	-	-	-	-	869,935	-	-	869,935
Other financial liabilities	-	-	-	-	-	-	1,141,518	1,141,518
Total financial liabilities	33,060,319	13,362,645	38,705,720	16,123,844	869,935	-	1,230,442	103,352,905
	Consolidated 2020							
	Repricing periods					Non- performing assets	Non- interest bearing	Total
	Immediate repricing	Within 3 months	Over 3 months to 1 year	Over 1 year to 5 years	Over 5 years			
	<i>(in thousand Baht)</i>							
Financial assets								
Cash	-	-	-	-	-	-	521,068	521,068
Interbank and money market items, net	308	6,000,000	-	-	-	-	1,521,057	7,521,365
Investments, net	-	1,846,180	1,334,236	280,306	-	-	2,558	3,463,280
Loans to customers	49,630,947	2,152,420	6,786,102	6,578,840	1,870,239	1,879,817	-	68,898,365
Other financial assets, net	-	-	-	-	-	-	331,775	331,775
Total financial assets	46,631,255	9,998,600	8,120,338	6,859,146	1,870,239	1,879,817	2,376,458	80,735,853
Financial liabilities								
Deposits	18,313,339	10,643,693	28,474,059	7,078,971	-	-	-	64,510,062
Interbank and money market items	545,198	85,363	52,535	4,992,518	-	-	-	5,675,614
Liabilities payable on demand	-	-	-	-	-	-	63,288	63,288
Other financial liabilities	-	-	-	-	-	-	848,142	848,142
Total financial liabilities	18,858,537	10,729,056	28,526,594	12,071,489	-	-	911,430	71,097,106

The Bank							
2021							
Repricing periods							
Immediate repricing	Within 3 months	Over 3 months to 1 year	Over 1 year to 5 years	Over 5 years	Non-performing assets	Non-interest bearing	Total
<i>(in thousand Baht)</i>							
Financial assets							
Cash	-	-	-	-	-	464,430	464,430
Interbank and money market items, net	77	7,000,000	-	-	-	3,947,269	10,947,346
Investments, net	-	3,227,298	2,425,085	41,053	-	2,378	5,695,814
Loans to customers	353,493	70,872,930	11,069,414	11,770,135	1,306,001	2,811,319	98,183,292
Other financial assets, net	-	-	-	-	-	377,827	377,827
Total financial assets	353,570	81,100,228	13,494,499	11,811,188	1,306,001	2,811,319	115,668,709
Financial liabilities							
Deposits	32,695,772	13,251,447	34,489,451	8,299,820	-	-	88,736,490
Interbank and money market items	586,259	111,198	4,216,269	7,824,024	-	-	12,737,750
Liabilities payable on demand	-	-	-	-	-	88,924	88,924
Debt issued and borrowings	-	-	-	869,935	-	-	869,935
Other financial liabilities	-	-	-	-	-	1,093,311	1,093,311
Total financial liabilities	33,282,031	13,362,645	38,705,720	16,123,844	869,935	1,182,235	103,526,410

The Bank							
2020							
Repricing periods							
Immediate repricing	Within 3 months	Over 3 months to 1 year	Over 1 year to 5 years	Over 5 years	Non-performing assets	Non-interest bearing	Total
<i>(in thousand Baht)</i>							
Financial assets							
Cash	-	-	-	-	-	521,068	521,068
Interbank and money market items, net	308	6,000,000	-	-	-	1,521,057	7,521,365
Investments, net	-	1,846,180	1,334,236	280,306	-	2,558	3,463,280
Loans to customers	49,630,947	2,152,420	6,786,102	6,578,840	1,870,239	1,879,817	68,898,365
Other financial assets, net	-	-	-	-	-	336,920	336,920
Total financial assets	46,631,255	9,998,600	8,120,338	6,859,146	1,870,239	1,879,817	80,740,998
Financial liabilities							
Deposits	18,313,339	10,760,099	28,474,059	7,078,971	-	-	64,626,468
Interbank and money market items	545,198	85,363	52,535	4,992,518	-	-	5,675,614
Liabilities payable on demand	-	-	-	-	-	63,288	63,288
Other financial liabilities	-	-	-	-	-	837,178	837,178
Total financial liabilities	18,858,537	10,845,462	28,526,594	12,071,489	-	900,466	71,202,548

The Group has earning financial assets and interest-bearing financial liabilities. The average balances of such financial assets or liabilities are calculated based on outstanding balances and average interest rates for the year ended 31 December 2021 and 2020 were as follows:

	Consolidated					
	2021		Average interest rate (% per annum)	2020		Average interest rate (% per annum)
	Average balance (in thousand Baht)	Interest		Average balance (in thousand Baht)	Interest	
<i>Earning financial assets</i>						
Interbank and money market items	6,524,656	39,597	0.61	4,926,302	35,983	0.73
Investments	3,084,982	15,012	0.49	3,253,801	22,824	0.70
Loans to customers	<u>88,236,820</u>	<u>9,806,767</u>	11.11	<u>60,840,705</u>	<u>7,421,731</u>	12.20
Total	<u>97,846,458</u>	<u>9,861,376</u>		<u>69,020,808</u>	<u>7,480,538</u>	
<i>Interest-bearing financial liabilities</i>						
Deposits	78,550,626	1,254,330	1.60	56,980,790	1,102,543	1.93
Interbank and money market items	7,375,515	7,583	0.10	3,680,386	7,131	0.19
Debt issued and borrowings	<u>864,423</u>	<u>45,473</u>	9.02	-	-	-
Total	<u>86,970,564</u>	<u>1,307,386</u>		<u>60,661,176</u>	<u>1,109,674</u>	
The Bank						
	2021		Average interest rate (% per annum)	2020		Average interest rate (% per annum)
	Average balance (in thousand Baht)	Interest		Average balance (in thousand Baht)	Interest	
	<i>Earning financial assets</i>					
Interbank and money market items	6,523,730	39,597	0.61	4,926,302	35,983	0.73
Investments	3,084,982	15,012	0.49	3,253,801	22,824	0.70
Loans to customers	<u>88,236,820</u>	<u>9,806,767</u>	11.11	<u>60,840,705</u>	<u>7,421,731</u>	12.20
Total	<u>97,845,532</u>	<u>9,861,376</u>		<u>69,020,808</u>	<u>7,480,538</u>	
<i>Interest-bearing financial liabilities</i>						
Deposits	78,739,874	1,254,633	1.59	57,105,975	1,102,759	1.93
Interbank and money market items	7,375,515	7,583	0.10	3,680,386	7,131	0.19
Debt issued and borrowings	<u>864,423</u>	<u>45,473</u>	9.02	-	-	-
Total	<u>86,979,812</u>	<u>1,307,689</u>		<u>60,786,361</u>	<u>1,109,890</u>	

Sensitivity analysis

A reasonable possible change of 100 basis points in interest rates at the reporting date would have increased (decreased) profit or loss by the amounts shown below. Other factors are supposed to be constant in this analysis.

	Consolidated Profit or loss	
	100 bps Increase	100 bps Decrease
	<i>(in thousand Baht)</i>	
2021		
Baht	241,667	(241,667)
Total effect of interest rates changes	<u>241,667</u>	<u>(241,667)</u>

	Consolidated Profit or loss	
	100 bps Increase	100 bps Decrease
	<i>(in thousand Baht)</i>	
2020		
Baht	216,123	(216,123)
Total effect of interest rates changes	<u>216,123</u>	<u>(216,123)</u>
	The Bank Profit or loss	
	100 bps Increase	100 bps Decrease
	<i>(in thousand Baht)</i>	
2021		
Baht	239,529	(239,529)
Total effect of interest rates changes	<u>239,529</u>	<u>(239,529)</u>
2020		
Baht	215,008	(215,008)
Total effect of interest rates changes	<u>215,008</u>	<u>(215,008)</u>

5.3 Foreign exchange rate risk

Foreign exchange rate risk is the risk that arises from the change in foreign exchange rate which may affect the value change in the financial instruments or may cause fluctuation in the income or expenses or in value of the financial assets or liabilities.

The Group has no material foreign currency transactions or balances.

5.4 Equity price risk

Investments in equity instruments consist of investments in equity held from debt restructuring which are not marketable securities. They are designated at fair value through other comprehensive income.

5.5 Liquidity risk

Liquidity risk is the risk that the Group 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 Group.

The Group defines its liquidity risk management policies under the supervision of the Assets and Liabilities Management Committee and the Risk Management Committee who monitors and reviews the liquidity position on a regular basis.

The Group will disclose Liquidity Coverage Ratio (LCR) information for the Group as at 31 December 2021 through the Bank's website at www.tcrbank.com within April 2022.

As at 31 December 2021 and 2020, financial assets and liabilities of the Group classified by maturities were as follows:

	Consolidated					Total
	2021	Over 1 year to 5 years	Over 5 years	No maturity	Total	
	<i>(in thousand Baht)</i>					
Financial assets						
Cash	-	-	-	464,430	464,430	
Interbank and money market items, net	3,948,633	7,000,205	-	-	10,948,838	
Investments, net	-	5,652,383	41,053	2,378	5,695,814	
Loans to customers	447,989	22,367,056	40,883,736	31,673,192	98,183,292	
Other financial assets, net	-	244,491	-	65,108	358,265	
Total financial assets	4,396,622	35,264,135	40,924,789	31,738,300	115,650,639	
Financial liabilities						
Deposits	32,474,060	47,740,898	8,299,820	-	88,514,778	
Interbank and money market items	586,259	4,327,467	7,824,024	-	12,737,750	
Liabilities payable on demand	88,924	-	-	-	88,924	
Debt issued and borrowings	-	-	-	869,935	869,935	
Other financial liabilities	45,289	1,083,294	11,764	1,171	1,141,518	
Total financial liabilities	33,194,532	53,151,659	16,135,608	869,935	103,352,905	
Net liquidity gap	(28,797,910)	(17,887,524)	24,789,181	30,868,365	12,297,734	
Financial guarantee contracts	-	-	-	41,778	41,778	

Consolidated
2020

	At call	Less than 1 year	Over 1 year to 5 years	Over 5 years (in thousand Baht)	No maturity	Total
Financial assets						
Cash	-	-	-	-	521,068	521,068
Interbank and money market items, net	1,521,203	6,000,162	-	-	-	7,521,365
Investments, net	-	3,180,416	280,309	-	2,558	3,463,280
Loans to customers	247,635	15,135,613	30,229,625	21,405,675	1,879,817	68,898,365
Other financial assets, net	-	239,030	-	55,736	37,009	331,775
Total financial assets	1,768,838	24,555,221	30,509,931	21,461,411	2,440,452	80,735,853
Financial liabilities						
Deposits	18,313,339	39,117,752	7,078,971	-	-	64,510,062
Interbank and money market items	545,198	137,898	4,992,518	-	-	5,675,614
Liabilities payable on demand	63,288	-	-	-	-	63,288
Other financial liabilities	8,724	831,148	7,825	-	445	848,142
Total financial liabilities	18,930,549	40,086,798	12,079,314	-	445	71,097,106
Net liquidity gap	(17,161,711)	(15,531,577)	18,430,617	21,461,411	2,440,007	9,638,747
Financial guarantee contracts	-	-	-	-	41,778	41,778

The Bank
2021

	At call	Less than 1 year	Over 1 year to 5 years (in thousand Baht)	Over 5 years	No maturity	Total
Financial assets						
Cash	-	-	-	-	464,430	464,430
Interbank and money market items, net	3,947,141	7,000,205	-	-	-	10,947,346
Investments, net	-	5,652,383	41,053	-	2,378	5,695,814
Loans to customers	447,989	22,367,056	40,883,736	31,673,192	2,811,319	98,183,292
Other financial assets, net	-	264,053	-	65,108	48,666	377,827
Total financial assets	4,395,130	35,283,697	40,924,789	31,738,300	3,326,793	115,668,709
Financial liabilities						
Deposits	32,695,772	47,740,898	8,299,820	-	-	88,736,490
Interbank and money market items	586,259	4,327,467	7,824,024	-	-	12,737,750
Liabilities payable on demand	88,924	-	-	-	-	88,924
Debt issued and borrowings	-	-	-	869,935	-	869,935
Other financial liabilities	-	1,080,376	11,764	-	1,171	1,093,311
Total financial liabilities	33,370,955	53,148,741	16,135,608	869,935	1,171	103,526,410
Net liquidity gap	(28,975,825)	(17,865,044)	24,789,181	30,868,365	3,325,622	12,142,299
Financial guarantee contracts	-	-	-	-	41,778	41,778

**The Bank
2020**

	At call	Less than 1 year	Over 1 year to 5 years <i>(in thousand Baht)</i>	Over 5 years	No maturity	Total
Financial assets						
Cash	-	-	-	-	521,068	521,068
Interbank and money market items, net	1,521,203	6,000,162	-	-	-	7,521,365
Investments, net	-	3,180,416	280,306	-	2,558	3,463,280
Loans to customers	247,635	15,135,613	30,229,625	21,405,675	1,879,817	68,898,365
Other financial assets, net	-	244,175	-	55,736	37,009	336,920
Total financial assets	1,768,838	24,560,366	30,509,931	21,461,411	2,440,452	80,740,998
Financial liabilities						
Deposits	18,313,339	39,234,158	7,078,971	-	-	64,626,468
Interbank and money market items	545,198	137,898	4,992,518	-	-	5,675,614
Liabilities payable on demand	63,288	-	-	-	-	63,288
Other financial liabilities	-	828,908	7,825	-	445	837,178
Total financial liabilities	18,921,825	40,200,964	12,079,314	-	445	71,202,548
Net liquidity gap	(17,152,987)	(15,640,598)	18,430,617	21,461,411	2,440,007	9,538,450
Financial guarantee contracts	-	-	-	-	41,778	41,778

6 Fair value of assets and liabilities

Carrying amounts and fair values

The following table shows the carrying amounts and fair values of financial assets and financial liabilities, including their levels in the hierarchy. It does not include fair value information for financial assets and financial liabilities measured at amortised cost if the carrying amount is a reasonable approximation of fair value.

	Note	Carrying amount			Consolidated			
		FVOCI	Amortised Cost	Total	(in thousand Baht)			
					Level 1	Level 2	Level 3	Total
2021								
Financial assets								
Investments								
- Debt instruments	10	5,693,436	-	5,693,436	-	5,693,436	-	5,693,436
- Equity instruments		2,378	-	2,378	-	-	2,378	2,378
Loans to customers and accrued interest receivables, net	12.1	-	95,512,820	95,512,820	-	-	94,787,307	94,787,307
Financial liabilities								
Deposits	19.1	-	88,514,778	88,514,778	-	88,685,707	-	88,685,707
Interbank and money market items	20	-	12,737,750	12,737,750	-	12,734,548	-	12,734,548
Debt issued and borrowings	21	-	869,935	869,935	-	-	851,895	851,895
2020								
Financial assets								
Investments								
- Debt instruments	10	3,460,722	-	3,460,722	-	3,460,722	-	3,460,722
- Equity instruments		2,558	-	2,558	-	-	2,558	2,558
Loans to customers and accrued interest receivables, net	12.1	-	66,822,686	66,822,686	-	-	61,904,967	61,904,967
Financial liabilities								
Deposits	19.1	-	64,510,062	64,510,062	-	58,926,836	-	58,926,836
Interbank and money market items	20	-	5,675,614	5,675,614	-	5,672,032	-	5,672,032

	Carrying amount			The Bank				
	Note	FVOCI	Amortised Cost	Total	Level 1 (in thousand Baht)	Level 2	Level 3	Total
2021								
Financial assets								
Investments	10	5,693,436	-	5,693,436	-	5,693,436	-	5,693,436
- Debt instruments		2,378	-	2,378	-	-	2,378	2,378
- Equity instruments		-	-	-	-	-	-	-
Loans to customers and accrued interest receivables, net	12.1	-	95,512,820	95,512,820	-	-	94,787,307	94,787,307
Financial liabilities								
Deposits	19.1	-	88,736,490	88,736,490	-	88,907,419	-	88,907,419
Interbank and money market items	20	-	12,737,750	12,737,750	-	12,734,548	-	12,734,548
Debt issued and borrowings	21	-	869,935	869,935	-	-	851,895	851,895
2020								
Financial assets								
Investments	10	3,460,722	-	3,460,722	-	3,460,722	-	3,460,722
- Debt instruments		2,558	-	2,558	-	-	2,558	2,558
- Equity instruments		-	-	-	-	-	-	-
Loans to customers and accrued interest receivables, net	12.1	-	66,822,686	66,822,686	-	-	61,904,967	61,904,967
Financial liabilities								
Deposits	19.1	-	64,626,468	64,626,468	-	59,043,242	-	59,043,242
Interbank and money market items	20	-	5,675,614	5,675,614	-	5,672,032	-	5,672,032

Valuation techniques and significant unobservable inputs

The following tables show the valuation techniques used in measuring Level 3 fair values for financial instruments measured at fair value in the statement of financial position as well as the significant unobservable inputs used.

Financial instruments measured at fair value	Valuation technique	Significant unobservable inputs
Investments in debt instruments	Discounted cash flow	Expected future cash flow
Investments in equity instruments	Net asset value	Net asset value

Level 3 fair values

Reconciliation of Level 3 fair values

The following table shows a reconciliation from the opening balances to the closing balances for Level 3 fair values of investments in debt instruments and investments in equity instruments.

<i>For the year ended 31 December</i>	Consolidated and the Bank			
	2021	2020		
	Investment in debt instruments	Investment in equity instruments	Investment in debt instruments	Investment in equity instruments
		<i>(in thousand Baht)</i>		
As at 1 January	-	2,558	-	2,306
Transfer to Level 3 fair value	-	-	40,470	-
Loss recognised to profit or loss	-	-	(40,470)	-
(Loss) gain recognised to other comprehensive income	-	(180)	-	252
As at 31 December	-	2,378	-	2,558

There were no transfers between Level 1 and Level 2 of the fair value hierarchy during the year ended 31 December 2021 and 2020.

The following methods and assumptions were used by the Group in estimating the fair value of financial assets and liabilities.

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.

Investments in debt instruments

Fair values of investments in debt instruments which are not credit-impaired are calculated by using the bid prices of debt instruments at The ThaiBMA or other financial institutions as at last business day of the reporting period.

Fair value of credit-impaired investments in debt instruments is determined by valuation technique with unobservable inputs.

Investments in equity instruments

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.

For fixed rate loans which are not credit-impaired the fair value is equal to the present value of future cash flows discounted by the effective interest rate of loans.

For credit-impaired fixed rate loans, the fair value is equal to the net 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.

Debt issued and borrowings

The fair value is approximated based on their carrying amount, except for the fair value of fixed rate items with remaining maturity period greater than 1 year which is calculated based on the present value of future cash flows of principal and interest, discounted at the market interest rate at the reporting dates, in cases where there is no active market.

Other financial instruments

The fair value of other financial instruments approximates the carrying value at which they are stated on the statement of financial position.

7 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.

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 2021 and 2020, the Bank's total capital funds could be categorised as follows:

	The Bank	
	2021	2020
	<i>(in thousand Baht)</i>	
Tier 1 Capital		
Common Equity Tier 1 Capital (CET1)		
Paid-up share capital	5,000,000	5,000,000
Warrants	34,906	34,906
Legal reserve	269,389	170,821
Net profits after appropriation	3,782,387	2,436,827
Other reserves	1,136	3,154
Capital deduction items on CET1	<u>(492,575)</u>	<u>(409,796)</u>
Total Common Equity Tier 1 Capital	<u>8,595,243</u>	<u>7,235,912</u>
Additional Tier 1 Capital		
Subordinated debentures classified as additional Tier 1 Capital	<u>1,150,000</u>	<u>-</u>
Total Tier 1 Capital	<u>9,745,243</u>	<u>7,235,912</u>
Tier 2 Capital		
General provision	<u>836,912</u>	<u>621,946</u>
Total Tier 2 Capital	<u>836,912</u>	<u>621,946</u>
Total Capital funds	<u>10,582,155</u>	<u>7,857,858</u>
Total Risk-Weighted Assets	<u>79,425,876</u>	<u>59,469,263</u>
	The BoT's regulation minimum requirement	
		2021 (%)
		2020
Capital Adequacy Ratio/Total Risk-Weighted Asset	11.00	13.32
Tier 1 Capital Ratio/Total Risk-Weighted Asset	8.50	12.27
Common Equity Tier 1 Capital Ratio/Total Risk-Weighted Asset	7.00	10.82
		12.17

As at 31 December 2021 and 2020, the Bank has no add-on arising from Single Lending Limit.

As at 31 December 2021, the Bank has the subordinated debentures which BoT had approved to include in addition Tier 1 Capital since 27 May 2021.

The Bank will disclose capital adequacy and capital risk exposure information for the Bank as at 31 December 2021 through the Bank's website at www.tcrbank.com within April 2022.

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.

8 Classification of financial assets and financial liabilities

	Consolidated 2021			
	Financial instruments measured at FVOCI	Investments in equity instruments designated at FVOCI <i>(in thousand Baht)</i>	Financial instruments measured at amortised cost	Total
Financial assets				
Cash	-	-	464,430	464,430
Interbank and money market items, net	-	-	10,948,838	10,948,838
Investments, net				
Government and state enterprise securities	5,693,436	-	-	5,693,436
Domestic non-marketable equity securities	-	2,378	-	2,378
Loans to customers and accrued interest receivables, net	-	-	95,512,820	95,512,820
Other financial assets, net	-	-	358,265	358,265
Total	5,693,436	2,378	107,284,353	112,980,167
Financial liabilities				
Deposits	-	-	88,514,778	88,514,778
Interbank and money market items	-	-	12,737,750	12,737,750
Liabilities payable on demand	-	-	88,924	88,924
Debt issued and borrowings	-	-	869,935	869,935
Other financial liabilities	-	-	1,141,518	1,141,518
Total	-	-	103,352,905	103,352,905
	Consolidated 2020			
	Financial instruments measured at FVOCI	Investments in equity instruments designated at FVOCI <i>(in thousand Baht)</i>	Financial instruments measured at amortised cost	Total
Financial assets				
Cash	-	-	521,068	521,068
Interbank and money market items, net	-	-	7,521,365	7,521,365
Investments, net				
Government and state enterprise securities	3,460,722	-	-	3,460,722
Domestic non-marketable equity securities	-	2,558	-	2,558
Loans to customers and accrued interest receivables, net	-	-	66,822,686	66,822,686
Other financial assets, net	-	-	331,775	331,775
Total	3,460,722	2,558	75,196,894	78,660,174

	Consolidated			
	2020			
	Financial instruments measured at FVOCI	Investments in equity instruments designated at FVOCI	Financial instruments measured at amortised cost	Total
	<i>(in thousand Baht)</i>			
<i>Financial liabilities</i>				
Deposits	-	-	64,510,062	64,510,062
Interbank and money market items	-	-	5,675,614	5,675,614
Liabilities payable on demand	-	-	63,288	63,288
Other financial liabilities	-	-	848,142	848,142
Total	-	-	71,097,106	71,097,106
The Bank				
2021				
	Financial instruments measured at FVOCI	Investments in equity instruments designated at FVOCI	Financial instruments measured at amortised cost	Total
	<i>(in thousand Baht)</i>			
<i>Financial assets</i>				
Cash	-	-	464,430	464,430
Interbank and money market items, net	-	-	10,947,346	10,947,346
Investments, net				
Government and state enterprise securities	5,693,436	-	-	5,693,436
Domestic non-marketable equity securities	-	2,378	-	2,378
Loans to customers and accrued interest receivables, net	-	-	95,512,820	95,512,820
Other financial assets, net	-	-	377,827	377,827
Total	5,693,436	2,378	107,302,423	112,998,237
<i>Financial liabilities</i>				
Deposits	-	-	88,736,490	88,736,490
Interbank and money market items	-	-	12,737,750	12,737,750
Liabilities payable on demand	-	-	88,924	88,924
Debt issued and borrowings	-	-	869,935	869,935
Other financial liabilities	-	-	1,093,311	1,093,311
Total	-	-	103,526,410	103,526,410

The Bank				
2020				
	Financial instruments measured at FVOCI	Investments in equity instruments designated at FVOCI <i>(in thousand Baht)</i>	Financial instruments measured at amortised cost	Total
<i>Financial assets</i>				
Cash	-	-	521,068	521,068
Interbank and money market items, net	-	-	7,521,365	7,521,365
Investments, net				
Government and state enterprise securities	3,460,722	-	-	3,460,722
Domestic non-marketable equity securities	-	2,558	-	2,558
Loans to customers and accrued interest receivables, net	-	-	66,822,686	66,822,686
Other financial assets, net	-	-	336,920	336,920
Total	<u>3,460,722</u>	<u>2,558</u>	<u>75,202,039</u>	<u>78,665,319</u>
<i>Financial liabilities</i>				
Deposits	-	-	64,626,468	64,626,468
Interbank and money market items	-	-	5,675,614	5,675,614
Liabilities payable on demand	-	-	63,288	63,288
Other financial liabilities	-	-	837,178	837,178
Total	<u>-</u>	<u>-</u>	<u>71,202,548</u>	<u>71,202,548</u>

9 Interbank and money market items, net (assets)

	Consolidated		The Bank	
	2021	2020	2021	2020
<i>(in thousand Baht)</i>				
<i>Domestic</i>				
Bank of Thailand	3,847,778	1,401,267	3,847,778	1,401,267
Commercial banks	4,700,855	3,719,936	4,699,363	3,719,936
Specialised financial institutions	2,400,000	2,400,000	2,400,000	2,400,000
Total	<u>10,948,633</u>	<u>7,521,203</u>	<u>10,947,141</u>	<u>7,521,203</u>
<i>Add</i> accrued interest receivables and undue interest receivables	205	162	205	162
Total domestic	<u>10,948,838</u>	<u>7,521,365</u>	<u>10,947,346</u>	<u>7,521,365</u>

10 Investments, net

Classified by type of investments

	Consolidated and the Bank	
	2021	2020
	<i>(in thousand Baht)</i>	
<i>Investments in debt instruments measured at FVOCI</i>		
Government and state enterprise securities	5,693,436	3,460,722
Total	5,693,436	3,460,722
Allowance for expected credit loss	(40,527)	(40,505)
<i>Investments in equity instruments designated at FVOCI</i>		
Domestic non-marketable equity securities	2,378	2,558
Total	2,378	2,558
Total investments, net	5,695,814	3,463,280

As at 31 December 2021 and 2020, the Group had investments in debt securities in a company that is subject to uncertainty in settlement or in default, the gross carrying amount was Baht 40.47 million (2020: Baht 40.47 million) which the allowance for the expected credit losses has been fully provided.

As at 31 December 2021 and 2020, the Group had some investments in securities pledged as collateral as disclosed in note 30.

As at 31 December 2021 and 2020, the Group did not have investment in any entity in which the Group held 10% or more of the paid-up share capital of the investee company.

11 Investments in subsidiary, net

Company	Type of business	Type of share	The Bank		Cost		Dividend income for the years ended	
			2021	2020	2021	2020	2021	2020
			Percentage of ownership interest		<i>(in thousand Baht)</i>			
			(%)					
Subsidiary								
Thai Micro Digital Solutions Co., Ltd.	Electronic payment and electronic money service	Ordinary	100.00	100.00	250,000	150,000	-	-
Total					250,000	150,000	-	-

At the Annual General Meeting of the shareholders of Thai Micro Digital Solutions Co., Ltd. (“TMDS”), a subsidiary company, held on 22 March 2021, the shareholders had resolutions to increase the authorised share capital of TMDS from the amount of Baht 150 million (15 million ordinary shares at Baht 10 per share) to the amount of Baht 250 million (25 million ordinary shares at Baht 10 per share). The Bank paid for share subscription of Baht 100 million to TMDS in March 2021.

12 Loans to customers and accrued interest receivables, net

12.1 Classified by loan type

	Consolidated and the Bank	
	2021	2020
	<i>(in thousand Baht)</i>	
Overdrafts	285,242	247,994
Loans	95,895,382	66,573,528
Notes	357,339	450,804
Hire-purchase receivables	1,645,329	1,626,039
Total loans to customers	98,183,292	68,898,365
Add accrued interest receivables and undue interest receivables	2,938,334	1,468,697
Total loans to customers and accrued interest receivables and undue interest receivables	101,121,626	70,367,062
Less allowance for expected credit loss	(5,608,806)	(3,544,376)
Loans to customers and accrued interest receivables, net	95,512,820	66,822,686

12.2 Classified by residency of debtors

	Consolidated and the Bank	
	2021	2020
	<i>(in thousand Baht)</i>	
Domestic	98,183,292	68,898,365
Total	98,183,292	68,898,365

12.3 Classified by loan classification

	Consolidated and the Bank	
	2021	2020
	<i>(in thousand Baht)</i>	
Loans to customers and accrued interest receivables and undue interest receivables		
Financial assets that are not significant increase in credit risk (Performing)	89,709,160	64,492,941
Financial assets that are significant increase in credit risk (Under-performing)	8,099,973	3,862,259
Financial assets that are credit impaired (Non-performing)	3,312,493	2,011,862
Total	101,121,626	70,367,062

12.4 Loans classified as credit-impaired

As at 31 December 2021 and 2020, the Group had loans to customers classified as credit impaired under TFRS 9 per the BoT's regulations as follows:

	Consolidated and the Bank	
	2021	2020
Net loans classified as credit-impaired (principal net of allowance for expected credit loss)		
Loans classified as credit-impaired after allowance for expected credit loss on loans classified as credit-impaired <i>(in thousand Baht)</i>	1,185,866	1,132,622
Total loans after allowance for expected credit loss on loans classified as credit-impaired <i>(in thousand Baht)</i>	96,557,839	68,151,170
Percentage of net loans classified as credit-impaired (%)	1.23	1.66
Loans classified as credit-impaired (principal)		
Loans classified as credit-impaired <i>(in thousand Baht)</i>	2,811,319	1,879,817
Total loans <i>(in thousand Baht)</i>	98,183,292	68,898,365
Percentage of loans classified as credit-impaired (%)	2.86	2.73

During the year ended 31 December 2021, the Group did not sell parts of its loans to customers classified as credit-impaired (2020: the Group sold parts of its loans to customers with net carrying amount of Baht 76.17 million) to third parties.

12.5 Modified loans to customers

	Consolidated and the Bank	
	2021	2020
	<i>(in thousand Baht)</i>	
Loans to customers modified since initial recognition		
Gross carrying amount of loans to customers previously modified for which allowance for expected credit loss has changed during the year to an amount equal to 12-month ECL from lifetime ECL	233,803	100,913

During the year ended 31 December 2021 and 2020, the Group had no loans to customers modified except loans to customers modified under relief programs as mentioned in note 4. The Group has no modification gain or loss on these groups of customers.

12.6 Hire-purchase receivables

	Consolidated and the Bank						Total
	2021						
	Portion due within 1 year	Portion due over 1 year but within 2 years	Portion due over 2 years but within 3 years	Portion due over 3 years but within 4 years	Portion due over 4 years but within 5 years	Portion due over 5 years	
	<i>(in thousand Baht)</i>						
Hire-purchase receivables	588,368	441,069	287,636	148,759	91,063	88,434	1,645,329
Less unearned interest income	-	-	-	-	-	-	-
Present value of minimum lease payments receivables	588,368	441,069	287,636	148,759	91,063	88,434	1,645,329
Less allowance for expected credit loss							(50,105)
Hire-purchase receivables, net							1,595,224

	Consolidated and the Bank						Total
	2020						
	Portion due within 1 year	Portion due over 1 year but within 2 years	Portion due over 2 years but within 3 years	Portion due over 3 years but within 4 years	Portion due over 4 years but within 5 years	Portion due over 5 years	
	<i>(in thousand Baht)</i>						
Hire-purchase receivables	532,142	410,511	278,899	198,890	106,729	98,868	1,626,039
Less unearned interest income	-	-	-	-	-	-	-
Present value of minimum lease payments receivables	532,142	410,511	278,899	198,890	106,729	98,868	1,626,039
Less allowance for expected credit loss							(40,275)
Hire-purchase receivables, net							1,585,764

13 Allowance for expected credit loss

Allowance for expected credit loss as at 31 December 2021 and 2020 was as follows:

	Consolidated and the Bank			Total
	2021			
	Financial assets that are not significant increase in credit risk	Financial assets that are significant increase in credit risk	Financial assets that are credit-impaired	
	<i>(in thousand Baht)</i>			
Investments in debt instruments	57	-	40,470	40,527
Loans to customers and accrued interest receivables and undue interest receivables	3,095,532	887,821	1,625,453	5,608,806
Other financial assets	144	1,001	6,942	8,087
Undrawn loan commitments and financial guarantee contracts	-	-	20,889	20,889
Total	3,095,733	888,822	1,693,754	5,678,309

	Consolidated and the Bank			Total
	2020			
	Financial assets that are not significant increase in credit risk	Financial assets that are significant increase in credit risk <i>(in thousand Baht)</i>	Financial assets that are credit-impaired	
Investments in debt instruments	35	-	40,470	40,505
Loans to customers and accrued interest receivables and undue interest receivables	1,670,154	1,127,027	747,195	3,544,376
Other financial assets	44	461	4,078	4,583
Undrawn loan commitments and financial guarantee contracts	-	-	19,178	19,178
Total	1,670,233	1,127,488	810,921	3,608,642

The movements in allowance for expected credit loss of financial assets during the year ended 31 December 2021 and 2020 were as follows:

	Consolidated and the Bank			Total
	2021			
	Financial assets that are not significant increase in credit risk	Financial assets that are significant increase in credit risk <i>(in thousand Baht)</i>	Financial assets that are credit-impaired	
For the year ended 31 December				
Investments in debt instruments				
At 1 January	35	-	40,470	40,505
Purchased or acquired	54	-	-	54
Derecognised	(32)	-	-	(32)
At 31 December	57	-	40,470	40,527
Loans to customers and accrued interest receivables and undue interest receivables				
At 1 January	1,670,153	1,127,028	747,195	3,544,376
Change from stage reclassification	(10,580)	(470,111)	480,691	-
Change from remeasurement of ECL	610,872	(99,305)	800,794	1,312,361
Purchased or acquired	939,987	395,195	147,838	1,483,020
Derecognised	(114,900)	(64,986)	(10,492)	(190,378)
Written-off	-	-	(540,573)	(540,573)
At 31 December	3,095,532	887,821	1,625,453	5,608,806
Other financial assets				
At 1 January	44	461	4,078	4,583
Change from stage reclassification	71	(165)	94	-
Change from remeasurement of ECL	6	370	3,009	3,385
Purchased or acquired	33	427	137	597
Derecognised	(10)	(92)	(63)	(165)
Written-off	-	-	(313)	(313)
At 31 December	144	1,001	6,942	8,087

<i>For the year ended 31 December</i>	Consolidated and the Bank			Total
	Financial assets that are not significant increase in credit risk	Financial assets that are significant increase in credit risk	Financial assets that are credit-impaired	
	2021			
	<i>(in thousand Baht)</i>			
<i>Undrawn loan commitments and financial guarantee contracts</i>				
At 1 January	-	-	19,178	19,178
Change from remeasurement of ECL	-	-	1,711	1,711
At 31 December	-	-	20,889	20,889
	Consolidated and the Bank			
	2020			
	<i>(in thousand Baht)</i>			
<i>Investments in debt instruments</i>				
At 1 January	1,070	-	-	1,070
Change from stage reclassification	(16)	-	16	-
Change from remeasurement of ECL	-	-	40,454	40,454
Purchased or acquired	34	-	-	34
Derecognised	(1,053)	-	-	(1,053)
At 31 December	35	-	40,470	40,505
<i>Loans to customers and accrued interest receivables and undue interest receivables</i>				
At 1 January	1,271,428	505,292	939,775	2,716,495
Change from stage reclassification	(15,394)	(295,648)	311,042	-
Change from remeasurement of ECL	(196,461)	799,349	465,415	1,068,303
Purchased or acquired	858,061	240,737	83,202	1,182,000
Derecognised	(247,480)	(122,703)	(212,262)	(581,445)
Written-off	-	-	(840,977)	(840,977)
At 31 December	1,670,154	1,127,027	747,195	3,544,376
<i>Other financial assets</i>				
At 1 January	64	808	8,411	9,283
Change from stage reclassification	55	30	(85)	-
Change from remeasurement of ECL	(62)	(116)	6,258	6,080
Purchased or acquired	22	153	56	231
Derecognised	(35)	(414)	(4,749)	(5,198)
Written-off	-	-	(5,813)	(5,813)
At 31 December	44	461	4,078	4,583

<i>For the year ended 31 December</i>	Consolidated and the Bank			Total
	Financial assets that are not significant increase in credit risk	Financial assets that are significant increase in credit risk <i>(in thousand Baht)</i>	Financial assets that are credit-impaired	
Undrawn loan commitments and financial guarantee contracts				
At 1 January	118	-	-	118
Purchased or acquired	-	-	19,178	19,178
Derecognised	(118)	-	-	(118)
At 31 December	-	-	19,178	19,178

14 Properties for sale, net

During the years ended 31 December 2021 and 2020, changes to the properties for sale, net were as follows:

	At 1 January 2021	Consolidated and the Bank		At 31 December 2021
		Additions <i>(in thousand Baht)</i>	Disposals	
Assets from settlement of debts*				
- Immovable assets	157,986	190,439	(6,499)	341,926
- Movable asset	-	1,270	(1,270)	-
Total	157,986	191,709	(7,769)	341,926
Less allowance for impairment losses	(1,490)	-	1,490	-
Net	156,496	191,709	(6,279)	341,926

	At 1 January 2020	Consolidated and the Bank		At 31 December 2020
		Additions <i>(in thousand Baht)</i>	Disposals	
Assets from settlement of debts				
- Immovable assets	151,405	13,040	(6,459)	157,986
- Movable asset	7,112	30,137	(37,249)	-
Total	158,517	43,177	(43,708)	157,986
Less allowance for impairment losses	(180)	(1,310)	-	(1,490)
Net	158,337	41,867	(43,708)	156,496

* Assets from settlement of debts include properties foreclosed transferred under the Bank of Thailand's supportive measure to acquire collateral assets for debt repayment

As at 31 December 2021 and 2020, the value of immovable assets for sales from debt repayment was appraised by external and internal appraisers as follows:

	Consolidated and the Bank	
	2021	2020
	<i>(in thousand Baht)</i>	
Immovable assets for sales from debt repayment		
- Appraised by external appraisers	341,926	128,575
- Appraised by internal appraisers	-	29,411
Total	341,926	157,986

15 Premises and equipment, net

During the years ended 31 December 2021 and 2020, changes in premises and equipment were as follows:

	Consolidated						
	Premises	Leasehold improvement	Furniture and equipment	Computers and accessories	Right-of-use assets	Others	Total
	<i>(in thousand Baht)</i>						
Cost							
At 1 January 2020	66,090	299,872	214,781	195,145	707,648	294	1,483,830
Additions	-	10,109	14,478	24,826	395,716	13,036	458,165
Transfers in (out)	-	12,940	64	4,610	-	(13,004)	4,610
Disposals	-	(536)	(5,522)	(1,092)	-	-	(7,150)
Write-off	-	(8,340)	(3,044)	(2,122)	(166,914)	-	(180,420)
At 31 December 2020 and 1 January 2021	66,090	314,045	220,757	221,367	936,450	326	1,759,035
Additions	-	25,224	25,624	26,307	233,907	9,722	320,784
Transfers in (out)	-	1,378	-	-	-	(1,378)	-
Disposals	-	(2,800)	(2,920)	(10,130)	-	-	(15,850)
Write-off	-	(5,148)	(1,642)	(497)	(14,845)	-	(22,132)
At 31 December 2021	66,090	332,699	241,819	237,047	1,155,512	8,670	2,041,837
Accumulated depreciation							
At 1 January 2020	(7,140)	(116,750)	(148,190)	(137,978)	-	(1)	(410,059)
Depreciation charge for the year	(2,648)	(68,943)	(23,304)	(22,106)	(144,205)	-	(261,206)
Disposals	-	537	5,279	1,070	-	-	6,886
Write-off	-	8,141	3,042	2,121	18,520	-	31,824
At 31 December 2020 and 1 January 2021	(9,788)	(177,015)	(163,173)	(156,893)	(125,685)	(1)	(632,555)
Depreciation charge for the year	(2,641)	(44,652)	(26,684)	(24,742)	(121,632)	-	(220,351)
Disposals	-	2,800	2,699	10,104	-	-	15,603
Write-off	-	3,269	1,622	497	11,646	-	17,034
At 31 December 2021	(12,429)	(215,598)	(185,536)	(171,034)	(235,671)	(1)	(820,269)
Net book value							
At 1 January 2020	58,950	183,122	66,591	57,167	707,648	293	1,073,771
At 31 December 2020 and 1 January 2021	56,302	137,030	57,584	64,474	810,765	325	1,126,480
At 31 December 2021	53,661	117,101	56,283	66,013	919,841	8,669	1,221,568

	The Bank						
	Premises	Leasehold improvement	Furniture and equipment	Computers and accessories	Right-of-use assets	Others	Total
	<i>(in thousand Baht)</i>						
Cost							
At 1 January 2020	66,090	299,872	214,724	194,897	707,648	294	1,483,525
Additions	-	10,109	14,453	24,699	395,716	13,036	458,013
Transfers in (out)	-	12,940	64	4,610	-	(13,004)	4,610
Disposals	-	(536)	(5,522)	(1,092)	-	-	(7,150)
Write-off	-	(8,340)	(3,044)	(2,122)	(166,914)	-	(180,420)
At 31 December 2020 and 1 January 2021	66,090	314,045	220,675	220,992	936,450	326	1,758,578
Additions	-	25,204	25,303	25,820	233,907	8,344	318,578
Disposals	-	(2,800)	(2,920)	(10,130)	-	-	(15,850)
Write-off	-	(5,148)	(1,642)	(497)	(14,845)	-	(22,132)
At 31 December 2021	66,090	331,301	241,416	236,185	1,155,512	8,670	2,039,174
Accumulated depreciation							
At 1 January 2020	(7,140)	(116,750)	(148,187)	(137,958)	-	(1)	(410,036)
Depreciation charge for the year	(2,648)	(68,943)	(23,287)	(22,046)	(144,205)	-	(261,129)
Disposals	-	537	5,279	1,070	-	-	6,886
Write-off	-	8,141	3,042	2,121	18,520	-	31,824
At 31 December 2020 and 1 January 2021	(9,788)	(177,015)	(163,153)	(156,813)	(125,685)	(1)	(632,455)
Depreciation charge for the year	(2,641)	(44,625)	(26,654)	(24,618)	(121,632)	-	(220,170)
Disposals	-	2,800	2,699	10,104	-	-	15,603
Write-off	-	3,269	1,622	497	11,646	-	17,034
At 31 December 2021	(12,429)	(215,571)	(185,486)	(170,830)	(235,671)	(1)	(819,988)
Net book value							
At 1 January 2020	58,950	183,122	66,537	56,939	707,648	293	1,073,489
At 31 December 2020 and 1 January 2021	56,302	137,030	57,522	64,179	810,765	325	1,126,123
At 31 December 2021	53,661	115,730	55,930	65,355	919,841	8,669	1,219,186

16 Intangible assets, net

During the years ended 31 December 2021 and 2020, changes in intangible assets were as follows:

	Consolidated			Total
	Computers software	Initial service fee of ITMX <i>(in thousand Baht)</i>	Computer software during developments	
Cost				
At 1 January 2020	211,268	32,621	48,238	292,127
Additions	15,228	-	13,683	28,911
Transfers in (out)	40,182	-	(44,792)	(4,610)
Write-off	(17)	-	-	(17)
At 31 December 2020 and 1 January 2021	266,661	32,621	17,129	316,411
Additions	9,625	-	30,731	40,356
Transfers in (out)	11,571	-	(11,571)	-
At 31 December 2021	287,857	32,621	36,289	356,767
Accumulated amortisation				
At 1 January 2020	(130,197)	-	-	(130,197)
Amortisation for the year	(24,195)	-	-	(24,195)
Write-off	17	-	-	17
At 31 December 2020 and 1 January 2021	(154,375)	-	-	(154,375)
Amortisation for the year	(28,606)	-	-	(28,606)
At 31 December 2021	(182,981)	-	-	(182,981)
Net book value				
At 1 January 2020	81,071	32,621	48,238	161,930
At 31 December 2020 and 1 January 2021	112,286	32,621	17,129	162,036
At 31 December 2021	104,876	32,621	36,289	173,786

	The Bank			
	Computers software	Initial service fee of ITMX <i>(in thousand Baht)</i>	Computer software under developments	Total
<i>Cost</i>				
At 1 January 2020	211,107	32,621	40,028	283,756
Additions	15,218	-	9,418	24,636
Transfers in (out)	29,786	-	(34,396)	(4,610)
Write-off	(17)	-	-	(17)
At 31 December 2020 and 1 January 2021	256,094	32,621	15,050	303,765
Additions	9,515	-	24,269	33,784
Write-off	3,029	-	(3,029)	-
At 31 December 2021	268,638	32,621	36,290	337,549
<i>Accumulated amortisation</i>				
At 1 January 2020	(130,190)	-	-	(130,190)
Amortisation for the year	(23,456)	-	-	(23,456)
Write-off	17	-	-	17
At 31 December 2020 and 1 January 2021	(153,629)	-	-	(153,629)
Amortisation for the year	(27,059)	-	-	(27,059)
At 31 December 2021	(180,688)	-	-	(180,688)
<i>Net book value</i>				
At 1 January 2020	80,917	32,621	40,028	153,566
At 31 December 2020 and 1 January 2021	102,465	32,621	15,050	150,136
At 31 December 2021	87,950	32,621	36,290	156,861

17 Deferred tax assets

Movements in deferred tax assets and liabilities during the years ended 31 December 2021 and 2020 were as follows:

	At 1 January 2021	Consolidated (Charged) / Credited to:		At 31 December 2021
		Profit or loss	Other comprehensive income	
<i>(note 42)</i>				
<i>(in thousand Baht)</i>				
Deferred tax assets				
Investments	7,313	4	504	7,821
Loans to customers and accrued interest receivables	215,585	63,377	-	278,962
Properties for sale	298	(298)	-	-
Debt issued and borrowings	-	1,775	-	1,775
Provisions	28,780	9,111	(222)	37,669
Lease liabilities	788	1,872	-	2,660
Reserve for share-based payment	6,982	-	-	6,982
Total	259,746	75,841	282	335,869

	At 1 January 2020	Consolidated (Charged) / Credited to:		At 31 December 2020
		Profit or loss	Other comprehensive income	
<i>(note 42)</i>				
<i>(in thousand Baht)</i>				
Deferred tax assets				
Investments	(370)	8,101	(418)	7,313
Loans to customers and accrued interest receivables	116,921	98,664	-	215,585
Properties for sale	36	262	-	298
Provisions	23,602	6,326	(1,148)	28,780
Lease liabilities	-	788	-	788
Reserve for share-based payment	6,982	-	-	6,982
Total	147,171	114,141	(1,566)	259,746

	The Bank			At 31 December 2021
	At 1 January 2021	(Charged) / Credited to:		
	Profit or loss	Other comprehensive income		
		<i>(note 42)</i>		
		<i>(in thousand Baht)</i>		
Deferred tax assets				
Investments	7,313	4	504	7,821
Loans to customers and accrued interest receivables	215,585	63,377	-	278,962
Properties for sale	298	(298)	-	-
Debt issued and borrowings	-	1,775	-	1,775
Provisions	28,692	8,998	(176)	37,514
Lease liabilities	788	1,872	-	2,660
Reserve for share-based payment	6,982	-	-	6,982
Total	259,658	75,728	328	335,714

	The Bank			At 31 December 2020
	At 1 January 2020	(Charged) / Credited to:		
	Profit or loss	Other comprehensive income		
		<i>(note 42)</i>		
		<i>(in thousand Baht)</i>		
Deferred tax assets				
Investments	(370)	8,101	(418)	7,313
Loans to customers and accrued interest receivables	116,921	98,664	-	215,585
Properties for sale	36	262	-	298
Provisions	23,602	6,238	(1,148)	28,692
Lease liabilities	-	788	-	788
Reserve for share-based payment	6,982	-	-	6,982
Total	147,171	114,053	(1,566)	259,658

18 Other assets, net

	Consolidated		The Bank	
	2021	2020	2021	2020
		<i>(in thousand Baht)</i>		
Accrued fee income	52,823	94,825	54,882	95,840
Accrued interest income	8,384	3,659	8,384	3,659
Prepaid expenses	215,298	197,462	215,086	197,454
Supplies	5,614	6,054	5,614	6,054
Deposits and guarantee	65,108	55,736	65,108	55,736
Receivables - the Revenue Department	781	1,696	-	-
Receivables - counter service	41,953	68,941	41,953	68,941
Other receivables, net	77,707	46,046	79,040	46,555
Advance to customers	56,282	41,122	56,282	41,122
Suspense debtors	49,486	14,639	65,656	20,431
Others	64,930	14,763	64,071	14,296
Total	638,366	544,943	656,076	550,088

19 Deposits

19.1 Classified by type of deposits

	Consolidated		The Bank	
	2021	2020	2021	2020
	<i>(in thousand Baht)</i>			
Current	99,020	73,725	251,219	180,495
Savings	31,429,579	17,432,069	31,499,092	17,441,705
Term	56,986,179	47,004,268	56,986,179	47,004,268
Total	88,514,778	64,510,062	88,736,490	64,626,468

19.2 Classified by currency and residency of depositors

	Consolidated		The Bank	
	2021	2020	2021	2020
	Domestic		Domestic	
	<i>(in thousand Baht)</i>			
Thai Baht	88,514,778	64,510,062	88,736,490	64,626,468
Total	88,514,778	64,510,062	88,736,490	64,626,468

20 Interbank and money market items (liabilities)

	Consolidated and the Bank	
	2021	2020
	<i>(in thousand Baht)</i>	
Domestic		
Bank of Thailand	9,056,176	1,329,058
Specialised financial institutions	2,977,662	3,729,788
Other financial institutions	703,912	616,768
Total domestic	12,737,750	5,675,614

21 Debt issued and borrowings

As at 31 December 2021, debt issued and borrowings, which were issued in Thailand and denominated entirely in Thai Baht, consist of the following:

	Consolidated and the Bank		
	2021		
	Maturity	Interest rate	Amount
Perpetual subordinated debentures ⁽¹⁾	2026 ⁽²⁾	5.00	869,935
Total			869,935

⁽¹⁾ Counted as a part of Additional Tier 1 Capital, which is determined under the conditions as specified in the BoT's notification (note 7)

⁽²⁾ The year in which call option exercise period starts

On 27 May 2021, the Bank issued the perpetual subordinated debentures to be counted as Additional Tier 1 Capital under Basel III requirement, face value of Baht 1,150 million, which has no expiry date and carries a fixed interest rate of 5.00% per annum, payable semi-annually in May and November of every year. The debentures were offered to private placement (institutional investors, high net-worth investors and related parties to the Group). The Bank can early redeem the perpetual subordinated debentures after 5 years from the issue date or according to certain specified conditions. The Bank has to get the Bank of Thailand's approval for early redemption.

Actuarial (gains) losses recognised in other comprehensive income arising from:

	Consolidated		The Bank	
	2021	2020	2021	2020
	<i>(in thousand Baht)</i>			
Demographic assumptions	15,885	(8,466)	15,885	(8,466)
Financial assumptions	(6,609)	3,057	(6,508)	3,057
Experience adjustment	(10,388)	(330)	(10,255)	(330)
Total	(1,112)	(5,739)	(878)	(5,739)

Actuarial assumptions

The following were the principal actuarial assumptions at the reporting date (expressed as weighted averages).

	Consolidated		The Bank	
	2021	2020	2021	2020
	<i>(% per annum)</i>			
Discount rate	1.65 - 2.77	1.16 - 2.03	1.65	1.16
Future salary growth	5.00	5.00	5.00	5.00

Assumptions regarding future mortality have been based on published statistics and mortality tables.

At 31 December 2021, the Group's and the Bank's weighted-average duration of the defined benefit obligation was 8.01 - 18.84 years and 8.01 years (2020: 7.76 - 26.65 years and 7.76 years), respectively.

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.

	Consolidated		The Bank	
	Increase	Decrease	Increase	Decrease
	<i>(in thousand Baht)</i>			
At 31 December 2021				
Discount rate (1% movement)	(13,211)	14,937	(13,097)	14,796
Future salary growth (1% movement)	13,399	(12,115)	13,264	(12,003)
At 31 December 2020				
Discount rate (1% movement)	(9,758)	11,004	(9,680)	10,908
Future salary growth (1% movement)	9,821	(8,908)	9,729	(8,832)

23 Other liabilities

	Note	Consolidated		The Bank	
		2021	2020	2021	2020
		<i>(in thousand Baht)</i>			
Lease liabilities	34	930,454	814,231	930,454	814,231
Accrued interest expenses		254,308	201,113	254,308	201,113
Other payables		132,646	39,976	91,237	35,520
Accrued expenses		713,114	572,417	709,063	569,964
Corporate income tax payable		311,766	210,734	311,766	210,734
Others		101,177	81,442	98,250	77,216
Total		2,443,465	1,919,913	2,395,078	1,908,778

24 Advance received from electronic payment

In accordance with the BoT notification number Sor Nor Chor 7/2561 dated 16 April 2018, regarding: “Regulations on service business relating to electronic money (“e-money”)” and Sor Nor Chor 2/2562 dated 20 December 2019, regarding: “Regulations on service business relating to electronic fund transfer (“EFT”)” require the Group to disclose advance received from e-money and EFT. As at 31 December 2021, the Group had advance received from e-money as total amount of Baht 45.29 million (2020: Baht 7.96 million) and there was no outstanding from EFT (2020: Nil).

25 Offsetting of financial assets and financial liabilities

	Consolidated and the Bank					
	2021					
	Gross carrying amount	Amount to be offset in statement of financial position	Net amount presented in statement of financial position	Amount of unoffsetting in statement of financial position		Net amount
Offsetting amount which is not met the accounting standard's conditions				Relevant financial collateral amount		
Financial assets						
Reverse repurchase agreements	7,000,000	-	7,000,000	-	7,062,907	-
Total	7,000,000	-	7,000,000	-	7,062,907	-

Consolidated and the Bank

2020

	Gross carrying amount	Amount to be offset in statement of financial position	Net amount presented in statement of financial position	Amount of unoffsetting in statement of financial position		Net amount
				Offsetting amount which is not met the accounting standard's conditions	Relevant financial collateral amount	
<i>(in thousand Baht)</i>						
Financial assets						
Reverse repurchase agreements	6,000,000	-	6,000,000	-	6,057,862	-
Total	6,000,000	-	6,000,000	-	6,057,862	-

Reconciliation of net amount presented in statement of financial position with the caption in statement of financial position as follows:

Consolidated

2021

Financial instrument type	Net amount presented in statement of financial position	Caption in statement of financial position	Note	Carrying amount of financial position not under the offsetting conditions	
				Carrying amount presented in statement of financial position	Carrying amount in statement of financial position
<i>(in thousand Baht)</i>					
Financial assets					
Reverse repurchase agreements	7,000,000	Interbank and money market (assets)	9	10,948,838	3,948,838
Total	7,000,000			10,948,838	3,948,838

The Bank

2021

Financial instrument type	Net amount presented in statement of financial position	Caption in statement of financial position	Note	Carrying amount of financial position not under the offsetting conditions	
				Carrying amount presented in statement of financial position	Carrying amount in statement of financial position
<i>(in thousand Baht)</i>					
Financial assets					
Reverse repurchase agreements	7,000,000	Interbank and money market (assets)	9	10,947,346	3,947,346
Total	7,000,000			10,947,346	3,947,346

Consolidated and the Bank

2020

Financial instrument type	Net amount presented in statement of financial position (in thousand Baht)	Caption in statement of financial position	Note	Carrying amount	
				Carrying amount presented in statement of financial position (in thousand Baht)	Carrying amount in statement of financial position not under the offsetting conditions
Financial assets					
Reverse repurchase agreements	6,000,000	Interbank and money market (assets)	9	7,521,365	1,521,365
Total	<u>6,000,000</u>			<u>7,521,365</u>	<u>1,521,365</u>

26 Share capital

	Par value per share (in Baht)	2021		2020	
		Number (in thousand shares)	Baht (in thousand Baht)	Number (in thousand shares)	Baht (in thousand Baht)
Authorised shares					
At beginning of the year					
- ordinary shares	10	515,625	5,156,250	515,625	5,156,250
Increase in authorised share	10	<u>74,750</u>	<u>747,500</u>	-	-
At ending of the year					
- ordinary shares	10	<u>590,375</u>	<u>5,903,750</u>	<u>516,625</u>	<u>5,156,250</u>

Increase in authorised shares

On 11 January 2021, at the Bank's Extraordinary General Meeting of shareholders No.1/2021 approved the increase in the registered capital in the Bank to reserve for the exercise of the warrants of Baht 747.50 million from Baht 5,156.25 million (515.63 million shares at Baht 10 per share) to be a new registered capital of Baht 5,903.75 million (590.38 million shares at Baht 10 per share). The Bank has registered with the Ministry of Commerce on 22 January 2021.

27 Warrants

The Bank's warrants are as follows:

Type of warrant	Exercise price (Baht / warrant)	Exercise ratio	Number of warrants outstanding as at 1 January 2021	Number of warrants issued and allocated during the year (in thousand warrant)	Number of warrants exercised during the year	Number of warrants outstanding as at 31 December 2021
Warrants issued and offered to investors of perpetual subordinated debenture	15.24	1 unit to 1 ordinary share	-	74,750	-	74,750

On 11 January 2021, at the Extraordinary General Meeting of shareholders No.1/2021 approved the warrants issuance in the amount of 74.75 million warrants to the perpetual subordinated debenture holders as mentioned in note 21 without any consideration.

On 27 May 2021, the Bank allocated the Bank's warrants. The warrants are exercisable within 10 years from the issued date at an exercise ratio of 1 warrant to 1 new ordinary share at the exercise price of Baht 15.24 per share. The warrant can be exercised twice a year on 27 May and 27 November of each year, starting on 27 November 2021 and with a final exercise date on 27 May 2031.

28 Share-based payments

Stock options

The Bank awards stock options of the Bank to certain senior management.

The Extraordinary General Meeting held on 22 March 2019 passed a resolution to modify the first program of the stock option which was issued and approved by the Annual General Meeting held on 27 March 2014 and the second program of the stock option which the Extraordinary General Meeting held on 28 February 2017, in the total amount of 15.625 million warrants. Exercise ratio is 1 warrant for 1 ordinary share at the exercise price of Baht 10 per ordinary share. The expiration date was modified from 27 March 2019 to 31 March 2022. The incremental fair value is Baht 0.89 per warrant.

Management has estimated the fair value using the Binomial valuation model by engaging the valuation specialist. The weighted average option price as at 31 December 2018 is Baht 3.44 per option. The Bank expects that there will be no material impact from using data as at 31 December 2018 for the valuation, compared with modification date. 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. In addition, the effects of early exercise is included.

Movements in the number of stock options outstanding and their related weighted average exercise prices are as follows:

	Weighted average exercise price (Baht / unit)	Number of stock option (in thousand units)
At 1 January 2020	10	15,625
At 31 December 2020 and 1 January 2021	10	15,625
At 31 December 2021	10	15,625

As at 31 December 2021 and 2020, stock options outstanding and its expired date and exercise prices were as follow:

	Exercise price (Baht / unit)	2021 (in thousand units)	2020 (in thousand units)
Expired date:			
31 March 2022	10	15,625	15,625

As at 31 December 2021, the remaining contractual life of the total 15.625 million units (2020: 15.625 million units) was 0.25 years (2020: 1.25 years).

For the years ended 31 December 2021 and 2020, the Group had no stock option expense recognised.

29 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

Reserve for share-based payments

Reserve for share-based payments within shareholders’ equity comprises the fair value of services received from equity-settled share-based payment transactions.

Fair value changes in investments in debt instruments measured at FVOCI and equity instruments designated at FVOCI

The fair value changes in investments in debt instruments measured at FVOCI and equity instruments designated at FVOCI within shareholders’ equity comprises the cumulative net change in the fair value of investments in debt instruments measured at FVOCI and equity instruments designated at FVOCI and the allowance for ECL for debt instruments measured at FVOCI until the investments are derecognised or reclassified.

30 Assets pledged as collateral and under restriction

As at 31 December 2021 and 2020, the Group had investments in securities under obligations and restrictions were as follows:

	Consolidated and the Bank	
	2021	2020
	<i>(in thousand Baht)</i>	
Investments in securities		
- Pledged as collateral for liquidity management ⁽¹⁾	1,792,476 ⁽²⁾	2,052,530 ⁽²⁾
- Pledged as other collaterals	51	51
Total	1,792,527	2,052,581

⁽¹⁾ The Bank of Thailand requires the Group to maintain the Securities Requirement for Settlement (SRS) and maintain the Intraday Liquidity Facility.

⁽²⁾ As at 31 December 2021, the Group’s minimum requirement to maintain the Securities Requirement for Settlement (SRS) and maintain the Intraday Liquidity Facility was Baht 695.59 million (2020: Baht 588.30 million.).

31 Contingent liabilities

	Consolidated		The Bank	
	2021	2020	2021	2020
	<i>(in thousand Baht)</i>			
Other contingencies				
- Amount of unused bank overdrafts	233,037	216,797	233,037	216,797
- Other guarantees	151,229	151,758	151,229	151,758
- Others				
Capital commitments	6,971	17,013	4,896	13,116
Other agreements	206,627	253,270	158,833	234,261
Total	587,864	638,838	537,995	615,932

32 Related parties

Relationships with subsidiary are described in note 11. Other related parties that the Group had significant transactions with during the year 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. Property 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.
OCA Investment Holdings I Pte. Ltd.	Singapore	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, 100.00% 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
Pathum Thani Jutemill Co., Ltd.	Thailand	Entity in the same group company
V.One Asset Co., Ltd.	Thailand	Entity in the same group company
T.C. Insurance Broker Co., Ltd.	Thailand	Entity in the same group company
Hotel and Resort Co., Ltd.	Thailand	Entity in the same group company
Chaiyawan Co., Ltd.	Thailand	Entity in the same group company
Yad Sampan 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
Chai Brothers Co., Ltd.	Thailand	Entity in which key management personnel or their close family members are major shareholders

Name of entity	Country of incorporation/ nationality	Nature of relationship
Sukhothai Assets Management Co., Ltd.	Thailand	Entity in which key management personnel or their close family members are major shareholders
CNT Liquor Co., Ltd.	Thailand	Entity in which key management personnel or their close family members are major shareholders
Thachaisri Co., Ltd.	Thailand	Entity in which key management personnel or their close family members are major shareholders
Piam Anan Co., Ltd.	Thailand	Entity in which key management personnel or their close family members are major shareholders
C.Laing Co., Ltd.	Thailand	Entity in which key management personnel or their close family members are major shareholders
Sakhorn Liquor Co., Ltd.	Thailand	Entity in which key management personnel or their close family members are major shareholders
Baan Thai Real Estate Co., Ltd.	Thailand	Entity in which key management personnel or their close family members are major shareholders
TAP Trading Co., Ltd.	Thailand	Entity in which key management personnel or their close family members are major shareholders
Fortuna Capital 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:

Transactions	Pricing policies
Interest expenses	Market rate
Fees 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 2021 and 2020 with related parties were as follows:

For the years ended 31 December	Consolidated		The Bank	
	2021	2020	2021	2020
	<i>(in thousand Baht)</i>			
Interest expenses				
Parent company	41,168	10	41,168	10
Major shareholders	6,799	1,344	6,799	1,344
Subsidiary	-	-	303	215
Other related parties	4,200	3,099	4,200	3,099
Key management personnel of the Bank	928	371	928	371
Fees and service income				
Major shareholders	90,782	255,428	90,782	255,428
Subsidiary	-	-	10,529	2,866
Other related parties	242,276	219,243	242,276	219,243
Other operating income				
Parent company	166	166	166	166
Subsidiary	-	-	7,380	6,499

<i>For the years ended 31 December</i>	Consolidated		The Bank	
	2021	2020	2021	2020
	<i>(in thousand Baht)</i>			
Other operating expenses				
Ultimate parent company	1,272	-	1,272	-
Major shareholders	8,119	7,558	8,119	7,558
Subsidiary	-	-	12,809	1,092
Other related parties	33,207	31,313	33,207	31,313

Balances as at 31 December 2021 and 2020 with related parties were as follows:

	Consolidated		The Bank	
	2021	2020	2021	2020
	<i>(in thousand Baht)</i>			
Other assets				
Major shareholders	8,558	11,969	8,558	11,969
Subsidiary	-	-	31,773	11,351
Other related parties	27,326	23,066	27,326	23,066
Deposits				
Parent company	25,810	4,497	25,810	4,497
Major shareholders	352,386	315,619	352,386	315,619
Subsidiary	-	-	221,712	116,406
Other related parties	541,206	296,724	541,206	296,724
Key management personnel of the Bank	126,095	96,005	126,095	96,005
Debt issued and borrowings				
Parent company	756,465	-	756,465	-
Major shareholders	113,470	-	113,470	-
Other liabilities				
Parent company	4,800	-	4,800	-
Major shareholders	732	18	732	18
Subsidiary	-	-	21,024	9,902
Other related parties	676	910	676	910
Key management personnel of the Bank	546	455	546	455

As at 31 December 2021, the Bank's debt issued and borrowings from the Parent and major shareholder has the par value of Baht 1,150 million (2020: nil). Key terms and conditions were disclosed in note 21.

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.

The Bank has 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 specified in the agreements.

33 Other benefits to directors and persons with managing authority

For the years ended 31 December 2021 and 2020, benefits to key management personnel were as follows:

<i>For the years ended 31 December</i>	Consolidated and the Bank	
	2021	2020
	<i>(in thousand Baht)</i>	
Short-term benefits	229,606	200,321
Post-employment benefits	10,176	11,115
Total	239,782	211,436

34 Leases

34.1 Leases as lessee

As at 31 December 2021, the Group has several lease agreements of building, office spaces and vehicles with local companies and non-related persons. The leases typically run for period between 0.5 - 19 years (2020: 0.5 - 19 years). Lease payment is specified in the contract.

Extension and termination options reasonably certain to be exercised have been included to carrying amount of right-of-use assets and lease liabilities.

Right-of-use assets

	Consolidated and the Bank		
	Building and office spaces	Vehicles	Total
	<i>(in thousand Baht)</i>		
At 1 January 2020	675,707	31,941	707,648
Addition	388,445	7,271	395,716
Depreciation charge for the year	(131,071)	(13,134)	(144,205)
Write-off	(141,772)	(6,622)	(148,394)
At 31 December 2020 and 1 January 2021	791,309	19,456	810,765
Addition	204,895	29,012	233,907
Depreciation charge for the year	(108,789)	(12,843)	(121,632)
Write-off	-	(3,199)	(3,199)
At 31 December 2021	887,415	32,426	919,841

Lease liabilities

Maturity analysis of undiscounted lease liabilities as at 31 December 2021 and 2020 is disclosed as follows:

	Consolidated and the Bank	
	2021	2020
	<i>(in thousand Baht)</i>	
Less than 1 year	171,167	154,089
Over 1 year to 5 years	484,279	429,331
Over 5 years	367,192	307,342
Total undiscounted lease liabilities	1,022,638	890,762
Lease liabilities included in the statement of financial position	930,454	814,231

Amount recognised in profit or loss

<i>For the years ended 31 December</i>	Consolidated		The Bank	
	2021	2020	2021	2020
	<i>(in thousand Baht)</i>			
Income from subleasing	166	166	724	665
Depreciation for right-of-use assets				
- Building and office spaces	(108,789)	(131,071)	(108,789)	(131,071)
- Vehicles	(12,843)	(13,134)	(12,843)	(13,134)
Interest expense on lease liabilities	(20,317)	(18,616)	(20,317)	(18,616)
Expenses relating to short-term leases	(587)	(130)	(587)	(130)

34.2 Leases as lessor

Operating leases

The Bank has agreements for office rentals to the parent and its subsidiary as disclosed in note 32.

The following table sets out a maturity analysis of lease payments, showing undiscounted lease payments to be received as at 31 December 2021 and 2020.

	Consolidated		The Bank	
	2021	2020	2021	2020
	<i>(in thousand Baht)</i>			
Portion due within 1 year	166	166	665	665
Total	166	166	665	665

Finance leases

Leases which are classified in finance leases are hire-purchase contracts as disclosed in note 12.6.

35 Segment information

The Group has two operating segments: E-wallet business, which is operated by its subsidiary; and banking business (which comprises of business loans – SMEs and Micro finance, retail loans secured by residential property – Housing loans and Home for Cash, and other segments – e.g., personal loans, gold loans, and treasury activities), which are all operating in Thailand. In addition, recording for inter-segment is reported on a basis consistent with external customers.

Operating segment information of the Group for the year ended 31 December 2021 and 2020 were as follows:

	Consolidated					
	2021					
	Banking business					
	Retail loans		Total banking business		Total	
	E-wallet business	Business loans	secured by residential property	Others		Elimination
			<i>(in thousand Baht)</i>			
Net interest income	303	7,858,442	606,664	88,581	-	8,553,990
Non-interest income, net	2,819				(6,003)	188,128
Total operating income	3,122				(6,003)	8,742,118
Total operating expenses	(39,590)				6,020	(3,698,695)
(Loss) profit before expected credit loss and income tax	(36,468)				17	5,043,423
Expected credit loss	-				-	(2,610,553)
Segment (loss) profit before income tax	(36,468)				17	2,432,870
Income tax						497,853
Profit for the year						1,935,017
Loans to customers ⁽¹⁾	-	82,869,053	14,677,172	637,067	-	98,183,292
Total assets	247,432				(494,188)	115,333,417
Total liabilities	71,595				(244,231)	104,870,402

⁽¹⁾ Exclude accrued interest income and undue interest income and allowance for expected credit loss.

Consolidated
2020

	Banking business						
	E-wallet business	Business loans	Retail loans secured by residential property	Others <i>(in thousand Baht)</i>	Total banking business	Elimination	Total
Net interest income	216	5,887,404	415,585	67,659	6,370,648	-	6,370,864
Non-interest (expenses) income, net	(1,821)				218,944	(6,001)	211,122
Total operating (expenses) income	(1,605)				6,589,592	(6,001)	6,581,986
Total operating expenses	(25,241)				(3,268,204)	6,038	(3,287,407)
(Loss) profit before expected credit loss and income tax	(26,846)				3,321,388	37	3,294,579
Expected credit loss	-				(1,729,802)	-	(1,729,802)
Segment (loss) profit before income tax	(26,846)				1,591,586	37	1,564,777
Income tax							191,931
Profit for the year							1,372,846
Loans to customers ⁽¹⁾	-	57,445,822	11,212,022	240,521	68,898,365	-	68,898,365
Total assets	134,078				80,720,900	(276,878)	80,578,100
Total liabilities	22,069				72,442,743	(126,899)	72,337,913

⁽¹⁾ Exclude accrued interest income and undue interest income and allowance for expected credit loss.

36 Financial position and results of operations classified by domestic and foreign business

The Group mainly 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.

37 Interest income

<i>For the years ended 31 December</i>	Consolidated and the Bank	
	2021	2020
	<i>(in thousand Baht)</i>	
Interbank and money market items	39,597	35,983
Investments in debt securities	15,012	22,824
Loans to customers	9,675,103	7,284,849
Hire-purchase	131,664	136,882
Total	9,861,376	7,480,538

38 Interest expenses

<i>For the years ended 31 December</i>	<i>Note</i>	Consolidated		The Bank	
		2021	2020	2021	2020
		<i>(in thousand Baht)</i>			
Deposits	32	1,063,290	963,929	1,063,593	964,145
Interbank and money market items		7,583	7,131	7,583	7,131
Debt issued and borrowings - Perpetual subordinated debentures	32	45,473	-	45,473	-
Contribution to Deposit Protection Agency and BoT		191,040	138,614	191,040	138,614
Total		1,307,386	1,109,674	1,307,689	1,109,890

39 Net fees and service (expenses) income

<i>For the years ended 31 December</i>	<i>Note</i>	Consolidated		The Bank	
		2021	2020	2021	2020
		<i>(in thousand Baht)</i>			
Fee and service income					
- Acceptances, aval and guarantees		2,747	1,673	2,747	1,673
- Management fee		19,034	33,800	19,034	33,800
- Brokerage fee	32	378,278	346,410	378,278	346,410
- Others		35,494	21,170	44,314	23,961
Total		435,553	403,053	444,373	405,844
Fee and service expenses					
- Fee and service expenses on ATM		(21,700)	(11,168)	(20,558)	(11,685)
- Loan guarantee commission expenses		(402,432)	(298,921)	(402,432)	(298,921)
- Legal fee		(6,475)	(17,087)	(6,475)	(17,087)
- Collection and recovery expenses		(86,356)	(36,137)	(86,356)	(36,137)
- Others		(26,733)	(29,553)	(39,420)	(30,005)
Total		(543,696)	(392,866)	(555,241)	(393,835)
Net		(108,143)	10,187	(110,868)	12,009

40 Gains (losses) on investments, net

<i>For the year ended 31 December</i>	Consolidated and the Bank	
	2021	2020
	<i>(in thousand Baht)</i>	
Gains (losses) on derecognition		
- Investments in debt instruments measured at FVOCI	97	(61)
Total	97	(61)

41 Expected credit loss

<i>For the year ended 31 December</i>	Consolidated and the Bank	
	2021	2020
	<i>(in thousand Baht)</i>	
Expected credit loss		
Investments in debt instruments measured at FVOCI	22	39,435
Loans to customers and accrued interest receivables and undue interest receivables	2,605,003	1,668,858
Other financial assets	3,817	1,113
Undrawn loan commitments and financial guarantee contracts	1,711	19,060
Others	-	1,336
Total	2,610,553	1,729,802

42 Income tax expense

Income tax recognised in profit or loss

<i>For the years ended 31 December</i>	<i>Note</i>	Consolidated		The Bank	
		2021	2020	2021	2020
		<i>(in thousand Baht)</i>			
Current tax					
Current year		572,475	306,360	572,475	306,360
Under (over) provided in prior years		1,219	(288)	1,219	(288)
		<u>573,694</u>	<u>306,072</u>	<u>573,694</u>	<u>306,072</u>
Deferred tax income					
Movements in temporary differences	17	(75,841)	(114,141)	(75,728)	(114,053)
Total		<u>497,853</u>	<u>191,931</u>	<u>497,966</u>	<u>192,019</u>

Income tax recognised in other comprehensive income

<i>For the years ended 31 December</i>	Consolidated					
		2021	2020			
		Tax	Net of	Before	Tax	Net of
		income	tax	tax	expense	tax
		(expense)	(in thousand Baht)			
Financial assets measured at FVOCI	(2,521)	504	(2,017)	2,092	(418)	1,674
Defined benefit plan actuarial gains	1,112	(222)	890	5,739	(1,148)	4,591
Total	<u>(1,409)</u>	<u>282</u>	<u>(1,127)</u>	<u>7,831</u>	<u>(1,566)</u>	<u>6,265</u>

<i>For the years ended 31 December</i>	The Bank					
		2021	2020			
		Tax	Net of	Before	Tax	Net of
		income	tax	tax	expense	tax
		(expense)	(in thousand Baht)			
Financial assets measured at FVOCI	(2,521)	504	(2,017)	2,092	(418)	1,674
Defined benefit plan actuarial gains	878	(176)	702	5,739	(1,148)	4,591
Total	<u>(1,643)</u>	<u>328</u>	<u>(1,315)</u>	<u>7,831</u>	<u>(1,566)</u>	<u>6,265</u>

Reconciliation of effective tax rate

<i>For the years ended 31 December</i>	Consolidated			
	Rate (%)	2021 (in thousand Baht)	Rate (%)	2020 (in thousand Baht)
Profit before income tax		2,432,870		1,564,777
Income tax using the Thai corporation tax rate	20.00	486,574	20.00	312,955
Tax effect of income or expenses that are not taxable income or expenses		10,060		(120,736)
Under (over) provided in prior years		1,219		(288)
Total	20.46	497,853	12.26	191,931

<i>For the years ended 31 December</i>	The Bank			
	Rate (%)	2021 (in thousand Baht)	Rate (%)	2020 (in thousand Baht)
Profit before income tax		2,469,321		1,591,586
Income tax using the Thai corporation tax rate	20.00	493,864	20.00	318,317
Tax effect of income or expenses that are not taxable income or expenses		2,883		(126,010)
Under (over) provided in prior years		1,219		(288)
Total	20.17	497,966	12.06	192,019

43 Earnings per share

<i>For the years ended 31 December</i>	Consolidated		The Bank	
	2021	2020 (in thousand Baht)	2021	2020
Profit attributable to ordinary shareholders of the Bank (basic and diluted)	1,935,017	1,372,846	1,971,355	1,399,567
Ordinary shares outstanding				
Number of ordinary shares outstanding (basic) at 31 December	500,000	500,000	500,000	500,000
Effect of exercise of share options	15,625	15,625	15,625	15,625
Effect of exercise of warrants	44,850	-	44,850	-
Number of ordinary shares outstanding (diluted) at 31 December	560,475	515,625	560,475	515,625
Earnings per share (basic) (in Baht)	3.87	2.75	3.94	2.80
Earnings per share (diluted) (in Baht)	3.45	2.66	3.52	2.71

44 Thai Financial Reporting Standards (TFRSs) not yet adopted

The BoT has issued a Circular number Thor Por Tor. For Nor Sor. 2 Wor. 802/2564, directive dated 3 September 2021 regarding “*Guidelines regarding the provision of financial assistance to the debtors affected by the COVID-19 (sustainable debt resolution)*”, highlighted:

1. Guidelines regarding sustainable long-term debt restructuring.
2. Relaxing the regulations on conducting credit card business, personal loans under supervision and digital personal loans, for the purpose of reducing debt burdens of debtor, and temporarily enhancing liquidity of the debtors with repayment capability.
3. Guidelines regarding the process related to the regulations on asset classification and provisioning for the debt restructuring.

Under this Circular, the Group can apply staging and provisioning of debt restructuring from 1 January 2022 to 31 December 2023. The guideline of staging and provisioning depends on debt restructuring method which can be categorised into 2 groups as below:

Debt restructuring method	Guideline of staging and provisioning
1. Debt restructuring which aims to reduce the repayment other than term extension	<ol style="list-style-type: none">1. Non NPL modified loans can be classified as stage 1 performing immediately once they are identified as being likely to repay;2. NPL modified loans can be classified as stage 1 performing only if they can repay 3 consecutive months or 3 consecutive dues, whichever is longer; and3. Revision of effective interest rate (EIR) at the date of modification.
2. Debt restructuring by term extension only	Apply in accordance with the relevant financial reporting standards

In addition, the Group will not set up provision on unused credit line and can remain staging to retail and SME debtors until 31 March 2022 for those who were in the process of debt restructuring on 31 December 2021.

45 Reclassification of accounts

Certain accounts in the 2020 financial statements have been reclassified to conform to the presentation in the 2021 financial statements as follows:

	Before reclassification	Consolidated 2020 Reclassification (in thousand Baht)	After reclassification
<i>Statements of profit or loss and other comprehensive income</i>			
Other operating expenses	284,437	7,965	292,402
Expected credit loss	1,737,767	(7,965)	1,729,802
		<u>-</u>	

	Before reclassification	The Bank 2020 Reclassification <i>(in thousand Baht)</i>	After reclassification
<i>Statements of profit or loss and other comprehensive income</i>			
Other operating expenses	275,838	7,965	283,803
Expected credit loss	1,737,767	<u>(7,965)</u>	1,729,802
		<u>-</u>	

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 2021

Registered capital	5,903,750,000	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

Branch Office	Office hours	Tel.	Fax
Head Office 123 Thai Life Insurance Bldg., Ratchadaphisek Road, Din Daeng, Bangkok 10400			
Ratchadaphisek Business Office 1st fl., Thai Life Insurance Bldg. 123 Ratchadaphisek Road, Din Daeng, Din Daeng, Bangkok 10400	Monday - Friday 08.30 hrs. - 17.00 hrs.	0 2697 5454	0 2642 3112
Asoke PS Tower Branch G fl., PS Tower, 36/11 Sukhumvit 21 Road (Asoke), Khlong Toei Nuea, Vadhana, Bangkok 10110	Monday - Friday 08.30 hrs. - 17.30 hrs.	0 2261 9958-9	0 2261 9957
Big C Om Yai Branch Room GJA 001/3, Big C Supercenter, 17/17 Moo 8, Phet Kasem Road, Om Yai, Sam Phran, Nakhon Pathom 73160	Everyday 10.30 hrs. - 19.30 hrs.	0 2431 2590-2	0 2431 2589
Central Chon Buri Branch Room 173, 1st fl., CentralPlaza Chon Buri, 55/88-89, 55/91 Moo 1, Samet, Mueang Chon Buri, Chon Buri 20000	Everyday 10.30 hrs. - 19.30 hrs.	0 3805 3773-4 0 3805 3999	0 3805 3775
Central Eastville Branch Room 324/1B, 3rd fl., Central Festival Eastville, 69, 69/1, 69/2, 69/4 Pradit Manutham Road, Lat Phrao, Lat Phrao, Bangkok 10230	Everyday 10.30 hrs. - 19.30 hrs.	0 2530 3888	0 2530 3887
Central Lat Phrao Branch Room 231/2, 2nd fl., CentralPlaza Lat Phrao, 1697 Phahon Yothin Road, Chatuchak, Chatuchak, Bangkok 10900	Everyday 11.00 hrs. - 20.00 hrs.	0 2056 9576-8	0 2056 9579
Central Pinklao Branch Room 426/2, 4th fl., CentralPlaza Pinklao, 7/222 Borommaratchachonnani Road, Arun Ammarin, Bangkok Noi, Bangkok 10700	Everyday 11.00 hrs. - 19.30 hrs.	0 2884 7797-9	0 2884 7890
Central Rama 2 Branch Room G30/1, G fl., CentralPlaza Rama II, 160 Rama II Road, Samae Dam, Bang Khun Thian, Bangkok 10150	Everyday 11.00 hrs. - 19.30 hrs.	0 2416 1688-9 0 2416 1900	0 2416 1901
Central Rama 3 Branch Room 402/2, 4th fl., CentralPlaza Rama III 79 Sathu Pradit Road, Chong Nonsi, Yan Nawa, Bangkok 10120	Everyday 10.30 hrs. - 19.30 hrs.	0 2231 1888 0 2126 6814-5	0 2126 6816

Branch Office	Office hours	Tel.	Fax
Central Westgate Branch Room 342, 3rd fl., CentralPlaza Westgate, 199, 199/1, 199/2 Moo 6, Sao Thong Hin, Bang Yai, Nonthaburi 11140	Everyday 11.00 hrs. - 20.00 hrs.	0 2086 2211 0 2086 5934-5	0 2086 5936
Central World Branch Room B406/1, 4th fl., CentralWorld 4, 4/1-4/2, 4/4 Ratchadamri Road, Pathum Wan, Pathum Wan, Bangkok 10330	Everyday 10.30 hrs. - 19.30 hrs.	0 2250 1888	0 2250 1888
Fashion Island Ramindra Branch Room GSSH111, 1st fl., Fashion Island Shopping Mall, 587, 589, 589/7-9 Ram Inthra Road, Khan Na Yao, Khan Na Yao, Bangkok 10230	Everyday 11.00 hrs. - 19.30 hrs.	0 2947 5656 0 2947 5681 0 2947 5694-5	0 2947 5680
Future Park Rangsit Branch Room PLZ.2.SHP030, 2nd fl., Future Park Rangsit, 94 Phahon Yothin Road, Prachathipat, Thanyaburi, Pathum Thani 12130	Everyday 11.00 hrs. - 19.30 hrs.	0 2958 5276-9	0 2958 5377
Nakhon Pathom Branch 136 Ratchawithi Road, Phra Pathom Chedi, Mueang Nakhon Pathom, Nakhon Pathom 73000	Monday - Friday 08.30 hrs. - 17.00 hrs.	0 3431 0555 0 3431 0001-3	0 3431 0004
Paradise Park Srinakarin Branch Room 2 C001, 2nd fl., Paradise Park Shopping Center, 61 Srinakarin Road, Nong Bon, Prawet, Bangkok 10250	Everyday 10.30 hrs. - 19.30 hrs.	0 2780 2209-11	0 2780 2208
Samut Prakan Branch 156 Sri Samut Road, Pak Nam, Mueang Samut Prakan, Samut Prakan 10270	Monday - Friday 08.30 hrs. - 17.00 hrs.	0 2730 9160-3	0 2730 9159
Samut Sakhon Branch 920/30 Ekkachai Road, Maha Chai, Mueang Samut Sakhon, Samut Sakhon 74000	Monday - Friday 08.30 hrs. - 17.00 hrs.	0 3442 4200 0 3442 4343-4 0 3442 4446	0 3442 4445
Seacon Bang Khae Branch Room 329, 3rd fl., Seacon Bang Khae, 607 Phet Kasem Road, Bang Wa, Phasi Charoen, Bangkok 10160	Everyday 11.00 hrs. - 19.30 hrs.	0 2458 2818-20	0 2458 2821
Seacon Srinakarin Branch Room 3057D-2, 3rd fl., Seacon Square, 55 Srinakarin Road, Nong Bon, Prawet, Bangkok 10250	Everyday 10.30 hrs. - 19.30 hrs.	0 2054 0567 0 2054 0678 0 2054 0777	0 2054 0789
The Mall Bangkapi Branch Room 2S-C13 A, B, 2nd fl., The Mall Bang Kapi, 3522 Lat Phrao Road, Khlong Chan, Bang Kapi, Bangkok 10240	Everyday 11.00 hrs. - 19.30 hrs.	0 2704 7500 0 2704 7891-3	0 2704 7894

Branch Office	Office hours	Tel.	Fax
The Mall Bang Khae Branch Room 3S-R2-3B, 3rd fl., The Mall Bang Khae, 518 Phet Kasem Road, Bang Khae Nuea, Bang Khae, Bangkok 10160	Everyday 10.30 hrs. - 19.30 hrs.	0 2803 8488-92	0 2803 8493
The Mall Nakhon Ratchasima Branch Room BB-07, B fl., The Mall Nakhon Ratchasima 1242/2 Mittraphap Road, Nai Mueang, Mueang Nakhon Ratchasima, Nakhon Ratchasima 30000	Everyday 10.30 hrs. - 19.30 hrs.	0 4434 2342 0 4434 2688-90	0 4434 2665
The Mall Ngam Wong Wan Branch Room 524, 5th fl., The Mall Lifestore Ngam Wong Wan, 408, 410, 412, 414, 416, 418, 420, 422, 424, 426, 428, 430, 430/1 Moo 2, Ngam Wong Wan Road, Bang Khen, Mueang Nonthaburi, Nonthaburi 11000	Everyday 11.00 hrs. - 19.30 hrs.	0 2180 6446-8	0 2180 6449
The Mall Thapra Branch Room 326, 3rd fl., The Mall Lifestore Thapra, 129 Ratchadaphisek Road (Thapra-Taksin), Bukkhalo, Thon Buri, Bangkok 10600	Everyday 10.30 hrs. - 19.30 hrs.	0 2472 1888	0 2472 1888
Yaowarat Branch 222-224 Yaowarat Road, Chakkrawat, Samphanthawong, Bangkok 10100	Monday - Friday 08.30 hrs. - 17.00 hrs.	0 2222 3180-1 0 2222 3760-1	0 2222 3120

Lending Branch and Nano Credit Kiosk

Branch Office	Office hours	Tel.	Fax
Bangkok Metropolitan Region Bangkok			
Bang Bon Lending Branch 701 Ekkachai Road, Bang Bon, Bangkok 10150	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 2415 5644-5	0 2415 5646
Bang Kapi Lending Branch 171 Soi Happyland 2, Khlong Chan, Bang Kapi, Bangkok 10240	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 2377 2985-6	-
Bang Khae Lending Branch 100/2 Moo 15, Phet Kasem Road, Bang Wa, Phasi Charoen, Bangkok 10160	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 2413 3504-5	0 2413 3503
Bang Khen-Watcharaphon Lending Branch 2/18 Watcharaphon Road, Tha Raeng, Bang Khen, Bangkok 10230	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 2347 0441-2	0 2347 0182
Bang Khun Non Lending Branch 21/45 Bang Khun Non Road, Bang Khun Non, Bangkok Noi, Bangkok 10700	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 2433 7406-7	-
Chan Road Lending Branch 34 Sathu Pradit Road, Thung Wat Don, Sathon, Bangkok 10120	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 2212 8670-1	0 2212 8672
Huai Khwang Lending Branch 1998/4-5 Pracha Songkhro Road, Din Daeng, Din Daeng, Bangkok 10320	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 2275 5245-6	0 2275 5246
Kluai Nam Thai Lending Branch 4062 Rama IV Road, Phra Khanong, Khlong Toei, Bangkok 10110	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 2249 3517 0 2249 5165	0 2249 5236
Lat Krabang Lending Branch 2654/39 Lat Krabang Road, Lat Krabang, Lat Krabang, Bangkok 10250	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 2327 0384-5	0 2327 0386
Min Buri Lending Branch Min Buri Market, 2nd fl., Plataphianthong Building, 521/7 Moo 18, Sihaburanukit Road, Min Buri, Min Buri, Bangkok 10510	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 2540 0190-2	0 2540 0193
Nak Niwat - Lat Phrao Lending Branch Room 104, 2 Soi Nak Niwat 37, Nak Niwat Road, Lat Phrao, Lat Phrao, Bangkok 10310	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 2538 5073 0 2538 5083	0 2538 5421
Nong Chok Lending Branch 3 Chueam Samphan Road, Krathum Rai, Nong Chok, Bangkok 10530	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 2548 2797-8	0 2548 2799

Branch Office	Office hours	Tel.	Fax
Nong Khaem Lending Branch 1711 Phet Kasem Road, Lak Song, Bang Khae, Bangkok 10160	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 2421 7570-1	0 2421 7572
O Ngoen Market Lending Branch 49/765 Sukhaphiban 5 Road Soi 45, O Ngoen, Sai Mai, Bangkok 10220	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 2532 2285-6	0 2532 2286
Phra Khanong Lending Branch 28/1 Sukhumvit 71 Road, Phra Khanong Nuea, Vadhana, Bangkok 10110	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 2130 7625-6	0 2130 7626
Phraya Suren Lending Branch 785 Phraya Suren Road, Bang Chan, Khlong Sam Wa, Bangkok 10510	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 2136 6842-3	0 2136 6843
Pracha Niwet Lending Branch Room A1, Prachanives 1 Square, 3/1 Baan Pracha Niwet 1, Thetsaban Nimit Nuea Road, Lat Yao, Chatuchak, Bangkok 10900	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 2591 9180-1	0 2591 9182
Rama 2 Lending Branch 179/10 Tha Kham Road, Samae Dam, Bang Khun Thian, Bangkok 10150	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 2408 4850-1	0 2408 4852
Ramkhamhaeng Lending Branch 38 Soi Ramkhamhaeng 37/1 (Vikon Village), Hua Mak, Bang Kapi, Bangkok 10240	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 2318 2673-4	0 2318 2674
Si Yan Lending Branch Edison Department Store, 664 Sam Sen Road, Thanon Nakhon Chai Si, Dusit, Bangkok 10300	Monday - Friday 10.00 hrs. - 19.00 hrs.	0 2241 7363-4	0 2241 7365
Thung Khru Lending Branch 381/4 Pracha Uthit Road, Bang Mot, Thung Khru, Bangkok 10140	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 2426 2663	0 2426 2664
Udom Suk Lending Branch 79 Udom Suk Road, Nong Bon, Prawet, Bangkok 10250	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 2397 0736-7	0 2397 0738
Wongwian Yai Lending Branch 388 Lat Ya Road, Khlong San, Khlong San, Bangkok 10600	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 2437 8730-1	0 2437 8732
Bang Kradi Nano Credit Kiosk 166/3 Bang Kradi Road, Samae Dam, Bang Khun Thian, Bangkok 10150	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2409 2720	-
Bang Pakok Market Nano Credit Kiosk 1439 Suk Sawat Road, Bang Pa Kok, Rat Burana, Bangkok 10140	Monday, Tuesday, Thursday 09.00 hrs. - 15.00 hrs.	02 409 2998	-

Branch Office	Office hours	Tel.	Fax
Bawon Romklao Market Nano Credit Kiosk Bawon Romklao Market, 123/23, Soi Kheha Rom Klao 1/3, Khlong Song Ton Nun, Lat Krabang, Bangkok 10520	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2540 0190-2	0 2540 0193
Bua Phatthana Market (Lat Pla Khao 50) Nano Credit Kiosk 456 Lat Pla Khao Road, Chorakhe Bua, Lat Phrao, Bangkok 10230	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2157 3167	-
Center One Nano Credit Kiosk Room 99, G fl., Center One Shopping Plaza, 1 Soi Loet Panya, Ratchawithi Road, Thanon Phaya Thai, Ratchathewi, Bangkok 10400	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2275 5245-6	-
Chumchon Chai Chimpfli Market Nano Credit Kiosk 19 Soi Bang Waek 82, Khlong Khwang, Phasi Charoen, Bangkok 10160	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2413 3504-5	0 2413 3505
Chumchon Muban Thara Kon Market Nano Credit Kiosk 4 Soi Ramkhamhaeng 166 Yaek 7, Min Buri, Min Buri, Bangkok 10510	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 2138 5788	-
Flower Market Thailand Nano Credit Kiosk 499/1-10 Phran Nok - Phutthamonthon Sai 4 Road, Bang Phrom, Taling Chan, Bangkok 10170	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2410 7787	-
Khu Bon 27 Nano Credit Kiosk 4 Soi Khu Bon 27 Yaek 24, Tha Raeng, Bang Khen, Bangkok 10220	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2136 1398	-
Kip Mu Market Nano Credit Kiosk 399/5 Surao Khlong Nueng Road, Bang Chan, Khlong Sam Wa, Bangkok 10510	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 2170 9819	-
Kosum Ruam Chai Market Nano Credit Kiosk Kosum Ruam Chai Market, 312/3 Kosum Ruam Chai Road, Don Mueang, Don Mueang, Bangkok 10210	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2503 7505	-
Lan Sai Plaza Market Nano Credit Kiosk 659/103 Sathu Pradit Road, Bang Phongphang, Yan Nawa, Bangkok 10120	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2126 5444	-
Lasalle 10 Martket Nano Credit Kiosk 179 Lasalle Road, Bang Na Tai, Bang Na, Bangkok 10260	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2130 5110	-
Lat Phrao Wang Hin Nano Credit Kiosk 760 Lat Phrao Wang Hin Road, Lat Phrao, Lat Phrao, Bangkok 10230	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2591 9180-1	0 2591 9182

Branch Office	Office hours	Tel.	Fax
Lung Phoem Market (Vibhavadi 22) Nano Credit Kiosk 222 Soi Thong Lo, Lat Yao, Chatuchak, Bangkok 10900	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2511 1588	-
Muban Nakkila Laem Thong Nano Credit Kiosk 45 Nakkila Laem Thong Road, Thap Chang, Saphan Sung, Bangkok 10240	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2377 2985-6	-
Namchai Market Nano Credit Kiosk 127 Lat Krabang Road, Lat Krabang, Lat Krabang, Bangkok 10520	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2136 7132	-
New Happy Land Market (Seri Thai 41) Nano Credit Kiosk 48/5 Soi Seri Thai 41, Seri Thai Road, Khlong Kum, Bueng Kum, Bangkok 10240	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2377 2985-6	-
One @ Bobae Nano Credit Kiosk 253/3 Damrong Rak Road, Khlong Maha Nak, Pom Prap Sattru Phai, Bangkok 10100	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2433 7406-7	0 2433 7408
On Nut 58 Market Nano Credit Kiosk 1932 On Nut Road, Suan Luang, Suan Luang, Bangkok 10250	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2397 0736-7	0 2397 0738
Patthavikon Market Nano Credit Kiosk 27/51 Moo 7, Khlong Kum, Bueng Kum, Bangkok 10240	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2780 2980	-
Phahurat Nano Credit Kiosk Phahurat Market Tower, 95/103-106, Tri Phet Road, Wang Burapha Phirom, Phra Nakhon, Bangkok 10200	Monday, Thursday, Friday 09.00 hrs. - 15.00 hrs.	0 2437 8730-1	0 2437 8732
Phatthanakan 20 Nano Credit Kiosk 206 Soi Phatthanakan 20, Suan Luang, Suan Luang, Bangkok 10250	Tuesday, Thursday, Friday 09.00 hrs. - 15.00 hrs.	0 2318 2673-4	0 2318 2674
Phatthanakan Market Nano Credit Kiosk 174 Soi Phatthanakan 70, Prawet, Prawet, Bangkok 10250	Wednesday, Thursday, Friday 09.00 hrs. - 15.00 hrs.	0 2322 3611	-
Pratunam Nano Credit Kiosk 555 Ratchaprarop Road, Makkasan, Ratchathewi, Bangkok 10400	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2253 4500	-
Ramkhamhaeng 2 Nano Credit Kiosk Number One Plaza Bldg., 197/ 199/ 201/ 203/ 205, Ramkhamhaeng 2 Road, Dok Mai, Prawet, Bangkok 10250	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2136 6122	-

Branch Office	Office hours	Tel.	Fax
Save Center Market Nano Credit Kiosk 42/30-42/34 Moo 18, Borommaratchachonnani Road, Sala Thammasop, Thawi Watthana, Bangkok 10170	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2413 3504-5	0 2413 3503
Setthathat Market Nano Credit Kiosk 75 Soi Phibun Watthana Building, Rama VI Road, Sam Sen Nai, Phaya Thai, Bangkok 10400	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2163 4788	-
Si Lom Nano Credit Kiosk 425 Si Lom Road, Si Lom, Bang Rak, Bangkok 10500	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2212 8670-1	0 2212 8672
Siriraj Nano Credit Kiosk 954/32 Phran Nok Road, Ban Chang Lo, Bangkok Noi, Bangkok 10700	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2433 7406-7	0 2434 3147
Song Prapha Nano Credit Kiosk 8/2 Soi Song Prapha 9, Song Prapha Road, Don Mueang, Don Mueang, Bangkok 10210	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2567 0060-2	0 2567 0063
Suan Phak Road Nano Credit Kiosk 89 Moo 8, Borommaratchachonnani Road, Chimpfli, Taling Chan, Bangkok 10170	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2408 1677	-
Talat Phlu Nano Credit Kiosk 1577 Thoet Thai Road, Talat Phlu, Thon Buri, Bangkok 10600	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2466 4899	-
Tao Poon Market Nano Credit Kiosk 547/25 Pracha Rat Sai 2 Road, Bang Sue, Bang Sue, Bangkok 10800	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2591 9180-1	0 2591 9182
Tha Sai Nano Credit Kiosk 304/237 Soi Pracha Chuen 12 Yaek 1-2, Thung Song Hong, Lak Si, Bangkok 10210	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2591 9180-1	0 2591 9182
World Market Nano Credit Kiosk 109/14 Thawi Watthana Road, Thawi Watthana, Thawi Watthana, Bangkok 10170	Monday, Thursday, Friday 09.00 hrs. - 15.00 hrs.	0 2421 7570-1	0 2421 7572
Yingcharoen Market Nano Credit Kiosk Yingcharoen Market, 651 Phahon Yothin Road, Anusawari, Bang Khen, Bangkok 10220	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2521 0014	-

Branch Office	Office hours	Tel.	Fax
Nakhon Pathom			
Kamphaeng Saen Lending Branch 111/2 Moo 1, Kamphaeng Saen, Kamphaeng Saen, Nakhon Pathom 73140	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3430 0637-8	0 3430 0639
Nakhon Chai Si (Nakhon Pathom) Lending Branch 97/19 Moo 2, Bang Krabao, Nakhon Chai Si, Nakhon Pathom 73120	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3431 0326	0 3431 0327
Nakhon Pathom Lending Branch 17-18 Bo Roem Road, Phra Pathom Chedi, Mueang Nakhon Pathom, Nakhon Pathom 73000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3421 9696 0 3427 2696	0 3427 2696
Don Tum Nano Credit Kiosk 129/19 Moo 1, Sam Ngam, Don Tum, Nakhon Pathom 73150	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 3421 9695-8 0 3427 1231-2	0 3421 9699
Khunphaen Market (Nakhon Pathom) Nano Credit Kiosk 31/37 Moo 1, Tha Talat, Sam Phran, Nakhon Pathom 73110	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 3431 1086	-
Malee Market Nano Credit Kiosk 141/50 Moo 5, Krathum Lom, Sam Phran, Nakhon Pathom 73220	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 2408 7479	-
Salaya Market Nano Credit Kiosk 139/32 Moo 5, Salaya, Phutthamonthon, Nakhon Pathom 73170	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 2441 9383	-
Nonthaburi			
Bang Yai Lending Branch 52/95 Moo 6, Sao Thong Hin, Bang Yai, Nonthaburi 11140	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 2595 0420-2	0 2595 0423
Nonthaburi Lending Branch 706 Pracharat Road, Suan Yai, Mueang Nonthaburi, Nonthaburi 11000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 2526 8524-5	0 2526 8540
Pak Kret Lending Branch Room PB 03, 121/19 Moo 3, Chaeng Watthana Road, Pak Kret, Pak Kret, Nonthaburi 11120	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 2583 5615-6	0 2583 5617
Bang Bua Thong Nano Credit Kiosk 59/2 Moo 2, Sano Loi, Bang Bua Thong, Nonthaburi 11110	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2595 0420-2	0 2595 0423

Branch Office	Office hours	Tel.	Fax
Lung Om Market Nano Credit Kiosk 61/3 Moo 4, Plai Bang, Bang Kruai, Nonthaburi 11130	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2403 5009	-
Muang Thong Thani Nano Credit Kiosk 101-101/1, Popular Road, Ban Mai, Pak Kret, Nonthaburi 11120	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2583 5615-6	0 2583 5617
New Rewadi Market Nano Credit Kiosk 543/34 Rewadi Road, Talat Khwan, Mueang Nonthaburi, Nonthaburi 11000	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2526 8524-5	0 2526 8540
Sai Noi (Nonthaburi) Nano Credit Kiosk 25/10 Moo 1, Khlong Khwang, Sai Noi, Nonthaburi 11150	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2147 1837	-
Pathum Thani			
Lam Luk Ka Lending Branch 169/33 Moo 3, Lam Luk Ka Road, Khu Khot, Lam Luk Ka, Pathum Thani 12130	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 2531 5012 0 2531 5014	0 2531 5013
Navanakhon (Pathum Thani) Lending Branch 10/27 Moo 19, Khlong Nueng, Khlong Luang, Pathum Thani 12120	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 2529 1891-2	0 2529 1892
Pathum Thani Lending Branch 24/159 Pathum Krungthep Road, Bang Prok, Mueang Pathum Thani, Pathum Thani 12000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 2581 1046-7	0 2581 1048
Rangsit Lending Branch 81 Soi Rangsit-Pathum Thani 3, Prachathipat, Thanyaburi, Pathum Thani 12130	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 2567 0060-2	0 2567 0063
Talad Thai Lending Branch 31/26 Moo 9, Talad Thai, Khlong Nueng, Khlong Luang, Pathum Thani 12120	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 2516 4035-6	0 2516 4037
Thanyaburi Khlong 6 Lending Branch 40/67 Moo 1, Khlong Hok, Khlong Luang, Pathum Thani 12120	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 2577 1383-4	0 2577 1385
Bang Khu Wat Nano Credit Kiosk 88/10 Moo 1, Bang Khu Wat, Mueang Pathum Thani, Pathum Thani 12000	Monday, Thursday, Friday 09.00 hrs. - 15.00 hrs.	0 2159 9118	-
Klang Lat Sawai Market Nano Credit Kiosk 52/39 Moo 5, Lat Sawai, Lam Luk Ka, Pathum Thani 12150	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2531 5012 0 2531 5014	0 2531 5013

Branch Office	Office hours	Tel.	Fax
Lam Luk Ka Klong 8 Nano Credit Kiosk Charoenkan Market, 9/18 Moo 5, Lam Luk Ka, Lam Luk Ka, Pathum Thani 12150	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2531 5236-7	0 2531 5238
Maruai Market (Hathai Rat 54) Nano Credit Kiosk 39/4 Moo 18, Bueng Kham Phroi, Lam Luk Ka, Pathum Thani 12150	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2136 6842-3	0 2136 6843
Nana Charoen Market Nano Credit Kiosk 23/7 Moo 6, Khu Khot, Lam Luk Ka, Pathum Thani 12130	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2592 4191	-
Thai Somboon Market Nano Credit Kiosk 58 Moo 4, Khlong Sam, Khlong Luang, Pathum Thani 12120	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2516 4035-6	0 2516 4037
Than Phet Pathum Market Nano Credit Kiosk 99/8 Moo 5, Ban Mai, Mueang Pathum Thani, Pathum Thani 12000	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2194 0993	-
Thanyaburi Khlong 11-12 Nano Credit Kiosk 11/12 Moo 1, Bueng Nam Rak, Thanyaburi, Pathum Thani 12110	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2147 1522	-
Udomsap Market Nano Credit Kiosk Udomsap Market, 89/85 Moo 1, Sai 346 Road, Khu Khwang, Lat Lum Kaeo, Pathum Thani 12140	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2581 1046-7	0 2581 1048
Samut Prakan			
Bang Phli Lending Branch 200/60 Moo 1, Thepharak Road, Bang Sao Thong, Bang Sao Thong, Samut Prakan 10540	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 2181 7971-2	0 2181 7973
Bang Phli Yai (Samut Prakan) Lending Branch 228/11 Moo 11, Bang Phli Yai, Bang Phli, Samut Prakan 10540	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 2180 0598-9	0 2180 0598
Phra Pradaeng Lending Branch 265/2 Moo 17, Nakhon Khuean Khan Road, Bang Phueng, Phra Pradaeng, Samut Prakan 10130	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 2464 2471	0 2464 2472
Iam Charoen Market Nano Credit Kiosk 2114 Moo 8, Samrong Nuea, Mueang Samut Prakan, Samut Prakan 10270	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2384 1448	-
Nam Thai Market (Bang Phli) Nano Credit Kiosk 99/5 Moo 5, Bang Phli Noi, Bang Bo, Samut Prakan 10560	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 2181 7971-2	0 2181 7973

Branch Office	Office hours	Tel.	Fax
Nikhom Bang Pu Market Nano Credit Kiosk Nikhom Bang Pu Market, 548 Moo 6, Phuttharaksa Road, Phraek Sa, Mueang Samut Prakan, Samut Prakan 10280	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2324 3355	-
Poomjai Nivate Martket Nano Credit Kiosk 189/12 Moo 5, Nai Khlong Bang Pla Kot, Phra Samut Chedi, Samut Prakan 10290	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 2405 3726	-
Thai Rung Thip Market (Samut Prakan) Nano Credit Kiosk Thai Rung Thip Market, 536/1 Moo 11, Khlong Dan, Bang Bo, Samut Prakan 10550	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2330 1055	-
Thip Keson Market Nano Credit Kiosk 99/41 Moo 8, Bang Chalong, Bang Phli, Samut Prakan 10540	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 2130 0424	-
Samut Sakhon			
Ban Phaeo (Samut Sakhon) Lending Branch 345/6 Moo 1, Lak Sam, Ban Phaeo, Samut Sakhon 74120	Monday - Friday 09.00 hrs. - 17.30 hrs	0 3448 0300-1	0 3448 0301
Phutthamonthon Sai 5 Lending Branch 90/14 Moo 5, Om Noi, Krathum Baen, Samut Sakhon 74130	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 2408 1681-2	0 2408 1682
Krathum Baen (Samut Sakhon) Nano Credit Kiosk 1272/5 Sukhonthawit Road, Talat Krathum Baen, Krathum Baen, Samut Sakhon 74110	Monday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 3440 6350	-
Pho Chae Center Market Nano Credit Kiosk 24/310 Moo 2, Bang Nam Chuet, Mueang Samut Sakhon, Samut Sakhon 74000	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 3440 6631	-
Pornchai Market Nano Credit Kiosk 17/2 Moo 6, Phan Thai Norasing, Mueang Samut Sakhon, Samut Sakhon 74000	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 3444 0825	-
Tha Chalom (Samut Sakhon) Nano Credit Kiosk 33/352 Moo 4, Tha Chin, Mueang Samut Sakhon, Samut Sakhon 74000	Tuesday, Thursday, Friday 09.00 hrs. - 15.30 hrs.	0 3444 6423	-
Northern			
Chiang Mai			
Chiang Mai Lending Branch 265/4 Chang Phueak Road, Chang Phueak, Mueang Chiang Mai, Chiang Mai 50300	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5321 6238-9	0 5321 6237

Branch Office	Office hours	Tel.	Fax
Chom Thong (Chiang Mai) Lending Branch 240/3 Moo 5, Khuang Pao, Chom Thong, Chiang Mai 50160	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5311 4707-8	0 5311 4708
Fang (Chiang Mai) Lending Branch 661/1 Moo 3, Wiang, Fang, Chiang Mai 50110	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5345 1349	0 5345 1348
Hod (Chiang Mai) Lending Branch 110/11 Moo 2, Hang Dong, Hod, Chiang Mai 50240	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5311 4814-5	0 5311 4815
Mae Hia Market (Chiang Mai) Lending Branch 32/4 Moo 2, Mae Hia, Mueang Chiang Mai, Chiang Mai 50100	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5327 1172 0 5327 1182	0 5327 1182
Mae Rim (Chiang Mai) Lending Branch 399/93 Moo 1, Rim Tai, Mae Rim, Chiang Mai, 50180	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5311 1651	0 5311 1652
Mae Taeng (Chiang Mai) Lending Branch 333/43 Moo 2, Khilek, Mae Taeng, Chiang Mai 50150	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5337 2366 0 5337 2036	0 5337 2036
Nonghoi (Chiang Mai) Lending Branch 332/3 Lamphun Road, Wat Ket, Mueang Chiang Mai, Chiang Mai 50000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5311 1639	0 5311 1638
San Kamphaeng Lending Branch 108/46 Moo 3, Ton Pao, San Kamphaeng, Chiang Mai 50130	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5333 9474-5	0 5333 9476
San Pa Tong (Chiang Mai) Lending Branch 137 Moo 10, Yu Wa, San Pa Tong, Chiang Mai 50120	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5311 4751-2	0 5311 4752
San Sai (Chiang Mai) Lending Branch 199 Moo 2, San Phra Net, San Sai, Chiang Mai 50210	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5310 6190 0 5310 6588	0 5310 6588
Chai Prakan (Chiang Mai) Nano Credit Kiosk 35/3 Moo 2, Pong Tam, Chai Prakan, Chiang Mai 50320	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 5311 4836	-
Chiang Dao (Chiang Mai) Nano Credit Kiosk 378/3 Moo 6, Chiang Dao, Chiang Dao, Chiang Mai 50170	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 5310 6445	-
Phrao (Chiang Mai) Nano Credit Kiosk 245/2 Moo 4, Wiang, Phrao, Chiang Mai 50190	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 5310 6337	-
Thung Siao (Chiang Mai) Nano Credit Kiosk 458/3 Moo 3, Ban Klang, San Pa Tong, Chiang Mai 50120	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 5311 4881	-

Branch Office	Office hours	Tel.	Fax
Chiang Rai			
Ban Du (Chiang Rai) Lending Branch 339/2 Moo 4, Ban Du, Mueang Chiang Rai, Chiang Rai 57100	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5316 0643 0 5316 0645	0 5316 0645
Chiang Khong (Chiang Rai) Lending Branch 279 Moo 3, Wiang, Chiang Khong, Chiang Rai 57140	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5318 0095 0 5318 5523	0 5318 5523
Chiang Rai Lending Branch 180/24 Moo 12, Rop Wiang, Mueang Chiang Rai, Chiang Rai 57000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5371 9056-7 0 5371 9058	0 5371 9058
Mae Chan (Chiang Rai) Lending Branch 219/5 Moo 4, Mae Chan, Mae Chan, Chiang Rai 57110	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5316 0930-1 0 5316 0931	0 5316 0931
Mae Sai (Chiang Rai) Lending Branch 2/5 Moo 5, Wiang Phang Kham, Mae Sai, Chiang Rai 57130	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5373 1481-2 0 5373 1483	0 5373 1483
Phan (Chiang Rai) Lending Branch 1319 Moo 12, Mueang Phan, Phan, Chiang Rai 57120	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5372 1903-4 0 5372 1904	0 5372 1904
Thoeng (Chiang Rai) Lending Branch 193/1 Moo 1, Wiang, Thoeng, Chiang Rai 57160	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5372 7293 0 5372 7294	0 5372 7294
Wiang Pa Pao (Chiang Rai) Lending Branch 69/8 Moo 1, Wiang, Wiang Pa Pao, Chiang Rai 57170	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5316 0988-9 0 5316 0989	0 5316 0989
Chiang Saen (Chiang Rai) Nano Credit Kiosk 937/1 Moo 3, Wiang, Chiang Saen, Chiang Rai 57150	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 5360 2523-4 0 5360 2524	0 5360 2524
Huai Khrai Market (Mae Sai) Nano Credit Kiosk 282 Moo 7, Huai Khrai, Mae Sai, Chiang Rai 57220	Monday, Tuesday, Thursday 09.00 hrs. - 15.00 hrs.	0 5373 1481-2 0 5373 1483	0 5373 1483
Klang Wiang Market (Chiang Rai) Nano Credit Kiosk 428 Moo 1, Wiang Chai, Wiang Chai, Chiang Rai 57210	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 5376 8289 -	-
Pa Daet (Chiang Rai) Nano Credit Kiosk 10/6 Moo 1, Pa Daet, Pa Daet, Chiang Rai 57190	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 5376 1120 -	-
Wat Rong Khun (Chiang Rai) Nano Credit Kiosk 165 Moo 1, Pa O Don Chai, Mueang Chiang Rai, Chiang Rai 57000	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 5372 7296 -	-

Branch Office	Office hours	Tel.	Fax
Lampang			
Ko Kha (Lampang) Lending Branch 291/1 Moo 7, Sala, Ko Kha, Lampang 52130	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5426 0348	0 5426 0347
Lampang Lending Branch 357/24-25 Bunyawat (Chat Chai) Road, Suan Dok, Mueang Lampang, Lampang 52100	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5422 5300-3	0 5422 5304
Hang Chat (Lampang) Nano Credit Kiosk 103/2 Moo 1, Hang Chat, Hang Chat, Lampang 52190	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 5420 9500	-
Mae Mo (Lampang) Nano Credit Kiosk 184/2 Moo 7, Mae Mo, Mae Mo, Lampang 52220	Monday, Tuesday, Wednesday 09.00 hrs. - 15.00 hrs.	0 5426 0171	-
Wang Nuea (Lampang) Nano Credit Kiosk 5/34 Moo 9, Wang Nuea, Wang Nuea, Lampang 52140	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 5426 0113	-
Lamphun			
Lamphun Lending Branch 182/2 Moo 5, Wiang Yong, Mueang Lamphun, Lamphun 51000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5309 6182-4	0 5309 6184
Amnat Bansam Market Pa Sang (Lamphun) Nano Credit Kiosk 109 Moo 2, Muang Noi, Pa Sang, Lamphun 51120	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 5309 6182-4	0 5309 6184
Wiang Nong Long (Lamphun) Nano Credit Kiosk 53/6 Moo 6, Wang Phang, Wiang Nong Long, Lamphun 51120	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 5309 6404	-
Nan			
Nan Lending Branch 7/22 Chao Fa Road, Nai Wiang, Mueang Nan, Nan 55000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5471 8462-3	0 5471 8463
Pua (Nan) Lending Branch 148/1 Moo 3, Pua, Pua, Nan 55120	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5471 8278-9	0 5471 8279
Wiang Sa (Nan) Nano Credit Kiosk 248/2 Moo 4, Klang Wiang, Wiang Sa, Nan 55110	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 5471 8397	-

Branch Office	Office hours	Tel.	Fax
Phayao			
Chiang Kham (Phayao) Lending Branch 85/2 Moo 15, Yuan, Chiang Kham, Phayao 56110	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5443 0970	0 5443 0971
Phayao Lending Branch 112 Phahon Yothin Road, Mae Tam, Mueang Phayao, Phayao 56000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5443 1029-30	0 5443 1028
Chun (Phayao) Nano Credit Kiosk 260/4 Moo 5, Huai Khao Kam, Chun, Phayao 56150	Monday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 5443 0859	-
Mae Chai (Phayao) Nano Credit Kiosk 251/1 Moo 5, Mae Chai, Mae Chai, Phayao 56130	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 5449 9201	-
Phrae			
Phrae Lending Branch 96/15 Cho Hae Road, Nai Wiang, Mueang Phrae, Phrae 54000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5453 1352-5	0 5453 1351
Song (Phrae) Nano Credit Kiosk 46/2 Moo 6, Ban Klang, Song, Phrae 54120	Monday, Tuesday, Friday 09.00 hrs. - 15.00 hrs.	0 5452 0880-1	0 5452 0881
Sung Men (Phrae) Nano Credit Kiosk 2/11 Moo 4, Don Mun, Sung Men, Phrae 54130	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 5452 0642	-
Uttaradit			
Phichai (Uttaradit) Lending Branch 57 Moo 3, Nai Mueang, Phichai, Uttaradit 53120	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5547 9644 0 5547 9688	0 5547 9688
Uttaradit Lending Branch 1/19 Charoen Tham Road, Tha It, Mueang Uttaradit, Uttaradit 53000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5541 6541 0 5541 6543	0 5541 6542
Si Yaek Wang Si Sup (Uttaradit) Nano Credit Kiosk 7/15 Moo 2, Ngio Ngam, Mueang Uttaradit, Uttaradit 53000	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 5547 9645	-

Branch Office	Office hours	Tel.	Fax
Central Ang Thong			
Ang Thong Lending Branch 49/9 Ang Thong - Sing Buri Road, Yan Sue, Mueang Ang Thong, Ang Thong 14000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3561 2050 0 3561 2052	0 3561 2051
Chai Nat			
Chai Nat Lending Branch 13/57 Phrom Prasoet Road, Nai Mueang, Mueang Chai Nat, Chai Nat 17000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5641 0912-3	0 5641 0913
Sankhaburi (Chai Nat) Nano Credit Kiosk 34/6 Moo 8, Phraek Si Racha, Sankhaburi, Chai Nat 17140	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 5641 0879	-
Kamphaeng Phet			
Kamphaeng Phet Lending Branch 91/4 Rat Ruam Chai Road, Nai Mueang, Mueang Kamphaeng Phet, Kamphaeng Phet 62000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5571 3101-4	0 5571 3105
Salokbat (Kamphaeng Phet) Lending Branch 1497/1 Moo 1, Salokbat, Khanu Worakabsaburi, Kamphaeng Phet 62130	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5574 1864-5	0 5574 1864
Somwang Market (Kamphaeng Phet) Nano Credit Kiosk 23/1 Moo 12, Pa Phutsa, Khanu Worakabsaburi, Kamphaeng Phet 62130	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 5574 1864-5	0 5574 1864
Tha Makhuea (Kamphaeng Phet) Nano Credit Kiosk 828 Moo 2, Tha Makhuea, Khlong Khlung, Kamphaeng Phet 62120	Monday, Tuesday, Wednesday 09.00 hrs. - 15.00 hrs.	0 5574 1465	-
Lop Buri			
Khok Samrong (Lop Buri) Lending Branch 16 Prachavithi Road, Khok Samrong, Khok Samrong, Lop Buri 15120	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3677 6815	0 3677 6814
Lam Narai (Lop Buri) Lending Branch 110 Moo 6, Lam Narai, Chai Badan, Lop Buri 15130	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3677 6927-8	0 3677 6928
Lop Buri Lending Branch 43/3 Moo 4, Tha Sala, Mueang Lop Buri, Lop Buri 15000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3677 6642-3	0 3642 1992

Branch Office	Office hours	Tel.	Fax
Phatthana Nikhom (Lop Buri) Lending Branch 162/14 Moo 1, Di Lang, Phatthana Nikhom, Lop Buri 15220	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3677 6848	0 3677 6847
Phrommat (Lop Buri) Nano Credit Kiosk 114/1 Moo 6, Phrommat, Mueang Lop Buri, Lop Buri 15000	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 3642 1335	-
Tha Luang (Lop Buri) Nano Credit Kiosk 85/1 Moo 9, Tha Luang, Tha Luang, Lop Buri 15230	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 3677 6373	-
Nakhon Nayok			
Nakhon Nayok Lending Branch 74/142 Moo 7, Ban Yai, Mueang Nakhon Nayok, Nakhon Nayok 26000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3731 4247-9	0 3731 4249
Ban Na (Nakhon Nayok) Nano Credit Kiosk 88/1 Moo 5, Ban Na, Ban Na, Nakhon Nayok 26110	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 3734 9246	-
Nakhon Sawan			
Nakhon Sawan Lending Branch 49/39 Moo 5, Nakhon Sawan Tok, Mueang Nakhon Sawan, Nakhon Sawan 60000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5688 2133-4	0 5688 2135
Tha Tako (Nakhon Sawan) Lending Branch 616/41 Moo 7, Tha Tako, Tha Tako, Nakhon Sawan 60160	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5620 0991-2	0 5620 0992
Banphot Phisai (Nakhon Sawan) Nano Credit Kiosk 601/10 Moo 1, Charoen Phon, Banphot Phisai, Nakhon Sawan 60180	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 5621 7622	-
Lat Yao (Nakhon Sawan) Nano Credit Kiosk 80 Moo 6, Lat Yao, Lat Yao, Nakhon Sawan 60150	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 5627 1390 0 5627 1389	0 5627 1389
Phayuha Khiri (Nakhon Sawan) Nano Credit Kiosk 188/16 Moo 4, Phayuha, Phayuha Khiri, Nakhon Sawan 60130	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 5620 0840	-
Takhli (Nakhon Sawan) Nano Credit Kiosk 82/4 Takhli Phatthana Road, Takhli, Takhli, Nakhon Sawan 60140	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.30 hrs.	0 5620 0418	-

Branch Office	Office hours	Tel.	Fax
Phetchabun			
Bueng Sam Phan (Phetchabun) Lending Branch 121/34 Sap Samo Thot, Bueng Sam Phan, Phetchabun 67160	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5671 3396-7	0 5671 3397
Chon Daen (Phetchabun) Lending Branch 78 Moo 12, Chon Daen, Chon Daen, Phetchabun 67150	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5671 3386	0 5671 3387
Lom Sak (Phetchabun) Lending Branch 124/24 Kochaseni Road, Lom Sak, Lom Sak, Phetchabun 67110	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5671 3340-1	0 5671 3341
Phetchabun Lending Branch 112/3-4 Samakkhi Chai Road, Nai Mueang, Mueang Phetchabun, Phetchabun 67000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5672 1219 0 5672 1419	0 5672 1243
Si Thep (Phetchabun) Lending Branch 140/8 Moo 5, Sa Kruat, Si Thep, Phetchabun 67170	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5678 6420-1	0 5678 6421
Khao Kho (Phetchabun) Nano Credit Kiosk 154/2 Moo 12, Khaem Son, Khao Kho, Phetchabun 67280	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 5671 3303	-
Lom Kao (Phetchabun) Nano Credit Kiosk 25/1 Moo 6, Lom Kao, Lom Kao, Phetchabun 67120	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 5678 6432	-
Nong Phai (Phetchabun) Nano Credit Kiosk 559/3 Moo 11, Nong Phai, Nong Phai, Phetchabun 67140	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 5678 6456	-
Tha Phon (Phetchabun) Nano Credit Kiosk 387 Moo 2, Tha Phon, Mueang Phetchabun, Phetchabun 67250	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 5678 6449	-
Wichian Buri (Phetchabun) Nano Credit Kiosk 528/8 Moo 2, Tha Rong, Wichian Buri, Phetchabun 67130	Tuesday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 5679 1046	-
Phichit			
Phichit Lending Branch 20/277 Sa Luang Road, Nai Mueang, Mueang Phichit, Phichit 66000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5661 1251 0 5661 1253	0 5661 1252
Taphan Hin (Phichit) Lending Branch 1 Santi Pala Ram Road, Taphan Hin, Taphan Hin, Phichit 66110	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5661 9709	0 5661 9708

Branch Office	Office hours	Tel.	Fax
Bang Mun Nak (Phichit) Nano Credit Kiosk 44/41 Prathueang Thin Road, Bang Mun Nak, Bang Mun Nak, Phichit 66120	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 5661 9755	-
Srisophon 2 Market Sam Ngam (Phichit) Nano Credit Kiosk 354 Moo 13, Sam Ngam, Sam Ngam, Phichit 66140	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 3948 0258	-
Phitsanulok			
Phitsanulok Lending Branch 371/8 Baromtrilokanat 2 Road, Nai Mueang, Mueang Phitsanulok, Phitsanulok 65000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5525 2804-5	0 5525 2803
Phitsanulok (Mittraphap Road) Lending Branch 298, 298/1 Mittraphap Road, Nai Mueang, Mueang Phitsanulok, Phitsanulok 65000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5590 6626 0 5590 6625	0 5590 6625
Phrom Phiram (Phitsanulok) Lending Branch 508/1 Moo 1, Wong Khong, Phrom Phiram, Phitsanulok 65180	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5590 6580 0 5590 6579	0 5590 6579
Rat Thammaphon Market (Phitsanulok) Nano Credit Kiosk 569/3 Moo 7, Bang Rakam, Bang Rakam, Phitsanulok 65140	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 5537 1900	-
Wangthong Samakchi Market (Phitsanulok) Nano Credit Kiosk 504/5 Moo 1, Wang Thong, Wang Thong, Phitsanulok 65130	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 5531 1991	-
Phra Nakhon Si Ayutthaya			
Ayutthaya Lending Branch 94/6 Moo 6, Phai Ling, Phra Nakhon Si Ayutthaya, Phra Nakhon Si Ayutthaya 13000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3534 5666 0 3534 5668	0 3534 5667
Nakhon Luang (Ayutthaya) Lending Branch 84/16, Moo 4, Nakhon Luang, Nakhon Luang, Phra Nakhon Si Ayutthaya 13260	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3538 1971-2	0 3538 1972
Pratunam Phra-in Lending Branch 92/71-72 Moo 7, Chiang Rak Noi, Bang Pa-in, Phra Nakhon Si Ayutthaya 13180	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3535 4194 0 3535 4235	0 3535 4380
Sena (Ayutthaya) Lending Branch 401/1 Thaksin Sena (A) Road, Sena, Sena, Phra Nakhon Si Ayutthaya 13110	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3524 6400	0 3524 6401

Branch Office	Office hours	Tel.	Fax
Wang Noi (Ayutthaya) Lending Branch 113 Moo 7, Commercial Building Alley, Lam Sai, Wang Noi, Phra Nakhon Si Ayutthaya 13170	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3535 2553-4	0 3535 2554
Aek Center Market Nano Credit Kiosk 80/72-73 Moo 11, Ban Len, Bang Pa-in, Phra Nakhon Si Ayutthaya 13160	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 3533 3779	-
Rojana Gate E (Ayutthaya) Nano Credit Kiosk 111/3 Moo 9, Khan Ham, Uthai, Phra Nakhon Si Ayutthaya 13210	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 3579 9113	-
Tha Ruea Market (Ayutthaya) Nano Credit Kiosk 433/4 Liab Maenam Pasak Road, Tha Ruea, Tha Ruea, Phra Nakhon Si Ayutthaya 13130	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 3538 1971-2	0 3538 1972
Samut Songkhram			
Samut Songkhram Lending Branch 130/2 Soi Bang Kaeo, Kao Mueang Road, Mae Klong, Mueang Samut Songkhram, Samut Songkhram 75000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3475 6770 0 3475 6772	0 3475 6771
Saraburi			
Muak Lek (Saraburi) Lending Branch 168/25 Moo 3, Muak Lek, Muak Lek, Saraburi 18180	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3634 0470	0 3634 0471
Nong Khae (Saraburi) Lending Branch 93/14, Settha Samphan Road, Nong Khae, Nong Khae, Saraburi, 18140	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3634 0469	0 3634 0468
Saraburi Lending Branch 173/39 Sut Banthat Road, Pak Phrao, Mueang Saraburi, Saraburi 18000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3622 0861-2	0 3622 0863
Kaeng Khoi (Saraburi) Nano Credit Kiosk 36 Moo 6, Tan Diao, Kaeng Khoi, Saraburi 18110	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 3622 0861-2	0 3622 0863
Kan Khe Ha (Saraburi) Nano Credit Kiosk 2/11 Thetsaban 5 Road, Pak Phrao, Mueang Saraburi, Saraburi 18000	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 3622 0861-2	0 3622 0863
Nikhom Hemaraj (Saraburi) Nano Credit Kiosk 119/8 Moo 7, Nong Pla Mo, Nong Khae, Saraburi 18140	Monday, Wednesday, Friday 09.00 hrs. - 16.00 hrs.	0 3629 8145	-

Branch Office	Office hours	Tel.	Fax
Wihan Daeng (Saraburi) Nano Credit Kiosk 67/6 Moo 10, Nong Suang, Wihan Daeng, Saraburi 18150	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 3620 0861	-
Sing Buri			
Sing Buri Lending Branch 154/165 Bang Phutsa, Mueang Sing Buri, Sing Buri 16000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3651 0348 0 3651 0350	0 3651 0349
Sukhothai			
Sawankhalok (Sukhothai) Lending Branch 92/9 Jarodwithi Thong Road, Mueang Sawankhalok, Sawankhalok, Sukhothai 64110	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5564 3191	0 5564 3192
Sukhothai Lending Branch 19/1 Singhawat Road, Thani, Mueang Sukhothai, Sukhothai 64000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5561 5658-9	0 5561 5659
Ban Dan Lan Hoi (Sukhothai) Nano Credit Kiosk 190/25 Moo 4, Lan Hoi, Ban Dan Lan Hoi, Sukhothai 64140	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 5561 5681	-
Kong Krailat (Sukhothai) Nano Credit Kiosk 9/6 Moo 1, Ban Krang, Kong Krailat, Sukhothai 64170	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 5561 5690	-
Si Satchanalai (Sukhothai) Nano Credit Kiosk 436/6 Moo 2, Hat Siao, Si Satchanalai, Sukhothai 64130	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 5567 2220	-
Thung Saliam (Sukhothai) Nano Credit Kiosk 168/2 Moo 8, Thung Saliam, Thung Saliam, Sukhothai 64150	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 5561 5623	-
Suphan Buri			
Dan Chang (Suphan Buri) Lending Branch 280/5-6 Moo 1, Dan Chang, Dan Chang, Suphan Buri 72180	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3552 8668 0 3552 8667	0 3552 8667
Doem Bang Nang Buat (Suphan Buri) Lending Branch 26/11 Moo 5, Khao Phra, Doem Bang Nang Buat, Suphan Buri 72120	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3552 8653-4	0 3552 8654
Don Chedi (Suphan Buri) Lending Branch 999/110 Moo 5, Don Chedi, Don Chedi, Suphan Buri 72170	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3552 8513	0 3552 8514

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Song Phi Nong (Suphan Buri) Lending Branch 90/15 Bangli-Nongwanpriang Road, Song Phi Nong, Song Phi Nong, Suphan Buri 72110	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3552 8424-5	0 3552 8425
Suphan Buri Lending Branch 56/2 Nen Kaeo Road, Tha Phi Liang, Mueang Suphan Buri, Suphan Buri 72000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3544 6548-9	0 3552 3200
U Thong (Suphan Buri) Lending Branch 732 Moo 6, U Thong, U Thong, Suphan Buri 72160	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3552 4072	0 3552 4073
Mae Ju Market (Suphan Buri) Nano Credit Kiosk 705 Moo 2, Sam Chuk, Sam Chuk, Suphan Buri 72130	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 3552 8513	0 3552 8514
Si Prachan (Suphan Buri) Nano Credit Kiosk 57/1 Moo 2, Ban Krang, Si Prachan, Suphan Buri 72140	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 3552 8670	-
Talat Khet (Suphan Buri) Nano Credit Kiosk 302 Moo 3, Chorakhe Sam Phan, U Thong, Suphan Buri 71170	Monday, Thursday, Friday 09.00 hrs. - 15.00 hrs.	0 3454 0208	-
Tha Sadet (Suphan Buri) Nano Credit Kiosk 379/4 Moo 3, Sa Kaeo, Mueang Suphan Buri, Suphan Buri 72230	Monday, Tuesday, Thursday, 09.00 hrs. - 15.00 hrs.	0 3552 8613	-
Thung Khok (Suphan Buri) Nano Credit Kiosk 684 Moo 10, Thung Khok, Song Phi Nong, Suphan Buri 72190	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 3544 0516	-
Uthai Thani			
Uthai Thani Lending Branch 166/4 Toep Siri Road, Uthai Mai, Mueang Uthai Thani, Uthai Thani 61000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5651 0697-8	0 5651 0698
Nong Chang (Uthai Thani) Nano Credit Kiosk 9/28 Moo 5, Nong Chang, Nong Chang, Uthai Thani 61110	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 5651 0690	-
Northeastern Amnat Charoen			
Amnat Charoen Lending Branch 560/2 Moo 13, Bung, Mueang Amnat Charoen, Amnat Charoen 37000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4552 5821-2	0 4552 5822

Branch Office	Office hours	Tel.	Fax
Bueng Kan			
Bueng Kan Lending Branch 218/2 Moo 1, Bueng Kan, Mueang Bueng Kan, Bueng Kan 38000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4249 0762-3	0 4249 1545
Seka (Bueng Kan) Nano Credit Kiosk 289/3 Moo 7, Seka, Seka, Bueng Kan 38150	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 4249 0454	-
Buri Ram			
Buri Ram Lending Branch 112 Chira Road, Nai Mueang, Mueang Buri Ram, Buri Ram 31000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4461 3444 0 4461 3433	0 4461 3466
Nang Rong (Buri Ram) Lending Branch 214/7 Pracha Santi Suk Road, Nang Rong, Nang Rong, Buri Ram 31110	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4463 4528	0 4463 4529
Prakhon Chai (Buri Ram) Lending Branch 465/1 Moo 2, Prakhon Chai, Prakhon Chai, Buri Ram 31140	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4463 4845-6	0 4463 4846
Lahan Sai (Buri Ram) Nano Credit Kiosk 34 Moo 1, Lahan Sai, Lahan Sai, Buri Ram 31170	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 4466 6927	-
Lam Plai Mat (Buri Ram) Nano Credit Kiosk 771 Moo 9, Lam Plai Mat, Lam Plai Mat, Buri Ram 31130	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 4466 0088	-
Nong Ki (Buri Ram) Nano Credit Kiosk 19/4 Moo 2, Si Singha Road, Thung Kraten, Nong Ki, Buri Ram 31210	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 4466 6856	-
Pakham (Buri Ram) Nano Credit Kiosk 17 Moo 8, Pakham, Pakham, Buri Ram 31220	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 4466 6797	-
Satuek (Buri Ram) Nano Credit Kiosk 344/67 Moo 1, Satuek, Satuek, Buri Ram 31150	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 4466 6726	-
Chaiyaphum			
Chaiyaphum Lending Branch 293/63 Yuttitham Road, Nai Mueang, Mueang Chaiyaphum, Chaiyaphum 36000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4481 1404 0 4481 1406	0 4481 1405

Branch Office	Office hours	Tel.	Fax
Kaeng Khro (Chaiyaphum) Lending Branch 456/3 Moo 9, Chong Sam Mo, Kaeng Khro, Chaiyaphum 36150	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4405 6860	0 4405 6861
Khon San Market (Chaiyaphum) Nano Credit Kiosk 238/26 Moo 8, Khon San, Khon San, Chaiyaphum 36180	Tuesday, Wednesday, Thursday 09.00 hrs. - 17.30 hrs.	0 4405 6970	-
Phu Khiao (Chaiyaphum) Nano Credit Kiosk 81/2 Moo 1, Phak Pang, Phu Khiao, Chaiyaphum 36110	Monday, Wednesday, Friday 11.00 hrs. - 17.00 hrs.	0 4486 1889	-
Kalasin			
Kalasin Lending Branch 18/12 Thung Si Mueang Road, Kalasin, Mueang Kalasin, Kalasin 46000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4381 1351 0 4381 1358	0 4381 1356
Kuchinarai (Kalasin) Lending Branch 465/3 Moo 2, Bua Khao, Kuchinarai, Kalasin 46110	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4384 0491-2	0 4384 0492
Somdet (Kalasin) Lending Branch 416/7 Moo 2, Somdet, Somdet, Kalasin 46150	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4384 0245-6	0 4384 0246
Khao Wong (Kalasin) Nano Credit Kiosk 136 Moo 18, Khum Kao, Khao Wong, Kalasin 46160	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 4384 0486	-
Yang Talat (Kalasin) Nano Credit Kiosk 448 Moo 1, Yang Talat, Yang Talat, Kalasin 46120	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 4381 1351 0 4381 1358	0 4381 1356
Khon Kaen			
Ban Phai (Khon Kaen) Lending Branch 451/17 Moo 1, Montri Road, Nai Mueang, Ban Phai, Khon Kaen 40110	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4330 6236-7	0 4330 6237
Chum Phae (Khon Kaen) Lending Branch 92/5 Moo 15, Chum Phae, Chum Phae, Khon Kaen 40130	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4331 3099-102	0 4331 3096
Kasikon Thungsang Road (Khon Kaen) Lending Branch 279/27 Moo 13, Kasikon Thungsang Road, Nai Mueang, Mueang Khon Kaen, Khon Kaen 40000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4342 4370-1	0 4342 4372
Khon Kaen Lending Branch 150/13-14 Moo 7, Nai Mueang, Mueang Khon Kaen, Khon Kaen 40000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4346 8808-9	0 4346 8810

Branch Office	Office hours	Tel.	Fax
Kranuan (Khon Kaen) Lending Branch 49/5 Moo 7, Nong Ko, Kranuan, Khon Kaen 40170	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4342 4735-6	0 4342 4736
Nam Phong (Khon Kaen) Lending Branch 562 Moo 10, Rat Bamrung Road, Nong Kung, Nam Phong, Khon Kaen 40140	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4342 4724-5	0 4342 4725
Nong Ruea (Khon Kaen) Lending Branch 231 Moo 1, Nong Ruea, Nong Ruea, Khon Kaen 40210	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4342 4750-1	0 4342 4751
Phon (Khon Kaen) Lending Branch 127/1 Mittraphap Road, Mueang Phon, Phon, Khon Kaen 40120	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4342 4398-9	0 4342 4399
Ban Nong Yai (Khon Kaen) Nano Credit Kiosk 12/63 Moo 6, Nai Mueang, Mueang Khon Kaen, Khon Kaen 40000	Monday, Wednesday, Thursday 09.00 hrs. - 15.30 hrs.	0 4330 6810	-
Ban Thum (Khon Kaen) Nano Credit Kiosk 134/5 Moo 10, Ban Thum, Mueang Khon Kaen, Khon Kaen 40000	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 4330 6089	-
Khao Suan Kwang (Khon Kaen) Nano Credit Kiosk 454 Moo 11, Kham Muang, Khao Suan Kwang, Khon Kaen 40280	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 4330 6696	-
Mancha Khiri (Khon Kaen) Nano Credit Kiosk 33 Moo 3, Kut Khao, Mancha Khiri, Khon Kaen 40160	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 4342 4737	-
Phu Wiang (Khon Kaen) Nano Credit Kiosk 124/2 Moo 3, Phu Wiang, Phu Wiang, Khon Kaen 40150	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 4342 4747	-
Pratunam Market (Khon Kaen) Nano Credit Kiosk 456 Mittraphap Road, Mueang Kao, Mueang Khon Kaen, Khon Kaen 40000	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 4346 8808-9	0 4346 8810
Loei			
Loei Lending Branch 83/2 Charoen Rat Road, Kut Pong, Mueang Loei, Loei 42000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4281 5476-7	0 4281 5478
Chiang Khan (Loei) Nano Credit Kiosk 68/1 Moo 2, Chiang Khan, Chiang Khan, Loei 42110	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 4281 0588	-

Branch Office	Office hours	Tel.	Fax
Wang Saphung (Loei) Nano Credit Kiosk 531/2 Moo 9, Wang Saphung, Wang Saphung, Loei 42130	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 4281 0401	-
Maha Sarakham			
Kosum Phisai (Maha Sarakham) Lending Branch 399/1 Moo 12, Hua Khwang, Kosum Phisai, Maha Sarakham 44140	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4375 0985-6	0 4375 0986
Maha Sarakham Lending Branch 157/2 Tinanon Road, Talat, Mueang Maha Sarakham, Maha Sarakham 44000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4371 0811 0 4371 0813	0 4371 0812
Phayakkhaphum Phisai (Maha Sarakham) Lending Branch 30 Moo 1, Palan, Phayakkhaphum Phisai, Maha Sarakham 44110	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4375 0615	0 4375 0614
Borabue (Maha Sarakham) Nano Credit Kiosk 448/3 Moo 1, Borabue, Borabue, Maha Sarakham 44130	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 4375 0912	-
Chiang Yuen (Maha Sarakham) Nano Credit Kiosk 8/8 Moo 3, Chiang Yuen, Chiang Yuen, Maha Sarakham 44160	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 4375 0913	-
Wapi Pathum (Maha Sarakham) Nano Credit Kiosk 454 Moo 3, Nong Saeng, Wapi Pathum, Maha Sarakham 44120	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 4375 0990	-
Mukdahan			
Mukdahan Lending Branch 89/8 Mukdahan-Don Tan Road, Si Bun Rueang, Mueang Mukdahan, Mukdahan 49000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4261 4030-1	0 4261 4034
Nakhon Phanom			
Na Kae (Nakhon Phanom) Lending Branch 600/4 Moo 8, Na Kae, Na Kae, Nakhon Phanom 48130	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4253 0758-9	0 4253 0759
Nakhon Phanom Lending Branch 263 Nittayo Road, Nai Mueang, Mueang Nakhon Phanom, Nakhon Phanom 48000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4253 0772-3	0 4253 0773
That Phanom (Nakhon Phanom) Nano Credit Kiosk 247 Moo 13, That Phanom, That Phanom, Nakhon Phanom 48110	Tuesday, Wednesday, Thursday 09.00 hrs. - 16.00 hrs.	0 4254 1222	-

Branch Office	Office hours	Tel.	Fax
Nakhon Ratchasima			
Bua Yai (Nakhon Ratchasima) Lending Branch 11/42 Thetsaban 4 Road, Bua Yai, Bua Yai, Nakhon Ratchasima 30120	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4491 3707 0 4491 3709	0 4491 3708
Nakhon Ratchasima Lending Branch 1282/12 Mittraphap Road, Nai Mueang, Mueang Nakhon Ratchasima, Nakhon Ratchasima 30000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4425 1456	0 4434 2715
Dan Khun Thot (Nakhon Ratchasima) Lending Branch 767/9 Moo 2, Dan Khun Thot, Dan Khun Thot, Nakhon Ratchasima 30210	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4498 4024 0 4498 4023	0 4498 4023
Pak Chong (Nakhon Ratchasima) Lending Branch 939/19 Mittraphap Road, Pak Chong, Pak Chong, Nakhon Ratchasima 30130	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4431 6801-2	0 4431 6803
Pak Thong Chai (Nakhon Ratchasima) Lending Branch 260/2 Moo 12, Mueang Pak, Pak Thong Chai, Nakhon Ratchasima 30150	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4493 8766-7	0 4493 8767
Phimai (Nakhon Ratchasima) Lending Branch 553/4 Moo 14, Nai Mueang, Phimai, Nakhon Ratchasima 30110	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4475 6872-3	0 4475 6873
SaveOne Market Lending Branch 2/32 Soi Mittraphap 15, Nai Mueang, Mueang Nakhon Ratchasima, Nakhon Ratchasima 30000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4421 1831-2	0 4421 1833
Sikhio (Nakhon Ratchasima) Lending Branch 352 Moo 9, Sikhio, Sikhio, Nakhon Ratchasima 30140	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4498 4020-1	0 4498 4021
Chaloem Phra Kiat (Nakhon Ratchasima) Nano Credit Kiosk 211 Moo 14, Tha Chang, Chaloem Phra Kiat, Nakhon Ratchasima 30230	Tuesday, Wednesday, Thursday 10.00 hrs. - 16.00 hrs.	0 4495 0050	-
Hua Thale (Nakhon Ratchasima) Nano Credit Kiosk 296 Moo 3, Phet Matukhla Road, Hua Thale, Mueang Nakhon Ratchasima, Nakhon Ratchasima 30000	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 4425 1456	0 4434 2715
Mae Sombun Market Cho Ho (Nakhon Ratchasima) Nano Credit Kiosk 82 Moo 3, Cho Ho, Mueang Nakhon Ratchasima, Nakhon Ratchasima 30310	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 4421 1831-2	0 4421 1833
Nong Sarai (Nakhon Ratchasima) Nano Credit Kiosk 358/8 Moo 17, Nong Sarai, Pak Chong, Nakhon Ratchasima 30130	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 4430 0551	-

Branch Office	Office hours	Tel.	Fax
Non Sung (Phimai) Nano Credit Kiosk 9/11 Soi Thetsaban 1, Non Sung, Non Sung, Nakhon Ratchasima 30160	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 4439 0707	-
Sung Noen (Nakhon Ratchasima) Nano Credit Kiosk 187/1 Moo 11, Sung Noen, Sung Noen, Nakhon Ratchasima 30170	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 4498 4022	-
Nong Bua Lam Phu			
Nong Bua Lam Phu Lending Branch 102/1 Moo 10, Udon Thani-Loei Road, Lumphu, Mueang Nong Bua Lam Phu, Nong Bua Lam Phu 39000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4231 5415	0 4231 5414
Na Klang (Nong Bua Lam Phu) Nano Credit Kiosk 133/1 Moo 16, Na Klang, Na Klang, Nong Bua Lam Phu 39170	Monday, Tuesday, Thursday 09.00 hrs. - 15.00 hrs.	0 4231 5471	-
Nong Khai			
Nong Khai Lending Branch 148/34 Moo 3, Mi Chai, Mueang Nong Khai, Nong Khai 43000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4241 4041 0 4241 4043	0 4241 4042
Phon Phisai (Nong Khai) Lending Branch 576/1 Moo 1, Chumphon, Phon Phisai, Nong Khai 43120	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4241 4364-5	0 4241 4365
Tha Bo (Nong Khai) Lending Branch 367/3 Moo 5, Tha Bo, Tha Bo, Nong Khai 43110	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4241 4386-7	0 4241 4387
Fao Rai (Nong Khai) Nano Credit Kiosk 525 Moo 2, Fao Rai, Fao Rai, Nong Khai 43120	Tuesday, Wednesday, Thursday 09.00 hrs. - 16.00 hrs.	0 4241 4359	-
Si Chiang Mai (Nong Khai) Nano Credit Kiosk 90/5 Moo 14, Phan Phrao, Si Chiang Mai, Nong Khai 43130	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 4241 4385	-
Roi Et			
Kaset Wisai (Roi Et) Lending Branch 66 Moo 1, Kaset Wisai, Kaset Wisai, Roi Et 45150	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4355 6484 0 4355 6483	0 4355 6483
Phon Thong (Roi Et) Lending Branch 176 Moo 1, Waeng, Phon Thong, Roi Et 45110	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4355 6435-6	0 4355 6436
Roi Et Lending Branch 56/2 Thewaphiban Road, Nai Mueang, Mueang Roi Et, Roi Et 45000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4351 6711 0 4351 8237	0 4351 8236

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Suwannaphum (Roi Et) Lending Branch 547/7 Moo 1, Sa Khu, Suwannaphum, Roi Et 45130	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4355 6431-2	0 4355 6432
At Samat (Roi Et) Nano Credit Kiosk 2/8 Moo 1, At Samat, At Samat, Roi Et 45160	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 4355 6434	-
Chaturaphak Phiman (Roi Et) Nano Credit Kiosk 447/1 Moo 1, Hua Chang, Chaturaphak Phiman, Roi Et 45180	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 4356 1151	-
Nong Phok (Roi Et) Nano Credit Kiosk 14 Moo 8, Nong Phok, Nong Phok, Roi Et 45210	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 4350 1679	-
Pho Chai (Roi Et) Nano Credit Kiosk 104 Moo 17, Kham Pia, Pho Chai, Roi Et 45230	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 4355 6437	-
Selaphum (Roi Et) Nano Credit Kiosk 100 Moo 1, Khwan Mueang, Selaphum, Roi Et 45120	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 4351 6711 0 4351 8237	0 4351 8236
Sakon Nakhon			
Kham Ta Kla (Sakon Nakhon) Lending Branch 153/1 Moo 11, Kham Ta Kla, Kham Ta Kla, Sakon Nakhon 47250	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4279 6402 0 4279 6401	0 4279 6401
Phang Khon (Sakon Nakhon) Lending Branch 56/12 Moo 1, Phang Khon, Phang Khon, Sakon Nakhon 47160	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4270 7530	0 4270 7529
Sakon Nakhon Lending Branch 218/23 Rat Phatthana Road, That Choeng Chum, Mueang Sakon Nakhon, Sakon Nakhon 47000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4271 2511 0 4271 3404	0 4271 6404
Wanon Niwat (Sakon Nakhon) Lending Branch 218 Moo 9, Khon Sawan, Wanon Niwat, Sakon Nakhon 47120	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4297 3570-1	0 4297 3571
Akat Amnuai (Sakon Nakhon) Nano Credit Kiosk 24/6 Moo 18, Thai Phanit Road, Akat, Akat Amnuai, Sakon Nakhon 47170	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 4279 8118	-
Sawang Daen Din (Sakon Nakhon) Nano Credit Kiosk 651 Moo 1, Sawang Daen Din, Sawang Daen Din, Sakon Nakhon 47110	Tuesday, Wednesday, Thursday 09.30 hrs. - 16.00 hrs.	0 4272 2355	-

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Si Sa Ket			
Kantharalak (Si Sa Ket) Lending Branch 62/1 Moo 2, Nam Om, Kantharalak, Si Sa Ket 33110	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4582 6530	0 4582 6531
Khukhan (Si Sa Ket) Lending Branch 637/2 Moo 6, Huai Nuea, Khukhan, Si Sa Ket 33140	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4582 6562-3	0 4582 6563
Rasi Salai (Si Sa Ket) Lending Branch 34/9 Moo 2, Rat Pracha Road, Mueang Khong, Rasi Salai, Si Sa Ket 33160	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4568 2120 0 4568 2119	0 4568 2119
Si Sa Ket Lending Branch 983/69 Kuang Heng Road, Mueang Tai, Mueang Si Sa Ket, Si Sa Ket 33000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4561 3317-8	0 4561 3319
Kanthararom (Si Sa Ket) Nano Credit Kiosk 74/16 Moo 13, Dun, Kanthararom, Si Sa Ket 33130	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 4565 1158	-
Khun Han (Si Sa Ket) Nano Credit Kiosk 25 Moo 12, Sukhaphiban 1 Road, Si, Khun Han, Si Sa Ket 33150	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.30 hrs.	0 4582 6530	0 4582 6531
Surin			
Surin Lending Branch 142/4 Sanit Nikhomrat Road, Nai Mueang, Mueang Surin, Surin 32000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4451 3232 0 4451 3113	0 4451 3233
Tha Tum (Surin) Lending Branch 374 Moo 9, Tha Tum, Tha Tum, Surin 32120	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4455 8301-2	0 4455 8302
Chom Phra (Surin) Nano Credit Kiosk 365/3 Moo 4, Chom Phra, Chom Phra, Surin 32180	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 4458 1232	-
Prasat (Surin) Nano Credit Kiosk 311/14 Moo 2, Kang Aen, Prasat, Surin 32140	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 4455 1188	-
Rattanaburi (Surin) Nano Credit Kiosk 71 Moo 8, Rattanaburi, Rattanaburi, Surin 32130	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 4459 9117	-
Sikhoraphum (Surin) Nano Credit Kiosk 137-138 Moo 2, Ra-ngaeng, Sikhoraphum, Surin 32110	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 4456 1113	-

Branch Office	Office hours	Tel.	Fax
Ubon Ratchathani			
Det Udom (Ubon Ratchathani) Lending Branch 904 Moo 24, Mueang Det, Det Udom, Ubon Ratchathani 34160	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4525 1713	0 4525 1724
Phibun Mangsahan (Ubon Ratchathani) Lending Branch 60/4 Phibun Road, Phibun, Phibun Mangsahan, Ubon Ratchathani 34110	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4542 9469 0 4542 9463	0 4542 9463
Ubon Ratchathani Lending Branch 234/1 Moo 18, Kham Yai, Mueang Ubon Ratchathani, Ubon Ratchathani 34000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4531 4421-2	0 4531 4423
Warin Chamrap (Ubon Ratchathani) Lending Branch 102/6 Sathonlamak Road, Warin Chamrap, Warin Chamrap, Ubon Ratchathani 34190	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4521 0885	0 4521 0884
Khueang Nai (Ubon Ratchathani) Nano Credit Kiosk 693/5 Moo 4, Khueang Nai, Khueang Nai, Ubon Ratchathani 34150	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 4542 9491	-
Muang Sam Sip (Ubon Ratchathani) Nano Credit Kiosk 186/2 Moo 1, Muang Sam Sip, Muang Sam Sip, Ubon Ratchathani 34140	Monday, Tuesday, Wednesday 09.00 hrs. - 15.00 hrs.	0 4542 9490	-
Udon Thani			
Ban Dung (Udon Thani) Lending Branch 103/2 Moo 6, Pradu Alley, Soi Ngam Sa Nga, Si Suttho, Ban Dung, Udon Thani 41190	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4221 7305-6	0 4221 7306
Ban Thon (Udon Thani) Lending Branch 446/2 Moo 2, Ban Lueam, Mueang Udon Thani, Udon Thani 41000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4221 7375-6	0 4221 7376
Udon (Ban Chan) Lending Branch 844/4 Thahan (Dong Wat) Road, Mak Khaeng, Mueang Udon Thani, Udon Thani 41000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4221 1657 0 4221 1659	0 4221 1658
Udon Thani Lending Branch 213 Udon Dusadi Road, Mak Khaeng, Mueang Udon Thani, Udon Thani 41000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4224 2555 0 4224 1347-8	0 4224 2504
Wang Sam Mo (Udon Thani) Lending Branch 563/2 Moo 2, Wang Sam Mo, Wang Sam Mo, Udon Thani 41280	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4221 7472-3	0 4221 7473
Ban Phue (Udon Thani) Nano Credit Kiosk 71/1 Moo 10, Ban Phue, Ban Phue, Udon Thani 41160	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 4221 7309	-

Branch Office	Office hours	Tel.	Fax
Kumphawapi (Udon Thani) Nano Credit Kiosk 396/1 Moo 13, Chae Lae Road, Kumphawapi, Kumphawapi, Udon Thani 41110	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 4221 1657 0 4221 1659	0 4221 1658
Nong Han (Udon Thani) Nano Credit Kiosk 19/5 Moo 6, Nong Han, Nong Han, Udon Thani 41130	Tuesday, Wednesday, Thursday 09.00 hrs. - 16.00 hrs.	0 4221 7362	-
Yasothon			
Yasothon Lending Branch 361 Witthaya Thamrong Road, Nai Mueang, Mueang Yasothon, Yasothon 35000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 4575 6635	0 4575 6634
Kham Khuean Kaeo (Yasothon) Nano Credit Kiosk 10/2 Moo 1, Lumpuk, Kham Khuean Kaeo, Yasothon 35110	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 4575 6684	-
Loeng Nok Tha (Yasothon) Nano Credit Kiosk 590 Moo 13, Sam Yaek, Loeng Nok Tha, Yasothon 35120	Tuesday, Wednesday, Thursday 09.30 hrs. - 16.00 hrs.	0 4575 6784	-
Eastern Chachoengsao			
Chachoengsao Lending Branch 560/3 Chachoengsao-Bang Pakong Road, Na Mueang, Mueang Chachoengsao, Chachoengsao 24000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3851 2090-1	0 3851 2092
Phanom Sarakham (Chachoengsao) Lending Branch 1147/32 Moo 1, Phanom Sarakham, Phanom Sarakham, Chacho- engsao 24120	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3808 8499	0 3808 8498
Bang Khla (Chachoengsao) Nano Credit Kiosk 124/11 Moo 1, Tha Thonglang, Bang Khla, Chachoengsao 24110	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 3855 4215	-
Bang Nam Prio Market (Chachoengsao) Nano Credit Kiosk 140/16 Moo 5, Phrong Akat, Bang Nam Prio, Chachoengsao 24150	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 3808 8754	-
Bang Wua (Chachoengsao) Nano Credit Kiosk 1/210 Moo 14, Bang Wua, Bang Pakong, Chachoengsao 24130	Tuesday, Wednesday, Thursday 10.00 hrs. - 16.00 hrs.	0 3855 4359	-
Khlong 16 Market Nano Credit Kiosk 20/30 Moo 18, Don Chimphli, Bang Nam Prio, Chachoengsao 24170	Monday, Tuesday, Friday 09.00 hrs. - 15.00 hrs.	0 3808 6401	-

Branch Office	Office hours	Tel.	Fax
Plaeng Yao (Chachoengsao) Nano Credit Kiosk 69/19 Moo 7, Wang Yen, Plaeng Yao, Chachoengsao 24190	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 3855 4206	-
Suwinthawong-Chachoengsao Nano Credit Kiosk 25/7 Moo 1, Khlong Udom Chonlachon, Mueang Chachoengsao, Chachoengsao 24000	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 3808 8676	-
Chanthaburi			
Chanthaburi Lending Branch 87/2 Maha Rat Road, Talat, Mueang Chanthaburi, Chanthaburi 22000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3932 1578-9	0 3932 0809
Huai Sathon (Chanthaburi) Lending Branch 247 Moo 3, Thung Bencha, Tha Mai, Chanthaburi 22170	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3948 0637	0 3948 0638
Phlapphla (Chanthaburi) Lending Branch 90/5 Moo 11, Phlapphla, Mueang Chanthaburi, Chanthaburi 22000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3948 0290-1	0 3948 0291
Khlung (Chanthaburi) Nano Credit Kiosk 175/4 Thetsaban Sai 5 Road, Khlung, Khlung, Chanthaburi 22110	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 3948 0180	-
Pong Nam Ron (Chanthaburi) Nano Credit Kiosk 249/3 Moo 1, Thap Sai, Pong Nam Ron, Chanthaburi 22140	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 3948 0140	-
Soi Dao (Chanthaburi) Nano Credit Kiosk 600/16 Moo 1, Patong, Soi Dao, Chanthaburi 22180	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 3948 0139	-
Tha Mai (Chanthaburi) Nano Credit Kiosk 26 Thetsaban Sai 9 Road, Tha Mai, Tha Mai, Chanthaburi 22120	Monday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 3948 0637-8	0 3948 0638
Chon Buri			
Ban Bueng (Chon Buri) Lending Branch 8 Withun Damri Road, Ban Bueng, Ban Bueng, Chon Buri 20170	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3819 9667-8	0 3819 9668
Choem Chomphon Si Racha (Chon Buri) Lending Branch 196/1 Choem Chomphon Road, Si Racha, Si Racha, Chon Buri 20110	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3811 9317-8	0 3811 9317
Chon Buri Lending Branch 112/36 Moo 1, Phraya Satcha Road, Samet, Mueang Chon Buri, Chon Buri 20000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3828 6986-7	0 3828 6985

Branch Office	Office hours	Tel.	Fax
Don Hua Lo (Chon Buri) Lending Branch 87/35 Moo 5, Don Hua Lo, Mueang Chon Buri, Chon Buri 20000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3819 5015	0 3819 5014
Nikhom Amata Nakhon (Chon Buri) Lending Branch 422 Moo 5, Khlong Tamru, Mueang Chon Buri, Chon Buri 20000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3807 9208	-
Noen Phlap Wan (Pattaya) Lending Branch 42/230 Moo 5, Nong Prue, Bang Lamung, Chon Buri 20150	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3819 6522	0 3819 6523
Pattaya Lending Branch 509/78 Moo 9, Sukhumvit Road, Nong Prue, Bang Lamung, Chon Buri 20150	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3841 0234-5	0 3841 0238
Phanat Nikhom (Chon Buri) Lending Branch 25/5 Charu Won Road, Phanat Nikhom, Phanat Nikhom, Chon Buri 20140	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3819 9162-3	0 3819 9163
Phan Thong (Chon Buri) Lending Branch 1/2 Moo 3, Phan Thong, Phan Thong, Chon Buri 20160	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3819 8515	0 3819 8516
Sattahip Lending Branch 426/1 Moo 2, Sattahip, Sattahip, Chon Buri 20180	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3843 9192-3	0 3843 9194
Si Racha Lending Branch 399/10 Moo 11, Sukhaphiban 8 Road, Nong Kham, Si Racha, Chon Buri 20110	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3848 1003-4	0 3848 1005
Bang Phra Market (Chon Buri) Nano Credit Kiosk 54/4 Moo 2, Bang Phra, Si Racha, Chon Buri 20110	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 3811 1608	-
Bang Saen (Chon Buri) Nano Credit Kiosk 6/50 Bang Saen Sai 4 Tai Road, Saen Suk, Mueang Chon Buri, Chon Buri 20130	Monday, Tuesday, Friday 10.00 hrs. - 16.00 hrs.	0 3811 1455	-
Bo Thong (Chon Buri) Nano Credit Kiosk 99/161 Moo 1, Bo Thong, Bo Thong, Chon Buri 20270	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 3819 8577	-
Bo Win (Chon Buri) Nano Credit Kiosk 271/364 Moo 3, Bo Win, Si Racha, Chon Buri 20230	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 3811 0905	-
Laem Chabang (Chon Buri) Nano Credit Kiosk 115/19 Moo 10, Thung Sukhla, Si Racha, Chon Buri 20230	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 3818 2503	-

Branch Office	Office hours	Tel.	Fax
Na Chom Thian (Pattaya) Nano Credit Kiosk 3/4 Moo 1, Na Chom Thian, Sattahip, Chon Buri 20250	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 3818 2460	-
Nong Chak (Chon Buri) Nano Credit Kiosk 1/19 Moo 3, Nong Chak, Ban Bueng, Chon Buri 20170	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 3848 5030	-
Thawi Phon Market (Rayong) Nano Credit Kiosk 910 Moo 5, Khao Khansong, Si Racha, Chon Buri 20110	Tuesday, Thursday, Friday 09.00 hrs. - 15.00 hrs.	0 3802 5979-80	0 3802 5978
Wat Nong Ket Noi Market (Pattaya) Nano Credit Kiosk 36/11 Moo 6, Nong Pla Lai, Bang Lamung, Chon Buri 20150	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 3841 0234-5	0 3841 0238
Prachin Buri			
Kabin Buri (Prachin Buri) Lending Branch 521/11 Moo 17, Mueang Kao, Kabin Buri, Prachin Buri 25240	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3721 0606 0 3721 0605	0 3721 0605
Prachin Buri Lending Branch 64/20 Prachin-takham Road, Na Mueang, Mueang Prachin Buri, Prachin Buri 25000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3721 1990 0 3721 1992	0 3721 1991
Si Maha Phot Lending Branch 633/28 Moo 10, Tha Tum, Si Maha Phot, Prachin Buri 25140	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3748 0949-50	0 3748 0948
Prachantakham (Prachin Buri) Nano Credit Kiosk 47/5 Moo 2, Prachantakham, Prachantakham, Prachin Buri 25130	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 3721 0922	-
Rayong			
Ban Chang (Rayong) Lending Branch 50/15 Moo 5, Ban Chang, Ban Chang, Rayong 21130	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3801 7669	0 3801 7668
Ban Phe (Rayong) Lending Branch 207/5 Moo 2, Phe, Mueang Rayong, Rayong 21160	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3801 6539	0 3801 6546
Map Ta Phut (Rayong) Lending Branch 49/16 Sukhumvit Road, Noen Phra, Mueang Rayong, Rayong 21000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3368 3381-2	0 3368 3382
Nikhom Phatthana (Rayong) Lending Branch 239/22 Moo 1, Nikhom Phatthana, Nikhom Phatthana, Rayong 21180	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3802 9175-6	0 3802 9176

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Rayong Lending Branch 144/49 Sukhumvit Road, Tha Pradu, Mueang Rayong, Rayong 21000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3862 2900-2	0 3862 2904
Rayong-Klaeng Lending Branch 99/9 Sukhumvit Road, Thang Kwian, Klaeng, Rayong 21110	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3867 7123 0 3867 7102	0 3867 7101
Rayong-Pluak Daeng Lending Branch 499/3 Moo 5, Pluak Daeng, Pluak Daeng, Rayong 21140	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3802 5979-80	0 3802 5978
Saphan Si (Rayong) Lending Branch 124/19 Moo 6, Map Yang Phon, Pluak Daeng, Rayong 21140	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3819 8475-6	0 3819 8476
Ban Khai (Rayong) Nano Credit Kiosk 130/5 Moo 2, Thetsaban 2 Road, Ban Khai, Ban Khai, Rayong 21120	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 3801 6238	-
Map Ta Phut Market (Rayong) Nano Credit Kiosk 88/14-15 Noen Phayom Road, Map Ta Phut, Mueang Rayong, Rayong 21150	Tuesday, Thursday, Friday 09.00 hrs. - 15.00 hrs.	0 3862 2900-2	0 3862 2904
Nikhom Soi 13 Market (Rayong) Nano Credit Kiosk 260 Moo 2, Makham Khu, Nikhom Phatthana, Rayong 21180	Wednesday, Thursday, Friday 09.00 hrs. - 15.00 hrs.	0 3801 8940	-
Sa Kaeo			
Aranyaprathet Lending Branch 200/5 Moo 2, Tana Vithi Road, Ban Mai Nong Sai, Aranyaprathet, Sa Kaeo 27120	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3724 7517-8	0 3723 1572
Sa Kaeo Lending Branch 70/1 Suwannason Road, Sa Kaeo, Mueang Sa Kaeo, Sa Kaeo 27000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3742 1890 0 3742 1896	0 3742 1894
Wang Nam Yen (Sa Kaeo) Nano Credit Kiosk 96/7 Moo 1, Wang Nam Yen, Wang Nam Yen, Sa Kaeo 27210	Monday, Tuesday, Wednesday 09.00 hrs. - 15.00 hrs.	0 3755 0566	-
Wilai Rungcharoen Market (Sa Kaeo) Nano Credit Kiosk 1110/35 Moo 10, Watthana Nakhon, Watthana Nakhon, Sa Kaeo 27160	Monday, Tuesday, Wednesday 09.00 hrs. - 15.00 hrs.	0 3724 7233	-
Trat			
Trat Lending Branch 14 Thoet Charat Road, Bang Phra, Mueang Trat, Trat 23000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3951 0215-6	0 3951 0216

Branch Office	Office hours	Tel.	Fax
Saen Tung (Trat) Nano Credit Kiosk 426/7 Moo 1, Saen Tung, Khao Saming, Trat 23150	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 3951 3413	-
Western Kanchanaburi			
Kanchanaburi Lending Branch 250/2 Saeng Chuto Road, Ban Nuea, Mueang Kanchanaburi, Kanchanaburi 71000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3451 5234 0 3451 5317	0 3451 5318
Lat Ya (Kanchanaburi) Lending Branch 140/8 Moo 1, Lat Ya, Mueang Kanchanaburi, Kanchanaburi 71190	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3454 0206-7	0 3454 0207
Tha Maka (Kanchanaburi) Lending Branch 269/7 Saeng Chuto Road, Tha Ruea, Tha Maka, Kanchanaburi 71120	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3454 0451	0 3454 0452
Tha Muang (Kanchanaburi) Lending Branch 751/3 Moo 2, Tha Muang, Tha Muang, Kanchanaburi 71110	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3461 1484-5	0 3461 1485
Luk Kae (Kanchanaburi) Nano Credit Kiosk 20 Moo 6, Don Khamin, Tha Maka, Kanchanaburi 71120	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 3456 6002	-
Nong Tak Ya (Kanchanaburi) Nano Credit Kiosk 259/2 Moo 12, Nong Tak Ya, Tha Muang, Kanchanaburi 71110	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 3454 0434	-
Phanom Thuan (Kanchanaburi) Nano Credit Kiosk 5 Moo 2, Phanom Thuan, Phanom Thuan, Kanchanaburi 71140	Monday, Thursday, Friday 09.00 hrs. - 15.00 hrs.	0 3451 0479	-
Phetchaburi			
Cha-am Lending Branch 388/23 Phet Kasem Road, Cha-am, Cha-am, Phetchaburi 76120	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3247 2773-4	0 3247 2775
Phetchaburi Lending Branch 15 Surin Ruechai Road, Tha Rap, Mueang Phetchaburi, Phetchaburi 76000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3240 1756-7	0 3240 1758
Tha Yang (Phetchaburi) Lending Branch 286/1 Moo 1, Tha Yang, Tha Yang, Phetchaburi 76130	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3247 3473	0 3247 3474

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Ban Laem (Phetchaburi) Nano Credit Kiosk 137/3 Moo 2, Ban Laem, Ban Laem, Phetchaburi 76110	Monday, Wednesday, Friday 09.00 hrs. - 15.30 hrs.	0 3240 1756-7	0 3240 1758
Sahakon Kan Kaset Ban Lat Market (Phetchaburi) Nano Credit Kiosk 91 Moo 7, Ban Lat, Ban Lat, Phetchaburi 76150	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 3270 6506	-
Prachuap Khiri Khan			
Bang Saphan Lending Branch 87/12 Moo 1, Kamnoet Noppakhun, Bang Saphan, Prachuap Khiri Khan 77140	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3269 1176-7	0 3269 1178
Hua Hin Lending Branch 11/194 Phet Kasem Road, Hua Hin, Hua Hin, Prachuap Khiri Khan 77110	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3251 1657-8	0 3251 1659
Kui Buri (Prachuap Khiri Khan) Lending Branch 235/44 Moo 1, Kui Buri, Kui Buri, Prachuap Khiri Khan 77150	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3264 6580-1	0 3264 6581
Prachuap Khiri Khan Lending Branch 179 Phithak Chat Road, Prachuap Khiri Khan, Mueang Prachuap Khiri Khan, Prachuap Khiri Khan 77000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3260 3464 0 3260 3466	0 3260 3465
Pran Buri Lending Branch 73/15 Moo 4, Khao Noi, Pran Buri, Prachuap Khiri Khan 77120	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3262 1502-3	0 3262 1504
Bang Saphan Noi (Prachuap Khiri Khan) Nano Credit Kiosk 13/2 Moo 4, Bang Saphan, Bang Saphan Noi, Prachuap Khiri Khan 77170	Monday, Tuesday, Thursday 09.00 hrs. - 15.00 hrs.	0 3264 6559	-
Pak Nam Pran (Prachuap Khiri Khan) Nano Credit Kiosk 511/52 Moo 2, Pak Nam Pran, Pran Buri, Prachuap Khiri Khan 77000	Tuesday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 3251 0357	-
Sam Roi Yot (Prachuap Khiri Khan) Nano Credit Kiosk 457/9 Moo 3, Rai Kao, Sam Roi Yot, Prachuap Khiri Khan 77180	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 3251 0849	-
Ratchaburi			
Ban Pong (Ratchaburi) Lending Branch 5/2 Saeng Chuto Road, Ban Pong, Ban Pong, Ratchaburi 70110	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3222 2680 0 3222 2682	0 3222 2681
Chat Pa Wai (Ratchaburi) Lending Branch 128/13 Moo 1, Tha Khoei, Suan Phueng, Ratchaburi 70180	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3272 0608-9	0 3272 0609

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Damnoen Saduak (Ratchaburi) Lending Branch 277/4 Moo 8, Damnoen Saduak, Damnoen Saduak, Ratchaburi 70130	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3272 0391	0 3272 0392
Nong Pho (Ratchaburi) Lending Branch 202/5 Moo 9, Nong Pho, Photharam, Ratchaburi 70120	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3272 0628-9	0 3272 0628
Pak Tho (Ratchaburi) Lending Branch 562/22 Moo 1, Pak Tho, Pak Tho, Ratchaburi 70140	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3227 0441-2	0 3227 0442
Photharam (Ratchaburi) Lending Branch 99/3 Photharam-Banlueak Road, Photharam, Photharam, Ratchaburi 70120	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3272 0358-9	0 3272 0359
Ratchaburi Lending Branch 286/34 Si Suriya Wong Road, Na Mueang, Mueang Ratchaburi, Ratchaburi 70000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 3232 1225-6	0 3232 1227
Ban Rai (Ratchaburi) Nano Credit Kiosk 35/3 Moo 2, Ban Rai, Mueang Ratchaburi, Ratchaburi 70000	Monday, Wednesday, Friday 09.00 hrs. - 17.00 hrs.	0 3272 0640	-
Chom Bueng (Ratchaburi) Nano Credit Kiosk 297 Moo 3, Chom Bueng, Chom Bueng, Ratchaburi 70150	Monday, Wednesday, Friday 09.30 hrs. - 17.00 hrs.	0 3272 0633	-
Huai Krabok (Ratchaburi) Nano Credit Kiosk 361/49 Moo 9, Krap Yai, Ban Pong, Ratchaburi 70190	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 3272 0672-3	0 3272 0673
Khao Chong Phran (Ratchaburi) Nano Credit Kiosk 164 Moo 6, Nang Kaeo, Photharam, Ratchaburi 70120	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 3272 0606	-
Khao Ngu (Ratchaburi) Nano Credit Kiosk 19/5 Moo 1, Ko Phlaphla, Mueang Ratchaburi, Ratchaburi 70000	Monday, Thursday, Friday 09.30 hrs. - 15.30 hrs.	0 3272 0576	-
Tak			
Mae Sot Lending Branch 64/1 Prasat Withi Road, Mae Sot, Mae Sot, Tak 63110	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5553 3673-4	0 5553 3675
Tak Lending Branch 399/2 Mahadthai Bamrung Road, Rahaeng, Mueang Tak, Tak 63000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 5551 2210-1	0 5551 2212

Branch Office	Office hours	Tel.	Fax
Phop Phra (Tak) Nano Credit Kiosk 22/6 Moo 15, Chong Khaep, Phop Phra, Tak 63160	Monday, Tuesday, Wednesday 09.00 hrs. - 15.00 hrs.	0 5550 8500	-
Southern Chumphon			
Chumphon Lending Branch 64/2 Moo 11, Wang Phai, Mueang Chumphon, Chumphon 86000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7751 0815-6	0 7765 8561
Lamae (Chumphon) Lending Branch 186/54 Moo 7, Lamae, Lamae, Chumphon 86170	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7751 0793-4	0 7751 0794
Lang Suan (Chumphon) Lending Branch 6/20 Moo Ban Uai Chai Road, Khan Ngoen, Lang Suan, Chumphon, 86110	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7754 1232 0 7754 1244	0 7754 1235
Sawi (Chumphon) Lending Branch 24/3 Moo 5, Na Pho, Sawi, Chumphon, 86130	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7763 0200	0 7763 0201
Tha Sae (Chumphon) Lending Branch 270/2 Moo 6, Phet Kasem-Tha Sae Road Left Side, Tha Sae, Tha Sae, Chumphon 86140	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7761 3669	0 7761 3668
Si Yaek Pathomphon (Chumphon) Nano Credit Kiosk 34/19 Moo 9, Wang Phai, Mueang Chumphon, Chumphon 86190	Wednesday, Thursday, Friday 09.00 hrs. - 15.00 hrs.	0 7751 0229	-
Krabi			
Khao Phanom (Krabi) Lending Branch 59/1 Moo 5, Khao Phanom-Thung Yai Road, Khao Phanom, Khao Phanom, Krabi 81140	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7565 6506	0 7565 6483
Khlong Thom (Krabi) Lending Branch 100/1 Moo 2, Khlong Thom Tai, Khlong Thom, Krabi 81120	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7565 6230 0 7565 6240	0 7565 6240
Krabi Lending Branch 238/11 Maharaj Road, Pak Nam, Mueang Krabi, Krabi 81000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7562 0213-4	0 7562 0215
Ao Luek (Krabi) Nano Credit Kiosk 117/1 Moo 2, Ao Luek Nuea, Ao Luek, Krabi 81110	Monday, Tuesday, Friday 09.00 hrs. - 15.00 hrs.	0 7565 6477	-
Ao Nang (Krabi) Nano Credit Kiosk 696 Moo 1, Ao Nang, Mueang Krabi, Krabi 81000	Tuesday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 7565 6316	-

Branch Office	Office hours	Tel.	Fax
Nuea Khlong (Krabi) Nano Credit Kiosk 20 Moo 2, Nuea Khlong-Laem Kruat Road, Nuea Khlong, Nuea Khlong, Krabi 81130	Monday, Tuesday, Wednesday 09.00 hrs. - 15.00 hrs.	0 7565 6811	-
Nakhon Si Thammarat			
Chan Di (Nakhon Si Thammarat) Lending Branch 450/1 Moo 3, Chan Di, Chawang, Nakhon Si Thammarat 80250	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7535 5480 0 7535 5918	0 7535 5918
Hua It Market (Nakhon Si Thammarat) Lending Branch 81/36 Karom Road, Pho Sadet, Mueang Nakhon Si Thammarat, Nakhon Si Thammarat 80000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7534 2202 0 7534 2221	0 7534 2221
Nakhon Si Thammarat Lending Branch 132/5 Nakhon-Pak Phanang Road, Nai Mueang, Mueang Nakhon Si Thammarat, Nakhon Si Thammarat 80000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7544 6025-6	0 7544 6028
Ron Phibun (Nakhon Si Thammarat) Lending Branch 241/2 Moo 9, Phet Kasem Road, Hin Tok, Ron Phibun, Nakhon Si Thammarat 80350	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7544 1033-4	0 7544 1034
Sichon (Nakhon Si Thammarat) Lending Branch 148/3 Moo 1, Sichon, Sichon, Nakhon Si Thammarat 80120	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7553 5380 0 7553 5382	0 7553 5381
Tha Sala (Nakhon Si Thammarat) Lending Branch 274/43 Moo 1, Tha Sala, Tha Sala, Nakhon Si Thammarat 80160	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7545 0901 0 7545 0903	0 7545 0902
Thung Song Lending Branch 42/3 Thung Song-Huai Yot Road, Pak Phraek, Thung Song, Nakhon Si Thammarat 80110	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7542 1085-6	0 7542 0945
Thung Yai (Nakhon Si Thammarat) Lending Branch 112/2 Moo 2, Lak Chang Road, Tha Yang, Thung Yai, Nakhon Si Thammarat 80240	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7545 0762-3	0 7545 0763
Khanom (Nakhon Si Thammarat) Nano Credit Kiosk 194/2 Moo 1, Khanom, Khanom, Nakhon Si Thammarat 80210	Monday, Tuesday, Friday 09.00 hrs. - 15.00 hrs.	0 7552 9334	-
Lan Saka (Nakhon Si Thammarat) Nano Credit Kiosk 203/3 Moo 4, Tha Di, Lan Saka, Nakhon Si Thammarat 80230	Monday, Thursday, Friday 09.00 hrs. - 15.00 hrs.	0 7535 5481	-
Pak Phanang (Nakhon Si Thammarat) Nano Credit Kiosk 160 Chai Nam Road, Pak Phanang, Pak Phanang, Nakhon Si Thammarat 80140	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 7551 7617	-

Branch Office	Office hours	Tel.	Fax
Phrom Khiri (Nakhon Si Thammarat) Nano Credit Kiosk 246/16 Moo 1, Phrommalok, Phrom Khiri, Nakhon Si Thammarat 80320	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 7546 6077	-
Ruam Phuetphon Market (Nakhon Si Thammarat) Nano Credit Kiosk 2/29 Moo 1, Karom Road, Pho Sadet, Mueang Nakhon Si Thammarat, Nakhon Si Thammarat 80000	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 7535 5226	-
Phang-nga			
Phang-nga Lending Branch 202/1 Phet Kasem Road, Thai Chang, Mueang Phang-nga, Phang-nga 82000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7641 0123	0 7641 0122
Takua Pa (Phang-nga) Lending Branch 6/51 Moo 2, Bang Nai Si, Takua Pa, Phang-nga 82110	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7641 0161	0 7641 0162
Khao Lak (Phang-nga) Nano Credit Kiosk 65/3 Moo 5, Khuekkhak, Takua Pa, Phang-nga 82190	Monday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 7641 0196	-
Phatthalung			
Phatthalung Lending Branch 230/4 Moo 2, Khao Chiak, Mueang Phatthalung, Phatthalung 93000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7460 6402 0 7460 6404	0 7460 6411
Somphon Market (Phatthalung) Nano Credit Kiosk 92/2 Moo 1, Mae Khari, Tamot, Phatthalung 93160	Tuesday, Wednesday, Friday 09.00 hrs. - 16.00 hrs.	0 7469 5300	-
Phuket			
Ha Yaek Chalong (Phuket) Lending Branch 26/152 Moo 9, Chalong, Mueang Phuket, Phuket 83130	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7654 0723-4	0 7654 0724
Kathu (Phuket) Lending Branch 59/13 Moo 4, Kathu, Kathu, Phuket 83120	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7639 0186-7	0 7639 0187
Phuket Lending Branch 32/174 Phunphon Road, Talat Nuea, Mueang Phuket, Phuket 83000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7635 5333	0 7634 5845
Si Yaek Tha Ruea (Phuket) Lending Branch 114/51 Moo 5, Si Sunthon, Thalang, Phuket 83110	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7637 9677	0 7637 9675

Branch Office	Office hours	Tel.	Fax
Ranong			
Ranong Lending Branch 41/194 Tha Mueang Road, Khao Niwet, Mueang Ranong, Ranong 85000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7782 8392-3	0 7782 8394
Kra Buri (Ranong) Nano Credit Kiosk 337 Moo 2, Nam Chuet, Kra Buri, Ranong 85110	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 7782 6985-6	0 7782 6985
Satun			
La-ngu (Satun) Lending Branch 484 Moo 4, Kamphaeng, La-ngu, Satun 91110	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7474 0240-1	0 7474 0241
Satun Lending Branch 30/12 Satun Thani Road, Phiman, Mueang Satun, Satun 91000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7474 0631	0 7474 0632
Khuan Don (Satun) Nano Credit Kiosk 215 Moo 8, Khuan Sato, Khuan Don, Satun 91160	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 7474 0749	-
Songkhla			
Hat Yai Lending Branch 26/22 Rat Yindi Road, Hat Yai, Hat Yai, Songkhla 90110	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7423 5345 0 7422 0803	0 7422 0804
Hat Yai Nai (Songkhla) Lending Branch 1147 Phet Kasem Road, Hat Yai, Hat Yai, Songkhla 90110	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7430 0230-1	0 7430 0231
Sadao (Songkhla) Lending Branch 42 Ruam Chai Road, Sadao, Sadao, Songkhla 90120	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7453 6230	0 7453 6231
Songkhla Lending Branch 155 Thale Luang Road, Bo Yang, Mueang Songkhla, Songkhla 90000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7430 0840-1	0 7430 0842
Benchaphon Market (Songkhla) Nano Credit Kiosk 160/51 Moo 2, Phawong, Mueang Songkhla, Songkhla 90100	Monday, Wednesday, Friday 09.00 hrs. - 17.30 hrs.	0 7430 0210	-
Padang Besa (Songkhla) Nano Credit Kiosk 24 Talat Mai 2 Road, Padang Besa, Sadao, Songkhla 90240	Tuesday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 7453 6586	-

Branch Office	Office hours	Tel.	Fax
Rattaphum (Hat Yai) Nano Credit Kiosk 226 Moo 1, Kamphaeng Phet, Rattaphum, Songkhla 90180	Monday, Thursday, Friday 09.00 hrs. - 15.00 hrs.	0 7438 8450	-
Si Trang Market (Hat Yai) Nano Credit Kiosk 315 Thung Ri-Khok Wat Road, Kho Hong, Hat Yai, Songkhla 90110	Wednesday, Thursday, Friday 08.30 hrs. - 17.30 hrs.	0 7423 5345 0 7422 0803	0 7422 0804
Thung Lung (Songkhla) Nano Credit Kiosk 160 Kanchana Wanit Road, Phatong, Hat Yai, Songkhla 90110	Wednesday, Thursday, Friday 09.00 hrs. - 15.00 hrs.	0 7430 0229	-
Surat Thani			
Chaiya (Surat Thani) Lending Branch 560/2 Moo 1, Talat Chaiya, Chaiya, Surat Thani 84110	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7731 3800	0 7731 3801
Kanchanadit (Surat Thani) Lending Branch 210/6 Moo 1, Kadae, Kanchanadit, Surat Thani 84160	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7731 3832-3	0 7731 3833
Khun Thale (Surat Thani) Lending Branch 52/3 Moo 1, Khun Thale, Mueang Surat Thani, Surat Thani 84100	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7731 0603-4	0 7731 0604
Ko Samui Lending Branch 11/6 Moo 1, Mae Nam, Ko Samui, Surat Thani 84330	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7733 2807-8	0 7733 2806
Nathon Samui (Surat Thani) Lending Branch 226/19 Moo 3, Ang Thong, Ko Samui, Surat Thani 84140	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7724 7310 0 7724 8652	0 7724 8652
Surat Thani Lending Branch 159/27 Si Wichai Road, Makham Tia, Mueang Surat Thani, Surat Thani 84000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7727 5678-9	0 7727 5680
Wiang Sa (Surat Thani) Lending Branch 468 Moo 4, Ban Song, Wiang Sa, Surat Thani 84190	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7736 1045	0 7736 1046
Ban Na Doem (Surat Thani) Nano Credit Kiosk 316/8 Moo 2, Ban Na, Ban Na Doem, Surat Thani 84240	Monday, Thursday, Friday 09.00 hrs. - 15.00 hrs.	0 7731 3685	-
Chaweng Samui (Surat Thani) Nano Credit Kiosk 184/27 Moo 2, Bo Phut, Ko Samui, Surat Thani 75120	Monday, Thursday, Friday 09.00 hrs. - 15.00 hrs.	0 7743 0353	-
Lamai Market Samui (Surat Thani) Nano Credit Kiosk 136/32 Moo 4, Maret, Ko Samui, Surat Thani 84310	Monday, Thursday, Friday 09.00 hrs. - 15.00 hrs.	0 7745 8111	-

Branch Office	Office hours	Tel.	Fax
Si Tha Kham Market (Surat Thani) Nano Credit Kiosk 37/18 Chunla Chom Klao Road, Tha Kham, Phunphin, Surat Thani 84130	Monday, Thursday, Friday 09.00 hrs. - 15.00 hrs.	0 7731 3884	-
Trang			
Huai Yot (Trang) Lending Branch 186 Moo 3, Khao Kop, Huai Yot, Trang, 92130	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7527 0201 0 7527 0241	0 7527 0241
Khuan Pring (Trang) Lending Branch 103/274 Moo 6, Khuan Pring, Mueang Trang, Trang 92000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7527 0973 0 7527 0931	0 7527 0931
Trang Lending Branch 59/45 Huai Yot Road, Thap Thiang, Mueang Trang, Trang 92000	Monday - Friday 09.00 hrs. - 17.30 hrs.	0 7559 0411-2	0 7559 0413
Khlong Pang (Trang) Nano Credit Kiosk 165/1 Moo 2, Phet Kasem Road, Khlong Pang, Ratsada, Trang 92160	Tuesday, Wednesday, Thursday 09.00 hrs. - 15.00 hrs.	0 7527 0240	-
Yan Ta Khao (Trang) Nano Credit Kiosk 61 Moo 1, Trang-Palian Road, Yan Ta Khao, Yan Ta Khao, Trang 92140	Monday, Wednesday, Friday 09.00 hrs. - 15.00 hrs.	0 7520 4727	-



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